PHY Rates / MoCA Connected TiVos- Article no. 5919

Introduction

- This information in BOLT, under the Equipment tab when pressing the Diagnostics button
- Discrepancy is listed in **red**
- **PHY rates** are the physical layer (PHY) rate, or the speed that data can move between MoCA clients (TiVo) and the router they connect
- When PHY rates are **out of spec**, Apps, VOD and Live TV/Recordings streaming for Mini's **do not work** properly

Specifications

- Buffer, pixelate, freeze, black screen errors appear
- Faulty or loose cable connections cause the failure
- **TX** (upload) and **RX** (download) **PHY rates** should always be **above 180Mbps** and **within 35Mbps** of each other
- **ECB Mode**
    - Displays **Yes** when the TiVo internal ECB is **originating MoCA** on 4 and 6 Tuner boxes
    - Displays **No** if an **ECB originates** MoCA, either a standalone ECB or the built in ECB of a 3n1

- Displays **No** when the TiVo is a **MoCA client** (a MoCA capable device not originating MoCA)

Resolution Steps

Though you cannot resolve a PHY Rate discrepancy at the call center level, please check the following with the customer

1. Verify the **Serial Number / TSN Number**
2. Open your **Diagnostics screen** in BOLT. Check the MoCA area for **PHY rates**. Any discrepancy is listed in **red**
3. Ensure that **all coax connections** to the **Modem, Router**, and **TiVo equipment** are secure
4. **Test** the App, VOD or Live TV streaming **again**
5. Only if there is a discrepancy, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT
    - Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**

Trouble Call or Tech Case	TiVo Issue
Service Category	TiVo ONLY
Problem Description	TD - TiVo Data Issue
Select	All Affected TiVos
Schedule	First available time that works for the customer
Notes	MoCA Phy Rates out of spec

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=80