SurfBeam 2 Modem Lock Job Aid

Summary

This Job Aid covers:

Prepare for Modem Lock

Obtain Modem Lock

Software Updates

This Job Aid supports all audiences. This Job Aid applies to both new installations and service calls where a modem is replaced. This Job Aid also describes the software update process that may occur during the Modem Lock process.

Prepare for Modem Lock

Once you complete the pointing and peaking process, review the modem Graphical User Interface (GUI), and confirm that the last box in the Coarse to Fine Pointing section has a green check button.

If this green check button is missing, repeat the point and peak process.



Obtain Modem Lock

Follow this step, and observe the modem's activity as it obtains Modem Lock.

In the graphical user interface, click the forward arrow at the lower right corner of the screen.

The modem leaves Installation Mode, and the Basic Status screen appears.

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Review the activity of the **Basic Status** screen as it proceeds through modem lock.

Modem Lock occurs when all three boxes show green check marks.

For more detailed information about the process, click the Modem box (the first of the three boxes). The Modem/IFL Cable Status screen appears.



Process breakdown:

Link Acquisition

Power LED on

2 nd LED flashes, then goes solid
Syncing
Ranging Restaurance Second S
Modem State reads: Scanning, Syncing, Ranging, Ranged
Solution Control of Contr
interfection in the second sec
Registration
Power LED on
2 nd LED on
3^{rd} LED flashes, then goes solid
Modem State reads: Network Entry
Network Entry
DHCP Acquisition
Power LED on
2 nd LED on
3 rd LED on

undefined



Modem State reads: DHCP, undefined

(continued on the next page)

Process breakdown (continued)

Modem Lock

Power LED solid

2nd LED flicker

3rd LED flicker

4th LED flicker

LEDs flicker with data activity during normal modem operation.

Modem State reads: Online



Note: If the modem's software requires updating, this stage may last for several minutes. **Do not interrupt the process.**

See section Software Updates below for more information.

Proceed to the Provisioning Process

Software Updates

🔇 ViaSat Modem 🛛 🗙 💽		
← → C ⋒ ③ 192.168.100.1/?page=modemStatus		☆ २
<u>ViaSat</u> status	SurfBeam*2 Satellite Modem	SurfBeam [®] 2 SATELLITE MODEM
	Modem/IFL Cable Statu	s
и номе	MODEM STATE	
МОДЕМ	Status Online Time	000:00:00:00
(1) TRIA	Seneral	
	Rx Power: 0.0 dBm	ODU Telemetry status:
	Cable Resistance: 0.5 Ohms	n 0.0 dB
	J IDENTIFICATION	
	IP Address 0.0.0. MAC Address Software Version UT_1.2.10.11 Hardware Version Serial Number 282911230807 Part Number IFL Type Single	00:A0:BC:2F:3F:FF UT_7 P3_V1 1113450003
	N ETHERNET INTERFACE STATISTICS	

The SurfBeam 2 (SB2) modem is an upgradable modem. This means that as changes occur in the Viasat network, the network may detect that the modem requires a software (firmware) update once the modem has achieved modem lock. This occurs automatically; *however, it is critical that you recognize that an update is in progress and wait until it is complete before proceeding to provisioning*.

Recognizing a Software Update in Progress

You are encouraged to make note of the software version listed on the Modem/IFL Cable Status page at the beginning of the modem lock process.

🛞 ViaGat Modem 🛛 🛛 🚬			- 8 - 8
← → C ff © 192.168.100.1/?page=modemStatus			\$ A
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<u>ViaSat</u>	in all all and	SurfBeam® 2	
STATUS	Surfleam 2 Satelite Modern	SATELLITE MODEM	
	Modem/IFL Cable Sta	700 700 700 700	
fil HOME	MODEN STATE		
MODEM	Status Software Download	000:00:16	
(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	S GENERAL		
	Rx Power: -36.9 dBm Rx SNR: 9.8	dB ODU Telemetry status: Active	
	Cable Restance: 0.5 Ohms	ution 1.6 dB	
	S IDENTIFICATION		
	IP Address 10.176.54.219 MAC Address Software Vesion UT_1.2.1.3.1 Hardware Vesion Setal Number 282911030125 Part Number FL Type Single	00:A0:8C:20:4F:8A rsion UT_7 P3_V1 1113450002	
	> ETHERNET INTERFACE STATISTICS		

After the modem obtains modem lock, the status indicator reads 'Online.' If a software download is available, the indicator's label changes to read 'Software Download.'

While the update is in progress, the 2nd LED flashes and the 4th LED flashes twice as fast.

This stage may last for several minutes. **Do not interrupt the process.**

Once the software download process is complete, the modem will have to reboot and go through the modem lock process from the beginning. **Do not interrupt the process.**