SurfBeam 2 Modem Swap Job Aid

Summary

This Job Aid supports the Technician audience.

This Job Aid covers:

- Troubleshooting the Modem before replacing
- <u>Connecting the Replacement Modem</u>
- Validating Modem Lock

Troubleshooting the Modem before replacing

All troubleshooting steps must be complete before swapping a modem. Following the Trouble Isolation Check Sheet, a Modem Test must fail in order to continue. Do not replace the modem until the TIC directs the Technician to do so.

Connecting the Replacement Modem

There are three (3) cables coming out of the existing modem:

- One Power cord
- One Coaxial cable that connects to the antenna
- One Ethernet cable that connects to the computer

Follow the steps below to properly disconnect the existing modem and reconnect the replacement modem.

Caution: The Coaxial cables emit power. Follow each step in order to ensure safety!

Power off the computer that is connected to the existing modem

Unplug the modem power supply from the power source.

Unplug the Transmit cable from the TX port on the existing SurfBeam (SB2) modem.

Connect the Transmit cable to the TX port on the replacement

SB2 modem.

Unplug the Ethernet cable from the Ethernet port on the existing SB2 modem.

Connect the Ethernet cable from the PC to the Ethernet port on the *replacement* SB2 modem

Plug the power connector from the *replacement* power supply into the *replacement* SB2 modem.

Plug the AC power cord into the power supply.

Plug the power supply into an AC outlet. Wait approximately two minutes for the modem to power on.

 Once the power supply is plugged into an AC outlet, the PWR light on the modem comes on and the RX light starts blinking.

Power on the computer and open the Internet browser.

Validating Modem Lock

When swapping a SurfBeam 2 (SB2) modem, the Technician

verifies the modem lock process by accessing the Basic Status Page. This ensures that the modem locked correctly before proceeding to provision the new modem.

These steps assume that the ODU is mounted properly, aligned correctly and cabling/grounding are complete.

Follow the steps provided in the following VTT Service Call Video:

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