

Updating the Modem Software Prior to Installation



Overview

This guide provides instructions on updating the software of the Viasat Data Modems in inventory to save time and overcome potential roadblocks during installation onsite.

Note – this is an optional process that may be followed to check for modem failures and save time on site lost to modem updates.

REQUIRED ITEMS TO SUPPORT MODEM SOFTWARE UPDATE

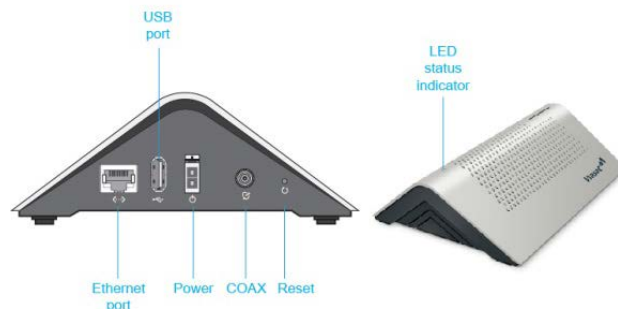
- Fully installed & functional satellite [ODU](#) with proper [cabling](#) that's been [pointed and peaked](#).
 - If the satellite system is only being used to update modem software, it does not need to be grounded. Otherwise it must be grounded.
- One Viasat Data Modem
- One standard ethernet cable
- One laptop with an ethernet port
- Working power outlet
- Modem key (provided by Viasat)



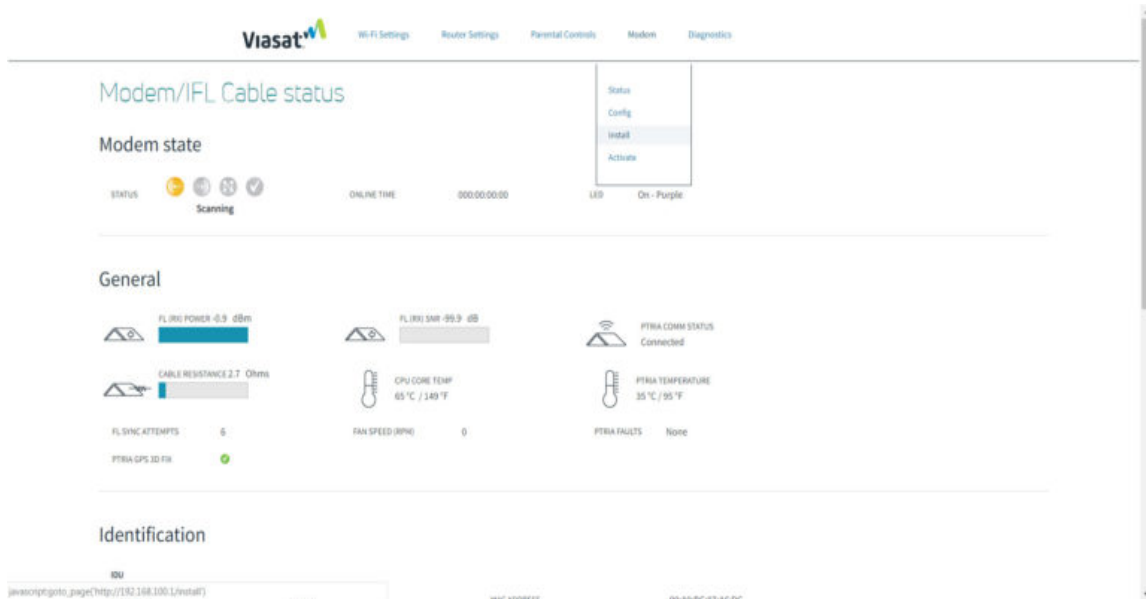
Viasat Data Modem

Software Update Instructions:

1. Connect the COAX cable from the satellite hardware to the COAX port of the modem and connect the modem power cord to a working power outlet (may need an adapter or UPS). Verify the LED status indicator turns on.

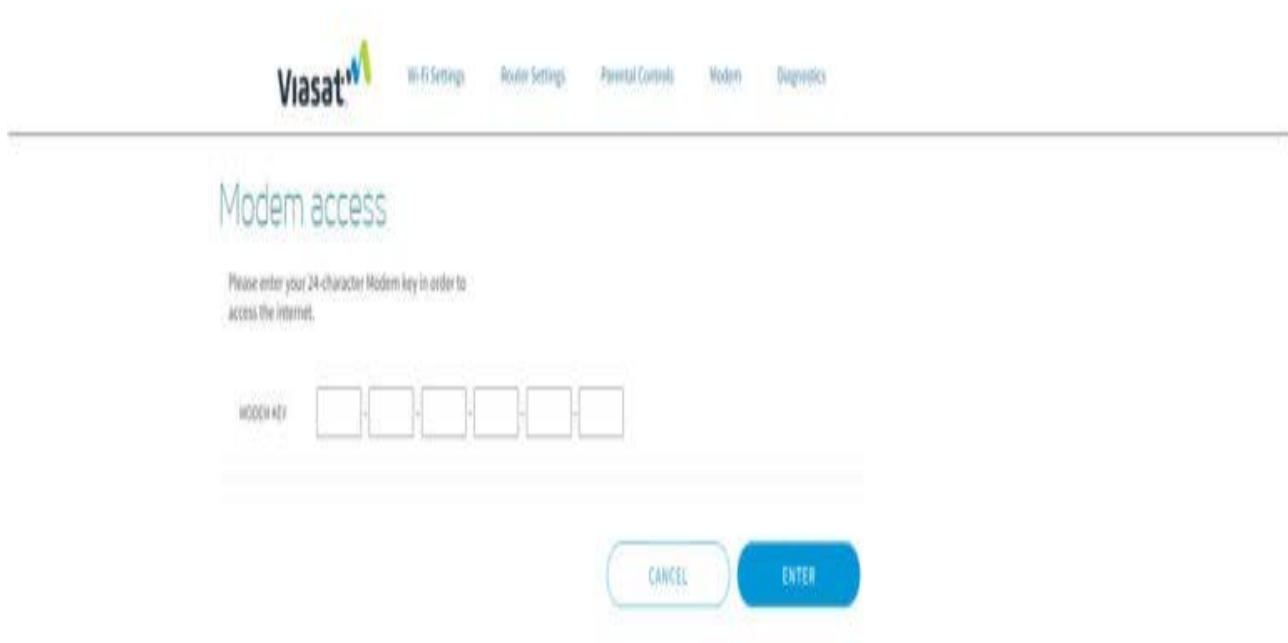


2. Connect an ethernet cord from the laptop to the Ethernet port of the Modem and enter the following URL to the laptop's web browser: <http://192.168.100.1> The following webpage should load.



The screenshot shows the Viasat modem status page. At the top, there is a navigation menu with links for "Wi-Fi Settings", "Router Settings", "Parental Controls", "Modem", and "Diagnostics". The main heading is "Modem/IFL Cable status". Below this, there is a "Modem state" section with a status indicator (a yellow circle with a lightning bolt) and the text "Scanning". To the right, there is a dropdown menu with options: "Status", "Config", "Install", and "Activate". The "Install" option is highlighted. Below the status section, there is a "General" section with several metrics: "FL IRIG POWER -0.9 dBm", "FL IRIG SNR -95.9 dB", "FL SYNC ATTEMPTS 6", "CABLE RESISTANCE 2.7 Ohms", "CPU CORE TEMP 65 °C / 149 °F", "FAN SPEED (RPM) 0", "PFRM COMM STATUS Connected", "PFRM TEMPERATURE 35 °C / 95 °F", and "PFRM FAULTS None". At the bottom, there is an "Identification" section with a small "IDU" label and a URL: "http://192.168.100.1/install".

3. Click Modem >> Install, enter the Viasat-provided Modem Key on the following page, then press "Enter".



The screenshot shows the Viasat modem access page. At the top, there is a navigation menu with links for "Wi-Fi Settings", "Router Settings", "Parental Controls", "Modem", and "Diagnostics". The main heading is "Modem access". Below this, there is a text prompt: "Please enter your 24-character Modem key in order to access the internet." Below the prompt, there is a "MODEM KEY" label and a series of 24 empty input boxes. At the bottom, there are two buttons: "CANCEL" and "ENTER".

4. The following page will appear with only the ODU Link Check marked green on the right-hand column. Click **“Finish”**.

SAT ID	4	ODU LINK CHECK	✔
BEAM ID	11111	COARSE POINTING	✘
LED	Blinking - Purple	EL SLEEP CHECK	
PRBA GPS ID FIX	✔	AZ SLEEP CHECK	
PRBA FAULTS	None	FINE POINTING	
		PUSH/PULL TEST	

5. Back on the <http://192.168.100.1> Modem/IFL Cable Status page the modem will now begin to software update. **This can take up to 10 minutes to complete.**

STATUS: **Software Download**
Step 1/3 Downloading - 17%

ONLINE TIME: 000:00:04:46

General

- FL (RX) POWER -43.4 dBm
- FL (RX) SNR 9.8 dB
- CABLE RESISTANCE 0.5 Ohms
- CABLE ATTENUATION 0.0 dB
- ODU TELEMETRY STATUS: Active

- Once it has been updated, the modem will reboot and “**Software Download**” on the webpage will instead say “**Online**” and the LED Status Indicator on the top of the modem will turn blue. The modem may now be disconnected from the laptop.

