



CONSTELLATION

CREATING RELATIONSHIPS

D-TDMA Remote Troubleshooting

NOTE: BEFORE CONNECTING OR DISCONNECTING THE CABLES FROM THE BUC, LNB, OR NETMODEM BE SURE TO POWER DOWN THE MODEM

Symptom:

Modem RX is amber.

Possible Solutions:

- Insure antenna is pointed correctly. Use Pointing Tool or a Spectrum Analyzer. NOC can provide beacon frequencies if necessary. Make sure the antenna is pointed at the correct satellite with the proper polarization. Inability to get the proper RX voltage may indicate a problem between the modem and LNB.
- Make sure LNB has not been replaced with a different model. **Under no circumstances should the LNB be replaced without first informing the NOC**
- Check voltage at LNB and modem RX input port to insure proper electrical connection (18v)
- Swap TX and RX cables to test cables for failure

Symptom:

Modem TX blinks green.

Possible Solutions:

- Modem is unable to transmit a carrier that the Hub can see
- TX is on the wrong Pol
- Make sure the BUC is the same model that the site was brought up with. **Do not change BUCs without first informing the NOC.**
- Via the console port, verify that the serial number is the same as on the modem itself. This can be verified by the digits after the peacock prompt (peacockXXX).
- Check to make sure the voltage at the BUC and TX output port of modem is correct (24v)
- Swap TX and RX cables to isolate a cable fault

Symptom:

Modem status light is red.

*Indicates modem failure. Contact service provider for RMA