



Avanti Installation Troubleshooting

The elevation/azimuth screw is not moving

Check the fastening nuts to make sure they are loose.

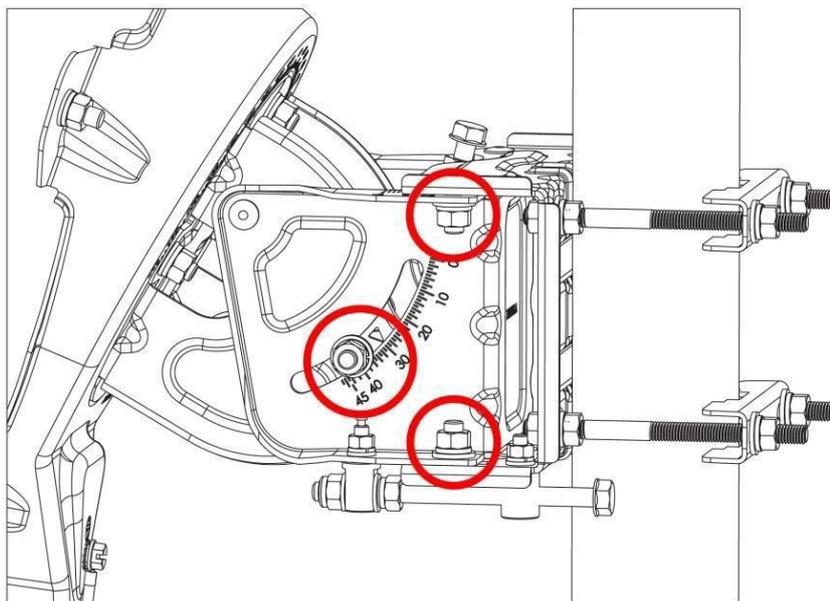


Figure 57: Loosening the screws

If the fastening nuts had been tightened, they will prevent the elevation/azimuth screw from further movement.

The modem LEDs are not on

This indicates a power supply problem.

- o Check that the electric socket is powered.
- o Check that the electric plug of the power adapter is tightly connected.
- o Check that the power adapter is powered.
- o Check that the modem is connected to the power adapter.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).

I cannot connect to the modem

1. Check the power.
2. Check the LAN configuration on your PC.
3. Check the LAN LEDs of the PC and the modem.
4. Replace the LAN cable.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).

I cannot lock on to the satellite

1. Check the parameter setting.
2. Make sure that the line of sight is unobstructed.
3. Check the weather: you should have started pointing during clear-sky conditions - but it can be cloudy or rainy now.
4. Check the elevation and azimuth settings.
5. Check elevation compensation.
6. Make sure that the cable connectors are correctly assembled and tightly fastened to the modem and the transceiver.
7. Try scanning (rotating the dish) at a slower pace.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).

I am experiencing a deterioration of service

You can experience a deterioration of service due to several reasons (or any combination of the following):

1. There can be congestion in the entire network due to high bandwidth consumption by all users.
2. You may have exceeded your data allocation. Check your current quota status on your ISP's site.
3. On the modem web page, click Diagnostics and see the installation log. If the current signal level is lower than that obtained during installation, this can happen due to rough weather in your location or in the location of the central transmitter/receiver (hub).
4. Verify that all the nuts had been tightened properly. If the dish has moved (for whatever reason), repoint it.
5. Check whether there are new obstructions in the line of sight (a tree that has grown, a new building, etc.). If not, try reinstalling the modem to achieve higher level.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).

The transmitter is not available because ranging has failed

Ranging is the process that adjusts your satellite transmitter's timing and power. Your satellite transmitter conducts ranging as needed to ensure that it can communicate successfully with the Network Operations Centre (NOC).

This condition indicates that the transmitter is not operational because ranging has failed. This may happen due to the antenna becoming misaligned or if repeated attempts to range do not succeed.

This condition may also be caused due to adverse weather conditions. In rare cases, this may also indicate NOC issues but should clear within a few minutes. If your system was operational in the past and you see these messages repeatedly, you can try to force range by performing the Connectivity Test.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).

The transmitter is waiting for a ranging request to be processed by the Network Operations Centre

This condition occurs when the system is unable to provide transmit bandwidth. This occurs when many users sign-on simultaneously. It should clear in a few minutes automatically.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).

I cannot obtain the peak tone

1. If the weather has changed since you started the pointing, this could affect the link quality.
2. Try finding the highest pitch and staggering rate by changing the azimuth. Once found, try once again to achieve the peak tone by changing the elevation.
3. If the above measures have not resolved the problem, return to the PC and check the web.
4. If there are no error messages, you can proceed with installation.
5. If there is an error message, it indicates that a better location was identified during the installation. Return to the dish and try repointing it at a slower pace.

If the above measures do not resolve the problem our Technical Support team on +44 (0) 1869 222 900 (select option 2).