bigblu

Replacing the Avanti Hughes HN9260
and HN9200 Modem

This step-by-step guide allows you to install a new modem for your Avanti satellite.

The modem for demonstration is a double HN9260.

Each replacement Avanti modem requires activation after it has been connected to the network. You will receive Power Supply and Ethernet cables with the modem.

Nb. Ensure that the modem is switched off at the mains before replacement installation.

Step 1: removing modem cabling

A. Remove the Modem cabling by starting with the power cable. It is important to remove the equipment from the power source to prevent any damage that can occur in the hardware while you are changing either the Modem, Transceiver or Cabling.

B. The preferred order of removal of the cables is from the top to the bottom. When you are plugging in the replacement modem, the preferred order starts is from the bottom cable to the top.

Step 2: checking signal strength   Signal Strength

1. To check signal strength, access the Modem's graphical user interface

2. Power-up and connect the Modem to your PC using an Ethernet cable.

3. Open your browser and type 192.168.0.1 into the URL bar.

4. That will bring up the log-in screen (below), enter the username and password (both Avanti)

5. On entering the password you will be taken through to the Modem Interface (see below). Clicking he System Status button will bring up the Status values.
If the System Status is not Green, contact our Technical Support team on +44 (0) 1869 222 900 (select option 2).
The received signal strength must be between 74SQF – 92SQF. The Signal Strength is on 89 SQF on the example below.

6. The RxCode is 5 and the TxCode is 8, which indicates that assembly is correct from a hardware perspective.

7. If you see different values, contact our Technical Support team on +44 (0) 1869 222 900 (select option 2).

Step 3: FTP Speed Test

In order to perform an FTP Speed Test specifically for this service you can access a Flash-based testing tool provided by Avanti by typing into the URL bar: speedtest.avantiplc.com
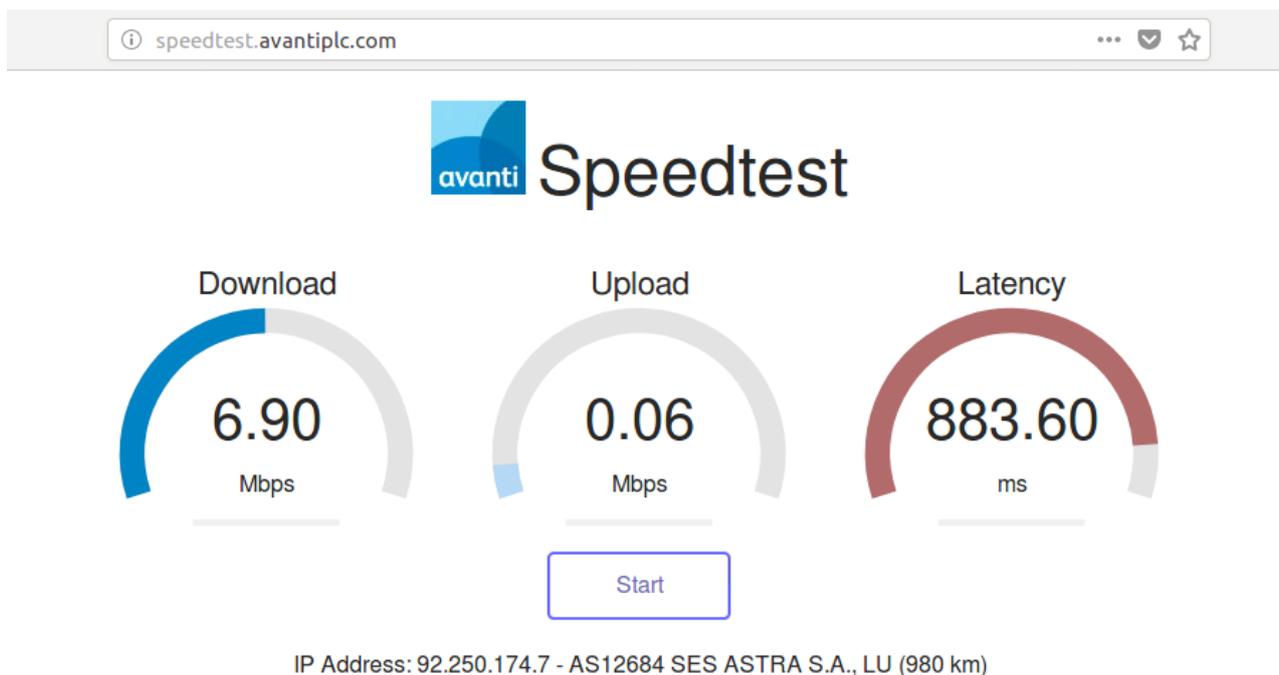
For further enquiries contact our Technical Support team:

https://bigblu.co.uk/contact/

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