

# HX Training

## Product Links:

<http://www.wafa.ae/en/vsat/products/hx/>

## Support Links:

<http://www.wafa.ae/en/vsat/support/hx/>

### 1) INSTALLATION

- Cables – Make sure you use good quality cables: RG-6 – 15-20m cables, low loss – 75ohms
- using a sat meter or you can use the web interface (<http://192.168.0.1>).
- rx to SAT IN, tx to SAT OUT.
- **POWER OFF THE MODEM UNTIL EVERYTHING IS PLUGGED IN.**

### 2) PRE-COMMISSIONING

- fill the activation form: <http://vsat.wafa.ae/activation/>
- sample Wafa RPR (configuration sheet) can be shown to you.

### 3) CONFIGURATION

- download the manual from our support page
- from browser: Transmit radio - choose 2W
- from Hyperterminal (optional)

### 4) VERIFYING DISH POINTING

- rx and tx codes: rx code 5 means you're pointed
- lights' status on the modem

### 5) SOFTWARE DOWNLOAD

- monitor from browser
- monitor from hyperterminal (optional)

## 6) TROUBLESHOOTING

- normally tx code 8, rx code 5

Unusual Rx or Tx codes: Normal working unit will always be Tx code 8 and Rx code 5. If that's not the case, it might be useful to swap cables at both ends (modem and ODU) and re-check status. If it's the same, it could be BUC, IDU, or in rare cases, interference in that region.

If you still have problems, raise a complaint on the HELPDESK and please send us screenshots of the following:

### **From HYPERTERMINAL:**

- main menu -> **b (Display Current Configuration)**
- main menu -> **c&g (Display PEP statistics)**
- main menu -> **f (Run Software Monitor)**

### **From browser <http://192.168.0.1> or [http://your\\_gateway\\_address](http://your_gateway_address)**

- **system status**
- **reception info**
- **transmission info**
- **system info**

- throttle site: <http://www.wafa.ae/en/vsat/support/hx/throttle.aspx>
- HX packages: <http://www.wafa.ae/en/vsat/products/hx/packages/>

## 7) Wafa SUPPORT

Following the operation of your unit, you can always contact us if you have a problem. You can talk to us on MSN if you have some concerns but we strongly advise you to raise a call on the helpdesk: <http://vsat.wafa.ae/helpdesk>.

After registering and confirmation of your account, you can raise new cases and follow up with them any place, any time. All complaints/requests are logged on the Wafa Helpdesk. We only give priority to cases raised on the helpdesk, and since you are an existing customer, you can take advantage of this feature. You can encourage your colleagues to do the same, so that they can follow up with the case if needed. Please also register using your primary e-mail account, since we send Call updates and important Newsletters to those e-mails.

If you need to send screenshots or attachment, you can send an e-mail to [support@wafa.ae](mailto:support@wafa.ae) with reference to the Call number.

For live support, we are also available on MSN.

**THANK YOU AND GOOD LUCK!**

## Appendix A: Hyperterminal (advanced users)

- 1) You can use cross-over or straight LAN cable. Keep the DW6000 on the same network as your PC. (i.e. your HX has a default IP of 192.168.0.1). Therefore, your PC should have:  
IP 192.168.0.2  
Subnet mask: 255.255.255.0
- 2) Hyperterminal: Choose Start > Programs > Accessories > Communications
- 3) From Hyperterminal, choose TCP/IP Winsock and Port 1953. IP: 192.168.0.1
- 4) Assuming you're connected to the box now, choose Option "a" - Configure boot parameters. You'll be entering the values from the RPR here.  
Press <ENTER> after each entry.
- 5) Check main menu -> "b" to see if the parameters have been entered correctly.
- 6) choose "pw" to save. System will reboot after this. Check Main menu -> option (b) to re-check values.
- 7) You can check your signal strength. Main menu -> Option (i) and then suboption (a).
- 8) Time to range the system now: Choose main menu -> "d" (force and verify ranging) and "f" to monitor software download. The system will take up to 20 minutes to download the software. While monitoring, you will notice it progress to MM, QE etc. The final status should be *"All files downloaded. No pending changes"*.