

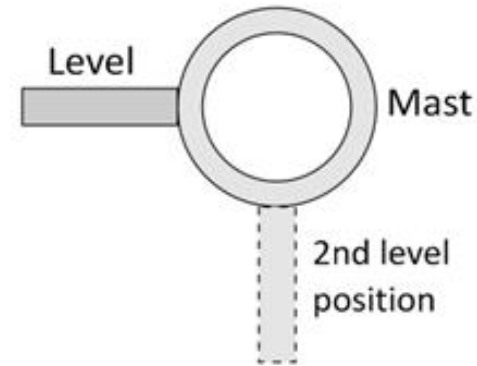
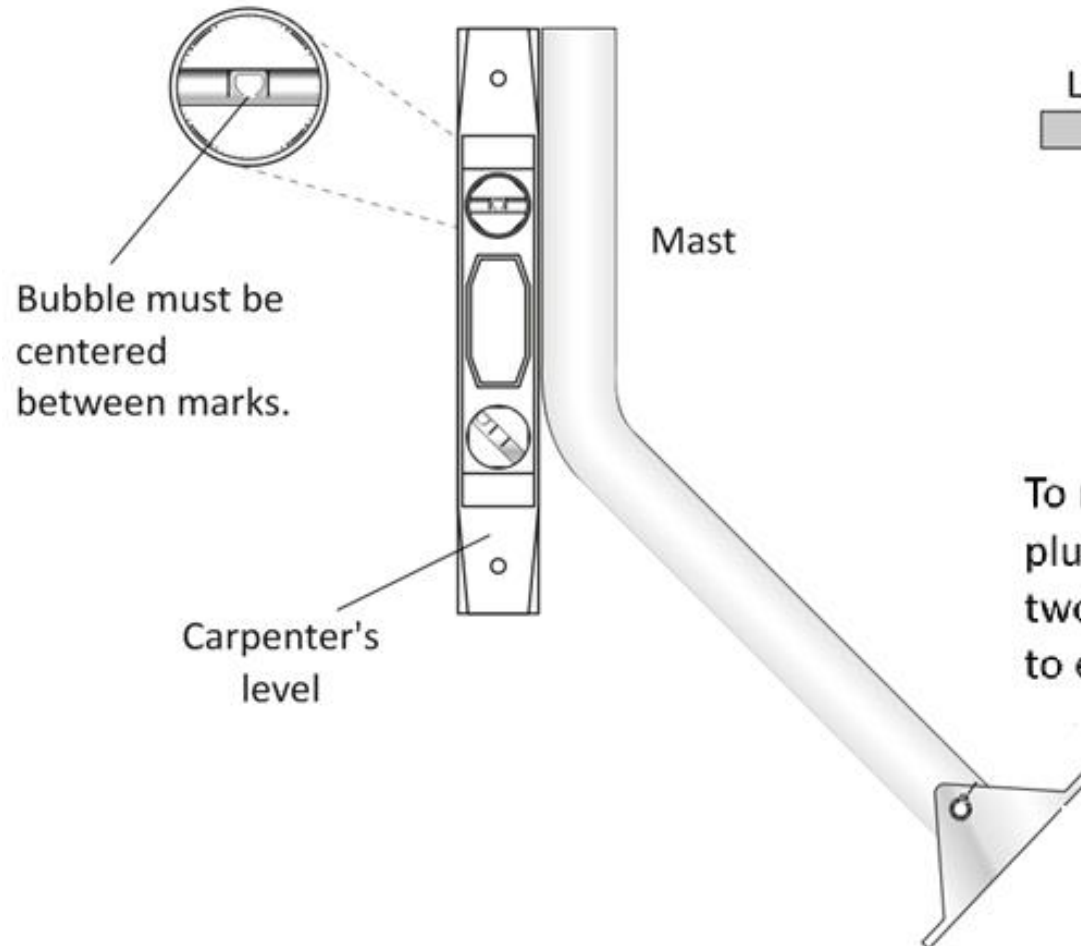


Troubleshooting a New Installation

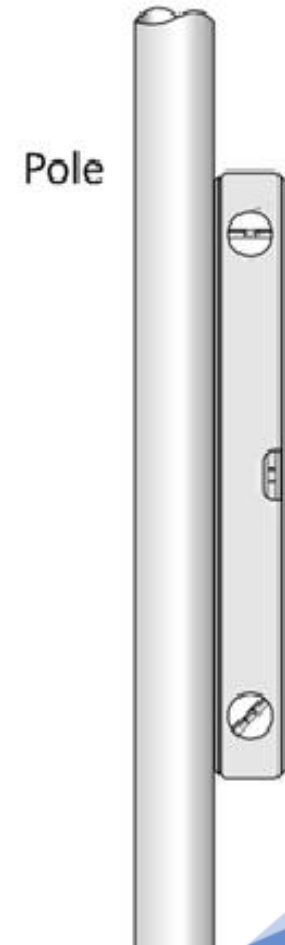
If you can't get an SQF above 29 while pointing...

1

Is the mount level?



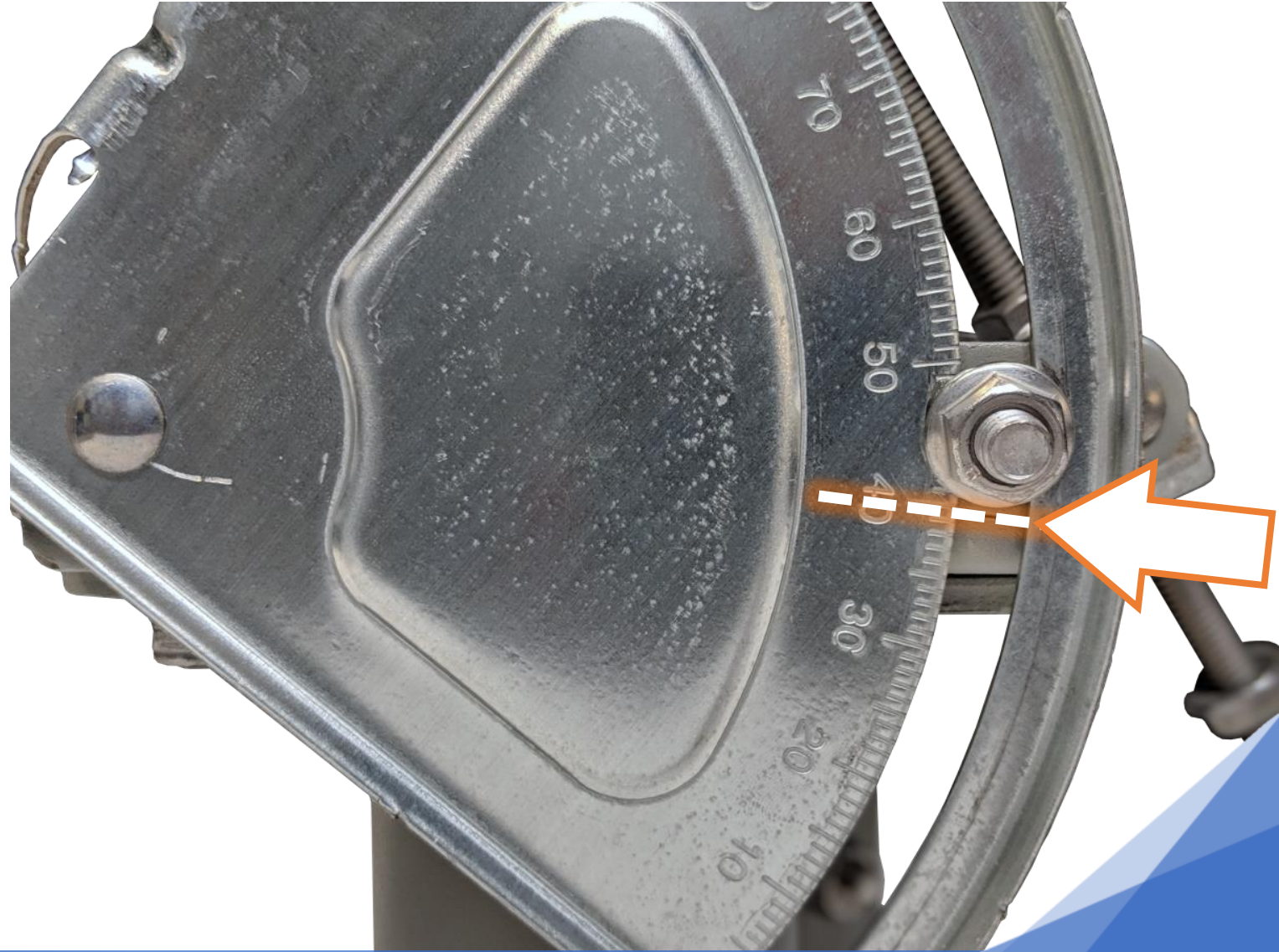
To make sure the mast is plumb, check with the level in two positions at right angles to each other.



2

Is the elevation set correctly?

The elevation marking is below the bolt on the Az/El canister's elevation scale.

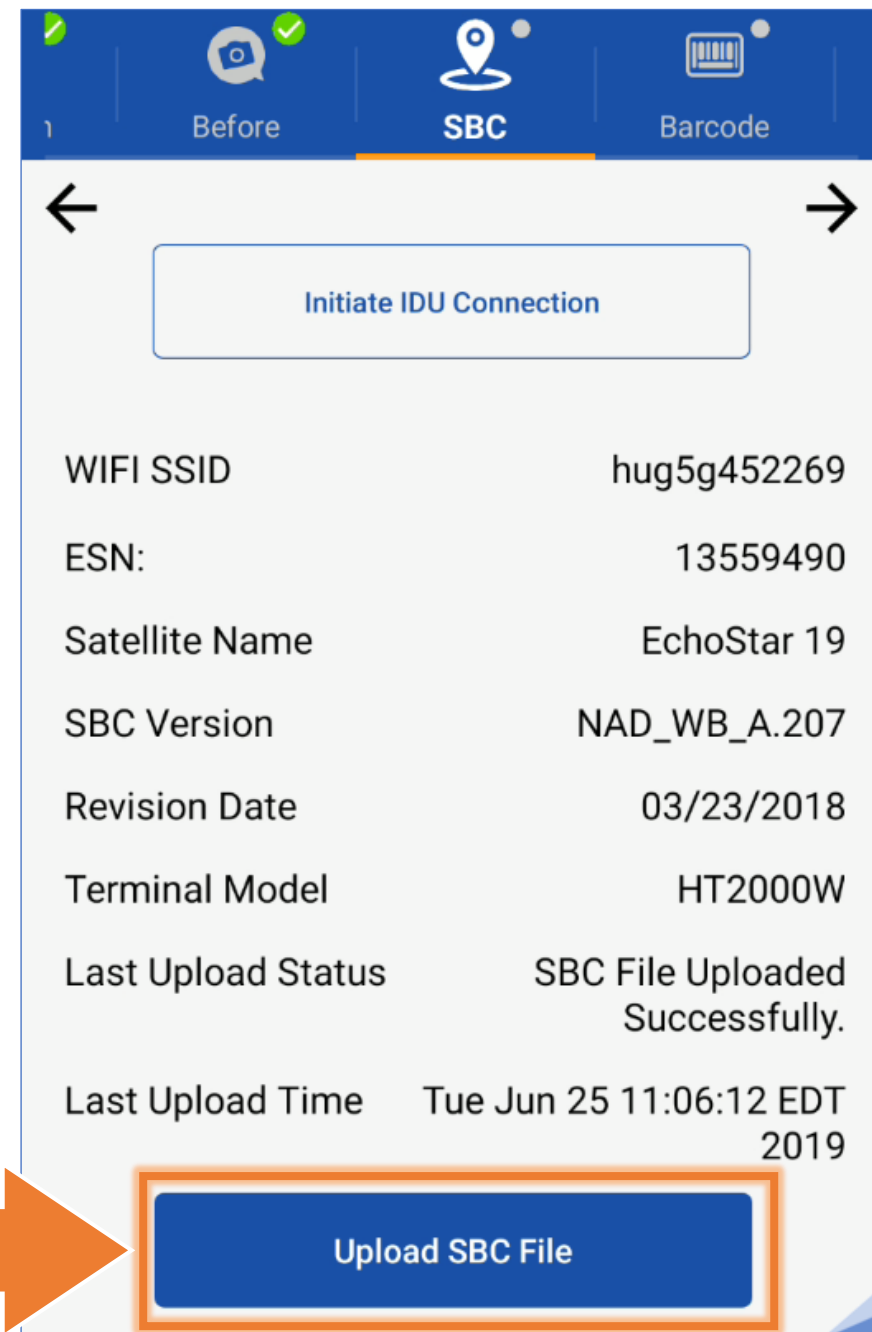


3

Did you update the modem's SBC file?

Tap "Upload SBC file" in the SBC step in OASIS when your smart device is connected to the modem.

The file will automatically update, if required.



The screenshot shows the OASIS interface for the SBC step. At the top, there are three tabs: 'Before', 'SBC' (which is selected and highlighted with an orange underline), and 'Barcode'. Below the tabs, there is a blue button labeled 'Initiate IDU Connection'. Underneath this button, a list of modem details is displayed in a two-column format. At the bottom of the screen, there is a blue button labeled 'Upload SBC File', which is highlighted with an orange border and an orange arrow pointing to it from the left.

WIFI SSID	hug5g452269
ESN:	13559490
Satellite Name	EchoStar 19
SBC Version	NAD_WB_A.207
Revision Date	03/23/2018
Terminal Model	HT2000W
Last Upload Status	SBC File Uploaded Successfully.
Last Upload Time	Tue Jun 25 11:06:12 EDT 2019

4

Are you using the correct installation parameters?

Tap "Submit Install Parameters" in the Sat Install step in OASIS. Use the updated values (azimuth, elevation, polarization) to point the antenna.

Ensure the latitude, longitude, outroute, beam, and satellite are correct.

The screenshot shows the 'Sat Install' step in the OASIS application. The top navigation bar has three tabs: 'BOM' (with a green checkmark), 'Sat Install' (active), and 'Pointing' (with an 'SQF' icon). The main screen displays the following parameters for 'EchoStar 19':

Sat Name:	EchoStar 19
Sat Location:	-97.1°
Lat:	39°09.128' N
Long:	077°12.527' W
Az:	220.45016°
El:	40.173805°
Tilt:	22.679178°
Pol:	
Beam:	
Outroute:	
Last submitted date of Install Parameters:	Please submit the Install Parameters to begin Install

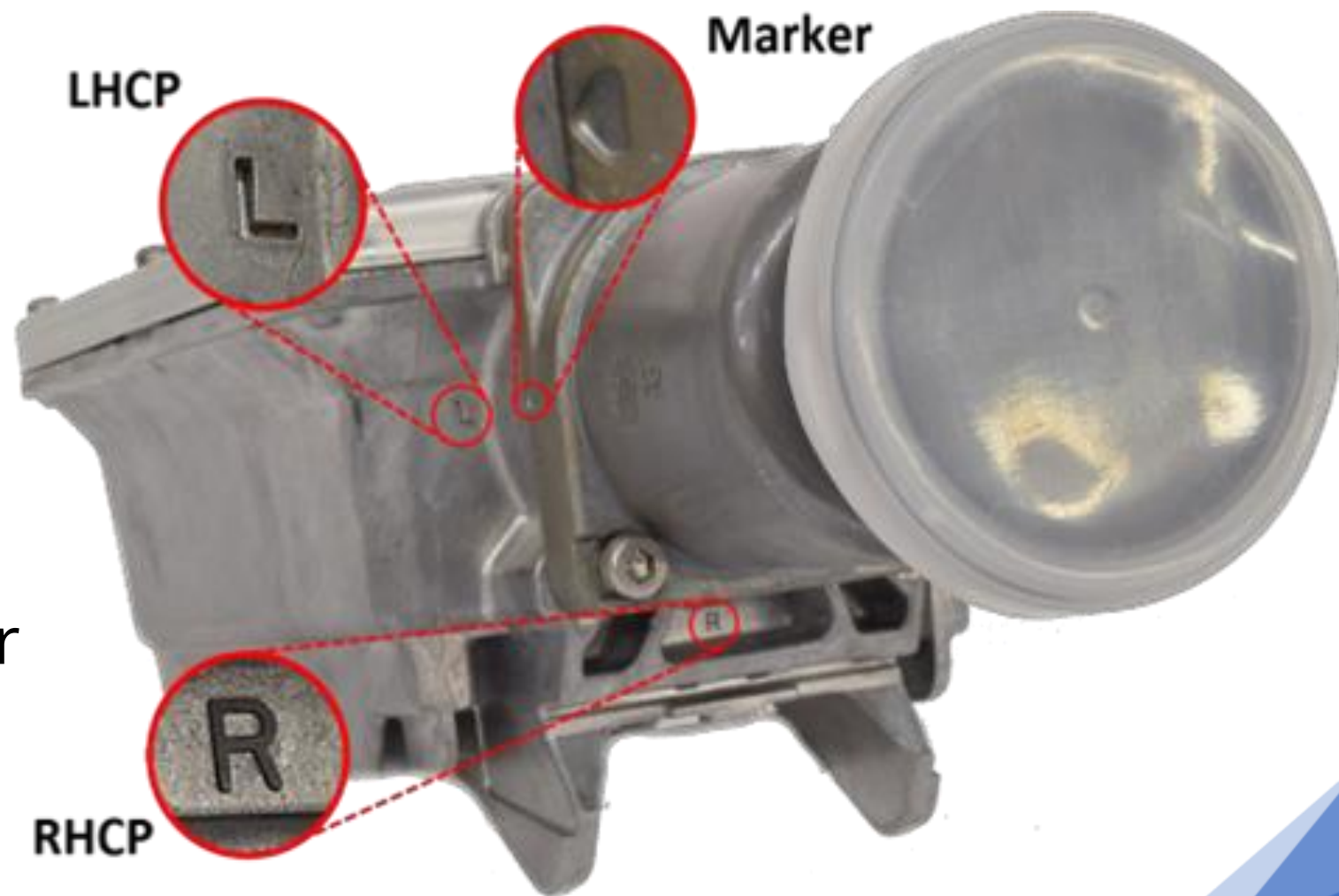
At the bottom, a large orange arrow points to a blue button labeled 'SUBMIT INSTALL PARAMETERS'.

5

Is the radio set to the correct polarization?

The correct polarization is given in the FSO and in the updated installation parameters in OASIS.

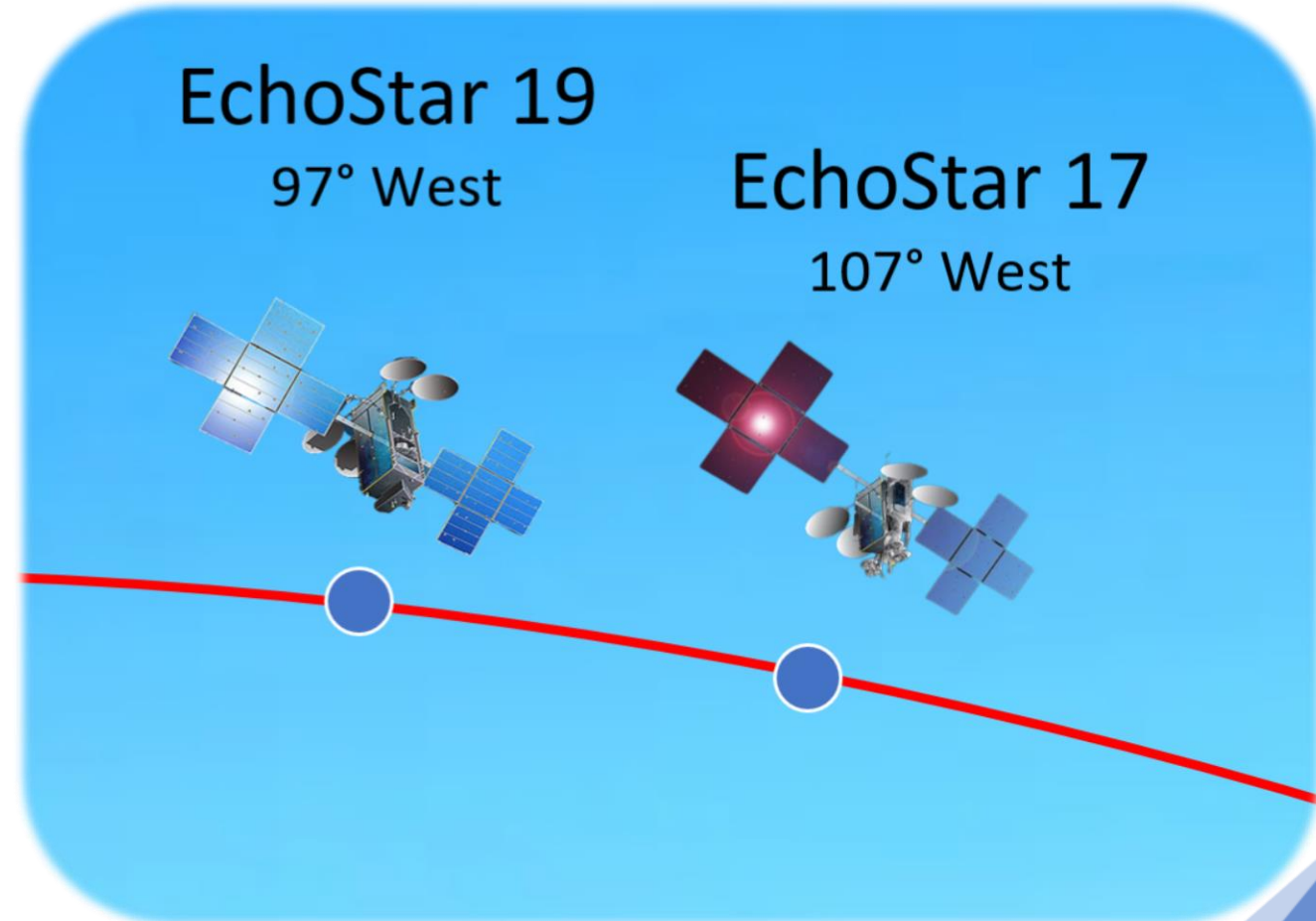
Rotate the radio feed horn to R (for RHCP) or L (for LHCP) if needed. You will need a 3 mm hex wrench.



Are you pointed to the correct satellite?

There are quite a few up there, in close orbital slots. You might just find the wrong one.

Check your pointing values to ensure the antenna is set to the correct azimuth and elevation.



Still can't get it? Contact installer support at:

(866)-259-9444

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