



## DUAL SATELLITE ROUTER

# UHP-140



## GENERAL DESCRIPTION AND INSTALLATION GUIDE

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## ACRONYMS AND ABBREVIATIONS

<b>16APSK</b>	16 Amplitude and Phase-shift keying or Asymmetric Phase-shift keying, (APSK), is a digital modulation scheme that conveys data by changing, or modulating, both the amplitude and the phase of a reference signal (the carrier wave).
<b>32APSK</b>	32 Amplitude and Phase-shift keying or Asymmetric Phase-shift keying, (APSK), is a digital modulation scheme that conveys data by changing, or modulating, both the amplitude and the phase of a reference signal (the carrier wave).
<b>8PSK</b>	Phase-shift keying (PSK) is a digital modulation scheme that conveys data by changing, or modulating, the phase of a reference signal (the carrier wave).
<b>AGC</b>	Automatic Gain Control
<b>BCH</b>	BCH code is a multilevel cyclic variable-length digital error-correcting code used for correcting multiple random error patterns. BCH codes may also be used with multilevel phase-shift keying whenever the number of levels is a prime number or a power of a prime number.
<b>BUC</b>	Block Up-Converter (BUC) is used in the transmission (uplink) of satellite signals. It converts a band (or "block") of frequencies from a lower frequency to a higher frequency.
<b>C/N</b>	Carrier-to-noise ratio, often written as CNR or C/N, is the signal-to-noise ratio (SNR) of a modulated signal.
<b>CRTP</b>	Compressing IP/UDP/RTP Headers for Low-Speed Serial Links
<b>DAMA</b>	Demand Assigned Multiple Access. Channel establishment on demand.
<b>DSCP</b>	Differentiated Services Code Point (DSCP) is a 6-bit field in the header of IP packets for packet classification purposes. DSCP replaces the outdated IP precedence, a 3-bit field in the Type of Service byte of the IP header originally used to classify and prioritize types of traffic
<b>DVB</b>	Digital Video Broadcasting (DVB) is a suite of internationally accepted open standards for digital television.
<b>Eb/No</b>	Eb/NO (the energy per bit to noise power spectral density ratio) is an important parameter in digital communication or data transmission. It is a normalized signal-to-noise ratio (SNR) measure, also known as the "SNR per bit". It is especially useful when comparing the bit error rate (BER) performance of different digital modulation schemes without taking bandwidth into account.
<b>EIRP</b>	Effective Isotropically Radiated Power
<b>ETSI</b>	The European Telecommunications Standards Institute (ETSI) is an independent, non-profit, standardization organization in the telecommunications industry (equipment makers and network operators) in Europe, with worldwide projection.
<b>FEC</b>	In telecommunication and information theory, forward error correction (FEC) is a system of error control for data transmission, whereby the sender adds redundant data to its messages, also known as an error-correction code.
<b>Frame</b>	TDMA service packet describing which station should transmit in which time slot . Generated ~10 times per second.
<b>Hard priority</b>	Method of transmission queues handling when packets from lower priority queue are not transmitted until all packets from higher priority queue are transmitted.
<b>HTTP</b>	Hypertext Transfer Protocol (HTTP) is an application-level protocol for distributed, collaborative, hypermedia information systems.
<b>HUB</b>	Central Station of satellite network that is managing all the terminals and resources
<b>Hubless</b>	Special mode of operation when all stations are transmitting to one TDMA carrier and all receiving this carrier.
<b>HW</b>	Hardware
<b>ICMP</b>	The Internet Control Message Protocol (ICMP) is used by networked devices to send error messages—indicating, for instance, that a requested service is not available or that a host or router could not be reached.
<b>IESS</b>	Intelsat Earth Station Standards
<b>IFL</b>	Connection from the indoor equipment (modem/router) to the outdoor equipment at the antenna normally involves two inter-facility (IFL) cables.
<b>IGMP</b>	The Internet Group Management Protocol (IGMP) is a communications protocol used by hosts and adjacent routers on IP networks to establish multicast group memberships.
<b>Inroute</b>	Channel from stations to hub.
<b>IP</b>	IP is the usual abbreviation for Internet Protocol.
<b>LDPC</b>	Low-density parity-check (LDPC) code is a linear error correcting code, a method of transmitting a message over a noisy transmission channel, and is constructed using a sparse bipartite graph.
<b>LNB</b>	Low-noise block converter is the receiving converter installed at satellite antenna.
<b>Local oscillator</b>	Oscillator built into RF block converter ( BUC or LNB ). Value of LO is usually written on block enclosure or in datasheet.
<b>Long frames</b>	DVB-S2 frames 64800 bits long (including FEC). Require slightly lower C/N than short frames.
<b>Master</b>	Main station of Hubless network. Master allocates bandwidth and performs stations acquisition.
<b>MCPC</b>	Multiple channels per carrier. All TDM carriers generated by UHP can be treated as MCPC. Even if they are called SCPC.
<b>Mesh</b>	Capability of station allowing to receive other stations via TDMA link.
<b>MF-TDMA</b>	TDMA working on several RF channels simultaneously. All MF channels work as one aggregate TDMA channel.
<b>MODCOD</b>	Modulation and coding mode.
<b>NMS</b>	Network Management System
<b>Node Station</b>	Terminal of satellite network which is able to receive information directly from other network terminals
<b>ODU</b>	Out-Door Unit
<b>Outroute</b>	Forward TDM channel (MCPC) from HUB to stations.
<b>QPSK</b>	Phase-shift keying (PSK) is a digital modulation scheme that conveys data by changing, or modulating, the phase of a reference signal (the carrier wave).
<b>RF level</b>	Absolute RF level of entire signal (carrier + adjacent carriers) expressed in dBm.
<b>RSV</b>	Reed–Solomon error correction is an error-correcting code that works by oversampling a polynomial constructed from the data.

<b>SCPC</b>	Single Channel Per Carrier
<b>Short frames</b>	DVB-S2 frames 16200 bits long (including FEC). Advisable to use at lower symbol rates. Produce less delay than Long frames.
<b>SNMP</b>	Simple Network Management Protocol
<b>SNTP</b>	Simple Network Time Protocol (SNTP) is a protocol and software implementation for synchronizing the clocks of computer systems over packet-switched, variable-latency data networks.
<b>SNR</b>	Signal-to-noise ratio is an electrical engineering measurement defined as the ratio of a signal power to the noise power corrupting the signal.
<b>SR</b>	Symbol Rate
<b>Star</b>	Type of network with one central station (hub) and several peripheral stations.
<b>SW</b>	Software
<b>TDM</b>	Time Division Multiplexing
<b>TDMA</b>	Time Division Multiple Access
<b>Telnet</b>	Telecommunication Network (Telnet) is a network protocol used on the Internet or local area networks to provide a bidirectional interactive communications facility. Typically, telnet provides access to a command-line interface on a remote host via a virtual terminal connection.
<b>Terminal</b>	Earth Stations (usually VSAT) operated under management of network HUB
<b>TFTP</b>	Trivial File Transfer Protocol (TFTP) is a file transfer protocol, with the functionality of a very basic form of File Transfer Protocol (FTP).
<b>Timestamp</b>	Time format used by UHP. Plus sign at the beginning (+HH:MM:SS or +NN d HH:MM:SS)denotes relative time from some event or UHP start-up. If UHP has time synchronized to hub or SNTP absolute time can be displayed. Time zone affects absolute time.
<b>Time-slot</b>	Time interval for station transmission.
<b>UDP</b>	The User Datagram Protocol (UDP) is the set of network protocols used for the Internet. With UDP, computer applications can send messages, in this case referred to as datagram, to other hosts on an Internet Protocol (IP) network without requiring prior communications to set up special transmission channels or data paths.
<b>USB</b>	USB (Universal Serial Bus) is a specification to establish communication between devices and a host controller (usually personal computers).
<b>VLAN</b>	A virtual LAN, commonly known as a VLAN, is a group of hosts with a common set of requirements that communicate as if they were attached to the same broadcast domain, regardless of their physical location.
<b>VoIP</b>	Voice over Internet Protocol (VoIP) is a general term for a family of transmission technologies for delivery of voice communications over IP networks such as the Internet or other packet-switched networks.
<b>VSAT</b>	Very Small Aperture Terminal – satellite earth station with small-size antenna
<b>WFQ</b>	Weighted fair queuing. Method of proportional division of bandwidth between transmission queues.
<b>X-modem</b>	Simple file-transfer protocol

## INTRODUCTION

This document presents a general description of the UHP-140 series satellite routers and is intended for familiarization with the system capabilities and specifications. This manual is applicable to all the key modes of the router operations.

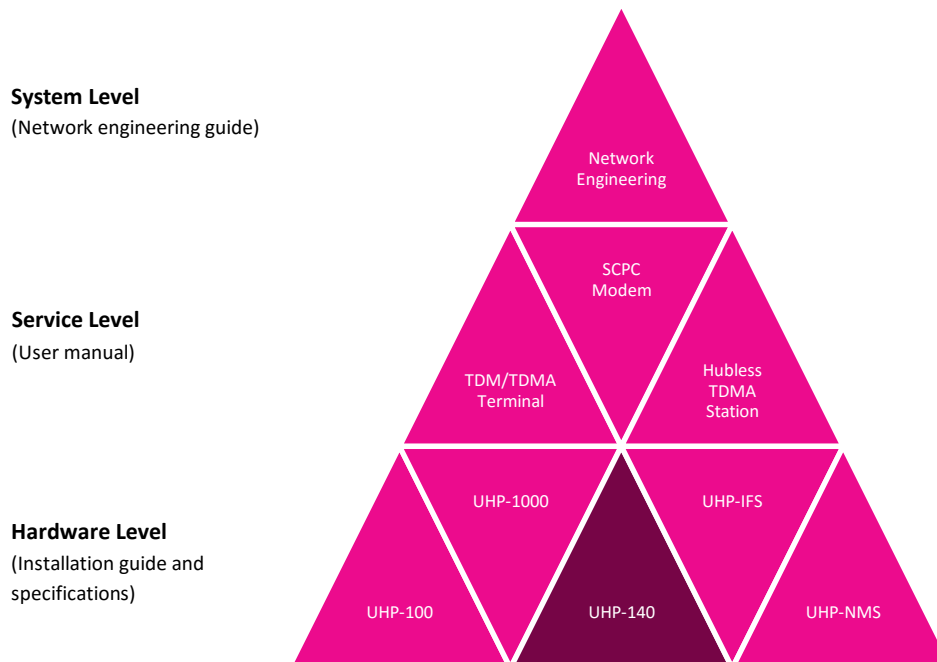
### Required level of qualification

This manual is intended for engineering personnel operating VSAT networks. Such specialists should have adequate educational credentials in the field of electronics and sufficient experience and skills in data networks administration and satellite systems.

### Document version and applicability

UHP VSAT platform is based on the universal satellite router UHP, which is available in different fully-compatible hardware modifications. UHP satellite router is a basic element of any network architecture and can be used in any combinations and at any hierarchy level. Router functional capabilities and its operating modes are determined by the installed software and its configuration.

This manual is applicable to all UHP-140 series satellite routers with software release 3.4 or higher. When ordering this document, please specify its ID: [UHP.140.34.EN].



*Figure 1 Structure of UHP Manuals*

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## 1. GENERAL DESCRIPTION

### 1.1 System overview

UHP satellite routers are essentially a universal solution for geographically distributed VSAT-class satellite communication networks. UHP routers can be used to organize simple point-to-point channels, “star”- and “mesh”-topology networks with several hierarchy levels and bandwidth-on-demand capabilities.

UHP VSAT platform is based on many innovation technologies. It was developed using long-term experience in satellite service provisioning. Nowadays electronics achievements made it possible to make VSAT platform compact and assure its efficiency and reach functionality.



*Figure 2 UHP-140 Dual Satellite Router*

Technical characteristics are given in the appropriate product specification sheets.

### 1.2 Measurement equipment, tools and accessories

Standard computer (notebook) is required to configure and monitor status of UHP-140 satellite router. The computer must be equipped with a LAN interface and USB, and also have the following software installed:

- Internet browser (WEB browser)
- Telnet Client
- The Terminal (e.g.: Hyperterminal, included in the OS Windows) (optional)

The router can be accessed via LAN or USB ports. Standard USB AM/BM cable (not supplied) is required for connection to USB “Console” port of the satellite router.

Connection of a computer to the router via LAN interface is implemented through the Ethernet switch or hub via a standard network cable with RJ-45 connectors (not supplied).

### 1.3 Labeling and sealing

The product is marked with the unique Serial Number on the bottom of the router case.

The warranty seals are located on the bottom of the product, at the junction of the two parts of the case. Product warranty will automatically void if such labels have been removed, modified or damaged.

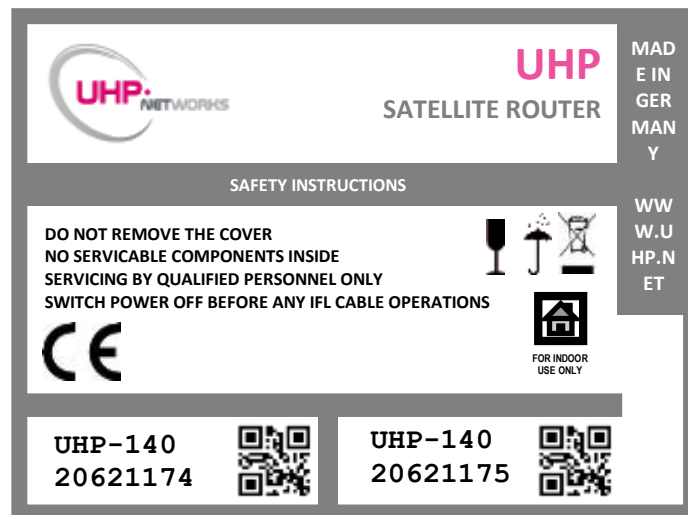


Figure 3 Standard labeling of UHP-140 satellite router

#### 1.4 Packaging and content

Standard UHP-140 package includes:

1. UHP-140 chassis with two built-in autonomous routers
2. Two AC Power Cords

It is recommended to keep original packaging throughout the entire lifetime. Conservation, storage and transportation of the terminal must be in original packaging.

#### 1.5 Description and principles of operation

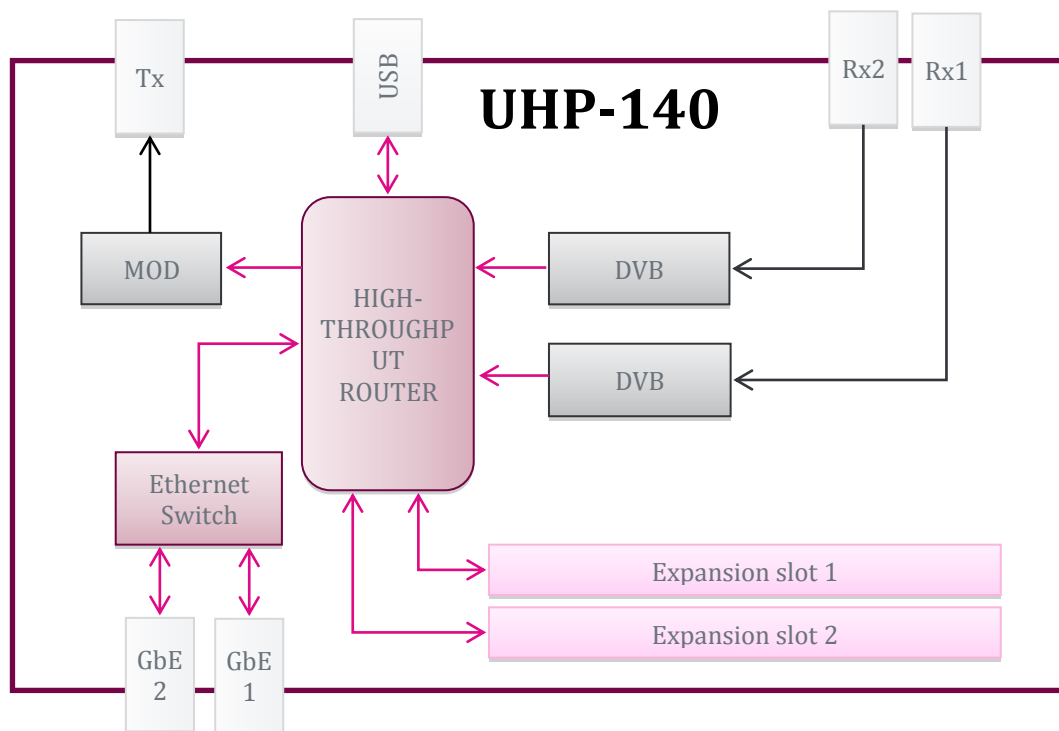


Figure 4 UHP-140 router structure (applicable for each built-in router)



### 1.5.1 Overview

Each module of UHP-140 satellite router has its own interface to external devices. All the interfaces are located on the rear panel of the device. The indicators are located on the front panel. LAN Indicators are integrated into the LAN connectors on the back of the router.

### 1.5.2 Router composition

Each of two built-in routers consists of:

1. IF switch with two inputs
2. Four high-speed DVB demodulator
3. Universal TDMA/SCPC modulator
4. IP Router
5. Ethernet switch with two interfaces
6. USB console
7. Two expansion slots
8. Power supply



Figure 5 UHP-140 router – rear view

### 1.5.3 Power connector (AC IN)

UHP-140 router is powered with 110-240 VAC. Built-in power supply can be used to power the RF equipment (BUC, LNB) with maximum power consumption according to the specifications of the router. Each built-in router has its independent power supply.

### 1.5.4 LAN interface connectors (LAN1 and LAN2)

LAN connectors are purposed for connecting of the CPE or for cascading of several routers. Bit rate 10 / 100 is supported. Indicators built into the connector mean the following: left one (green) – connection (Link) and data transmission (Activity), the right one –yellow) – activation of half-duplex mode.

### 1.5.5 USB CONSOLE

The console port provides local control of the device. A standard miniUSB cable is required to connect to the router (not supplied).

### 1.5.6 Modulator output (TX OUT)

**TX OUT OUTPUT CAN FEATURE 24 VDC WITH A HIGH SHORT-CIRCUIT CURRENT. SHORT CIRCUITING CAN CAUSE SPARKLE SPREAD AND BURNS. THIS VOLTAGE CAN DAMAGE MEASUREMENT EQUIPMENT IF IT IS NOT PROTECTED AT ITS INPUTS. SUPPLYING EXTERNAL VOLTAGE TO THIS CONNECTOR IS OBJECTIONABLE AND SUPPLYING MORE THAN 24 V IS PROHIBITED.**

UHP-140 modulator is compatible with most satellite transmitters/converters (BUC). Those incompatible are only transmitters that require to explicit “TX On” FSK command but such transmitters are extremely rare and are not widely employed.

Modulator is connected directly to the transmitter IF connector. Router provides 24 VDC power supply to the transmitter and 10 MHz reference signal. UHP-140 is not provided with a separate protection on the transmitter power supply circuitry. Use is made of current protection for the power supply adapter. In case of a short circuit

the router is de-energized and then gets restarted. If power supply is switched on in the configuration, restarts continue at 5 seconds interval until short circuiting is removed.

ANY OPERATIONS WITH IF TX CABLE SHOULD BE PERFORMED WITH 24 V SUPPLY VOLTAGE TURNED OFF. OTHERWISE, SELF-INDUCTION ACROSS A LONG CABLE CAN DAMAGE THE TRANSMITTER AND/OR ROUTER.

### 1.5.7 RESET button

Router reset is provided using this button. Also, using special combination of pressings this button allows router reset to factory settings.

### 1.5.8 IF switch inputs (RX1 and RX2)

UHP-140 router can be connected to one or two LNB via respective inputs. These inputs are direct to the respective demodulator (See Figure 4). Each of the interfaces can power attached LNB with 13 or 18 VDC. Power supply circuit is protected with a thermal fuse operating in case of short circuiting. After short circuiting is removed it may be required to disconnect load from the Rx inputs for several seconds so as to allow the fuse to return to its initial state. Cable length and cable quality (losses level) can affect the quality and possibility of receiving signals.

The RX2 input of the router can supply 10 MHz reference signal, which is required for PLL LNB with an external reference signal. When the reference signal is off the router will not distort reference signal arriving at the router from the outside.

THE TOTAL CURRENT CONSUMED BY EXTERNAL EQUIPMENT THROUGH BOTH RX INPUTS SHOULD NOT BE IN EXCESS OF 750 MA. NORMALLY, CURRENT CONSUMPTION BY DRO LNB - 150 MA, PLL LNB - 500 MA.



*Figure 6 Satellite Router UHP-140 series - front view*

### 1.5.9 “SYSTEM” Indicator

“SYSTEM” indicator indicates the router operation mode. This indicator is always flashing. If it does not flash it means that the router is not functioning (please check power supply). Slow flashing (once every second) means router normal operation. Faster flashing (3 times every second) means that a Telnet remote control session is established (in this case USB console does not operate until session is over).

Fast (6 times every second), simultaneous flashing of “ERROR” and “SYSTEM” indicators means that the router is functioning with the factory default configuration. Access to the router in this mode is possible either via USB or via IP-address 192.168.222.222 (mask 255.255.255.248 or /29).

### 1.5.10 “ERROR” Indicator

“ERROR” indicator makes it possible to infer about problems in the router functioning. The type of the generated problem can be judged by the number of indicator flashes:

- 1 – Demodulator cannot receive SCPC or TDM channel from the other station or the Hub. Please check AGC value in the demodulator statistics to determine whether there is a signal from antenna (see description of reception problems) to separate LNB and cable faults.
- 2 – Router cannot receive TDMA configuration from the HUB (TDM/TDMA network mode). The reason can be in the non-availability of receive channel from the HUB, CRC errors during reception, wrong configuration of the Terminal.
- 3 - Router cannot calculate time shift with respect to the HUB. The reason can be in the non-availability of reception or a large number of CRC errors during reception.
- 4 – HUB cannot receive signal from this terminal. Please check transmit signal level of the terminal, whether power supply and the reference signal for the transmitter are switched on (or off if required), whether DTTS or geographical coordinates are set correctly in the TDMA settings.

5 - Unit is in Backup state of Redundancy mode. Not an error.

Continuous signal means that the router has hardware or configuration errors. If ERROR indicator is continuously lit upon power on it means hardware failure of UHP occurred which prevents software from starting. Try to power it off and power on again or press RESET button on rear panel.

#### **1.5.11 “LOCK” Indicator**

“LOCK” indicator indicates whether the router receives a channel from the Hub or other station. If there are CRC errors during reception of information from the channel (e.g. with weak signal from the antenna), the indicator extinguishes for a fraction of a second at every error. If there are too many errors the indicator may not glow at all in spite of the fact that the router receives the channel (in this case please check the router demodulator statistics).

#### **1.5.12 “RX1” Indicator**

“RX1” indicator flashes every time a data packet is received via RX1 interface.

#### **1.5.13 “RX2” Indicator**

“RX2” indicator flashes every time a data packet is received via RX2 interface.

#### **1.5.14 “TX” Indicator**

“TX” indicator flashes every time a data packet is transmitted in the MCPC mode, and also a blank packet – in the TDMA mode (if no data is available for transmission).

## 2. OPERATIONS

### 2.1 Operational limits

*Table 1 Operational limits*

#	Parameter	Limits	
		Minimum	Maximum
1	PSU Input voltage	100 VAC	240 VAC
2	Output current at Tx interface	-	2 A
3	Input voltage on the Tx interface	-	24 V
4	Output current at Rx 1 or RX 2	-	0,75 A
5	Input voltage on other interfaces		18 V
6	Operational temperature	0 C	+50 °C
7	Relative humidity (@ 25°C)	0%	90%
8	Atmospheric pressure (mm Hg)	720	770
9	Mechanical impacts (acceleration with an amplitude not exceeding 1,25 mm): - in a range 0,5 – 15 Hz: - in a range 15-40 Hz: - in a range 40-300 Hz:		2,45 m/s 5,88 m/s 14,7 m/s

### 2.2 Preparation for use

#### 2.2.1 Unpacking

Before opening the packaging please check a safety of transport container. If there is any visible damage of packaging you should keep it as long as the delivered equipment will be properly tested.

Unpack the router in the following order:

1. Extract from a cardboard box the router and the power cord.
2. Store all packing materials for further storage or shipment of equipment.
3. Check equipment for the presence of any possible damage resulting from transportation.

#### 2.2.2 Installation

UHP-140 Router is designed for installation into a standard 19 inch telecommunication rack. Movable rack mounts allow installing the router its indicators' or interfaces' panel facing forward. When installing the router in a rack or on a flat surface, make sure you have enough free space for ventilation of the router.

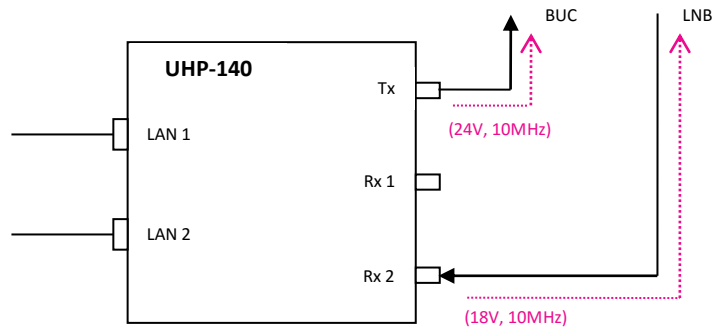
#### 2.2.3 Connecting to external devices

All wire connections must be performed before powering up the router. IF cable connectors should be screwed to the router without use of any mechanical instruments. Please, avoid excessive force when connecting IF cables.

**WARNING! DO NOT CONNECT OR DISCONNECT ANY CONNECTING CABLES TO THE ROUTER WITH THE POWER ON. THIS CAN LEAD TO A FAILURE OF THE ROUTER AND CONNECTED DEVICES.**

Typically, the router UHP-140 is connected to individual RF frequency equipment (ODU). In such configuration the TX output of the modulator is connected to the BUC. The router will supply the BUC with 24V power and 10MHz reference signal. If the router is connected to the BUC via splitter/combiner it should pass respective DC and reference signals.

The signal from the LNB can be fed to the RX1 and RX2 inputs. With the integrated IF switch this signal can be connected to any of the demodulators, and combinations thereof. Both IF interfaces can provide the supply DC voltage for the LNB. In addition, the RX2 interface can also supply a reference signal of 10 MHz. Second IF interface allows one of the demodulators to be connected to another LNB (another transponder, beam or satellite).



*Figure 7 Standard interconnection of the router (applicable for each of two built-in routers)*

The satellite router can be connected to the local network using one of its LAN interfaces. One of these ports can be also used to cascade several UHP routers into a complex system.

#### 2.2.4 Powering on

In a few seconds after powering the router it is ready for use. Readiness of the router will be confirmed by "SYSTEM" LED indicator (blinking with a period of 1 second), as well as by single flashes of "ERROR" indicator, meaning a lack of reception of the receiving carrier.

With factory setting the router is configured as TDM/TDMA terminal. The router requires change of mode of operation (if necessary) and/or configuration of respective network parameters before login into satellite networks.

The easiest way to configure the router is using its HTTP access via its LAN port.

#### 2.2.5 Local access to router via HTTP interface

HTTP (WWW) interface allows configuration key parameters and monitoring its actual status of the router. Local Web page of the router can be accessed from any Internet browser.

By default, UHP-140 router is configured with IP-address 192.168.222.222 with mask 255.255.255.248 (/29). Respectively, the computer should be configured with an address, e.g. 192.168.222.217 with the same mask.

In case the satellite routers have been preconfigured at the factory on customer's request such routers may have different default IP address. In such case the respective IP addresses will be listed in the passport of the router. If it's impossible connecting the router with any of specified addressed please reset the router to factory settings.

#### 2.2.6 Local access via USB

When router is connected to a computer via a USB cable the computer creates a serial COM port. The port number can be found in the Device Manager. To access the port use can be made of either the OS-integrated terminal (Hyperterminal) or third-party terminal programs.

With the first connection of UHP-140 Router to PC the operating system may request the device driver. UHP.INF driver can be downloaded from our web site. The system will request confirmation for using a non-certified driver. Ignore any system warnings and proceed with installation. When finished, please check whether a COM port appeared in the Device Manager. If it is appeared you can start working with the router.

When working with the port from the terminal program the data rate and control parameters can be set to any value since they are ignored.

**WITH USB OC PROTOCOL STACK – THERE IS A PECULIARITY WHICH LEADS TO “HANGING” OF THE USB-PORT IF IT CARRIED AN ACTIVE SESSION AND THE CONNECTED DEVICE (ROUTER) AT THIS MOMENT WAS REBOOTED. IN THIS CASE YOU HAVE TO LOG OUT FROM THE TERMINAL PROGRAM AND LOG IN AGAIN. YOU CAN AVOID THIS BY CUTTING OFF THE SESSION BY “HANG-UP” COMMAND AND ONLY THEN RESTART THE ROUTER USING RESET BUTTON OR VIA POWER SUPPLY CIRCUIT.**

### **2.2.7 Remote Telnet access**

Remote access to the configuration can be performed using Telnet protocol. The connection can be provided to any of IP addresses that are set on the router. UHP-140 supports simultaneously only one Telnet session. In order the hang session does not block access to the device forever in case on non-activity (pressing ENTER key), the router auto-terminates the session after a certain time of inactivity. The time can be set in the configuration, and by default it is 10 minutes.

### **2.2.8 Command Interface**

Please refer to the Command Interface manual applicable for the respective version of SW and activated mode of operation of the UHP router. The Command Interface manuals are available for download and online use on UHP Networks website: <http://www.uhp.net>.

### **3. OPERATIONS**

UHP Routers belong to the class of unattended equipment and during its operation does not require any special staff exploitation. When operated as SCPC station or TDM/TDMA terminal the satellite router does not require any changes of settings or it is configured remotely from the Hub. The tasks of operational staff are limited to the following:

- Monitoring of climatic environment of operation, ensuring the absence of dust, preventing the ingress of moisture on the surface of the device. Should provide unrestricted air access to router for cooling.
- Cables connected to the device must not suffer any significant impact on the connections of the router. All connectors must be properly attached and secured.

#### **3.1 Software updates**

One of the key advantages of UHP satellite routers is the ability to extend the functionality by updating the software. Software updates also include fixes for known bugs and improving the algorithms of the system.

#### **3.2 Powering off**

To power the router off the Power Supply should be disconnected from AC power. If the device is powered by a low-voltage DC source, it can be powered off by disconnecting the DC cord from DC IN connector of the router.

#### **3.3 Safety instructions for operations**

- ☞ Connect and disconnect any cables only when router is powers off;
- ☞ Do not block ventilation holes of the router, as this could lead to overheating of the device;
- ☞ Clean the router by dry cloth, do not use liquid wipes or cleaners;
- ☞ Router must be installed on a stable and flat surface;
- ☞ Do not install on the router or near any glasses, vases and other containers containing liquid;
- ☞ Do not try to repair the router and not use it for other purposes;
- ☞ There no serviceable components inside, opening a case is not permitted;
- ☞ Servicing by qualified personnel only;

#### **3.4 Actions in case of fire**

In case of fire or any smoke of the router please immediately power off the device and if necessary, use extinguishing tools that are intended for electrical circuits.

## 4. TROUBLESHOOTING

*Table 2 Troubleshooting guide*

Symptoms	Possible reasons	Actions
Router doesn't work	AC power beyond the limits of allowed values	Check AC power voltage
	Power cord is broken	Check AC cable. Replace a cable.
	Router Failure	Check AC cables. Contact your nearest dealer or service center for advanced support.
ERROR indicator lights constantly after power on.	Router can't start the software	Press RESET button on the rear panel of the router. Contact your nearest dealer or service center for advanced support.
Router restarts every 3-5 seconds.	Short-circuit in transmit cable	Disconnect and check Tx cable
	Software failure	Reset software to factory defaults
No reception from the satellite (indicator LOCK is off, single flashes of ERROR indicator)	Incorrect configuration	Check Rx frequency and symbol rate.
	IF cable failure	Check Rx cable and make sure that its connectors are properly connected to the LNB and the router.
	LNB is not powered	Check if LNB power is switched on Disconnect Rx IF cable from LNB and make sure that 12-18 VDC is available on the connector. Check Rx level in the statistic of the demodulator.
	No carrier on the satellite or its level is insufficient.	Verify availability of the carrier and its level with spectrum analyzer. Contact Hub administrator and investigate if the carrier is properly transmitting and local weather conditions not attenuate the signal.
	Low Rx carrier level	Measure carrier signal to noise level with a spectrum analyzer. Verify if antenna is properly pointed to the satellite and there no obstacles in the direction to the satellite. Check the integrity of the film of antenna's feed horn and absence of moisture in it.
	LNB failure	Replace LNB to the spare one
High rate of errors of Rx path (LOCK indicator is not lighting constantly)	Bad weather conditions	The quality of reception may temporary decrease during intensive rainfall, for, thunderstorm cloudiness. Check if there is no snow or ice on the antenna surface and on the feed horn.
	Low signal to noise level	Check C/N in demodulator's statistics. Verify if antenna is properly pointed to the satellite and there no obstacles in the direction to the satellite. Check the integrity of the film of antenna's feed horn and absence of moisture in it.
	Low Rx carrier level Interferences	Check Eb/No in demodulator's statistics. Contact Hub administrator and investigate if the carrier is properly transmitting and local weather conditions not attenuate the signal
Station is not transmitting (Reception is normal:	Wrong network setting	Check Tx frequency and symbol rate of the modulator. Make sure that transmission is enabled
	Transmission of the terminal is not	Contact Hub administrator



Symptoms	Possible reasons	Actions
LOCK indicator is lighting, but TX indicator is off)	allowed by Hub (only for TDM/TDMA terminal)	
Station is not transmitting (Reception is normal: LOCK indicator is lighting, TX indicator is blinking, but transmission is not received by Hub/opposite station)	IF Tx cable failure	Check Tx cable and make sure that its connectors are properly connected to the BUC and the router.
	BUC is not powered	Check if BUC power is switched on Disconnect Tx IF cable from BUC and make sure that 24 VDC is available on the connector.
	BUC failure	Replace the BUC on the spare one
Other symptoms	Other reasons	Contact your dealer or service center

In many cases, reinstalling system software allows to restore a satellite router functionality, which may need reset to the factory default configuration.

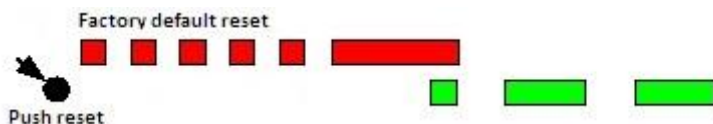
If the recovery of software cannot be implemented successfully, or if this operation does not eliminate the defect, it is necessary to illuminate the faulty device and replace it by new device.

#### 4.1 Resetting to default settings

Before attempting a factory reset, make sure that the router is on.

To perform a factory reset:

1. On the back of the router, locate the Reset button.
2. Using a paper clip or similar object, press and hold the Reset button for at least ten seconds.
3. Release the Reset button, successful reset will be evidenced by fast and simultaneously flashing indicators ERROR and SYSTEM.
4. The factory default settings are restored.



*Figure 8 Router resetting to default procedure*

By default, the router is provided with IP-address 192.168.222.222 with mask 255.255.255.248 (/ 29). Respectively, the computer should be provided with an address, e.g. 192.168.222.217 with the same mask. Computer should be connected to the router directly.

The default address is not shown in the Routing Table. And what is more, it disappears after the first save of the configuration. Thus, the first thing to do after the factory reset is to set a new IP address via Telnet access or Web-interface. Then save the configuration. ERROR and SYSTEM indicators stop flashing simultaneously.

## **5. STORAGE, TRANSPORTATION AND DISPOSAL**

Storage and transportation of satellite routers must be performed in original packaging. Equipment can be stored and transported in pallet with height not more than 10 devices.

Storage and transportation should comply with the following conditions:

- - humidity is not more than  $(80 \pm 3)\%$  at a temperature  $(25 \pm 2)^\circ\text{C}$ ;
- - limiting low temperature of storage  $(\text{minus } 40 \pm 2)^\circ\text{C}$ ;
- - limiting high temperature of storage  $(50 \pm 2)^\circ\text{C}$ .
- - atmospheric pressure  $720 \div 770$  mm. Hg.

Utilization of satellite routers must be in accordance with the rules for disposal of industrial or consumer electronics in accordance with applicable law.