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How to Update Software and load Options File into iNFINITI 5000 or EVOLUTION X5 Modem Software reference iDx 3.0 (12.0.0.0)

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Overview

This document covers how to manually upgrade the iDirect Software for an iNFINITI & Evolution Modem. This document also covers how to load an option file into the modem – Steps 1-3 & 6 exclusively.

Please read these instructions in full before implementing them. Call or email us and provide us with the serial number of your modem prior to starting this process so we may be able to send you the correct option file. If you have any questions during this procedure, please contact us for assistance.

Required equipment and information:

- A laptop (or PC) with Windows XP, Windows Vista, Windows 7 or Windows 2000 Service Pack 3 loaded. (512 MB RAM recommended; 1 GHz processor or more; and at least 50 MB of free disk space).
iDirect recommends disabling all firewalls to ensure complete functionality.
- An Ethernet LAN cable plugged into LAN-B of the iDirect 5000 modem.
- An Ethernet LAN cable plugged into LAN-A of the iDirect X5 modem.
- The correct options file* provided to you by the [WaveCall Help Desk](#).
- You will need to know your Modems IP address.
(* An options file is a text file with an .opt extension that is unique to your configuration. Please do not try and modify it in any way.)

Procedure 1: Downloading and running iSite iDx 3.0 (12.0.0.0) on your PC:

1. Download the required 3.0 Firmware & iSite Package available at no charge from our ftp site located at: <ftp://ftp.vizada-usa.net/pub/SupportPage.htm>
2. UnZip (to any folder location) the file which you have downloaded.
3. Click on **iSite.exe** within the iSite folder.

NOTE: Several tools, such as Info-Zip (at <http://www.info-zip.org/>), WinZip (at <http://www.winzip.com/>), or PKZIP (at <http://www.pkware.com/>), recognize the .zip format.

Procedure 2: How to connect your PC to your iDirect iNFINITI modem:

1. With your computer connected to the iDirect modem with a Ethernet cable.
2. Open the Windows **Control Panel** and then open **Network Connections**. Right click **Local Area Connection** and select **Properties**. Scroll down to **Internet Protocol (TCP/IP)** and click on **Properties**. You may try **A** first, if that fails to obtain connectivity, use **B**.
 - A. Click the **Obtain an IP address automatically** option.
OR
 - B. Click the **Use the following IP address** option. **All other network devices will need to be unplugged from LAN-B to prevent IP/networking conflicts.**
 - i. For **IP address** enter your modem's IP address as supplied to you by Marlink, but **add 5 to the last digit**, e.g. **10.224.0.6**
 - ii. Set the **subnet mask** to your modem's subnet mask range exactly as supplied to you by Marlink e.g. **255.255.255.240**
 - iii. Set the **default gateway** to your modem's IP address exactly as supplied to you by Marlink, e.g. **10.224.0.1**
3. Click OK two times.
4. You should get a **Local Area Network is Now Connected** indication in Windows.

Procedure 3: How to log into your iDirect modem using iSite 3.0.

1. Start iSite in the folder you created in Procedure 1 and wait 15 seconds for iSite to auto detect a device. If one does not appear, select **File** then **New**.
 2. Right click on the **TDMA Remote** device (or '**Unknown device**' if added 'New').
 3. Select **Login** from the menu.
 4. Put in your modem's IP address, e.g. **10.224.0.1**
 5. Password: **P@55w0rd!**
 6. Select the **Admin** radio button. Select the secure option.
 7. Click **OK**
- If you have an iNFINITI 5000 series modem, continue onto **Procedure 4**.
- If you have an Evolution X5 modem, continue onto **Procedure 5**.

Procedure 4: How to install the 12.0.0.0 software to your iDirect iNFINITI Modem:**WARNING**

For iDirect software version 3.0, the **linux_2.4_bsp-12.0.0.0.pkg** MUST be installed FIRST on all iNFINITI modems before any other modem packages.

Installing the linux 2.4 BSP package

1. Using iSite, click on **Configure** in the upper menu bar.
2. Click on **Download Package**, this will take you to the Download Package window.
3. Click **Open** and then select the *Remote_iNFINITI* folder where you unzipped Remote Firmware Package in Procedure 1.
4. Select the **linux_2.4_bsp-12.0.0.0.pkg**
5. Click **Open**; this will take you to the Download Command Center window.
6. Select the buttons: **Don't check versions -- Download images only -- Don't reset**.
7. Click **Start**; wait until iSite displays update is 'Done' (3-5 minutes).

Installing the remote 12.0.0.0 package

8. Click on **Download Package**, this will take you to the Download Package window.
 9. Click **Open** and then select the *Remote_iNFINITI* folder where you unzipped Remote Firmware Package in Procedure 1.
 10. Select the **remote-12.0.0.0.pkg**.
- NOTE: iDirect iNFINITI 3000 series modems will install the remote_3XXX-12.0.0.0.pkg*
11. Click **Open**; this will take you to the Download Command Center window.
 12. Select the buttons: **Don't check versions -- Download images only -- Don't reset**.
 13. Click **Start**; wait until iSite displays the update is 'Done' (3-5 minutes).
 14. Proceed to **Procedure 6**.

Procedure 5: How to install the 12.0.0.0 software to your iDirect Evolution Modem:**WARNING**

For iDirect software version 3.0, the **linux_2.4_bsp-12.0.0.0.pkg** MUST be installed FIRST on all Evolution modems before any other modem packages.

Installing the linux 2.4 BSP package

1. Using iSite, click on **Configure** in the upper menu bar.
2. Click on **Download Package**, this will take you to the Download Package window.
3. Click **Open** and then select the *Remote_Evolution_X5* folder where you unzipped Remote Firmware Package in Procedure 1.
4. Select the **linux_2.4_bsp-12.0.0.0.pkg**
5. Click **Open**; this will take you to the Download Command Center window.
6. Select the buttons: **Don't check versions -- Download images only -- Don't reset**.
7. Click **Start**; wait until iSite displays update is 'Done' (3-5 minutes).

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Installing the Evo remote 12.0.0.0 package

8. Click on **Download Package**, this will take you to the Download Package window.
9. Click **Open** and then select the *Remote_Evolution_X5* folder where you unzipped the Remote Firmware Package in Procedure 1.
10. Select the **evo_x5_rmt-12.0.0.0.pkg**.
11. Click **Open**; this will take you to the Download Command Center window.
12. Select the buttons: **Don't check versions -- Download images only -- Don't reset**.
13. Click **Start**; wait until iSite displays the update is 'Done' (3-5 minutes).
14. Proceed to **Procedure 6**.

Procedure 6: How to load the new options file:

1. For this section, you will need the options file* e-mailed to you from support.WaveCall@Marlink.com.
2. Click on **Option File** in the upper menu bar.
3. Click on **Download from Disk**, this will take you to the Open window.
4. From here find and select the file name of your options file, which is recognizable in the format of your modem's serial number with a .opt file extension e.g. *vesselX_12345.opt*
5. Click on **Open** and then click **Yes** to the box that pops up.
6. Click on **Reset Now**. Allow the modem to fully reset; this will take approximately 3 minutes.

Finishing: If you have followed these instructions, you should now be in network. If not please review the above steps and/or try retargeting the satellite as your antenna may have walked off during the upgrade process.

(* An options file is a text file with an .opt extension that is unique to your configuration. Please do not try and modify it in any way.

Please be sure to email the **WaveCall Help Desk** with your current contact info, email address(s) and telephone numbers.

This is necessary to keep you up to date with service notifications, advisories, etc.

To Contact The WaveCall Help Desk for technical assistance.

Southbury Teleport, Southbury CT, USA

Phone: +32 70 233 220 (worldwide)

Toll Free: +1 800 868 5735 (US only)

E-mail: support.WaveCall@Marlink.com

To contact the Southbury Teleport directly for technical support:

Phone: +1 203 262 5015 (worldwide)

12.3 Evolution X3 and X5 Satellite Router Front Panel LEDs

Various combinations of the LEDs on the front panel of the Evolution X3 Satellite Router indicate the different states of your remote modem.

Table 5. iDirect Evolution X3 and X5 LED Status

LED Label	LED Color	Indicated Unit Status
PWR	Off	The Satellite Router is powered Off or there is a power supply problem.
	Green	The Satellite Router is powered On.
NET	Green	The Satellite Router has been acquired into the network.
	Flashing Green	The Satellite Router is attempting acquisition into the network.
	Solid Yellow	The downstream carrier is locked.
	Flashing Yellow	The downstream carrier is not locked.
STATUS	Off	The IDU is functioning properly.
	Flashing Green	The unit is booting. The DRAM test is in progress.
	Red	Indicates a serious fault or failure in the software, hardware or configuration. May indicate that the DRAM test failed.
TX	Green	The IDU's transmitter is active.
RX	Green	The IDU is locked to the downstream and receiving data.
	Flashing Green	The demodulator is locked to the downstream but NCR is not locked. Data is not being received by the modem.
	Yellow	The IDU is not locked to the downstream carrier.

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