



## iNfinity 5000 - 7000Series modems Upgrade to Ver3.0

Download iSite and packages by clicking on the links below:

Software Packages: [Idx/3Remote iNFINITI 5000.zip](#)  
iSite: [Idx/iDX3-iSite.zip](#)

Install iSite on your computer and save the following two files also on your computer:

- [linux\\_2.4\\_bsp-13.0.0.3.pkg](#)
- [remote-13.0.0.3.pkg](#)

Connect a cross-over cable from modem LAN-B Port-1 to your computer and change your computer's IP address to the following:

IP Address: 192.168.0.2  
Subnet Mask: 255.255.255.0

Open iSite. The left panel will show an icon for the connected iDirect modem displaying serial number and IP address. If the modem's IP is 192.168.0.1 you may skip to next step and log in to the modem. If the modem's IP is different you must set your PC's IP address to the next contiguous IP address and proceed to next step.

From iSite, log in to your modem using the default username "*admin*" and default password "*iDirect*" (if the modem does not grant you access, use "*P@55w0rd!*" as your modem's password. If the modem had been used with a previous provider, password may be different)

Now, right-click the modem icon in iSite and scroll down to "Connect" on the drop-down menu. Select Putty or Telnet. A command line prompt will display asking for credentials. Log in using the same username and password used with iSite.

In iSite, click on "Download Package" and select the "[linux\\_2.4\\_bsp-13.0.0.3.pkg](#)". Make sure the Reset option is set to "Don't reset" and click "Start".

Wait for the remote to finish flashing the image ("flash completed" in the telnet session must appear. Click on "Open" once again. This time select "[remote-13.0.0.3.pkg](#)".

Make sure the settings have not changed; confirm that the “Reset” option is still set to “Don’t reset”, and click “Start”.

Once modem finishes flashing this image (“flash completed” in the telnet session must appear) , exit the “Download Package” window and select the option “Download Option from Disk”.

Select the Options file you received from us via e-mail, named, “R#####.opt”, and click “Open”. After the Options file finishes loading, iSite will prompt you to “Reset Now” or “Reset Later”. Click “Reset Later”

In the telnet session, type the command “reset board” (without the quotations). This will safely reset your modem. The new upgraded firmware and configuration will load only after the modem has been reset.

NOTE: Verify connectivity by pinging the modem IP address from your computer. Do not continue if this test fails

## Step 2: Point your Antenna to the Correct Satellite

Based on your newly configured modem IP as shown in iSite after modem’s reset, set your computer’s IP address to the next contiguous IP address.

Once you have upgraded your modem to the correct firmware version and loaded the new options file as instructed in Step 1, you can begin the procedure of pointing your antenna. Connect the Rx cable from your antenna’s LNB to the Rx port on the back of your modem.

Note: Do not connect the Tx cable yet. Tx cable must remain disconnected at all times during antenna alignment.

Open iSite, connect and log in to your modem using the supplied username and password. As user name use “admin” (without the quotes) if otherwise not specified. On iSite’s, click on antenna pointing from the top menu.

Align your antenna with the values supplied in the “Look Angles Calculator” window, azimuth, elevation - offset, and polarization (antenna offset can be verified through antenna manufacturer.

Note: azimuth shown is “geographic” not “magnetic”. To use a compass, you must make the conversion based on geo location.

Click on the “Antenna Pointing” tab and click on “Start”, then begin adjusting your antenna, starting with azimuth and elevation, until you reach the highest voltage possible on iSite’s Volts meter. Then, you must turn the polarizer (feed) to gain Volts and minimize the possibility of cross-pole interference.

Note that if the antenna is aligned with an adjacent satellite, the voltage will remain below 4 Volts; only in the correct satellite you will obtain above 8 Volts. Remember, the better you align the antenna, the higher the Volts meter will read. Once you have acquired the maximum amount of Volts possible, click stop on the Antenna Pointing window. Your modem Rx LED will turn solid green to indicate a LOCK on our transmission carrier.

### Step 3: Isolation and Compression Tests

You must call our NOC based on activation schedule specified below to proceed with final steps of activation.

The Most Effective Way to Contact Us and Obtain Immediate Feedback with an Activation is by Submitting a Service Request through our Self Service tab on [www.poulsat.com](http://www.poulsat.com) or sending an Email to [info@poulsat.com](mailto:info@poulsat.com)