



Replacement Tooway Modem Installation

Modem Installation

Each replacement Tooway modem requires activation after it has been connected to the network, due to different locations initial installation is required. You will receive Power Supply and Ethernet cables with the modem. If you are replacing a faulty modem, the faulty unit needs to be returned to us with the modem number and Returns Form attached to the parcel. If the Returns Form is missing please contact returns@bigblu.co.uk.

Nb. Ensure that the modem is switched off at the mains before replacement installation.



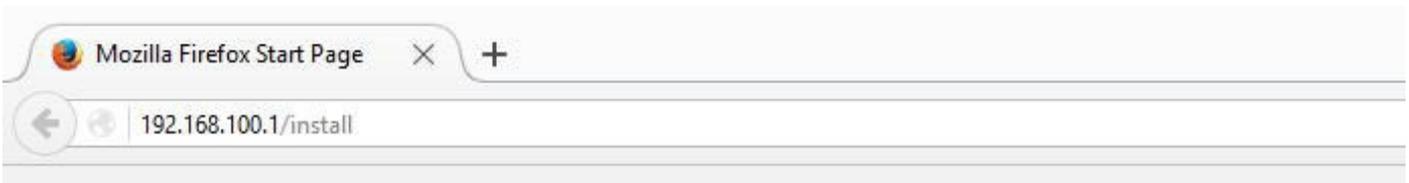
1. Plug the IFL/Coaxial Cable into the IFL Input.
2. Plug the Ethernet cable into the Ethernet port – the other end will plug into the WAN/Internet port on either your router or your laptop/PC.
3. Attach the Power Supply cable to your mains plug.

Ensure that all cables are connected securely before turning on the modem.

For the next stage of installation, you will need to navigate to our modem installation page on your device. To reconnect, Tooway requires signal levels above 10dB. If your signal level is below 10db then further alignment of your dish will be necessary. Contact bigblu technical support on +44 (0) 1869 222 900 (select option 2) if you require further advice on dish pointing.

Open Browser

To reconnect and install, open your web browser (Google Chrome, IE, Firefox or Opera) and type in: <http://192.168.100.1/install>



Select Beam Colour

You will be asked to select a beam colour. The colour will depend on your location. If you do not know your beam colour please contact bigblu technical support on +44 (0) 1869 222 900 (select option 2). Once you have selected the correct colour for your location click on the right arrow key.



Activate T-RIA

You will then be directed to the "Coarse to Fine Pointing" page. When you have accessed this page the beeper on your satellite's T-RIA will activate. If your satellite dish is properly aligned, the Current Rx SNR value (under "Signal Strength") will show a strong signal above 10dB.

Typically, this figure needs to be around 10dB or above for the modem to activate. The better signal the modem is receiving, the better your future connection to the internet will be.



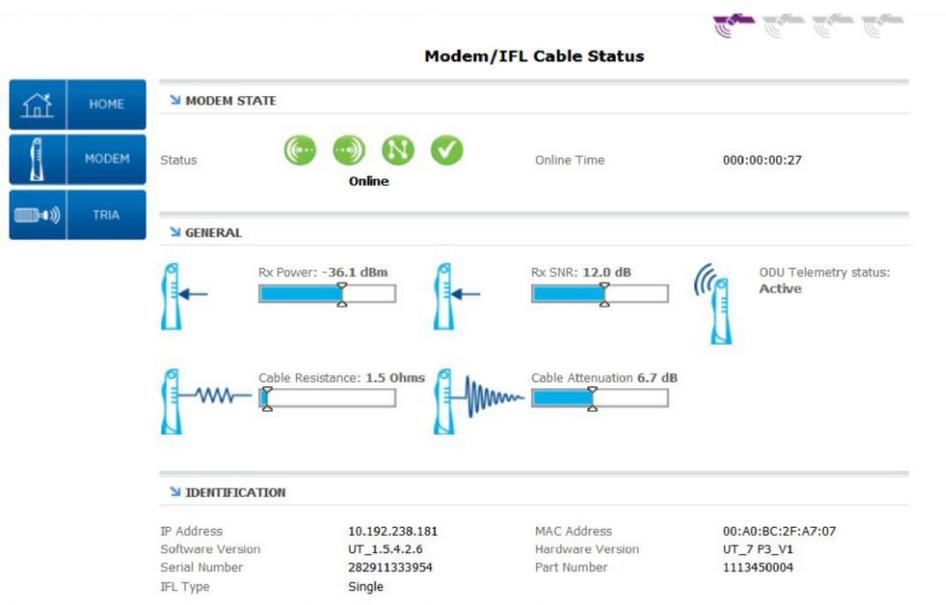
Activate Modem

Click on the right arrow again at the bottom right-hand side of the page. This will take you back to the basic "Status" page. Click on the "Modem" option on the left-hand side, you will be shown the "Modem/IFL Cable" status page (see below).

There are two things to check at this stage:

(i) When the modem page is displayed for the first time it will change between spot beam configurations to ensure the correct spot beam was selected for your location (see the top-right icons on the page). Always make sure the modem goes back to the correct colour selected.

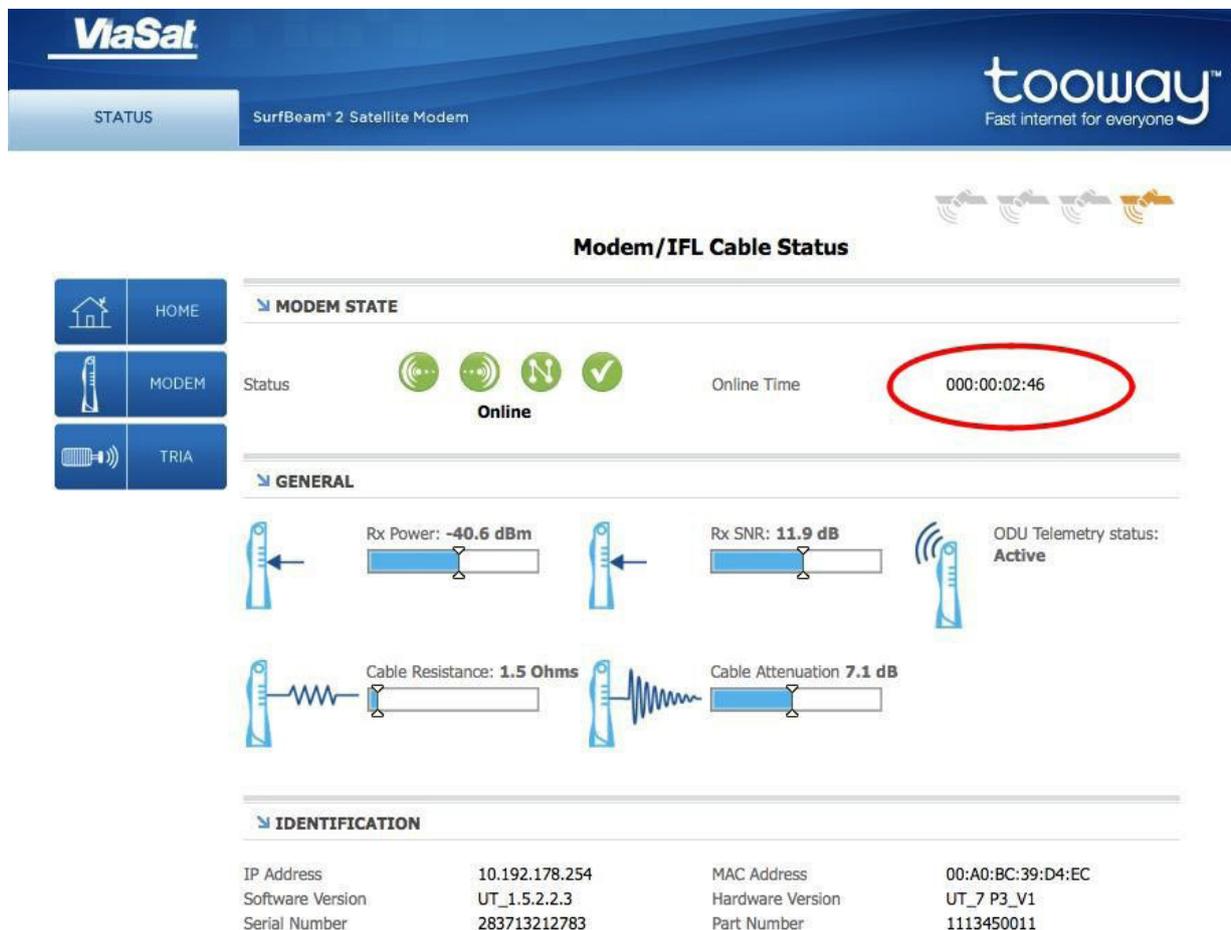
(ii) Make sure your cable resistance is below 3 Ohms. If your cable resistance is too high the system will not function properly. If this is the case, please contact bigblu technical support on +44 (0) 1869 222 900 (select option 2)



Satellite Synchronising

Once the modem has selected the correct spot beam colour it will start to synchronise with the satellite. The “Modem State” at the top of the page will move through the following states: (i).Syncing; (ii) Ranging; (iii) Ranged; (iv) Network Entry;(v) DHCP and (vi) Online.

Once the Modem State displays as “Online” your computer will receive a new IP address from the network. “Online time” must be above 1 minute to allow access to the “Activation” page.



Step 2

Self Activation Page

Open your web browser (Google Chrome, Firefox, IE, Opera) and type <http://welcome.skylogic.com> into your top address bar. This will take you to the "Self Activation" portal. Click on "Start Activation".

If this site is unreachable try <http://selfact.skylogic.com> or IP address: 172.20.80.64. If none of those sites respond restart your modem and try again.



19/04/2016 11:37:19 UTC

System Check

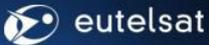
The system will now perform a system check to verify the quality of your installation. Once this is completed you will receive a status report with an "OK" in the status bar.



19/04/2016 11:38:07 UTC

Please make sure that all parameters (Forward Link SNR, Return Link SNR, Software) are listed in green.



selfact.skylogic.com 

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SELF ACTIVATION

The system now checks the quality of your installation.

Status	OK
User Terminal MAC	00A0BC2FB0A0
Forward Link SNR	13.1 dB
Return Link SNR	10.6 dB
Your IP address	10.167.0.33
Software	Updated

19/04/2016 11:38:07 UTC

Software Update

If Software status says "Outdated, modem software needs to be updated". The update will start after you click the Continue button.

Once the software update process has started, the "Update in Progress" page will show on the screen. Please do not navigate away from this page.

Leave the system for approximately 10 minutes while it updates. The system will automatically divert back to the "Welcome to Self Activation portal" page once the software update has been completed.



selfact.skylogic.com 

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SELF ACTIVATION

The system now checks the quality of your installation.

Status	OK
User Terminal MAC	00A0BC2F7223
Forward Link SNR	14.3 dB
Return Link SNR	11.35 dB
Your IP address	10.167.0.33
Software	Outdated

19/04/2016 12:08:10 UTC

selfact.skylogic.com

SELF ACTIVATION

Software update in progress



A terminal software update is in progress, please DO NOT POWER OFF the terminal and wait. If after 10 minutes you are not returned to home page, please restart the terminal and try again the Self Activation before calling your Reseller to receive support.



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SELF ACTIVATION

OK: Software upgrade completed, now you can proceed with the activation. ×



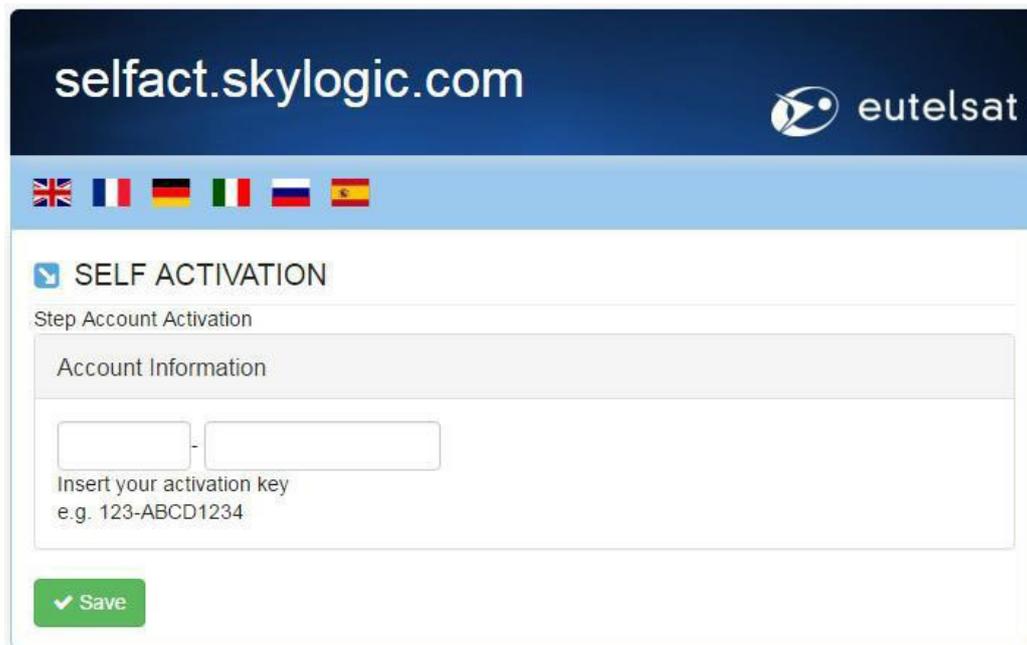
Welcome to Self Activation portal. To start your activation process click the following button:

[Start Activation](#)

Activation Code

Once your software has been updated you can access activation, please use your Activation Code provided by our Customer Service team. If you didn't receive your code please contact the Customer Support Line on +44 (0) 1869 222 900 (select option 2).

After typing in the code please click the SAVE button and wait for confirmation. After confirmation, your modem will restart and will connect to the network again.



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SELF ACTIVATION

Step Account Activation

Account Information

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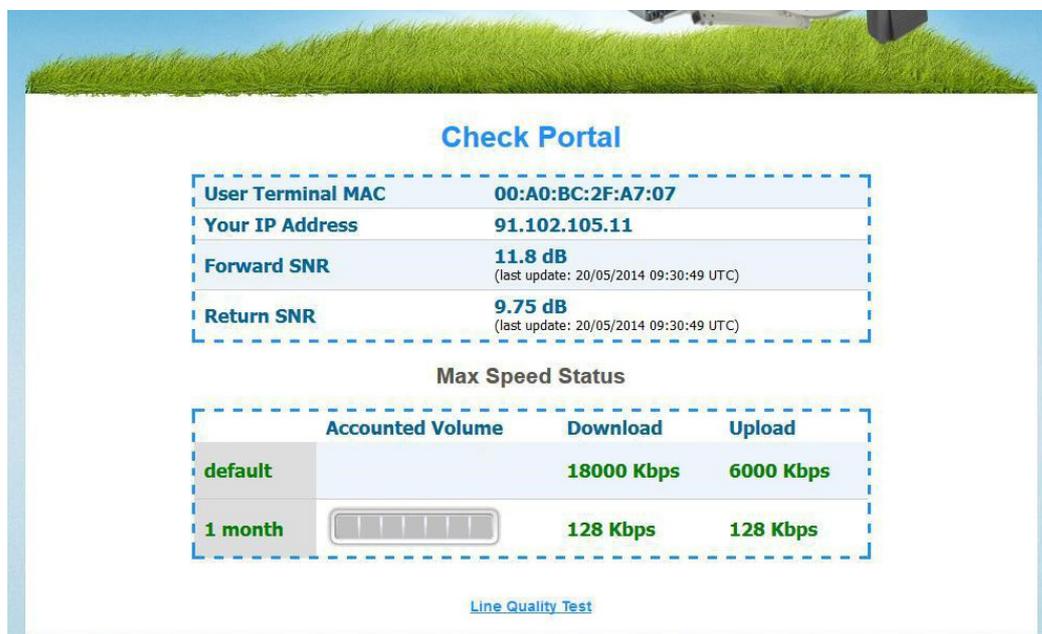
Insert your activation key
e.g. 123-ABCD1234

19/04/2016 11:38:49 UTC

Step 3

Data Allowance & Speed Checker

You can check your data allowance and usage by going to <http://checkportal.skylogic.com>.



Check Portal

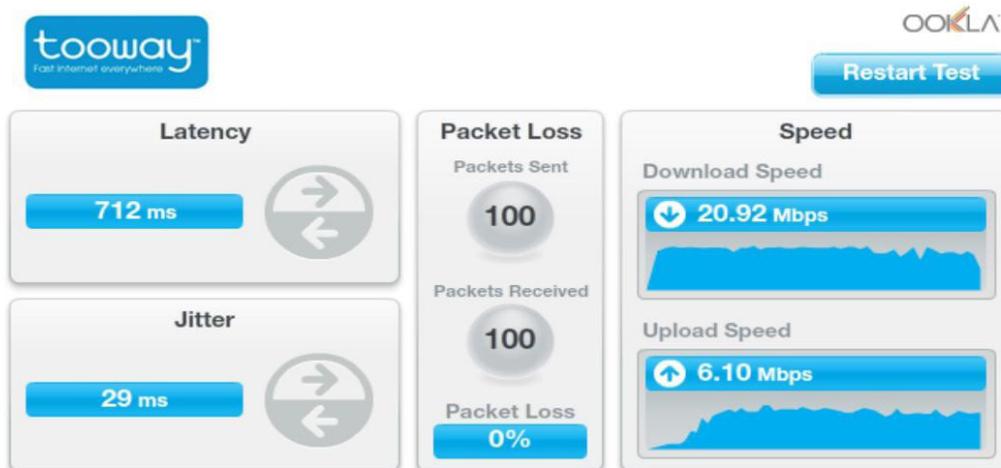
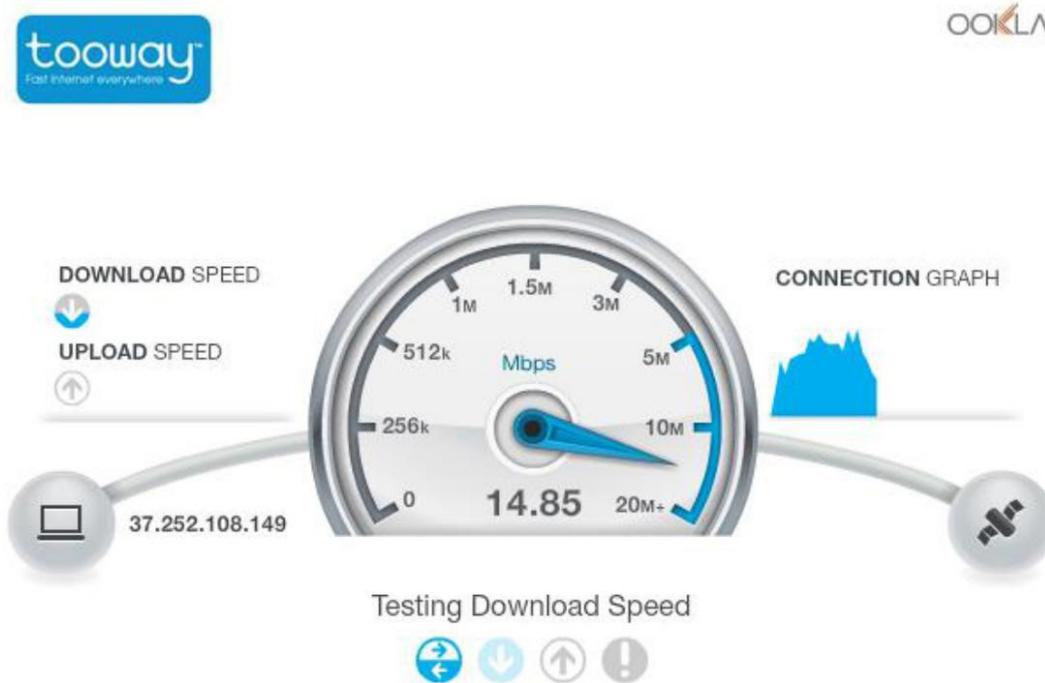
User Terminal MAC	00:A0:BC:2F:A7:07
Your IP Address	91.102.105.11
Forward SNR	11.8 dB <small>(last update: 20/05/2014 09:30:49 UTC)</small>
Return SNR	9.75 dB <small>(last update: 20/05/2014 09:30:49 UTC)</small>

Max Speed Status

	Accounted Volume	Download	Upload
default		18000 Kbps	6000 Kbps
1 month	<input type="text"/>	128 Kbps	128 Kbps

[Line Quality Test](#)

You can test your connection speed by going to <http://speedprobe.skylogic.com>



Client: 95.210.104.174

Last Result:

Download Speed: **20918** kbps (2614.8 KB/sec transfer rate)

Upload Speed: **6095** kbps (761.9 KB/sec transfer rate)

Latency: **712** ms

Jitter: **29** ms

Packet Loss: **0%**