

User Guide for Troubleshooting

This guide will support users to resolve basic problems with the Twoobii satellite modem and details the LED status indicated on the front panel of the terminal. This not an installation guide and the Twoobii units must be installed by a certified satellite field engineer.

Twoobii iQ and iQ Desktop Plus Terminal Guide

This guide is applicable to both the iQ and iQ desktop plus modems.

Twoobii
iQ Desktop
Plus Modem



Twoobii
iQ Modem

LED Label	LED Colour	Unit Status Indicated
PWR	OFF	The unit is powered off or there is a power supply problem.
	GREEN	The unit is powered on and successfully started bootloader.
STAT	GREEN	The unit is functioning nominally.
	FLASHING GREEN	The unit is booting up.
	RED	A major failure in software, hardware or the modem configuration.
RX	GREEN	The receiver successfully locked to satellite.
	AMBER	The receiver is not locked onto satellite.
TX	GREEN	The transmitter is enabled.
	AMBER	The transmitter is disabled.
NET	GREEN	The terminal acquired into network.
	FLASHING GREEN	The terminal is in network acquisition.

Troubleshooting of typical LED indicator behaviours

Symptom	Diagnosis	Remedy
Status LED is red	A major failure in software, hardware or configuration.	<ul style="list-style-type: none"> Reboot the modem by removing then reconnecting the power cable.
RX LED amber/flashing amber	The receiver is not locked to satellite.	<ul style="list-style-type: none"> Check that the RX cable connector at the back of the modem is connected and tight. Determine if the antenna moved or there is an obstruction in front of the antenna.
RX solid green, TX flashing amber	The receiver successfully locked to satellite but TX unable to transmit.	<ul style="list-style-type: none"> Check that TX cable connector on terminal rear is connected and tight. Reboot the modem by removing then reconnecting the power cable.
RX solid green, TX solid green, NET not lit	The modem cannot acquire into the network.	<ul style="list-style-type: none"> Reboot the modem by removing then reconnecting the power cable.

