



SUBJECT: Vista D4 Upgrade procedures.

DATE: 13 May 2009

PREPARED BY: Tech Support

OVERVIEW OF PROBLEM: This file will show how to properly update the firmware on a D4 as well as how to finish setting up the D4 after the update.

NOTE: Updating the firmware CANNOT be done over a wireless network, you must either have the computer directly wired to the D4 with a Crossover cable or have the computer wired to the router/switch with a regular Ethernet cable.

1. Put the D4 into boot mode
 - a. With the power off hold down the search and stow buttons
 - b. Turn on the power and let go of all 3 buttons at the same time
 - i. All lights should be on at this time
2. Access HTML at 192.168.1.250 (this means go into your web browser and type 192.168.1.250 into the address bar and hit enter)
 - i. It will automatically come up to the upgrade firmware page
 - ii. Click browse and find the file labeled D4xxx.hex (This is the software file that was downloaded from our website or emailed to you, please make sure it is unzipped if necessary before doing this step)
 - iii. Open and then click upgrade (this takes about 20 minutes)
 - iv. Once completed the D4 will either restart automatically or prompt you to click a button to restart the D4, do so.
3. Put the D4 back into boot mode (process listed above) for an nvclear (nvclear process is step 4 and 5)
4. In Windows Vista the Telnet function is not enabled by default. We will have to enable it before we can proceed.
 - a. Open your control panel,
 - b. Open programs and Features
 - c. select Turn Windows Features on or Off out of the menu on the left.
 - d. That will take a couple minutes to open, when it does find "Telnet Client" and click the box to enable it and hit apply.

- e. That will take a long time to apply generally, don't worry it is working. When it is done go on to step 5.
5. Telnet into the D4 for an nvclear
 - a. go to Start
 - b. go to Run
 - c. type Telnet 192.168.1.250
 - d. The DOS page (little black screen) will come up with D4Boot%
 - e. Type nvclear all lower case all one word
 - f. Hit enter and it should say non volatile ram cleared
 - g. Type restart
 - h. Once rebooted the D4 will go back to its regular mode
6. Perform ucupdate
 - a. telnet into the D4 at 192.168.1.250
 - b. DOS page will come up with DATASTORM%
 - c. Type ucupdate all lower case all one word and hit enter
 - d. It should say ucupdate will start in 15 seconds..
 - i. You will not see anything happen on the DOS page at this time – close it out
7. Access the HTML at 192.168.1.250 (Go to your web browser and type 192.168.1.250 and hit enter)
 - a. On the system status line you will see Programming mount X%
 - b. You must wait for this to complete and say system initialized before doing anything else
8. Reconfigure the D4 for all satellite settings and, if required, your specific IP scheme, and update settings (**NOTE:** settings below are only an example your specific settings will be different and can be found on your modem system info page or through your Internet Service provider)
 - a. Go to configuration
 - b. Set Satellite System to Hughes
 - c. Set Sat Longitude to 117w
 - d. Set Freq to 1270
 - e. Update settings
9. Before searching a Calibrate dish must be performed
 - a. On the D4 page on the bottom left hand side click Calibrate Dish
 - b. Then click the Next button
 - c. This process will take about 5 -15 minutes in which the dish will move to Max limits in all directions and stow.
 - d. Once Stowed it will say Calibration complete, click on the finish button
10. Load the Sat Table (NOTE Must be a D4 sat table not a D3 sat table)

- a. You should have a sat table file, either from downloading it from our website or from a file sent to you by one of our techs. Again you should have saved that to a location where you can find it, and if necessary make sure to unzip it before proceeding.
- b. On the D4 page (192.168.1.250) click Import/Export on the bottom left hand side
- c. On the bottom line for Sat Table click browse
- d. locate the sat table that you downloaded from our site or that was emailed to you and hit open
- e. then click IMPORT
- f. this will take about 10-20 seconds and kick you back to the system status page.
- g. Reboot the D4 by turning the power off for 30 sec then back on.
- h. Go to the D4 system status page and hit search.