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## Frequently Asked Questions VIAVI ONX-620V

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Before contacting TMG, we assume the software is up to date and NBN Limit Plan is installed. See our support website: [tmg.com.au/onxsupport](http://tmg.com.au/onxsupport)

### Wi-Fi not connecting.



1-) Your password may have changed since the last time you set up your Wi-Fi connection. “Forget” the connection and reset it again.

2-) On Apple devices you must put a password. Long and complicated passwords are unnecessary and easy to mess up during the set-up process. Choose an easy and short password. On Android, you can leave the network open and connect.

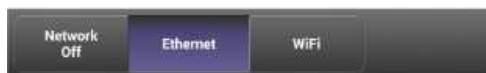
3-) If you can't see your device, the area might be too congested with Wi-Fi hot-spots or the application is being used by another program. Reboot your unit.

### How do I connect to the internet via Ethernet?



Go to: **System -> Network -> Ethernet**

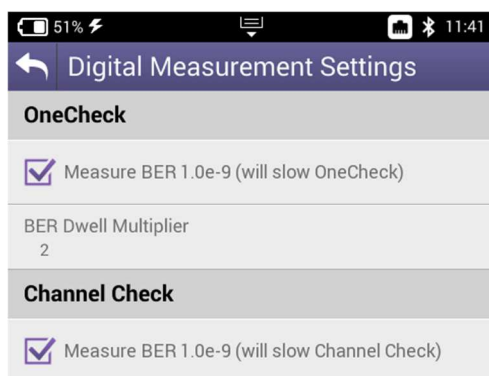
Insert the ethernet cable from your modem/router directly on port 1 or port 2 on the side of the device. The modem/router will automatically assign an IP address to the machine provided DHCP is enabled. A green message will say "Link Up" on the port that is connected to the internet. You can use your built-in web browser to ensure you have internet connectivity.



### Why does my battery drain so quickly?

While doing **OneCheck**, the draining rate is approx. 13-15% per hour. However, the battery should drain gradually, and the user should not be seeing drastic fluctuations. If you're seeing your battery jumps from 100% to 70% then back to 90%, or the such, please update the software. If issues persist, contact TMG Support.

### *OneCheck takes too long.*



By default, NBN has Digital Measurement Settings enabled to allow OneCheck to collect more data to be sent to the servers. OneCheck should normally take maximum 3 to 5 minutes. If it's taking a lot longer than this, you may need to contact TMG Customer Service for support.

### *Memory is full*

You can empty the memory by going to: **CATV -> CATV Settings -> Automatic File Purge -> Manual File Purge -> OK**

Also check **File Browser** under **System**, make sure you have plenty memory left.

### *Backing up data*

You can back up data on a USB stick. However, you'll need to submit reports manually as these won't be able to be sent via StrataSync. Reports saved on USB are saved on a ZIP file which contains HTML version of the report.

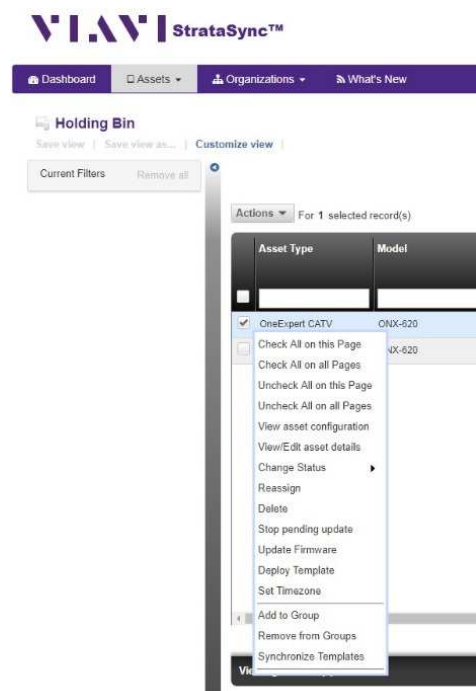
### *How do I know my NBN Limit Plan is installed on my unit and what's an NBN Limit Plan?*

An NBN Limit Plan is a template that NBN has created that stipulates the thresholds of the readings for the OneCheck, Ingress Scan Test and DOCSIS check. Essentially these are pass/fail parameters.

The NBN Limit Plan may only be deployed via NBN StrataSync account: 42641443. Only NBN may be able to deploy the template. Please liaise with your supervisor about installing this template on your test meter.

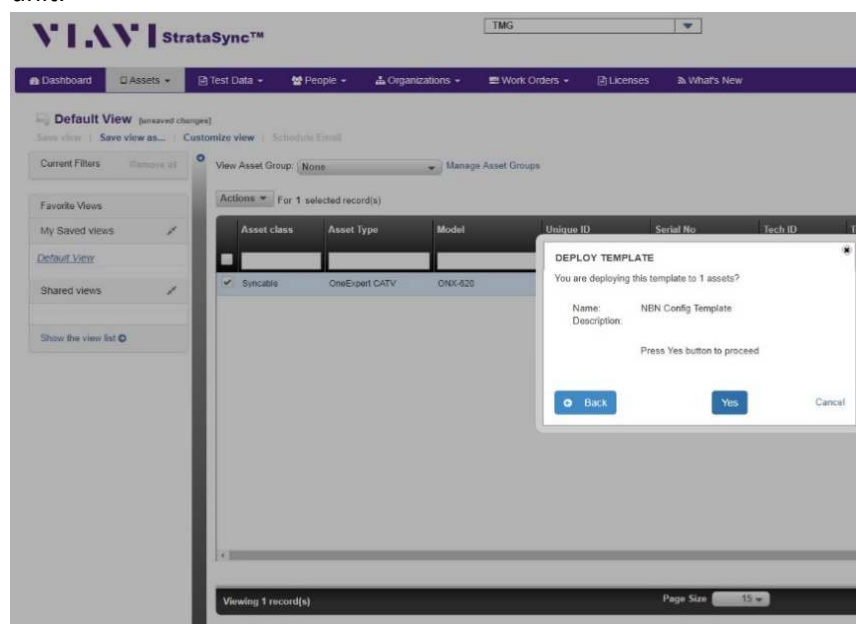
## How does this work?

When the technician synchronises the meter to NBN account for the first time, the asset is placed into a “holding bin”.



The StrataSync administrator will manually need to cross reference the serial number and approve the meter if applicable...

...Once the asset is part of the StrataSync account, NBN can deploy the template onto that unit.



The technician will then need to sync again to the NBN account to download that file which the unit automatically installs on the next job, which is why is important the technician creates a new work order to make it work.

In order to ensure the NBN Limit Plan Template is correctly installed, you need to go to:

**CATV -> OneCheck -> View StrataSync Configuration.**

95% 12:41 PM	
←	StrataSync Configuration
Limit Plan File Name	140119 NBN limit plan V2
DOCSIS Service Plan File Name	270418 NBN DOCSIS Service Plan
Off Air Ingress Plan File Name	270418 NBNTelstra OffAir Ingress
Measurement Settings File Name	270418 NBN Measurements
Limit Plan Exclusion Zone File Name	270418 NBN limit plan exclusion zone

***My StrataSync is not Synchronising or NBN can't see my results.***

First thing is to ensure you're connected to the internet. You can do this by following the usual procedure, then opening your built-in web browser.

Second step is to make sure you're sending that data to NBN, go to **System -> StrataSync** and make sure the StrataSync Account ID is **42641443**.

Hardware Options
Options
DOCSIS 3.1 HW Capable
LOW/HIGH DIPLEXERS: 65/200 MHz - 1.2/1.2 GHz
INGRESS SCAN RANGE 4-204 MHz
Sweep Capable
Field View Capable
MoCA 2.0 Bonding Capable
Wifi Region: (0) FCC/IC
WiFi Country: US
DOCSIS 3.0 Euro BPI+ Certs
HL Leakage Capable
Large flash
Digital Hum Capable

NBN may sometimes block testers from sending data to NBN due to a range of reasons. Most commonly because the unit has been reported stolen or because the hardware/software being used is not approved by NBN.

Go to System Settings -> Hardware Options and make sure the Low/High Diplexers are the same as the image shown.

When this happens, you will see a warning "server unreachable"

### Broadcom Failed To Boot Error

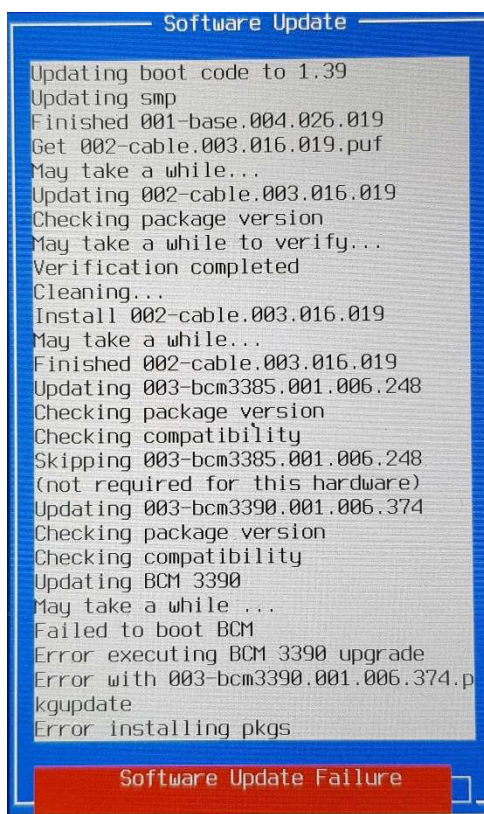


If the meter is showing this error, the issue could be caused by software or hardware failure.

Try performing a software update using the “cold boot” method.

If the issue is hardware related, you will see the following screen during the upgrade ->

If you see this, please contact TMG support.







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***Warning against purchasing second-hand equipment.***

If you're looking to purchase second-hand equipment, we recommend you check it was purchased from TMG originally. If you get the serial number, we can cross reference against our system to see whether this unit has been reported lost or stolen. Furthermore, equipment purchased overseas might not have the correct configuration, software or hardware. TMG is not obligated to provide support to units that have not been purchased directly from us.

Furthermore, warranty carries over with the tester regardless of the owner. However, we might request proof of ownership if the information we have in the system is different from what's being supplied to us.