## How to perform a full reset and set up your ONX-620 to comply with NBN.

### Step 1 – Restore the unit back to factory defaults.

Note: this will clear all data, so make sure you have backed up any important files, and StrataSync any jobs first.
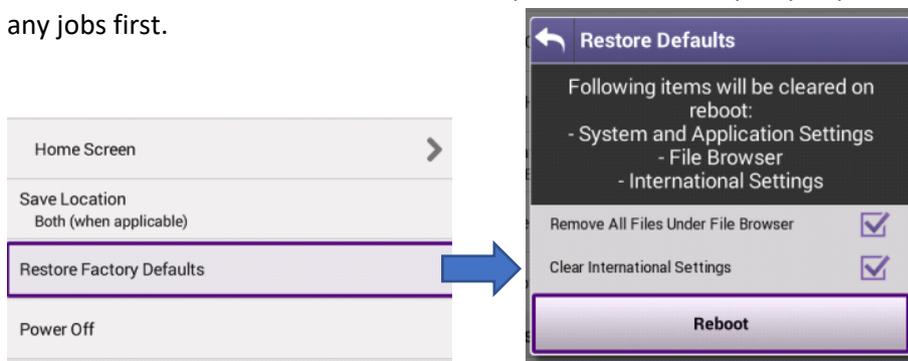


### Step 2 – Reload the software.

Sometimes the software might become corrupted and may cause bugs. This step allows you to reload the software to start fresh.

There are two methods via USB and another via StrataSync. We recommend you use the method outlined in the video link below:

https://youtu.be/9ClCJFm0e-c

Important notes:

➔ Click here to download NBN's approved software version 3.20.10
➔ Make sure you have a USB stick formatted as FAT32, accepted capacities are 1GB, 2GB, 4GB, 8GB, 16GB, 32GB.
➔ Make sure the device is always connected to the power supply during the process.

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## Step 3 – Load the NBN Limit Plan.

Generally the NBN Limit Plan is pushed via NBN through their StrataSync to each VIAVI ONX-620 connected to their server. However, when we restore the unit back to factory defaults, we lose these settings.

You can manually load a version of the NBN Limit Plan on your unit via USB. First, you need to download the NBN Limit Plan by clicking on this link:
https://www.tmgtestequipment.com.au/assets/support/onx620v/Template.zip

➔ Access the content of the zip file and uncompress the template directly to your USB Drive.

| Name | Size | Packed | Type | Modified | CRC32 |
|---|---|---|---|---|---|
| .. | | | File folder | | |
| nbn d31 template.template | 31,192 | 23,572 | TEMPLATE File | 13/01/2021 1:4... | 92A0F665 |
| Read Me First.txt | 981 | 521 | Text Document | 13/01/2021 2:3... | 04C391C2 |
| Watch Me Next.wmv | 4,072,938 | 3,456,210 | WMV Video File (VLC) | 23/04/2020 1:1... | 4D66476A |

➔ Insert the USB drive on your VIAVI ONX-620, Go to **System** and select **USB File Browser** to access the template.
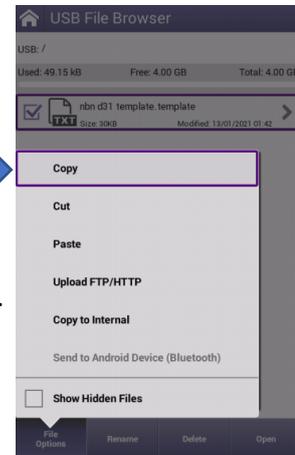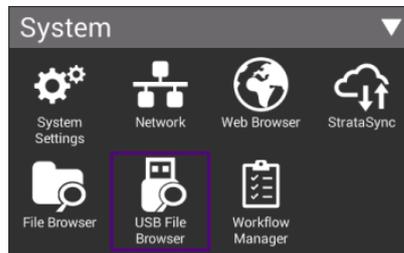
➔ Select the file by ticking the box, press **File Options** and select **Copy**.

➔ Press the Home [home key] key and go to **File Browser**.

➔ Tap to select and access the **Templates** [templates folder - Items: 0] folder.

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| Paste |
| --- |
| Upload FTP/HTTP |
| Copy to USB |
| Send to Android Device (Bluetooth) |
| ☐ Show Hidden Files |
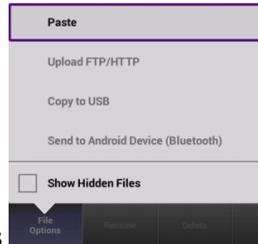
➔ Select **File Options** to **Paste** the template into the folder.
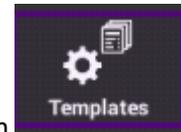
➔ Press the Tray Menu Key to access the **Templates** Option

**Templates:**

nbn d31 template
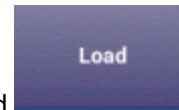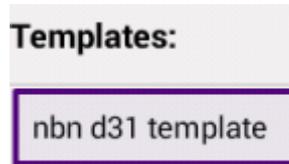
Load

➔ Select the template and press Load on the bottom corner which will prompt you to reboot the unit.
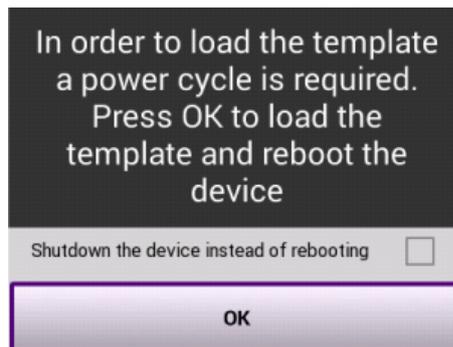
In order to load the template a power cycle is required. Press OK to load the template and reboot the device

Shutdown the device instead of rebooting ☐

**OK**

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## Step 4 – Setting Up OneCheck

While some areas have been upgraded to DOCSIS 3.1, others remain DOCSIS 3.0. The most common problem is DOCSIS Check not reaching 100% on DOCSIS 3.1 areas, or giving error **Target DS Lock** in DOCSIS 3.0 areas.

➔ Create a new Work Order ID
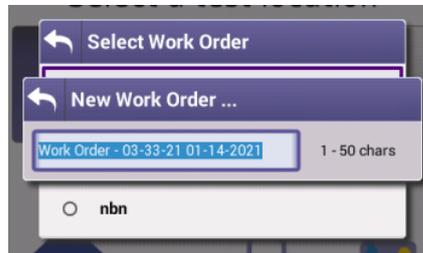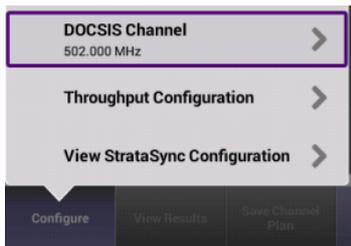


<- For areas that have DOCSIS 3.1 OFDM 1 Carrier, go to **Configure** and make sure DOCSIS Channel 502.000 MHz is selected.

Other areas where DOCSIS 3.1 OFDM 1 Carrier has not been introduced will still have DOCSIS 3.0 295MHz DOCSIS channel; in this case, select AUTO.
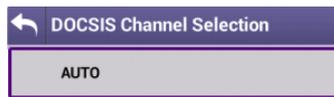
To change back to 502.000 MHz, go to DOCSIS Channel -> Custom Channels and Select 502.000 MHz. If this is not an option, simply tap on Modify Custom Channel, tap on any of the frequencies and change it to 502.
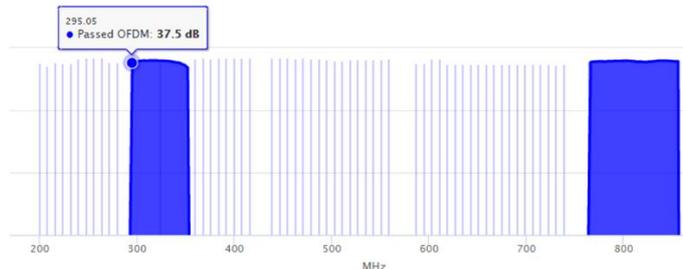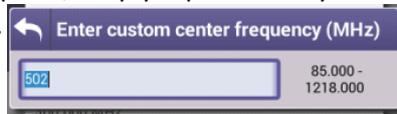


| Channel | OFDM 1 | OFDM 2 |
|---|---|---|
| Freq | 323.000 | 763.000 |

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**Step 5 – Perform a Built-In Self-Test (BIST)**

This step will test the internal components of your VIAVI ONX-620.

All tests should pass. However, sometimes "Certificate Verification BIST" may fail, but this does not affect the performance of the unit. If any other tests fail, please contact support@tmg.com.au

To perform a BIST, please see the following video:

https://youtu.be/zYIR7g4atDU

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