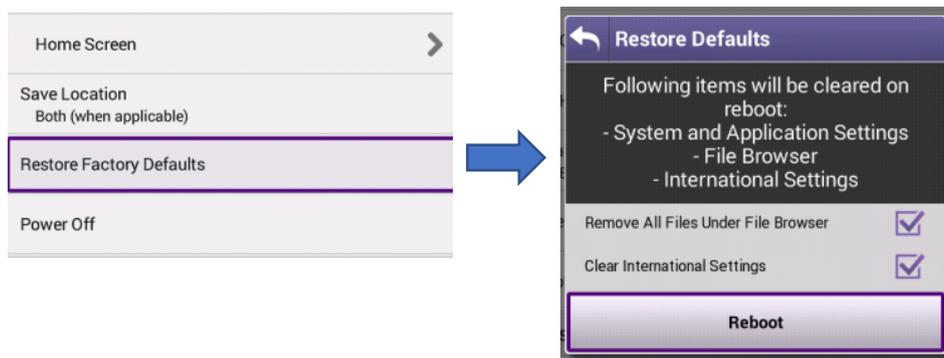

How to perform a full reset and set up your ONX-620 to comply with NBN.
!! Please read instructions carefully as some details have changed from last version !!

Step 1 – Restore the unit back to factory defaults under System Settings

Note: this will clear all data, so make sure you have backed up any important files, and StrataSync any jobs first. In some older software, there won't be the option to "reboot". Simply turn unit off and back on to apply changes.



Step 2 – Reload the software.

- ➔ Click [here](#) to download software version 4.14.40 released on the May, 2025.
- ➔ Make sure you have a USB stick formatted as FAT32, accepted capacities are 1GB, 2GB, 4GB, 8GB, 16GB, 32GB.
- ➔ Copy and Paste the file directly into the USB flash drive. Make sure no other files are in the USB.
- ➔ Make sure the device is always connected to the power supply during the process to avoid it shutting down unexpectedly.
- ➔ Go to SYSTEMS SETTINGS and choose UPDATE VIA USB option. Then follow the prompts.

Sometimes the software might become corrupted and might not allow the device to update from within the operating system. This procedure called "Cold Boot Method" allows you to reload the software while unit is turned off.

Watch the following YouTube video for instructions on how to perform this procedure.

<https://youtu.be/9CICJFm0e-c>



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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 the device is restored back to factory defaults, the template is lost.

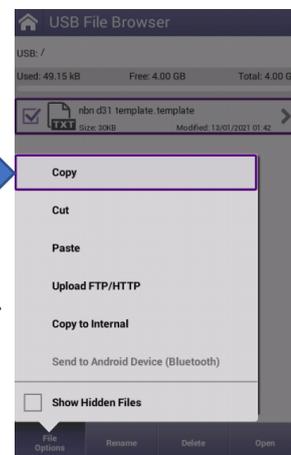
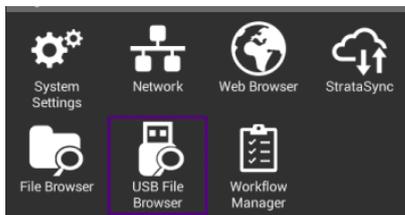
You can manually load a version of the NBN Limit Plan on your unit via USB. First, you need to download the NBN Limit Plan by clicking on this link:

<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  key and go to **File Browser**.

➔ Tap to select and access the **Templates**  folder. Make sure the template file goes INTO the templates folder and not outside, like the root folder, otherwise it won't work.

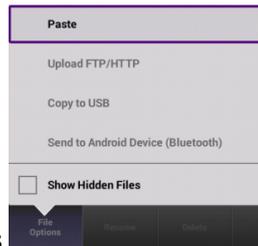
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TMG Test Equipment
1800 626 500
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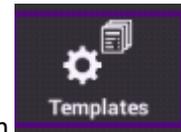


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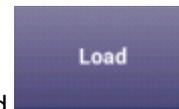
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➔ Select **File Options** to **Paste** the template INTO the folder.

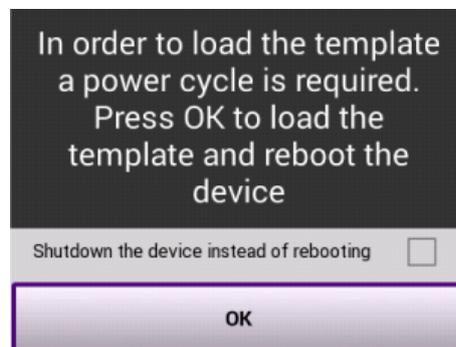


➔ Press the Tray Menu Key to access the **Templates** Option



➔ Select the template and press Load on the bottom corner which will prompt you to reboot the unit.

If this is not an option, you probably didn't copy the file inside the Template folder or didn't uncompress the file.



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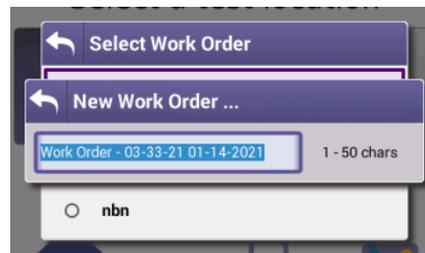
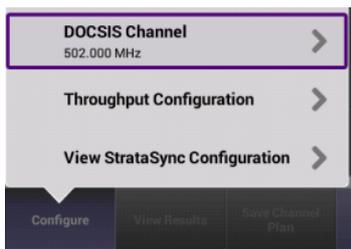
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Step 4 – Setting Up OneCheck

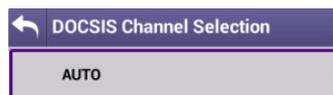
While some areas have been upgraded to DOCSIS 3.1, others remain DOCSIS 3.0. The most common problem is DOCSIS Check not reaching 100% on DOCSIS 3.1 areas or giving error **Target DS Lock** in DOCSIS 3.0 areas.

➔ Create a new Work Order ID

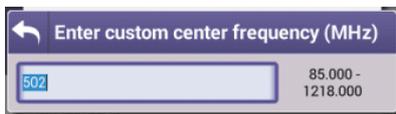


<- For areas that have DOCSIS 3.1 OFDM 1 Carrier, go to **Configure** and make sure DOCSIS Channel 502.000 MHz is selected.

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 MHz.



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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 cs@tmg.com.au

To perform a BIST, please see the following video:

<https://youtu.be/zYIR7g4atDU>

Step 6 – StrataSync Settings

Having restored the device back to factory defaults might have removed NBN’s account ID from the StrataSync settings.

Go to SYSTEM SETTINGS -> STRATASYNC and add NBN’s account ID: 42641443.