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**ViaSat**

**SurfBeam<sup>®</sup>  
Satellite Modem**

**SM-1000 & SM-2000**

*User's Guide*

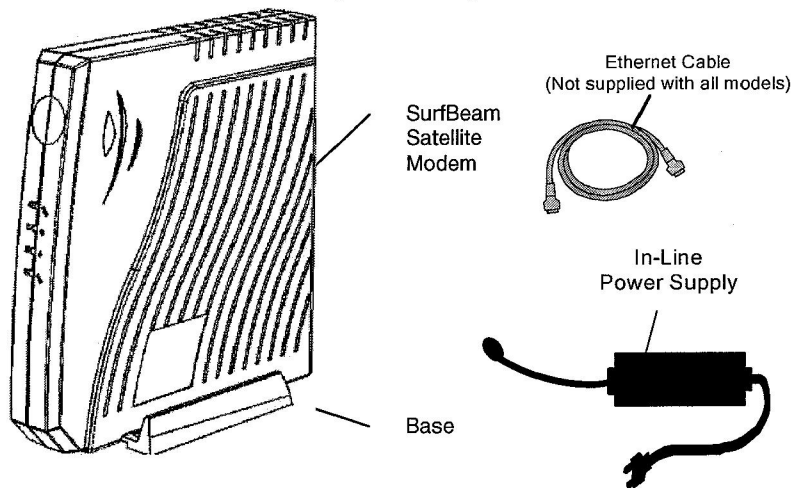
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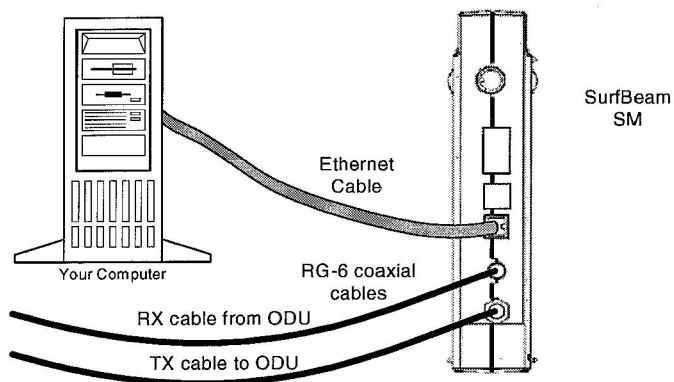
**STEP 1**

The SurfBeam Satellite Modem (SM) includes everything shown here.

1. Attach the base to the SM, and locate it near your computer.
2. Keep it away from heat, liquid, and magnetic interference.

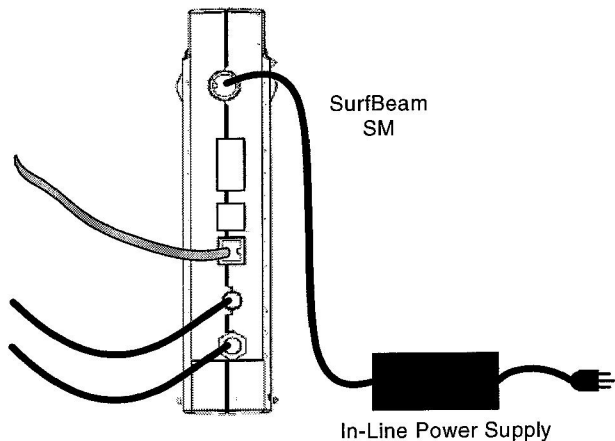
**STEP 2**

1. Connect one end of the Ethernet cable to the SurfBeam SM and the other to the Network Interface Card in your computer.
2. Connect and hand-tighten the TX and RX cables from the outdoor unit (ODU) to the SurfBeam SM.



**STEP 3**





1. Plug the in-line power supply into the SurfBeam SM, and then into the power source.
2. AC requirements are: 115 or 220 VAC, 50-60 Hz.

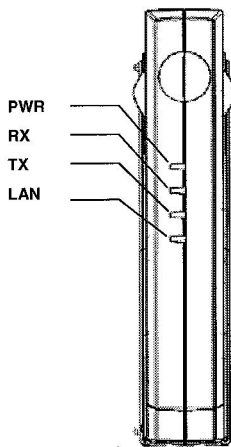


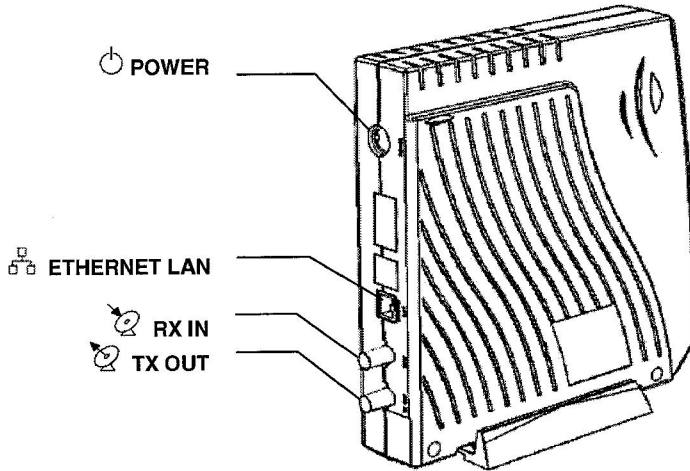
**STEP 4**

Watch the SurfBeam SM front panel indicators. The RX indicator should flash while acquiring the satellite signal. When the RX indicator goes on steady, the SM is registered.

**Note:** You must configure your computer to obtain an IP address from the DHCP server. Refer to your computer's operating system (O/S) documentation for instructions.

-  PWR - On when power is applied
-  RX - 1 flash = acquiring downstream  
2 flashes = ranging  
3 flashes = registering  
4 flashes = software downloading  
On steady = successful registration (normal)  
Very fast flashes = fault
-  TX - On when transmitting
-  LAN - On when connected to Ethernet  
Flashes when traffic is on Ethernet



**Rear Panel Connectors:****If you have a problem:**

1. Make sure you have satellite service. (The RX indicator should be on steady).
2. Make sure you have the Ethernet connection. (The LAN indicator should be on).
3. Make sure you are transmitting to the satellite. (The TX indicator should flash when transmitting).
4. Make sure all the connections are correct and tight.
5. Try resetting the SM and in-line power supply (Disconnect the in-line power supply from the power source, wait AT LEAST one minute, and then reconnect power). The SM should go through acquisition and registration process again (STEP 4).

For Customer Support Call: \_\_\_\_\_

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## **IMPORTANT SAFETY PRECAUTIONS**

**BEFORE INSTALLING THE SATELLITE MODEM, MAKE SURE YOUR ELECTRICAL OUTLET IS PROPERLY WIRED AND YOUR COMPUTER EQUIPMENT IS PROPERLY GROUNDED. CONSULT WITH A LICENSED ELECTRICIAN IF YOU ARE NOT SURE.**

**READ AND UNDERSTAND ALL OPERATING INSTRUCTIONS IN YOUR USER'S GUIDE LOCATED IN THE SATELLITE MODEM SHIPPING BOX.**

**READ AND UNDERSTAND ALL SAFETY PRECAUTIONS PRIOR TO CONNECTING ANY CABLES TO THE SATELLITE MODEM.**



**Warnings** - A WARNING is defined as a procedure or practice that, if not correctly followed, could result in injury, death, or long term health hazard. Always observe the following WARNINGS:

*There are no user-serviceable parts inside any of the equipment in your system. There are potentially lethal voltages inside the equipment. It should only be opened by a technician trained and certified to service the product.*

*RF Radiation Hazard. The transmitting equipment is capable of generating RF levels above the maximum permissible uncontrolled exposure level. Do not enter the radiation beam pattern of the transmitter feed horn and / or antenna when the transmitter is on.*

*When the Satellite Modem is powered on, DC voltage is present on the rear panel TX and RX connectors.*

*To prevent fire or shock hazard, do not expose this appliance to rain or moisture. The apparatus must not be exposed to dripping or splashing and no objects filled with liquids, such as vases, should be placed on the apparatus.*

*Postpone satellite modem installation until there is no risk of thunderstorm or lightening activity in the area.*

*To prevent electrical shock, if the unit is provided with a polarized plug, do not connect the plug into an extension cord, receptacle or other outlet unless the plug can be fully inserted with no part of the blades exposed.*

*The In-Line Power Supply input power cord must be connected to a properly grounded three-prong AC outlet. Do not use adapter plugs, or remove the grounding prong from the plug.*



**Cautions** - A CAUTION is defined as a procedure or practice that, if not correctly followed, could result in equipment damage or destruction. Always observe the following CAUTIONS:

*Only use the in-line power supply provided with the SM. Using a different power supply may cause equipment damage.*

*To ensure regulatory and safety compliance, use only the provided power and interface cables.*

*Do not open the unit. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service professional.*

*Avoid damaging the satellite modem with static by first touching the coaxial cable connector when it is attached to the earth grounded coaxial cable wall outlet. Always first touch the coaxial cable connector on the satellite modem when you are disconnecting or re-connecting your Ethernet cable from the satellite modem or your PC.*

*To prevent overheating, do not block the ventilation holes on the sides of the unit.*

*Only wipe the unit with a clean, dry cloth. To avoid equipment damage, never use cleaning fluids or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust.*

*The user should install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment by local lightning strikes and other electrical surges.*

### **Notices**

*This product was qualified under test conditions that included the use of the supplied cable between system components. To be in compliance with regulations, the user must use this cable and install it properly.*

*Different types of cord sets may be used for connections to the main supply circuit. Use only a main line cord that complies with all applicable product safety requirements of the country of use.*

*Installation of this product must be in accordance with national wiring codes.*

## **MEDIDAS IMPORTANTES DE SEGURIDAD**

**ANTES DE INSTALAR EL MÓDEM SATELITAL, COMPRUEBE QUE LA TOMA DE CORRIENTE ESTÉ CORRECTAMENTE CONECTADA Y QUE EL EQUIPO INFORMÁTICO ESTÉ ADECUADAMENTE CONECTADO A TIERRA. SI NO ESTÁ SEGURO, CONSULTE A UN ELECTRICISTA CON LICENCIA.**

**LEA TODAS LAS INSTRUCCIONES PARA EL FUNCIONAMIENTO QUE SE ENCUENTRAN EN LA GUÍA DEL USUARIO, DENTRO DE LA CAJA DE ENVÍO DEL MÓDEM SATELITAL, Y ASEGÚRESE DE COMPRENDER BIEN LA INFORMACIÓN.**

**LEA TODAS LAS MEDIDAS DE SEGURIDAD ANTES DE CONECTAR CUALQUIER CABLE AL MÓDEM SATELITAL Y ASEGÚRESE DE COMPRENDER BIEN ESTA INFORMACIÓN.**



**Advertencias** - Las ADVERTENCIAS son procedimientos o prácticas que pueden ser letales o causar lesiones y perjudicar la salud a largo plazo cuando no se siguen correctamente. Tenga siempre en cuenta las siguientes ADVERTENCIAS:

*Advertencia. No hay piezas que puedan ser reparadas por el usuario dentro de ninguno de los equipos de su sistema. Dentro del equipo hay voltajes que pueden ser letales. El equipo debe ser abierto sólo por un técnico capacitado y autorizado a reparar el producto.*

*Peligro de radiación de RF. El equipo transmisor puede generar niveles de RF superiores al nivel máximo de exposición no controlado permisible. No ingrese al patrón del haz de radiación del alimentador y / o la antena del transmisor cuando el transmisor esté encendido.*

*Cuando el módem satelital está encendido, hay voltaje de CC en los conectores de transmisión y recepción del panel trasero.*

*Para evitar el riesgo de descargas eléctricas o incendios, no exponga el dispositivo a la lluvia o la humedad. El aparato no debe estar expuesto a goteo o salpicaduras y no se debe colocar sobre el mismo objetos llenos de líquido tales como floreros.*

*Posponga la instalación del módem satelital hasta que no haya riesgos de truenos o tormentas eléctricas en el lugar. Para evitar el riesgo de descargas eléctricas, si la unidad posee un enchufe macho polarizado, no conecte el enchufe a una extensión, receptáculo o a otra toma de corriente a menos que el enchufe pueda ser introducido en su totalidad sin que quede expuesta ninguna de las partes de los conductores.*

*El cable de entrada de la Fuente de Alimentación externa debe conectarse adecuadamente a una toma CA de 3 patas con conexión a tierra. No use clavijas adaptadoras ni elimine la pata de puesta a tierra de la clavija.*