

dw4020_upload_info.txt

The DW4020 Gateways can have incompatibility issues with The new Isis Transmitter LNB assemblies(Grey dishes Grey transmitters) on the DataStorm F1. There are also versions of the DW4020 gateway that are not upgradeable and should not be used in TFES installation scenarios.

There are currently 6 Known DW4020 Model Types:

B/A
C/A
D/C
E/D
H/F
J/F

You can determine the model type by looking at the back panel of the 4020 and examining the UPC bar code sticker area. Below the model number at the bottom of the tag you will see the corresponding Model Type. It should match one of the above.

B/A and C/A types are not configured for TFES installation upgrading and will not be compatible with the Isis Transmitter LNB assemblies(Grey dishes Grey transmitters) or Satellite based commissioning. It is possible to upgrade these through a Lengthy USB upgrade process by HNS engineers but will not be supported by MotoSAT. As such we recommend this type of 4020 only be used for stationary installation.

D/C, E/D, H/F types are not configured for TFES installation but can be upgraded for compatibility with the Isis Transmitter LNB assemblies(Grey dishes Grey transmitters) and Satellite based commissioning. This upgrade can be accomplished by loading the sbc.cfg file (available on the MotoSAT downloads section of our website.) to the config file update section of the 4020 which can be accessed through your web browser using:

http://<ip_address_of_4020>/fs/registration/setup.html

Keep in mind that You can only access this if it is an H/F or J/F, or it has been commissioned and received the download from HNS (i.e. software download status is "All Files Up-to-date").

It is also of note that some D/C and E/D types will cause signal fluctuation and inability to acquire satellite or pass isolation tests unless they are precommissioned and received the download from HNS (i.e. software download status is "All Files Up-to-date") on Direcway units with the original rectangle white transmitter LNB type assemblies.