

DATASTORM D2: ERROR-48

The DataStorm D2 error codes are very specific in how the D2 operates. This whitepaper will expound on how to recognize, troubleshoot, and solve these various codes.

| What is Error-48?

Error -48 is a general indication that the D2 cannot communicate in some way with a DiRECWAY modem. This falls generally into two instances:

- When the SEARCH button is pressed with an error-48:
 - Waiting for LNB Voltage can occur
 - Waiting for modem can occur [can resolve itself in 1-2 min.]
- During the static state of operation with error-48:
 - Gateway not detected [can resolve itself in 1-2 min.]

| Cause and Solutions to an Error-48

Each of the various errors above will be broken down and evaluated into the two instances.

- When the SEARCH button is pressed during an error-48:
 - Waiting for LNB Voltage
 - Problem: States that there is no communication /power to the LNB on the dish.
 - Solutions:
 - The receive cable is not connected to the D2/modem.
 - The TX and RX cables from the dish could be backwards. Switch these cables on your D2 and modem.
 - Could signal an LNB failure.
 - Waiting for modem [can resolve itself in 1-2 min.]
 - Problem: States that the D2 is in DiRECWAY mode and cannot communicate with the modem.
 - Solutions:
 - Make sure the modem is connected to the network.
 - Check the network settings on the D2 in accordance with the D2/Modem Quick Setup Guides.
 - If connected via a router, disable the router firewall.
 - Reboot the modem.
 - Double check all connections and network settings.
- During the static state operation with an error-48 [can resolve itself in 1-2 min.]:
 - Gateway not detected.
 - Problem: States that there is no communication /power to the LNB on the dish.
 - Solutions:
 - Make sure the modem is connected to the network.
 - Check the network settings on the D2 in accordance with the D2/Modem Quick Setup Guides.
 - If connected via a router, disable the router firewall.
 - Reboot the modem.
 - Double check all connections and network settings.

Please call **MotoSAT** for information on this or any other technical subject
contact **MotoSAT** at:
1-800-247-7486

