**OneExpert CATV – FAQ**

1. How do I add my ONX unit to StrataSync for the first time?

A/ DO NOT ADD UNIT MANUALLY. Connect your ONX-CATV to an Ethernet connection; go to CATV -> Connection -> wait until you see an IP address -> Sync -> then in the StrataSync option make sure you have the right account ID, Tech ID (alpha numerical only), Server StrataSync.Viavisolutions.com or StrataSync.jdsu.com, Server Port 443 -> Start

1. How do I change my DOCSIS throughput settings?

A/ Create a new DOCSIS service plan from StrataSync and deploy it to your unit (see the DOCSIS template for ONX CATV units.pdf article for more details). You cannot change it in the unit itself.

1. How do I change my Ethernet throughput settings?

A/ Currently, you can only change the Ethernet throughput settings in the OneExpert physical unit. Go to Ethernet -> Ethernet Test -> Test and Settings -> SpeedCheck -> Settings -> tap on Downstream/Upstream to add your own URLs.

1. I get a calibration error message after powering on the unit.

A/ Update your unit to the latest SW version available 3.0.9 or greater.

1. My unit will not sync to StrataSync.
2. Make sure an Ethernet cable is connected to the ONX Ethernet Port 1 or 2 from a Cable Modem
3. Make sure that the StrataSync account ID, Tech ID, Server port 443, Server StrataSync.Viavisolutions.com or StrataSync.jdsu.com are all correct under System -> StrataSync
4. Make sure you get an IP address in System -> Network (if not select Ethernet to turn it on)
5. Go to CATV -> CATV settings -> return to CATV -> Connection -> Wait until you get an IP address -> Sync -> check StrataSync settings are correct -> select Start
6. Update to software version 3.0.9 or greater if you get a StrataSync Error
	* Popup message *"****Couldn't open save /cust/stratasync/listingReport.json****“* or *"****Couldn't open save /cust/stratasync/optionReport.json****“* after powering on unit
	* Unit will not successfully connect to Stratasync
7. Cannot find my unit in StrataSync.
8. Was the unit added manually?

If yes, please delete manual entry (no manual entry to add a ONX CATV unit to StrataSync),

Then sync to StrataSync again (make sure you have an alpha numerical tech ID for the person you want to assign this unit to , e.g 1230).

If no, then contact a higher level administrator to assign or reassign this unit to you or contact us, Viavi Solutions (formerly JDSU).

1. Make sure you have visibility to view the regions/division(s) this unit is assigned to, ask a higher level administrator to give you permission to view this region or to reassign this unit to you.
2. Check the Holding Bin (it is located in the purple ribbon close to the help section) and then reassign this unit to you or one of the technicians you manage.
3. How do I update my OneExpert unit?

A/ You can update your unit using StrataSync or by downloading the latest Software version to a USB stick (See the QuickStart Guide or the Updating your ONX-CATV knowledge articles for more details).

1. My unit gets stuck in 27% or higher when running a DOCSIS test.

a. Make sure your unit has SW version 3.0.9 or higher installed (System -> System Settings -> Hardware and Software Revisions -> SW Bundle ONXCBLX.X.X)

b. Make sure you have the correct DOCSIS template to match your CMTS, DOCSIS 3.0 or DOCSIS 3.1.

c. Restore to factory defaults (CATV -> CATV Settings -> Restore Factory Defaults), power cycle the unit and then create and deploy a DOCSIS template from StrataSync to match your CMTS DOCSIS 3.0 or DOCSIS 3.1 and other settings (need to sync the unit to StrataSync and create a new work order ID after successful sync).

d. Contact Viavi if none of the above worked

9. How do I create/edit my channel plan?

A/ The ONX-CATV creates the channel plan for you, you do not have to create/edit one. You just have to make sure that you are using the correct DOCSIS template (3.0 or 3.1) and that your unit is provisioned correctly to your CMTS. With Software version 3.0.9 or higher, you can also exclude some frequencies by creating and deploying a “Limit Plan Exclusion Zone” from StrataSync (need to sync unit to StrataSync to receive the configuration).

 10. How do I add/remove favorite channels?

A/ If a user would like to change their favorite channels they can do so from the One Check or Channel check. In channel view you scroll to the channel that you want to add as a favorite. You then press the small star in that channel, when the star has color in it then it has been added to your favorites. You can use the same process to remove channels from your favorites. Tap the star in the selected channel and when it turns white it has been removed from the favorites list.

**Viavi Solutions, Inc.**

**CATV – Technical Support Team**

**Support Phone Number: +1 (844) 468-4284 Ext 3-1-2**

**Support Email: CATVSupport@ViaviSolutions.com**