

Satellite System Preventative Maintenance (PM) Report

Date	
Customer Name	
Customer Contact	
Contact Address	
Contact Phone Number	
Contact Email	

Circuit Identification (CID)	
Completed By	
Phone Number	
Email Address	
Weather Conditions	

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Overview

The following preventative maintenance (PM) report was completed during a recent on-site PM visit. As documented below, overall system readiness has been assessed and baselined; faulty and/or at risk items identified; obsolete components flagged and recommended system upgrades listed.

IMPORTANT! During this PM, no repairs were made to damaged or nonfunctional components. A repair visit or service call will need to be scheduled to have any identified issues addressed.

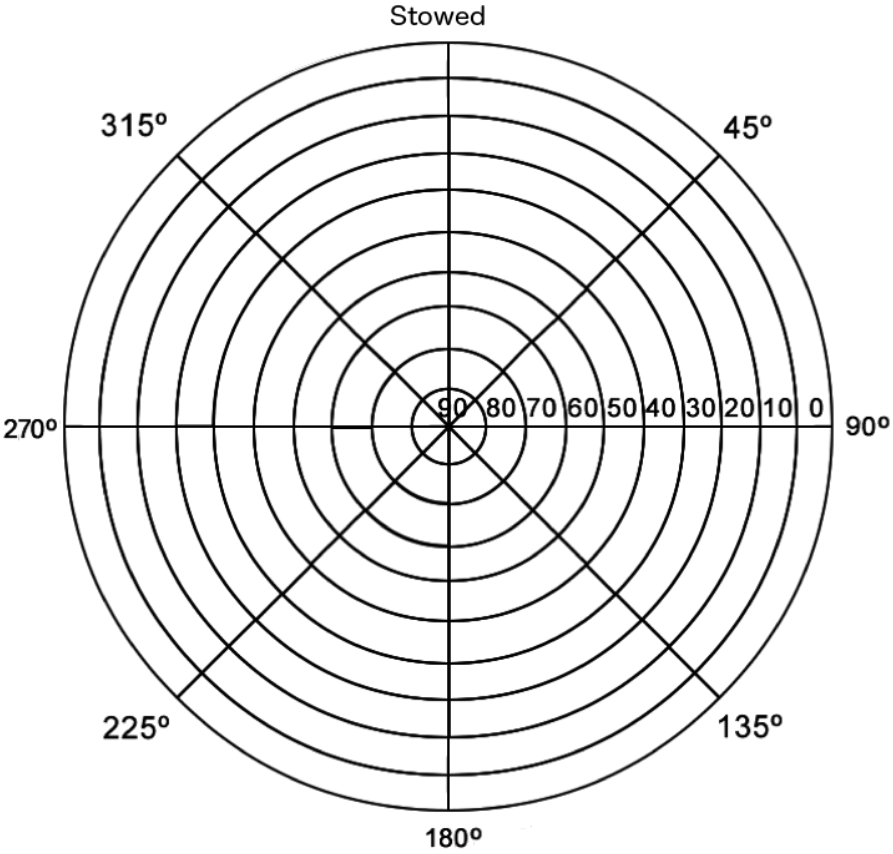
PM checklist icon definitions:

Column	Definition
☺	The item was checked and verified to be without any issues
☹	The item was checked and has a potential issue. Explanation entered in the Notes at the end of that section
N/A	The item could not be checked. Explanation entered in the Notes at the end of that section

1 Indoor Components

Task	Check	☺	☹	N/A
1.	Inspected antenna controller and modem connections (AC power, Ethernet cables, coax/IFL cables, controller and serial communications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.	Satellite antenna powered up and initialized normally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.	Satellite modem powered up initialized normally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.	Satellite modem identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Make & Model:			
	Serial number:			
1.	Photos taken and attached (modem, controller, serial/model number labels, cables, connectors and cable connections)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notes:				

2 Outdoor Components

Task	Check	☺	☹	N/A
2.1	General overall inspection of the antenna terminal (reflector, stow bumpers, feed horn, waveguide, struts, boom arm, antenna drive systems, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Inspected visible RF and electronic components (BUC, LNB, GPS, compass)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Inspected the antenna reflector for cracks or other damage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Visually inspected the antenna mounting with no noticeable issues (damaged or missing brackets, hardware, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5	<p>Verified range of motion isn't interfered with by nearby components (air conditioners, other antennas, etc.). The chart's shaded areas indicate range of motion zones with possible mechanical interference. <i>The antenna is located at the center of the chart. The outermost circle represents a 0° elevation angle</i></p> 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6	Inspected the IFL/control cable run from the roof penetration to the antenna pedestal. Checked cables for damage, kinks, or excessive bends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.7	Checked all cable connections at the antenna, verified connectors showed no signs of corrosion or damage and all were properly weather-sealed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8	Antenna identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Make & model:			
	Serial number:			
2.9	Block upconverter (BUC) identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Make & model:			
	Serial number			
2.10	Low-noise block downconverter (LNB) identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Make & model:			
	Serial number			
2.11	Photos taken and attached (complete antenna, antenna drive systems, reflector, sealing gaskets, stow bumpers, struts, waveguide, BUC, LNB, serial/model number labels, cables, connectors and cable connections)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notes:				

3 Software Verification & System Test

Task	Requirement	☺	☹	N/A
3.1	Active version of modem software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Version number:			
3.2	Active version of antenna software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Version number:			
3.3	Validated satellite controller is properly configured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Successfully deployed satellite antenna and locked on primary satellite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5	Modem front panel indicators are normal (Pwr, Status, RX, TX and Net)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Modem RX SNR:			
3.6	Verified internet connectivity (able to browse the internet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ping times:			
	Download speed:			
	Upload speed:			
3.7	Contacted the NOC to complete compression and initial power level testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1dB compression point:			
	Initial power level:			
3.8	Modem performance (data provided is the average over a 15 minute operational period)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Downstream C/N:			
	Transmit power:			
	Modem temperature:			
	Receive Frequency Offset:			
3.9	Successfully deployed satellite antenna and locked on secondary satellite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.10	Modem front panel indicators are normal (Pwr, Status, RX, TX and Net)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Modem RX SNR:			
3.11	Verified internet connectivity (able to browse the internet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ping times:			
	Download speed:			
	Upload speed:			
3.12	Contacted the NOC to complete compression and initial power level testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1dB compression point:			
	Initial power level:			

3.13	Modem performance (data provided is the average over a 15 minute operational period)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Downstream C/N:			
	Transmit power:			
	Modem temperature:			
	Receive Frequency Offset:			
3.14	Applied necessary software update(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Device updated:			
	New version number:			
3.15	Photos taken and attached (modem front panel, controller front panel, antenna deployed and locked)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

4 Voice Testing (IP Access Voice Customers Only)

Task	Requirement	☺	☹	N/A
4.1	IP Phone(s) powered up and registered while connected to the satellite network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Inbound test calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Outbound test calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Phone number(s) identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	DID(s):			
4.5	Red PHONE powered up and registered while connected to the satellite network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6	Successfully placed a test call to extension 9998	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7	Red PHONE extension identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Extension Number:			
Notes:				

5 Faulty or At Risk Items

Listed below are components that are currently broken or are at risk of failure and should be addressed immediately.

Faulty/At Risk:

6 Obsolete Items

Listed below are components that are obsolete and no longer supported by the manufacture.

Obsolete:

7 Recommended Upgrades

Listed below are components that should be upgraded in the near future.

Obsolete:

Preventative Maintenance Summary Report

Customer Name:		Date:	
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Summary of Findings

Your PM Service encompassed various checks and tests. The checklist below summarizes the results.

Tasks Completed:	😊	☹️	N/A
Verified condition and functionality of all indoor components	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verified condition and functionality of all outdoor components	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checked cables for loose connections, corroded connectors, kinks, or other damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Updated the software to the latest version, only if needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completed end-to-end system testing validating system readiness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baselined and documented operational levels and parameters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issues Found:			

To schedule follow-up service to address any issues, contact your IP Access Sales Representative.

Completed By <i>I attest that I completed this PM in accordance with requirements set forth in the document.</i>	Signature:
	Print name:
Authorized Customer Representative <i>I affirm that the PM has been completed to my satisfaction.</i>	Signature:
	Print name: