

Set Up: Monitoring Satellite Receivers Remotely

Satellite receivers can be accessed through Technology Manager (TM), allowing Stake Technology Specialists (STs) to view the satellite receiver's health remotely. Please coordinate with your Facility Manager (FM) to ensure that they are aware of any changes you make to enhance the system.

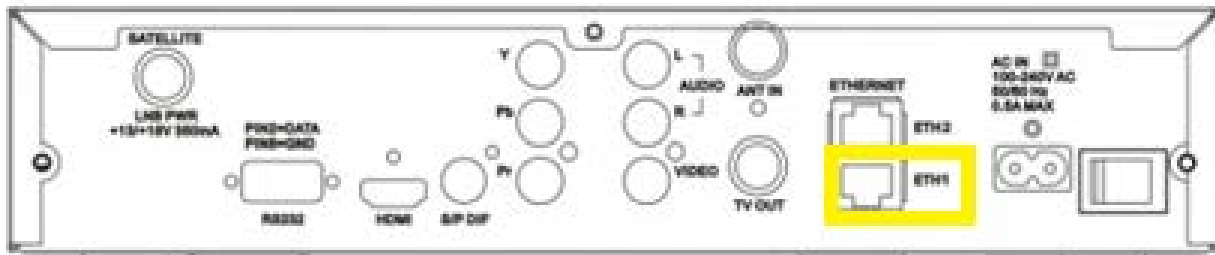
NOTE: The following instructions are based on Technology Manager (TM) access rights for an STS. Those accessing TM with a different calling or employee role may have different access rights.

Connect the Receiver to the Network

Step 1: Connect a standard network cable to the facility zone of the meetinghouse firewall or a switch connected to this zone. Port 4 of the Meraki MX64 firewall is the facility zone.



Step 2: Connect the network cable coming from the facility zone of the firewall to the **ETH1** port on the back of the Cisco D9865 satellite receiver.



Identify and assign a static IP address

Step 1: Open an internet browser and enter <https://tm.lids.org> in the address bar and press the **Enter** key.

Step 2: Sign in to TM with your LDS Account username and password.

Sign in



LDS Account Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

Two-Step Verification is now available. [Learn more and sign up.](#)

Sign in

[Register for an LDS Account](#)

Step 3: From the TM dashboard, find the meetinghouse associated with the satellite receiver and select the Firewall serial number to access the firewall details. **NOTE:** Confirm that the serial number of the satellite receiver and firewall match the serial numbers of the devices installed at the meetinghouse. If these do not match, please [contact the Global Service Center](#).

Bellview, Canyon Rim, Park &
Bethlev Ward (663) Sandy Utah Central Stake (510972) Canyon Rim Ward (3477) Park Ward (98396)
 1950 Galena Drive
 SANDY UTAH UNITED STATES
 Property #: 5062976

| Firewalls (1) | | | | | Receivers (1) | | | |
|----------------|-------|--------|--------|--------|---------------|---------------------------|--------------|-------|
| Serial # | Model | Status | Filter | Config | UA: Number | Languages | Status | Video |
| Q2KN-ML3M-5QJE | MX64 | Online | 🔊 | MTG | 6589433 | English Spanish-Castilian | Unresponsive | ✓ |

Public IP: 65.130.208.140 Status: 1

Step 4: Write down the Gateway IP address associated with the “FAC (Facility) Zone.” This information will be required when programming the satellite receiver.

NETWORK DEVICES INTERNET PROVIDER CONTACTS USAGE STATISTICS TOOLS

Zone Subnets *(Meetinghouse)* Public IP: 65.130.208.140 Status: 1

| Zone | Gateway | Mask | IP Range |
|------|------------------------------------|-----------------|---|
| USER | 192.168.108.1 | 255.255.252.0 | Static: 192.168.108.2 - 192.168.108.31 Dynamic: 192.168.108.32 - 192.168.111.254 |
| FAC | 10.147.106.193 📶 Ping | 255.255.255.240 | Static: 10.147.106.194 - 10.147.106.199 Dynamic: 10.147.106.200 - 10.147.106.206 |

Step 5: Click the **Network** tab in the firewall details page and select **IP Assignment**.


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1050 Galena Drive, SANDY, UTAH UNITED STATES

(Serial # Q2KN-ML8M-5QJE - Model: MX64)

Org: LDS Church - NA West

| Zone | Gateway | Mask |
|------|---------------|---------------|
| USER | 192.168.108.1 | 255.255.252.0 |

Step 6: In the IP Assignment page, click the **Zone** dropdown and select **FAC** for facility zone and click **Refresh** .

IP Assignments Change History Zone: FAC Refresh

This tool allows you to assign IP addresses from the static IP range to specific devices by MAC address.


| Assign An IP | IP Address | MAC Address | Name |
|--------------|------------|-------------|------|
|--------------|------------|-------------|------|

Step 7: In the “Assign An IP” section, select the magnifying glass next to “Mac Address”.

Assign An IP

IP Address (6)

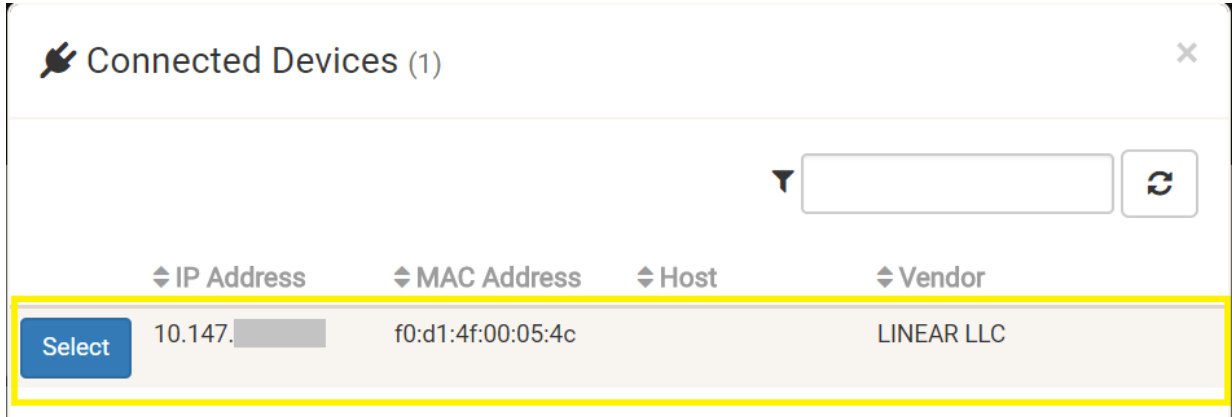
MAC Address



Name

After selecting the magnifying glass, TM will search for all devices currently online and connected to the facility zone and will display the information in a popup window.

NOTE: There may be other devices connected to the facility zone that are not online when the search is completed. These devices will not appear in the results. Contact the FM to find out if there is a list of known devices with static IP addresses assigned to them that are connected to the facility zone. Add these to the list of unavailable IP addresses. Completing the connected device search and collecting information about devices on the facility zone from the FM will provide a complete list of unavailable IP addresses.



Step 8: Write down the IP addresses assigned to each device that appear in the “Connected Devices” window. These addresses **cannot** be assigned to the satellite receiver.

Step 9: Identify all “possible” static IP addresses for the facility zone on the selected firewall by selecting the **IP Address** dropdown in the IP assignment page.

Step 10: Write down the IP address size displayed next to the IP address dropdown. The size will either be 6 or 15. This information will be used to determine the “Mask” when programming the receiver.

IP Assignments

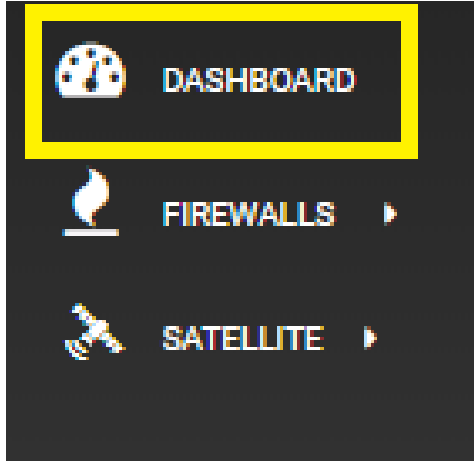
This tool allows you to assign IP addresses

Assign An IP

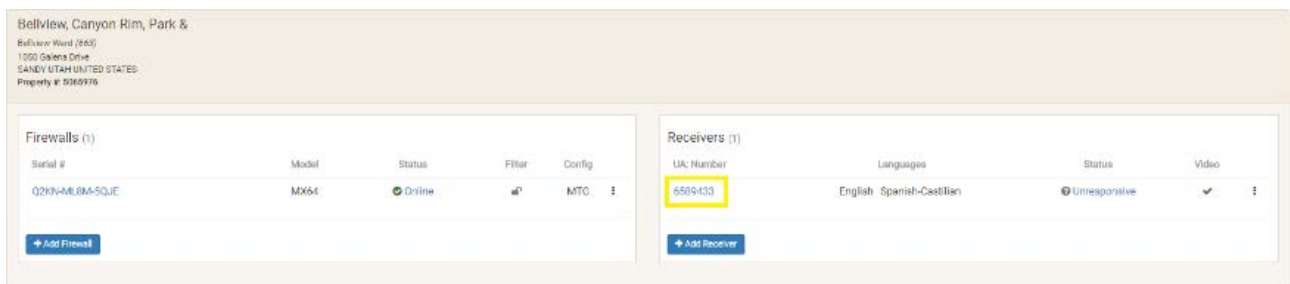



Step 11: Compare the list of unavailable IP addresses with the list of possible IP addresses to identify an unused/available IP address in the facility zone. Any IP address on the possible IP address list not already assigned to a device can be used for the satellite receiver.

Step 12: Return to the dashboard by clicking **Dashboard**.



Step 13: Find the satellite receiver in the dashboard and click on the serial number.



Step 14: Enter the IP address that will be inputted into the satellite receiver in the “IP” field and click **Save** .



Step 15: Program receiver with the IP address saved in TM. (*Programming instructions are provided below.*) Receivers that are programmed and connected correctly should begin reporting health status within 60 seconds.

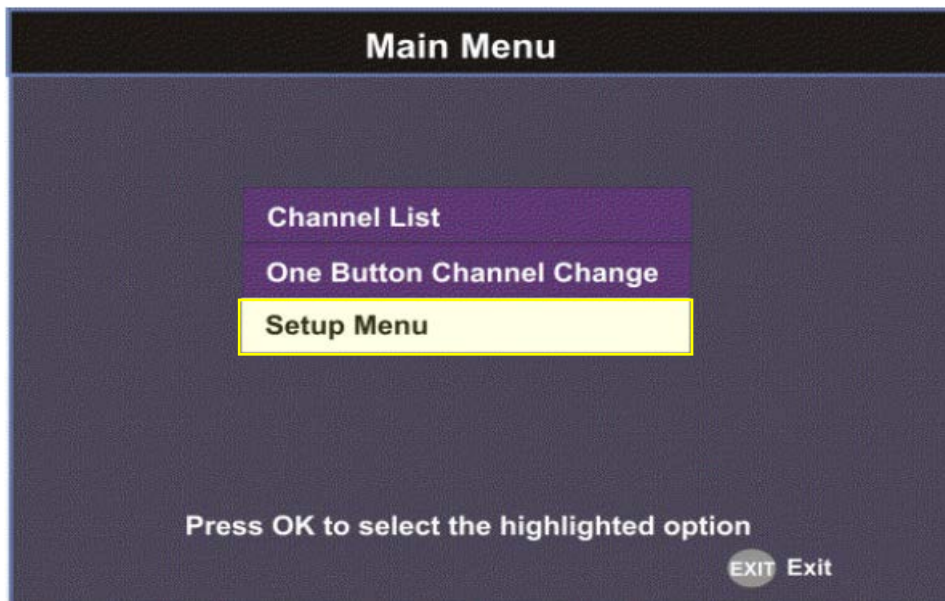
Step 16: Refresh the page in TM.

Program the satellite receiver

After identifying an available IP address, the satellite receiver must be programmed manually.

Step 1: Press **Menu**.

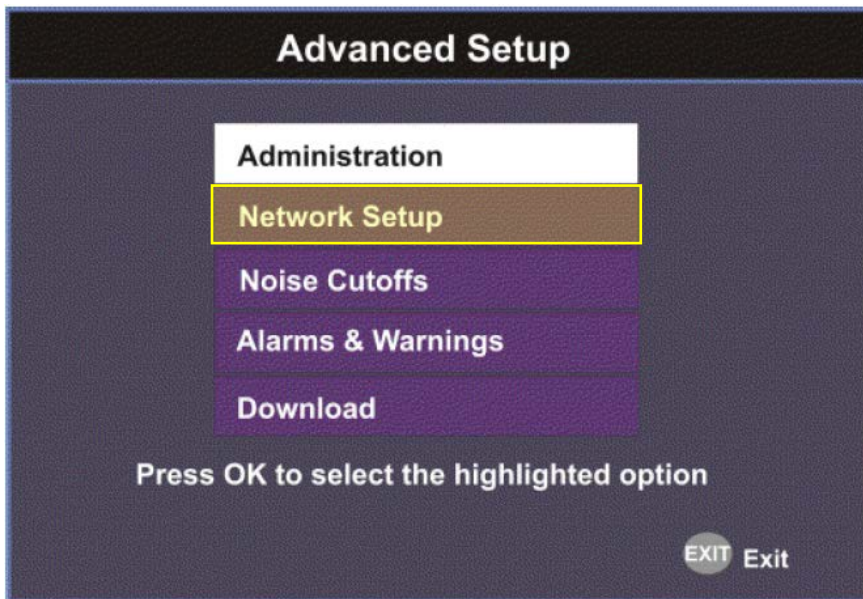
Step 2: From the Main Menu highlight **Setup Menu** and press **OK/Select**.



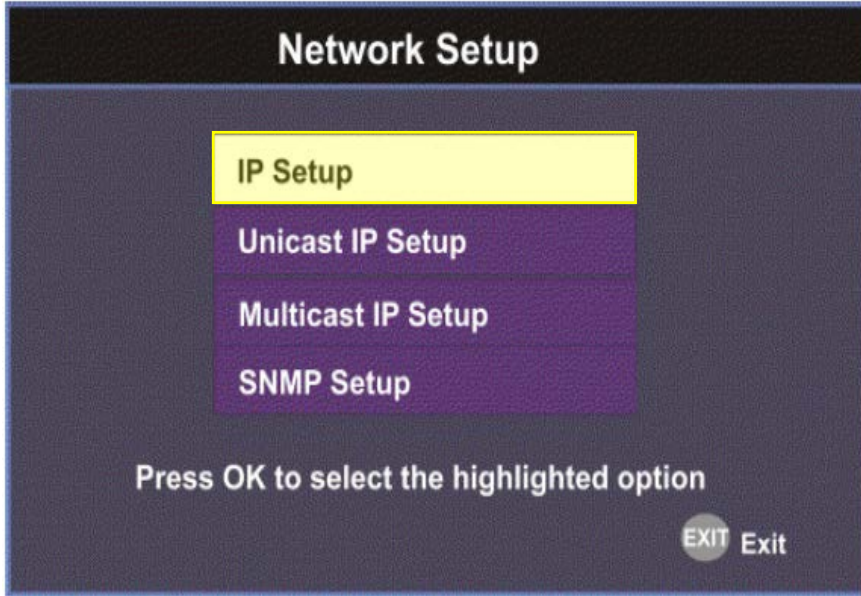
Step 3: From the Setup Menu highlight **Advanced Setup** and press **OK/Select**.



Step 4: From the Advanced Setup menu, highlight **Network Setup** and press **OK/Select**.

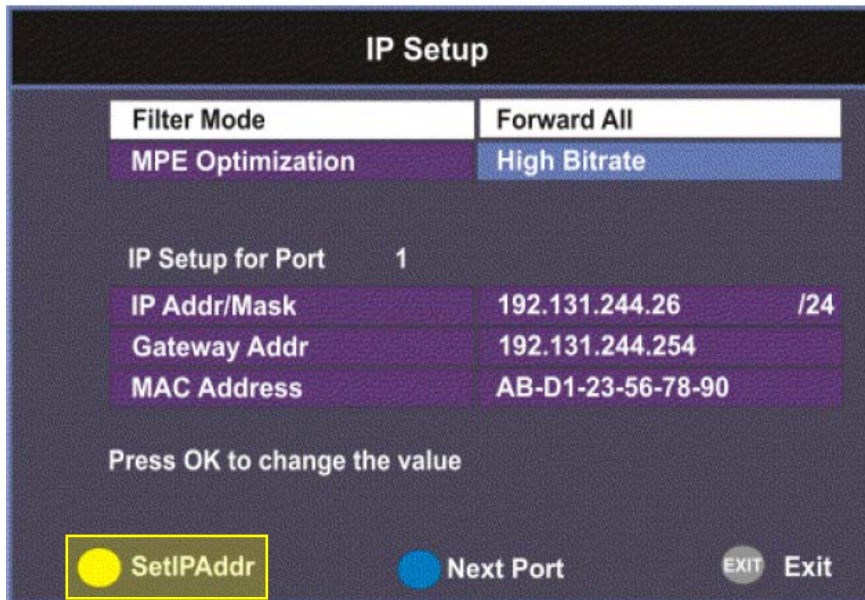


Step 5: From the Network Setup menu, highlight **IP Setup** and press **OK/Select**.



Step 6: Using the Remote - from IP Setup menu press the yellow button on the remote

On the Receiver - from IP Setup menu arrow down, highlight **SetIPAddr**, and press **Select**



Step 7: Using the Remote – from the Change IP Address menu arrow down and select **IP Address/Mask** (see below) and **Gateway Addr** fields and enter the required information. Once complete, press the green button on the remote or arrow over to save and press **OK/Select** to save changes.

NOTE: When entering IP addresses, add a zero in front of any single or double-digit numbers – example 10 = 010.

The “Mask” is determined as follows:

IP address size **6** = 28 mask

IP address size **15** = 24 mask



Step 8: Arrow over to **Exit** to leave menus and return to satellite programming.