

SUPPORT FOR YOUR EMNET TERMINAL.

If your EMnet terminal stops functioning, we suggest calling Comlabs for general questions or troubleshooting at 321-409-9898 option 1. They are the designer of the EMnet system so they can resolve most of the “Software” and “Satellite” problems with the EMnet system.

Lightner Electronics Inc, has contracted with the PAB and PEMA to provide additional support for your EMnet Terminal. We provide specific support on how the system interfaces with EAS Equipment, and how the system is implemented in Pennsylvania. We also provide hardware repair of the EMnet computer.

If you are a Pennsylvania Broadcaster and are having difficulties with your EMnet terminal, you can contact us at 814-239-8323, or Email us at:

Eas@LightnerElectronics.com

If your EMnet computer requires the software to be reloaded or has a hardware malfunction, it can be shipped to us at:

EMnet Repair Division

Lightner Electronics Inc.
1771 Beaver Dam Road
Claysburg PA 16625

Be sure to include your shipping address, contact name, phone number and email address as well a description of the problem. **Please Note: We DO NOT RECOVER OR RESTORE ANY DATA from the terminals when they are sent in for repair. All data is erased from the terminal immediately upon delivery at our repair center. BACK UP ANY DATA THAT YOU MAY NEED.** This includes any Word or Excel documents, as well as your TCP/IP Settings. We only install the following software: Microsoft Windows 2000 (including all Service Packs and Windows Updates), and the latest version of the Comlabs software. No other software installation will occur since the EMnet terminal is to be used for Emergency Alert Operation Only.

To check the status of your EMnet computer, you should look in the Windows system tray (at the bottom right corner, next to the clock). If you see a blinking green dish, then the system is working normally. If you have red or yellow dish, hover the mouse over it for a few seconds, and a message will appear explaining the problem. If the message is related to connectivity, open a web browser and verify internet connectivity. If the computer is unable to load the page, you have connectivity issues, and will need to contact your IT support.

If you have a message referring to “lost satellite signal” then check your Westport Research satellite receiver. If you aren't sure what it looks like, here is a picture:



Check the EbNO: number, if it is less than .5, but not 0, there is a good chance the RF module in the receiver has problems. Contact Lightner Electronics for technical support. If you have a good signal level (7.0 or higher) the problem is likely in the network connectivity between the computer and the receiver. On the front panel of the Westport Research receiver, press the down arrow key until the display reads IP Address then press the Enter key. Write down the IP address as shown on the screen. On the EMnet computer, click on Start, click on Run, type **cmd** and click OK. Next, a black and white DOS box should pop up. Type **ping** and then (as space first) the IP address of the receiver. If you get a Request Timed Out error, then there is a communication issue. Trace the CAT-5 cable from the back of the receiver to the network hub or switch. Verify on the switch that the link light is lit for that port. If not, check the cable to make sure both ends are tightly inserted into the end. It is possible that the ends could have come loose or disconnected. If the cable is disconnected or missing, connecting it to the network should correct the issue.

In most cases we will have you ship us the Westport receiver for us to test. If the Westport is determined to be the problem, it is not covered under warranty, and will cost \$375 for an exchange. If the receiver is ok then the satellite dish may have been moved off of the satellite, particularly in the case of ground-mounted dishes, where lawn crews, or vandals, could have altered the pointing of the dish. If you suspect the dish, your engineer or a local satellite crew can re-point the dish with the following information:

EMnet satellite information:

Satellite – AMC-1

Orbital Position – 103.0° W

Polarization – HORIZONTAL

IMPORTANT NOTE: NEVER DISCONNECT THE COAXIAL CABLE ON ANY SATELLITE RECEIVER BEFORE REMOVING THE AC POWER CORD.