


STARPOD

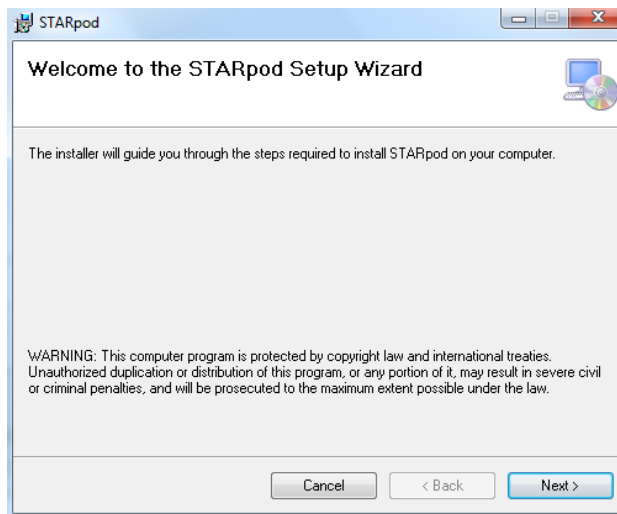
User Guide 1.0

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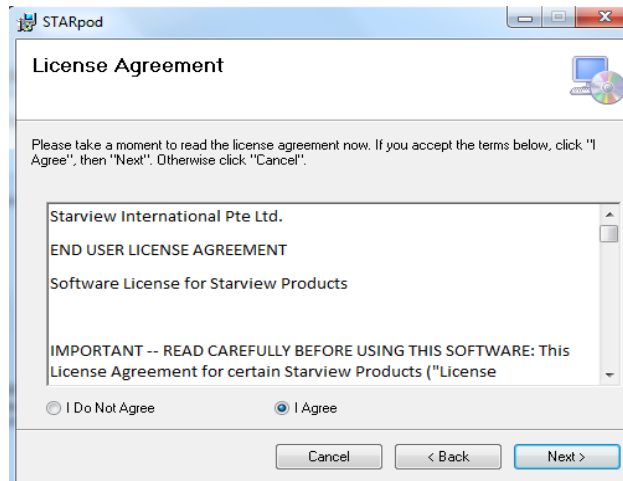
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1. Software Installation

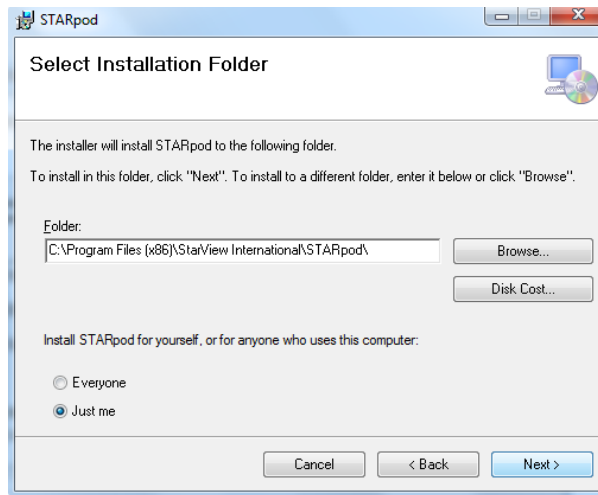
- Thank you for using purchasing STARPOD.
- Please click [this shortcut](#) to visit STARVIEW website for a brief introduction of this Programming Optical Device and click "Download STARPOD Software".
- After download, double click the STARPOD.msi file  Starpod.msi to install the software into your PC.
- Follow the steps below.



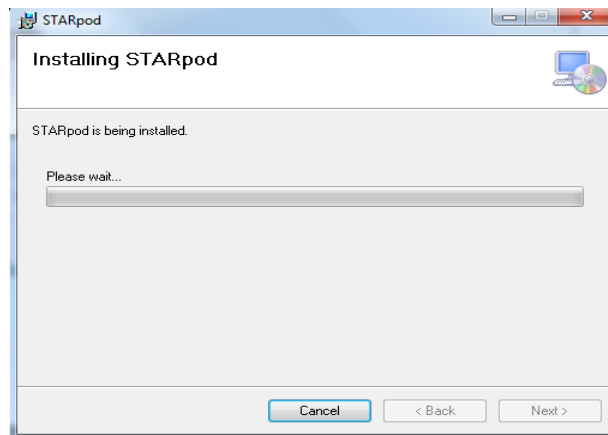
- Click Next.



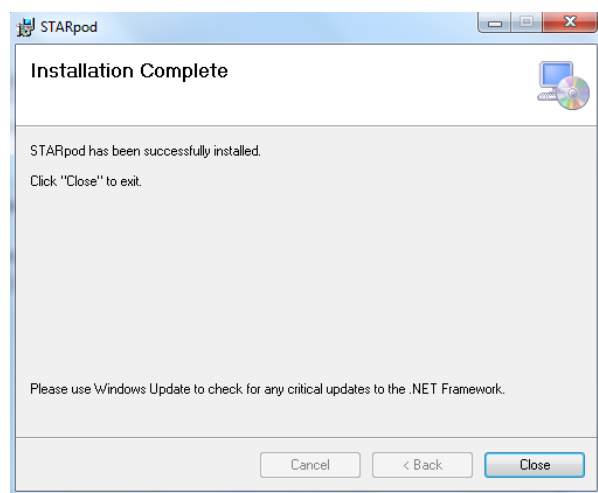
- Select "I Agree" and click "Next".



- Click "Browse" to install the STARPOD program in your desired location or leave it in the default path as displayed. Select "Everyone" or "Just me" and click "Next" to proceed.

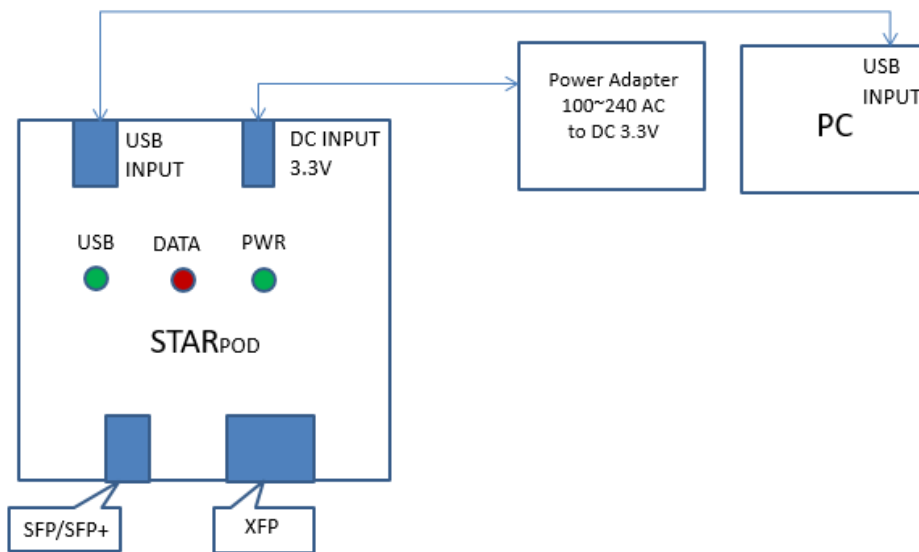


- The installation of the STARPOD will now begin...



- Once the Installation is complete, the above window will be displayed, click "Close" to exit.

2. Hardware setup




STARPOD connection diagram

Note: -

- Ensure that the PC has a valid Internet connection.
- Ensure that the USB LED and PWR LED are lighted (Green light).
- The DATA LED (Red light) will blink during the coding process.

3. Writing the Transceiver

In your PC's desktop, double click the STARPOD  icon. Hint: - Some users do face an error when launching their STARPOD program for the first time. This is mostly due to additional drivers required. If you encountered the same, please download the driver from website https://www.robot-electronics.co.uk/htm/usb_iss_tech.htm

- Key in the "License Key".



Note: -

1. The License Key is issued via email from Starview or its authorized partner/ reseller.
 2. Every license key can support only 1 code change.
 3. License key is chargeable.
- Click "Proceed" to continue, or "Abort" to exit the programming.

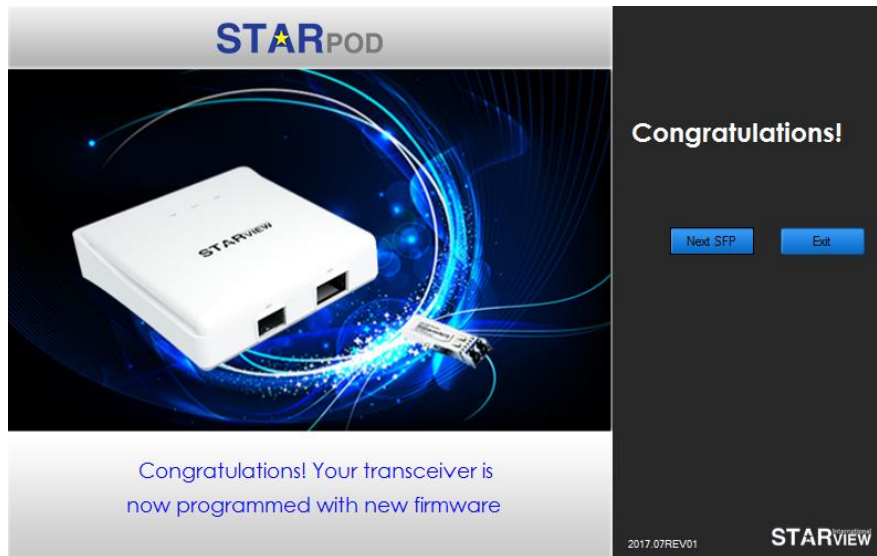


Note: The write process is irreversible. After a successful write, the coding on the transceiver module will be overwritten with the new code. Should you require the old code, a new license key has to be obtained for rewriting again.

- The code will now be written into the EEPROM of the transceiver module. Do not remove the transceiver module from the STARPOD until the process is completed.


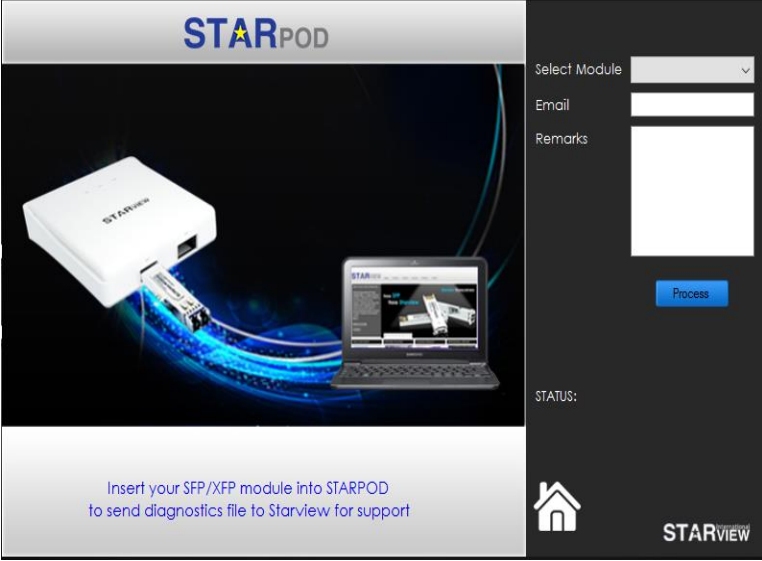



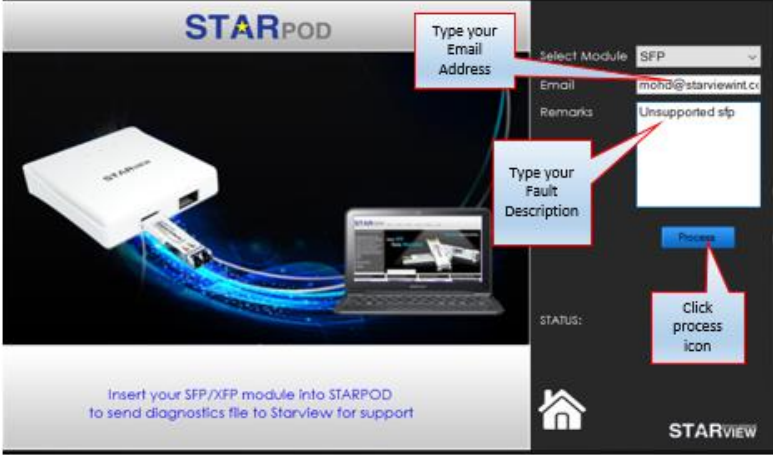

- The programming of the coding into the transceiver EEPROM is now completed and you can start using the transceiver module in your equipment.



4. How to email SFP/XFP coding to Techsupport

The following steps will email the dubious SFP/XFP coding to Starview Techsupport for troubleshooting purposes using the STARPOD device.

Step	Procedure	Illustration
1	Click setting icon	 <p>The screenshot shows the STARPOD interface with a 'License Key' input field and 'Proceed' and 'Abort' buttons. A gear icon in the bottom right corner is highlighted with a red box and a callout that says 'Click setting icon'.</p>
2	Insert your SFP/XFP module into STARPOD.	 <p>The screenshot shows the STARPOD interface with a 'Select Module' dropdown menu, an 'Email' input field, and a 'Remarks' text area. A 'Process' button is visible at the bottom right.</p>
3	Select which module type to be read and email out.	 <p>The screenshot shows the STARPOD interface with the 'Select Module' dropdown menu open, showing 'SFP' and 'XFP' options. A red box highlights the dropdown menu with a callout that says 'Choose select Module'.</p>

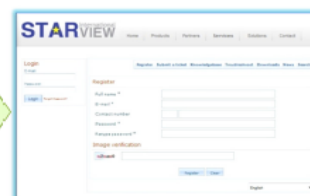
Step	Procedure	Illustration
4	<p>Type in your email and fault description.</p> <p>Next, click "Process".</p>	
5	<p>Status shows "SENT" after the transceiver is read and email out successfully.</p> <p>Hint:- Check PC public internet connection if there is an error.</p>	

5. Technical support

Should you have any technical queries or require any technical assistance, please contact our technical support via:

3 Channels of Contact

- 
Tel: 6100 3375 (6100 desk)
Immediate/Urgent attention
- 
Email: support@starviewint.com
- 
Web: www.starviewint.com/support



All incidents are logged
 Email and web-based request will automatically generate a ticket