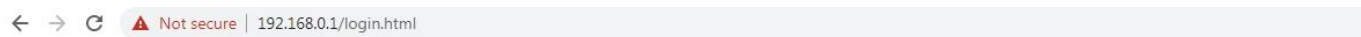# IQ Modem Loading Instructions

*Note – This document assumes the modem is being loaded from factory default. If you are updating an already loaded modem, the IP addressing, and login credentials may be different. Please contact our NOC to obtain this information if required.

Connect the computer to the Management port on the back of the modem and open a web browser (Firefox, Chrome, Internet Explorer, etc.). This will be the **ETH2 port** on the on the IQ desktop, Desktop+ and IQ 200 modems and **SAT ETH port** on the IQLTE.

Type the modem's IP address into the address bar at the top of the browser. Default is 192.168.0.1. (PC may need to be hardcoded to match the IP address subnet of modem)

Log into the modem using the following credentials:

User: admin
Password: iDirect (Factory default)

Loading software and options files

Download version iDX 4.3.0.0 from our website at:

https://isotropic.network/wp-content/uploads/2024/03/evo_iQseries_rmt_rootfs-23.0.1.1-299.98.pkg

If a new option file or software package needs to be loaded, navigate to the "Administration" tab.

To load the software package, click **Select files** next to upload software package. Locate the package on your computer and then click load. An example of a software package name is **evo_iQseries_rmt_rootfs-23.0.1.1-299.98.pkg** (this is the current iQ Software)

Once complete, you will see a completed pop up notification.

To load the options file, click **Upload Configuration File** under the Configuration Files for iDirect remote configuration next to falcon.opt. Locate the options file on your computer and then click load.

| Dashboard | Details ⌄ | Commissioning ⌄ | Administration ⌄ | admin ⌄ |

Administration - Software & Configuration
Manage Software Packages

Reboot Terminal

Upload Software Package: Select Files...   Done ✓ ❓

Partition	Type	Description	Version	
active1	Evolution Remote	iDirect Remote Terminal Application	21.0.3.2-96	Activate Software Package
active0	Evolution Remote	iDirect Remote Terminal Application	21.0.3.1-79	Software package is currently active
factory	Evolution Remote	iDirect Remote Terminal Application	21.0.3.1-79	Activate Software Package

Configuration Files

Description	Filename	Version	Date	Size		
iDirect manual configuration	downstream_config.json		12/31/1969	431	Upload Configuration File	Download Configuration File
iDirect remote configuration	falcon.opt			0	Upload Configuration File	Download Configuration File

Once complete, you will see a completed pop up notification.

After both the package and options file have been loaded, click **Activate Software Package** for active1 or **Reboot Terminal**. Both will reboot the modem.

Once the modem has finished rebooting. Login into the modem web interface and reload the current software **evo_iQseries_rmt_rootfs-23.0.1.1-299.98.pkg** this will save the software in both active partitions.

Please confirm **Version 23.0.1.1** is in both active partitions and the software is currently active. Reboot terminal.