Trouble Shooting: OPTIMOD Remote Software

1. The OPTIMOD Remote Software must be installed in the PC "admin account" and run under "admin". In Win10 this is the number one issue for "no connect". Win10 will not connect if the software is installed in a user account and run as a "user" or "admin" even if the "user" has admin privileges.

2. Confirm you have the latest OPTIMOD Remote software. Orban remote software can be downloaded from the Orban Website "Download" section.

3. The PC you are using must be able to "ping" the OPTIMOD Processor. Run "ping" on the PC with the OPTIMOD processor's IP address.

4. If you can successfully "ping" the OPTIMOD processor, disconnect the network cable from the processor and run "ping" again to confirm you are "pinging" it and not something else on the network.

5. If you cannot "ping" the OPTIMOD processor, check the IP address & subnet mask in the OPTIMOD processor and make sure the processor subnet matches the PC subnet mask.

Here is a step by step guide how to setup the IP address, subnet and gateway on most all Orban OPTIMOD processors:

- Navigate to Setup > NETWORK & REMOTE > Next

- Press the SET IP ADDRESS soft button -> The IP Address Screen appears

   - Use the Next and Prev keys to move the cursor in turn to each digit in the IP address. Use the knob to set the digit to the desired value. Repeat until you have selected all the numbers in the IP address assigned by your network administrator.

   - Press the SAVE soft button to confirm your setting.

- Set the Subnet Mask assigned by your network administrator if necessary:

   - Press the SET SUBNET MASK soft button.

   - Use the Next and Prev keys to move the cursor in turn to each digit in the subnet mask. Use the knob to set the digit to the desired value. Repeat until you have selected all the numbers in the subnet mask assigned by your network administrator.

   - Press the SAVE soft button to confirm your setting.

- Set the Gateway Address assigned by your network administrator if necessary:

   - Press the GATEWAY ADDRESS soft button.

- Use the Next and Prev keys to move the cursor in turn to each digit in the gateway address. Use the knob to set the digit to the desired value. Repeat until you have selected all the numbers in the gateway address assigned by your network administrator

- Press the SAVE soft button to confirm your setting

- **The Default is Port is 6201** - Check with your network administrator to make sure the port is not blocked on the network. If you need to change the port number:

  - Press the IP PORT soft button

  - Use the Next and Prev keys to move the cursor in turn to each digit in the IP port. Use the knob to set the digit to the desired value.

  - Press the SAVE soft button to confirm your setting

  - **You must change the Port number in the OPTIMOD Remote Software to match the processor.**

  - If you can ping the processor but not connect, check the port numbering and if the network is blocking the assigned port number.

When you are done making the IP changes you need to power cycle the processor.