



XM1-Quick by Mohamed Kargbo

1. In Home Outlet Check

Registration (comcast signal) and **Spectrum** should always be green.

Downstream: *Red at the tap is good. If the downstream is more than 10db, it'll show red.*

Green at the tap means the downstream is between +10db and -10db.

If it also shows example; 20 channels with LOW MER, YOU HAVE BAD SIGNAL OR PIXELATON.

Upstream: *It should detect 3 or more channels. Less than 3 channels mean there's a noise filter somewhere.*

2. FLUX

Should see 3 or more channels.

Ex: if your upstream detects 4 channels on OUTLET CHECK, on your flux you should see 4 channels.

Select ICFR, your ICFR for every channel needs to be below 2.5. The closer it is to 0, THE BETTER. Flux is part of the upstream and is mostly responsible for slow internet or slow menu/guide on X1 boxes.

3. DOCSIS

Upstream: Should see 3 or more green bars and the number on top of each green bar is your Upstream transmit. NOTE: *if your OUTLET CHECK detected 4 channels, you should see 4 green bars.*

Downstream: Check for bars between frequency 400mhz and 760mhz but don't let it confuse you. Just Tap on a bar to show your downstream and SNR levels. *Remember: any level over 10db or less than -10db will show red. Your SNR should be over 34db. Ex: if you have +5db and your snr is 32db on frequency 615mhz, the job will fail because the snr is lower than 34. SNR is also MER.*

4. QAM ANALYSIS: Here you can select any channel or frequency to see downstream power, SNR/MER, pre/post BER. *Note: if MER, PRE/POST BER is in yellow or red, something is wrong with that frequency or channel. This is the most important tool for troubleshooting.*

Don't forget!

LEVELS at tap

Upstream: 40 or below is good.

Downstream: 10db and over

SNR/MER: 34 and above. The higher the better.

Levels at device

Upstream: 48 or below

Remember: The lower your upstream, the better upload internet speed

Downstream: NO MATTER WHAT, YOUR LEVELS SHOULD BE IN THE POSITIVE.

Remember: The higher your downstream, the better the internet download speed.

Do you think the customer will get 1GB speed on a -8db signal?

Less than 3 Upstream channels detected means noise filter... *It's the same on PHT as partial reg state. more than 2 partial reg state on PHT also means noise filter*

Work Smart: *Do you know that you can search other neighbors address on 360 and check their levels? Example; if your job is failing for flux, and you search the neighbors PHT and they're also failing for flux. Will you open the wall plate in the kid's bedroom to find a bad cable? Won't you just verify flux fail at tap, call XOC, get a JB number and keep it moving?*

Did you know that a X1 device is also a modem? WHY DO YOU THINK IT STREAMS NETFLIX?

So the idea of " GIVE THE MODEM THE BETTER SIGNAL THAN THE BOX" is no longer TRUE.

Understanding **QAM ANALYSIS and QUALITY OVER TIME** will make you a **CABLE GOD** in minutes. You can find problems here before the customer even knows. *How cool will that be?*

CHANGE YOUR CHANNEL PLAN FOR ANY AREA OR CORP YOU WORK.

See your Sup/Manager for that

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