Revision 1.01

Troubleshooting Sirius Weather with NN3D

Software Version is 1.11 and later

Many of the problems associated with the Furuno Sirius weather receiver, model BBWX1, are related to the type of Sirius activation, and not due to the equipment or the connection.

Marine weather subscriptions are a very small portion of Sirius's business. As such, many of Sirius's customer service representatives are not familiar with marine weather subscriptions. Very often instead of activating a BBWX1 as a weather receiver it is incorrectly activated as a traffic receiver. When this happens you will get some information for a short period of time, then the unit will stop receiving messages. This condition makes you believe the installation is working. Some tips to make sure you do not receive a traffic subscription instead of a weather subscription.

- Make sure the Sirius customer service representative knows that you want to activate a marine weather subscription and not a traffic subscription.
- You should be charged a $50 weather activation fee. You would not be charged this fee for traffic.
- Monthly rates are $29.99mo, $359.88yr for weather and only $16.94mo, $190.33yr for traffic.

Revision 1.01

Equipment and installation checks

1) Installation Wizard

Make sure that the Installation Wizard was launched at least once on every MFD after the BBWX1 is connected and powered on. If the Weather Status icon is crossed out (top right) and if the Weather RotoKey is missing (on the Plotter), this means that the BBWX1 was not correctly detected by the MFD.

Make sure that:

- The network is correctly configured (Correct Cabling, Master up and running...)
- The BBWX1 is ON with a blinking green light (if the light is orange, check the network cable)

Start the Installation Wizard and let it scan the network. Once the Installation Wizard is up and running, simply click on “Exit”.
Note: The BBWX1 will NOT appear in the Connection Diagram or in the DataSources.

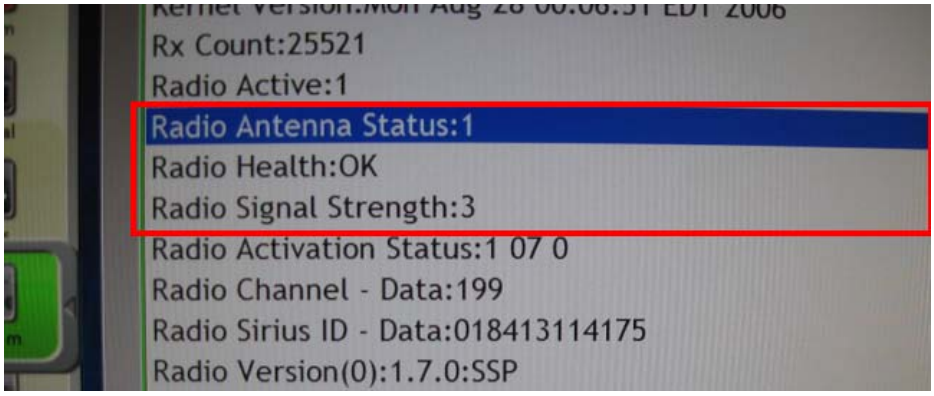
Confirm that the BBWX1 is correctly recognized by the MFD (Weather RotoKey available in Plotter and the Weather Icon is not “X”ed out.)

Repeat this process (verification) with every MFD on the network.

Note: To display the Sirius Weather Data on NN3D, make sure that the Weather RotoKey Tab appears and make sure that the Weather Menu is correctly setup. It is recommended to click on “Default Setting” in the Weather Menu for verification.

2) BBWX1 Antenna Status

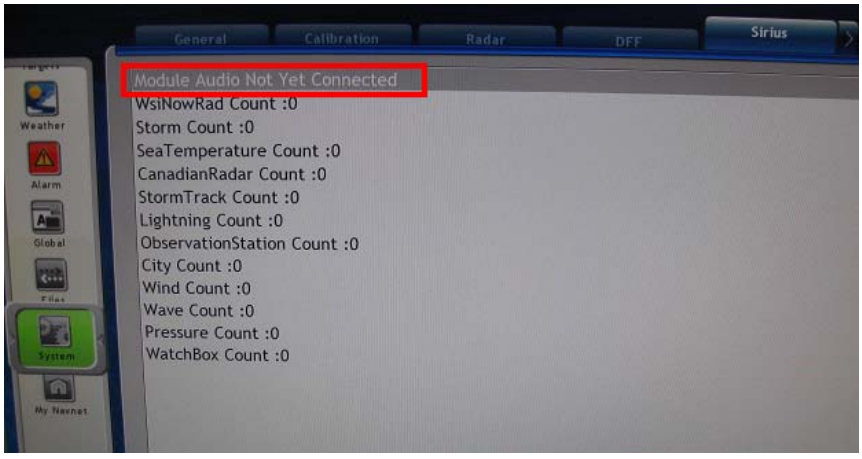
Make sure that the Sirius Antenna is correctly plugged into the receiver and it has good signal reception.
You can check the reception status of the BBWX1 with a NN3D display. Simply press the MENU button then choose SYSTEM and select the SIRIUS tab.
The Radio Antenna Status should be “1”, Radio Health should be “OK” and Radio Signal Strength should be “3” (2 is considered a medium/poor signal).



If one of these parameters is wrong check for:

- Antenna Location (if signal is poor)
- An in-line Antenna Amplifier that could overdrive the BBWX1 receiver
- All Antenna Connections and Cables

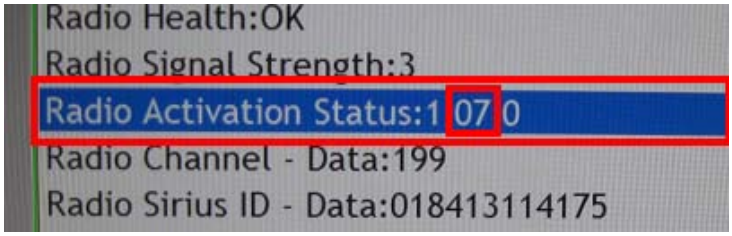
Note: If the BBWX1 is not ready to communicate with NN3D (because it was powered up after the MFD was turned on), you will see the following screen.



Simply restart your MFD(s) while the BBWX1 is ON.

3) BBWX1 Activation Status

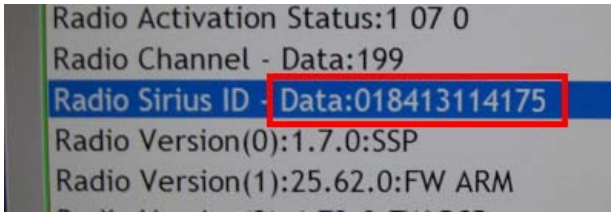
You can check the activation status of the BBWX1 from the same page on the NN3D.



The middle number should be “07”. If the middle number is “01’ the BBWX1 is not activated and there is no current subscription.

*Note: Be careful not to mistake the **Data** **activation** (Name is “Radio Activation Status”) with the **Music** **activation** status (Name is “Radio Activation Status – Audio”).*

To check the activation status, it is also recommended to call Sirius and give them the ID of the BBWX1. The ID is available on the box and on the same menu page.



*Note: The name of the line you want to check is “Radio Sirius ID – **Data:”.***

4) Data Receiving Count

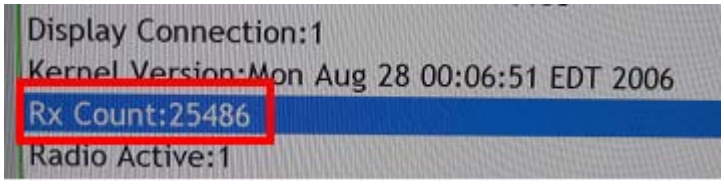
a) Introduction

When the BBWX1 starts up (power applied), it will take approximately one hour to receive all the available data from the Satellite. If NN3D is started a little after (or at the same time) as the BBWX1, it will take one hour to display this data on the NN3D screen.
If the BBWX1 was started for about one hour (power applied to the BBWX1) and if NN3D is started or restarted after, it should take only 10-15 minutes for NN3D to display all data on its screen (once the data is inside the BBWX1 memory, it will continuously transfer all the data every 10-15 minutes).

b) Receive Count Type

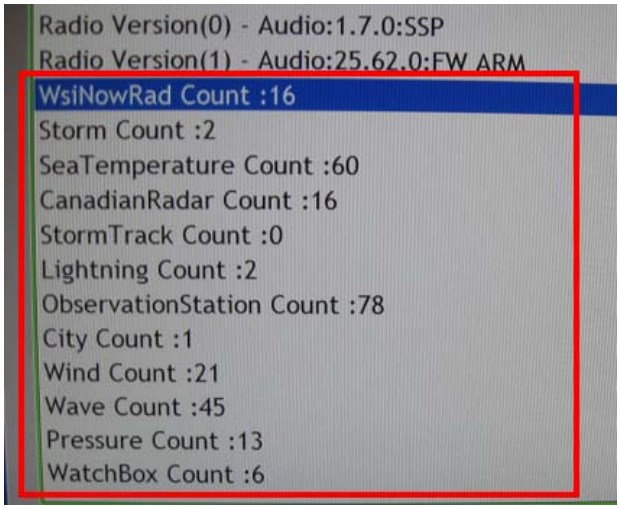
You can check how much data is received by the BBWX1 and the NN3D display by selecting the Sirius Tab in the System Menu page on the NN3D display.

- To check how much data is being received by the BBWX1, look at the Rx Count.



This number is only reset to “0” when the BBWX1 power is cycled.

- To check how much data is actually received by the current MFD, look at the very bottom of the Sirius menu page. This shows received, categorized data packet counts. Select the Sirius Tab again to refresh these values as the displayed values will not change in real time.



If the BBWX1 power has been on for more than one hour and the MFD for more than 15 minutes, every field should have a positive value (except for the StormTrack count that may stay to 0 if there are no major storms in the coverage areas).

c) Troubleshooting

- Rx Count and Data Counts are Low:
  If both the Rx Count and all individual data counts are low (or at 0) after one hour, you may have a problem with the activation or the antenna location and connection.

- Rx Count High and Data Count low
  If the Rx Count is high (more than 1000) and if the individual Data Count are low (or some stay at 0) after one hour and 15 minutes then the problem might be the connection between the BBWX1 and the MFD.
  Try to plug the BBWX1 Ethernet cable to port 1 or port 2 of the HUB101.
  Note: when moving the BBWX1 Ethernet connection on the HUB101 make sure to set up the dip switch to OFF for the BBWX1 and to ON for the MFD.

  After reading this document, if you have any problems, please contact Furuno Tech support for assistance.

  East coast tech support 410 479-4420
  West coast tech support 360 834-9300