Frequently Ask Questions

The following Questions Assume the unit has been picking up leaks and has now stopped.

1. Why does my Seeker x displays "Cal Due"?

It means exactly what what is says that the Calibration date has been reached. And needs calibration.

It will not pick up leaks as long as it says this on the screen.

If you press a button on either side of the screen it will remove the notification and will pick up leaks.

This works as handheld or in a Docking station

2. Where can I get my seeker X Calibrated?

Option 1.

Email to get RMA/Warranty/Service Quote: nam.customercare@viavisolutions.com

Provide serial numbers and brief description of problem.

Option 2. Or use the web form

Request Your RMA Online (New!)

Option 3. Call Phone +1-844 GO VIAVI (+1-844-468-4284)

- o Technical Support – Option 1

o Customer Care – Option 2 on the phone recording
o Sales Support – Option 3

3. How long does the calibration last after calibration?

   2 Years

4. Why does my meter not send data to my Law server after getting it back from repair?

   BACK FROM REPAIR GUIDE or Moving between MCA III.pdf

5. Why after swapping my meter with another meter the data not get to the law server?

   BACK FROM REPAIR GUIDE or Moving between MCA III.pdf

6. Why am I not picking up leaks in my truck?

   Step 1. If the meter says CAL dUE then press one of the 4 buttons next to the LCD. This will need to be done every time the unit is powered on.

   Step 2. Verify it can pick up leaks outside of truck with antenna with a **known Leak**. or directly at a drop.

   Step 3. If in step 2 the meter detects a leak, then place unit in truck mount and verify connection to antennas and diplex filter.

   https://eguides.viavisolutions.com/catvleakage/video/Leakefield1._2.mp4

   Step 4. If in step 2 you were not getting any leaks you will need to verify the TAG on the CATV system. See how to verify tag frequencies and TAG levels with an ONX. https://eguides.viavisolutions.com/catvleakage/video/onx-tag-measure1.mp4

7 .Why is my seeker X not populating leaks in LAW.

Step 1. Verify WIFI connection with the MCA III. Verify WIFI antenna is connected to the MCA III. This may be your phone or the office wifi
https://eguides.viavisolutions.com/catvleakage/seekerx/video/mca%20iiiwifi%20test1.mp4

Step 2. Upload to the LAW Server

https://eguides.viavisolutions.com/catvleakage/seekerx/video/mcaiiiupload.mp4

Step 3. Upload to the LAW Server

If the meter seems to upload to law but no leaks are being found then check the uploader Troubleshooter under Administration.

Uploader Troubleshooting

15 Issues Found

ID	Type	Process	Date	Detail		
75	Tech	WiFiService	10/10/2024 9:36:28 AM	Device is not recognized.	X	Clear Data on MCA III and Seeker X and Reset Meter ID
666	Tech	WiFiService	10/10/2024 9:36:28 AM	User does not exist.	X	
345	Tech	WiFiService	10/10/2024 9:25:54 AM	User is not a Meter User	X	Set TECH as a meter user
Gh886v	Tech	WiFiService	10/10/2024 9:24:57 AM	User does not exist.	X	
413	Tech	WiFiService	10/10/2024 8:57:31 AM	Device is not recognized.	X	
416	Tech	WiFiService	10/9/2024 5:47:54 PM	User does @t exist.	X	
555	Tech	WiFiService	10/9/2024 10:24:41 AM	Device is not recognized.	X	
888	Tech	WiFiService	10/9/2024 10:06:38 AM	User does not exist.	X	Verify user is in LAW
789	Tech	WiFiService	10/9/2024 9:33:26 AM	Device is not recognized.	X	
788	Tech	WiFiService	10/8/2024 4:19:23 PM	User does not exist.	X	
	Truck	WiFiService	10/4/2024 8:18:53 AM	ID can not be zero length.	X	ID Must have Value
VIAVI	Tech	WiFiService	10/2/2024 9:29:50 AM	User does not exist.	X	
8956	Tech	WiFiService	7/18/2024 3:29:18 PM	User does not exist.	X	
556	Tech	WiFiService	6/21/2024 4:05:41 PM	User does not exist.	X	
888	Tech	WiFiService	6/18/2024 11:53:29 AM	User does not exist.	X	

Step 4. Verify the Server port is correct for law and that port is open on your Wi-Fi network.

VIAVI LAW-X™

Send Meter Data | Leak... | Work Order Search | Leak Search | Enter Leak | Leakage Map | Rideout Map | Reports | Administration

This port number may be different from your port number

Active Connections

Pause

Monitoring Connections on Port 24024

You can Verify connection with seeker Setup

https://eguides.viavisolutions.com/catvleakage/video/mcaseekersetup.mp4

LAW Server Setup

Server Address

○ IP: `255.255.255.255`   Port #: `24008`

● DNS Name: `lawdemo.viavisolutions.com`

Test Server Connection

Connection Method

- [ ] Ethernet
- [ ] Cellular
- [x] FBINSA
- [ ] Mobile Hot Spot
- [ ] (WiFi Access Point 3)
- [ ] (WiFi Access Point 4)
- [ ] (WiFi Access Point 5)
- [ ] (WiFi Access Point 6)
- [ ] (WiFi Access Point 7)
- [ ] (WiFi Access Point 8)
- [ ] (WiFi Access Point 9)
- [ ] (WiFi Access Point 10)

Test Connection

OK   Cancel

Connection to LAW Server was successful!

VIAVI Seeker Setup v4.10

Model:SeekerMCA[MCA III] | Boot Version:00.01 | App Version:05.15 | GPS:None | WiFi:Yes | Cell:No | Records:8

Seeker Model

- X
- D
- MCA III
- CT-4
- D Lite
- D Lite TX

Display Units

● µV/m   ○ dBµV   ○ dBµV/m

Connection Method

IP: `10.0.0.213`

Seeker MCA III Setup

Truck ID: `Tccarter`

- [ ] Enable EDN 🗑
- [x] Enable Peak Hold

Vehicle Timer: `1` hours

Vehicle Max Speed: `60` MPH

- [ ] Enable GPS Pass-Through
- [ ] Enable Aux Mnt (System 2)

- [x] Enable Remote Upload 🗑
- [ ] Enable Vehicle Tracking 🗑

Test GPS Connection

Longitude: `-86.0324`
Latitude: `39.9116`

LAW Server Setup

WiFi Setup

IP Settings

Assign IP

Cellular Setup

- [ ] Legacy

CAUTION: POWER MUST BE RECYCLED ON THE MCA III BEFORE SETUP CHANGES WILL TAKE EFFECT.

Send Setup

Get Setup

Save Setup

Open Setup

Update Firmware

Test Device

Clear Records