

# STARPOD FAQ

## 1. Why is it called STARPOD?

STARPOD stands for Starview Programmable Optical Device. It allows programming of the Starview Transceiver modules remotely by the user themselves. Traditionally all Transceiver modules are programmed in factory during production. However when user decides to change or upgrade their network equipment to a different vendor, the transceiver module is not reusable.

## 2. Who are the main users of STARPOD?

STARPOD is suitable for all network users that uses Transceiver modules in their networking devices. STARPOD gives them the flexibility and versatility of deploying Transceiver modules to any of their network equipment, thus saving time and money. Nowadays Transceiver modules form a major cost to the total Cost of Ownership. STARPOD has the potential to overcome the cost of investment and allows flexibility of usage of the transceiver modules to work with any manufacturers' networking equipment.

## 3. What are the advantages of using STARPOD?

The advantages of using STARPOD are:

- a) Allows flexibility of reprogramming Starview transceiver modules remotely
- b) Faster response time to integrate the existing transceiver modules to support various network equipment
- c) Better Return of Investment for Transceiver modules
- d) Ease of use and do not require any trained personnel

## 4. What is the use of STARPOD?

STARPOD allows programming of the Starview Transceiver module to work with major equipment vendor. Most of the Network Equipment Vendor will encode information into the EEPROM of the Transceiver module so that it will reject any 3rd party devices. STARPOD is able to decode and overwrite the information into the EEPROM of the Starview Transceiver module so that these Network Equipment vendors will see the Transceiver module corresponds to their equipment coding to work normally.

## 5. What are the equipment vendors supported by STARPOD?

STARPOD supports equipment coding such as CISCO, Juniper, Alcatel Lucent, Extreme Networks, Huawei, Force 10, ZTE, HP, Arista Networks, ADVA Optical Networking, BTI, Intel, EXFO, JDSU, ATI, Tellabs NSN, Netscount, Brocade, Adtran, Ericsson, RAD, Avaya, Cyan and many more. If the equipment is not within this list, Starview is able to decode an original transceiver module to re-program into the Starview transceiver module.

## 6. Does STARPOD only support Starview Transceiver modules?

Every manufacturer has their own password protection on their transceiver modules. Likewise Starview has our own password protection of our EEPROM embedded in the Transceiver module. The password protection on the EEPROM is to disallow any change of the Transceiver information by unauthorized access. Hence the STARPOD can only be programmed the Starview Transceiver modules, or any other Transceiver modules that does not have password protection on their EEPROM.

## 7. How does STARPOD do the reprogramming of the Transceiver module?

The user must ensure that the STARPOD is connected to the computer and has a valid internet link. During the operation of STARPOD, the device will tally the transceiver module part number and serial number with our Starview database via the internet link. This is to ascertain that it belongs to the part of our production supply. Upon successful matching with our database, the transceiver coding will then be downloaded from the internet and be programmed into the EEPROM.

## 8. What must the user do at first when they want to re-program the Transceiver module?

The user must send a request via email or telephone call to any of our Starview authorized agent or reseller to provide the following information:

- Equipment vendor and part no of the Network Equipment to be used
- Part no and Serial no of the transceiver module to be reprogrammed

Upon receiving this information, a license key shall be generated within the same business day. The Starview authorized agent or reseller will contact the user and send the license key via email. The user will simply key in the license key via the STARPOD software to download the equipment coding into the transceiver module. The reprogramming process will take less than 1 minute.

## 9. What happens if the user wants to revert to the previous coding or if the coding that was sent will not work in the networking equipment?

Should the user wants to revert to the previous code, the same process of requesting the license key apply. Each license key is only valid for one time use, and is not reversible. If the coding programmed into the transceiver module does not work, Starview will resend the license key (not chargeable) to ensure that the transceiver module works with the vendor's network equipment unit. Else money back will be guaranteed.

## 10. How does the license key works?

The license key can be purchased via the Starview authorized agent or reseller in advance or at the point of usage. It comes at the price of 1, bundle of 10 and bundle of 100. The license keys will be tracked by Starview International when it is used. Each license key is valid for only 1 equipment coding. The license key is only valid as a one-time usage. When the user requests for the equipment coding, Starview will upload the code into the cloud encrypted by a license key. Each license key will carry the coding information of the network equipment vendor, part no and serial no of the transceiver module to be re-programmed, and it is stored inside the network cloud. Once the license key is used, it will not be able to reuse.

## 11. Does STARPOD re-programming require that the Starview Transceiver module remains under warranty?

No, STARPOD does not require that the Starview transceiver module is within the warranty period in order to do re-programming. As long as the Transceiver module is still in good working condition, the STARPOD is use to access the EEPROM to program the transceiver module to work with the network equipment vendor.

12. What is the difference between STARPOD and other manufacturer's programming board?

STARPOD provides a license key to download the complete coding file into the EEPROM of the Starview transceiver module. It overwrites the existing file completely. Other manufacturer's programming board requires user to check the HEX code at each manufacturer's code destination in the EEPROM file, and change it manually. In addition, there is a checksum to ensure that it corresponds to Vendor's network equipment. Overall it takes a lot of understanding to study the coding in the EEPROM file.

13. Why Starview is able to decode so many manufacturers' network equipment coding while others are not?

Starview has a team of trained engineers with many years of experience to decode the manufacturers' network equipment code. We have understood the mechanism of various network equipment manufacturers on their coding process and is able to re-construct the coding into our STARPOD. Other competitors may have a NDA signed with the original manufacturer, or does not have trained engineers to understand the codes.

14. What are the modules supported by STARPOD?

Currently STARPOD supports SFP, SFP+ and XFP transceiver modules. STARPOD does not matter if the transceiver module is copper, Singlemode, multimode or WDM. STARPOD will re-program the EEPROM in these transceiver modules as long as it is supported by the form factor.

15. Can STARPOD be used on Apple computers?

Currently STARPOD only works on Windows platform and it is not supported by Apple.

16. Does STARPOD affect the transmission characteristics of the Transceiver module?

No. STARPOD only accesses the information in the EEPROM and does not affect the configurations of the TOSA and ROSA components of the Transceiver module.

17. How does the user know the functionality of the Transceiver module is End of Life (EOL)?

STARPOD is not able to determine the EOL of the transceiver module. It basically re-programs the coding of the transceiver module EEPROM to work with the vendor's networking equipment.

18. How is STARPOD information or software upgrade being updated?

All STARPOD information shall be updated in our website <http://www.starviewint.com> whenever a new update is released. The Starview authorized agent or reseller will constantly be updated on any new release and these information will be sent to the user..