

Activating Residential Modem Swap Job Aid

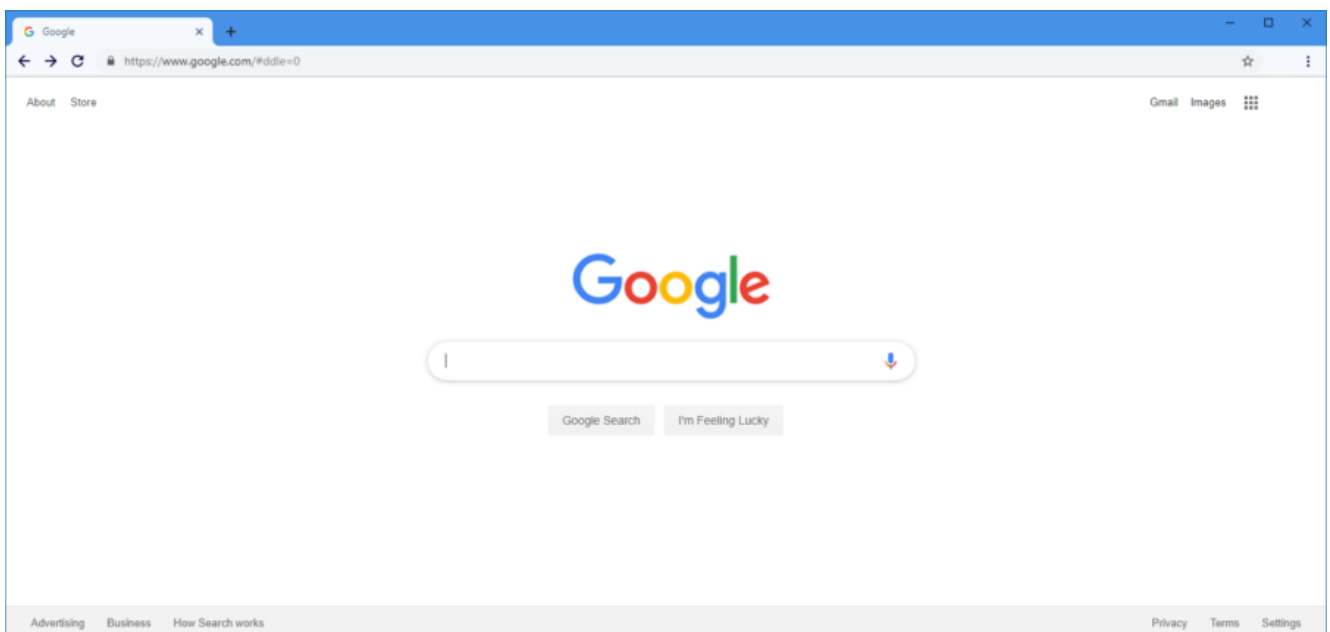
This Job Aid supports all Viasat Technicians.

Introduction

This Job Aid provides steps for the Technician to follow to activate US **residential** modem swaps.

Accessing the portal

Once the new modem is online, open a web browser and navigate to any website.



The activation portal will open. Click **Click Here to Continue**.



HIGH SPEED
SATELLITE INTERNET

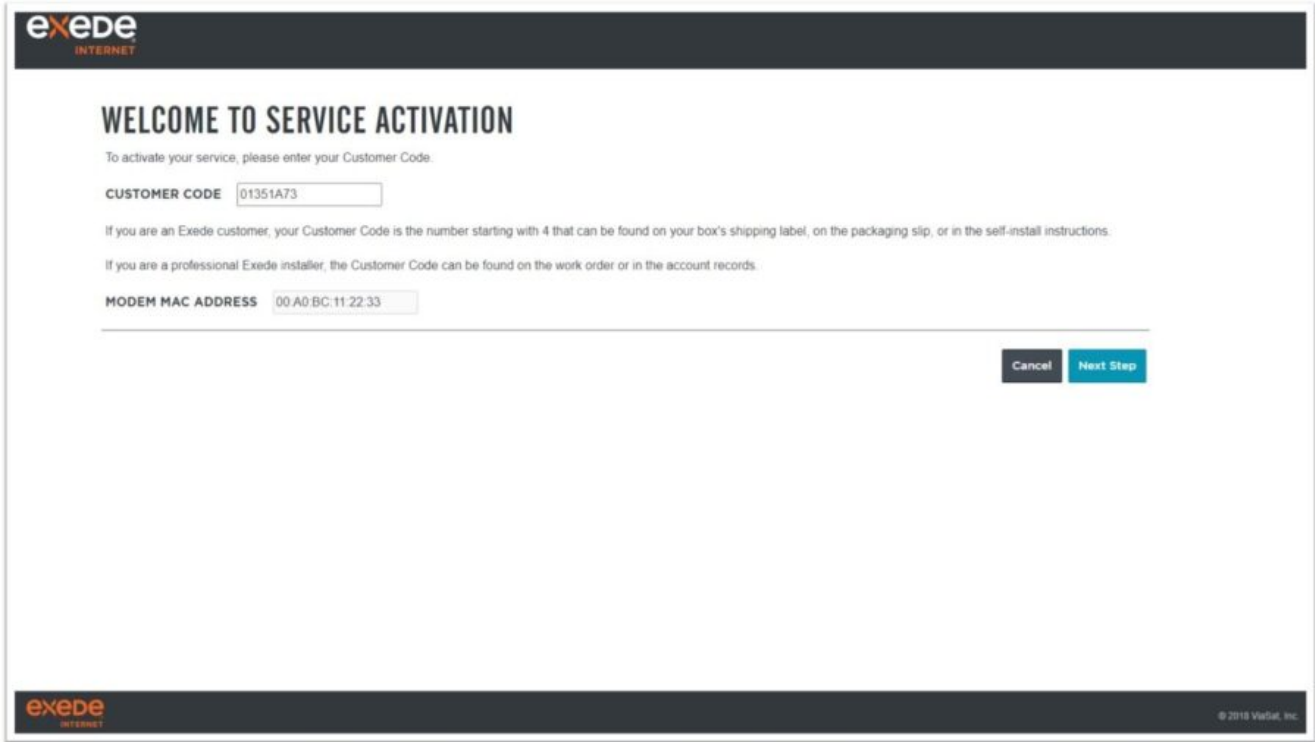


Welcome!

You have reached Service Activation

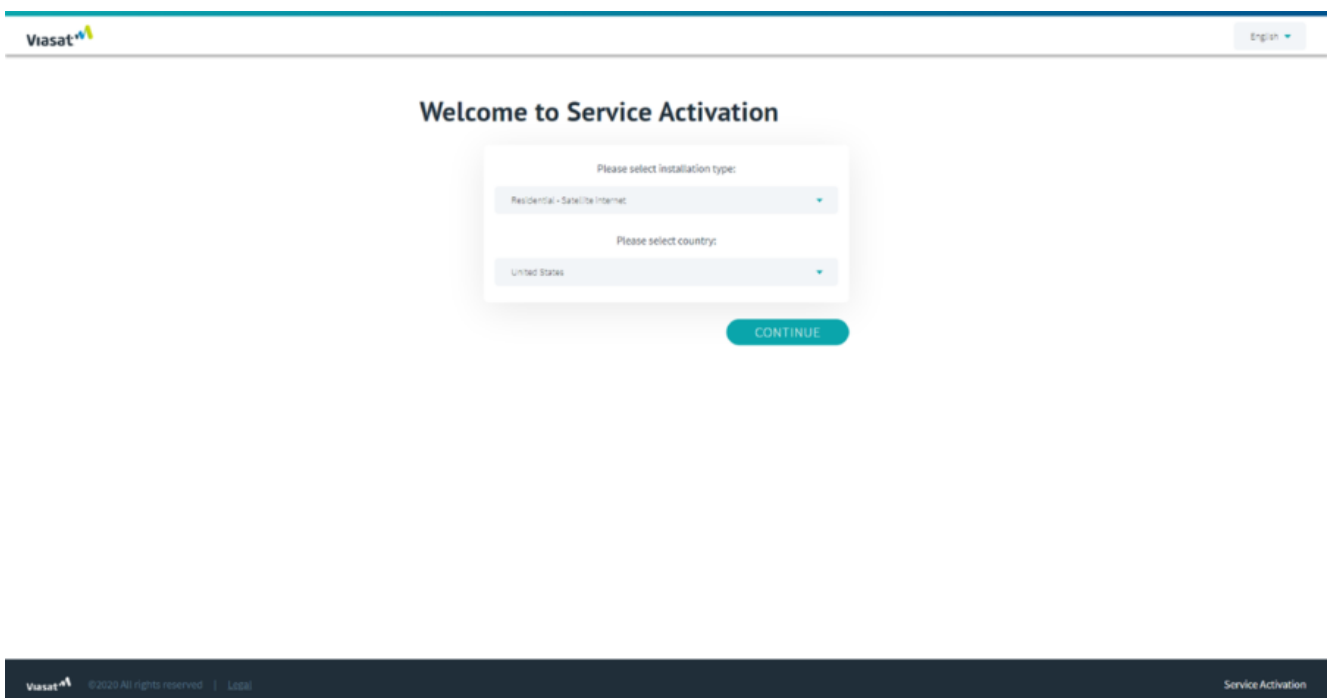
[Click here to Continue](#)

The activation portal will open. Enter in the **Customer Code** from the work order and click **Next Step**.



Using the portal

Once the new Installer Portal loads the initial welcome screen will display, this is the starting point of the process.



To begin, you can choose the portal language:

English

Español (México)

Português (Brasil)

Español (Guatemala)

Welcome to Service Activation

Please select installation type:

Residential - Upgrade

Please select country:

United States

CONTINUE

Select **Equipment Swap** from the Installation Type drop down menu:

Welcome to Service Activation

Please select installation type:

Residential

Satellite internet

VoIP

Upgrade

Equipment Swap

Viasat Community Internet

Latin America

Africa

Equipment Swap

Click **Continue**.

CHANGE TO SWAP SCREENSHOT

Welcome to Service Activation

Please select installation type:

Residential - Upgrade ▼

Please select country:

United States ▼

CONTINUE

Enter the Service activation code from the Work order and your Installer ID.

Click **Continue**.

Welcome to Service Activation

The customer code can be found on the work order or in the account records.

Please validate the Customer contact details below

Service Activation Code	12345678
Installer ID	1018731

CONTINUE

The customer details screen appears next.

Confirm with the customer that this information is correct.

Click the **confirmation checkbox**, and then click **continue**.

Customer Details

If the Customer details below are incorrect please contact Installer Relations.

Please validate and confirm the customer details and location below.

Name

John Byrne

Address

349 Inverness Drive South

ZIP / Postal Code

51021

Latitude

39.558959

Longitude

-104.860925

Modem Equipment Type

AB_SPK_WIFI_IDU



I confirm the customer details are correct

CANCEL

CONTINUE

Next, confirm the customer contact details. If this is a US residential install, ignore the WhatsApp field and click **Continue**.

Customer Contact Details

Please validate the Customer Contact details below, if incorrect contact
Installer Relations.

Email

john@john.com

Primary phone number

+17204937000

WhatsApp number

CANCEL

CONTINUE

Select the replacement equipment and click **Continue**.

MATCH SCREENSHOT TO CUSTOMER DETAILS

Equipment swap

Please select the replacement equipment:

SB2+ IDU Replacement

CANCEL

CONTINUE

If the MAC address is not populated, enter it here and click **Continue**.

Configure new modem

You can find the MAC Address on the device.

To configure, please populate the field below

New MAC Address

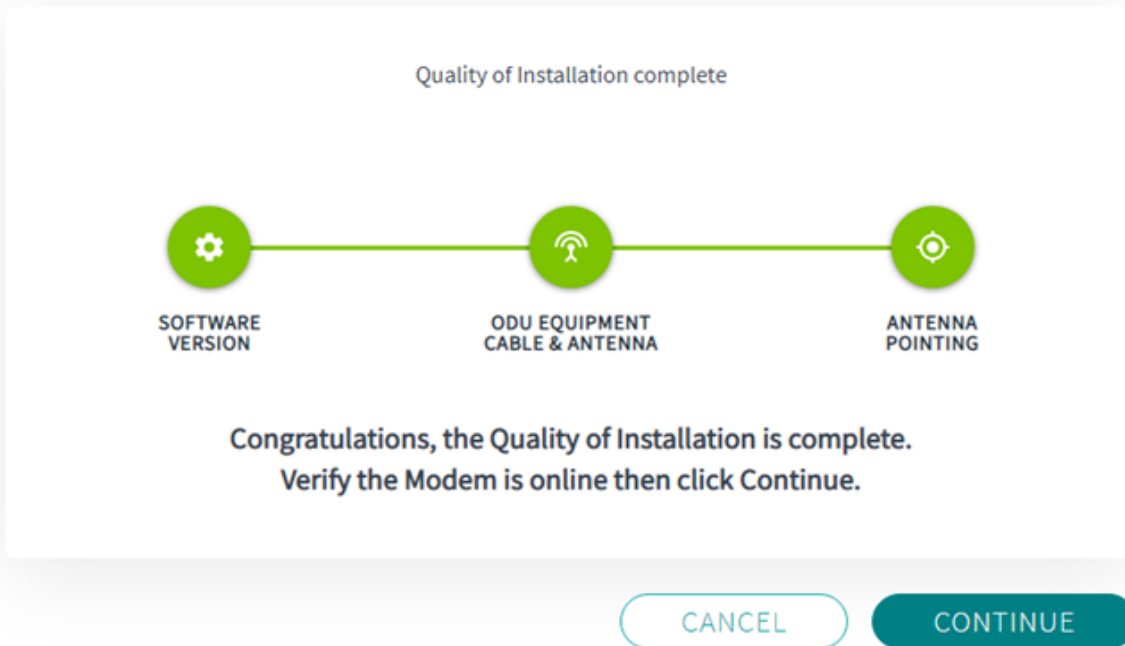
11:22:33:44:55:77

CANCEL

CONTINUE

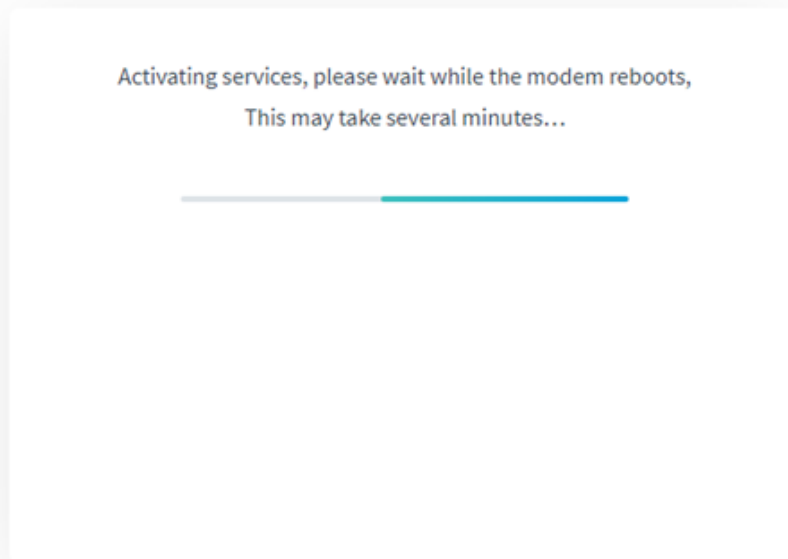
The quality of installation check will run, click **continue** when it is complete. If you receive a red value, you may need to troubleshoot the failure.

Quality of Installation



The Service Activation Process will begin, this could take several minutes to complete.

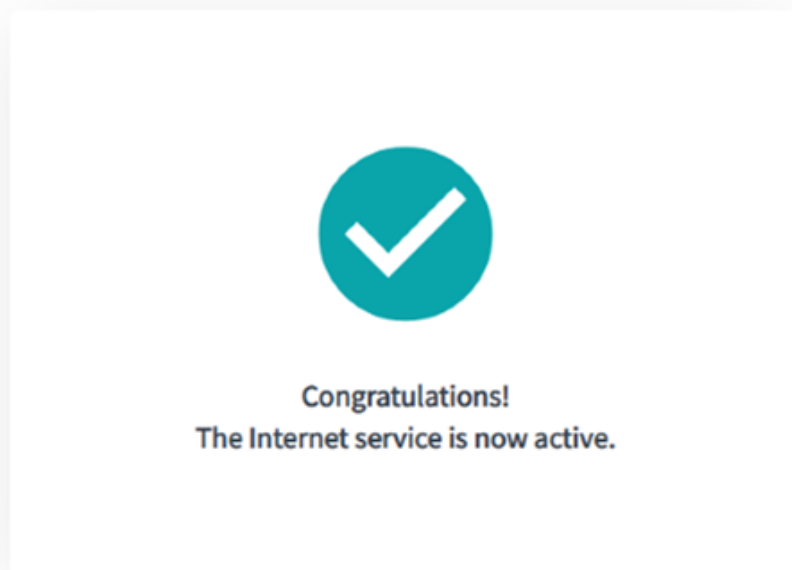
Service Activation



CANCEL

Verify the modem is online- the light should be blue. Viasat service is now activated. Click **Let's Surf** to confirm.

Service Activation Status



LET'S SURF

If the account has VoIP, you will need to...