

Activating Residential Modem Upgrades Job Aid

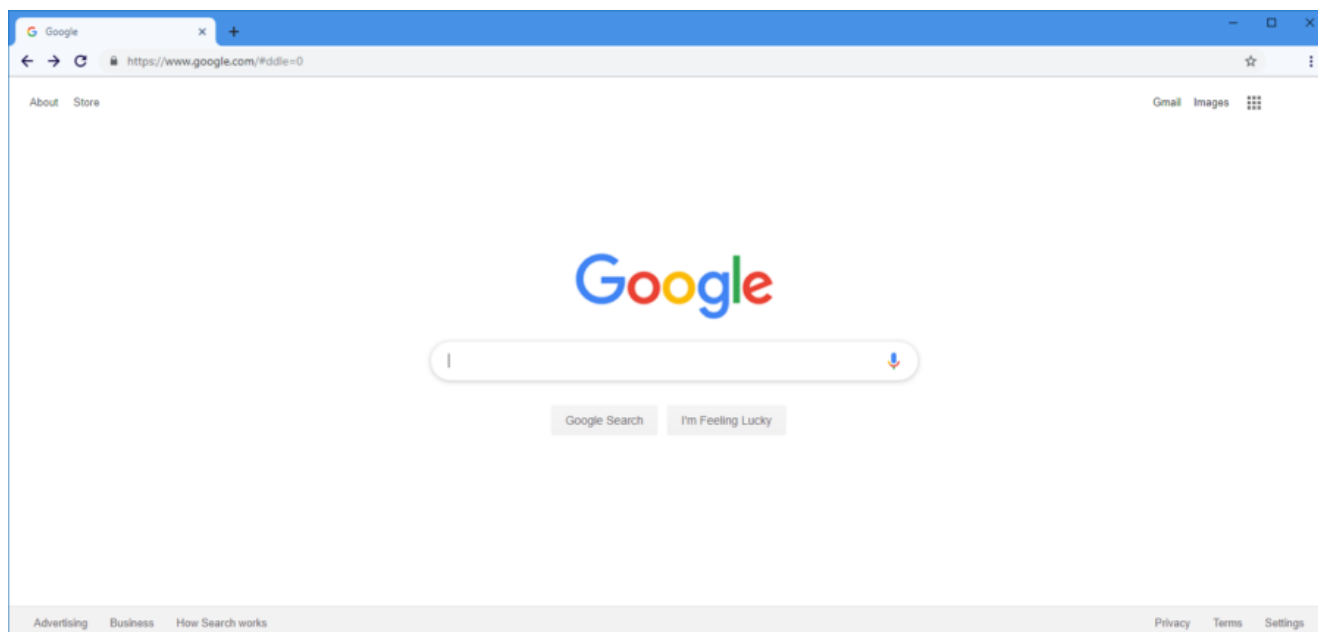
This Job Aid supports all Viasat Technicians.

Introduction

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

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

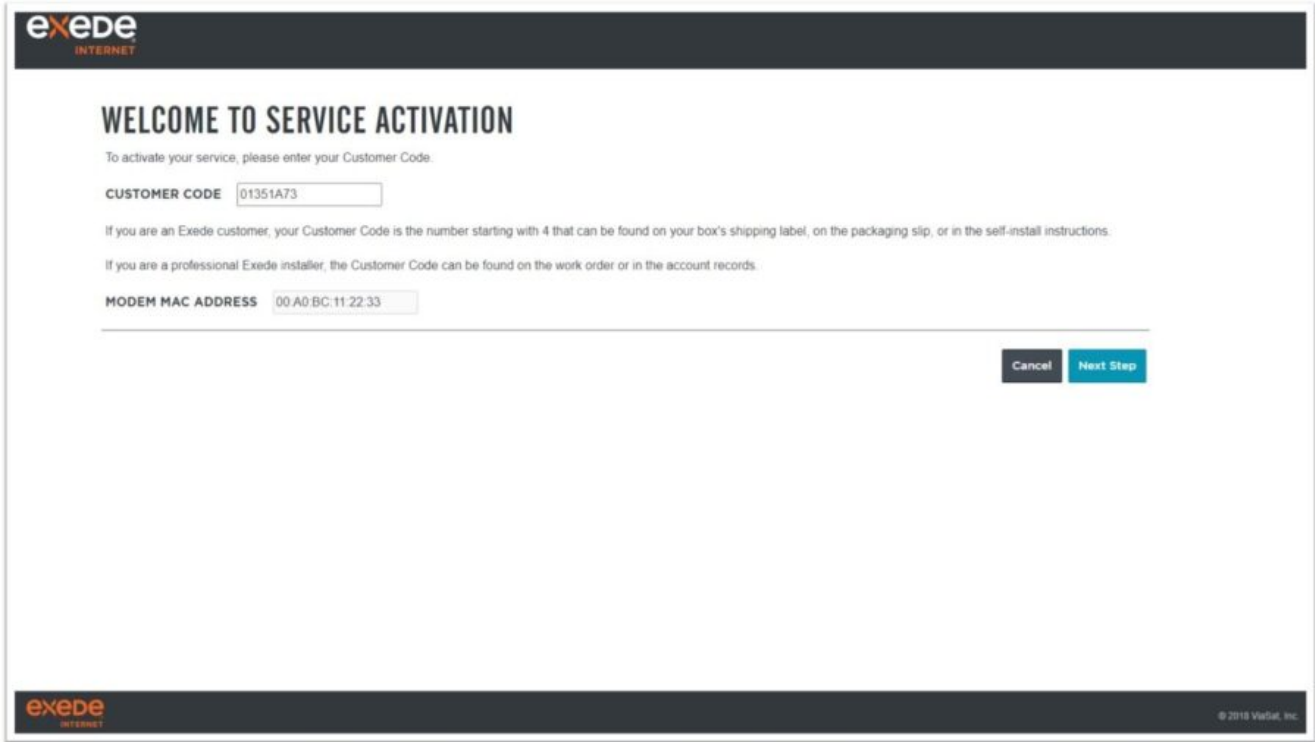


Welcome!

You have reached Service Activation

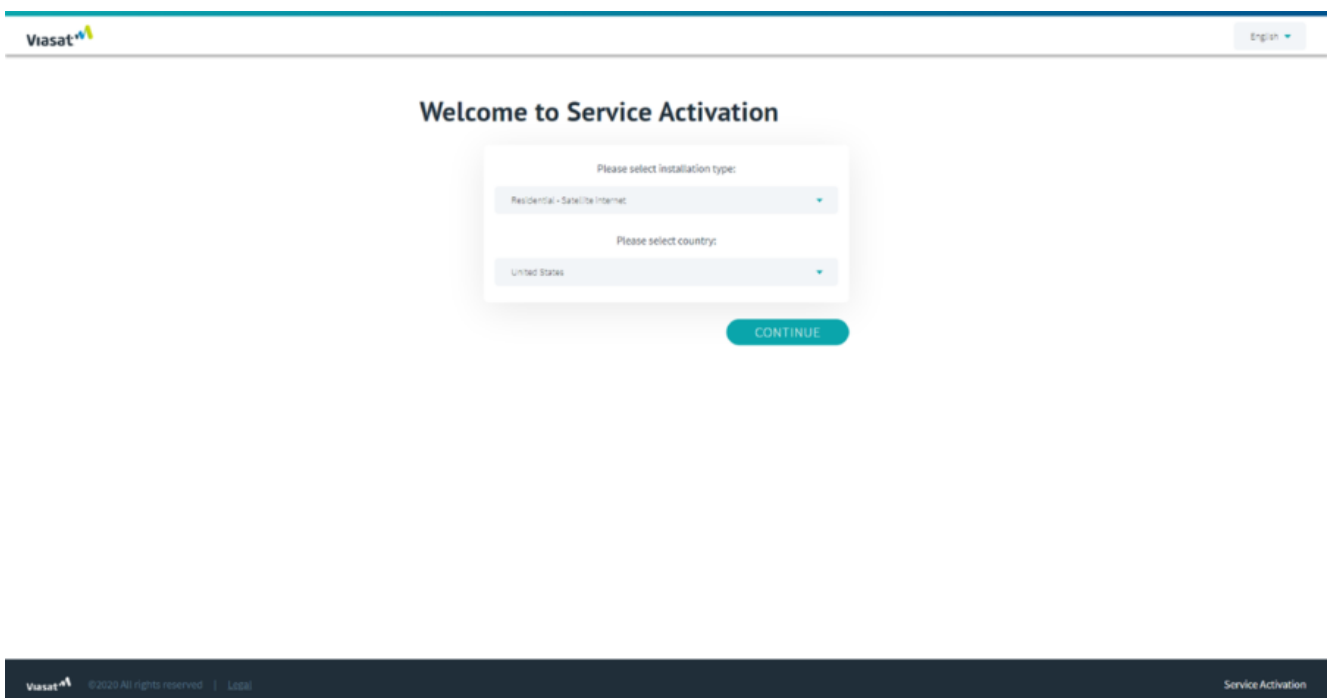
[Click here to Continue](#)

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 **Upgrade** 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**.

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 upgrade, 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

Confirm the equipment upgrade by checking the box and clicking **Continue**.

MAKE UPGRADE CONSISTENT, ODU pTRIA

Service Upgrade Details

It's important that you finish physical installation of the IDU/ODU before you continue.

Please confirm you have installed the following equipment:

IDU
sb2Modem

ODU
eTria

I confirm the equipment has been installed

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

Quality of Installation complete

A horizontal progress bar with three green circular icons connected by a green line. The first icon is a gear, the second is a radio tower, and the third is a target symbol.

SOFTWARE VERSION ODU EQUIPMENT CABLE & ANTENNA ANTENNA POINTING

Congratulations, the Quality of Installation is complete.
Verify the Modem is online then click Continue.

CANCEL CONTINUE

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

Service Activation

Activating services, please wait while the modem reboots,
This may take several minutes...



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



Congratulations!
The Internet service is now active.

LET'S SURF

If there is a VOIP activation, you will need to...