

Activating Residential VoIP Job Aid

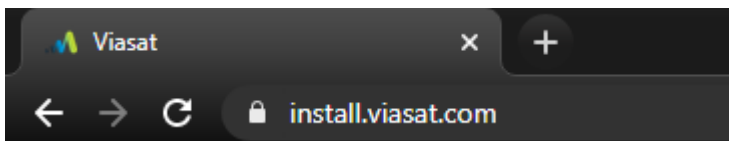
This Job Aid supports all Viasat Technicians.

Introduction

This Job Aid provides steps for the Technician to follow to activate US **residential** VoIP service.

Accessing the portal

Note: Begin this process **AFTER** activating the customer's satellite internet.



Access the portal by entering in **install.viasat.com** into a browser.

The portal will open. Bookmark this URL for future activations.

Note: This portal is for US residential installs only. For commercial activations, follow current procedures.

Using the portal

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

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English

Welcome to Service Activation

Please select installation type:

Residential - Satellite Internet

Please select country:

United States

CONTINUE

Viasat ©2020 All rights reserved | LOG IN Service Activation

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 **VoIP** 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

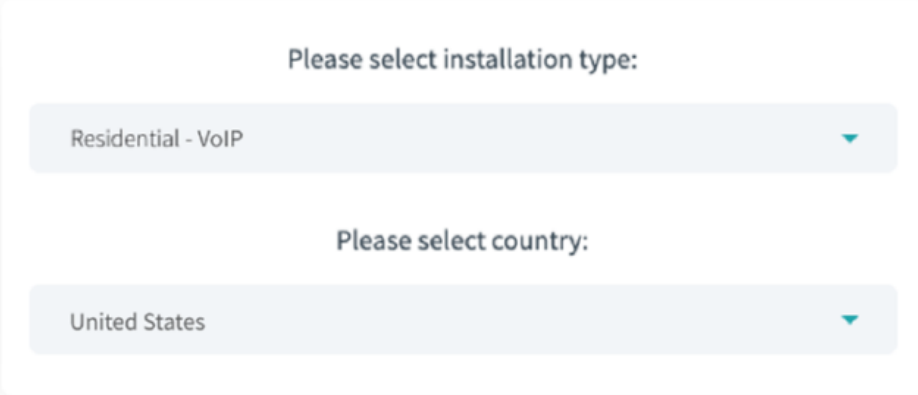
Africa

Equipment Swap

Click **Continue**.

Welcome to Service Activation

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



A white rectangular form with rounded corners and a subtle drop shadow. It contains two dropdown menus. The first dropdown is labeled 'Please select installation type:' and has 'Residential - VoIP' selected. The second dropdown is labeled 'Please select country:' and has 'United States' selected. Below the form is a teal rounded button with the text 'CONTINUE' in white.

Please select installation type:

Residential - VoIP ▼

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


The VoIP activation portal will open. Begin the process by entering the **Voice Service Activation Code**, found at the bottom of the screen, and the customer's **last name** as it appears on the work order.

Then click **Identify**.



Once you finish signing, click to close the agreement

CLOSE



Step #1 - Identify Account


Service Agreement Number or Service Activation Code

Last Name

Identify


Use Voice Service Activation Code: 100001934

Have the customer read the 911 precaution and limitations page, then click **Yes**.



Once you finish, click close to complete the activation

CLOSE



Step #2 - 911 Provisioning

Your Exede Voice service includes emergency 9-1-1 calling. Because Exede Voice is provided through satellite technology, 9-1-1 calling availability through Exede Voice may be limited in comparison to 9-1-1 calling that is available through traditional landline telephone carriers. Exede Voice may become unavailable due to network failures, weather events, network or equipment upgrades, network congestion, a power outage in your home, or other technical problems. ViaSat provided a warning label containing these limitation with your Exede Voice equipment. Please read the label and place it on or near the equipment.

In order for your 9-1-1 calls to be properly directed to emergency services, ViaSat must have the address on file where the Exede Voice equipment is located. Since you are an existing Exede Internet customer, ViaSat will use the service address currently on file. This service address is the address to which emergency services will be directed when you call 9-1-1.

Do you understand and agree to these 9-1-1 limitations?

No

Yes

Enter in the **MAC address** of the modem and click **Next**.

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Once you finish, click close to complete the activation

CLOSE


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Step #3 - Device

Device MAC Address

00:A0:BC:9F:7C:4C

The 'Device MAC Address' is located on the bottom of the device below the serial number (SN) as shown here.



Previous

Next

Have the customer **note the phone number** and click **Activate**.

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Once you finish, click close to complete the activation

CLOSE

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Step #4 - Summary

Device Information

MAC Address:
00:A0:BC:9F:7C:4C

Phone Number Information

Phone Number:
13035864486

E911 Address Record

349 Inverness Drive S
ENGLEWOOD, CO 80112

STOP! If the phone Number or E911 Address Information displayed here is incorrect, please call customer care immediately at 855-463-8333.

Previous

Activate

To complete the voice activation, click **Close** at the top of the page.

Voice Activation Complete

Congratulations!
Your Exede Voice service has been activated successfully!
We have verified that your new Exede voice adapter is working properly!

If you experience any issues, you may call (855) 463-8333 for additional assistance.

You may now close this window at any time or follow the link below to the Exede Voice home page

[Exede Voice](#)

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](#)

The VoIP activation process is complete, Click Finish.

Service Activation



This completes the activation process.

FINISH