

Intermittent/Slow Troubleshooting Speeds

Summary

This Job Aid covers:

[Perform Visual Inspection](#)

[Check Internet Connection](#)

[Point and Peak](#)

[Contact Tier 1 or IR for Support](#)

This Job Aid supports the Technician audience. This troubleshooting procedure may be used on any Viasat Internet equipment/service plan.

Online Intermittent/Slow Speeds Troubleshooting

Use when the modem is online but the customer is experiencing slow speeds or an intermittent connection.

Note: There can be many reasons why the customer is experiencing these issues. Use the following as a guideline, as the issue may resolve itself due to local weather issues or unknown outages.

Perform Visual Inspection

Immediately **replace** anything that is damaged and/or unapproved.

1. MODEM

- Ensure air circulation around modem is not blocked
- Check that the modem is plugged into working outlet
- Check Modem LED
- Physical damage

1. MOUNT

- Reflector: dents and cracks
- Mount: damaged or loose
- Hardware: loose or unapproved
- Mounting Surface: unstable
- TRIA: damaged or loose

1. LINE OF SIGHT

- No obstructions within 10 degrees of the sight area

- Clear of all future growth and development

1. CABLING (exterior and interior)

- Damage
- Loose fittings
- Corrosion
- Unapproved cable type, fittings, and barrels
- Center conductors that are too long, too short
- Braiding that causes a short – check for shorts using Volt-Ohm meter
- Never bend to 90 degrees/always use a 6" radius
- Cable run is less than 150 feet

1. GROUND BLOCK

- Check the ground block for corrosion and loose or unapproved hardware
- Check weather boots for damage

Check Internet Connection

1. If the visual inspection does fix the issue, check the connection to the internet
2. Connect your laptop to the modem/gateway using an ethernet cable.
3. If hardwired laptop connects, unplug Ethernet cable and attempt to connect to the customer's Wi-Fi. (If customer does not have Wi-Fi, proceed to next step.)
4. If Wi-Fi is not connected, then proceed to next step

5. Reboot the modem and your laptop

Point and Peak

If the customer is still experiencing issues, re-point and peak the antenna.

1. Power up modem
2. After modem reboot, proceed to point and peak.

Contact Tier 1 or IR for Support

1. If none of the above steps work, contact IR or Tier One support