Intermittent/Slow Speeds Troubleshooting

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