

# No Connection Troubleshooting

## Summary

This Job Aid covers:

[Check Internet Connection](#)

[Check Modem GUI](#)

[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 Troubleshooting

Use when the is modem is online but the customer is unable to connect to the internet

# Check Internet Connection

1. Connect your laptop to the modem/gateway using an ethernet cable.
2. 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.)
3. If Wi-Fi is not connected, then proceed to next step
4. Reboot the modem and your laptop

## Check Modem GUI

1.If unable to get to GUI, Check and replace Ethernet cable

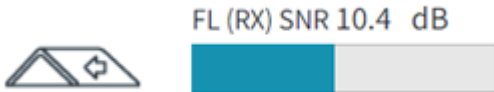
2.Check the following GUI indicators:

Cable resistance

If resistance is not within the appropriate threshold verify cable length and type



SNR: If values are low, re-point and peak



### 3. Check Modem status

Verify online status (green indicators)

## Modem state



## Point and Peak

If the modem GUI does not resolve the issue, you will need to re-point and peak.

1. Power up modem

2. After modem reboot, proceed to point and peak.

**Contact Tier 1 or IR for Support**

If you are still not able to connect, try the following.

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