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

- Connect your laptop to the modem/gateway using an ethernet cable.
- 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

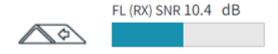
2.Check the following GUI indicators:

Cable resistance

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

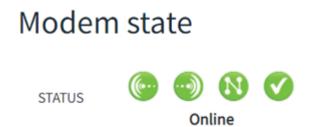
CABLE RESISTANCE 2.5 Ohms

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



3.Check Modem status

Verify online status (green indicators)



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.

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