Offline Troubleshooting

Summary

This Job Aid covers:

[Check eSVT](#)

[Check VTT Modem Status](#)

[Perform Visual Inspection](#)

[Point and Peak](#)

[Swap Equipment](#)

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

Use when the modem/gateway is unable to achieve modem lock.

This troubleshooting procedure may be used on any Viasat Internet equipment/service plan.

Check eSVT

The first step is to check eSVT. eSVT is an online tool that will be able to tell you if there is something specific wrong with the equipment or service.
[eSVT Job aid](#)

Checking eSVT is recommended to be done before you get to the customer's location.
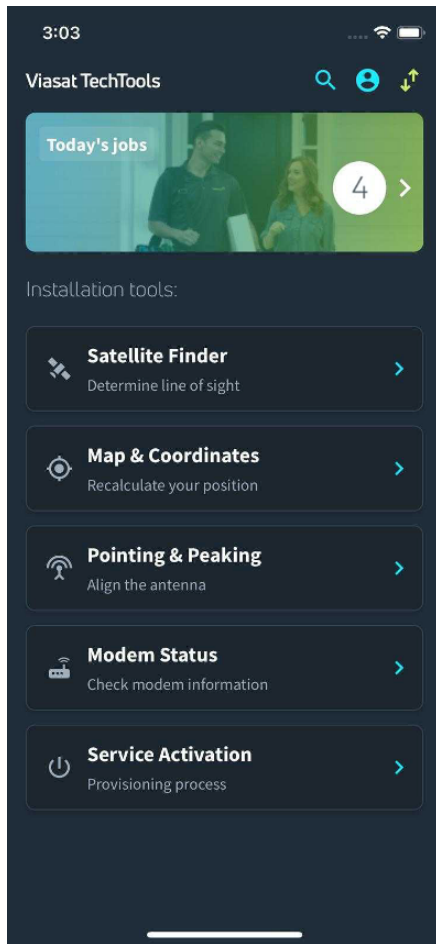

Check VTT Modem Status

Use the VTT Modem Status to check the **Modem Status** and make sure the modem is online.

The different colors in the Modem state section indicate the status of the modem.

Status: Not connected
Online Time: -

MODEM STATUS ⌃

📶 FL (RX) SNR: **N/A**

〰️ Cable Resistance: **N/A**

〰️ Cable Attenuation: **N/A**

📡 Modem Up Time **N/A**

◎ GPS Lock: **N/A**

📶 IDU-ODU Comm
Status: **Not Connected**

🛰️ Satellite Network: **N/A**

Done
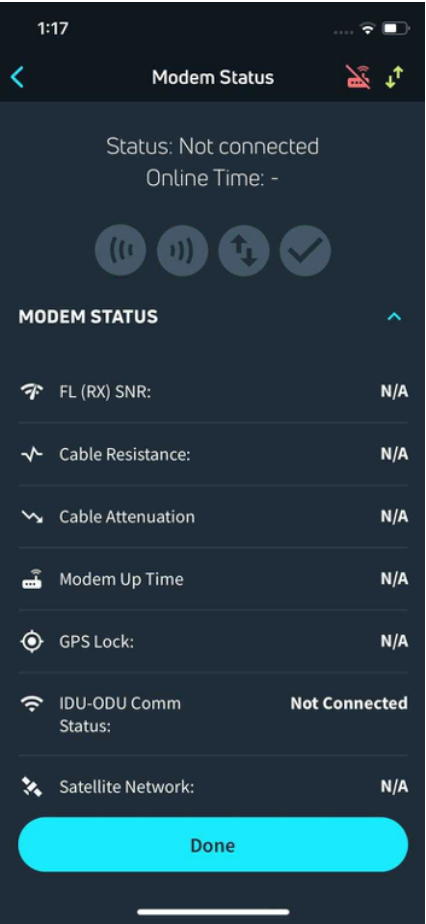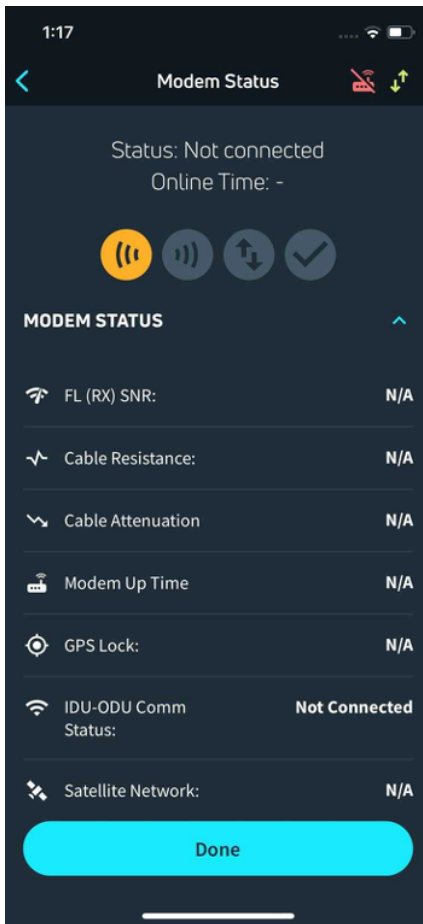
The modem's status indicators change color as they progress through activation.

- Gray means the status change has not started.

- Orange means the status is negotiating.

- Green means the Status is complete and the modem is online.
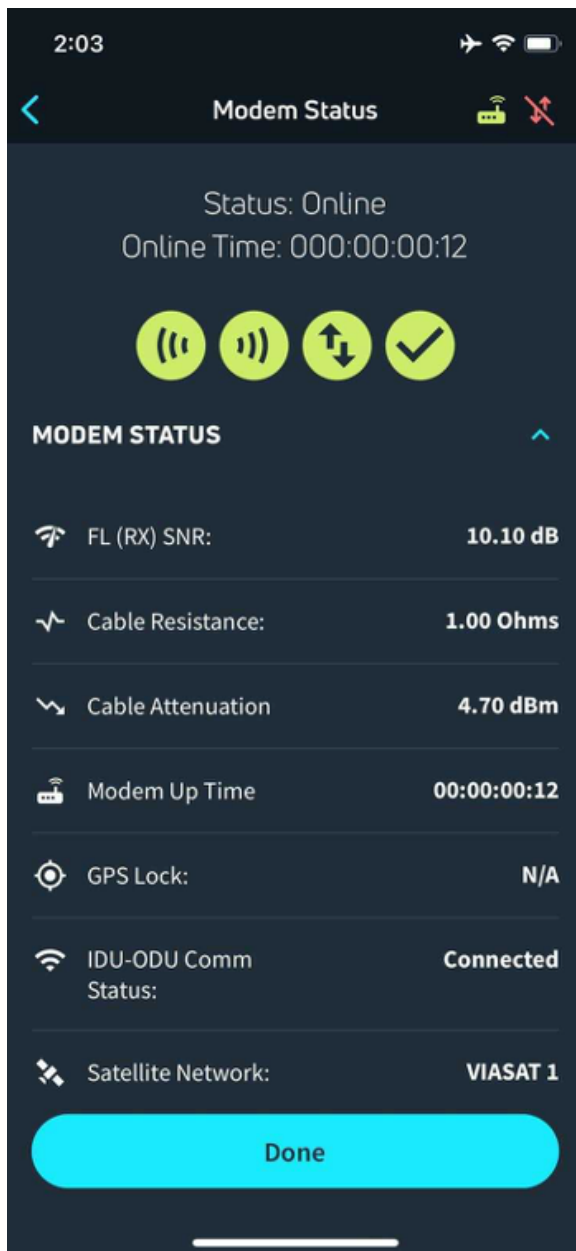
Perform Visual Inspection

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

Point and Peak

If you have completed all visual inspections and repairs and are still not able to connect, then the follow the next steps.

- [Viasat 1 – Point and Peak](#)

- [Viasat 2 – Point and Peak](#)

Swap Equipment

If the service is still offline after pointing and peaking, follow these steps:

1. Swap the TRIA. Refer to [TRIA swap job aid](#) for process.

2. If swapping the TRIA does not resolve the issue, replace with the original TRIA and go to step 3.

3. Swap the modem. Refer to [modem swap job aid](#) for process.

4.If swapping the modem does not resolve the issue, replace with the original modem.

   - [VTT Service Call (equipment swap) Video](#)

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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

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