Provisioning

Summary

This Job Aid covers:

Provisioning Setup Verification

Modem Provisioning

This Job Aid supports all Technician audiences. This process applies for all Viasat gateways and modems:

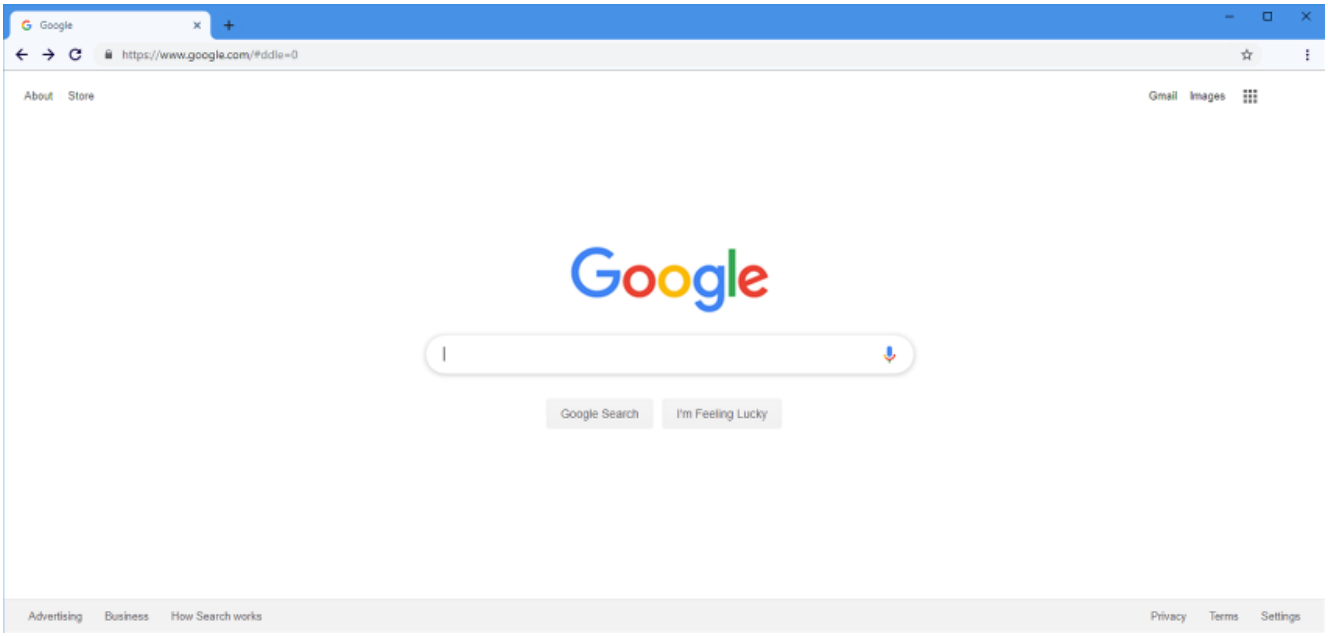
- Viasat WiFi Gateway (VWG)
- Viasat Home (Data) Gateway (VHG)
- SurfBeam 2
- SurfBeam 2+ (plus)

Modem/Gateway Provisioning

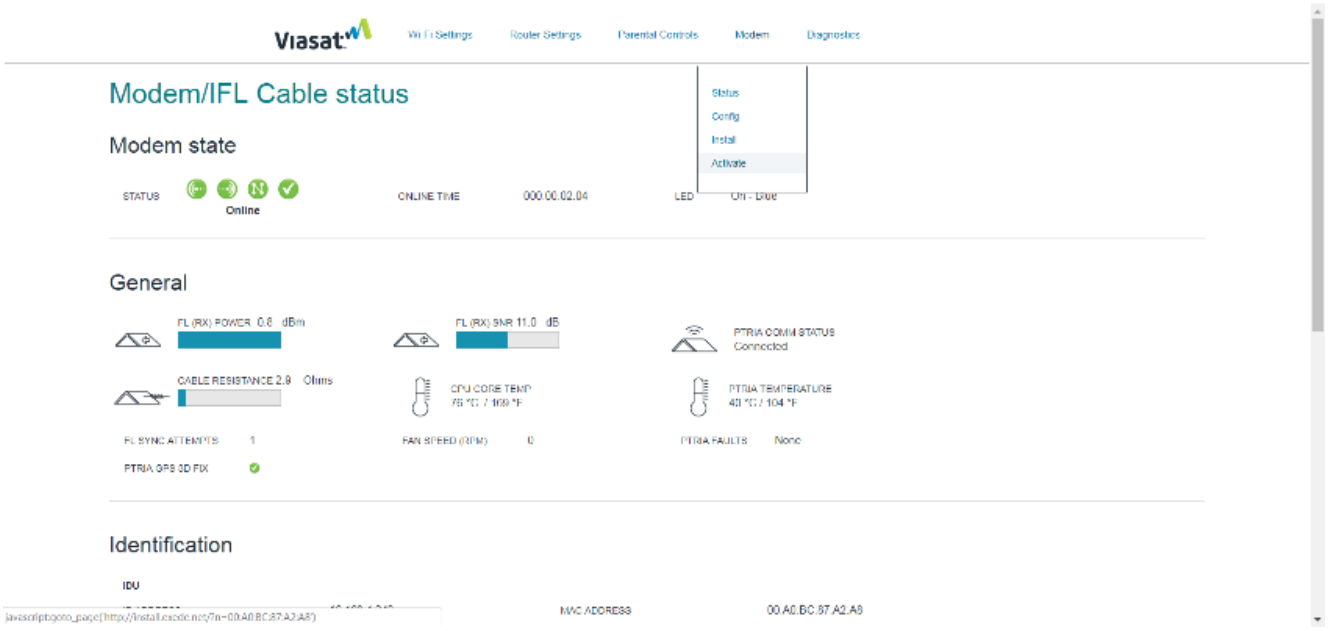
After pointing and peaking is completed and the software has been downloaded, the modem will reboot.

If you are installing a Viasat Gateway open a web browser and navigate to **192.168.100.1**.

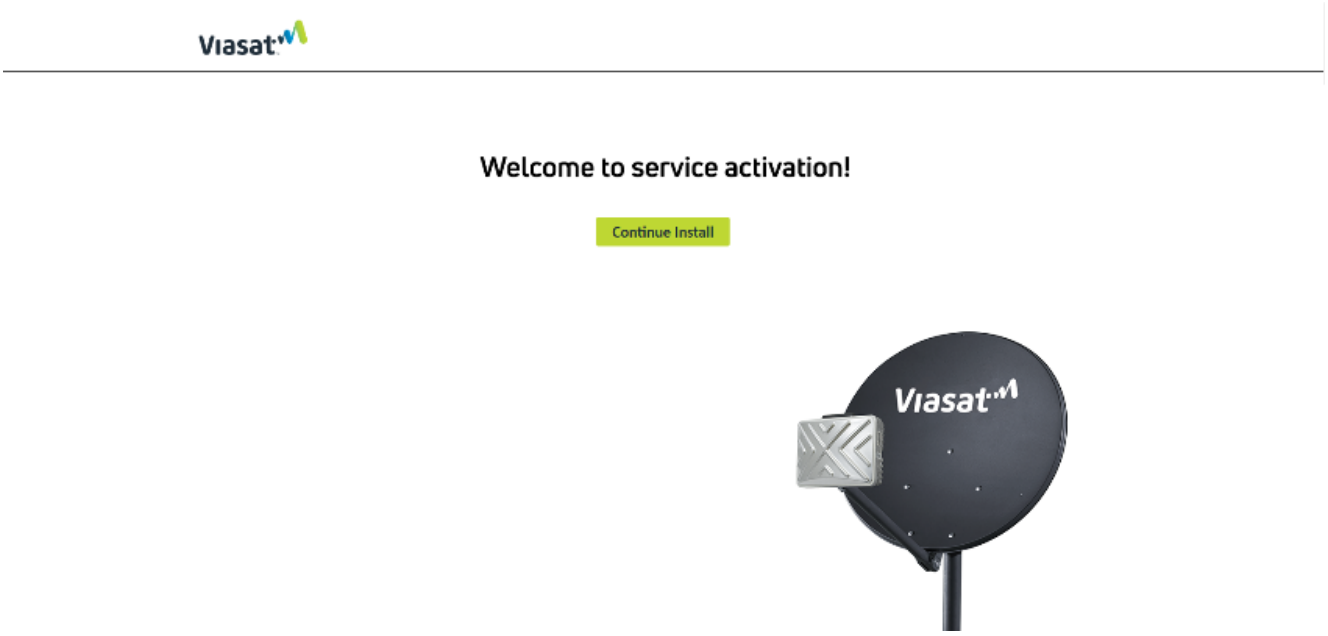
If you are installing a SurfBeam 2 or 2+ navigate to any webpage and you will be automatically redirected to the provisioning process.



For a Viasat Gateway, the **Modem/IFL Cable status** screen will appear. From here, click the **Modem** menu and select **Activate**.



The **Welcome** screen appears. Click the **Continue** button.



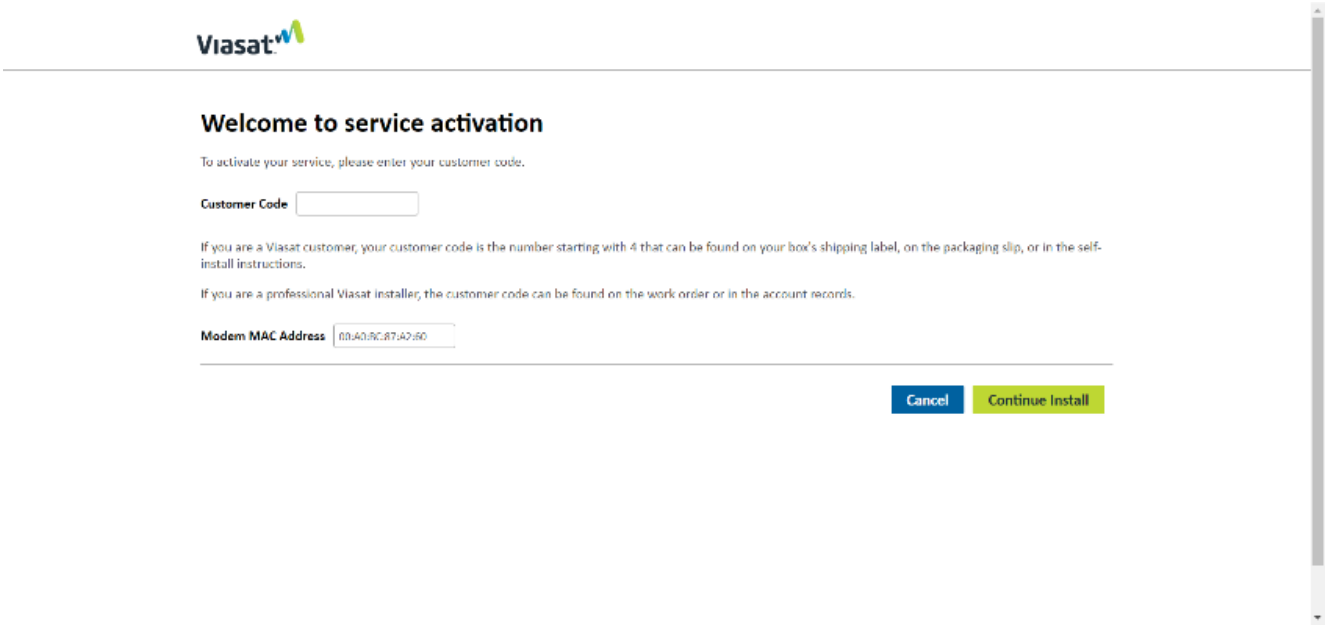
When the computer browser opens, the Gateway Network automatically directs the browser to the Provisioning Network. The Provisioning System then displays the **Welcome to Service Activation** page.

On this page, enter the Customer Code in the **Customer Code**

field. This code is found on the work order.

Confirm that the Modem MAC address matches the MAC address on the modem.

Click **Next Step** to display the next page.



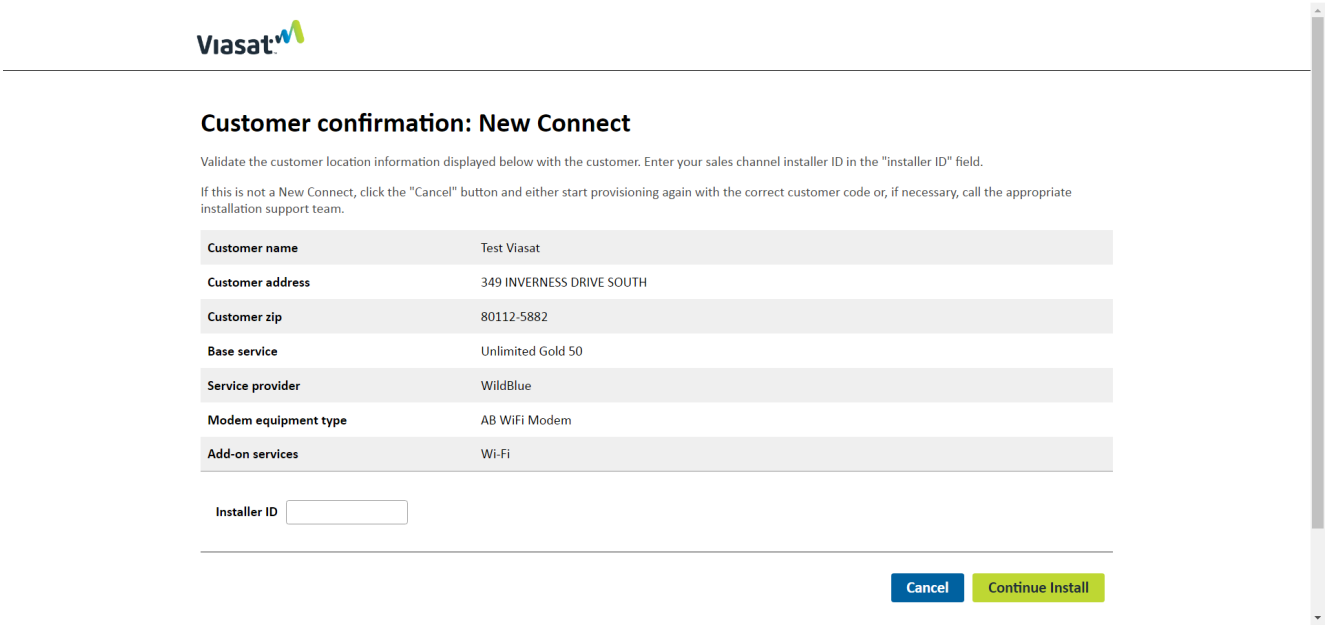
On the **Customer Confirmation** page validate the Customer name and address. If it is incorrect click **Cancel** and re-enter the correct Customer Code.

Enter the Installer ID in the **Installer ID** field. Each Viasat Partner requires you to use a certified Installer ID associated with your installations. You may have more than one **Installer ID** and you must use the correct ID for each Partner Installation.

Note: The provisioning system will verify the Installer ID.

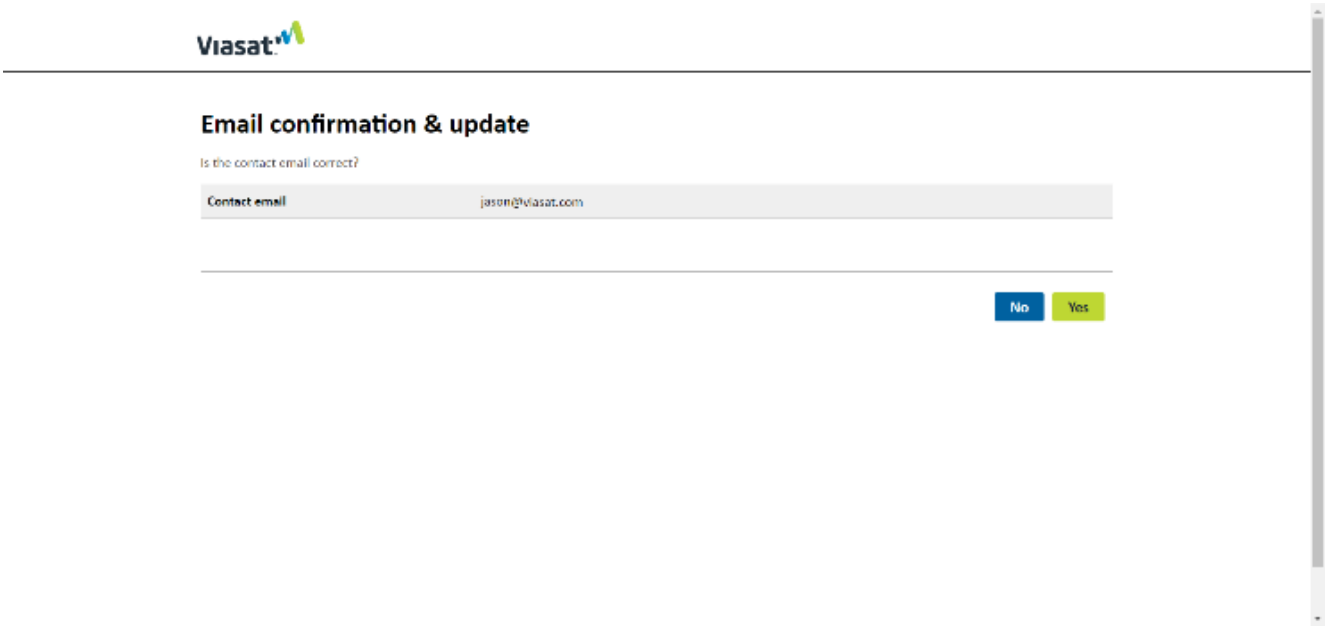
The ID can fail:

1. ***Non-existent:*** The ID does not exist in the database.
2. ***Expired:*** You did not complete recertification and the ID Expiration Date is past
3. ***Wrong Partner:*** The Installer ID exists in the database as certified, but it is not associated with the partner that issued the installation order.



After the customer information and Installer ID are verified, the system will ask to verify the customer's contact email account. If it is not correct select **No** and update it.

Otherwise, click **Yes**.

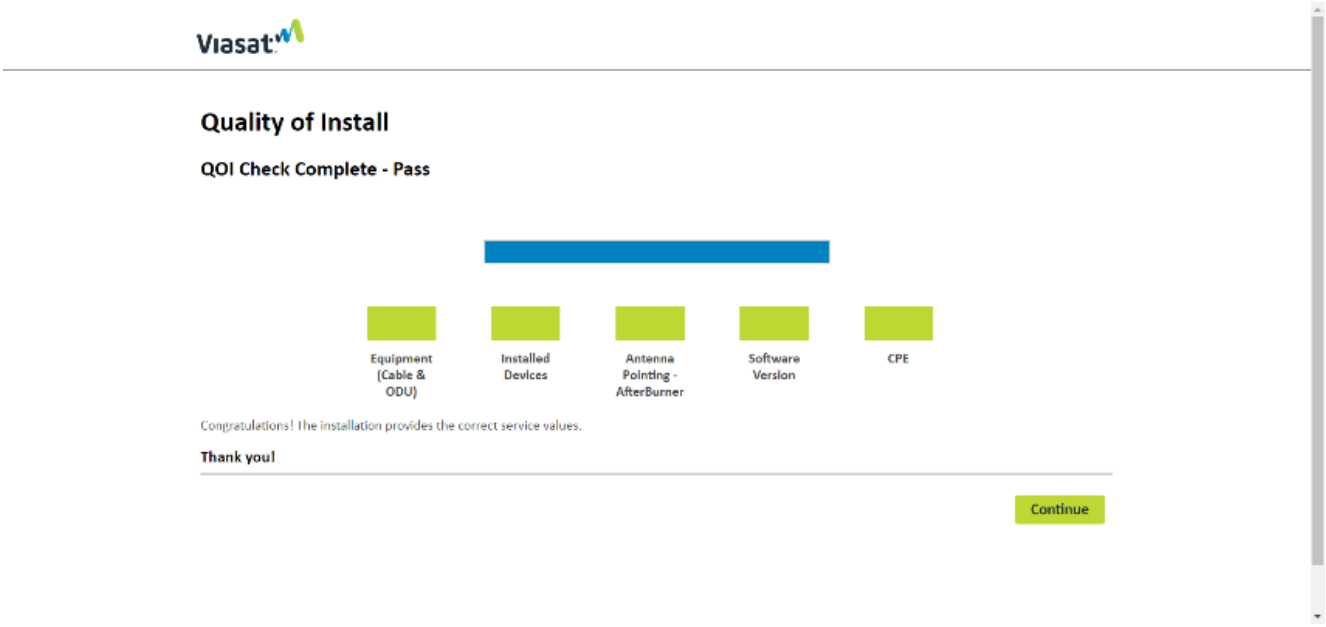


The **Quality of Install** (QOI) page displays. This Quality of Install test can take up to one minute.

If any red values appear, repair the installation until all values appear green.

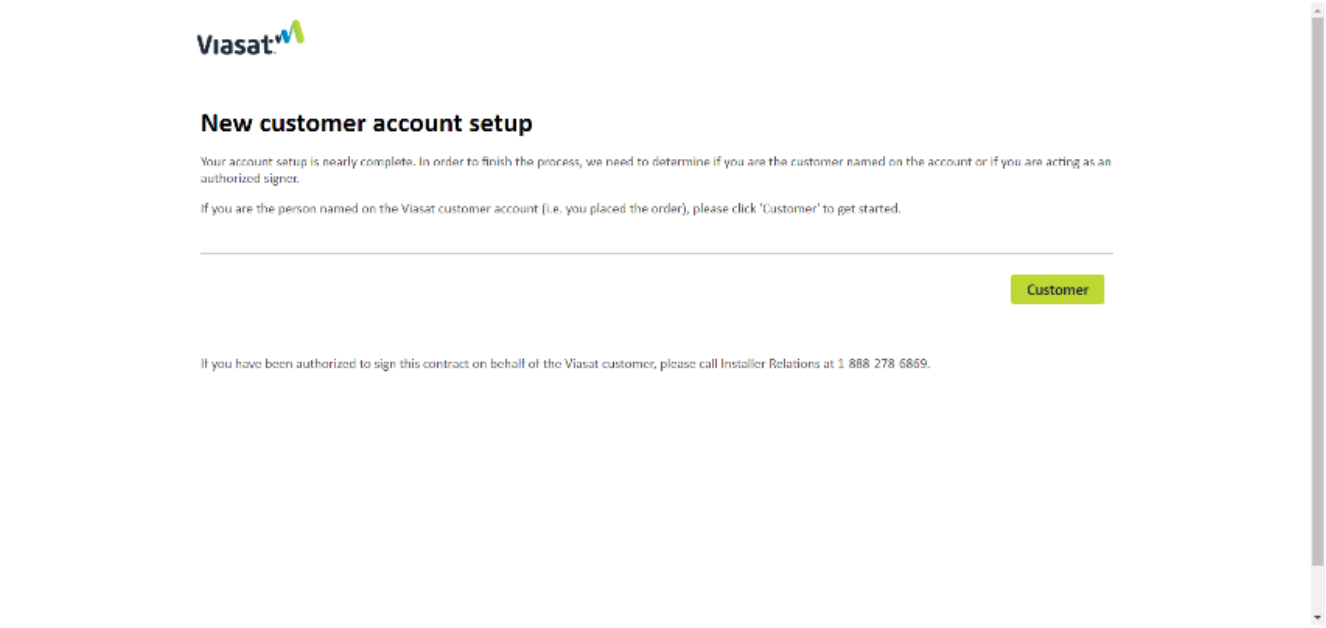
Click **Run QOI** to have the system recheck the Quality of Install. Do not restart provisioning.

Click **Continue** to continue the Provisioning Process.



The **New customer account setup** screen appears.

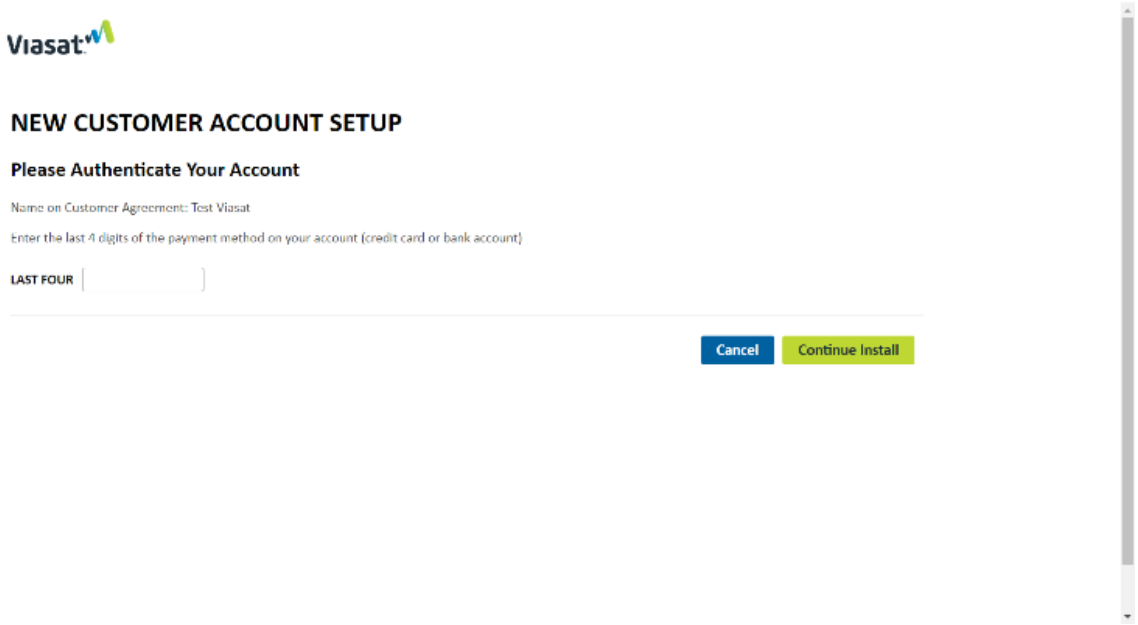
Click **Customer** to continue.



Have the customer confirm the last four digits of the payment method.

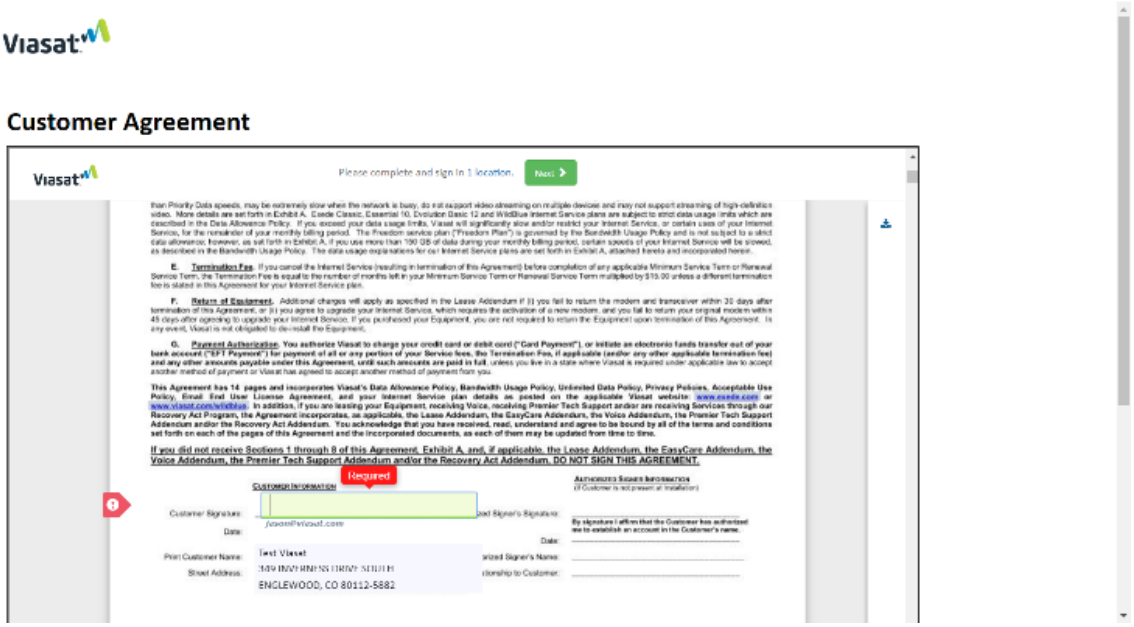
This will be the same payment method that they signed up for service with and cannot be changed until after the service is set up.

When the digits have been confirmed, click **Continue Install**.

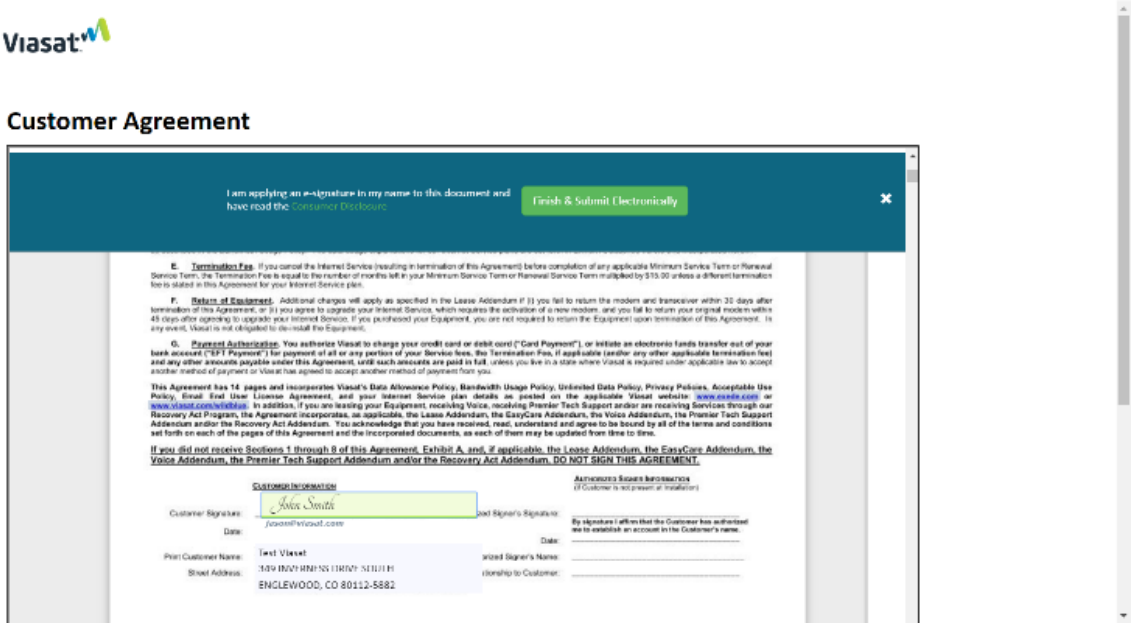


The **Customer Agreement** appears. Allow the customer to review the agreement. If the customer has any questions about the agreement, they will need to call Customer Care.

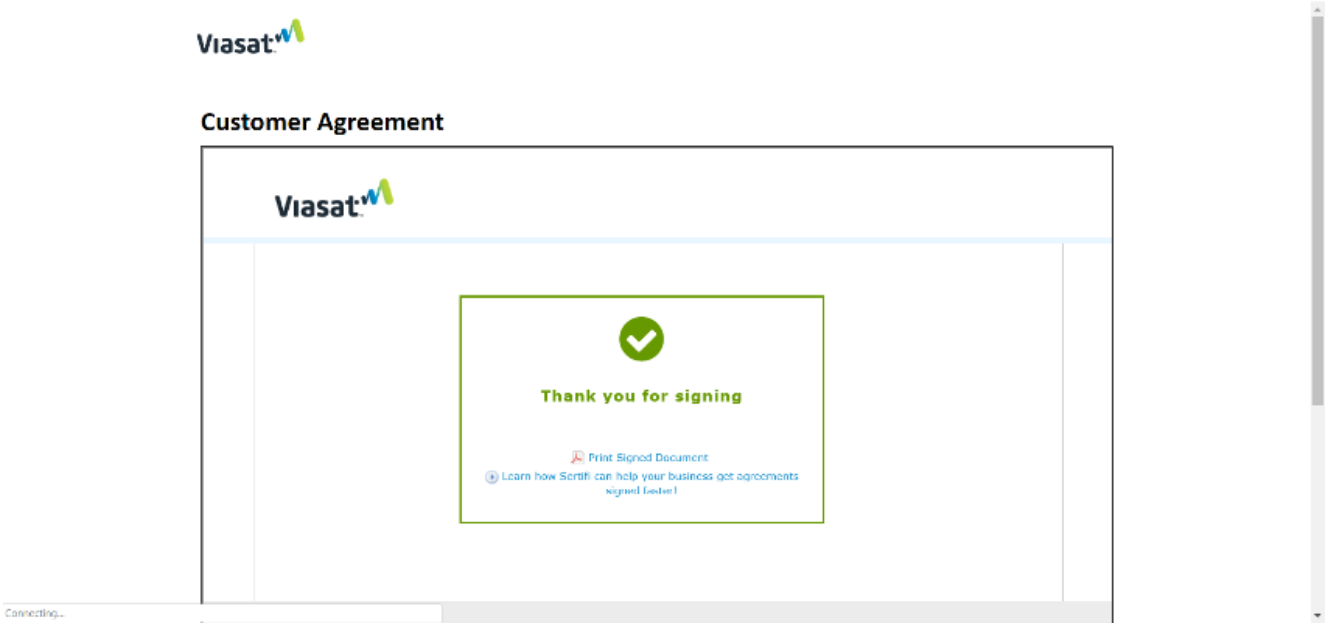
Once the customer has reviewed it, click **Get Started**.



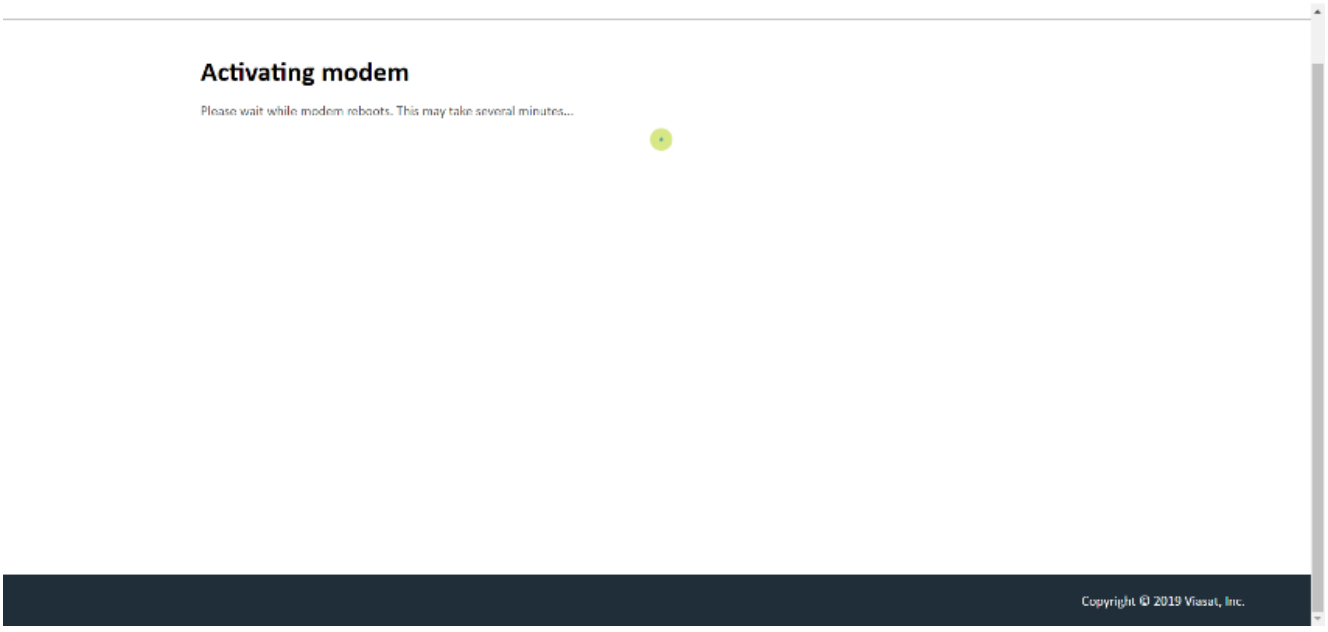
At the top of the page, the customer clicks the **Finish & Submit Electronically** button. This button creates the e-signature within the document.



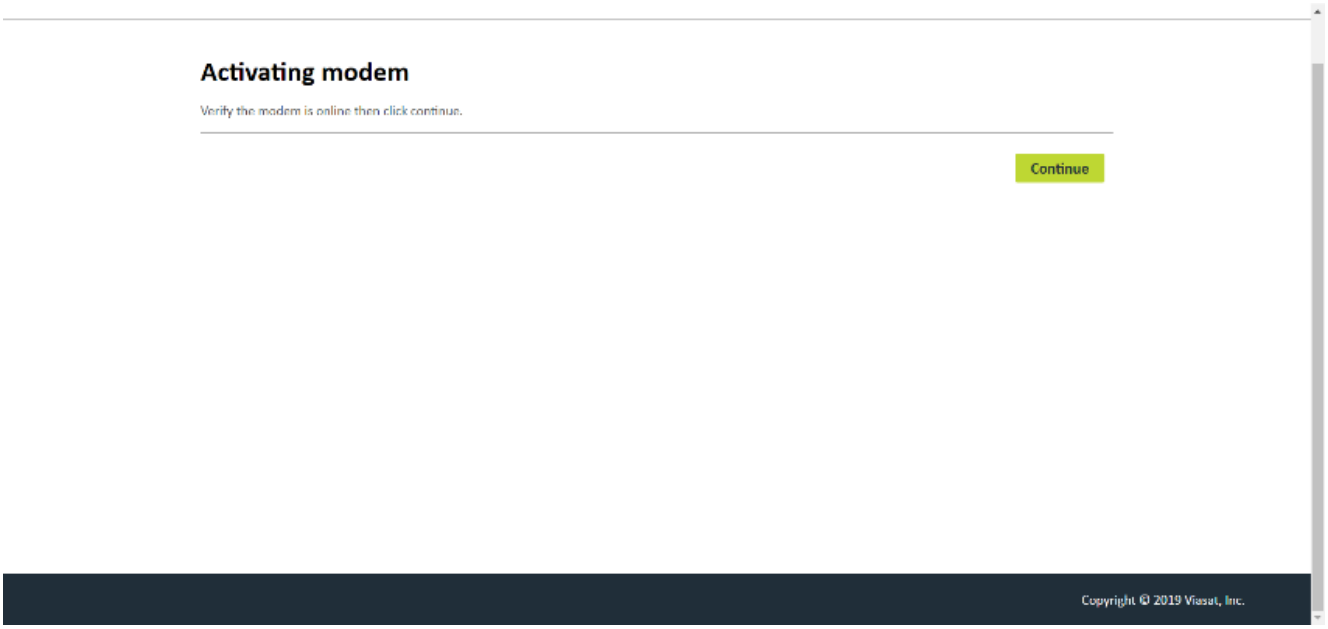
After the Customer Agreement is signed electronically, the Thank you page appears.
Click the Print Signed Document link, and save the PDF to the desktop for the Customer.
Once the document is saved for the customer, click **Continue**.



Allow up to 10 minutes for the modem to activate.

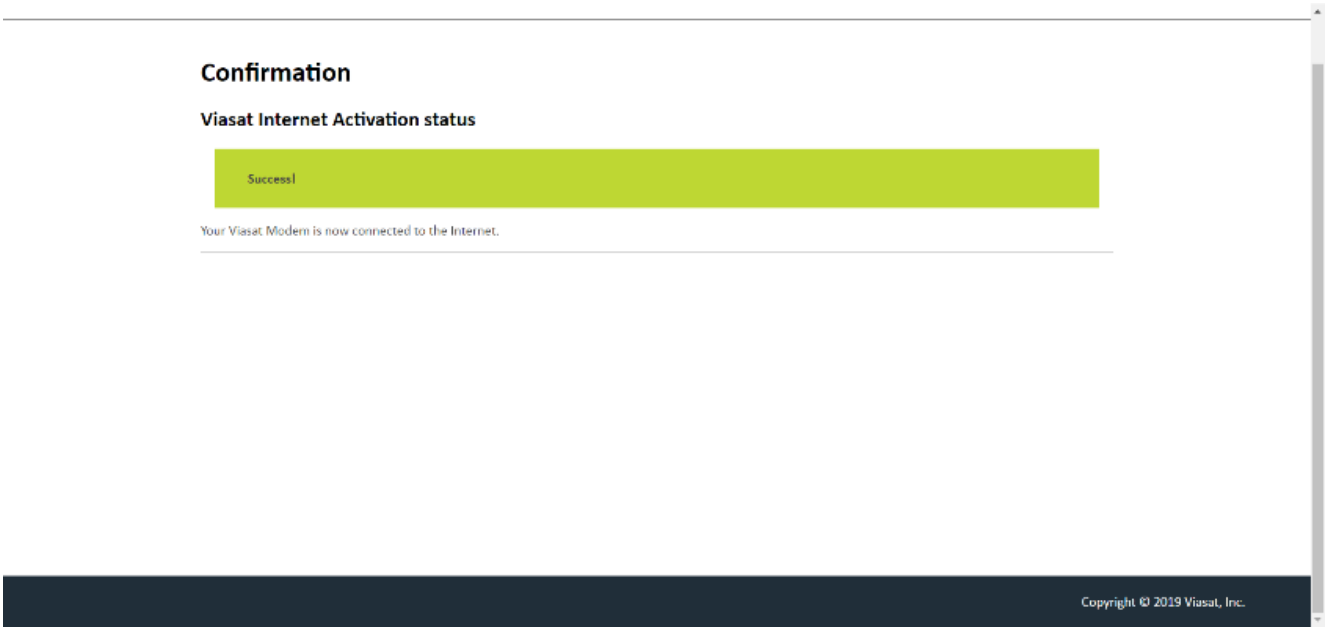


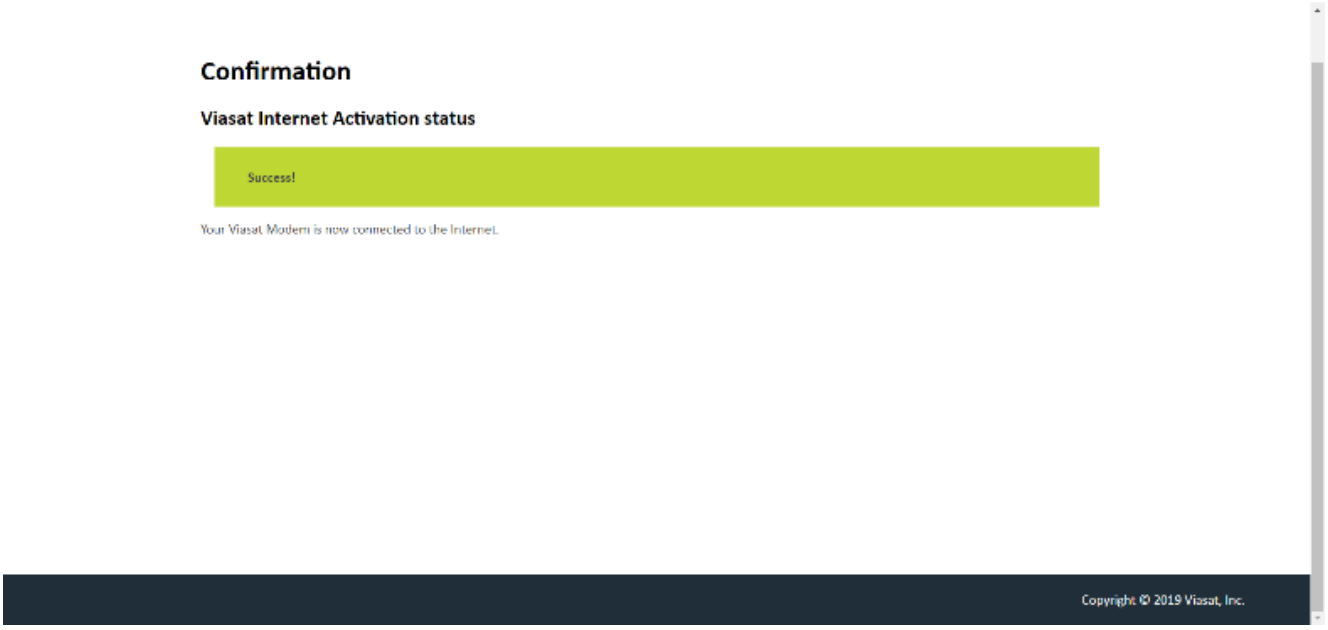
Verify the modem is online- the light should be blue. Then click **Continue**.



The **Confirmation** page displays.

The modem and account are now activated, and the provisioning process is complete.



The final **Confirmation** page displays.

Follow the on-screen steps to reboot the modem. When that is complete, open the browser and complete **Customer Internet Test** to validate that the computer can access and surf the internet.