

# SurfBeam 2/2+ Voice Activation Job Aid

## Summary

This Job Aid covers:

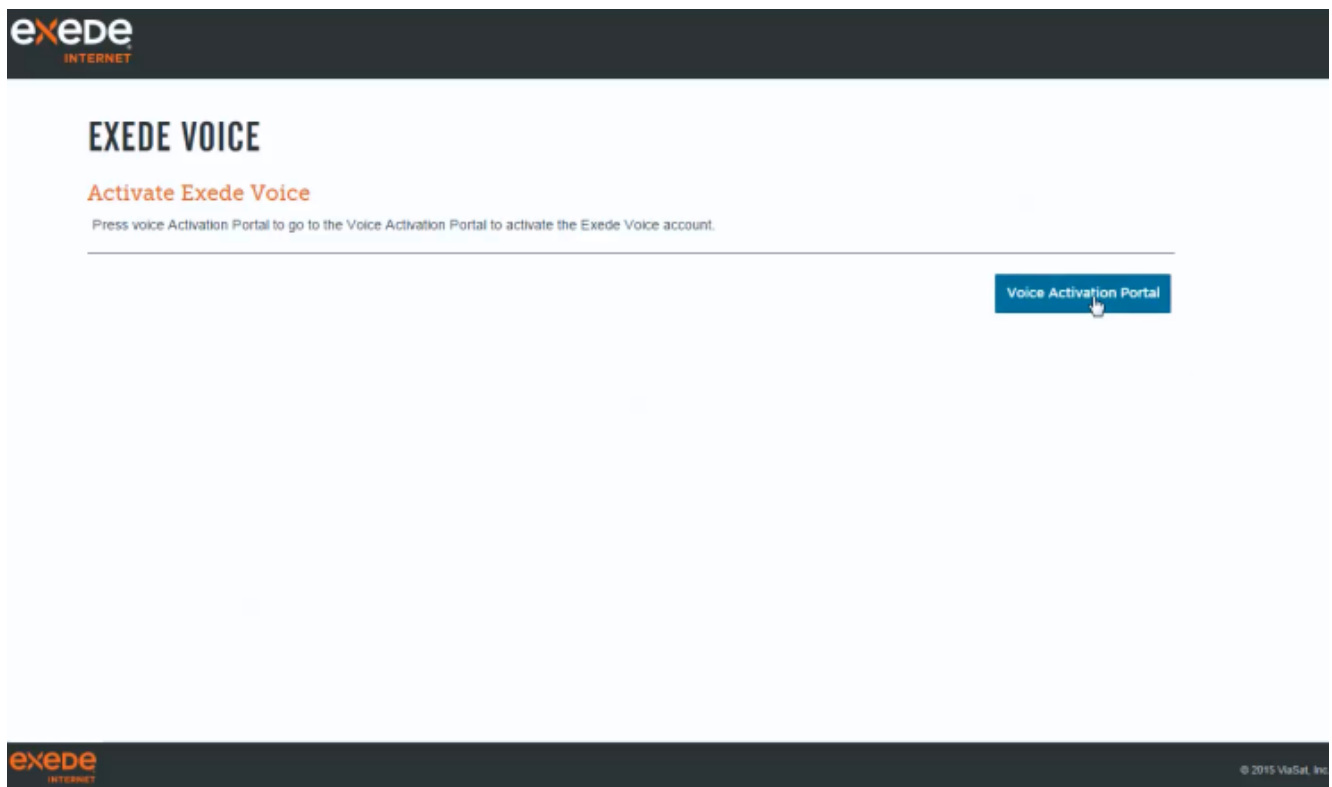
### [Viasat Voice Activation](#)

This Job Aid supports all Technician audiences. This process applies to the SurfBeam 2 and SurfBeam 2+ modem, with accounts that may or may not have Viasat Voice.

## Viasat Voice Activation

If an order has Viasat Voice as part of a new service, the activation process begins immediately after QOI.

The Viasat Voice page displays. Click **Voice Activation Portal** to begin activation.

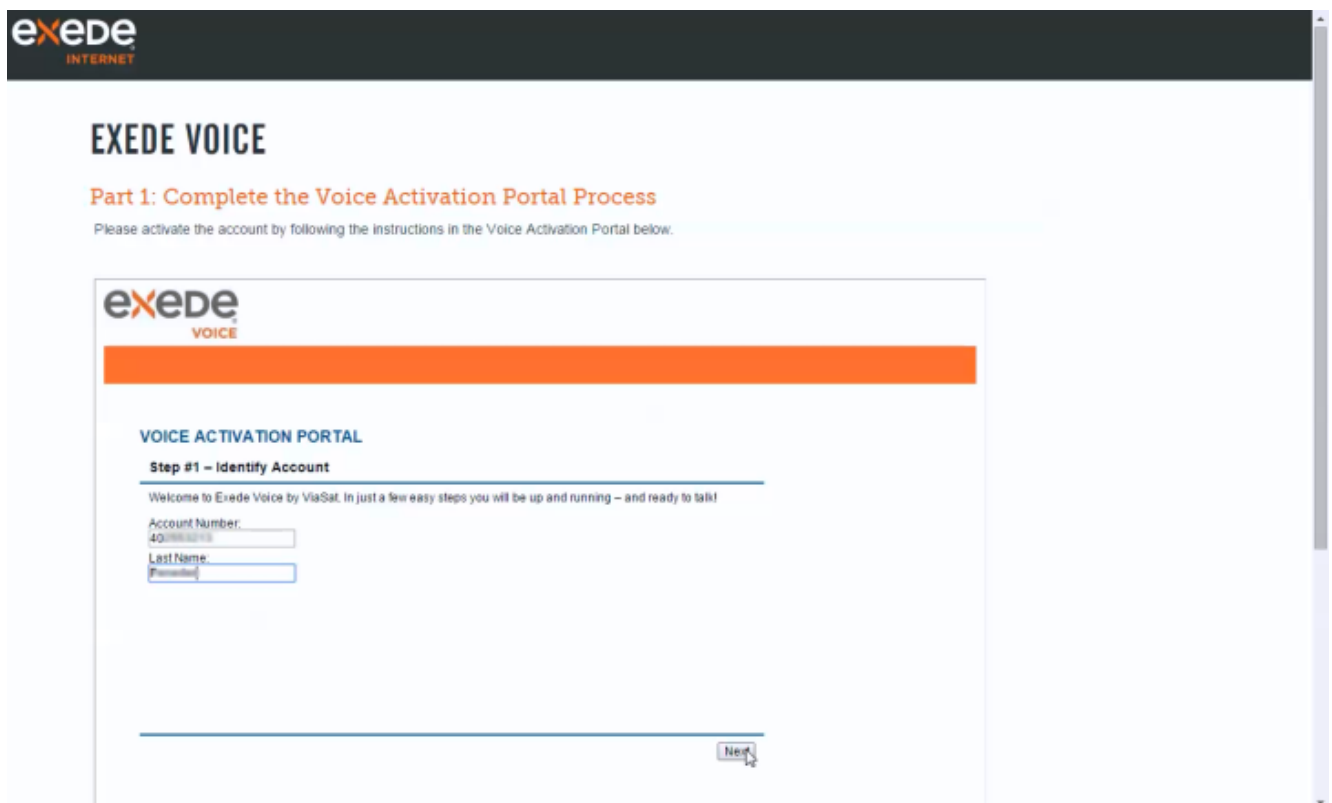


**Important!** The next series of pages appear as part of Part 1. **Work within these smaller frames** until you reach the Accept button (Step 8 below)

Type the same **Customer Code** used to provision the Internet service.

Type the Customer's **last name**.

Click **Next**.



The screenshot displays the Exede Voice activation portal. At the top, there is a dark header with the 'exede' logo and 'INTERNET' text. Below this, the main heading 'EXEDE VOICE' is shown in a large, bold, sans-serif font. Underneath the heading, a sub-header reads 'Part 1: Complete the Voice Activation Portal Process' in orange, followed by a smaller instruction: 'Please activate the account by following the instructions in the Voice Activation Portal below.' The main content area is a white box with a thin border. Inside, the 'exede VOICE' logo is at the top left, followed by a solid orange horizontal bar. Below the bar, the text 'VOICE ACTIVATION PORTAL' is centered. Underneath, 'Step #1 - Identify Account' is displayed. A welcome message follows: 'Welcome to Exede Voice by ViaSat. In just a few easy steps you will be up and running – and ready to talk!'. Two input fields are present: 'Account Number' with a placeholder '4011111111' and 'Last Name' with a placeholder 'P. Surname'. At the bottom right of the form, a 'Next' button is visible with a mouse cursor hovering over it.

Review the **911 Provisioning** information with the Customer.

When they understand the information, click **Yes**.

## EXEDE VOICE

### Part 1: Complete the Voice Activation Portal Process

Please activate the account by following the instructions in the Voice Activation Portal below.



**exede**  
VOICE

### VOICE ACTIVATION PORTAL

#### 911 Provisioning

Your Exede Voice service includes emergency 9-1-1 calling. Because Exede Voice is provided through satellite technology, 9-1-1 calling availability through Exede Voice may be limited in comparison to 9-1-1 calling that is available through traditional landline telephone carriers. Exede Voice may become unavailable due to network failures, weather events, network or equipment upgrades, network congestion, a power outage in your home, or other technical problems. ViaSat provided a warning label containing these limitations with your Exede Voice equipment. Please read the label and place it on or near the equipment.

In order for your 9-1-1 calls to be properly directed to emergency services, ViaSat must have the address on file where the Exede Voice equipment is located. Since you are an existing Exede Internet customer, ViaSat will use the service address currently on file. This service address is the address to which emergency services will be directed when you call 9-1-1.

Do you understand and agree to these 9-1-1 limitations?

No Yes

Type the Device MAC address.

The MAC address comes from EITHER the

- Viasat WiFi Modem
- Viasat Voice Adapter

Both devices use this process for activation.

Click **Next**.

## EXEDE VOICE

### Part 1: Complete the Voice Activation Portal Process

Please activate the account by following the instructions in the Voice Activation Portal below.

**exede**  
VOICE

#### VOICE ACTIVATION PORTAL

##### Step #3 – Device

Device MAC Address:  
00A0BC4B62Fd

The 'Device MAC address' is located on the bottom of the ATA device below the serial number (S/N) as shown here.



Previous Next

*This MAC comes from*

**EITHER**

*Exede WiFi Modem **or**  
Exede Voice Adapter*

Provide the phone number to the customer.

Click **Next**.

## EXEDE VOICE

### Part 1: Complete the Voice Activation Portal Process

Please activate the account by following the instructions in the Voice Activation Portal below.

**exede**  
VOICE

#### VOICE ACTIVATION PORTAL

##### Step #4 – Number

Phone Number:  
17193676011

Previous Next

Review the **Summary** page, and ask the customer to confirm all of the information.

**STOP!** If any information is incorrect, call the number on the screen before proceeding.

Click **Activate** *and WAIT* for the system to respond.

If the system does not respond **within 5 minutes**, open your browser and type in the URL below, and complete activation of the service.

<https://viasat.user.alianza.com/dap/>

The screenshot shows the EXEDE VOICE activation portal. At the top, there is a black header with the 'exede' logo and 'INTERNET' text. Below this, the page title 'EXEDE VOICE' is displayed. The main heading is 'Part 1: Complete the Voice Activation Portal Process', followed by a sub-heading 'Part 1: Complete the Voice Activation Portal Process' and a note: 'Please activate the account by following the instructions in the Voice Activation Portal below.' The main content area is titled 'VOICE ACTIVATION PORTAL' and 'Step #5 - Summary'. It contains two sections: 'Device Information' and 'Phone Number Information'. The 'Device Information' section shows the MAC Address as '00a0bc...' and a note: 'The MAC address you entered, 00A0BC4B62Fc, represents the modem. We have automatically modified the MAC address to 00a0bc4b62fe which represents the telephone portion of your modem.' The 'Phone Number Information' section shows the Phone Number as '17...' and the E911 Address Record as '...'. A red warning message states: 'STOP! If the Phone Number or E911 Address information displayed here is incorrect, please call customer care immediately at 855-463-9333.' At the bottom right, there are 'Previous' and 'Activate' buttons.

## Step

## Action (continued)

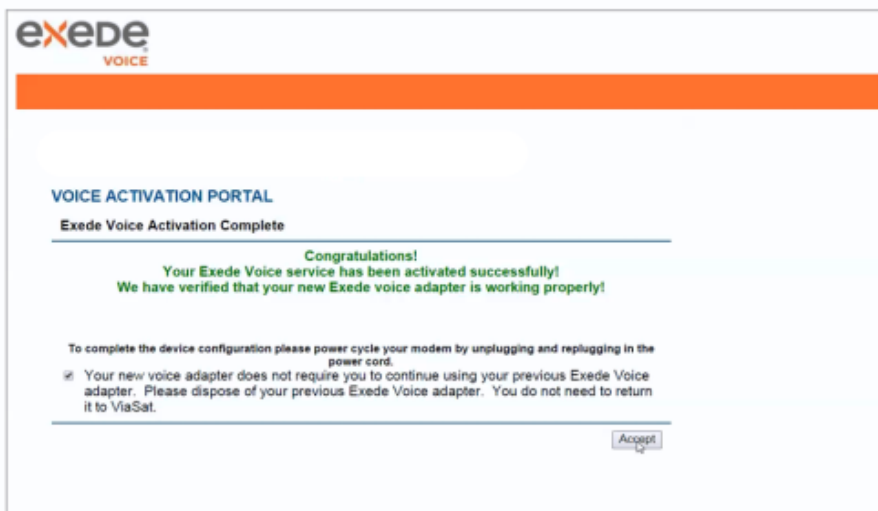
The **Viasat Voice Activation Complete** page displays.

**Check the box** (if present) and click **Accept** *and WAIT* for the system to respond.

## EXEDE VOICE

### Part 1: Complete the Voice Activation Portal Process

Please activate the account by following the instructions in the Voice Activation Portal below.



The screenshot shows the Exede Voice Activation Portal. At the top is the Exede Voice logo. Below it is a large orange bar. The main heading is "VOICE ACTIVATION PORTAL". Underneath, it says "Exede Voice Activation Complete". A green box contains the message: "Congratulations! Your Exede Voice service has been activated successfully! We have verified that your new Exede voice adapter is working properly!". Below this, there is a note: "To complete the device configuration please power cycle your modem by unplugging and replugging in the power cord." and a checkbox with the text: "Your new voice adapter does not require you to continue using your previous Exede Voice adapter. Please dispose of your previous Exede Voice adapter. You do not need to return it to ViaSat." At the bottom right of the form is an "Accept" button.

The system responds with a blank area (where you've been working previously).

**Scroll to the bottom of the browser page, and click the green Proceed to Confirmation button.**


### Part 2: Proceed to the Confirmation Page

Once you have completed all steps in the Voice Activation Portal above, please proceed to the confirmation page.

[Proceed to Confirmation](#)


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.



## CONFIRMATION


### Exede Internet Activation Status

 **Success!**

Your Exede Modem is now connected to the Internet.  
Web Acceleration has been enabled.

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### Exede Voice Activation Status

 **Success!**


Your Exede Voice service is now active.

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### Reboot Your Exede Modem

Before you browse the web, you must reboot your modem.

1. Unplug your modem
2. Wait 20 seconds
3. Plug your modem back in
4. Enjoy your service

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