

SurfBeam 2/2+ Voice Activation Job Aid

Summary

This Job Aid covers:

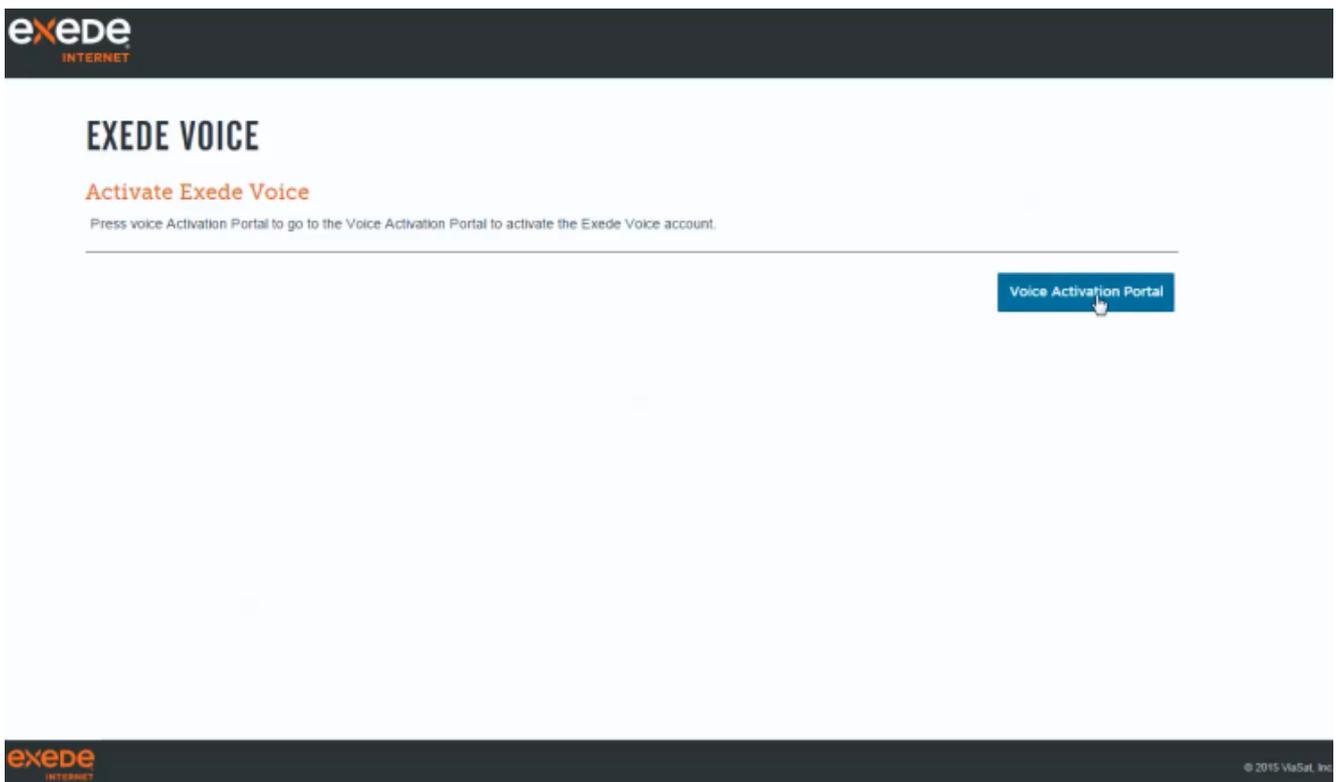
[Viasat Voice Activation](#)

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.

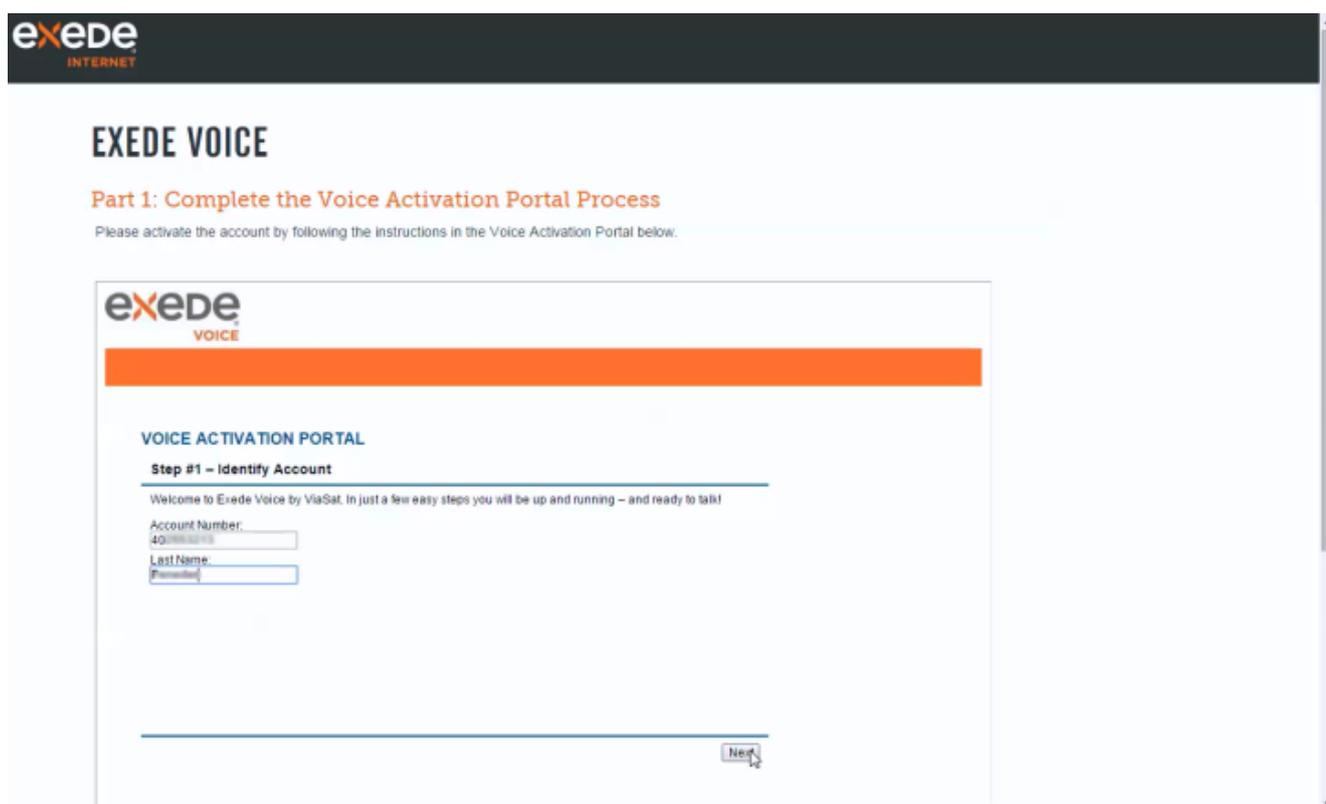


Important! The next series of pages appear as part of Part 1. **Work within these smaller frames** until you reach the Accept button (Step 8 below)

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

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

Click **Next**.



exede
INTERNET

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 #1 - Identify Account

Welcome to Exede Voice by ViaSat. In just a few easy steps you will be up and running – and ready to talk!

Account Number:

Last Name:

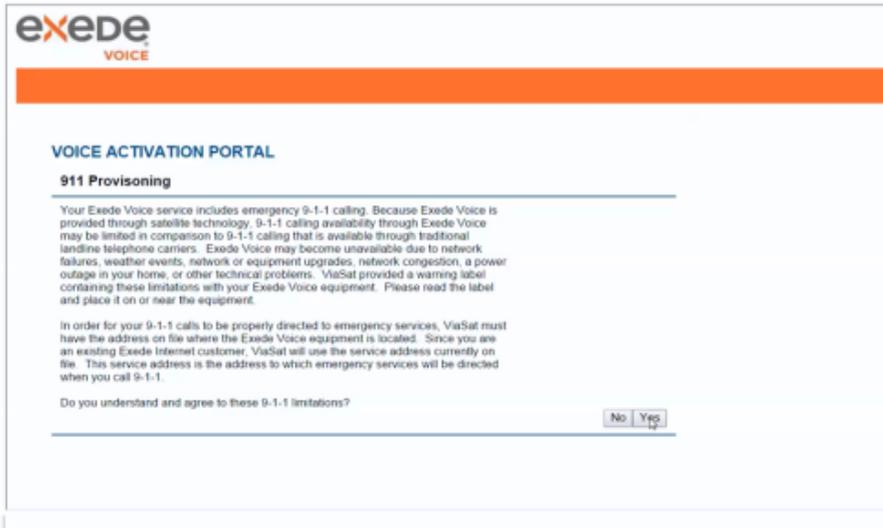
Review the **911 Provisioning** information with the Customer.

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.



The screenshot shows the Exede Voice 911 Provisioning portal. At the top left is the Exede Voice logo. Below it is a blue horizontal bar. The main heading is "VOICE ACTIVATION PORTAL" followed by "911 Provisioning". The text explains that Exede Voice service includes emergency 9-1-1 calling, but availability may be limited compared to traditional landline carriers. It mentions that 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. It also states that ViaSat provided a warning label containing these limitations with the Exede Voice equipment. The text asks if the user understands and agrees to these 9-1-1 limitations. At the bottom right, there are two buttons: "No" and "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:
17193675011

Previous Next

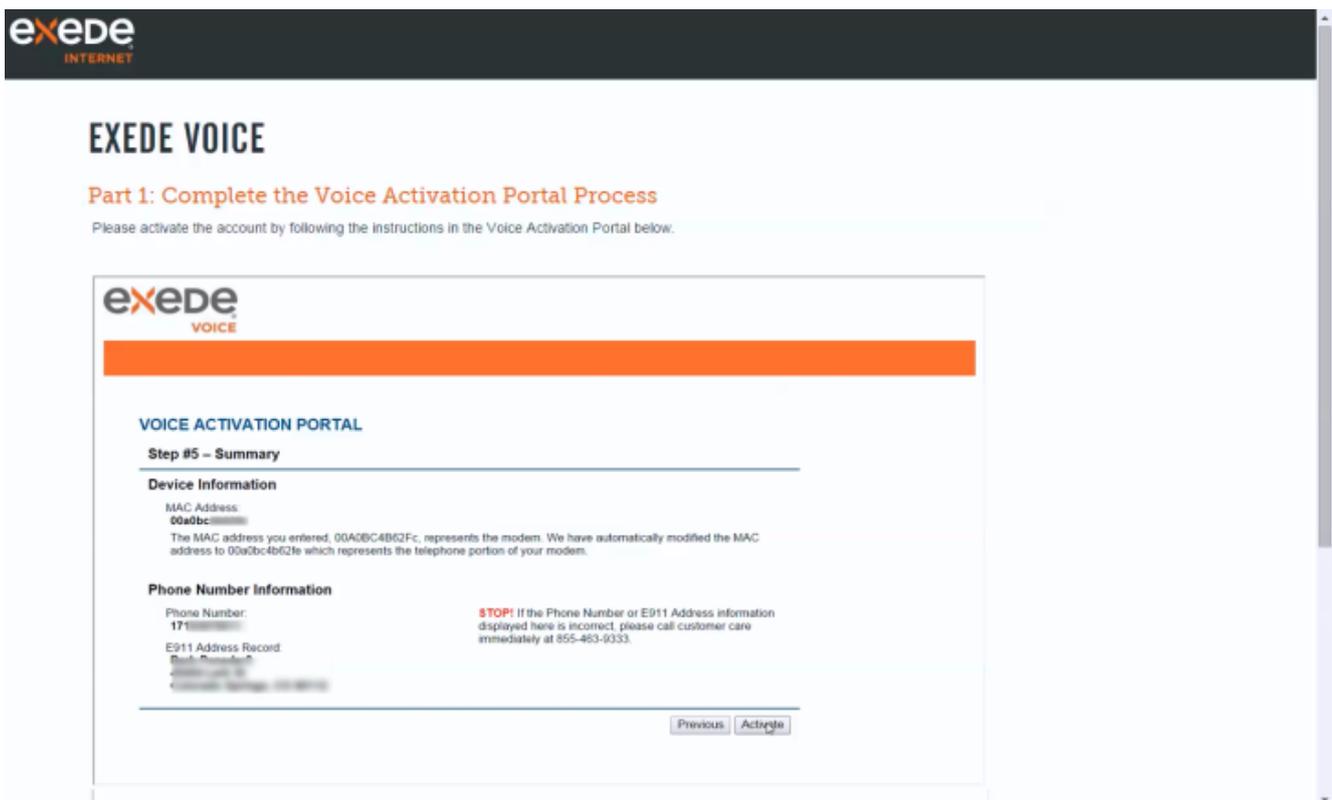
Review the **Summary** page, and ask the customer to confirm all of the information.

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/>



Step

Action (continued)

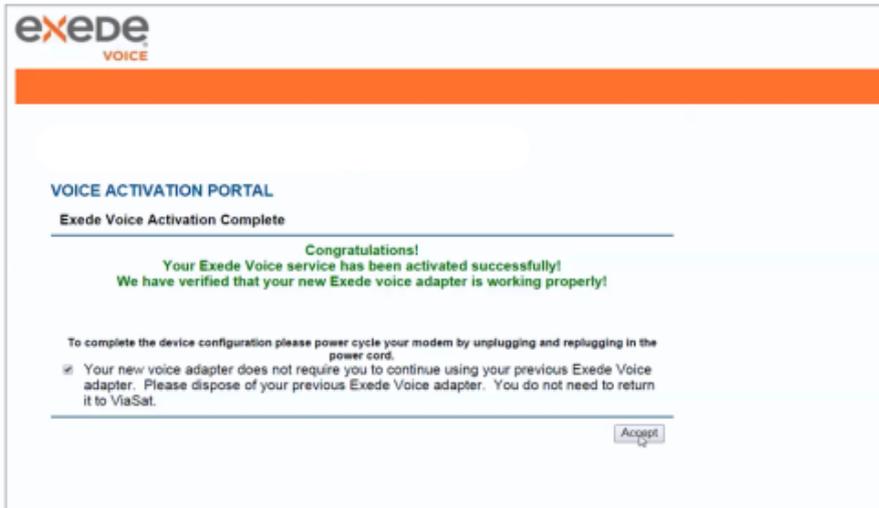
The **Viasat Voice Activation Complete** page displays.

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 a web page with the Exede Voice logo at the top left. Below the logo is a solid orange horizontal bar. Underneath the bar, the text reads: "VOICE ACTIVATION PORTAL", "Exede Voice Activation Complete", "Congratulations!", "Your Exede Voice service has been activated successfully!", and "We have verified that your new Exede voice adapter is working properly!". Below this, there is a paragraph of instructions: "To complete the device configuration please power cycle your modem by unplugging and replugging in the power cord." followed by a bullet point: "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 content area, there is a small "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.

exede
INTERNET

CONFIRMATION

Exede Internet Activation Status

 **Success!**

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

Exede Voice Activation Status

 **Success!**

Your Exede Voice service is now active.

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

exede
INTERNET

© 2015 ViaSat, Inc.