SurfBeam 2 Modem Provisioning Job Aid

Summary

This Job Aid covers:

Provisioning Setup Verification

Modem Provisioning

Exede Voice Activation

This Job Aid supports all Technician audiences. This process applies for the SurfBeam 2 and Exede WiFi Modems, with accounts that may or may not have Exede Voice.

ViaSat. status	SurfBeam* 2 Sat	Hellite Modern	SurfBeam [®] 2
		Basic Status	<u> </u>
HOME MODEM			
	MODEM		/IFL Cable Status
Click Mode the Onli	m to confirm ine status	Online Online Online	UTHINE INTRO 000210212206

At the end of the Point and Peak process, the right arrow was clicked to have the modem attempt Modem Lock. When the modem has locked, the Modem Browser Interface will show 3 green checkmarks.

Modem Provisioning

After obtaining Modem Lock, close the browser, and open it again.



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 or in the **Installation** area of the **Quick Flash** tab in the **Support Portal**.

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. Remember each ViaSat Partner requires the Technician use a certified Installer ID associated with their installations. A Technician may have more than one **Installer ID** and 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:* The Technician 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.

All Installer IDs are available on the technician's dashboard in ViaSat Central.

Customer Name	682Evo39Freedom Liberty	
Customer Zin	6359	
Base Service	EVOLUTION 20 GB	
Service Provider	WildBlue	
Modem Equipment Type	SB2 Modem	
Add-On Services	Exede Voice	
INSTALLER ID 4	ID s not	Cancel Confirm

Note: This step only applies to ViaSat retail accounts.

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.

Contact Email	barb.	
		NO

NOD0

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

If the verification system is unavailable, an Error page displays. This page reminds the Technician to use the eSVT/SVT to validate the QOI of the installation.

If any red values appear, the technician must 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.

QOI Check Comple	te - Pass					
					I	
	Equipment (Cable & ODU)	Antenna Pointing	Software Version	CPE	Installed Devices	
Congratulations! The installation	provides the correct service vi	lues.				
Thank You!						
						Continue

Does the work order include Exede Voice?

- If yes, go to section **Exede Voice Activation**, below.
- If no, go to Step 7.

Once QOI testing passes the **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 Voice Activation

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

The Exede 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.

De niet	
EXEDE VOICE	
art 1: Complete the Voice Activation Portal Process	
/lease 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: 40	
Costraine.	
Mant	

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

When they understand the information, click Yes.

EXE	DE VOICE
Part	1: Complete the Voice Activation Portal Process
Please	activate the account by following the instructions in the Voice Activation Portal below.
e	VOICE
	VOICE ACTIVATION PORTAL 911 Provisioning
	Your Evide Service includes emergency 9-1-1 calling, Biccuse Evide Voice is provided through stellate technology, 8-1-1 calling available through Evide Voice may be limited in comparison to 9-1-3 calling that is available through treation and liandline telepidence carriers. Evide Voice may become unavailable due to network failures, weather events, network or equipment upgrades, network congestion, a power outpage in your home, or other technical protection available and to network and place in or near the equipment. Pieses read the label and place in or near the equipment.
	In order for your 9-1-1 calls to be property directed to emergency services, ViaSat must have the address on file where the Exode Voice equipment is located. Since you are an existing Exected Internet Customer, ViaSat multi 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 0-1-1 limitations? No Yes.

Type the Device MAC address.

The MAC address comes from EITHER the

- Exede WiFi Modem
- Exede 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.	
COCCE ACTIVATION PORTAL Big B 3 - Device Minimum And Address' is located on the sorial curver (SH) is shown here: Dir Green Coddress' is located on the sorial curver (SH) is shown here:	This MAC comes from EITHER Exede WiFi Modem or Exede Voice Adapter
Previous Next	

Provide the phone number to the customer.

Click Next.

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EXEDE VOICE			
Part 1: Complete the Vo	ce Activation Portal Proces	S	
nease activate the account by following	ne instructions in the voice Activation Portai b	elow.	
VOICE			
VOICE ACTIVATION PORT	L		
Step #4 – Number Phone Number: 17193676011			
		Previous Negt	

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/

EXEDE VOICE		
art 1: Complete the Vo	ice Activation Portal Process	
Please activate the account by following	the Instructions in the Voice Activation Portal below.	
exede		
VOICE		
VOICE ACTIVATION PORT	NL	
VOICE ACTIVATION PORT/ Step #5 – Summary Device Information	NL	
VOICE ACTIVATION PORT/ Step #5 – Summary Device Information MAC Address: 0040bc The MAC address you enferted, 00 address to 0030bc/b821e which in	AGBC4B62Fc, represents the incidem. We have automatically modified the MAC presents the hisiphone portion of your moders.	
VOICE ACTIVATION PORT/ Step #5 – Summary Device Information MAC Address Goadber The MAC address you entered, 00 address to 00acbc4b02fe which re Phone Number Information	AGBC4B62Fc, represents the modern. We have automatically modified the MAC presents the telephone portion of your modern.	
VOICE ACTIVATION PORT/ Step #5 – Summary Device Information MAC Address Goadbe: The MAC address you entered, 00 address to Doarbock@21e which re Phone Number Information Phone Number Information Phone Number Information Phone Number Information	ADBC4B82Fc, represents the modern. We have automatically modified the MAC presents the telephone portion of your modern. STOP! If the Phone Number or ED11 Address information displayed here is incorrect presse call customer care immediately at 855-463-0333.	
VOICE ACTIVATION PORT/ Step #5 – Summary Device Information MAC Address Coabe: The MAC address you entend. 00 address to 00ut0cdb62te which in Phone Number Information Phone Number Information Phone Number Information E911 Address Record B + Record C + Record C + Record C + Record	ADBC4862Fc, represents the modern. We have automatically modified the MAC presents the telephone portion of your modern. STOP! If the Phone Number or EP11 Address information displayed here is incorrect, please call customer care immediately at 855-463-1033.	

The Exede Voice Activation Complete page displays.

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

ERNET	
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	
VOICE ACTIVATION PORTAL Exede Voice Activation Complete	
VOICE ACTIVATION PORTAL Exede Voice Activation Complete Congratulations! Your Exede Voice service has been activated successfully! We have verified that your new Exede voice adapter is working properly!	
VOICE ACTIVATION PORTAL Excede Voice Activation Complete Congratulations! Your Excede Voice service has been activated successfully! We have verified that your new Excede voice adapter is working properly! To complete the device configuration please power cycle your modern by unplugging and replugging in the power cord. Image: Second colspan="2">Your new voice adapter of the power cord. Image: Your new voice adapter does not require you to confinue using your previous Excele Voice adapter. You do not need to return it to ViaSat.	
VOICE ACTIVATION PORTAL Excede Voice Activation Complete Congratulations! Your Excede Voice has been activated successfully! We have verified that your new Excede voice adapter is working property! To complete the device configuration please power cycle your modern by unplugging and replugging in the power cord. Your new voice adapter does not require you to confinue using your previous Excede Voice adapter. Please dispose of your previous Excede Voice adapter. You do not need to return it to ViaSat. Macrosoft Macrosoft	

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.



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	