

# SurfBeam 2 Modem Provisioning Job Aid

## Summary

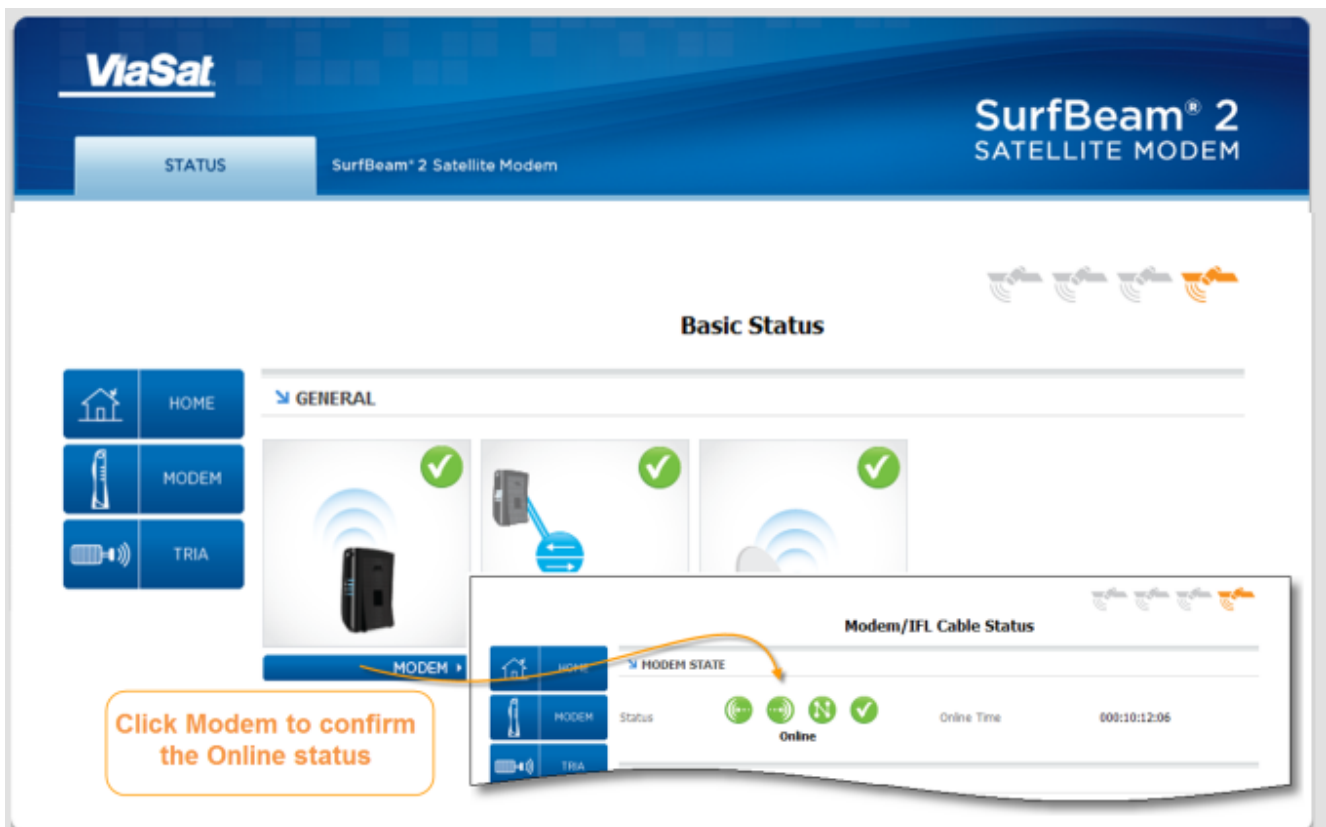
This Job Aid covers:

[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.



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.

## WELCOME TO SERVICE ACTIVATION

### Installation

To activate your service, please enter your Customer Code.

CUSTOMER CODE

If you are an Exede customer, your Customer Code is the number starting with 4 that can be found on your box's shipping label, on the packaging slip, or in the self-install instructions.

If you are a professional Exede installer, the Customer Code can be found on the work order or in the account records.

MODEM MAC ADDRESS

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 CONFIRMATION

Validate the Customer Location information displayed below with the Customer. Enter your Sales Channel Installer ID in the Installer ID field.

Customer Name	8822 w/39Freedom Liberty
Customer Address	6359 PANTHER BRANCH RD WILSON NC
Customer Zip	27893-7837
Base Service	EVOLUTION 20 GB
Service Provider	WildBlue
Modem Equipment Type	SB2 Modem
Add-On Services	Exede Voice

INSTALLER ID

**INVALID INSTALLER ID**  
appears when the ID is not  
recognized

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**.

## EMAIL CONFIRMATION & UPDATE

Is the contact email correct?

Contact Email

barb\_walker@viasat.com

No Yes

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.

## QUALITY OF INSTALL

QOI Check Complete - Pass



Congratulations! The installation provides the correct service values.

Thank You!

Continue

Does the work order include Exede Voice?

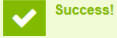
- If yes, go to section **Exede Voice Activation**, below.
- If no, go to Step 7.

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.

## CONFIRMATION

### Exede Internet Activation Status



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

### 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 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.

## EXEDE VOICE

### Activate Exede Voice

Press voice Activation Portal to go to the Voice Activation Portal to activate the Exede Voice account.

Voice Activation Portal

**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**.

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## EXEDE VOICE

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

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

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### 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

Last Name:  
P...

Next

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 activation portal. At the top left is the Exede Voice logo. Below it is a blue horizontal bar. The main heading is "VOICE ACTIVATION PORTAL". Underneath is a sub-heading "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 lists potential causes for unavailability: network failures, weather events, network or equipment upgrades, network congestion, power outage, or other technical problems. It notes that ViaSat provided a warning label with these limitations. The text then states that for 9-1-1 calls to be properly directed, ViaSat must have the address on file where the Exede Voice equipment is located. For existing Exede Internet customers, ViaSat will use the current service address. The final question is "Do you understand and agree to these 9-1-1 limitations?" with "No" and "Yes" radio buttons.

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.

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**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.

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**VOICE ACTIVATION PORTAL**

**Step #4 - Number**

Phone Number:  
17193675011

Previous Next

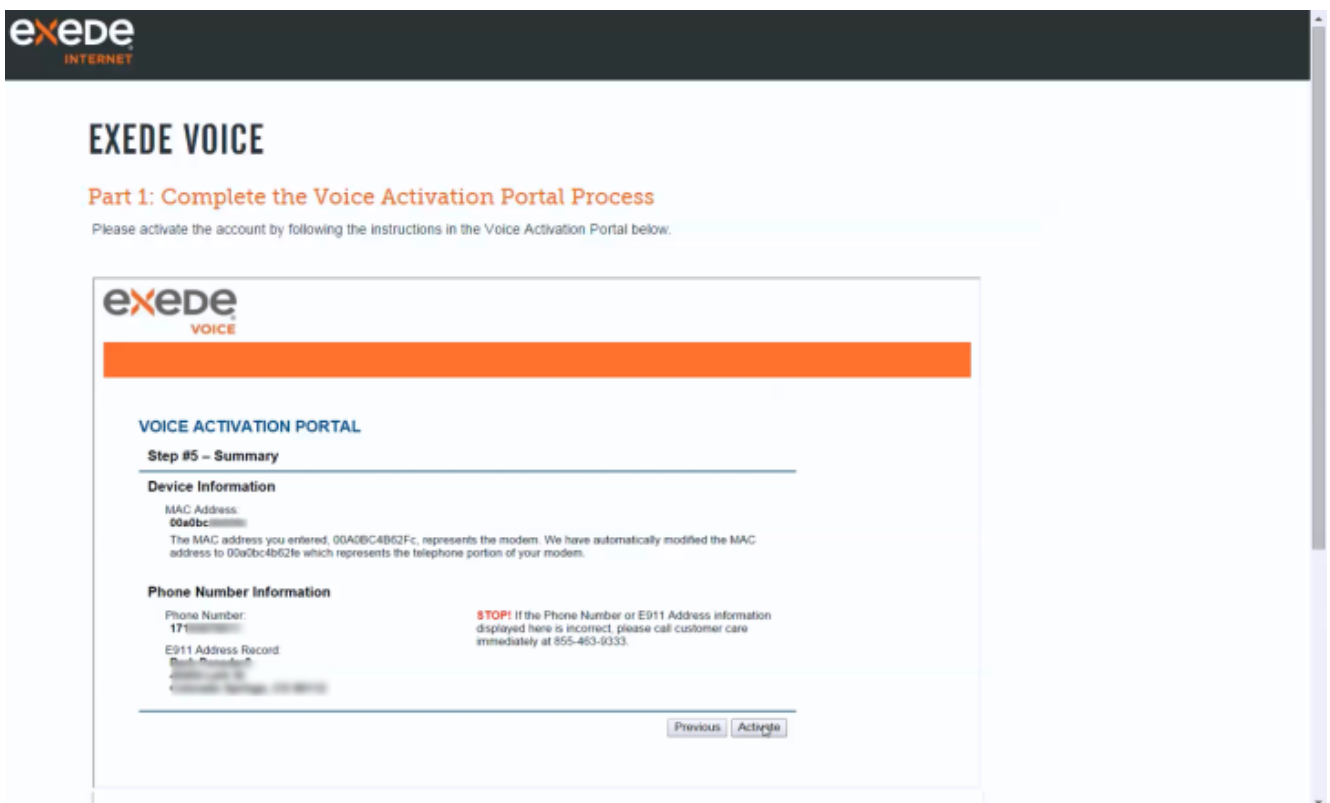
Review the **Summary** page, and ask the customer to confirm all of the information.

**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/>



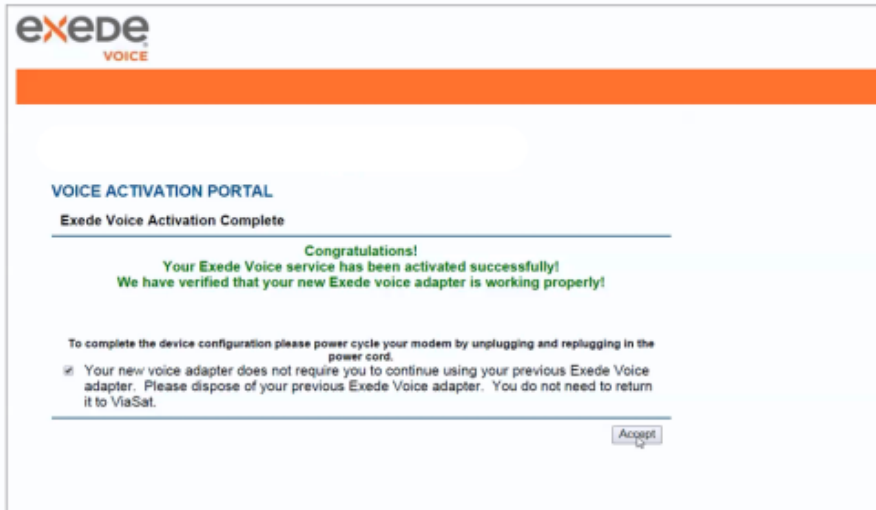
The **Exede Voice Activation Complete** page displays.

**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.

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## 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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