

Tech Bulletins

Bulletins for:

- [All Technicians](#)
- [Fulfillment / DTV Technicians](#)
- [Self-Installing Technicians](#)
- [Commercial Business Technicians](#)
- [Dispatchers](#)

All Technicians

2024

- [Viasat Work Order Guidelines](#) 11/6
- [Signature Requirement on Viasat 360 Sales](#) 10/30
- [FSM V5 is Live!](#) 10/28
- [Viasat Tech Tools Work Order "Complete" Process](#) 9/23

- [Download the New Viasat Tech Tools App!](#) 9/17
- [URGENT FSM V5 Launch Update](#) 8/19
- [Viasat Tech Tools – All In!](#) 8/5
- [Update You eSVT URL](#) 06/26
- [Viasat 360 Solutions Updates](#) 05/08
- [Reminders to Techs to use VTT app and the SB2+ Cable Extender](#) 05/06
- [MAC Address Reminder](#) 02/13
- [Update: Phasing out ARIA 2210 Router](#) 02/06
- [FSM Mobile Compatibility Issues with Android OS 14](#) 01/17

2023

- [Phase 2 Commercial Business Migration Complete](#) 12/13
- [Phase 1 Commercial Business Migration Complete](#) 11/16
- [Commercial Business Training Reminder](#) 11/09
- [New Commercial Business Training Available](#) 11/01

- [Announcing Commercial Business Migration](#) 10/24
- [ARIA Installation Best Practices](#) 10/17
- [Work Order Details](#) 09/25
- [VS1 High-Speed Installation and Upgrade Reminders](#) 08/24
- [Identified VS1 High Speed Plan Activation Issue](#) 08/11
- [New VS1 High-Speed Plans Training Available Now](#) 08/07
- [Update on ViaSat-3](#) 07/19
- [Stream Public Beta Launch](#) 07/11
- [New VS1 High-Speed plans training available](#) 07/06
- [FSM Password Change Requirements](#) 04/21
- [Viasat Tech Tools App – Download Now](#) 04/04, 04/11, 04/18, 04/25, 05/02
- [Terminals Needing Attention Service Calls](#) 04/03
- [Newly Approved Mounting Options](#) 03/02
- [Viasat Modem Lock Troubleshooting Steps](#) 01/23

2022

- [Viasat Stream – Modem Swap Impacts to Hub](#) 11/29
- [My Viasat Update](#) 09/08
- [Asurion Home +](#) 08/08
- [New S-Tube Approved Mounting Surface](#) 04/07
- [New FSM Escalations](#) 01/27

2021

- [Connect America Fund](#) 11/04
- [New mounting option](#) 10/12
- [New Tech Talk – Performance Follow Up Service Calls](#)
10/07
- [Easy Start – Viasat’s customer on-boarding program](#) 09/29
- [StreamOn Beta and Hub](#) 09/20
- [Equipment returns – Reminder about returning defective equipment](#) 09/09

- [New VOIP Activation Process](#) 07/13
- [New eSVT URL for US Residential](#) 04/15
- [March TechTalk video: New installation portal](#) 03/11
- [Check Viasat Discover for your Installer ID](#) 02/11
- [New US Residential Technician training available](#) 02/08
- [New FSM SI/SO Access Request Form URL](#) 02/02
- [Work orders with "BEP"](#) 02/01
- [January TechTalk video: New installation portal](#) 01/22

2020

- [New Tech Talk video: Holiday Special](#) 12/21
- [New Tech Talk video: TextLine Drawing Winners](#) 12/07
- [Introducing Viasat TextLine](#) 11/23
- [New Tech Talk video: Find the Flaw – Part 2](#) 11/09
- [Reminder – New Tech Talk video: Find the Flaw](#) 10/19
- [New Tech Talk video: Find the Flaw](#) 10/12

- [New Tech Talk: MITE](#) 09/04
- [Viasat 360 product update](#) 08/26
- [New Tech Talk: VoIP activation](#) 08/03
- [New FSM Requirement: Technician must be assigned to the work order](#) 07/22
- [New Tech Talk video: Tips and tricks](#) 07/01
- [Your account is now My Viasat](#) 06/08
- [New June Tech Talk!](#) 06/04
- [Important change to QOI requirements](#) 05/26
- [Special Message from Evan Dixon, VP and Head of Residential](#) 04/30
- [eGuide Tech Talk for May 2020](#) 04/27
- [Introducing Viasat Shield](#) 04/07
- [Welcome to the newly updated eGuide!](#) 03/31
- [Shelter-in-place and lockdown scenarios for technicians](#) 03/20
- [New work order type in FSM in response to COVID-19](#) 03/20
- [Viasat Discover is LIVE](#) 02/27

- [Viasat Discover launching on 2/27](#) 02/25
- [Viasat Central training must be complete by 2/18](#) 02/17
- [Announcing your new learning platform!](#) 02/12
- [Announcing your new learning platform!](#) 02/06
- [Welcome to 2020!](#) 01/16 & 01/30
- [We want your feedback!](#) 01/07

Fulfillment / DTV Technicians

2024

- [Heads Up, Techs! Equipment Collection for Upgrades](#) 07/15

2023

- [Quality Control Program Update](#) 10/30
- [Viasat 360 Expectations](#) 10/02
- [New Viasat 360 Rewards System – Tango](#) 07/28

- [FSM Escalation Updates](#) 01/04
- [Winners Circle Returns](#) 01/04

2022

- [Technician Start Address in FSM](#) 11/28
- [Earn Viasat Discover Training Badges](#) 07/27
- [Quality Audit Follow Up \(QAFU\) Work Orders](#) 01/27

2021

- [Viasat Tech Tools 2.0 launch](#) 03/12
- [Viasat 360 Contest Results](#) 02/12
- [Viasat 360 Contest – Current standings part 4](#) 01/22
- [Viasat 360 Contest – Current standings part 3](#) 01/08

2020

- [Viasat 360 Contest – Current standings part 2](#) 12/22
- [Viasat 360 Contest – Current standings part 1](#) 12/11
- [Viasat 360 Contest](#) 11/30
- [Technician survey results](#) 03/12

Self-Installing Technicians

2022

- [Earn Viasat Discover Training Badges](#) 07/27

2020

- [New Training Available for Business Voice and Business Hotspots \(Wi-Fi\)](#) 04/21

Commercial Business Technicians

2024

- [Viasat Business \(SMB\) – Important Update!](#) 1/23

2023

- [Static IP Now Available for New Business customers](#) 12/7

2021

- [New Commercial Installer ID Required for Provisioning](#)
07/21

2020

- [Business Hotspots Wi-Fi Installer Portal – Area of Placement](#) 09/04
- [Business Hotspots outdoor AP configuration issue resolved](#) 05/12
- [SurfBeam 2+ modem configuration for Business Internet installations](#) 05/07

- [Outdoor AP configuration – known issue](#) 03/26
- [Voice Service now for up to four lines](#) 03/05
- [EasyStart program for commercial customers](#) 02/28

Dispatchers

2023

- [FSM Password Change Requirements](#) 4/21

2021

- [Attention Dispatchers – New FSM Scheduler is here!](#) 02/03
- [Attention Dispatchers – Flash issue update](#) 01/12

2020

- [Attention Dispatchers – An Update on FSM and Adobe Flash](#)
12/01