

Field Updates

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All Technicians

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- [Viasat Tech Tools App – Download Now](#) 04/04, 04/11, 04/18, 04/25, 05/02
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2022

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- [My Viasat Update](#) 09/08
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- [New S-Tube Approved Mounting Surface](#) 04/07
- [New FSM Escalations](#) 01/27

2021

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- [New Tech Talk – Performance Follow Up Service Calls](#) 10/07
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- [March TechTalk video: New installation portal](#) 03/11
- [Check Viasat Discover for your Installer ID](#) 02/11
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2020

- [New Tech Talk video: Holiday Special](#) 12/21

- [New Tech Talk video: TextLine Drawing Winners](#) 12/07
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- [New Tech Talk video: Find the Flaw – Part 2](#) 11/09
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- [New Tech Talk video: Find the Flaw](#) 10/12
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- [Viasat 360 product update](#) 08/26
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- [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
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- [Viasat Central training must be complete by 2/18](#) 02/17
- [Announcing your new learning platform!](#) 02/12
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Fulfillment / DTV Technicians

2024

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

2023

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2022

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- [Earn Viasat Discover Training Badges](#) 07/27
- [Quality Audit Follow Up \(QAFU\) Work Orders](#) 01/27

2021

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- [Viasat 360 Contest Results](#) 02/12
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2020

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

Self-Installing Technicians

2022

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2020

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

Commercial Business Technicians

2024

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2023

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2021

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

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2020

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- [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
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Dispatchers

2023

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2021

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- [Attention Dispatchers – Flash issue update](#) 01/12

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