

Field Update: No Line of Site Process



No line of site process

This process outlines the steps a technician should follow when managing any work order type (service, upgrade, install) in the absence of a clear Line of Sight (NLOS).

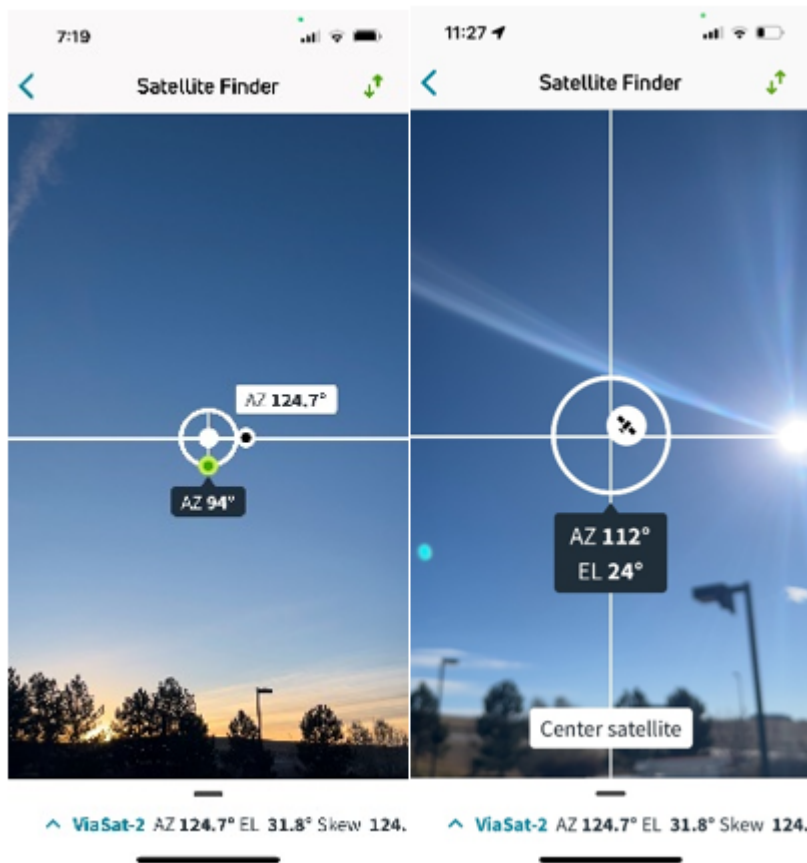
Reminder: An inclinometer provides the most accurate view of any potential obstructions.

NLOS Procedure: If NLOS is encountered, the technician must upload obstructed photos to the work order using the VTT app.

Steps for uploading NLOS photos:

1. Within the work order, navigate to Satellite Finder.
2. Choose the satellite
 - ex: VS1/VS2

3. Line up the Azimuth and Elevation indicators until the axis points meet on the Satellite/Circle. (this will generate cross hairs)

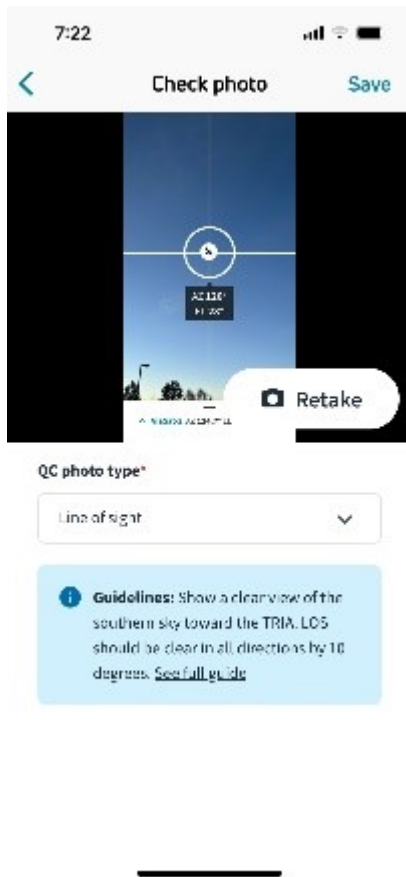


4. Line the cross hairs up to the satellite until the indicator turns green



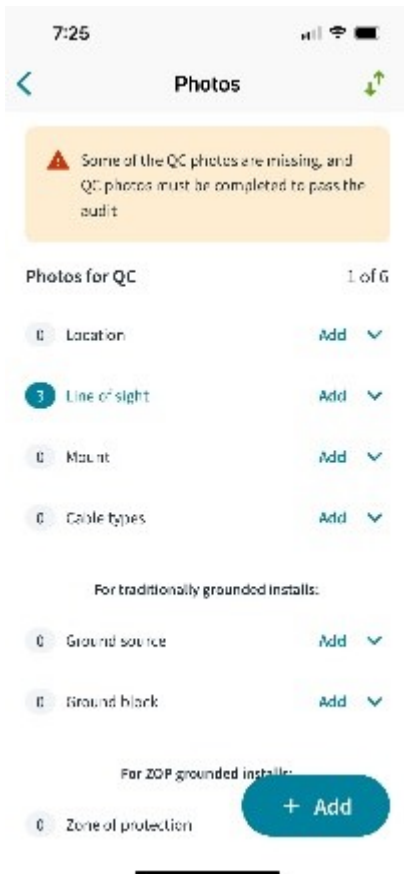
- HOLD THE PHONE IN POSITION FOR 2 SECONDS

5. VTT will automatically take the picture. Hit SAVE.



6. The photo will be uploaded within PHOTOS → Line-of-Sight tab

7. Within the Line of sight tab, upload additional photos to help support line of sight concerns.



After uploading NLOS photos:

- Technicians should attempt to contact their supervisor
 - If the technician is able to reach their supervisor. The supervisor will review the photos from the work order and make one of the following determinations for the work order:
 1. Identify alternative installation locations and have the technician try those options.
 2. Require a second opinion visits the site (Hold-NLOS Verification.)
 3. Agree that there is NLOS
 - The supervisor MUST notate FSM approving the NLOS and place order in

(Pending Cancel.)

Status modification for task T/5348498/2024

Status modification
Assigned → Hold

Additional data

Hold Status Reason*

- Coverage Troubles In Area
- Equipment Shortage
- NLOS Validation
- Technician Vehicle Troubles
- Viasat Outage
- Weather

Select

- If the technician is unable to get in touch with their supervisor:
 1. Place work order into a (HOLD- NLOS Validation) via dispatcher.
 2. If the technician believes they need a second opinion and requires another technician to visit the site, place the work order into a (Hold-NLOS Verification.)