Field Update: VTT New Features

VTT New Features

Audience:

- ETA Notifications
- Troubleshooting Feature

ETA Notifications

In the spirit of improving our communication and logistics between technician and customer, Viasat Tech Tools now has Estimated Time of Arrival (ETA) notifications.

This new system aims to enhance communication by providing customers with accurate and timely ETA updates directly from the technician in the field. It handles both on-time and delayed scenarios and emphasizes contacting dispatch for major delays.

ETA notifications will automatically pop up in the Viasat Tech Tools app to give a precise arrival time for the customer. Once ETA is entered and submitted, the customer will get a text message (if customer opted in) and an email informing them of technicians ETA.

Keep in mind: email and SMS/text may not be received by all customers. This does not replace a pre-call. **Pre-call is expected on all orders.**

EXAMPLE: Technician has an AM work order (8:00-11:00)

- On Time: For an (8:00-11:00) AM appointment, VTT prompts the technician at 7:00 AM. If the technician is on time, they select the estimated time they will be arriving within the appointment window.

- **Delayed beyond the timeframe:** update the ETA in VTT (e.g., to 11:30 AM). The customer is immediately notified of the change.

When do you expect to arrive at the next appointment?

ⓘ Your next job is **8:00 AM - 11:00 AM** at 4106 S College Ave, Fort Collins, Colorado 80525, US.

Open in maps
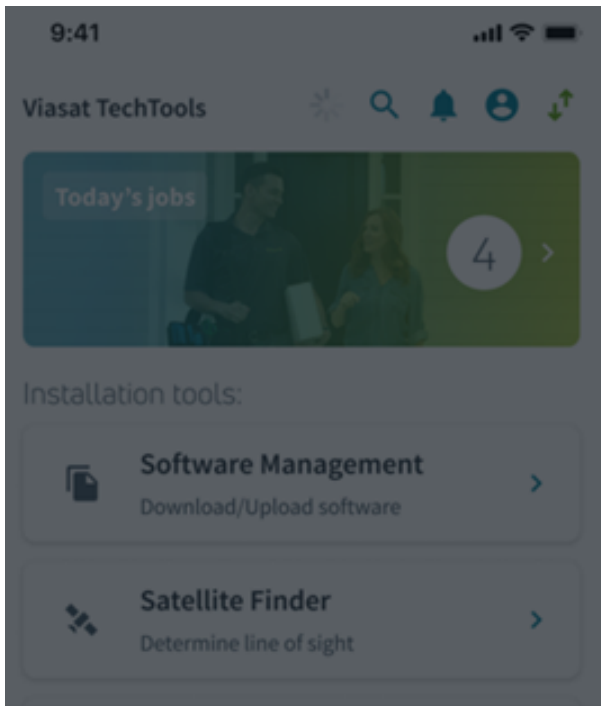

🕐 **Delayed**

9	00	
10	15	
11	**30**	**AM**
12	45	PM
1	00	

Submit

Note: If any concerns, call your dispatcher.

- **Significant Delay:** For substantial delays (1 HOUR BEYOND THE SCHEDULED WINDOW) technicians are instructed to contact dispatch for further assistance.

Troubleshooting Feature

To assist technicians facing challenges during on-site service calls, we've introduced a new, troubleshooting feature. This system is designed to streamline problem diagnosis and resolution, minimizing downtime and improving first-time fix rates.

Main Page → VTT Start Guided Troubleshooting → Resolution

Viasat TechTools   🔍 🔔 👤 ⬍

📄 **Software Management**
Download/Upload software   >

🛰 **Satellite Finder**
Determine line of sight   >

◎ **Map & Coordinates**
Recalculate your position   >

📡 **Pointing & Peaking**
Align the antenna   >

📶 **Modem Status**
Check modem information   >

⏻ **Service Activation**
Provisioning process   >

📋 **Debug**
Developer options and features   >
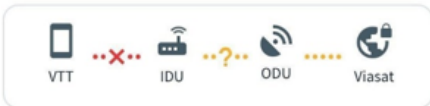
🔧 **Troubleshooting**
Resolve issues   >

Diagnosis results

No connection between VTT and IDU. Please connect to the right wifi.

VTT · · ✕ · · IDU · · ? · · ODU · · · · · Viasat

📡 IDU	Disconnected
Status	N/A
Type	N/A
Software	N/A

Start guided troubleshootin

Diagnosis results

No issues found.

VTT · · · · · IDU · · · · · ODU · · · · · Viasat
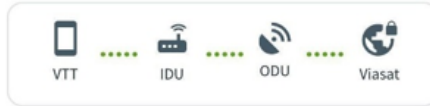
📡 IDU	Connected
Status	Online (000:00:00:51)
Type	SB2PLUSMODEM
Software	UT2_4.3.0.2.15

📡 ODU	
Telemetry	Active