Tech Bulletin: Reminders to Techs to use VTT app and the SB2+ Cable Extender


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Hello,

We have received multiple questions about modem activation and the cable extender with SB2+ modems and want to remind all technicians of the following.

First, you must use the **Viasat Tech Tools (VTT)** app when doing an installation or activating a new modem on a service call. Using the app to work through the install or work order will help you finish the service call quickly. Also, when logging into the VTT app for the first time, use your NUMERIC technician ID (leave off any letters), and then reset your password.

Second, when installing an SB2+ modem at a customer's location, there is a cable extender in the box with the modem that needs to be installed with it. This extender connects between the modem and the COAX cable, and prevents the connection on the back of the modem from getting too hot for a customer to safely touch.
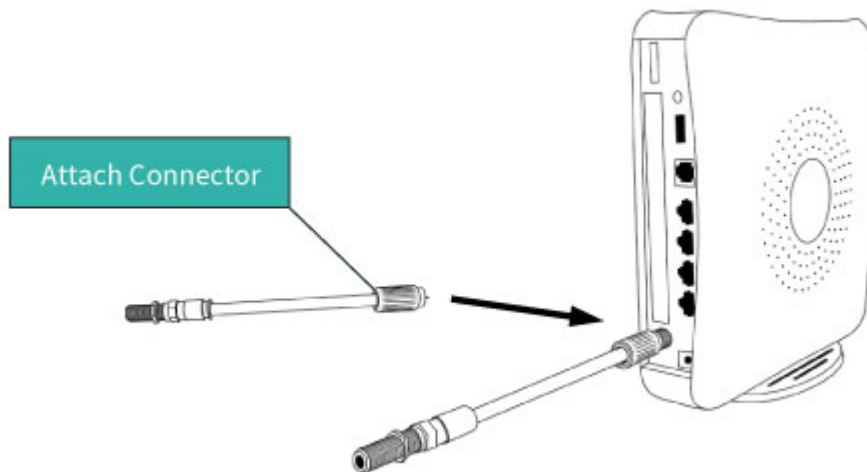
Should you have any questions, including instructions on installing and setting up the VTT app, please see the eGuide – https://eguide.field.viasat.com/