

Tech Bulletin: StreamOn Beta and Hub



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Hello,

Viasat is running a StreamOn Beta starting in late-September with select customers. When on a service call at a customer's house, you may see a new StreamOn hub attached to the Viasat modem or gateway.

The StreamOn Hub connects directly to the Viasat modem. This hub is legitimate and should remain plugged into the modem at the completion of the service call.

Hub

Includes a hub and a single USB cable for power and connection to the Viasat WiFi Gateway or Viasat WiFi modem.



1 Viasat StreamOn hub

2 Single USB cable for power and connection to the Viasat WiFi Gateway or modem

The hub is shipped to the customer directly and you should not remove this equipment even if it is faulty. If there is an issue with the hub, direct the customer to contact Viasat directly to have a new unit shipped to them.