Tech Bulletin: Viasat Modem Lock Troubleshooting Steps

Viasat Modem Lock Troubleshooting Steps

Hello,

If you encounter an issue with ANY Viasat Modem not being able to achieve Modem Lock, please see troubleshooting steps below.

Restore Factory Settings

1. Using a small paperclip or similar object, press the reset button on the back of the Modem.

2. Continue to hold the button for at least 10 seconds until the modem reboots.

3. Allow the modem to boot up and then proceed to Pointing and Peaking the antenna.
Note: In case the first reset does not allow the Modem to operate as normal, a second reset may be required.

After the reset and Pointing and Peaking has been completed, allow the modem to come online and update its software. Once software has successfully been updated, continue the normal process for provisioning.

If you're still experiencing problems, call Installer Relations at 1-888-278-6869.