

Tech Bulletin: Viasat Stream – Modem Swap Impacts to Hub



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Hello,

When a Viasat Stream customer does a modem swap their Viasat Stream hub will need to be updated in our back-end systems to operate on the new modem. Follow these steps to complete the modem swap process:

1. When a new modem needs to be installed, remove the hub from the old modem
2. Install the hub into the new modem
3. Reach out to our Installer Relations team at 888-278-6869 – they will complete the manual association of the hub to the new modem.