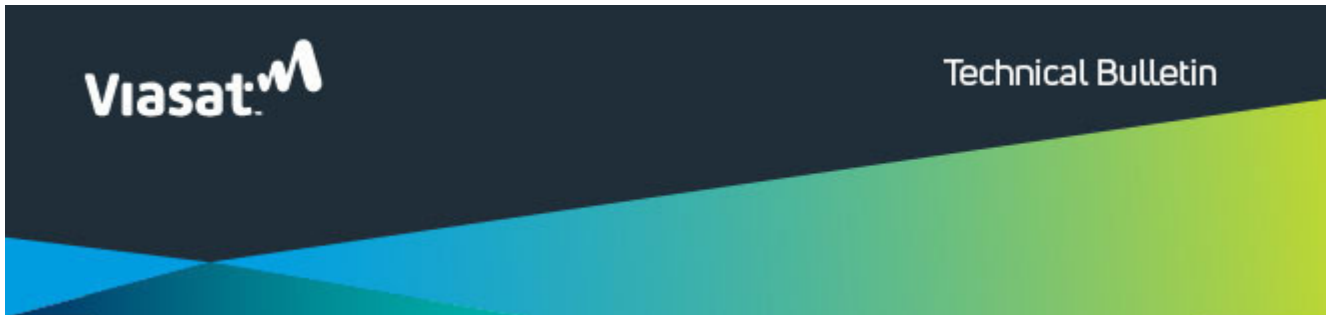


Tech Bulletin: Welcome to the newly updated eGuide!



Welcome to the newly updated eGuide!

Hello ,

Viasat has overhauled the technician eGuide to make this valuable resource easier to use, mobile friendly, and even more comprehensive. We want the eGuide to be a tool you can use on your daily installs and service calls to help increase your proficiency and ensure the job meets all of Viasat's installation standards.

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Viasat Products Manual – IDU

[Viasat WiFi Gateway – Password Label Description](#)[Viasat WiFi Gateway – Router Settings Tab](#)[Viasat WiFi Gateway – WiFi Setting Tab](#)[Viasat WiFi Gateway – Parental Control Tab](#)[Provisioning](#)[Troubleshooting](#)[Viasat Business](#)[Tech Bulletins](#)[Reseller Job Aids](#)[NRTC](#)[Retailer Job Aids](#)

Viasat Products Manual – IDU

Summary

The following information discusses the Viasat components used in providing Internet service.

This Job Aid covers:

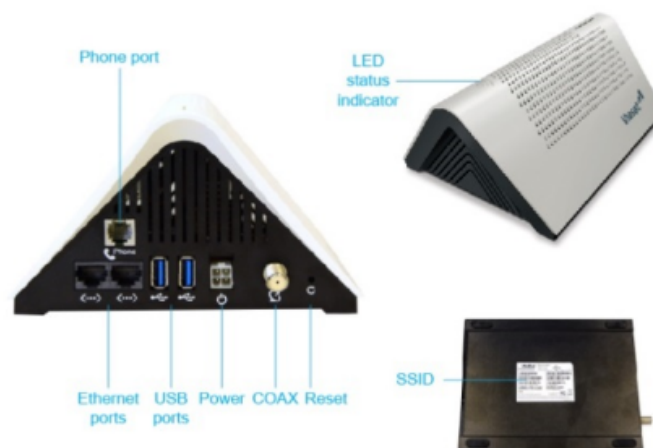
[Indoor Unit](#)

This job aid supports all audiences.

Indoor Unit

The Satellite Modem provides the interface between the satellite and the customer's computer. The modem is located inside the customer's premise and connects to the Outdoor Unit (ODU) through either a set of Coax Transmit (TX) and Receiver (RX) cable or a single combined TX/RX cable, depending on the modem model. The modem and customer's computer are connected by an Ethernet cable.

Viasat Wireless Gateway



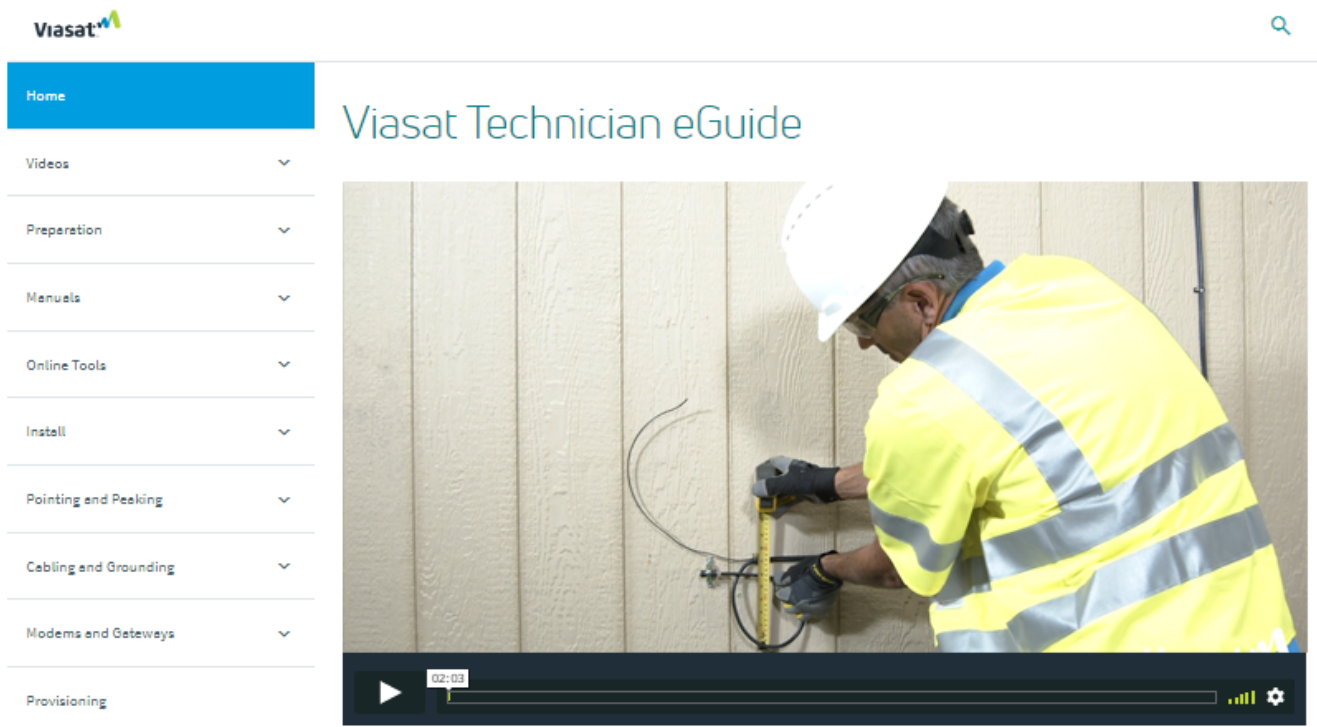
- Combined LED status indicators for network and Wi-Fi
- Wi-Fi 802.11 b/g/n/ac (Wi-Fi 5)
- Integrated ATA
- Physical Connections for:
 - Power adapter
 - USB – for charging devices only
 - Phone port
 - TX/RX COAX
 - Ethernet

Here are some of the great new features you will see in the new eGuide:

- Mobile-friendly design – so that you're able to access

the eGuide wherever the job may take you.

- TechTalks! – This is the place to see all kinds of content relevant to Viasat technicians: new products, how-to's, kudos, interesting things to make your job easier, and to keep you informed. [Click here](#) to watch the latest TechTalk.



- Enhanced search capability – the whole eGuide is now fully searchable.
- Easy translation to multiple languages using the **Select Language** drop-down for English, Spanish, and Portuguese, with more languages to be added as our business grows.
- Dedicated email address for comments and suggestions for the eGuide: field.questions@viasat.com

Be sure to bookmark the new eGuide:
<https://eguide.field.viasat.com/>

Check it out, use it on the job, and let us know what you think!