Viasat TechTools (VTT) App [Americas]

OVERVIEW

INSTALLATION

SERVICE CALL (Equipment Swap)

VS360 SOLUTIONS

PHOTO UPLOADER

This Job Aid covers the following:

Registration and Login

Dashboard

Assigned Jobs

Software Management

Satellite Finder

Map & Coordinates

Pointing & Peaking

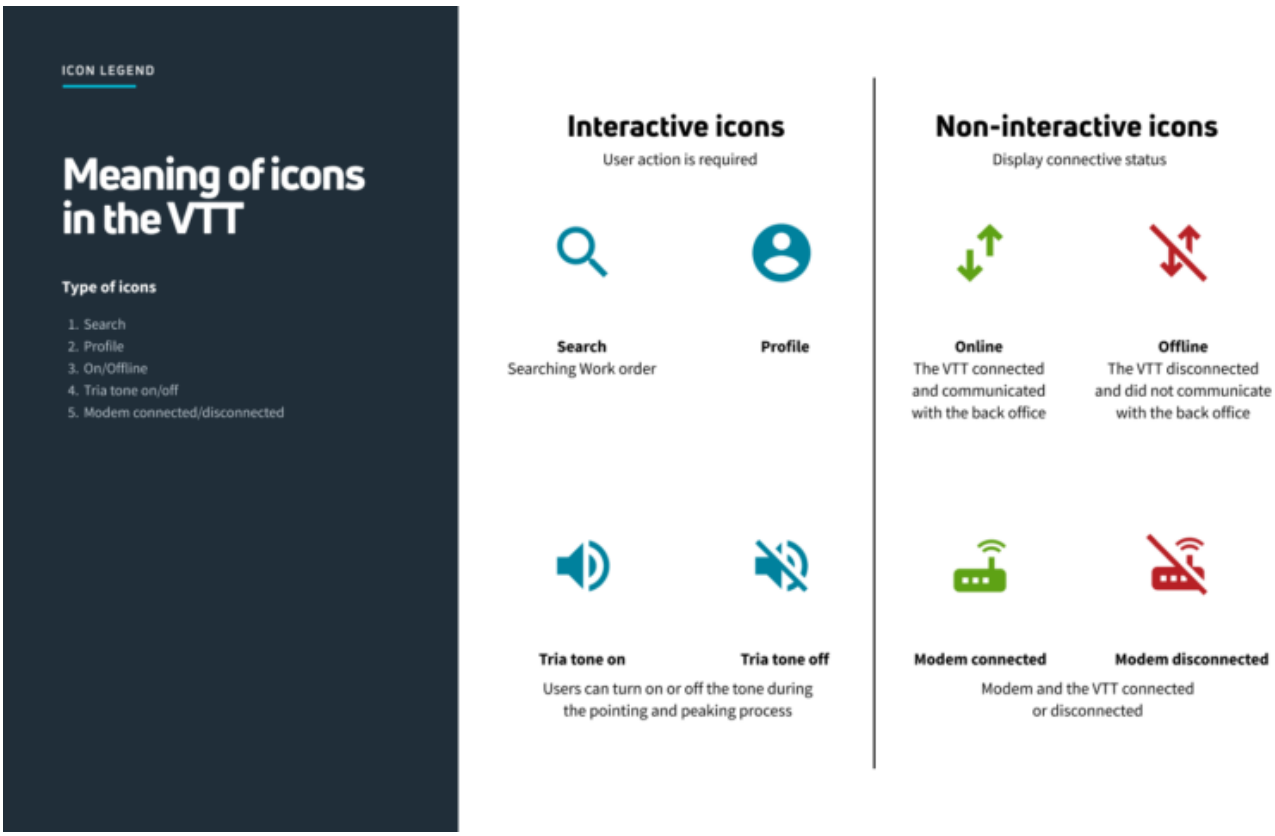
Service Activation

Modem Status

Report History

Account Settings

This Job Aid supports the technician audience.



Registration and Login

The Viasat TechTools app is compatible with ViaSat-3 (VS-3), ViaSat-2 (VS-2), and ViaSat-1 (VS-1) installations.

The Viasat TechTools app is available for download on both iOS and Android devices by clicking the appropriate link below.

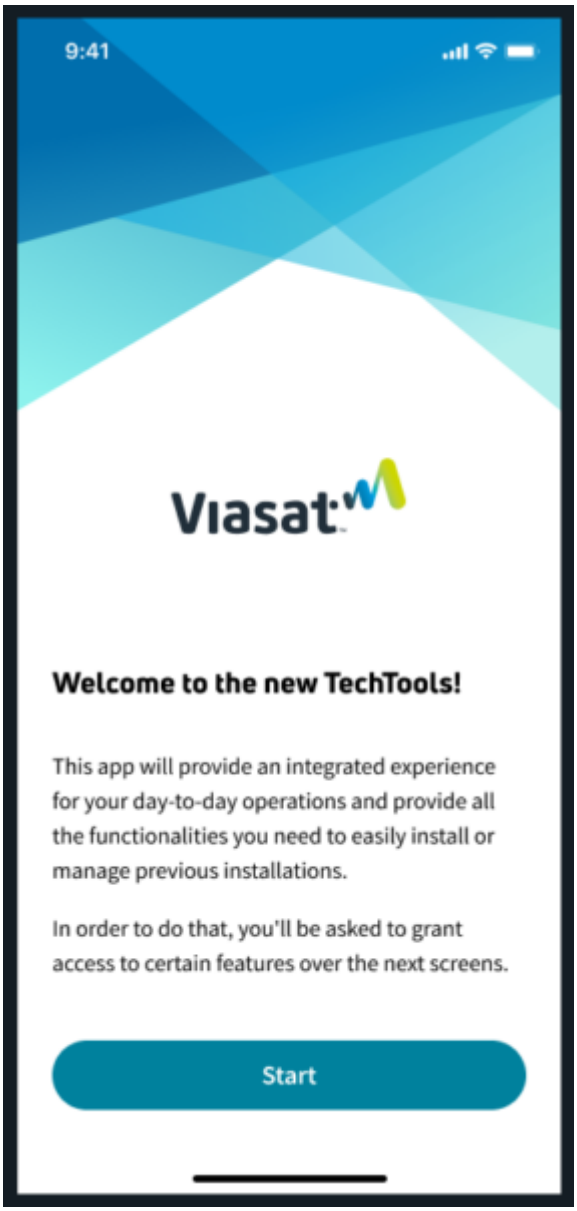
Download on the App Store

GET IT ON Google Play

Registration and Setup

Step 1

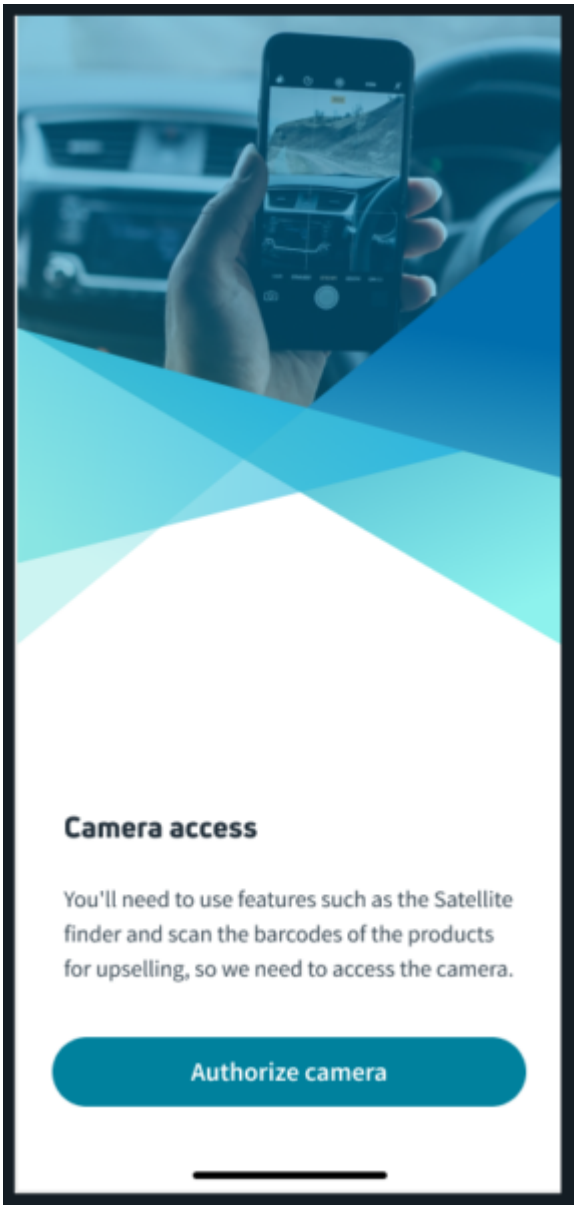
Open the Tech App and press **Start**.

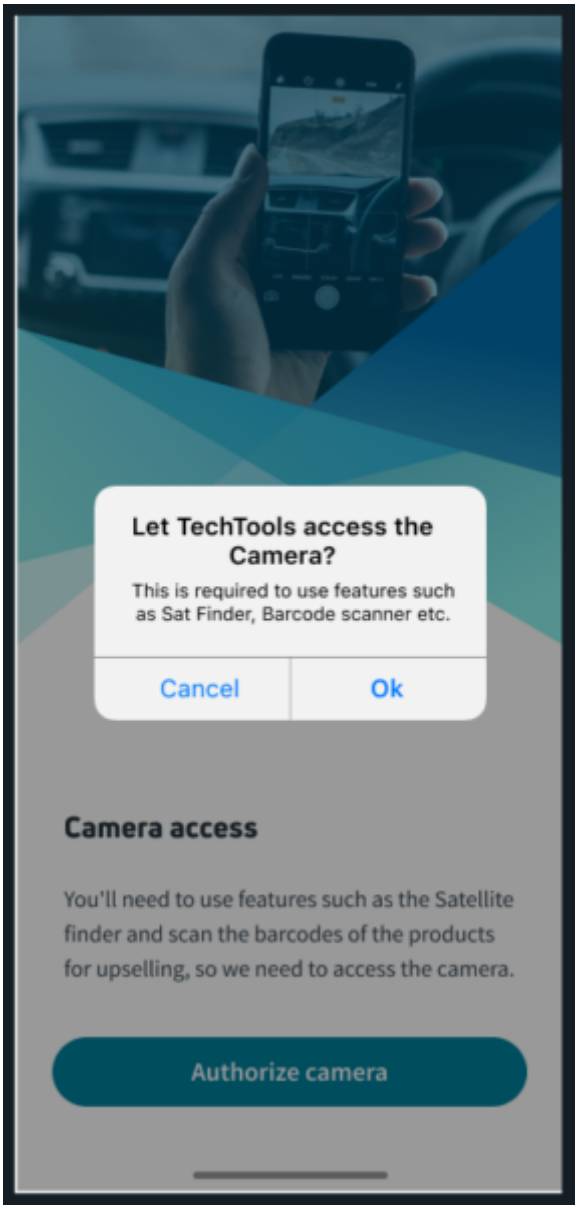


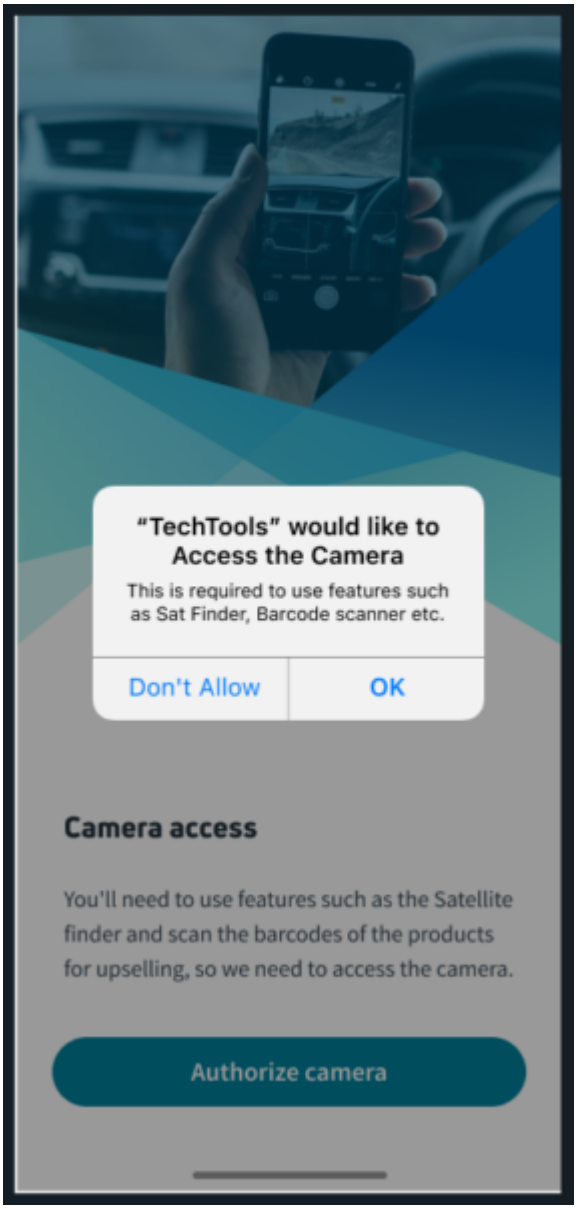
Step 2

Allow access to the **Camera**, **Location**, and **Notifications**.

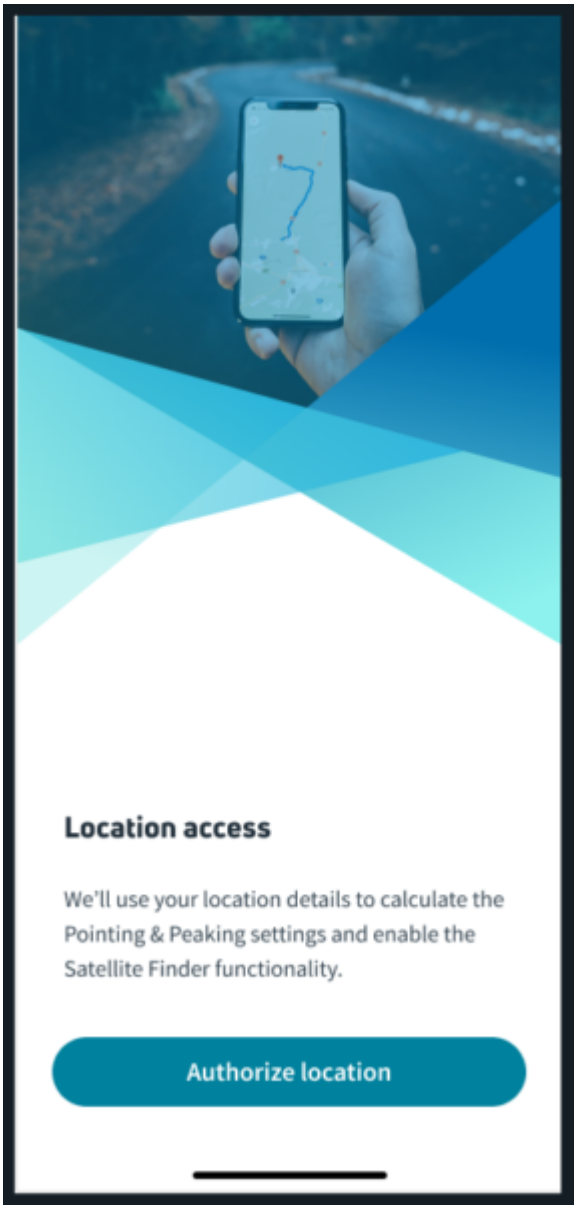
Camera

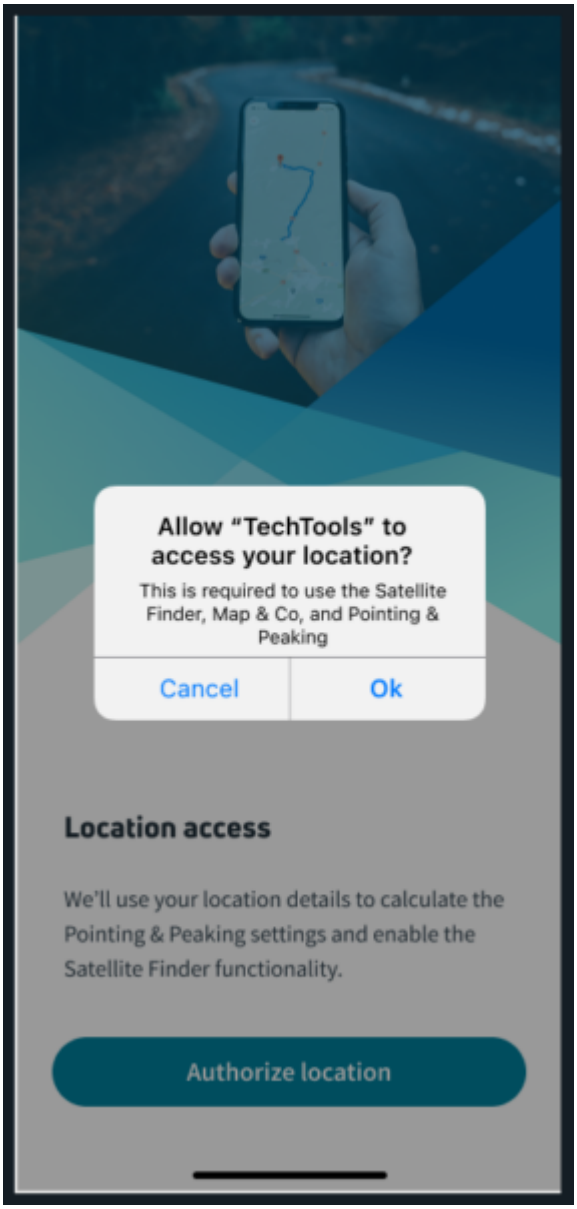

Camera access
You'll need to use features such as the Satellite finder and scan the barcodes of the products for upselling, so we need to access the camera.
Authorize camera

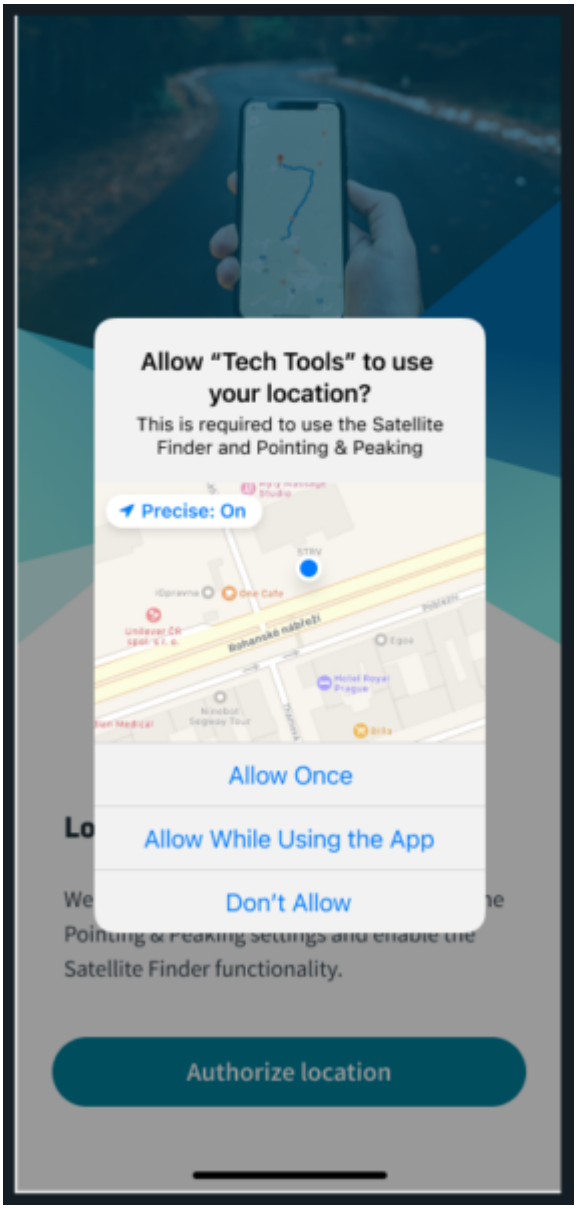

Let TechTools access the Camera?
This is required to use features such as Sat Finder, Barcode scanner etc.
Cancel
Ok
Camera access
You'll need to use features such as the Satellite finder and scan the barcodes of the products for upselling, so we need to access the camera.
Authorize camera


"TechTools" would like to Access the Camera
This is required to use features such as Sat Finder, Barcode scanner etc.
Don't Allow
OK
Camera access
You'll need to use features such as the Satellite finder and scan the barcodes of the products for upselling, so we need to access the camera.
Authorize camera

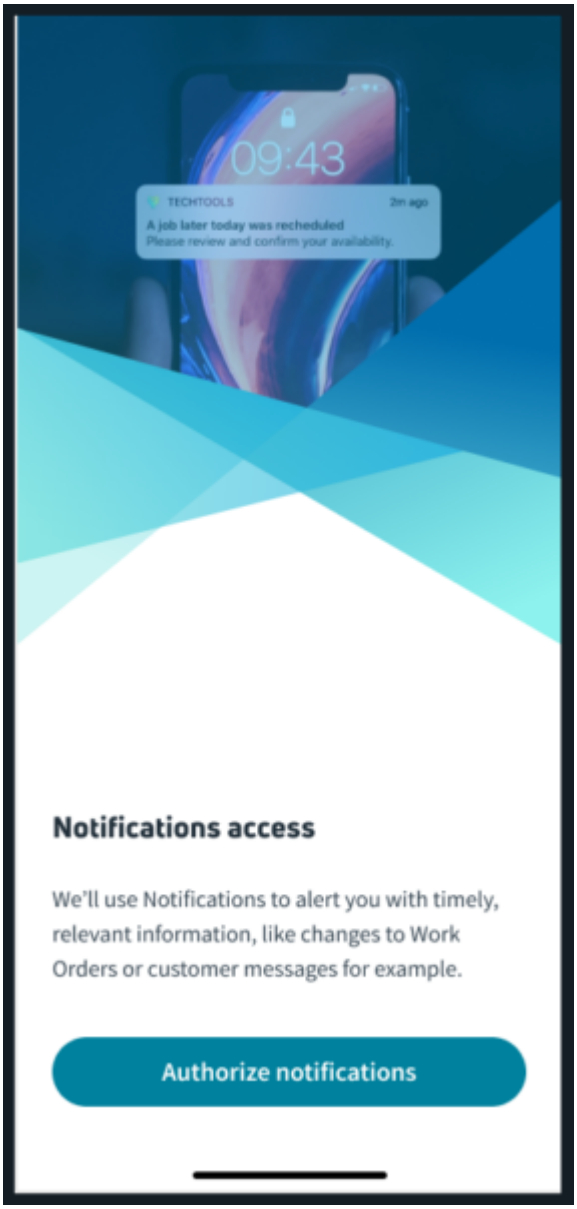
Location

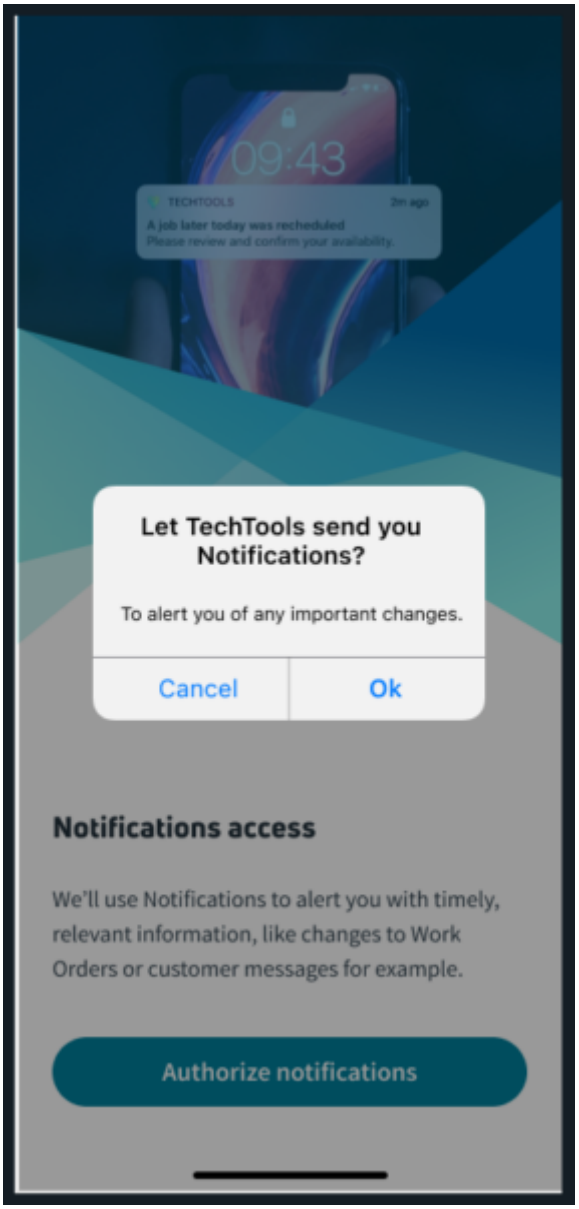

Location access
We'll use your location details to calculate the Pointing & Peaking settings and enable the Satellite Finder functionality.
Authorize location

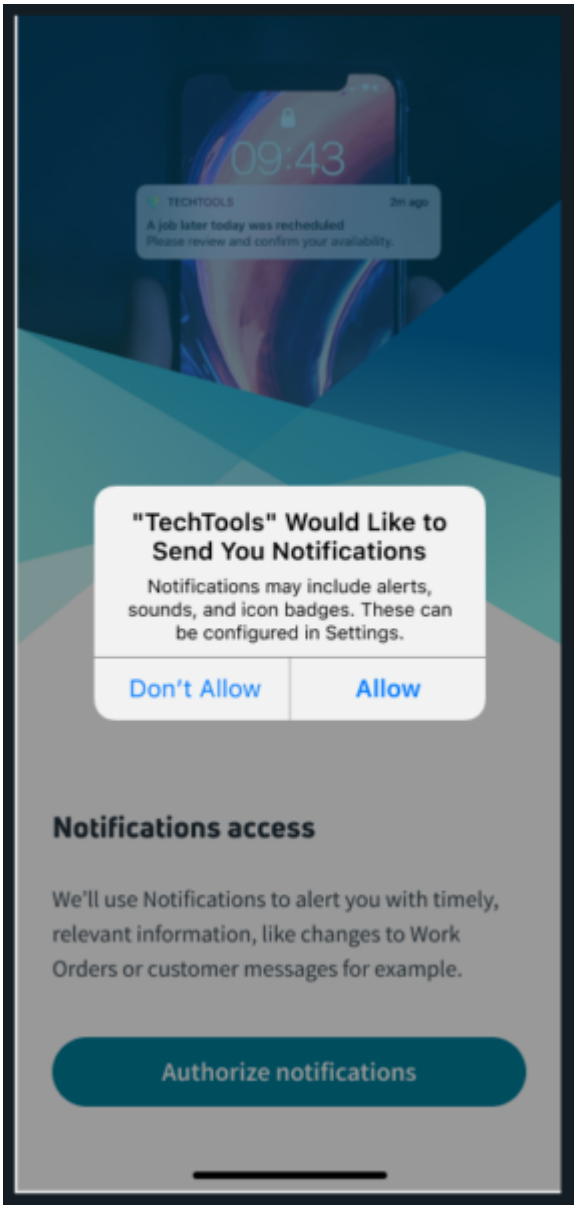

Allow "TechTools" to access your location?
This is required to use the Satellite Finder, Map & Co, and Pointing & Peaking
Cancel
Ok
Location access
We'll use your location details to calculate the Pointing & Peaking settings and enable the Satellite Finder functionality.
Authorize location



Notifications

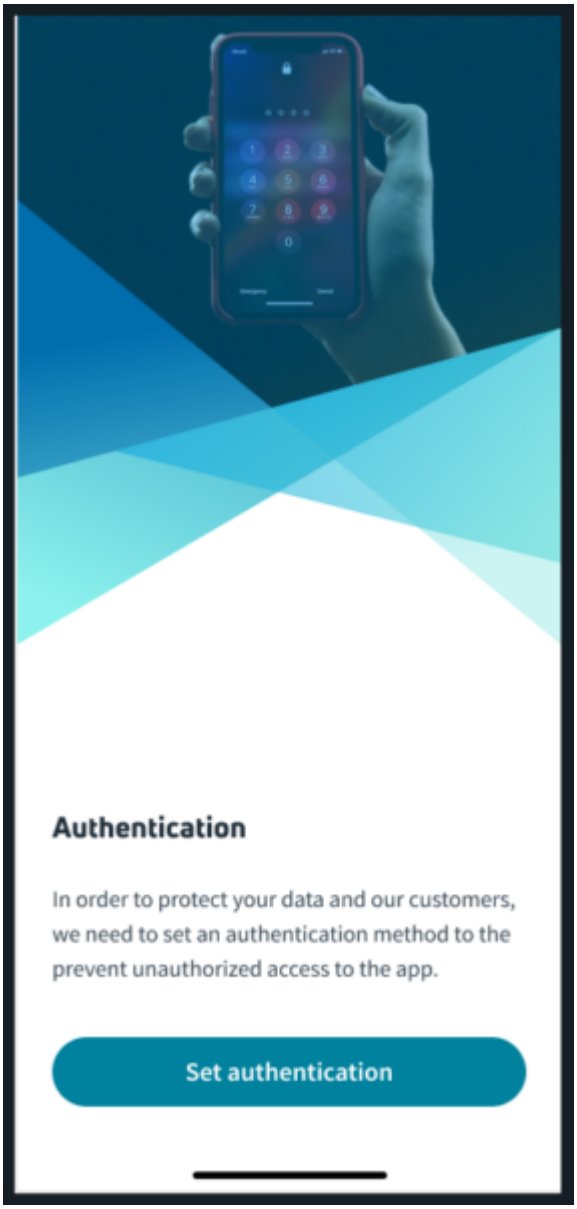

09:43
TECHTOOLS
2m ago
A job later today was recheduled
Please review and confirm your availability.
Notifications access
We'll use Notifications to alert you with timely, relevant information, like changes to Work Orders or customer messages for example.
Authorize notifications

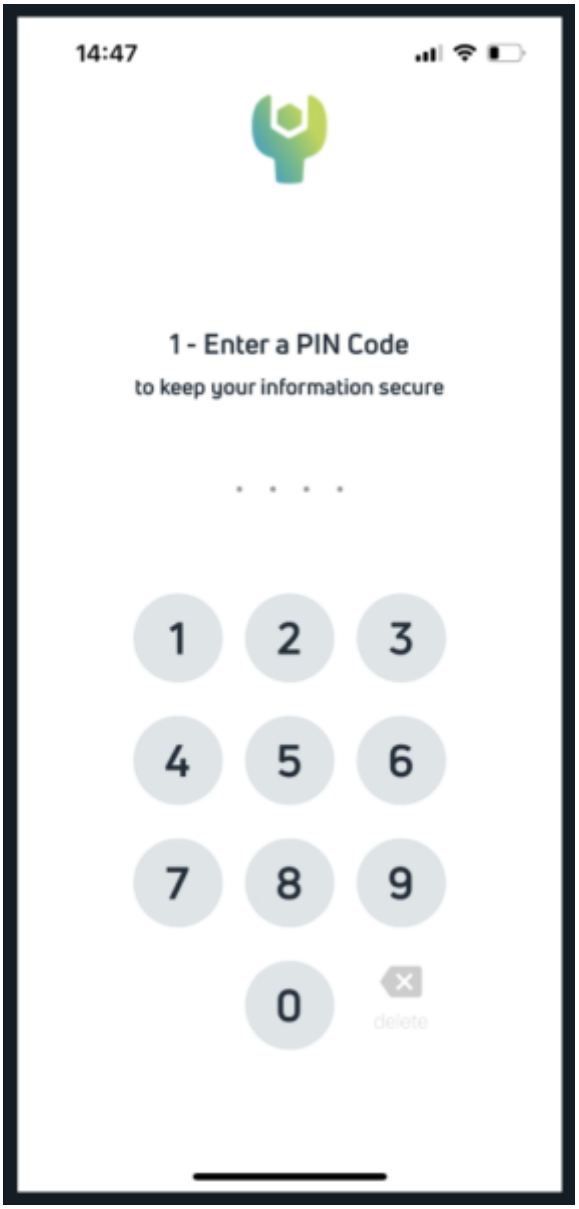

09:43
TECHTOOLS
2m ago
A job later today was recheduled
Please review and confirm your availability.
Let TechTools send you Notifications?
To alert you of any important changes.
Cancel
Ok
Notifications access
We'll use Notifications to alert you with timely, relevant information, like changes to Work Orders or customer messages for example.
Authorize notifications

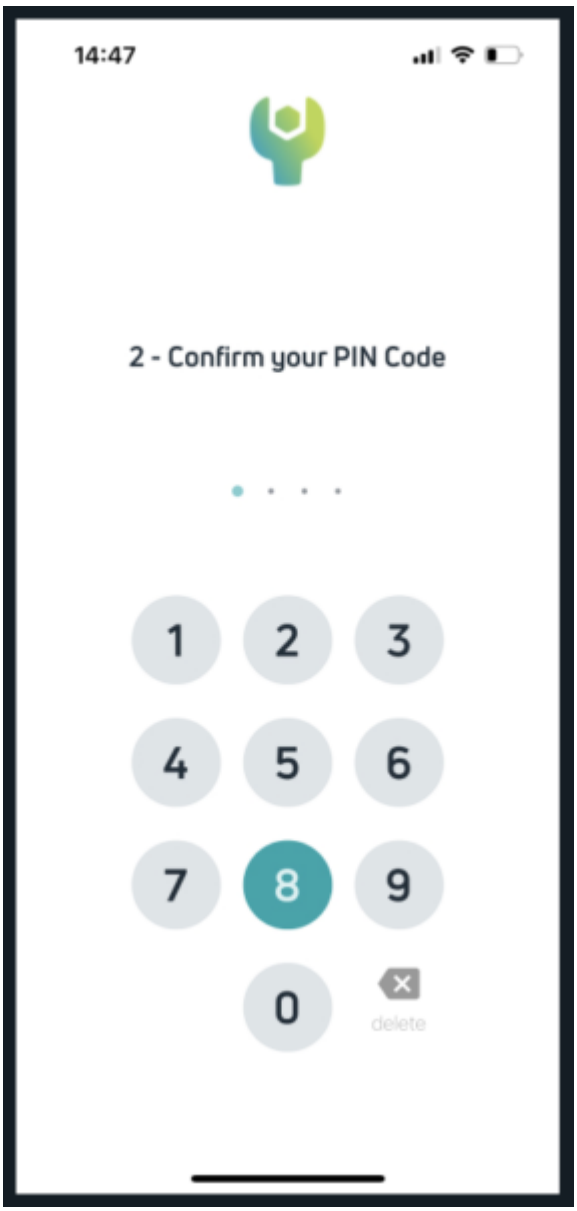


Step 3

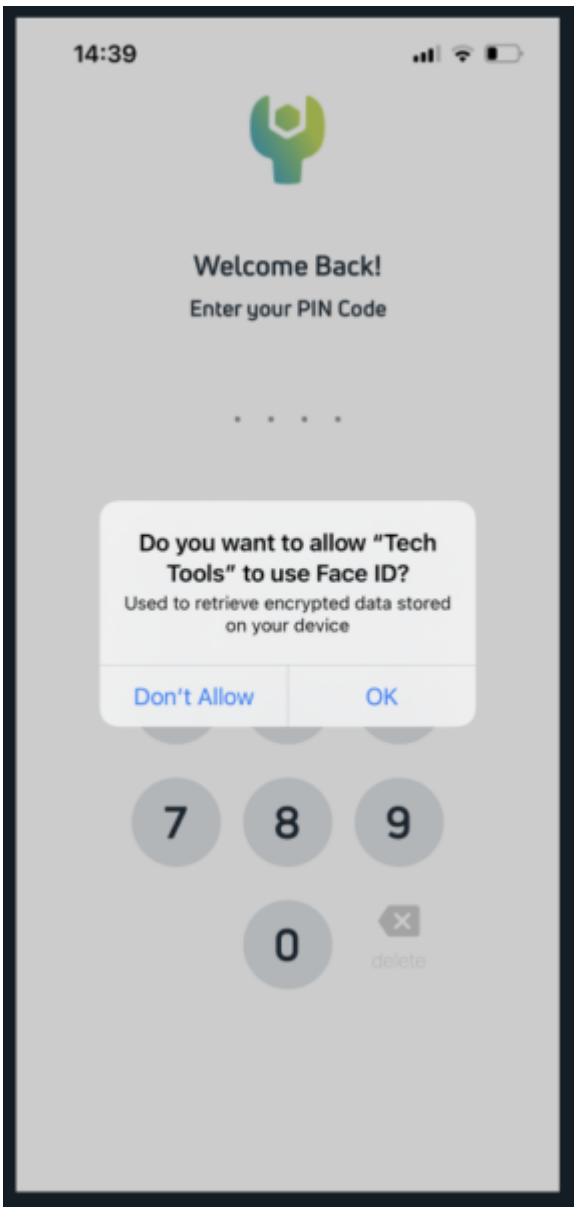
Setup the Authentication Pin: Enter a 4-digit pin and reenter it when prompted to confirm.

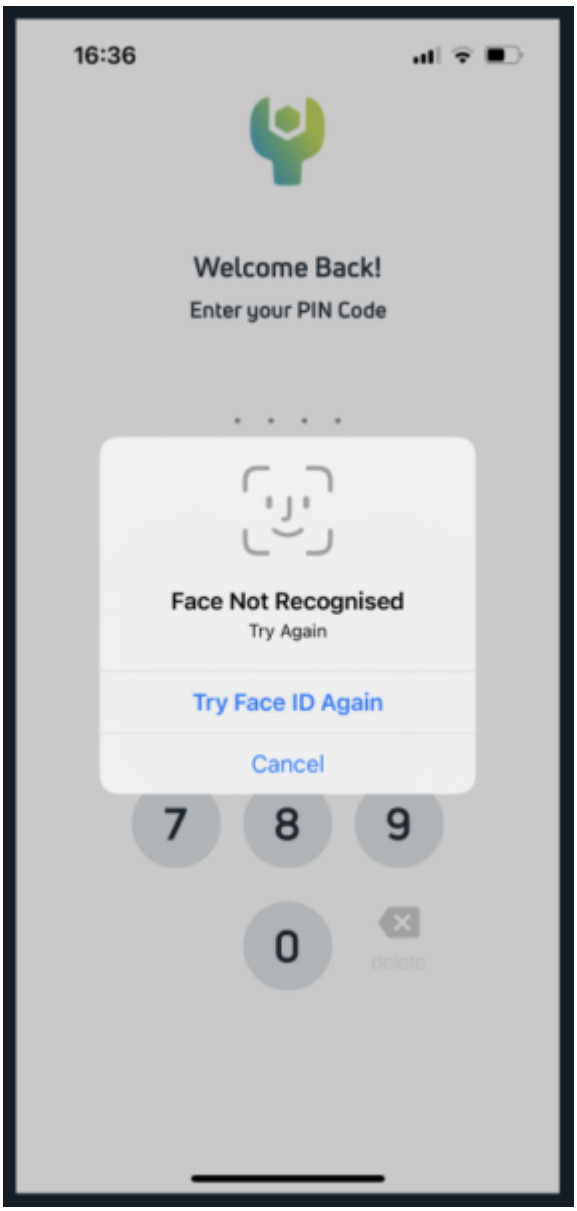

Authentication
In order to protect your data and our customers, we need to set an authentication method to the prevent unauthorized access to the app.
Set authentication


14:47
1 - Enter a PIN Code
to keep your information secure
1
2
3
4
5
6
7
8
9
0
delete



Depending on the device, you may enable biometric authentication, like fingerprint or Face ID.



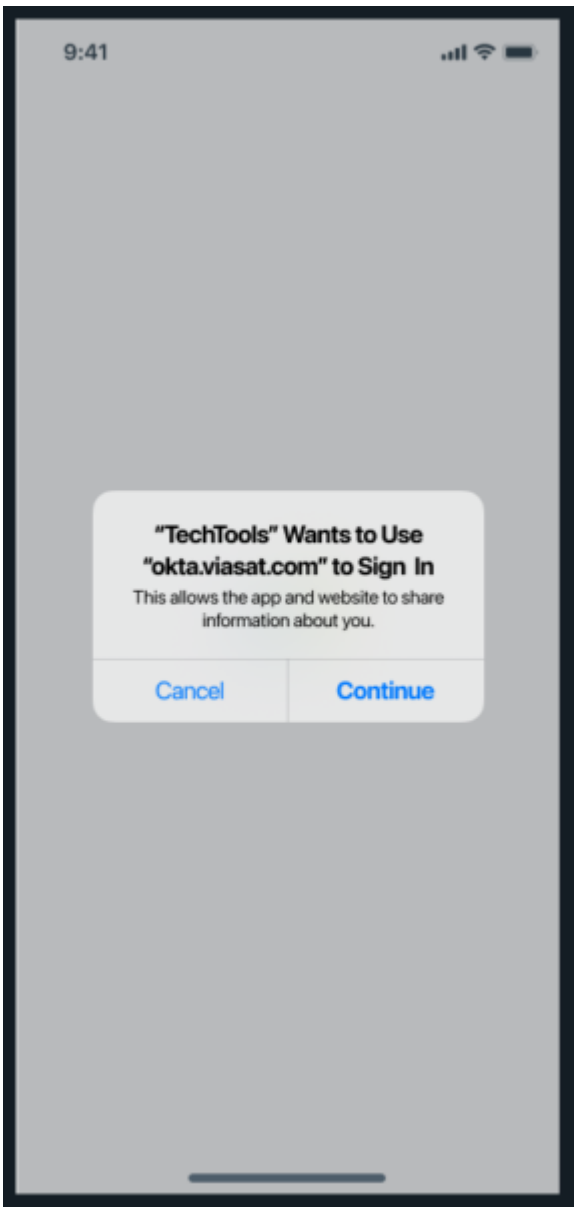


Step 4

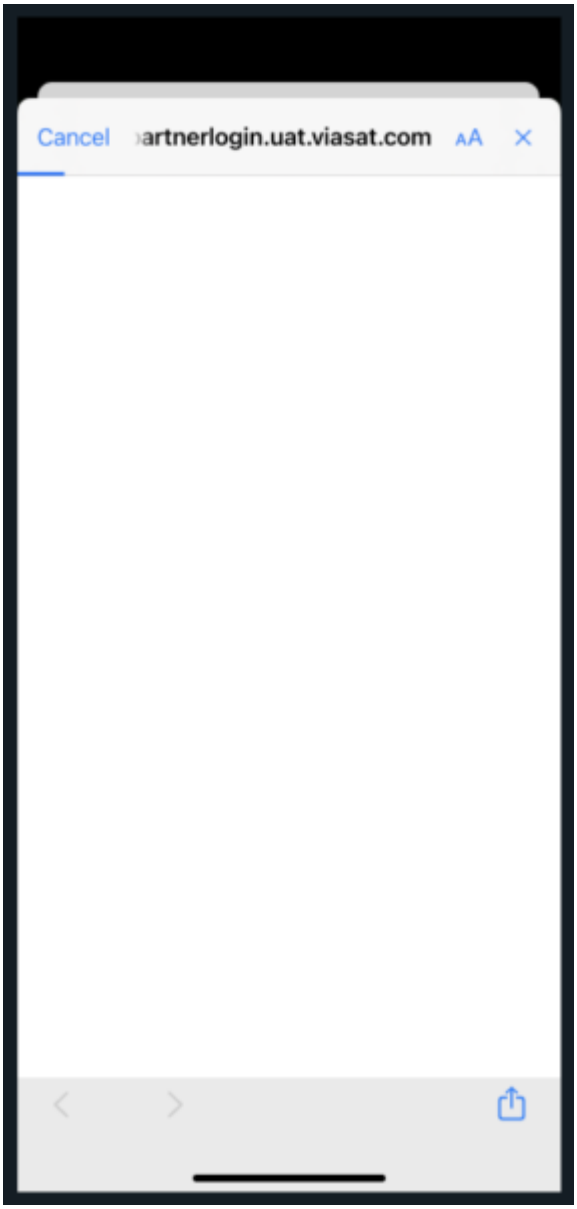
You will now be prompted to choose your login type.

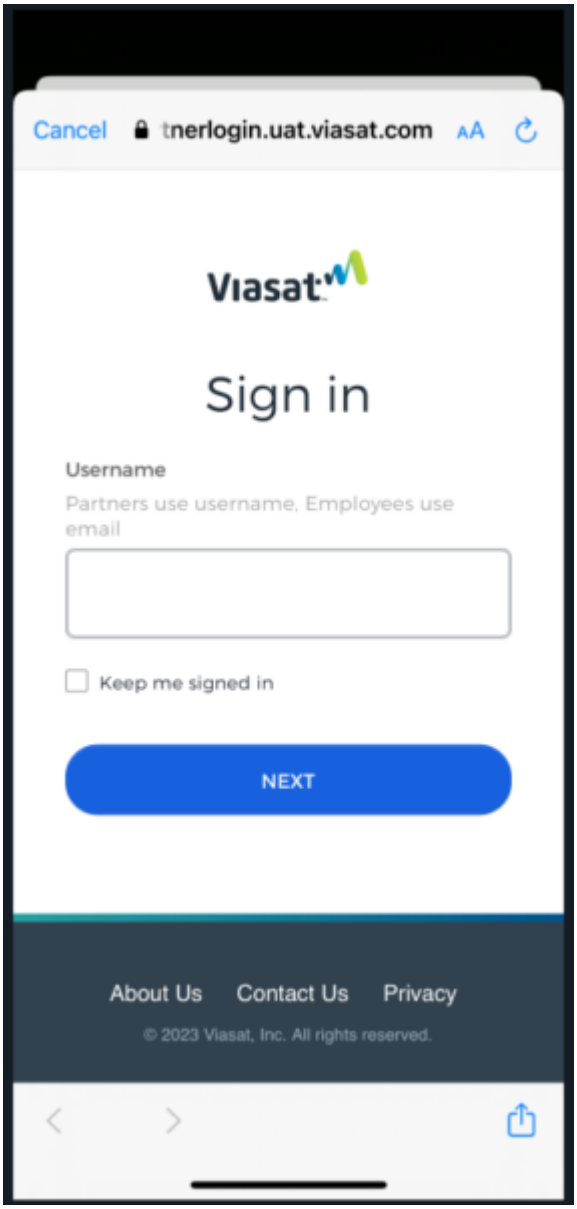
9:41
Viasat
Sign into TechTools
Depending on your country or region, you will use either your Installer ID or Email and Password to sign in.
Please select the region you are operating in.
North & South America
Europe

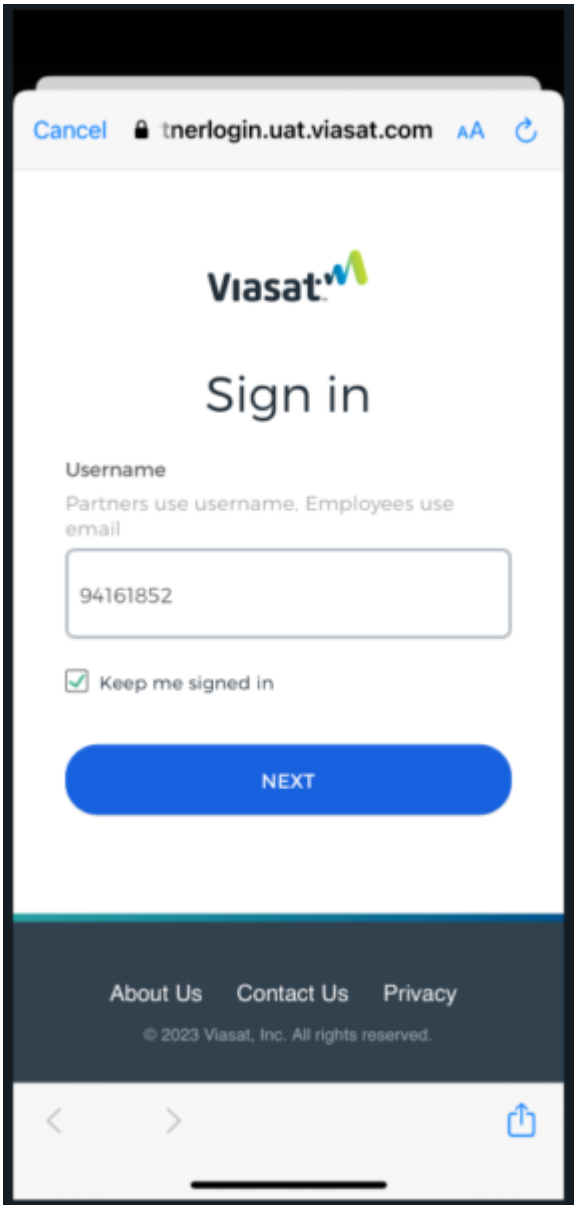
9:41

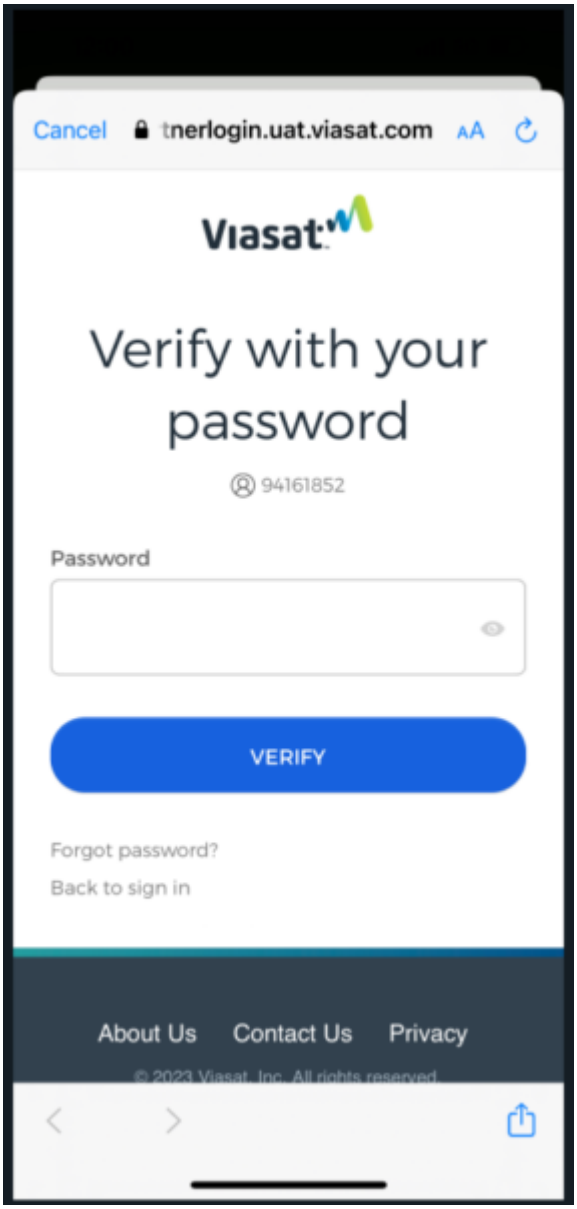


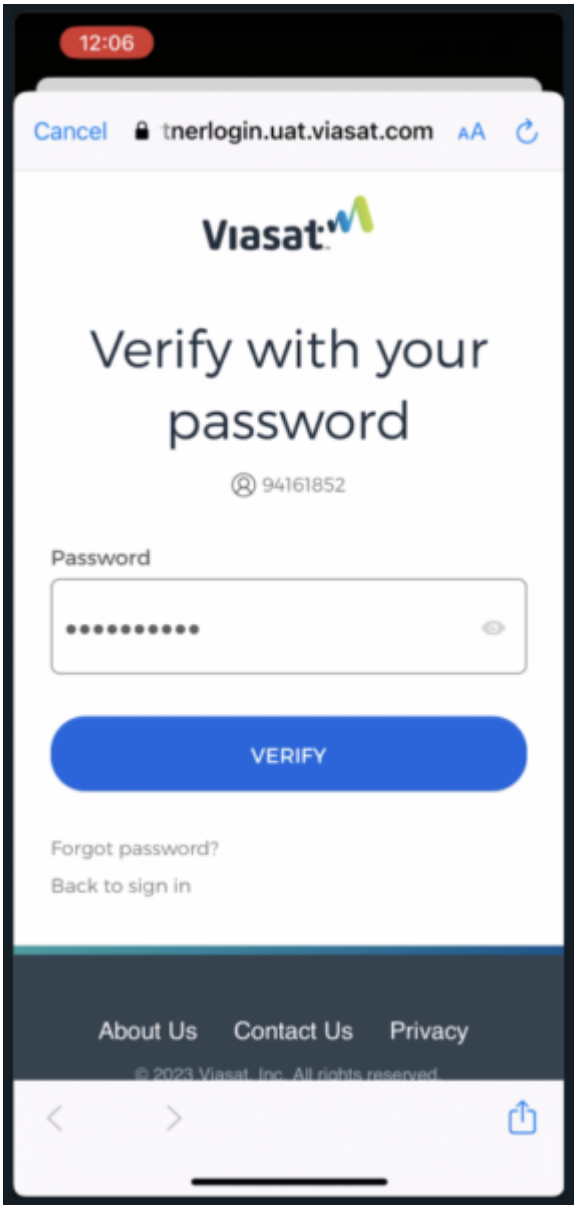
You will be prompted that "'TechTools' wants to Use 'okta.viasat.com' to Sign In." Press **Continue**. You'll see a blank load screen, and when loaded you will register securely with your credentials (8-digit installer ID) via **Okta**.

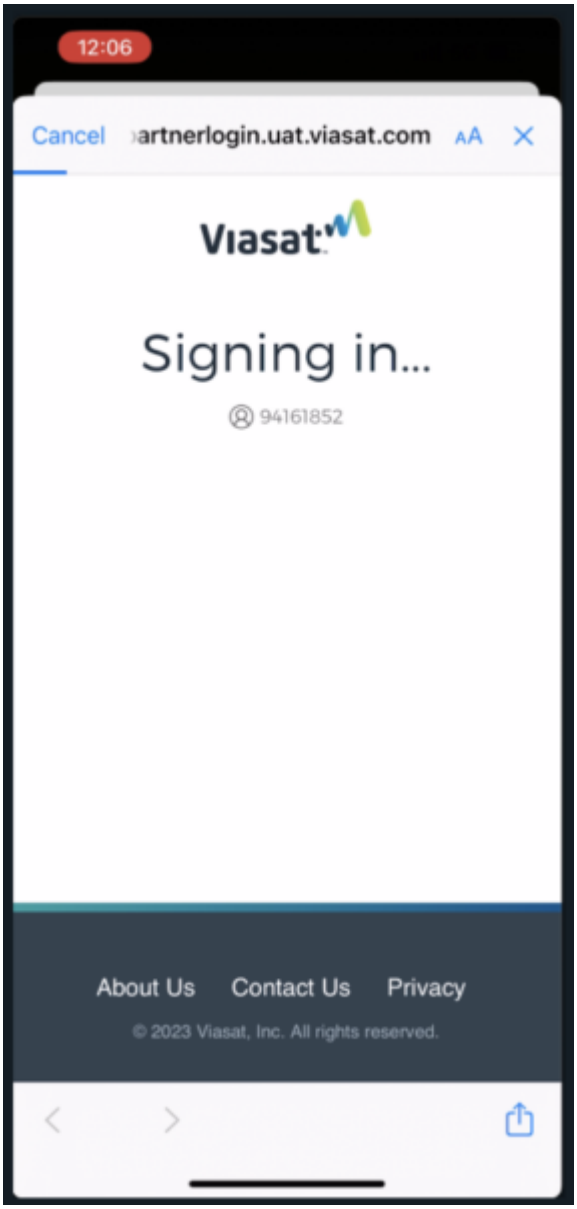

Cancel
artnerlogin.uat.viasat.com
AA


Cancel
tnerlogin.uat.viasat.com
AA
Viasat
Sign in
Username
Partners use username, Employees use email
Keep me signed in
NEXT
About Us
Contact Us
Privacy
© 2023 Viasat, Inc. All rights reserved.


Cancel
tnerlogin.uat.viasat.com
AA
Viasat
Sign in
Username
Partners use username. Employees use email
94161852
Keep me signed in
NEXT
About Us
Contact Us
Privacy
© 2023 Viasat, Inc. All rights reserved.


Cancel
tnerlogin.uat.viasat.com
AA
Viasat
Verify with your password
94161852
Password
VERIFY
Forgot password?
Back to sign in
About Us
Contact Us
Privacy

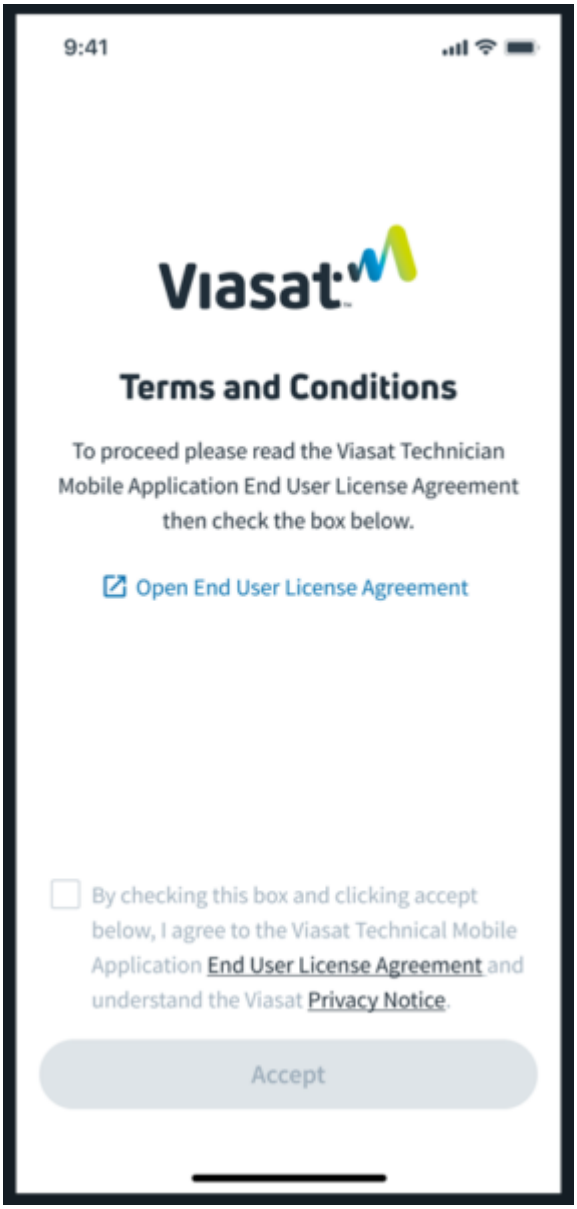

12:06
Cancel
tnerlogin.uat.viasat.com
AA
Viasat
Verify with your password
94161852
Password
VERIFY
Forgot password?
Back to sign in
About Us
Contact Us
Privacy



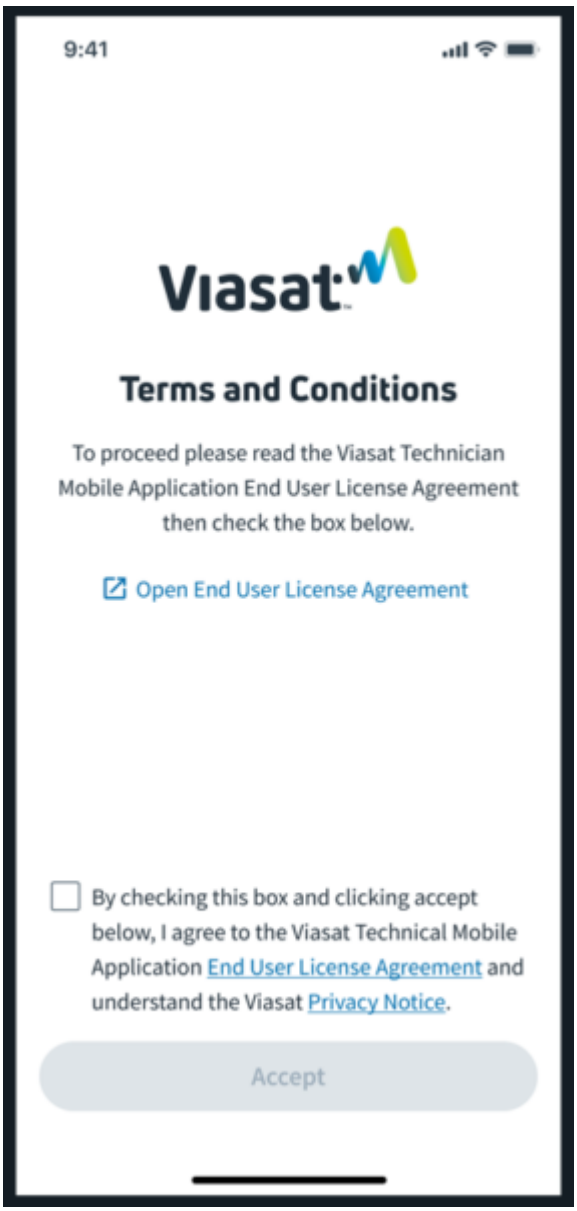
You will be then signed into TechTools.

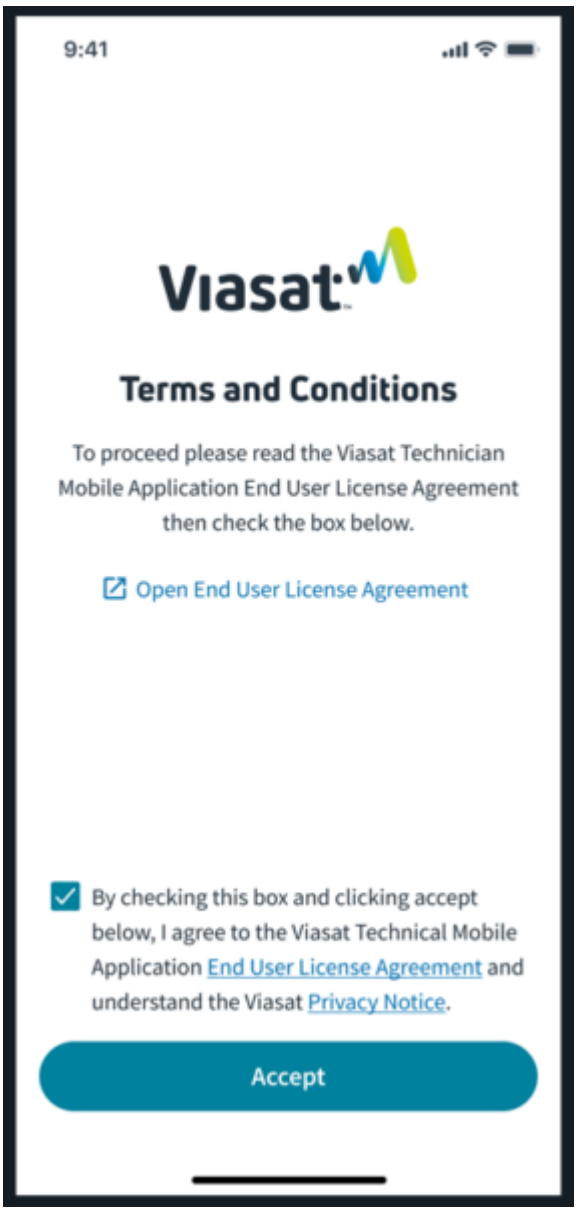
Next, you'll be sent through the Terms and Conditions page. You will need to open and read the End User License Agreement first to enable the checkbox to move on to the next step to accept the Terms and Conditions.

9:41


9:41
Viasat
Terms and Conditions
To proceed please read the Viasat Technician Mobile Application End User License Agreement then check the box below.
Open End User License Agreement
By checking this box and clicking accept below, I agree to the Viasat Technical Mobile Application End User License Agreement and understand the Viasat Privacy Notice.
Accept

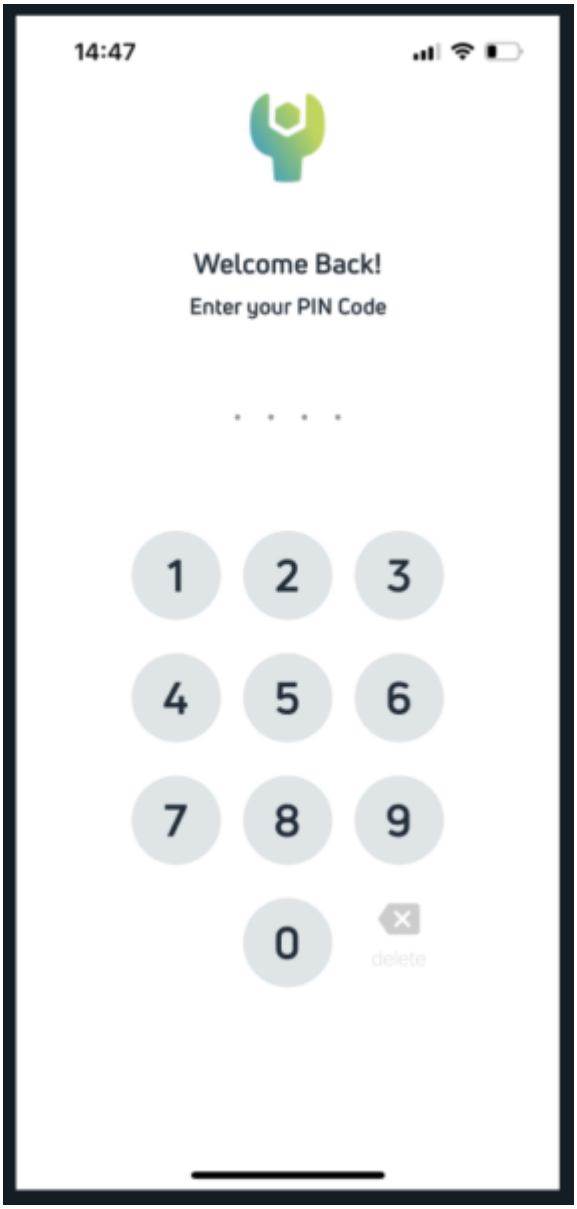
9:41
Cancel
termsandconditions.viasat.com
AA
Viasat
Viasat Terms & Conditions
Last Updated: 2019-06-20
This End User License Agreement ("License") is an agreement between you and Viasat, Inc., with its principal place of business at 6155 El Camino Real, Carlsbad, California, 92009 ("Viasat"). This License governs your use of Viasat's technician mobile application that provides you with access to support tools for the installation and use of Viasat's internet services, and any and all related documentation, updates, and upgrades that replace or supplement Viasat's technician mobile application in any respect which are not distributed with a separate license agreement (the "Application") and your use of the Application and related services (collectively the "Service"). The Application, and your use of

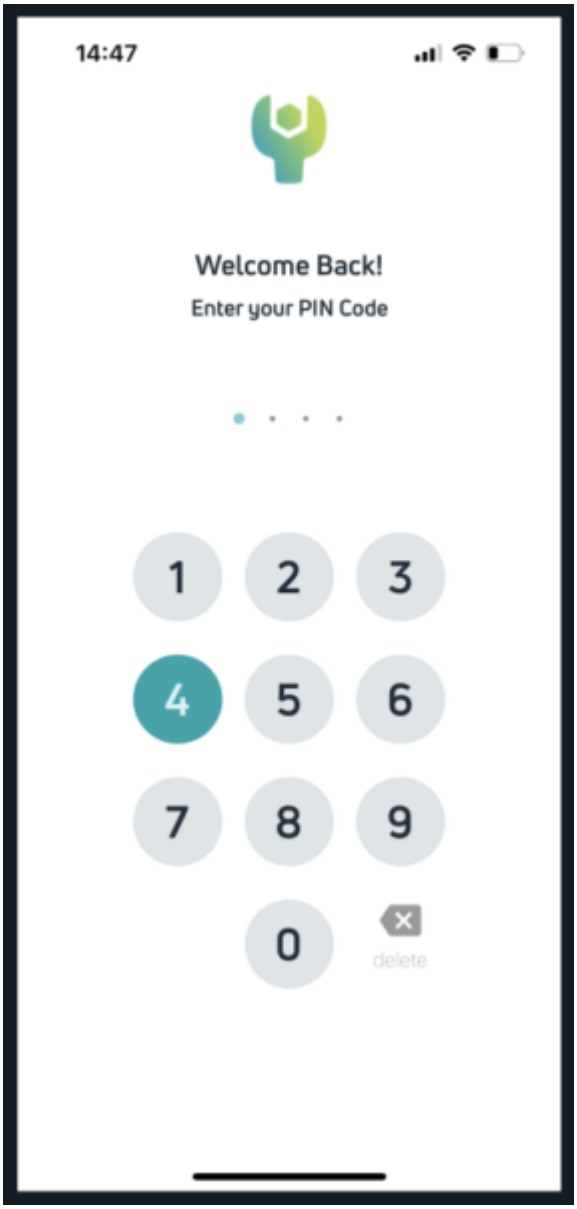




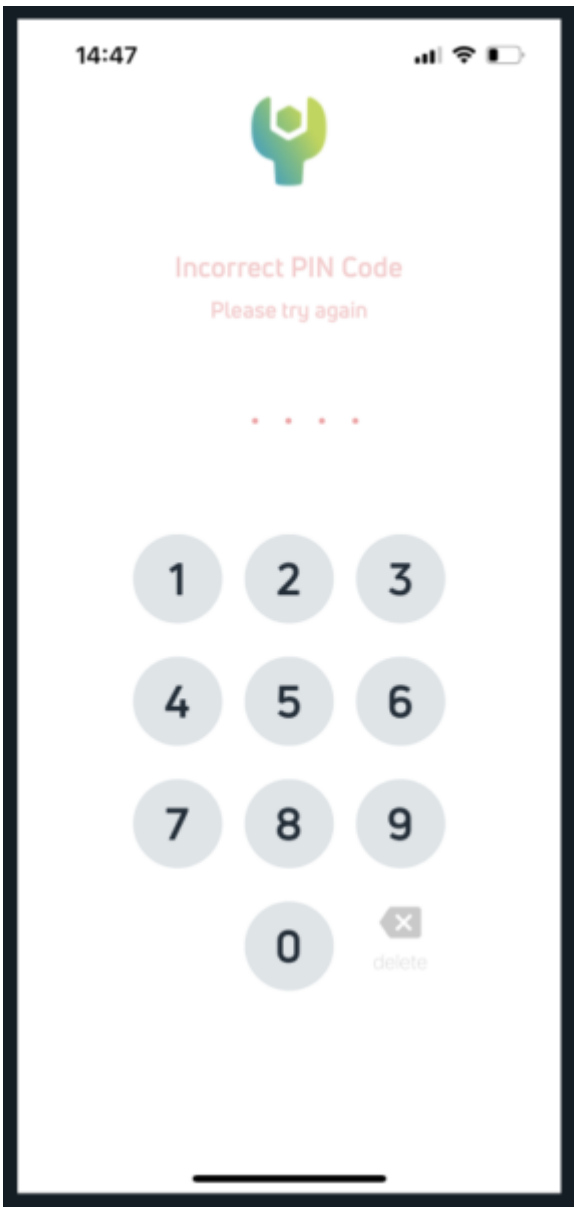
Login

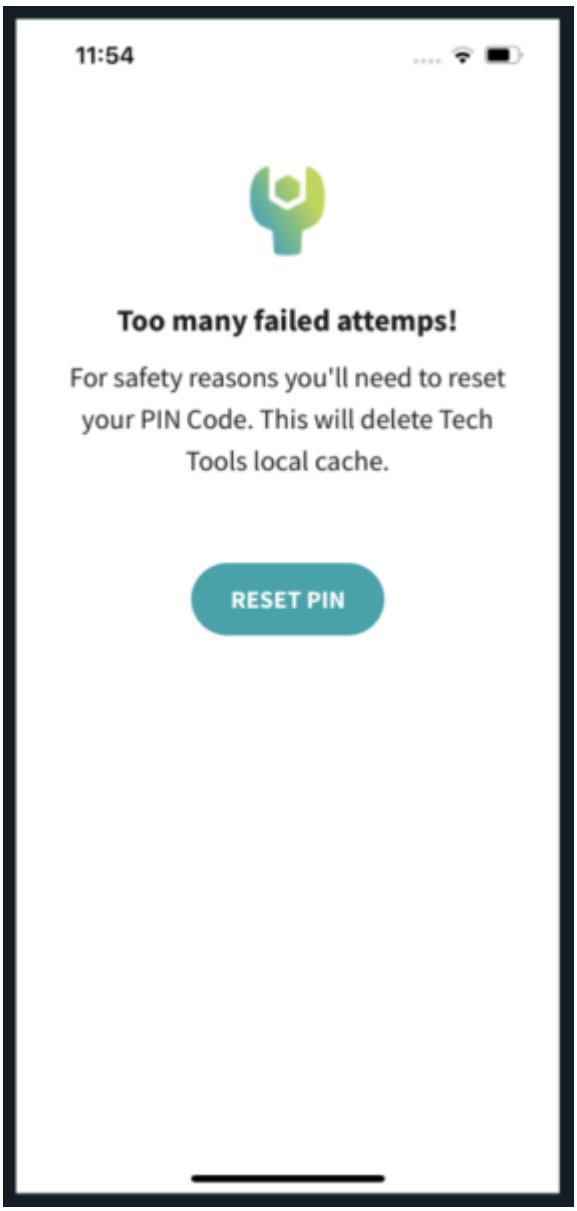
Now back in the app, open the app and enter the PIN used to set up the account.





Should the pin not match, a prompt will have you try again. Too many failed attempts will require a reset of the PIN code.

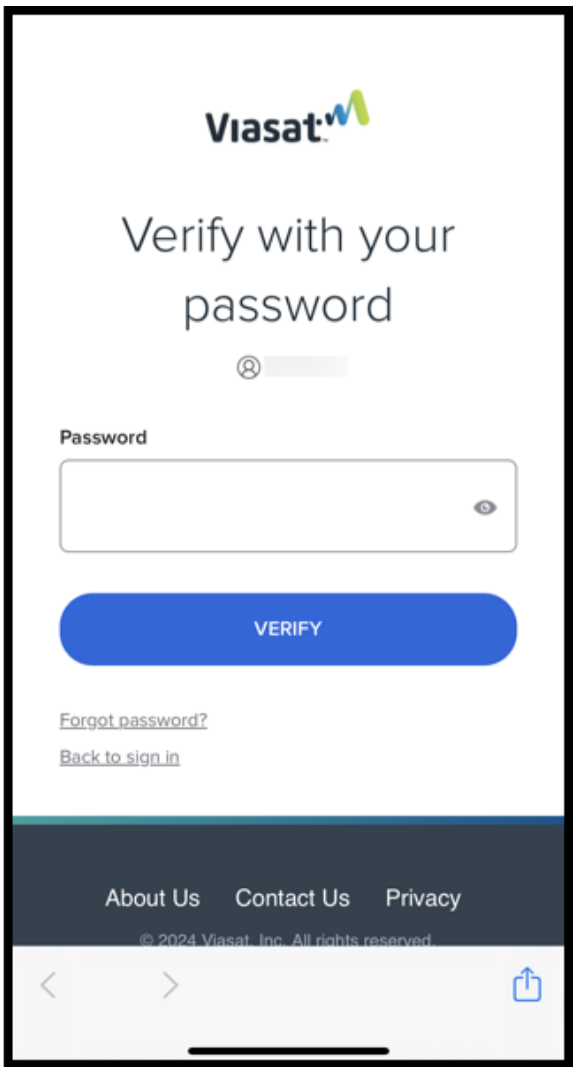


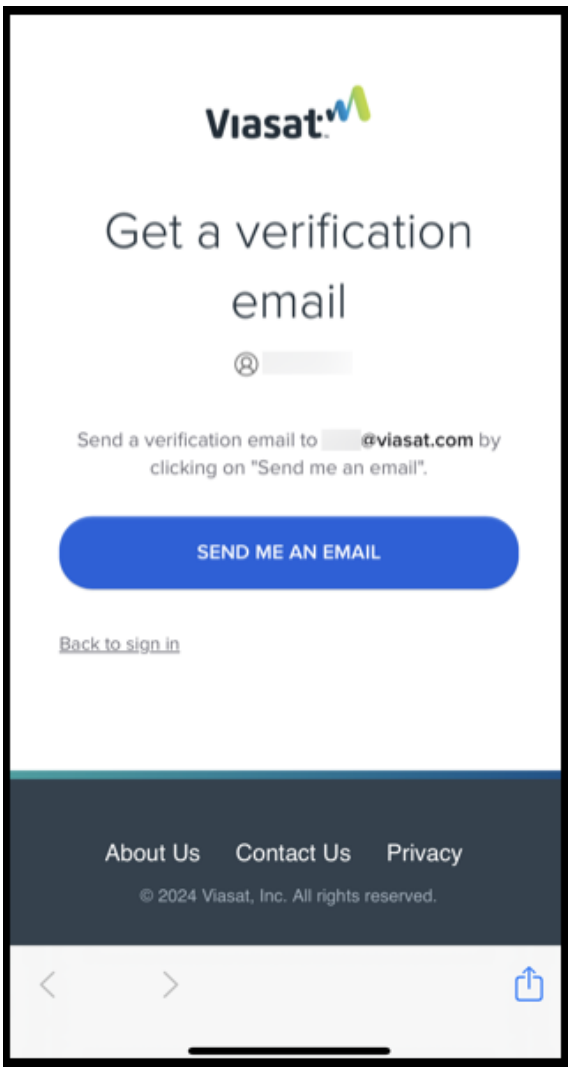


Login Issue

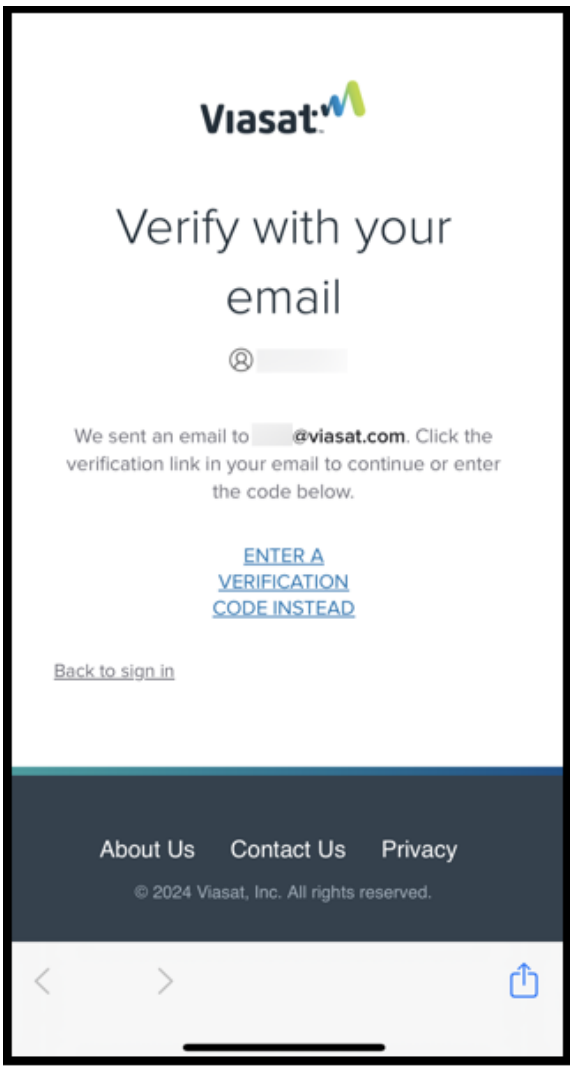
Password Reset Not Working

If you attempt to log in, but the self-serve password reset option fails and you do not receive the email to recover it, attempt the “forgot password” after entering tech ID (No Letters at the end) as username.

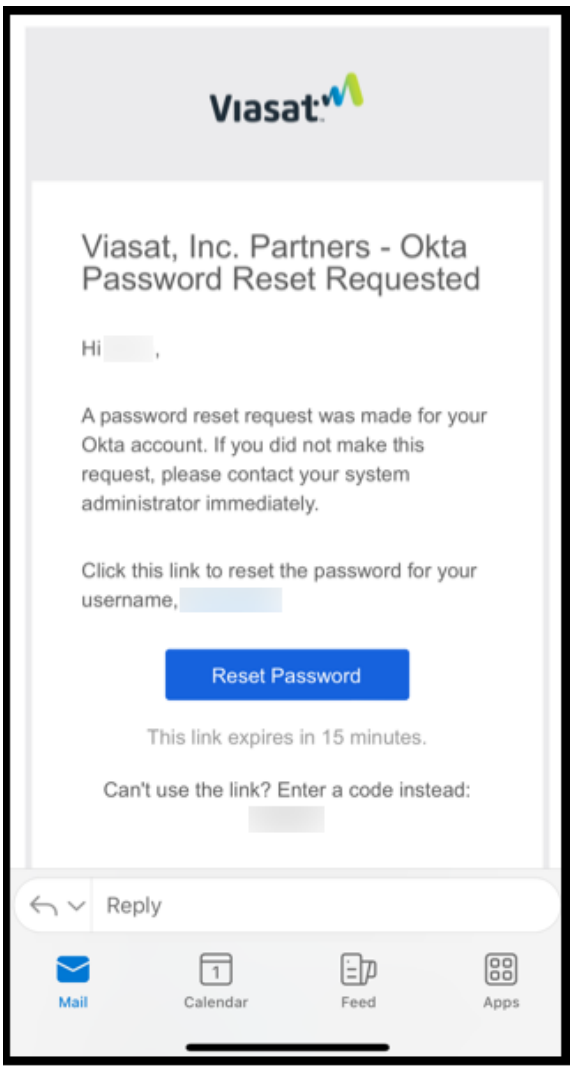


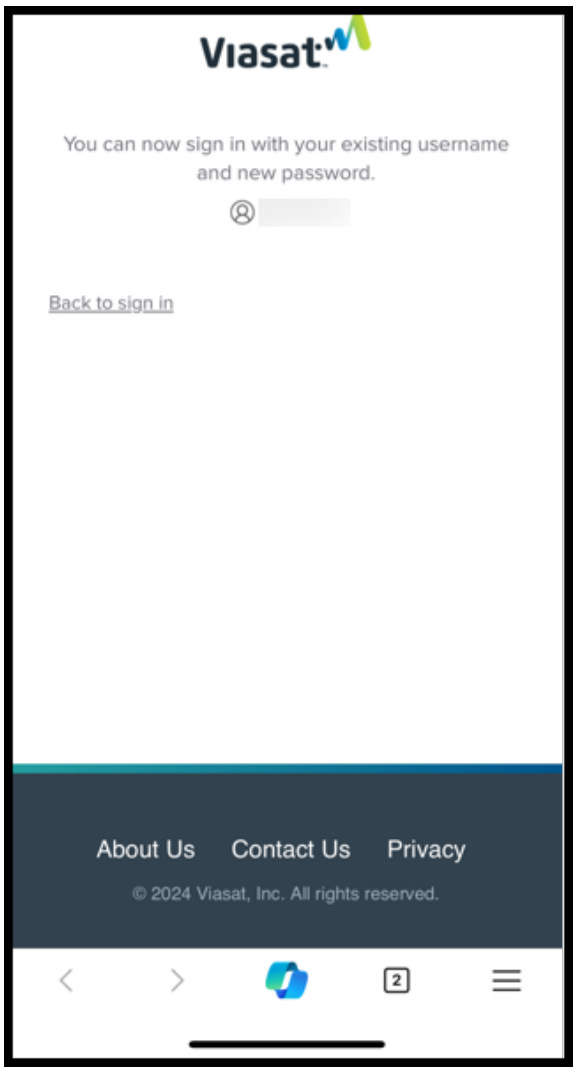


The “Forgot password?” will send a code to the email on file. The technician uses the code to create a new password.



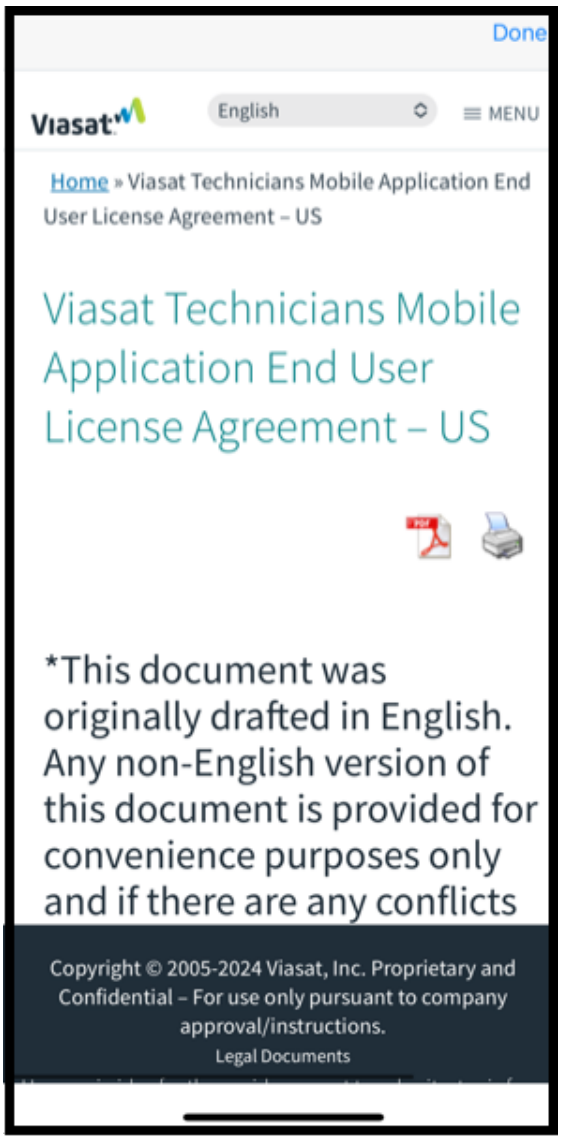
Click the “Reset Password” button.





Once the password is reset, log back into the app.

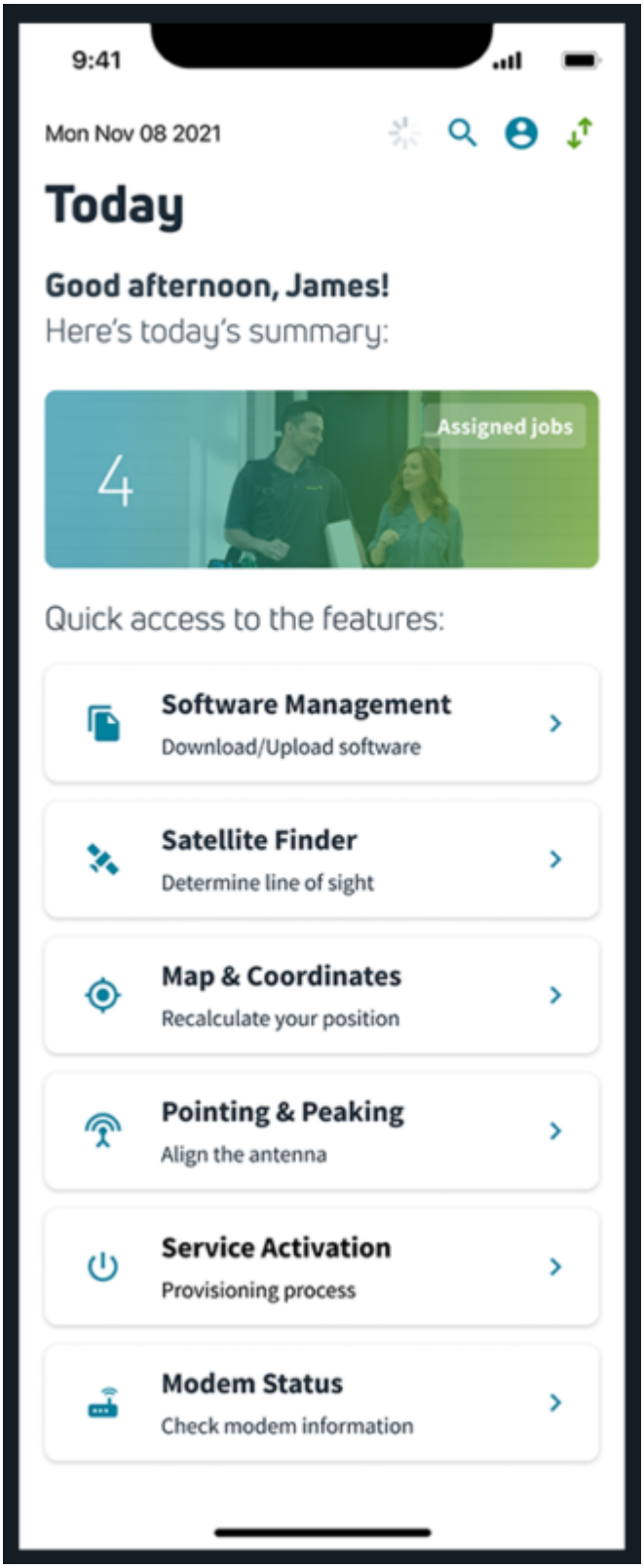
Click the “Review” button to Read and agree to the licensing agreement.



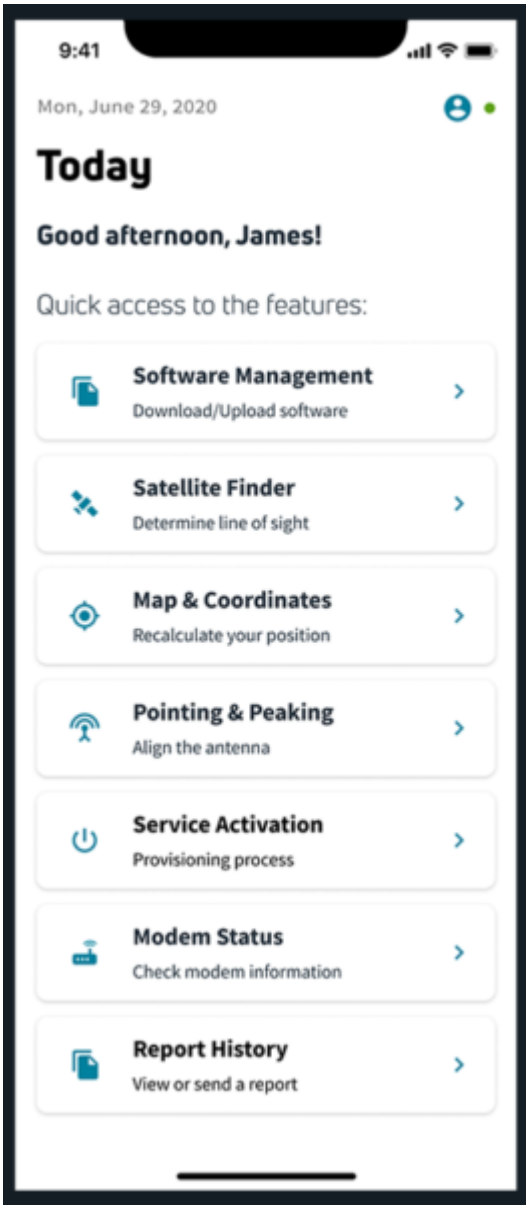
Finally, you'll be sent through the Terms and Conditions page. You will need to open and read the End User License Agreement first to enable the checkbox to move on to the next step to accept the Terms and Conditions.

Dashboard

When you have logged in, the Dashboard will display. Here, you will find the following quick access features – **Assigned Jobs**, **Software Management**, **Satellite Finder**, **Map & Coordinates**, **Pointing & Peaking**, **Service Activation**, and **Modem Status**; as well as **search**, **account profile**, and **online status**.

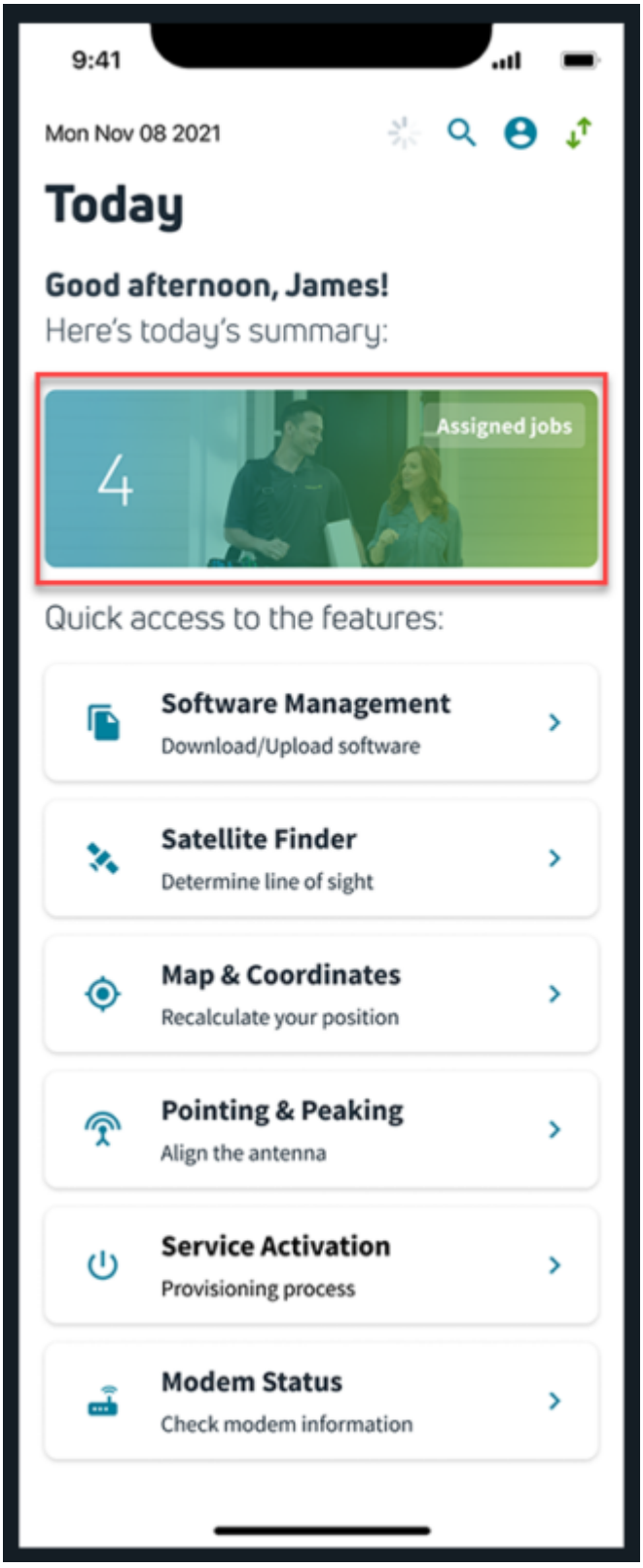


*WHOLESALE ONLY – Here, you will find the following quick access features – **Software Management**, **Satellite Finder**, **Map & Coordinates**, **Pointing & Peaking**, **Service Activation**, **Modem Status**, and **Report History**; as well as **account profile** and **online status**.*

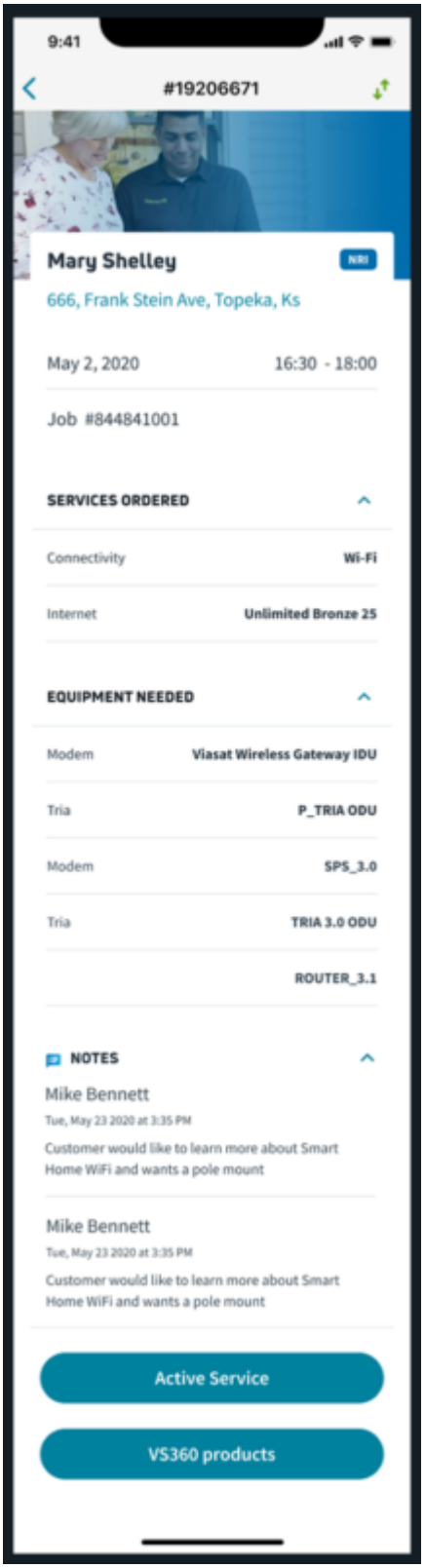


Assigned Jobs

In the Job Details area, you’ll see your Assigned Jobs.

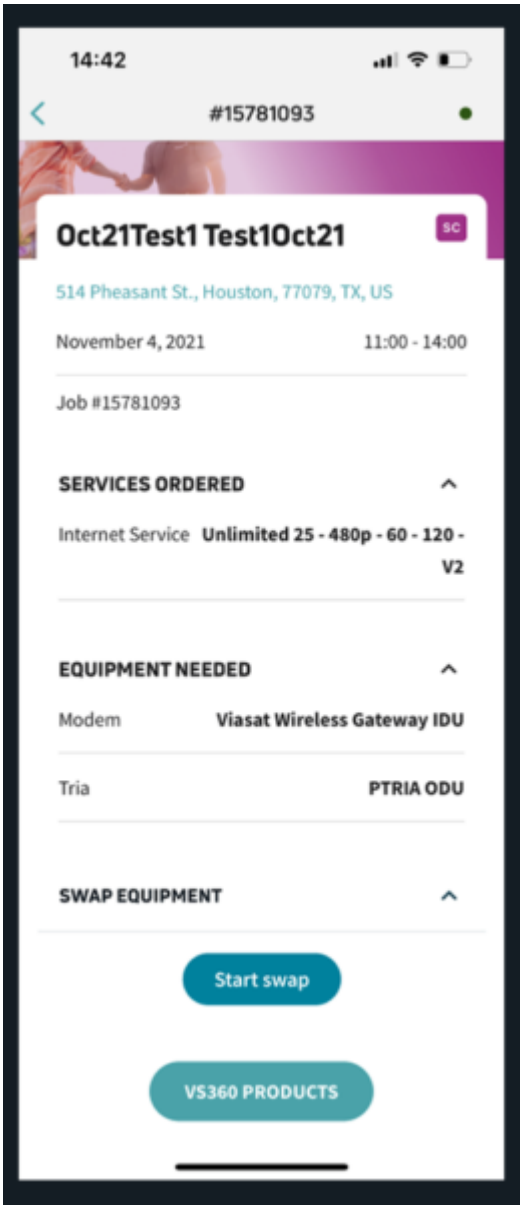


You'll see your calendar agenda and pressing each one gives you more detail of each job.

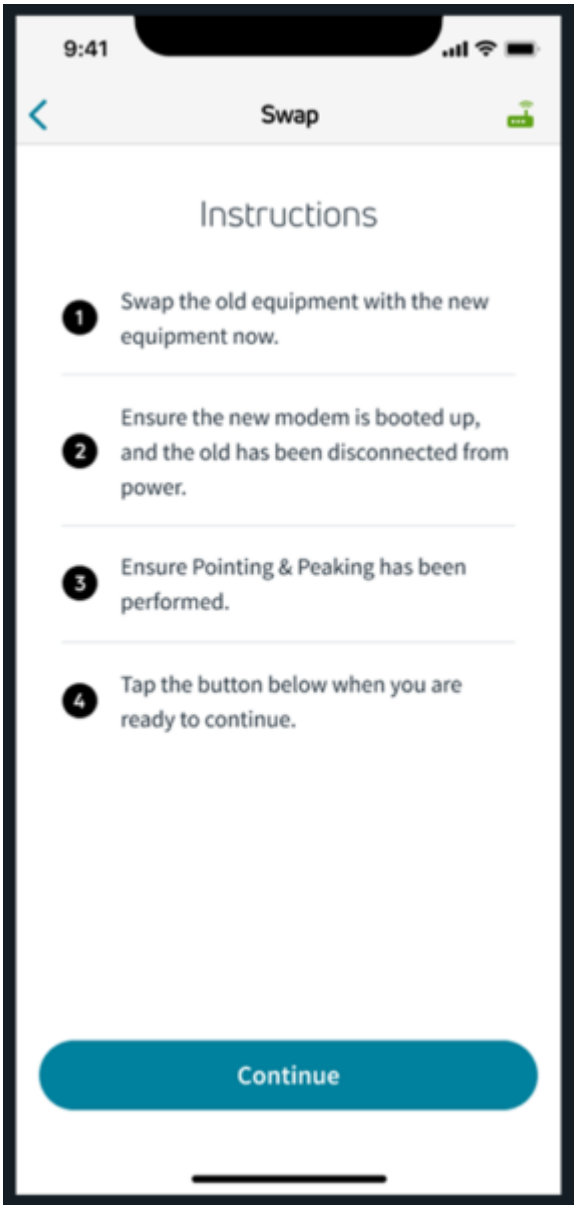


Equipment Swap

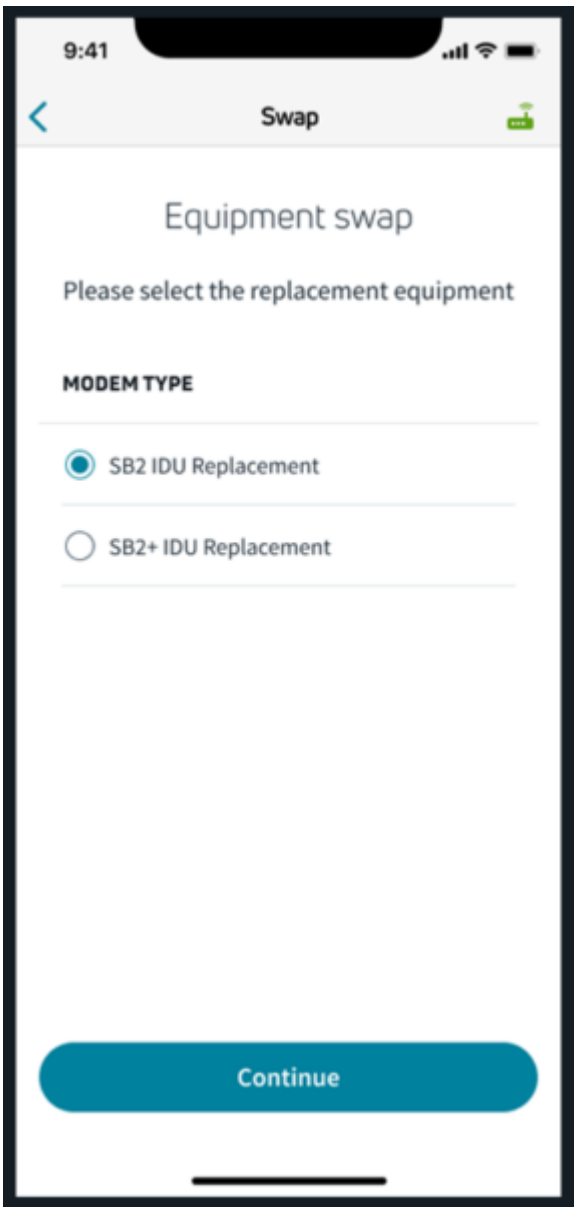
*If your job asks requires a swap, your work order will display this. Press **Start Swap**.*



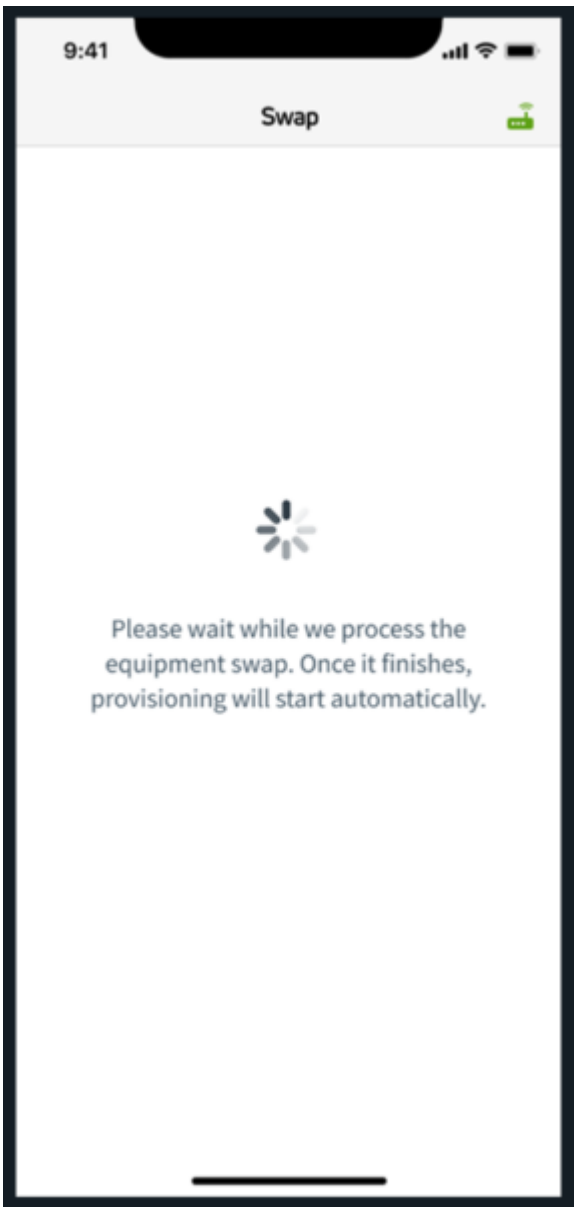
Next, the app will prompt you with swap instructions.



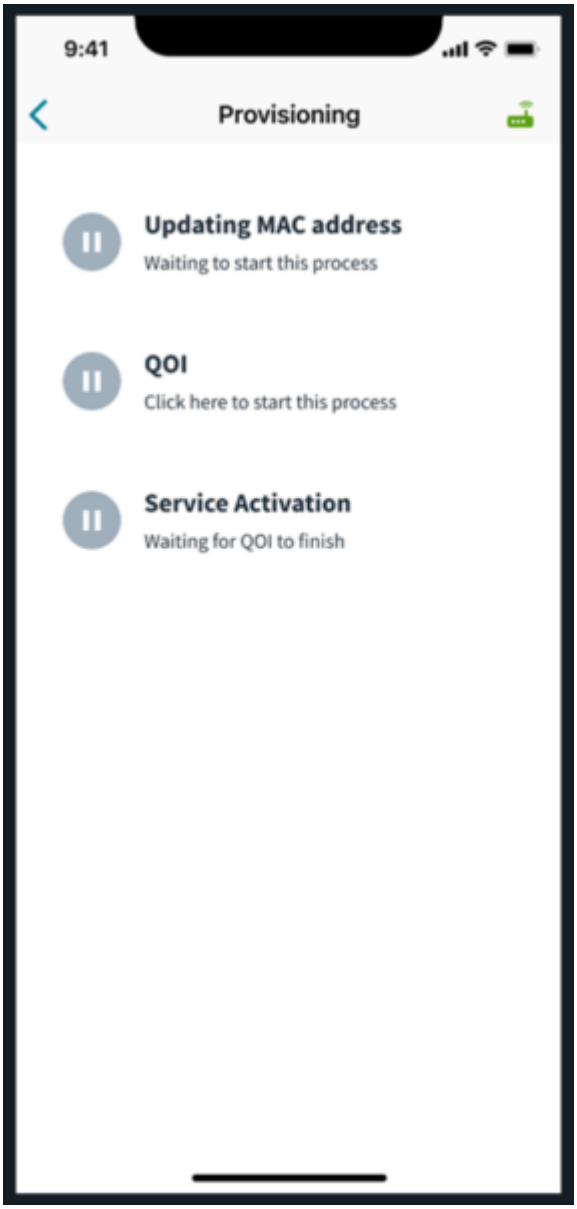
If working with ViaSat-1 (VS-1) equipment, it will prompt you to select the modem type.

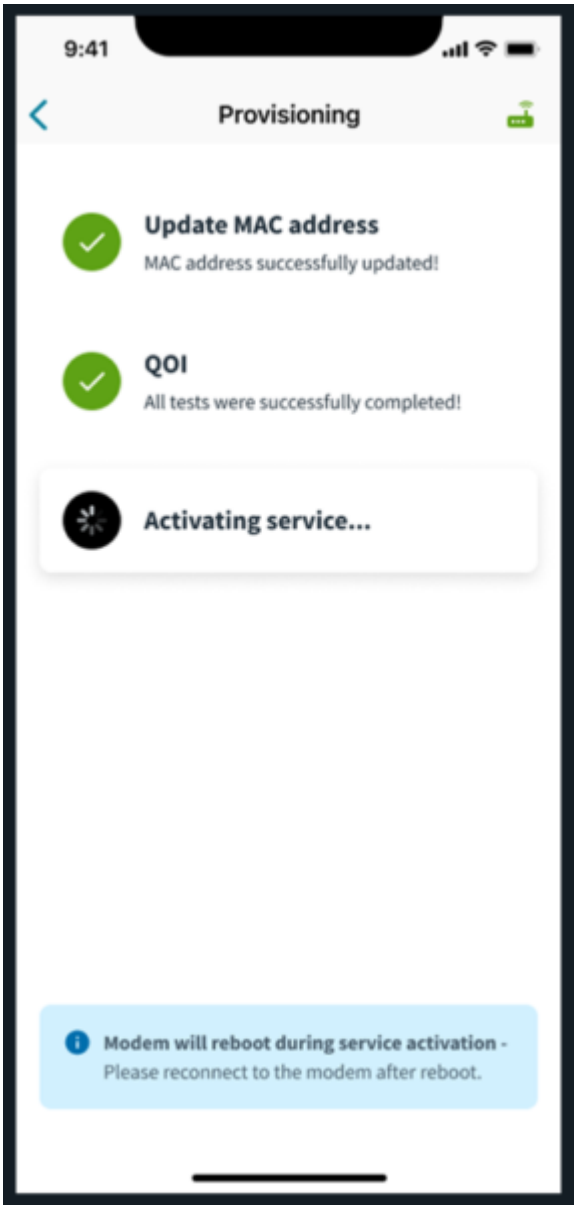


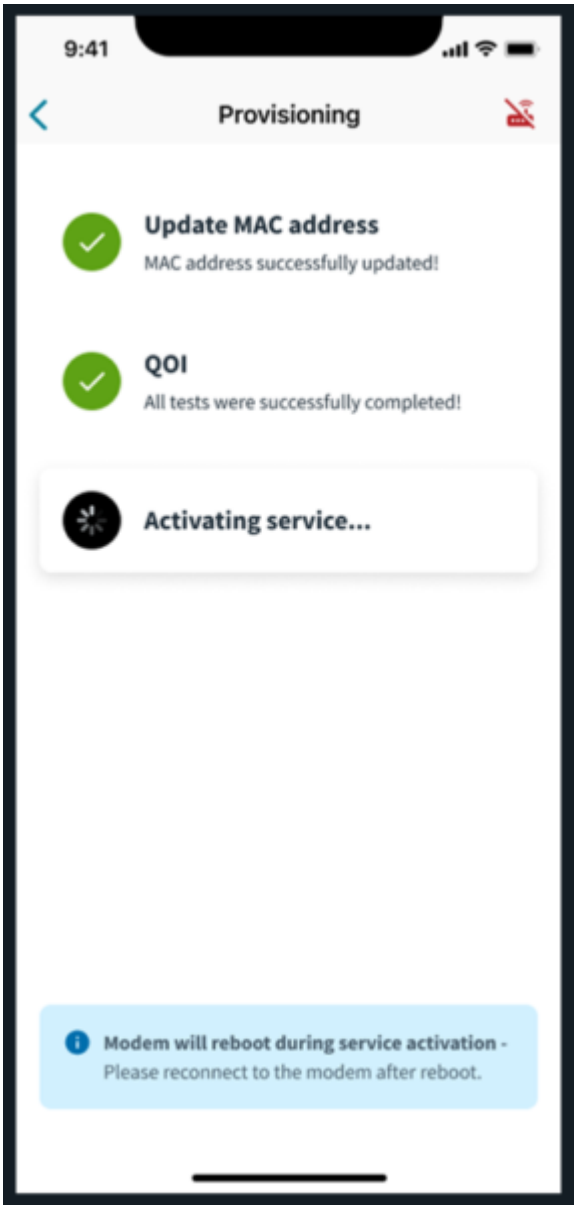
When the equipment swap finishes, the app will automatically proceed to provisioning.

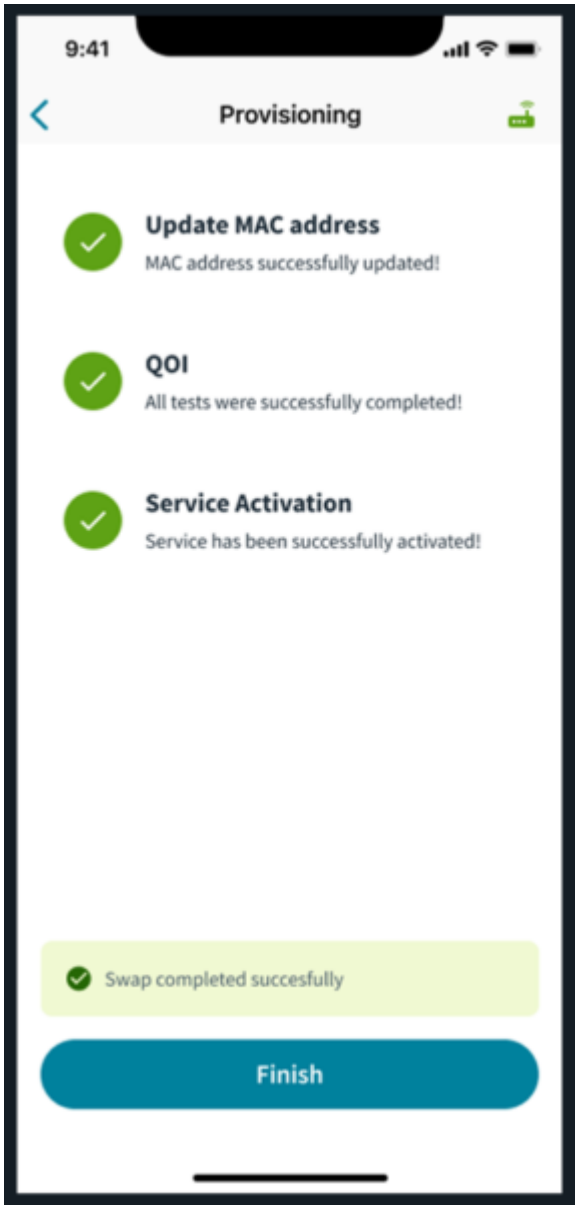


If you are swapping more than the Viasat WiFi Gateway 3.0 (VWG3) and the Viasat Network Power Adapter for ViaSat-3 (VS-3), or any equipment for ViaSat-2 (VS-2) or ViaSat-1 (VS-1), your app will proceed to these provisioning screens. When finished, it will take you to the Work Order page.

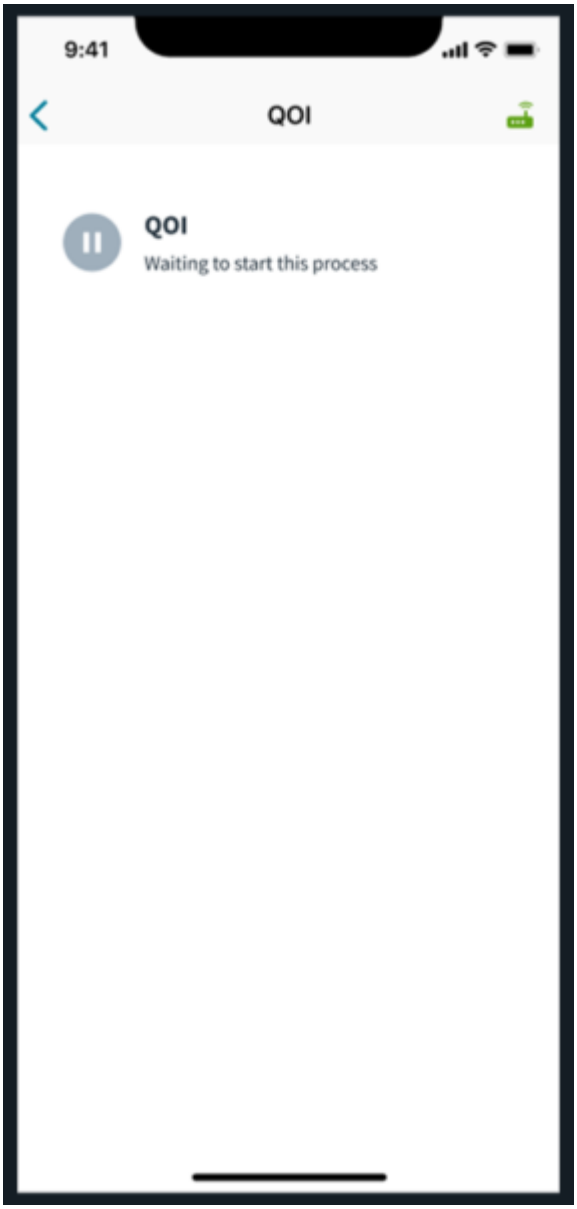

9:41
Provisioning
Updating MAC address
Waiting to start this process
QOI
Click here to start this process
Service Activation
Waiting for QOI to finish

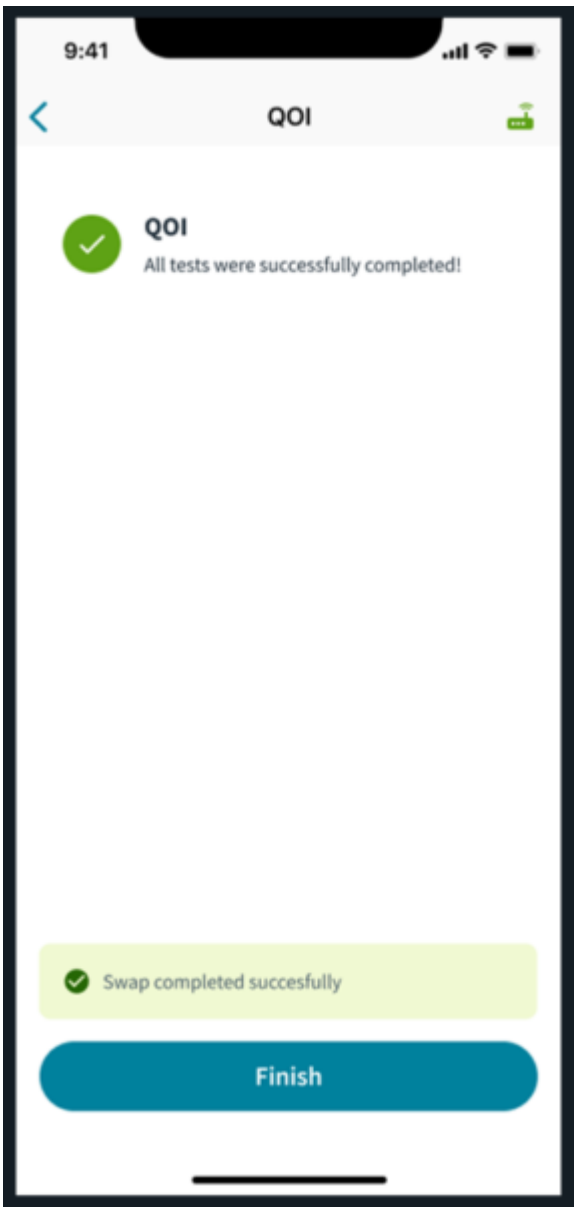

9:41
Provisioning
Update MAC address
MAC address successfully updated!
QOI
All tests were successfully completed!
Activating service...
Modem will reboot during service activation -
Please reconnect to the modem after reboot.





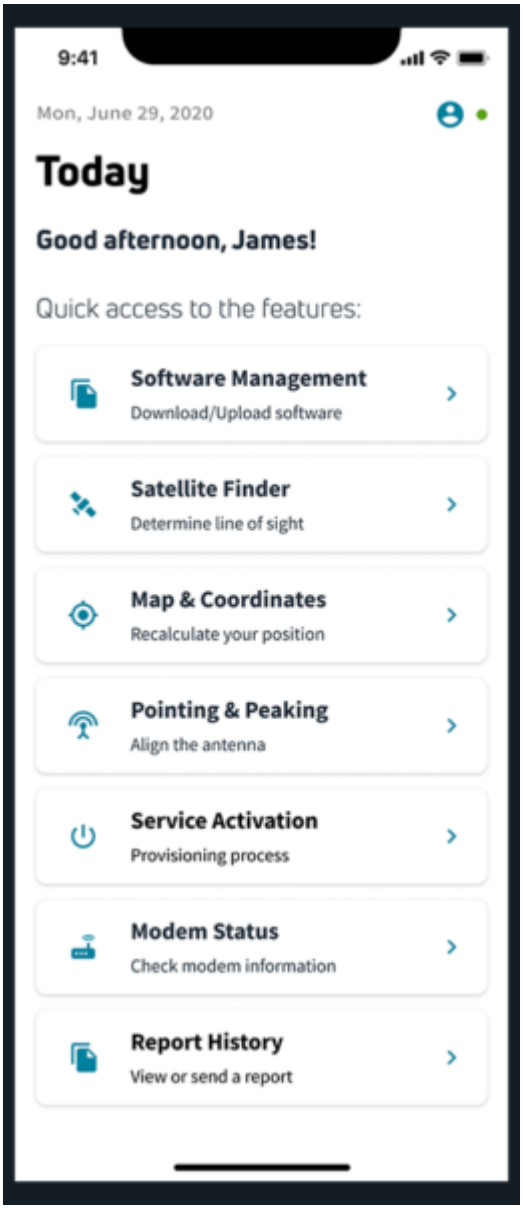
If you are only swapping out the Viasat WiFi Gateway 3.0 (VWG3) and the Viasat Network Power Adapter, you will proceed to these provisioning screens that only show QOI. When finished, it will take you to the Work Order page.


9:41
QOI
QOI
Waiting to start this process

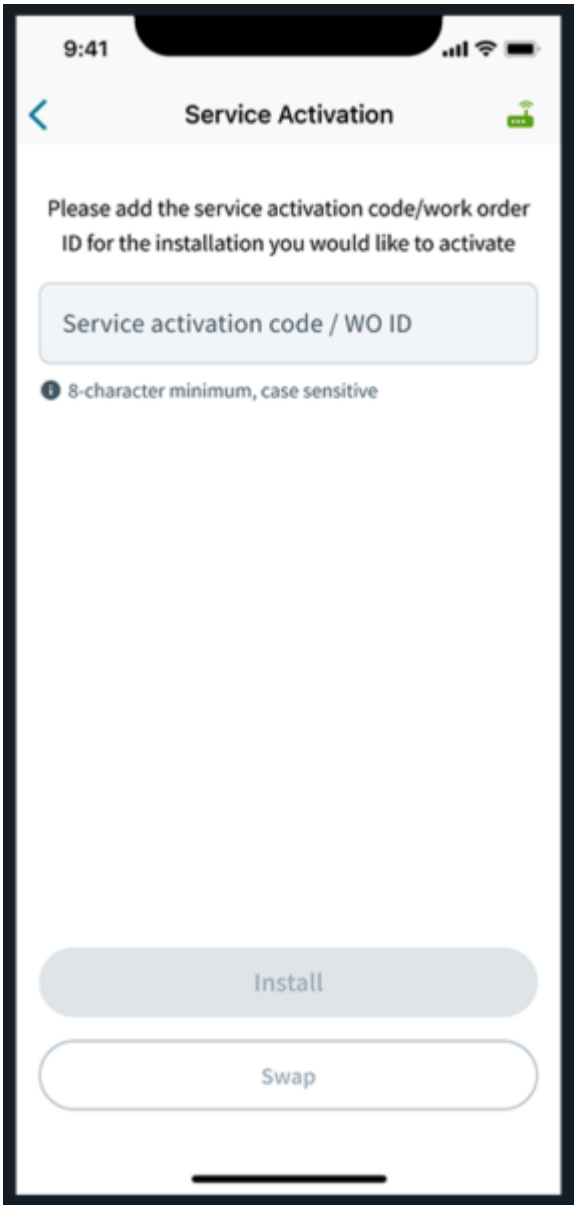


Equipment Swap – WHOLESALE ONLY

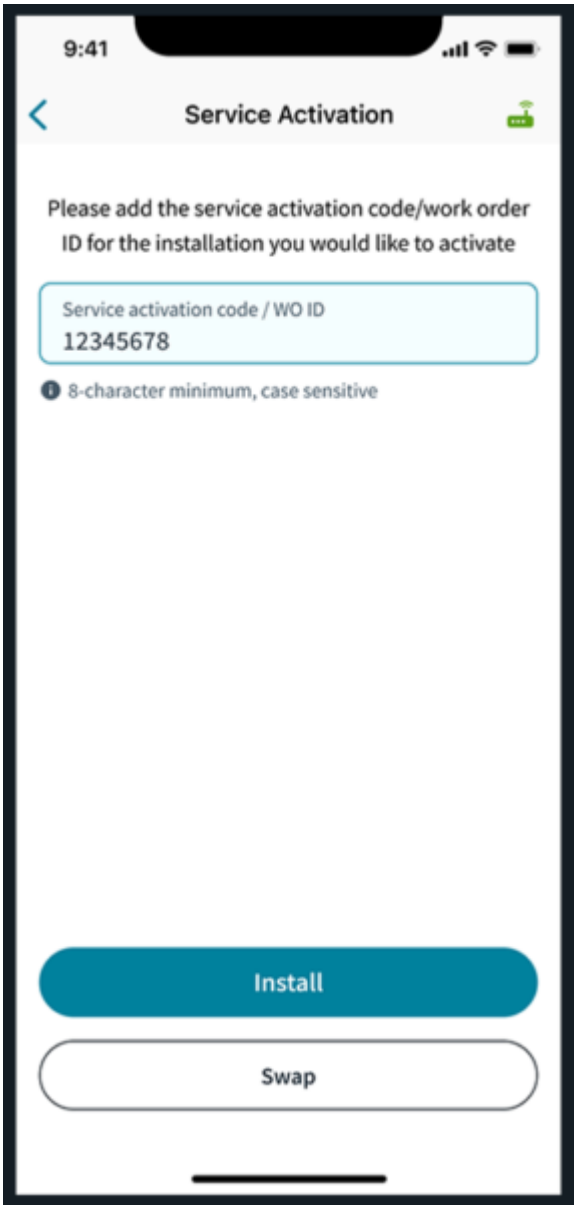
*If you are doing a wholesale service that requires an equipment swap, press **Service Activation** on your dashboard.*



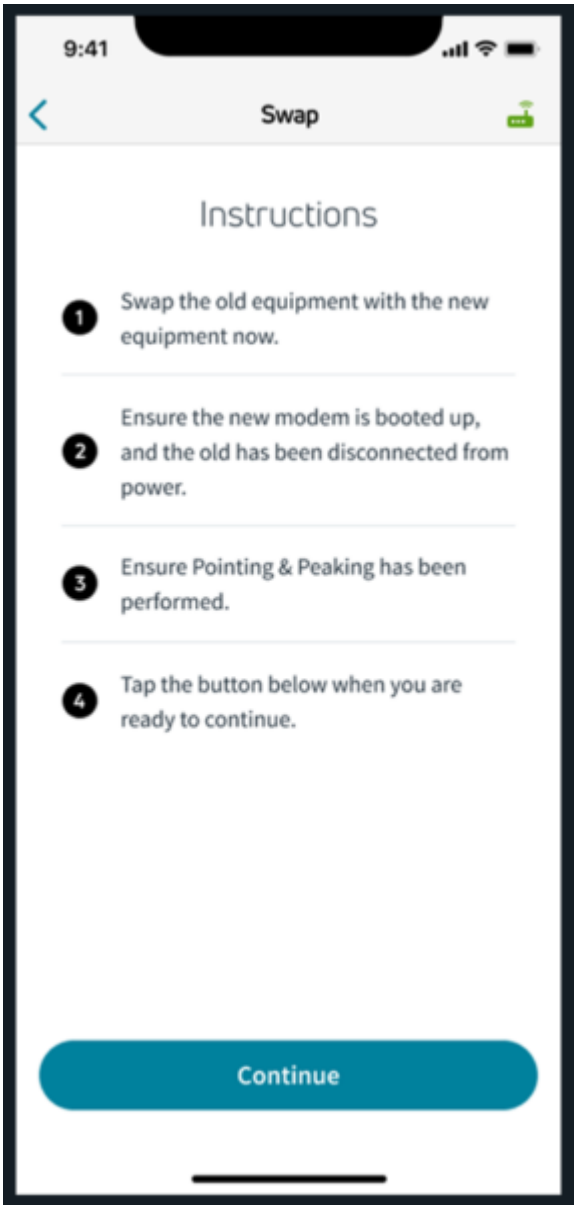
Then, enter your Service Activation code or Work Order ID.


9:41
Service Activation
Please add the service activation code/work order ID for the installation you would like to activate
Service activation code / WO ID
8-character minimum, case sensitive
Install
Swap

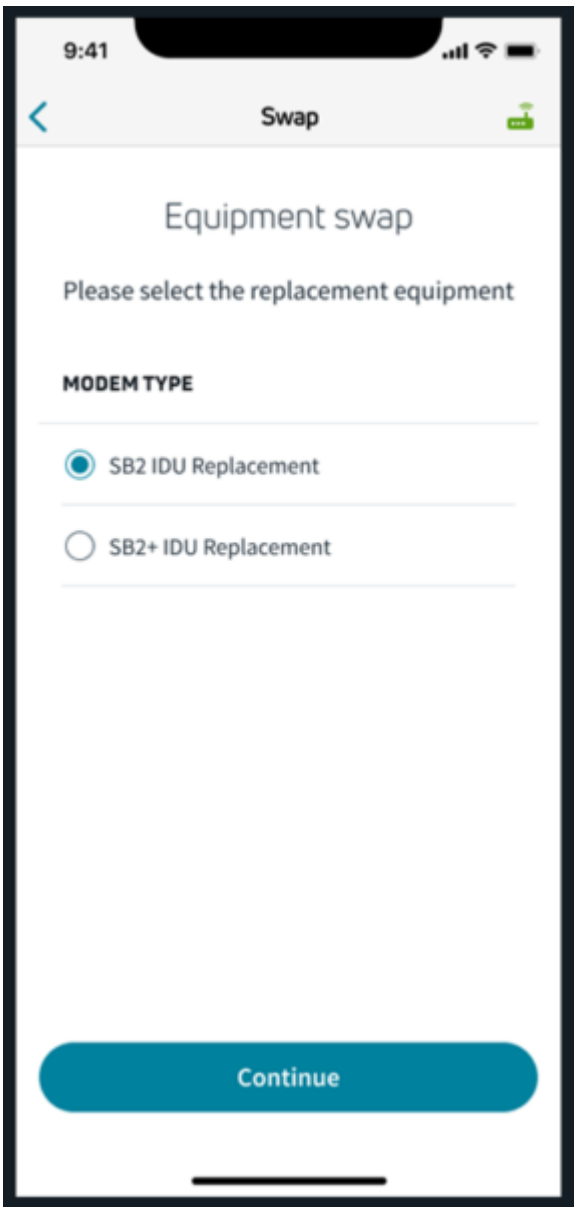
*Press **Swap**.*



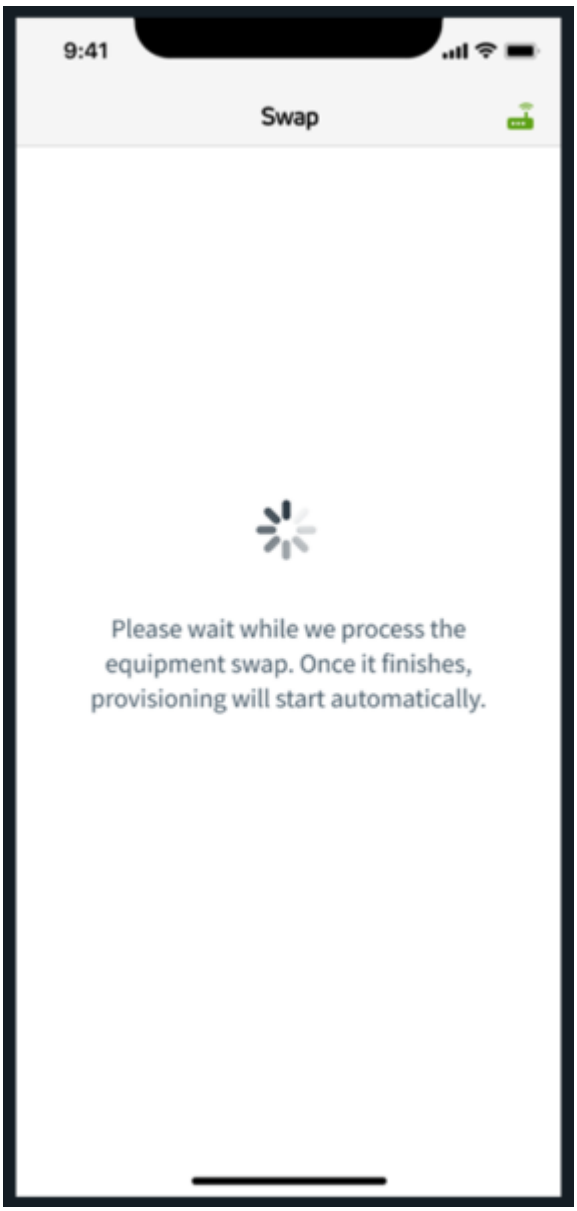
Next, the app will prompt you with swap instructions.



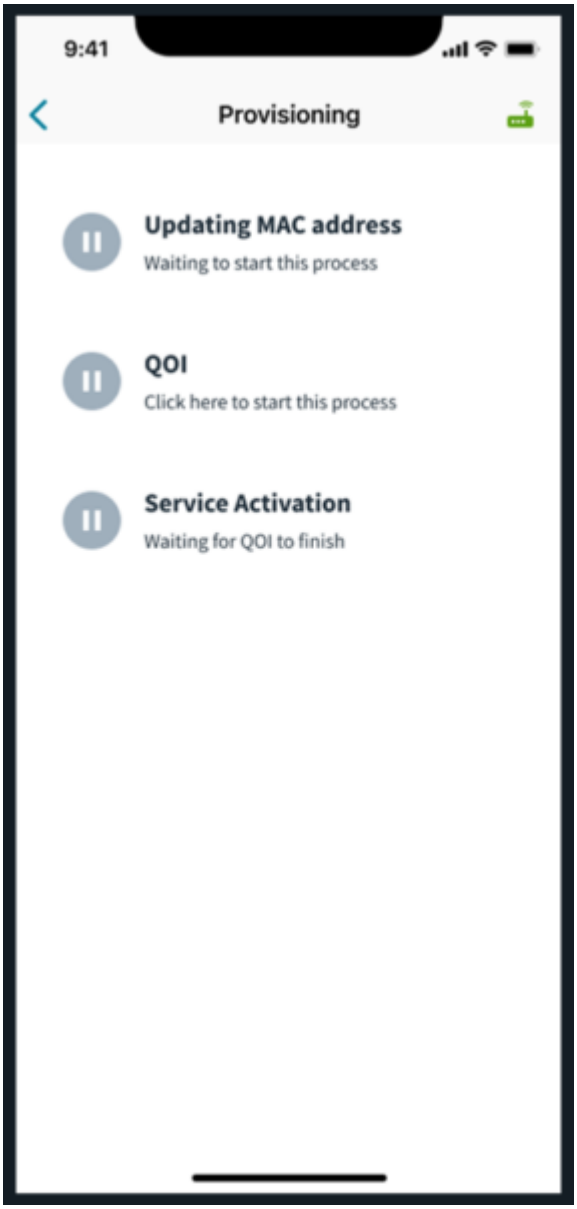
If working with ViaSat-1 (VS-1) equipment, it will prompt you to select the modem type.

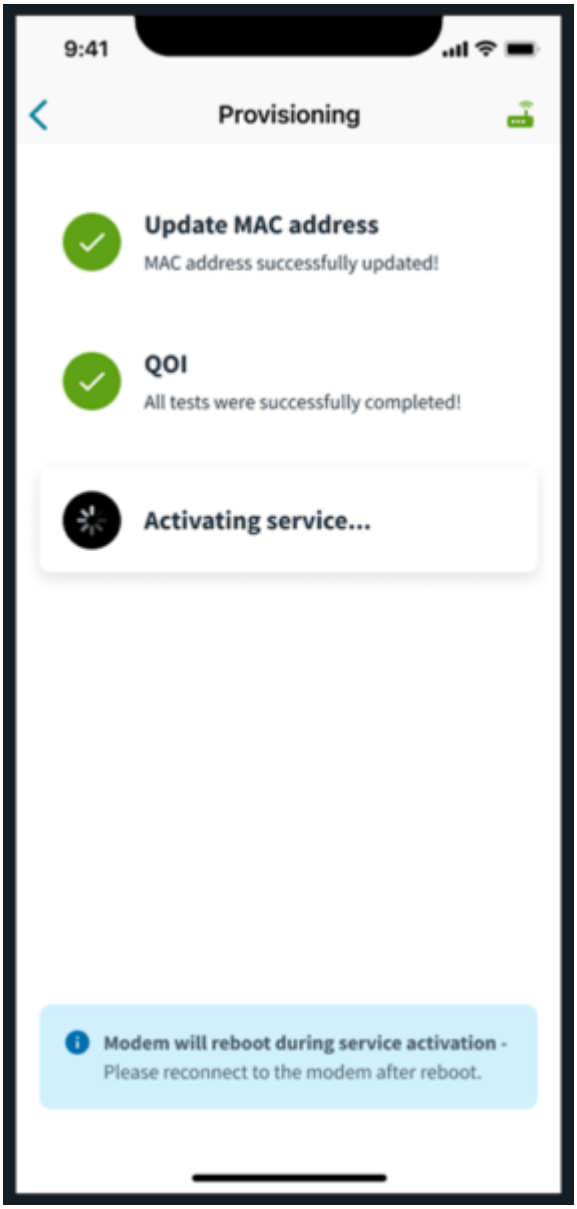


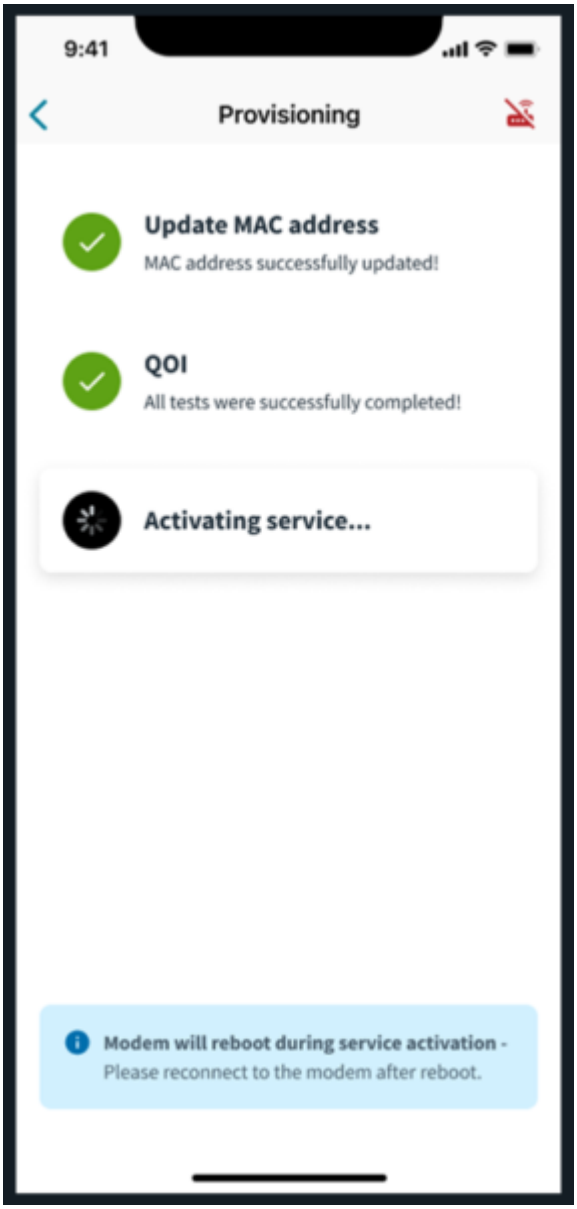
When the equipment swap finishes, the app will automatically proceed to provisioning.

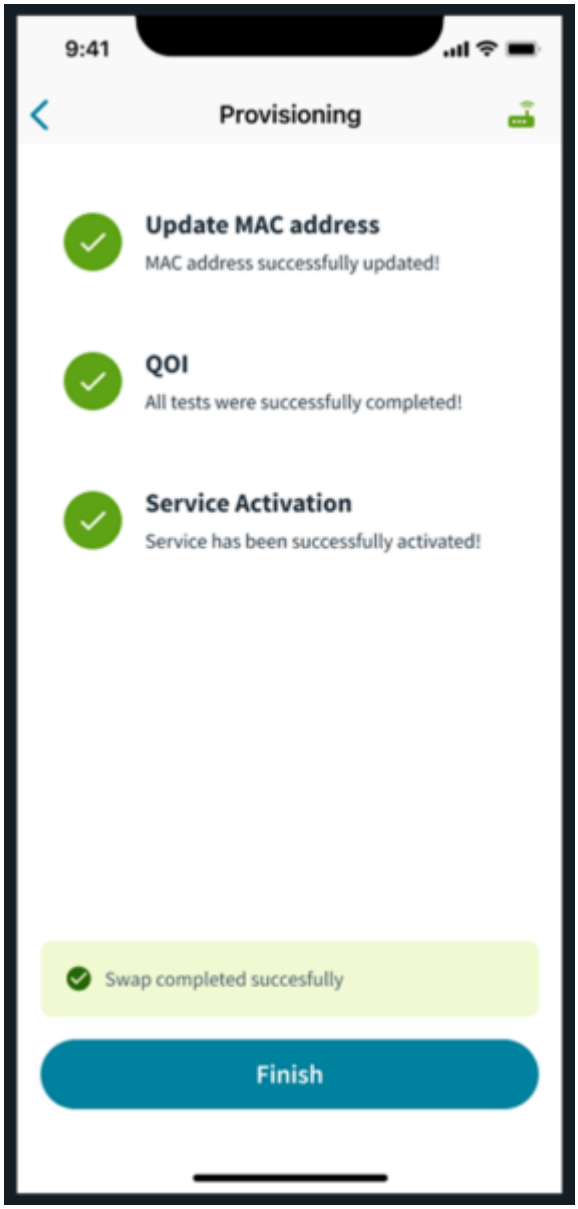


If you are swapping more than the Viasat WiFi Gateway 3.0 (VWG3) and the Viasat Network Power Adapter for ViaSat-3 (VS-3), or any equipment for ViaSat-2 (VS-2) or ViaSat-1 (VS-1), your app will proceed to these provisioning screens. When finished, it will take you to the Reporting page.

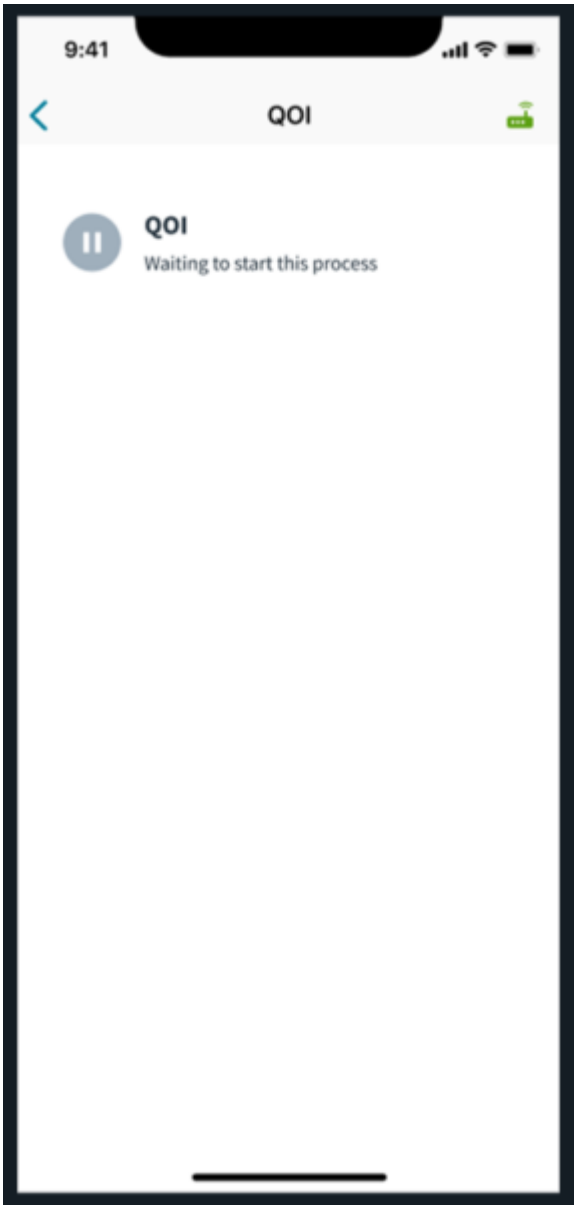

9:41
Provisioning
Updating MAC address
Waiting to start this process
QOI
Click here to start this process
Service Activation
Waiting for QOI to finish

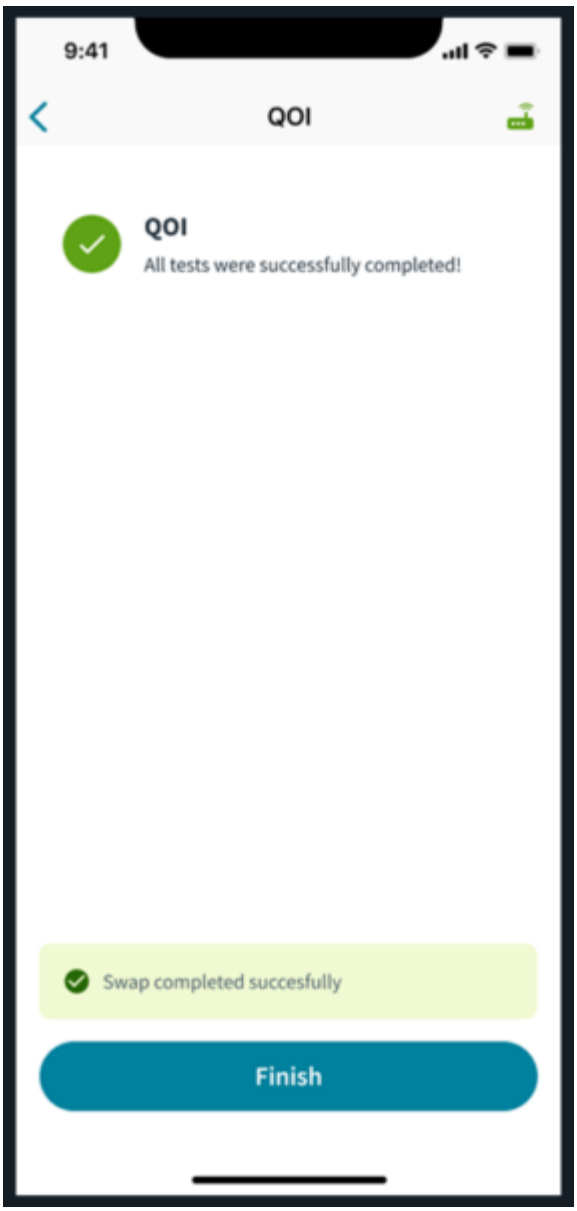

9:41
Provisioning
Update MAC address
MAC address successfully updated!
QOI
All tests were successfully completed!
Activating service...
Modem will reboot during service activation -
Please reconnect to the modem after reboot.





If you are only swapping out the Viasat WiFi Gateway 3.0 (VWG3) and the Viasat Network Power Adapter, you will proceed to these provisioning screens that only show QOI. When finished, it will take you to the Reporting page.

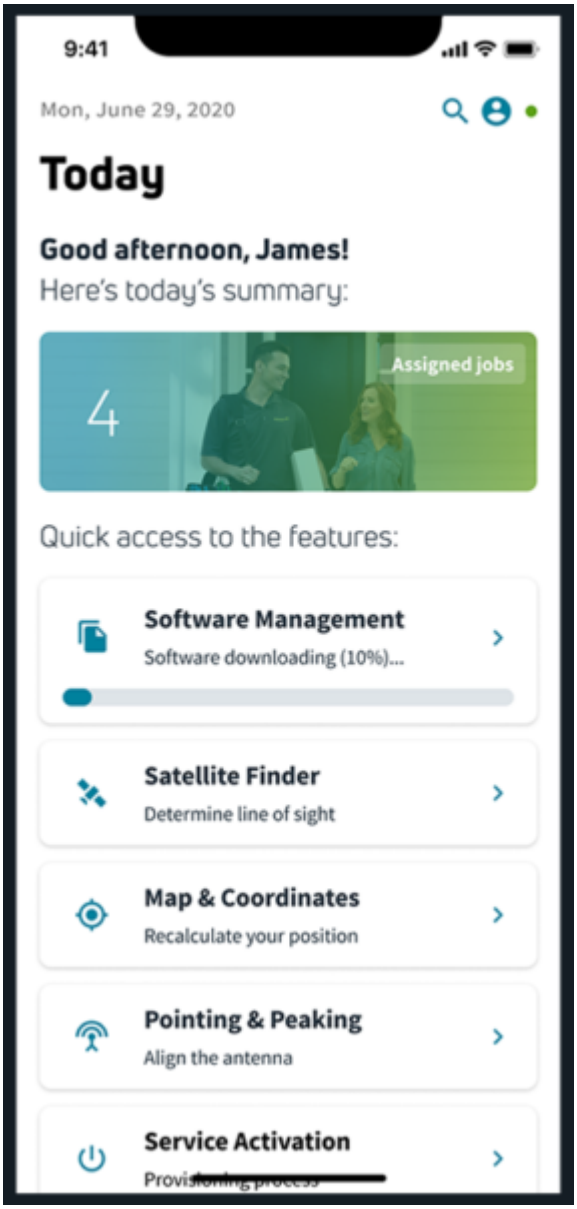

9:41
QOI
QOI
Waiting to start this process



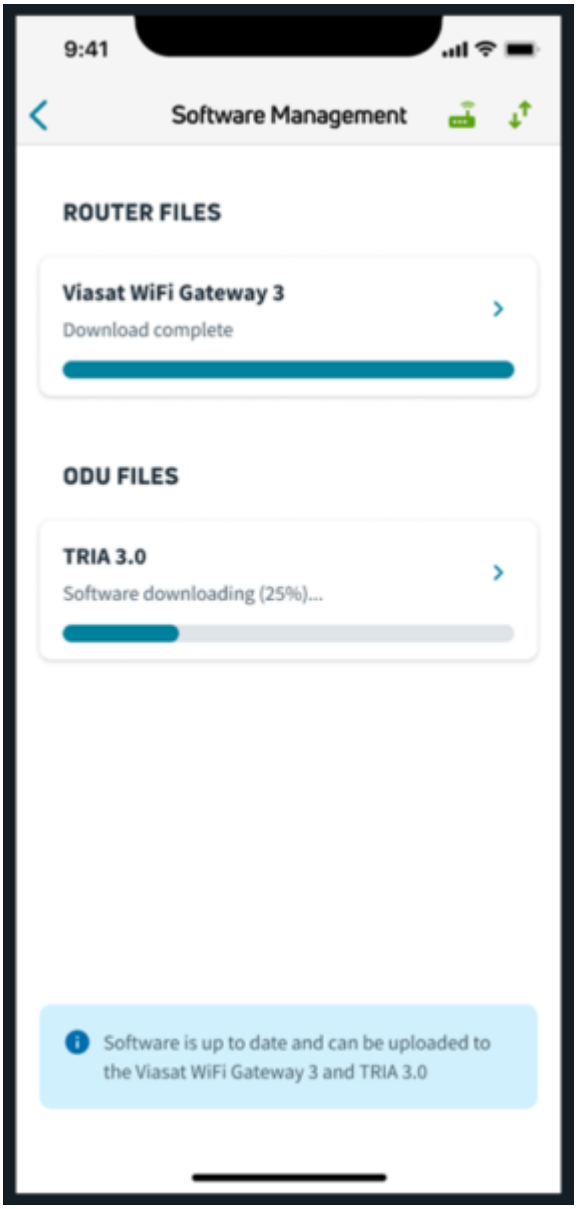
Software Management

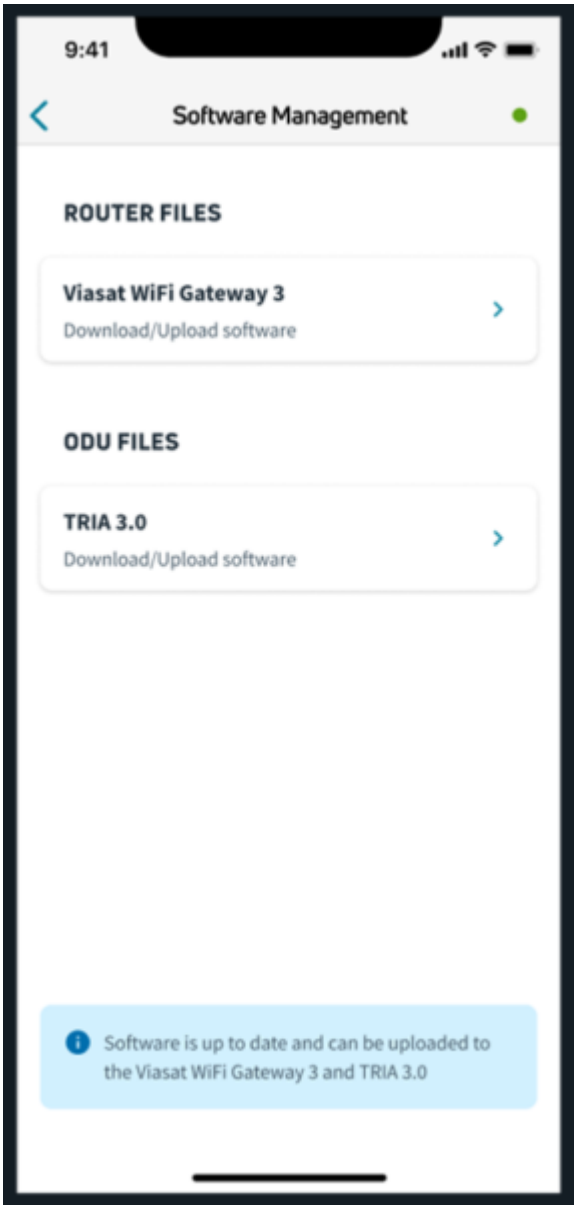
Before heading onsite, you'll want to make sure you have the newest software package downloaded to your personal device.

When you log into the app, the app will check for the software for the Router and the ODU. If you do not have the software, it will start an automatic download. If you have software but it is out of date, the app will download the update.

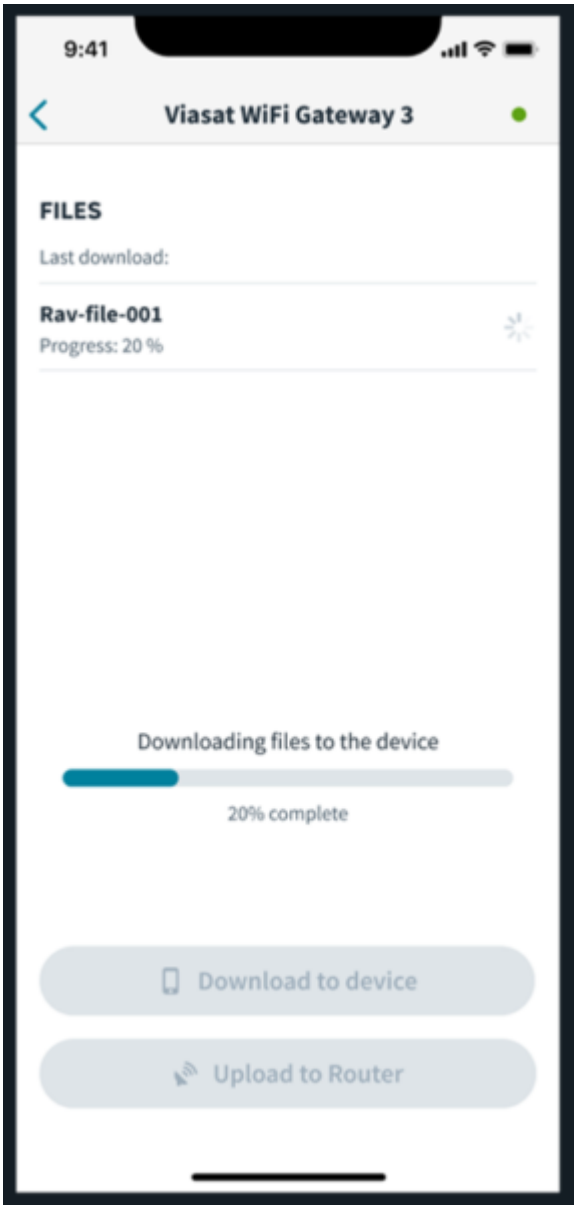


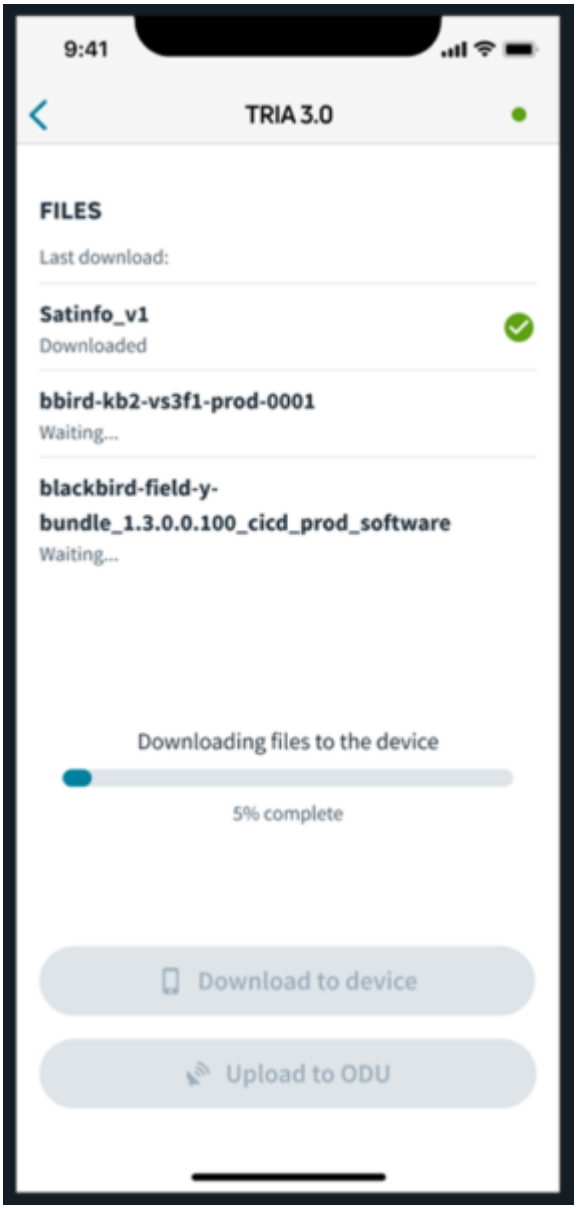
When software is automatically downloading, you should ensure the download completes before closing the app.



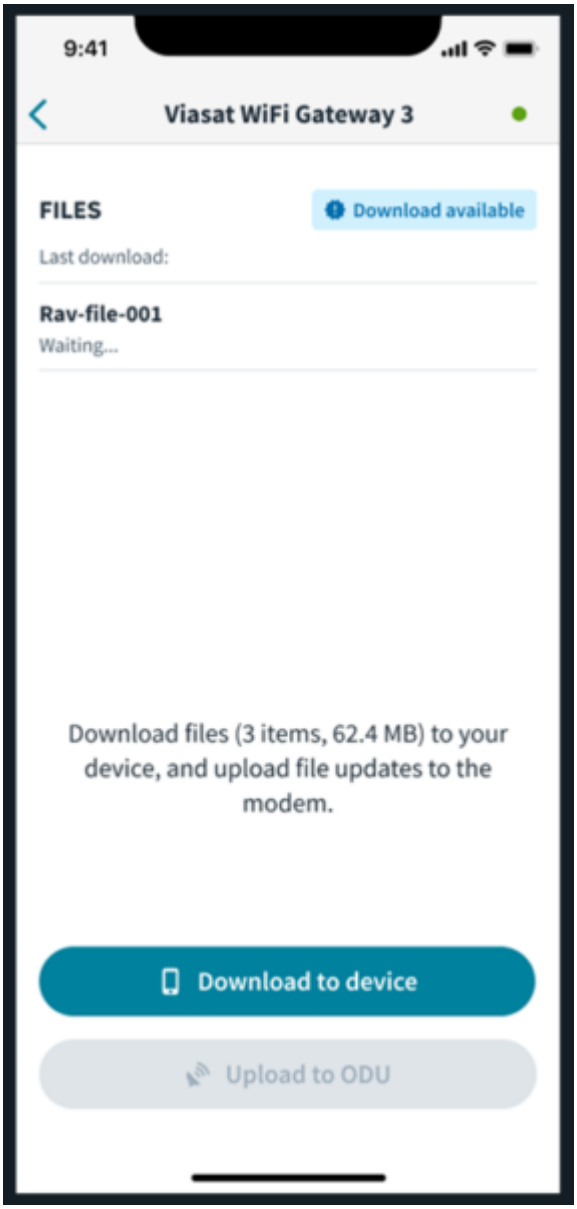


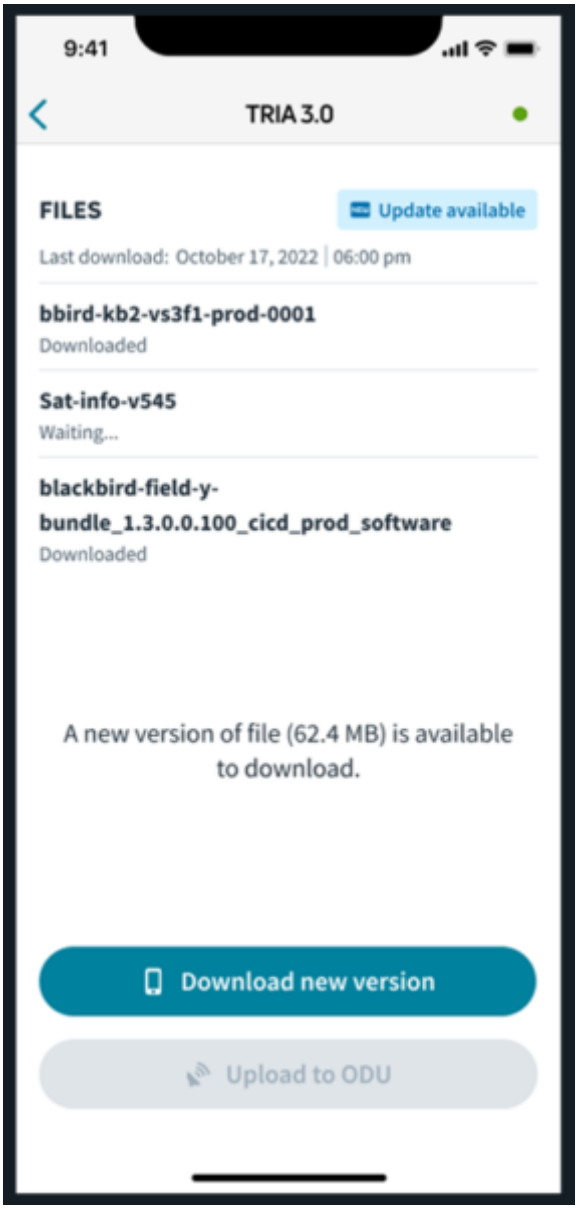
If you are having any issues with the automatic download you can proceed to the ODU or Router software management screens to manually download the software.

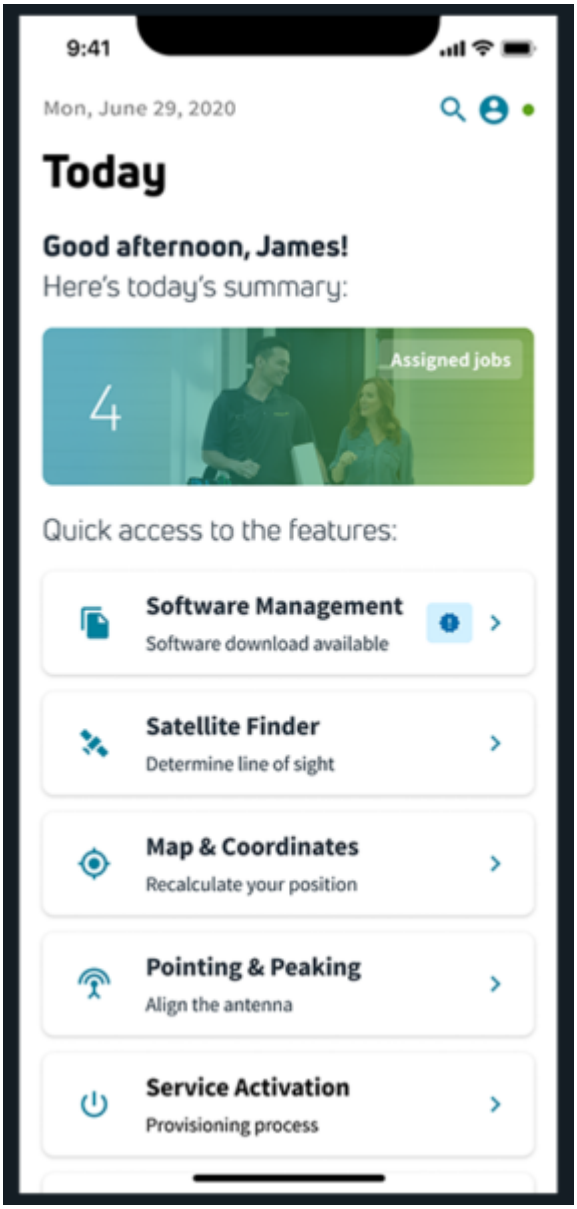




If the app attempts to download the software or a new version of the software, the Software Management screen will show you that a new version is available. This will also be signified on the dashboard to let you know.

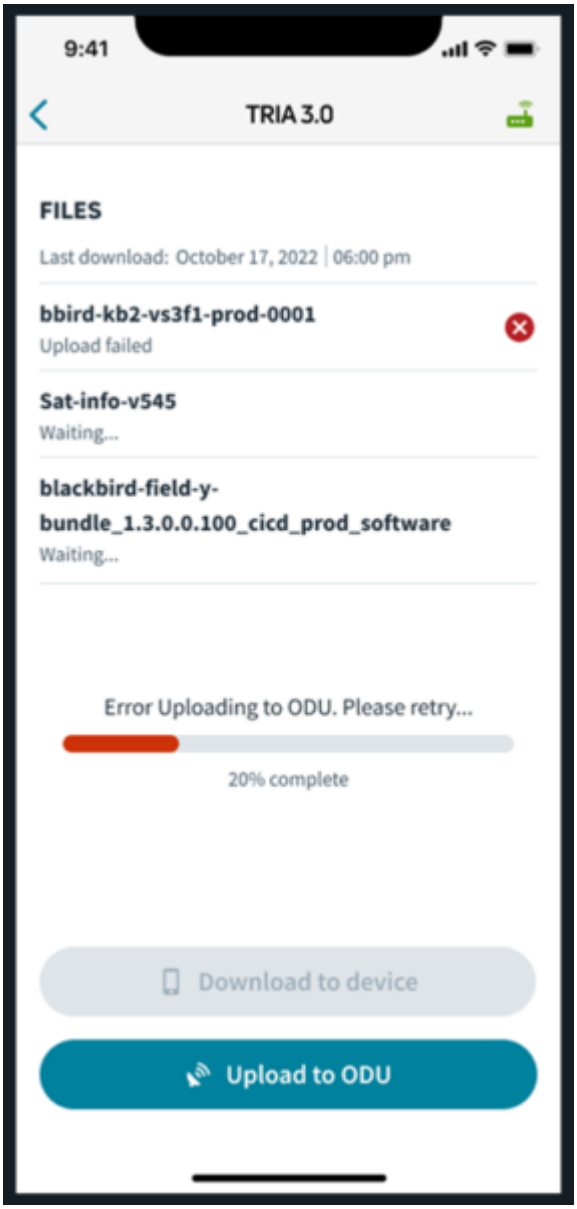

9:41
Viasat WiFi Gateway 3
FILES
Download available
Last download:
Rav-file-001
Waiting...
Download files (3 items, 62.4 MB) to your device, and upload file updates to the modem.
Download to device
Upload to ODU


9:41
TRIA 3.0
FILES
Update available
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Downloaded
Sat-info-v545
Waiting...
blackbird-field-y-bundle_1.3.0.0.100_cicd_prod_software
Downloaded
A new version of file (62.4 MB) is available to download.
Download new version
Upload to ODU

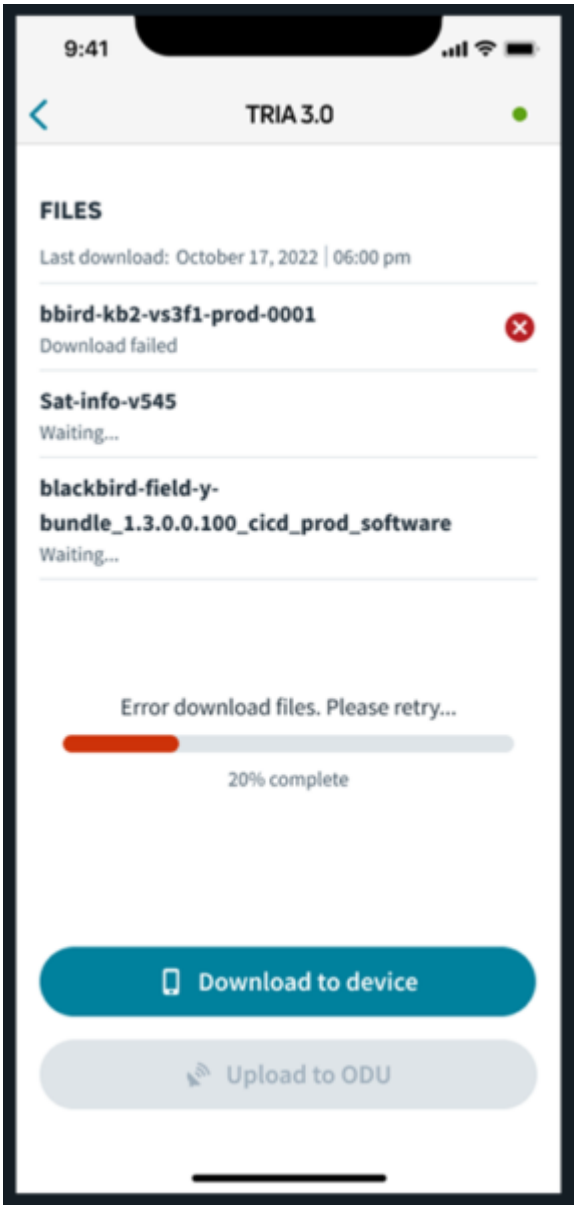


If you receive an error during download or upload, you can re-trigger both from either of the individual Software Management screens.

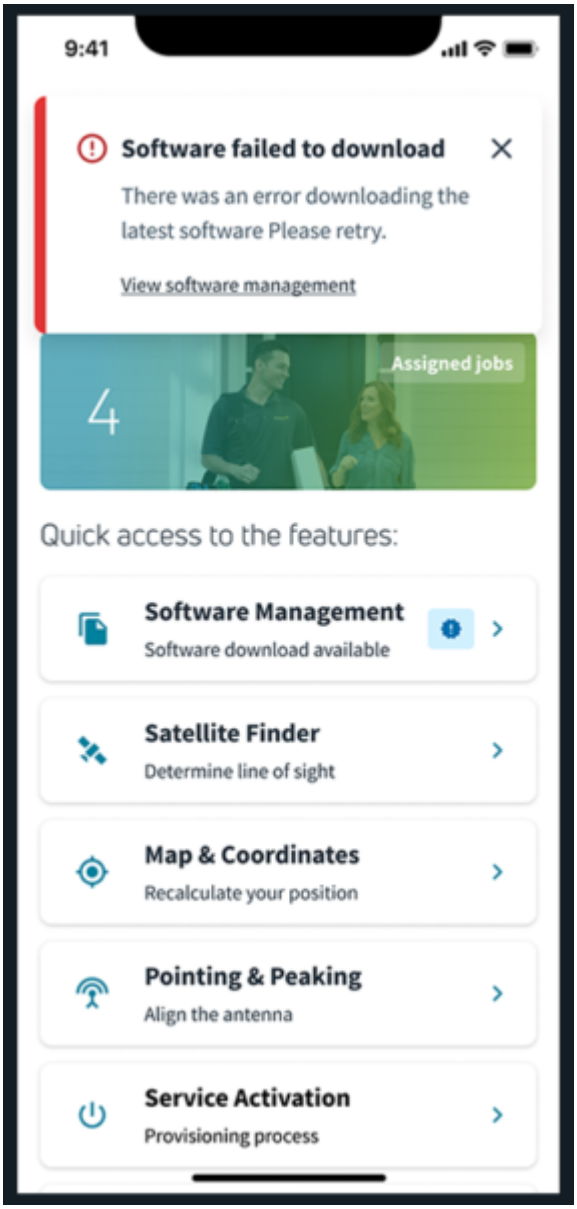
If an upload failure occurs, you'll see this screen.



If a download failure occurs, you’ll see this screen.



If there is a failure of auto-download away from the software management screens you will see this error notification.

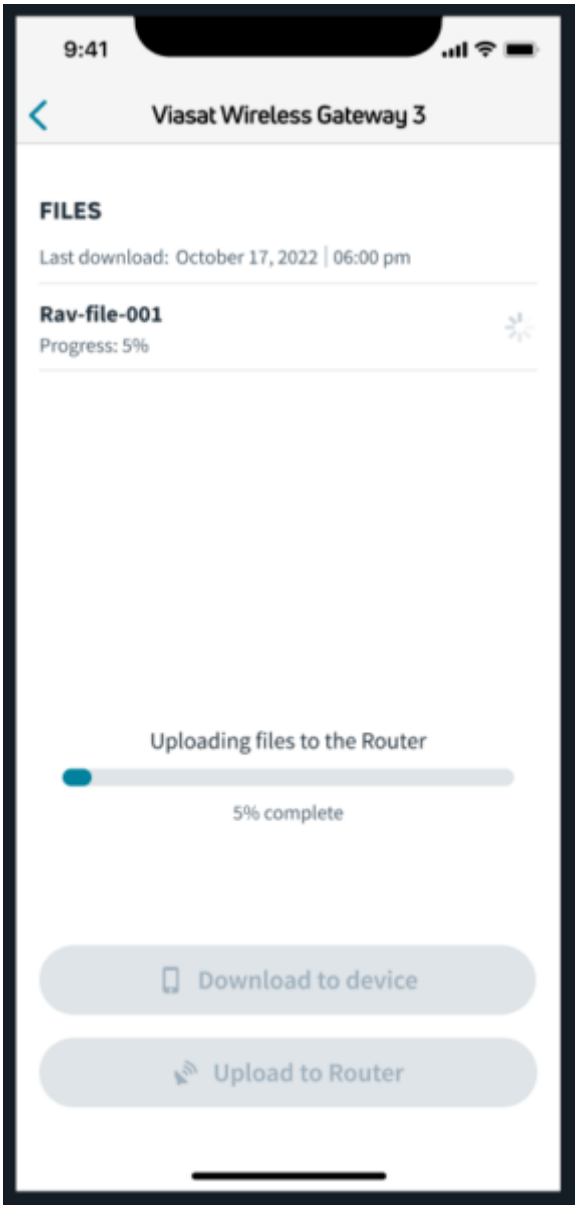


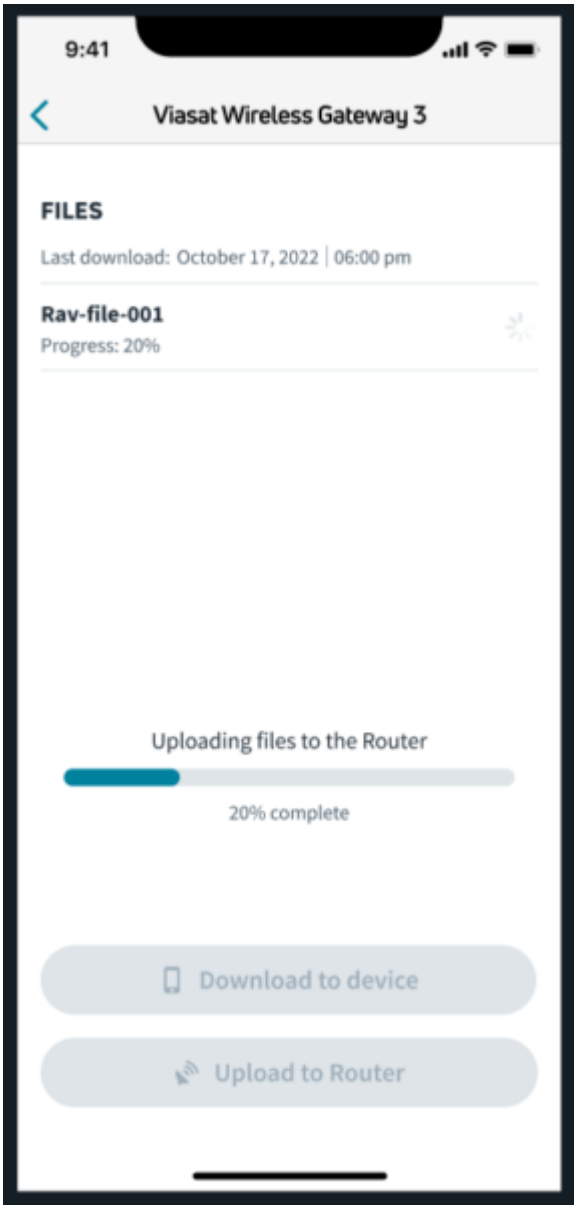
Upload software

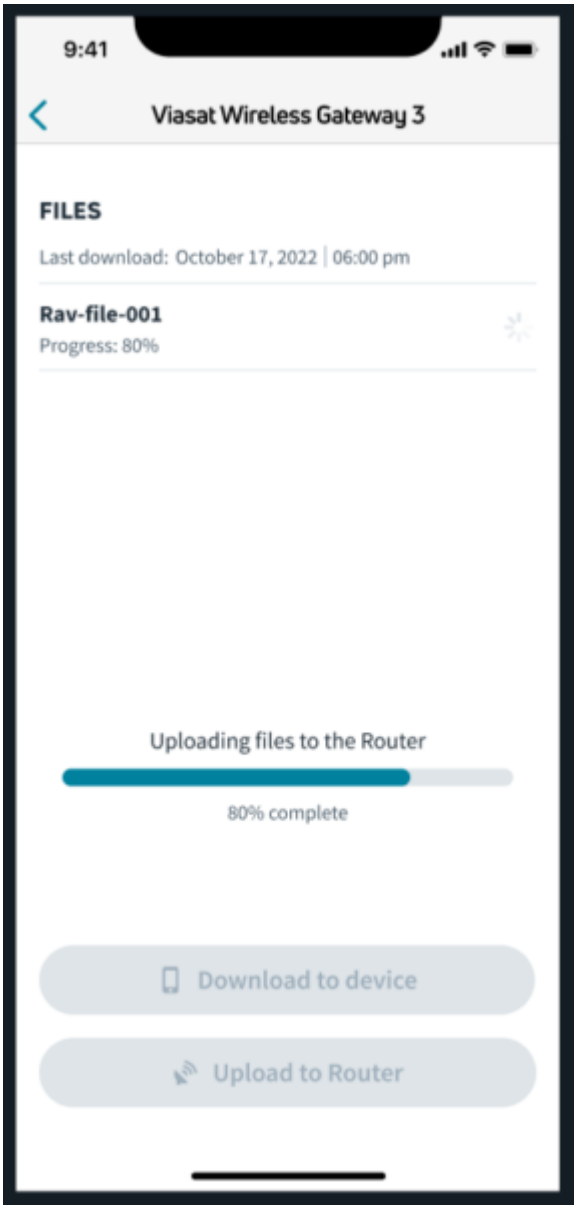
Next, you'll need to upload the downloaded files to the router and the ODU by connecting to the router via WiFi first.

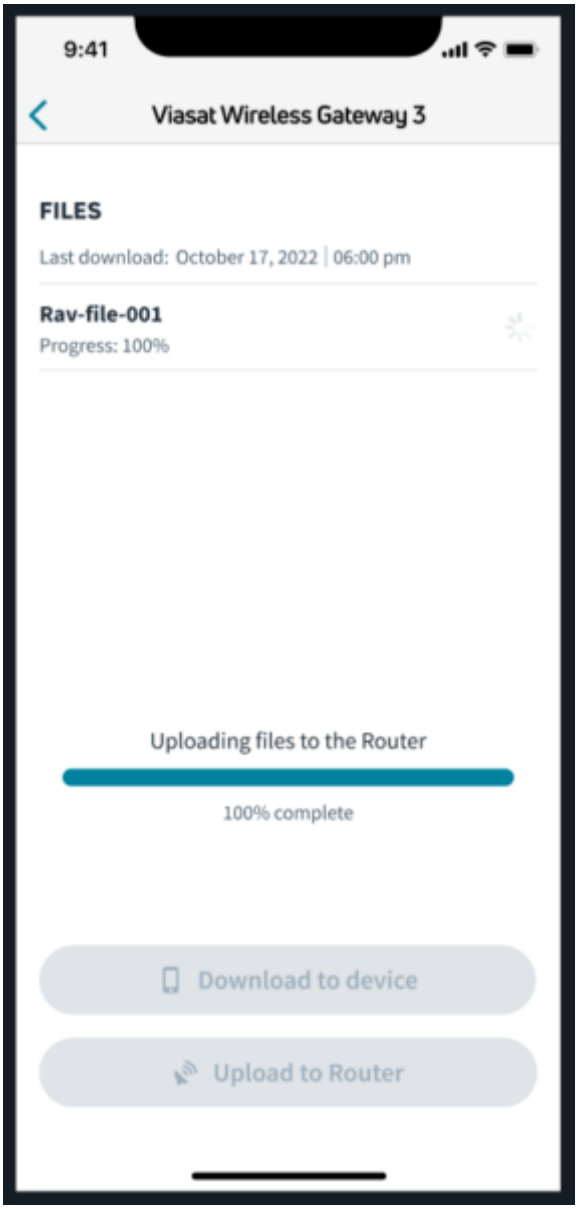
When the app detects the connection to the router, the Upload to Router button will be enabled. Press **Upload to Router** and the app will continue through its process.

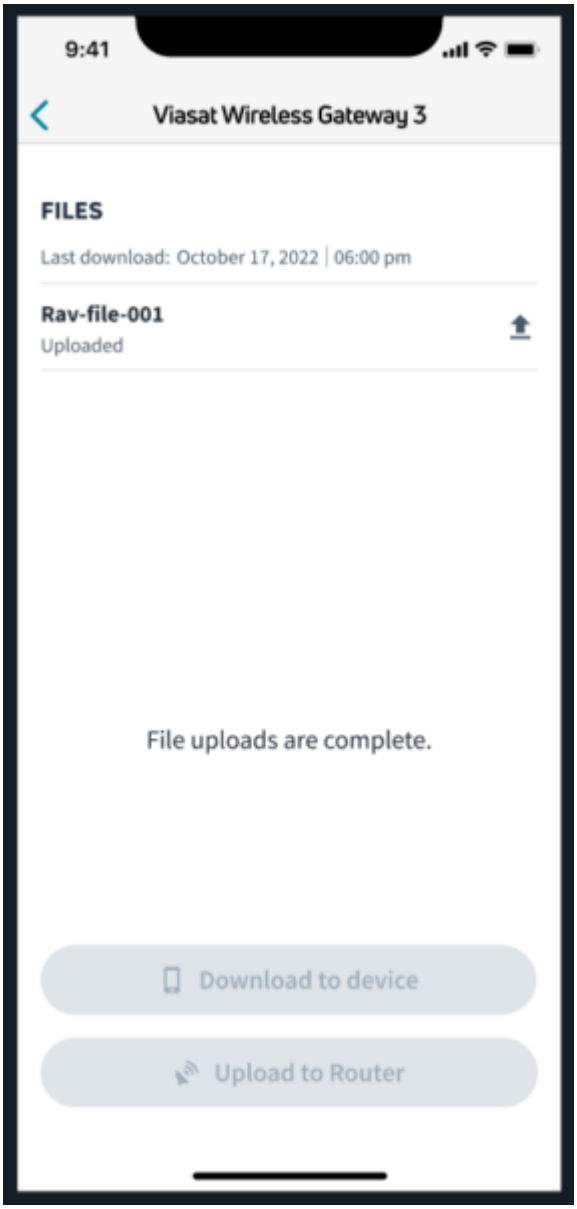
9:41
Viasat Wireless Gateway 3
FILES
Last download: October 17, 2022 | 06:00 pm
Rav-file-001
Downloaded
Upload file 80 MB to the Viasat Wireless Gateway 3.
Download to device
Upload to Router


9:41
Viasat Wireless Gateway 3
FILES
Last download: October 17, 2022 | 06:00 pm
Rav-file-001
Progress: 5%
Uploading files to the Router
5% complete
Download to device
Upload to Router

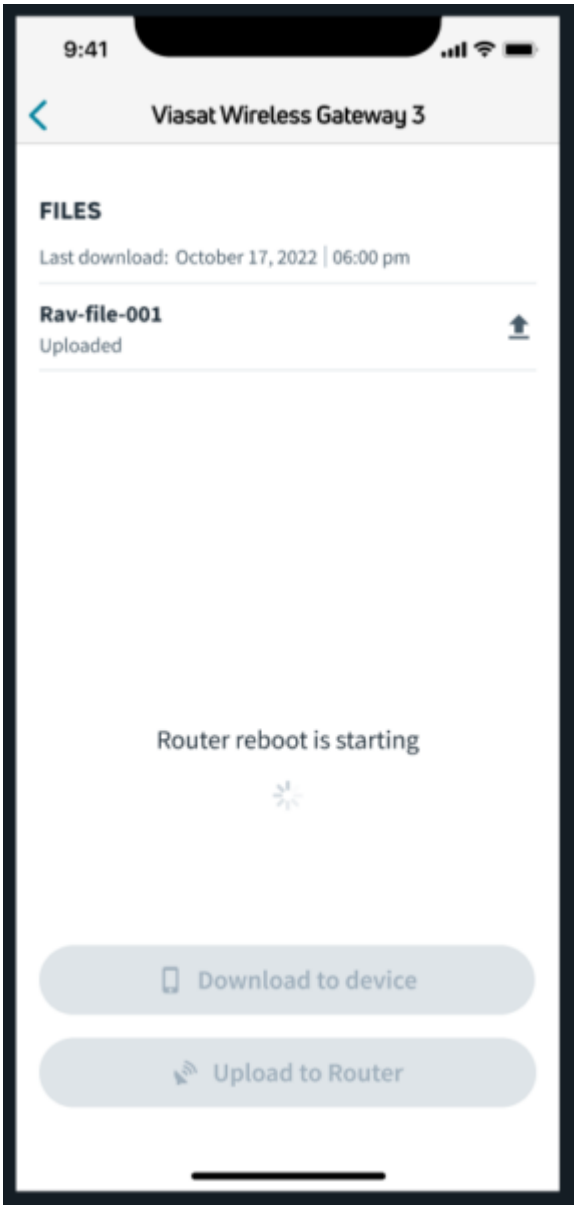

9:41
Viasat Wireless Gateway 3
FILES
Last download: October 17, 2022 | 06:00 pm
Rav-file-001
Progress: 20%
Uploading files to the Router
20% complete
Download to device
Upload to Router

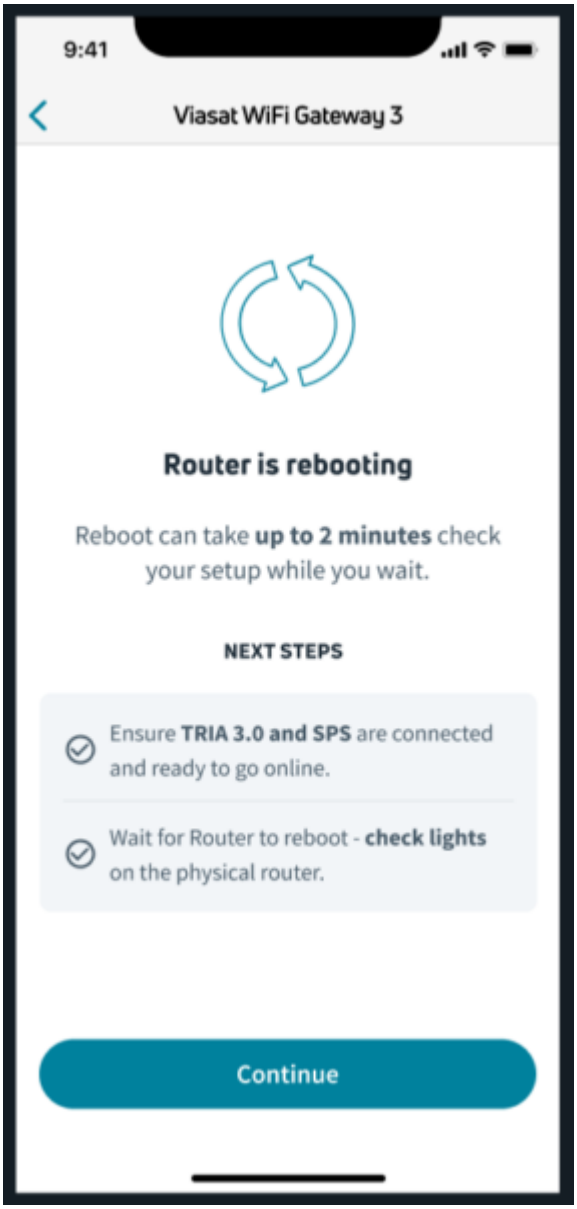

9:41
Viasat Wireless Gateway 3
FILES
Last download: October 17, 2022 | 06:00 pm
Rav-file-001
Progress: 80%
Uploading files to the Router
80% complete
Download to device
Upload to Router

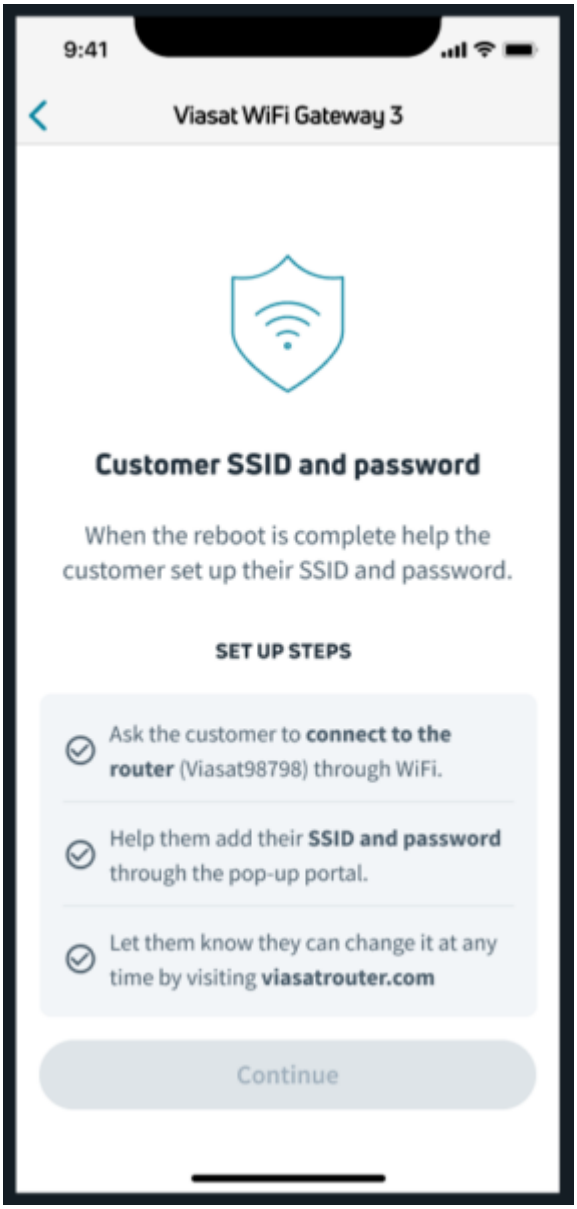

9:41
Viasat Wireless Gateway 3
FILES
Last download: October 17, 2022 | 06:00 pm
Rav-file-001
Progress: 100%
Uploading files to the Router
100% complete
Download to device
Upload to Router



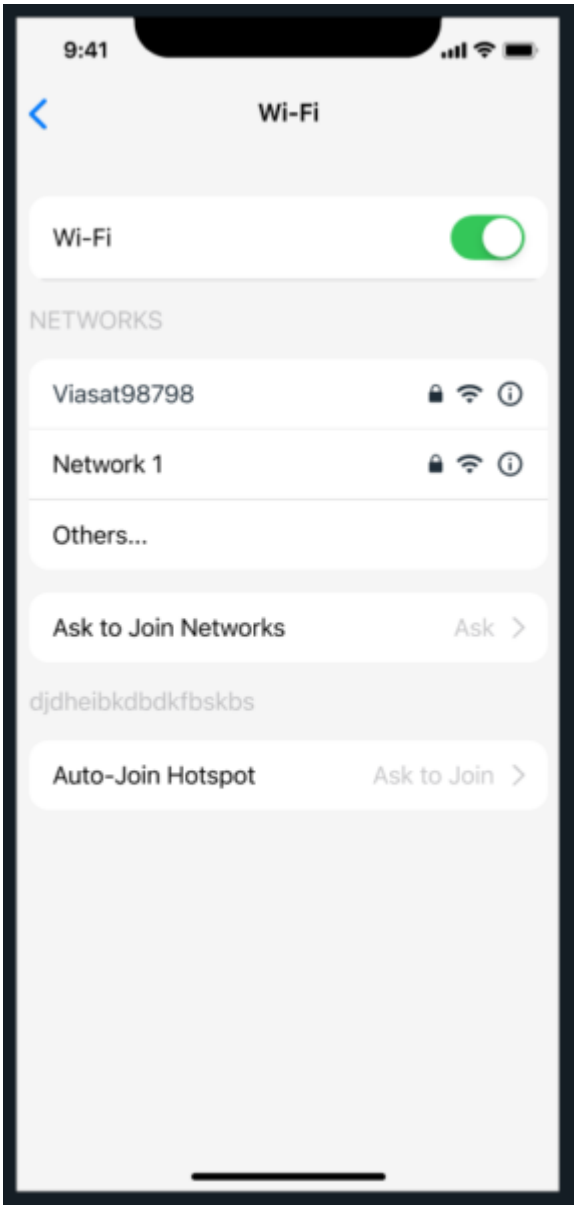
The router will then reboot. When completed, you'll be instructed to guide the customer to set up their SSID and password.


9:41
Viasat Wireless Gateway 3
FILES
Last download: October 17, 2022 | 06:00 pm
Rav-file-001
Uploaded
Router reboot is starting
Download to device
Upload to Router

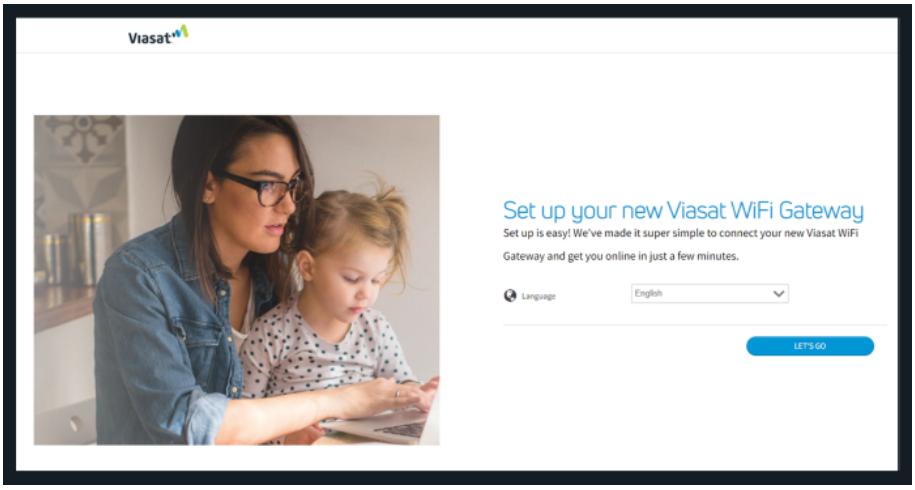

9:41
Viasat WiFi Gateway 3
Router is rebooting
Reboot can take up to 2 minutes check your setup while you wait.
NEXT STEPS
Ensure TRIA 3.0 and SPS are connected and ready to go online.
Wait for Router to reboot - check lights on the physical router.
Continue



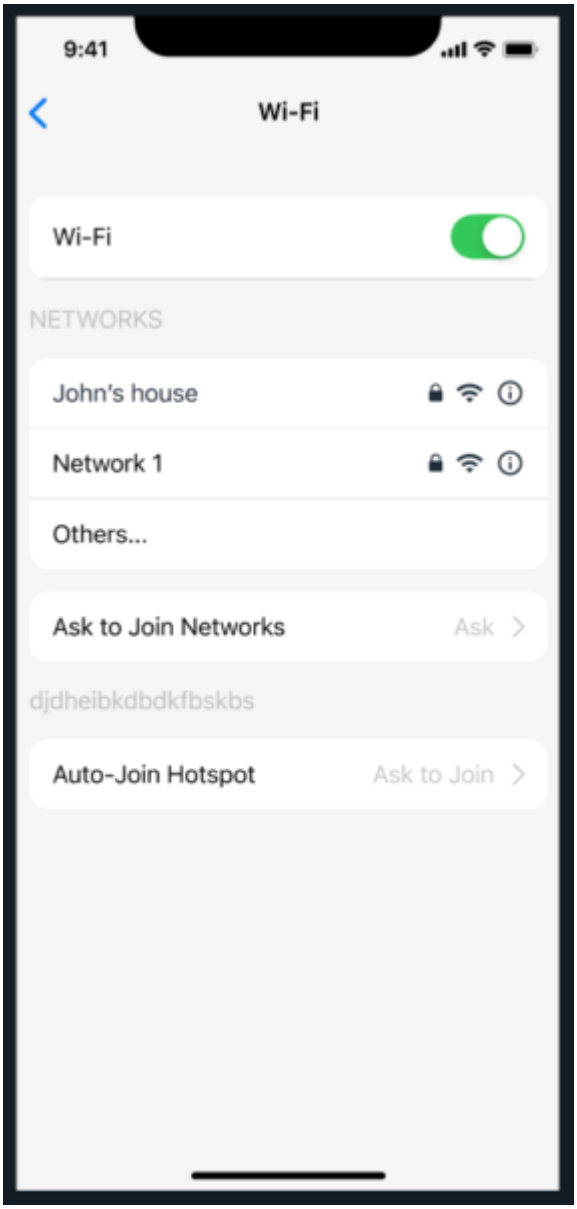
On the technician’s device, connect to the Viasat router.

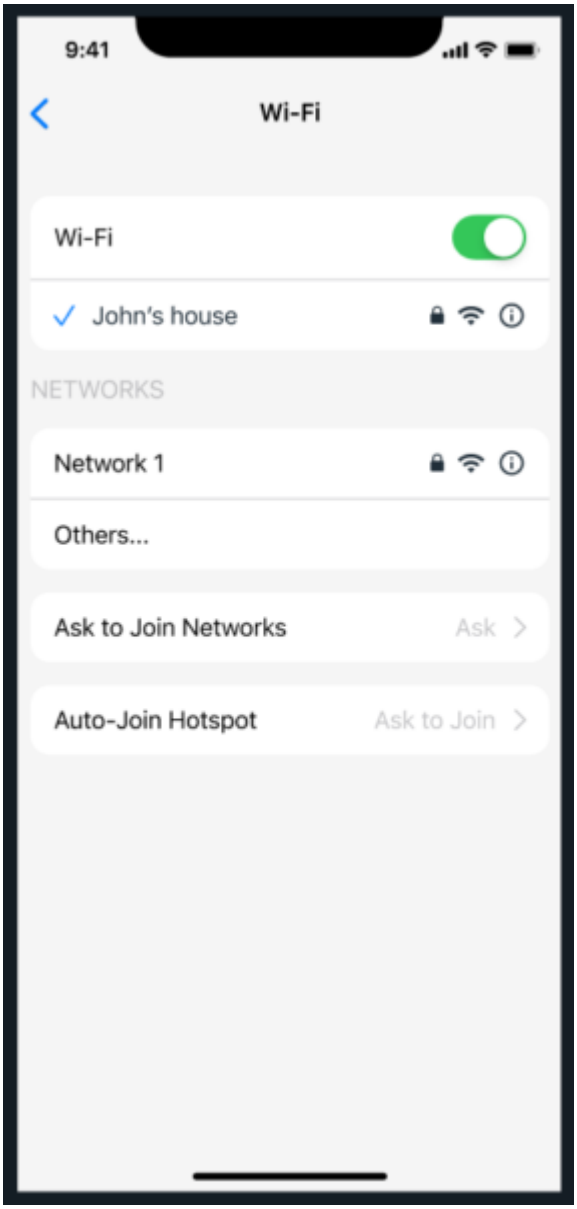


In the pop-up, help guide them through setting up their SSID and password through the portal. They can change this information at any time.

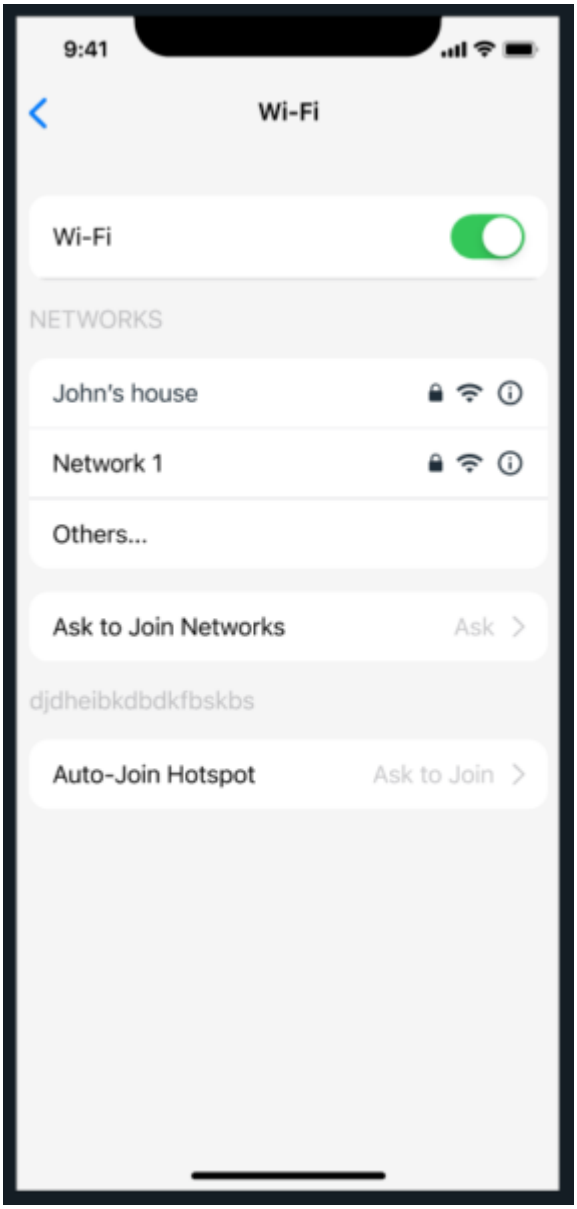


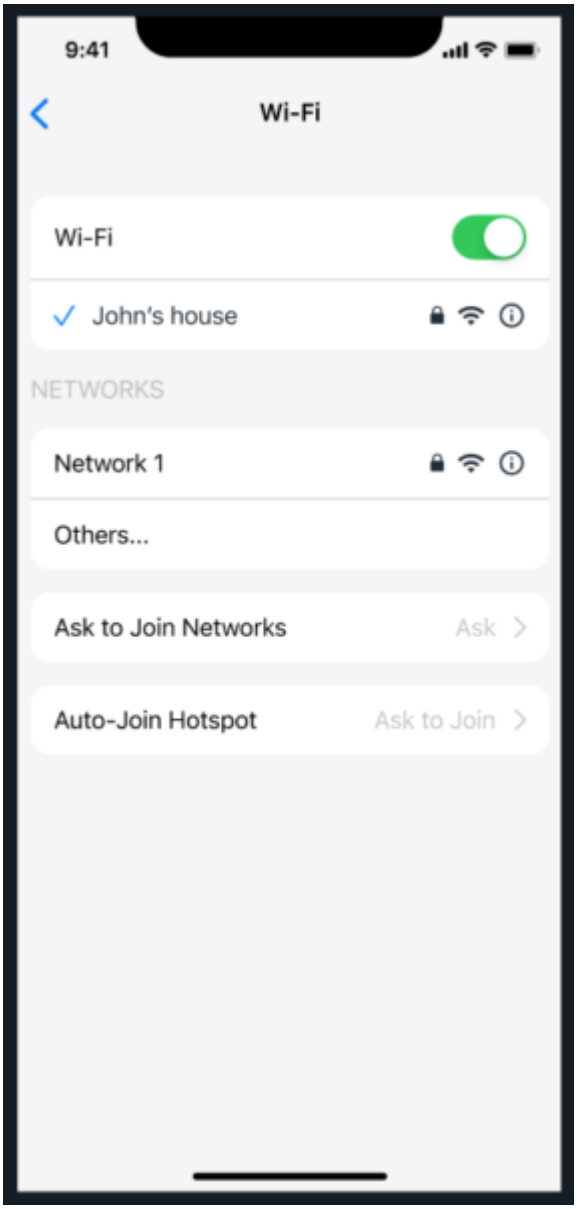
On the customer's device, have them connect with their new SSID and password.



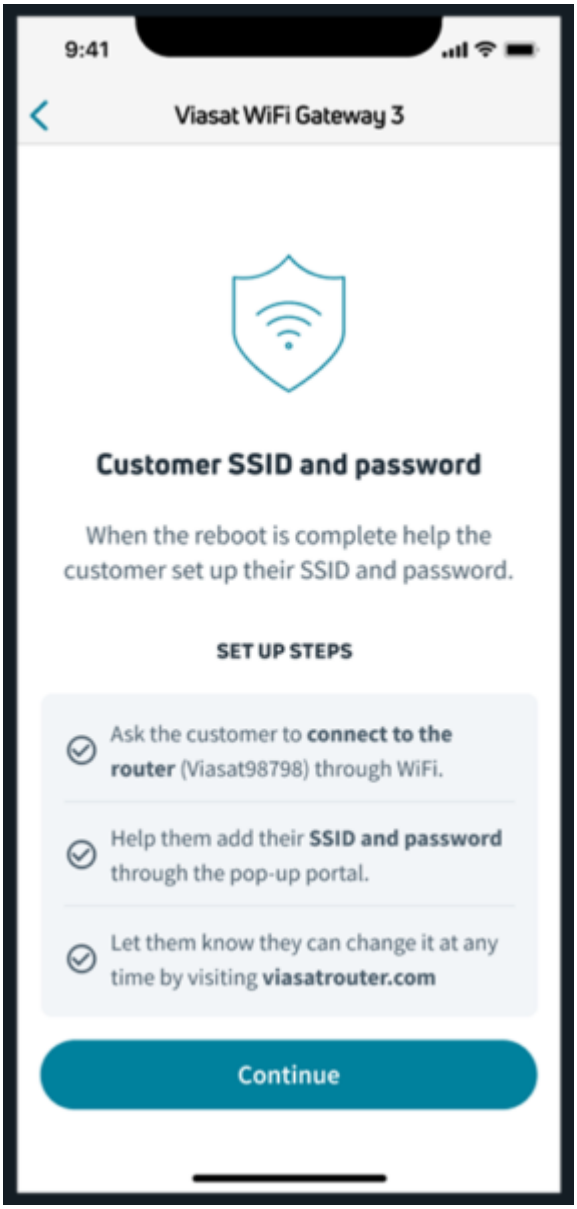


Back on the technician’s device, connect to WiFi with their new SSID and password.

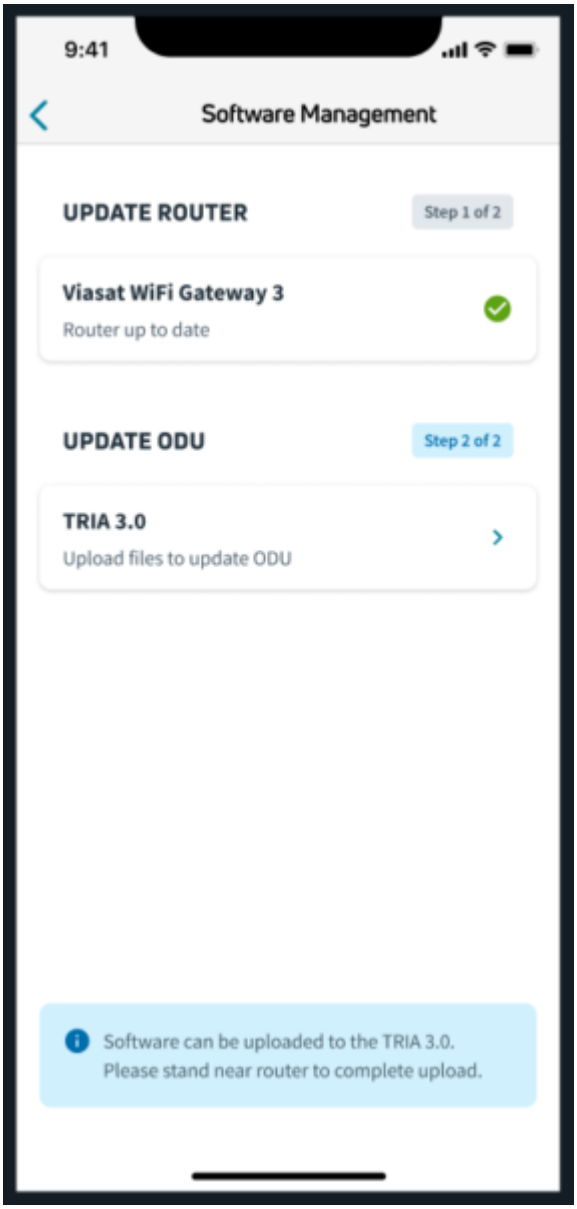




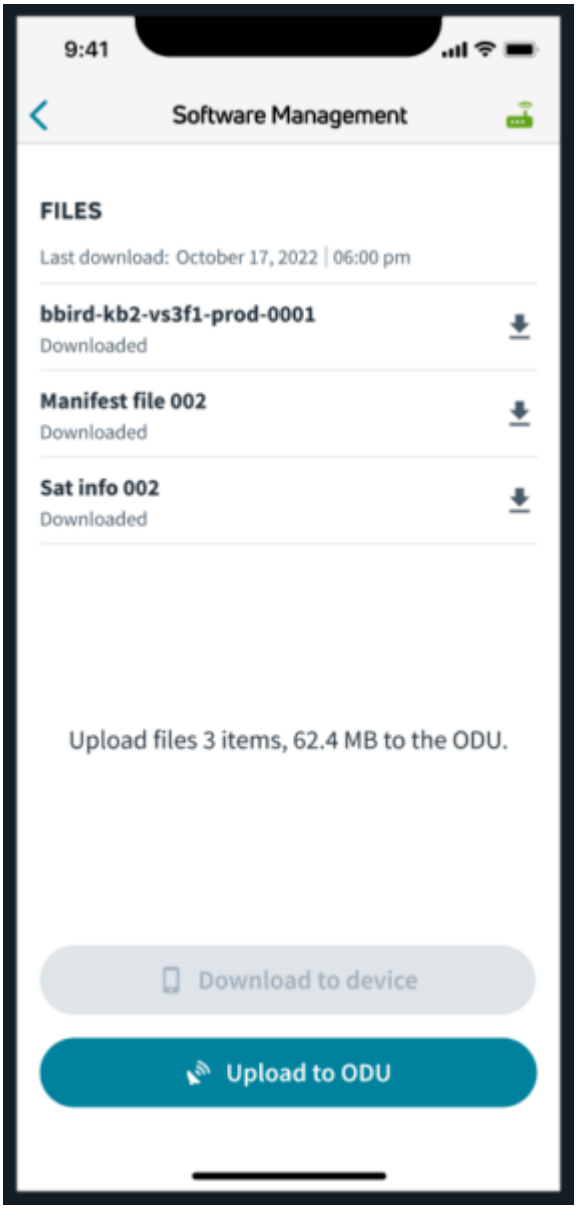
Go back into the VTT app and connect to the new SSID using the password.

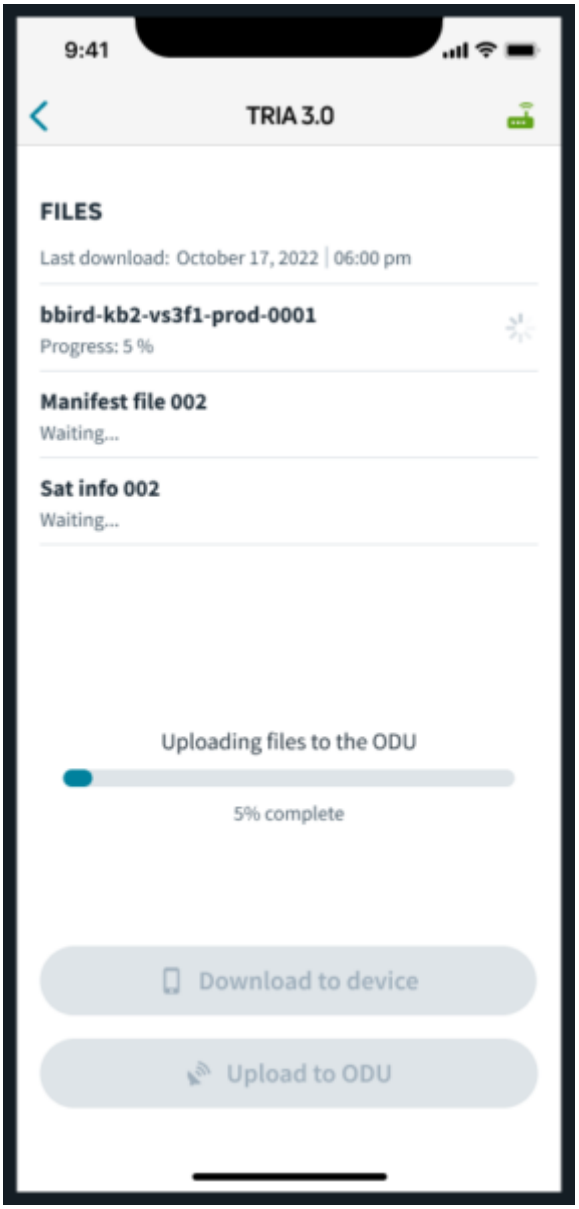


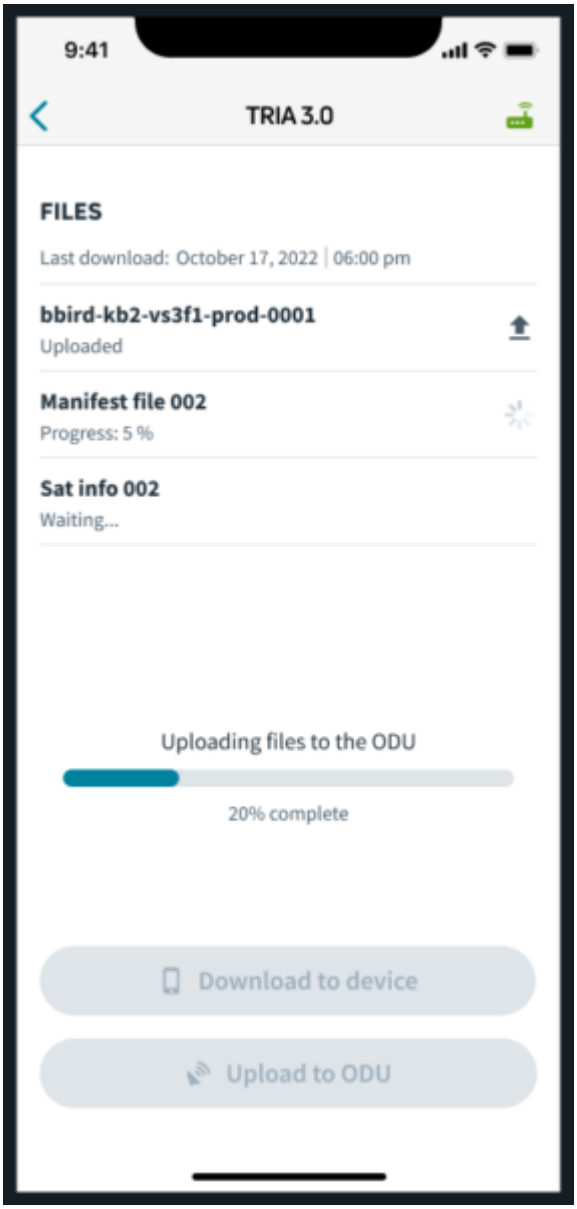
Press Upload ODU.

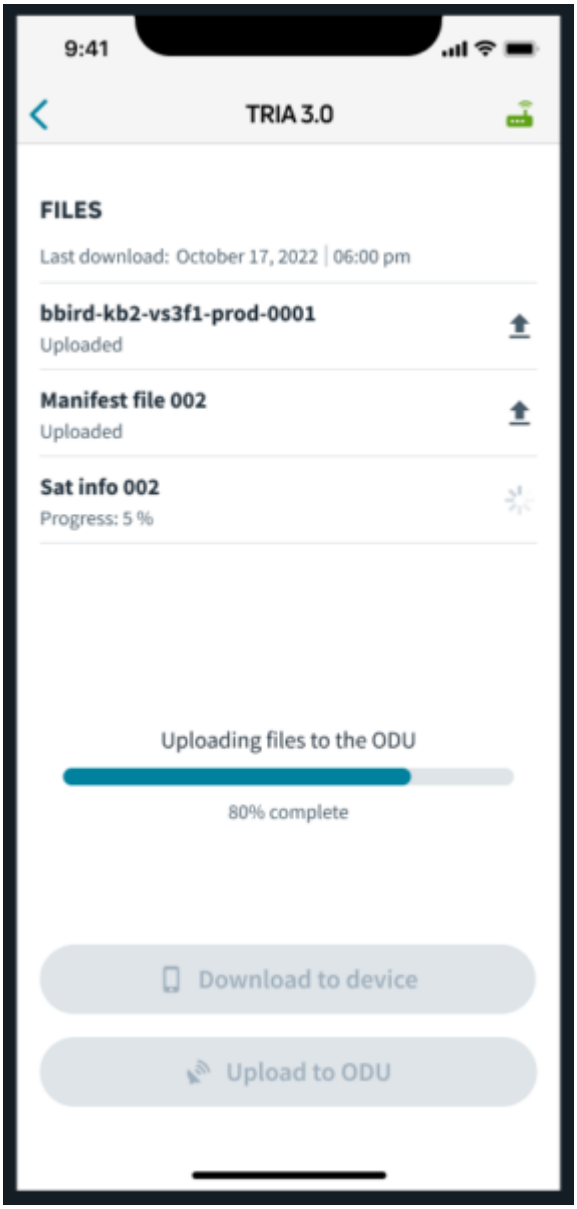


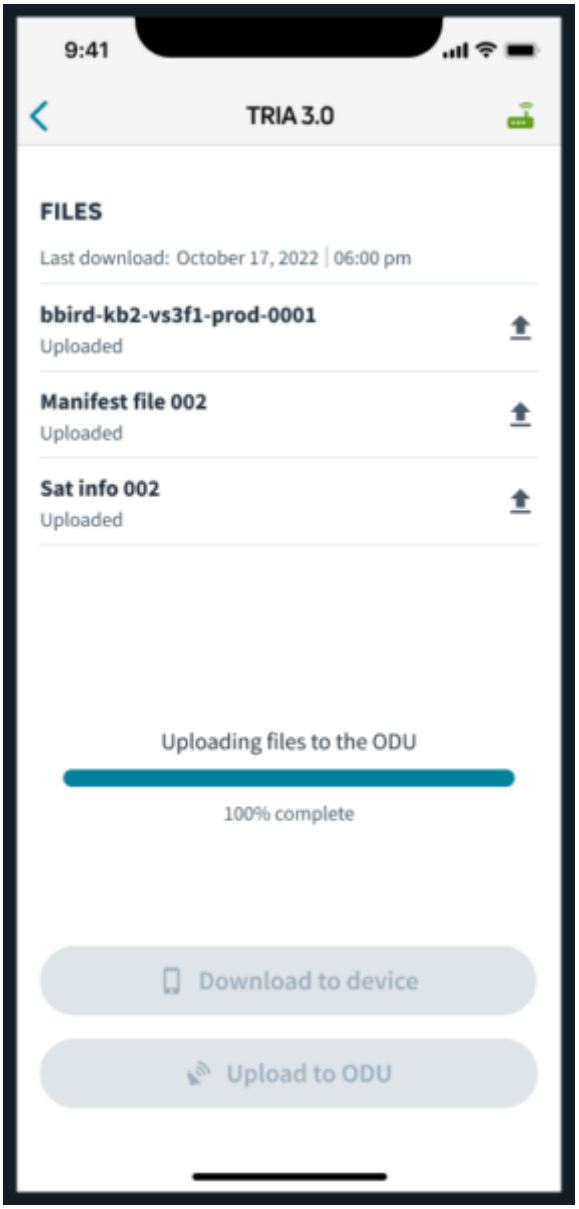
Press Upload to ODU. The app will continue through its process.

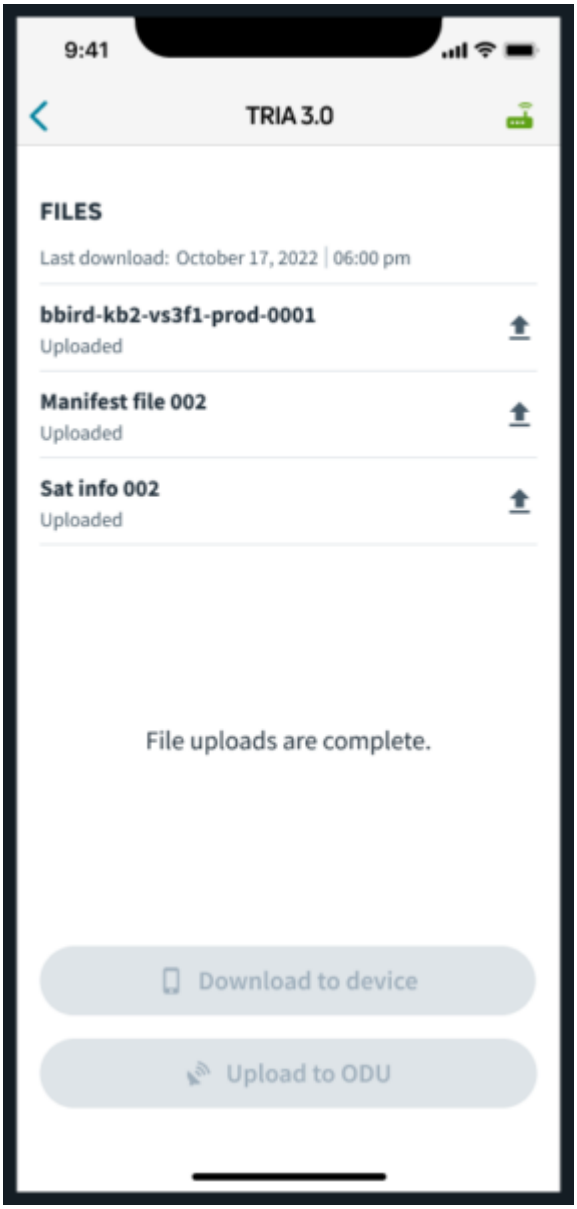

9:41
Software Management
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Downloaded
Manifest file 002
Downloaded
Sat info 002
Downloaded
Upload files 3 items, 62.4 MB to the ODU.
Download to device
Upload to ODU


9:41
TRIA 3.0
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Progress: 5 %
Manifest file 002
Waiting...
Sat info 002
Waiting...
Uploading files to the ODU
5% complete
Download to device
Upload to ODU

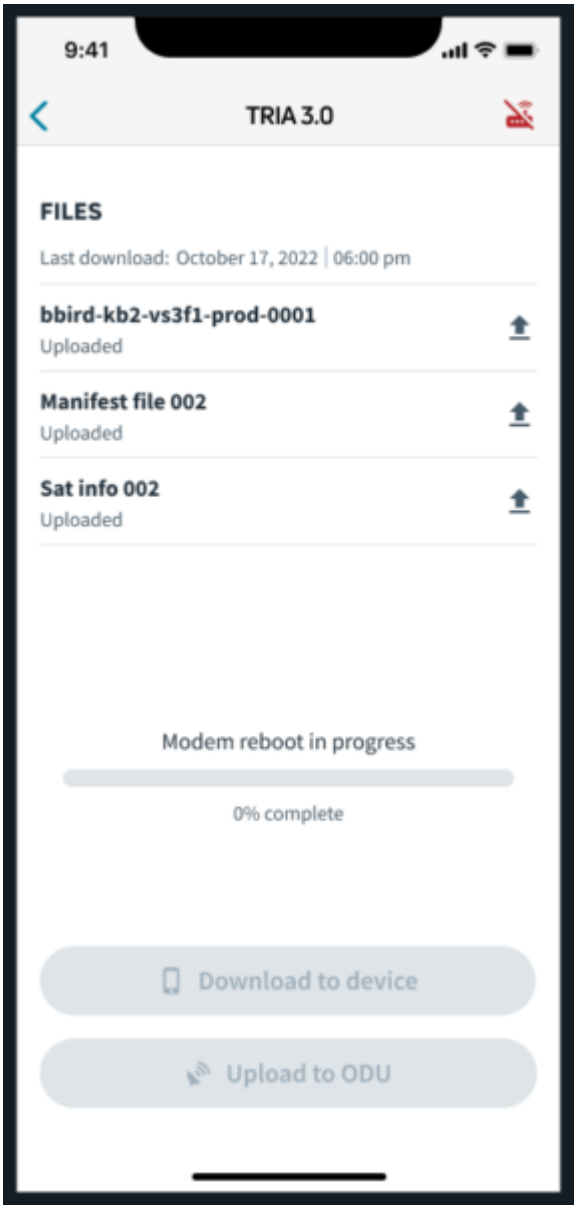

9:41
TRIA 3.0
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Uploaded
Manifest file 002
Progress: 5 %
Sat info 002
Waiting...
Uploading files to the ODU
20% complete
Download to device
Upload to ODU

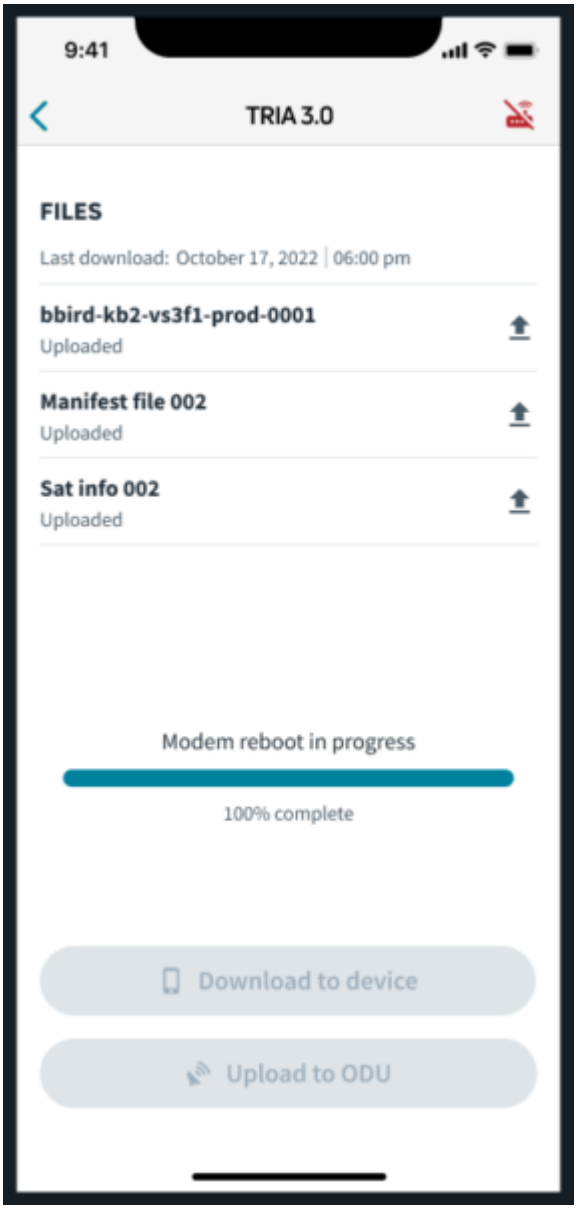

9:41
TRIA 3.0
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Uploaded
Manifest file 002
Uploaded
Sat info 002
Progress: 5 %
Uploading files to the ODU
80% complete
Download to device
Upload to ODU

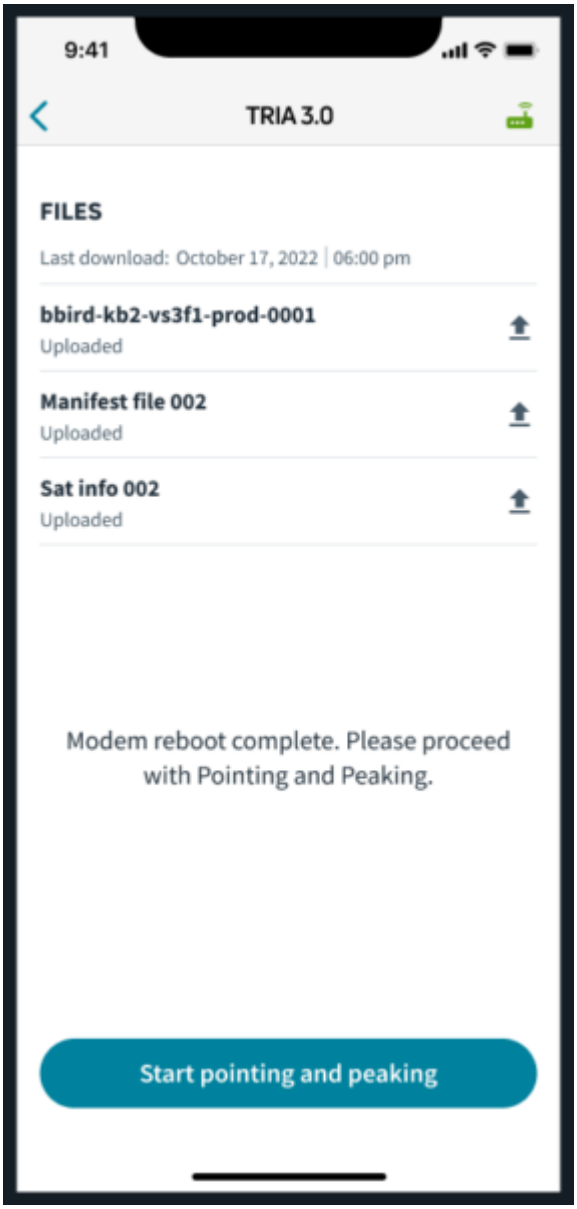

9:41
TRIA 3.0
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Uploaded
Manifest file 002
Uploaded
Sat info 002
Uploaded
Uploading files to the ODU
100% complete
Download to device
Upload to ODU



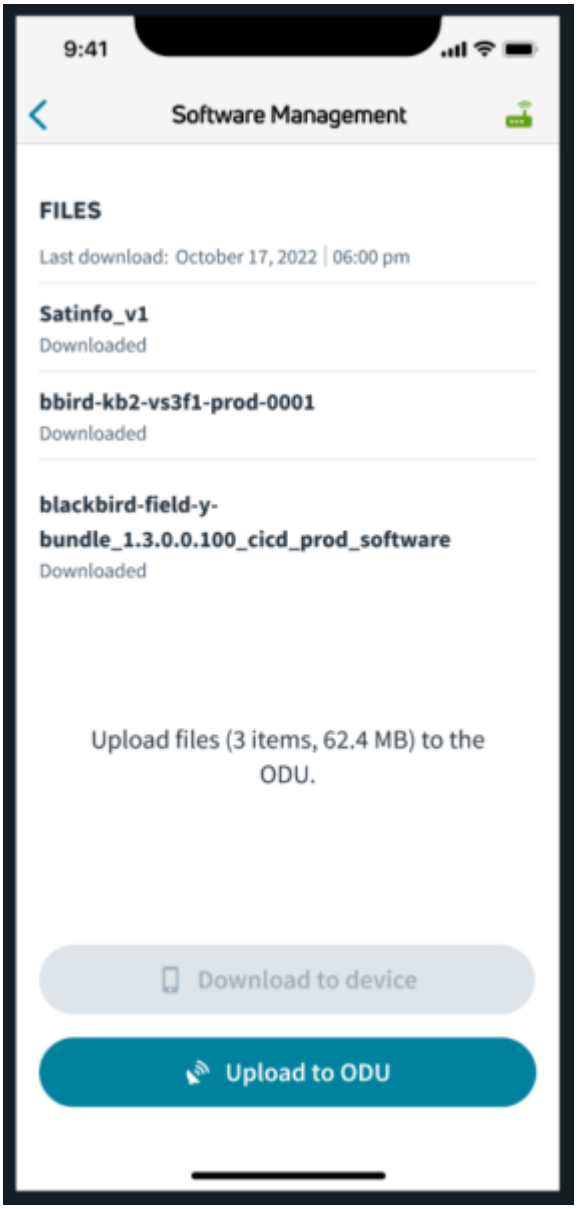
The modem will begin a reboot process. And then you will be able to begin **Pointing & Peaking**.

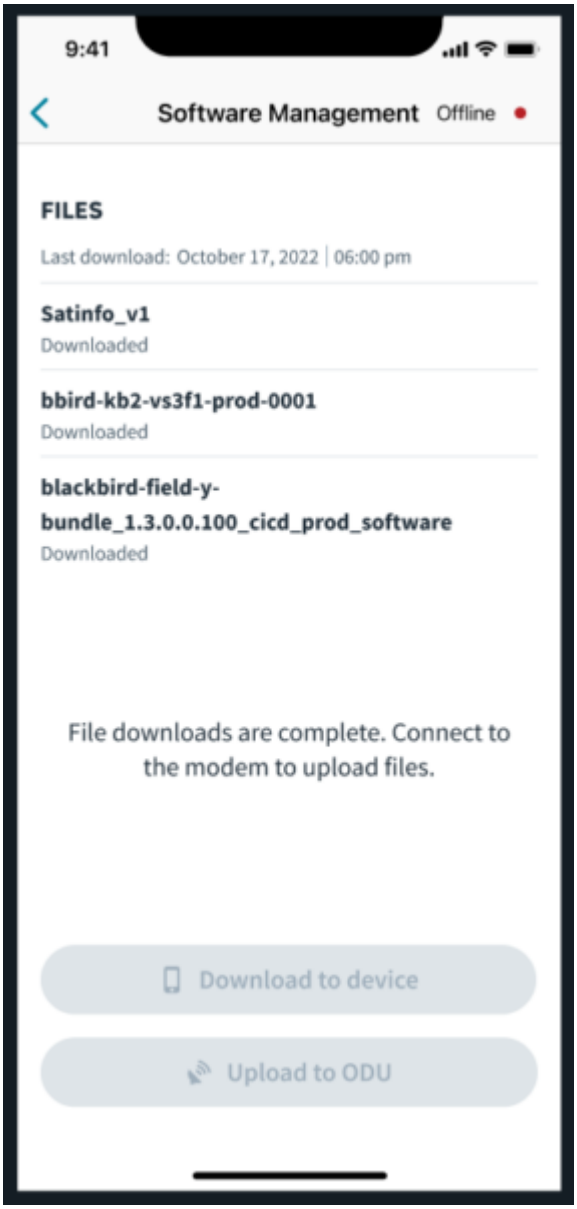

9:41
TRIA 3.0
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Uploaded
Manifest file 002
Uploaded
Sat info 002
Uploaded
Modem reboot in progress
0% complete
Download to device
Upload to ODU

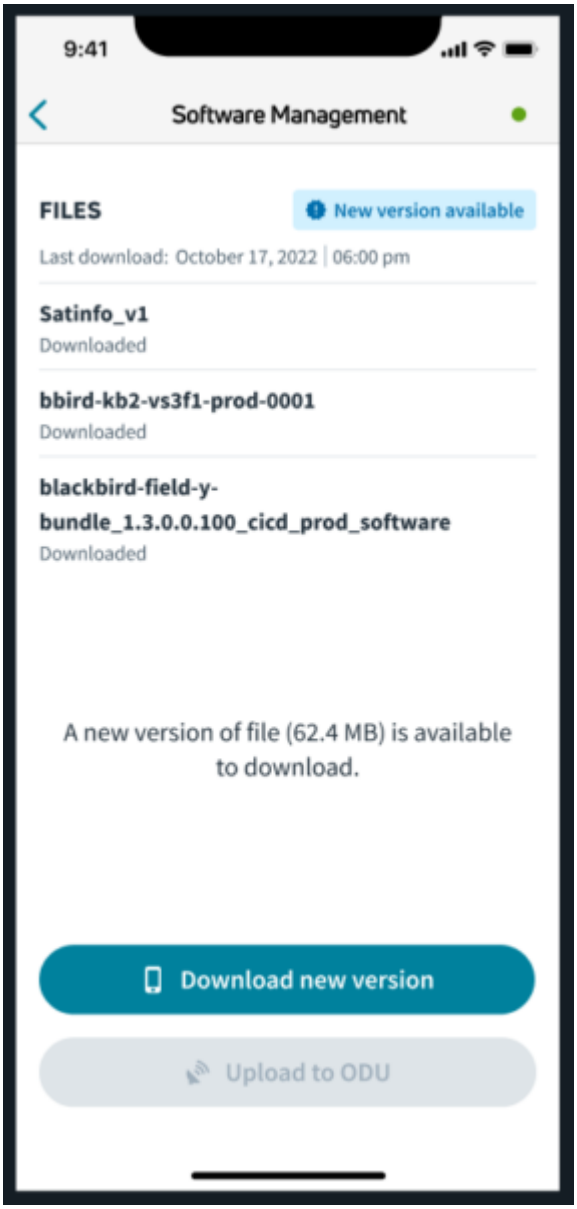

9:41
TRIA 3.0
FILES
Last download: October 17, 2022 | 06:00 pm
bbird-kb2-vs3f1-prod-0001
Uploaded
Manifest file 002
Uploaded
Sat info 002
Uploaded
Modem reboot in progress
100% complete
Download to device
Upload to ODU



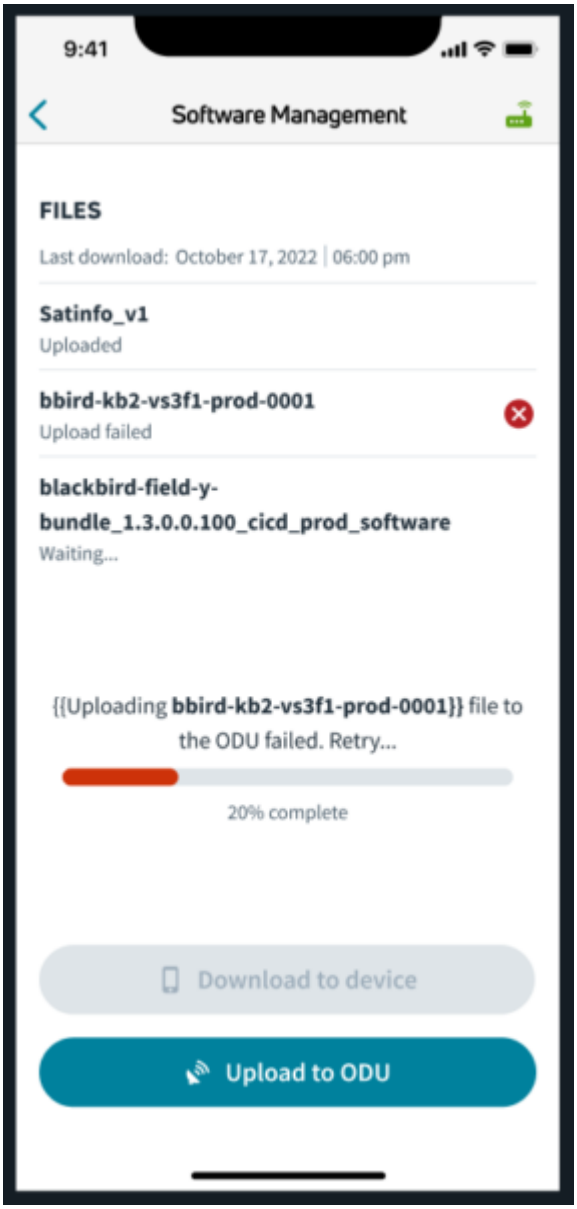
The app will alert you if the software package has a newer version.

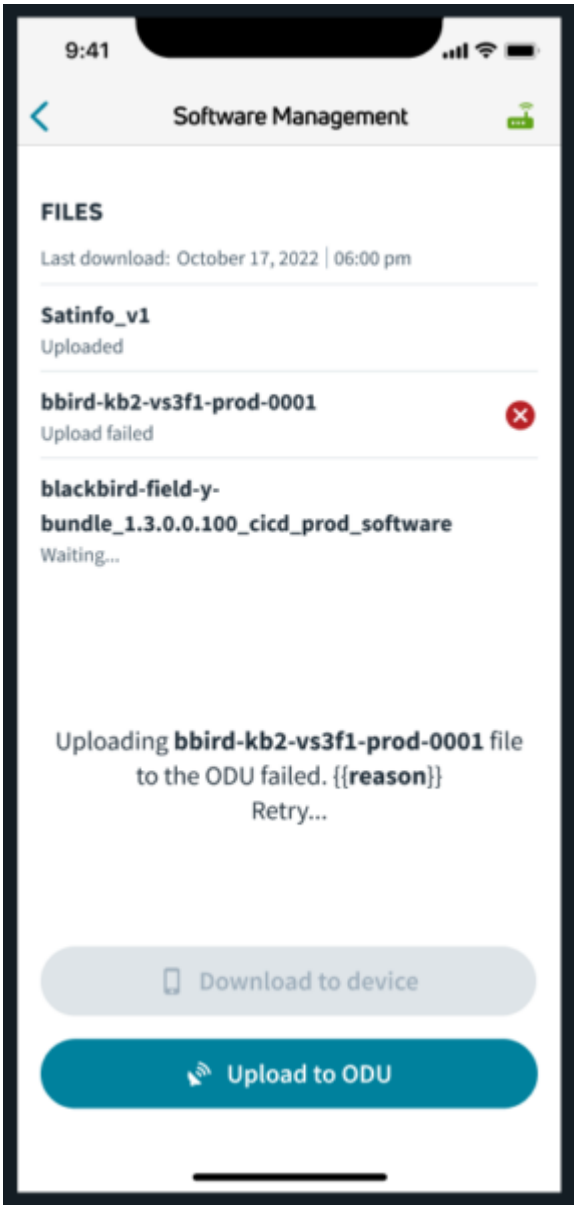

9:41
Software Management
FILES
Last download: October 17, 2022 | 06:00 pm
Satinfo_v1
Downloaded
bbird-kb2-vs3f1-prod-0001
Downloaded
blackbird-field-y-bundle_1.3.0.0.100_cicd_prod_software
Downloaded
Upload files (3 items, 62.4 MB) to the ODU.
Download to device
Upload to ODU

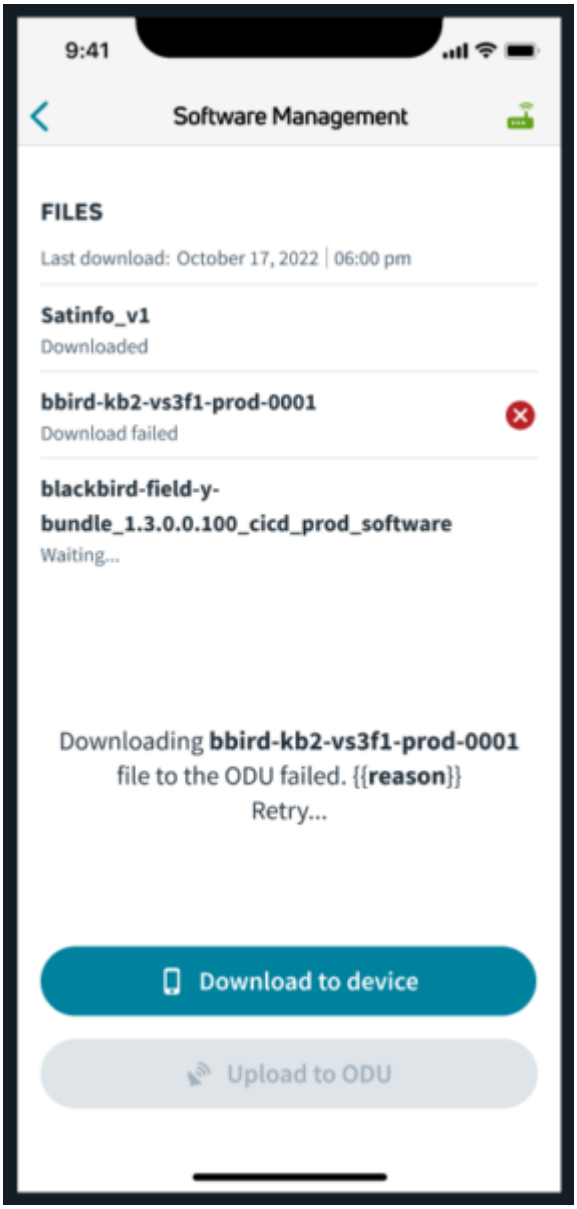

9:41
Software Management
Offline
FILES
Last download: October 17, 2022 | 06:00 pm
Satinfo_v1
Downloaded
bbird-kb2-vs3f1-prod-0001
Downloaded
blackbird-field-y-bundle_1.3.0.0.100_cicd_prod_software
Downloaded
File downloads are complete. Connect to the modem to upload files.
Download to device
Upload to ODU



Should the upload to the ODU fail, you may try the upload again or restart the download from the beginning and then try uploading again.

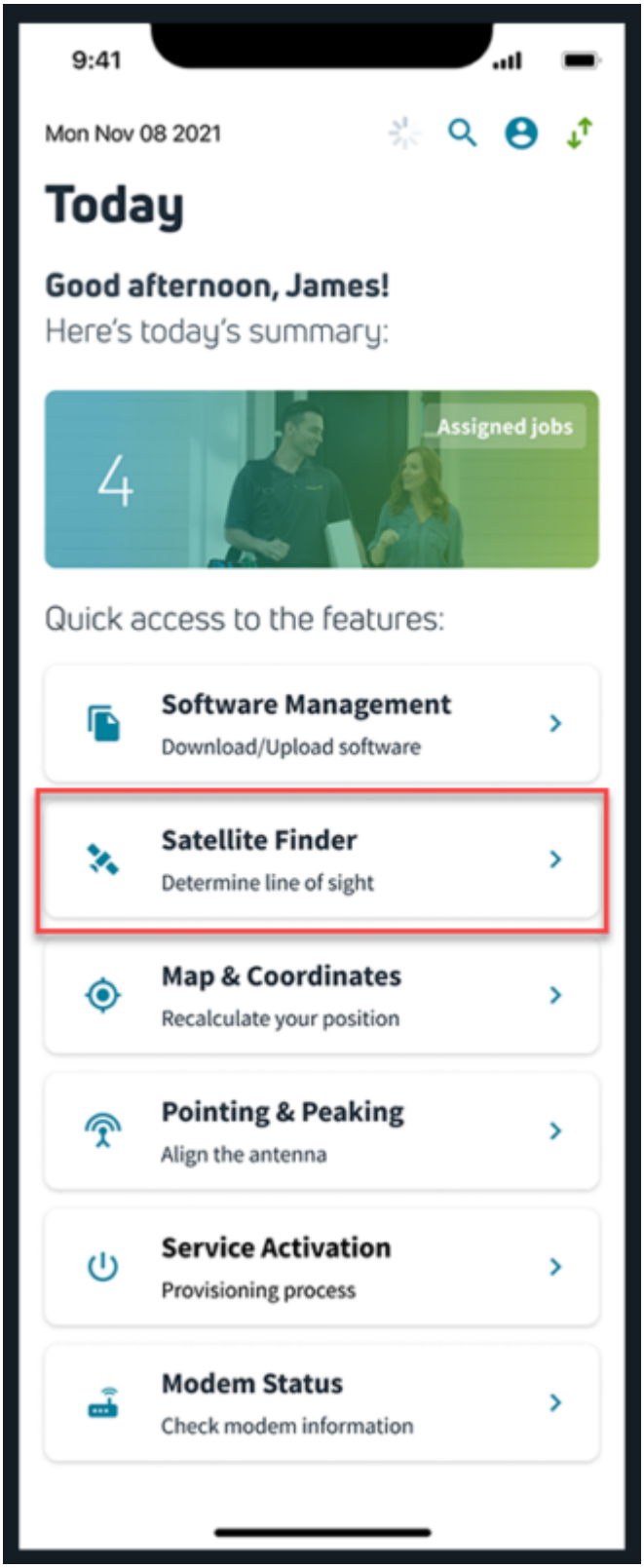

9:41
Software Management
FILES
Last download: October 17, 2022 | 06:00 pm
Satinfo_v1
Uploaded
bbird-kb2-vs3f1-prod-0001
Upload failed
blackbird-field-y-bundle_1.3.0.0.100_cicd_prod_software
Waiting...
{{Uploading bbird-kb2-vs3f1-prod-0001}} file to the ODU failed. Retry...
20% complete
Download to device
Upload to ODU


9:41
Software Management
FILES
Last download: October 17, 2022 | 06:00 pm
Satinfo_v1
Uploaded
bbird-kb2-vs3f1-prod-0001
Upload failed
blackbird-field-y-bundle_1.3.0.0.100_cicd_prod_software
Waiting...
Uploading bbird-kb2-vs3f1-prod-0001 file to the ODU failed. {{reason}}
Retry...
Download to device
Upload to ODU



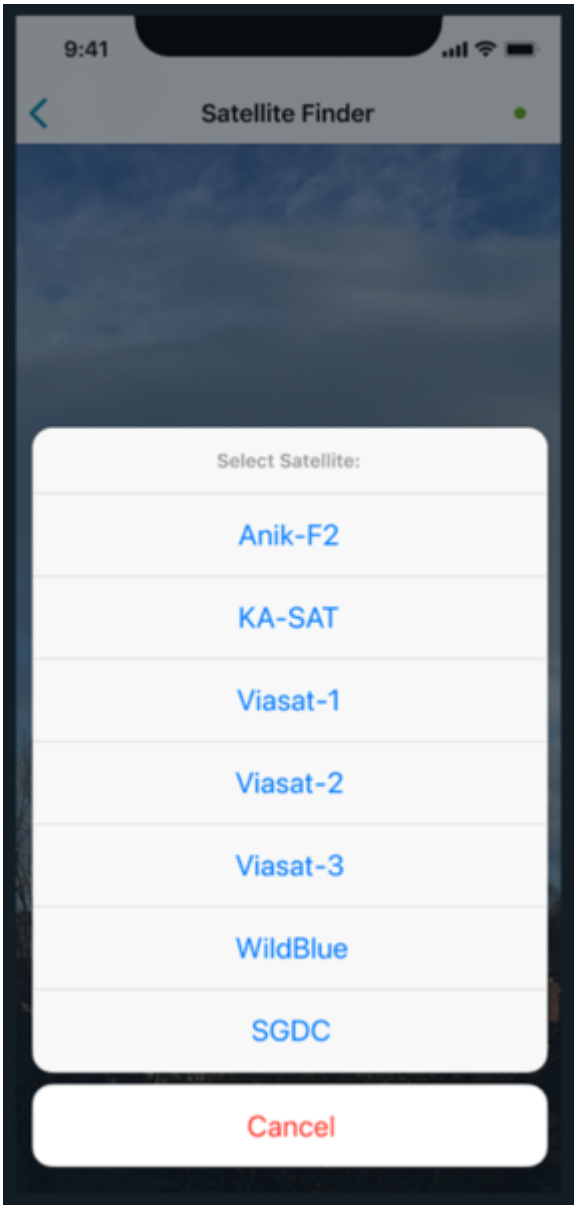
Satellite Finder

Press **Satellite Finder** from the Dashboard.

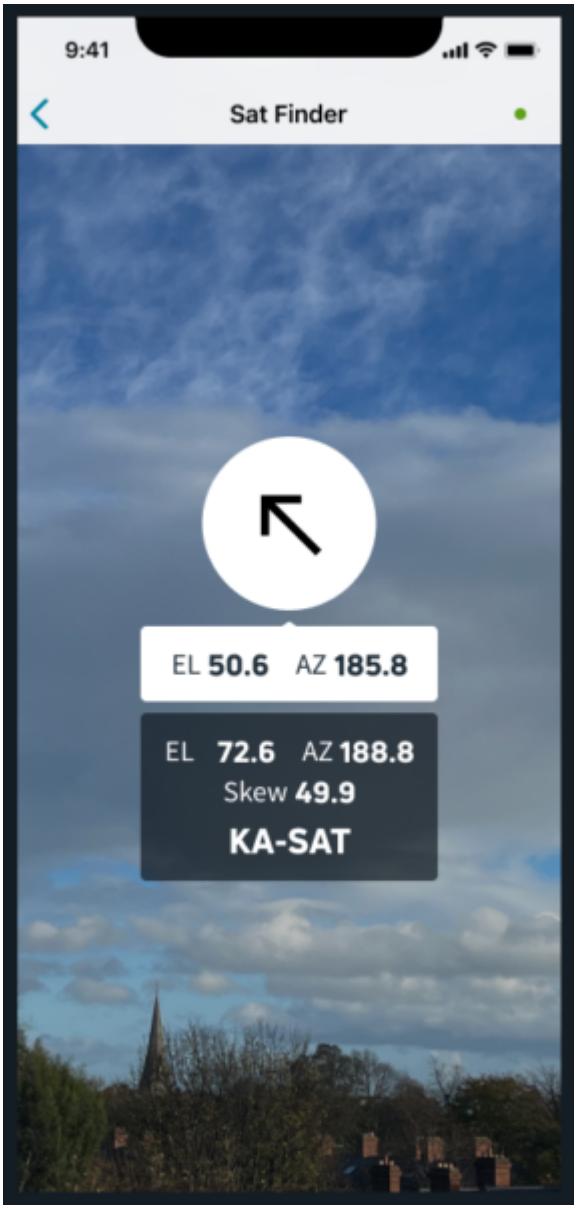


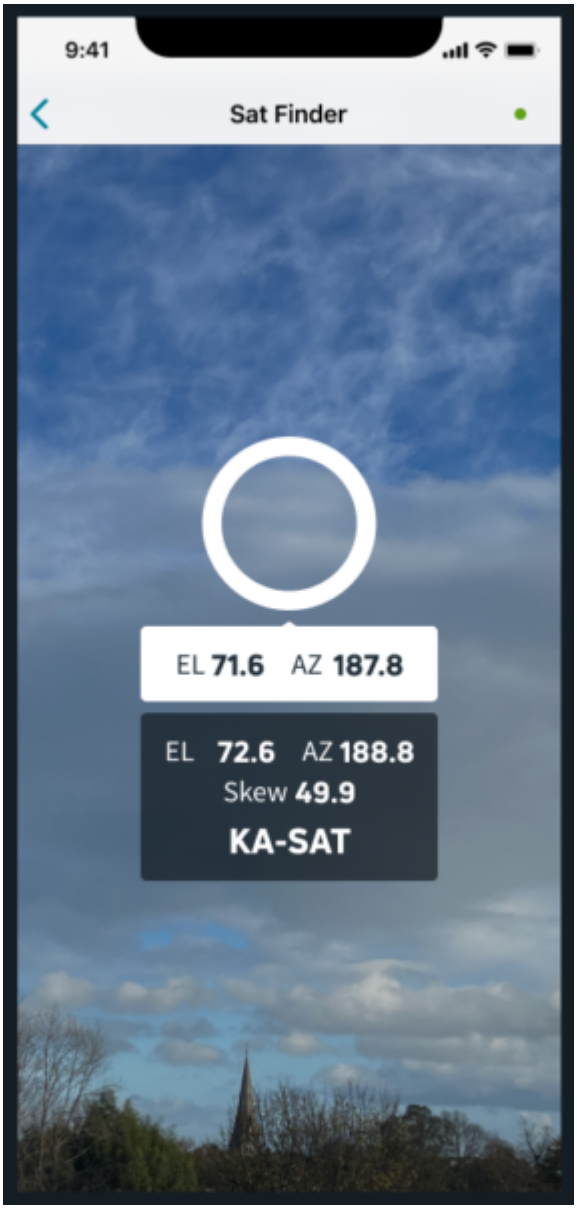
Press the correct satellite and use the mobile camera to locate the satellite. Before entering an area with no service, Satellite Finder will easily let you find the satellite in space. From your position on site, simply follow the prompts.

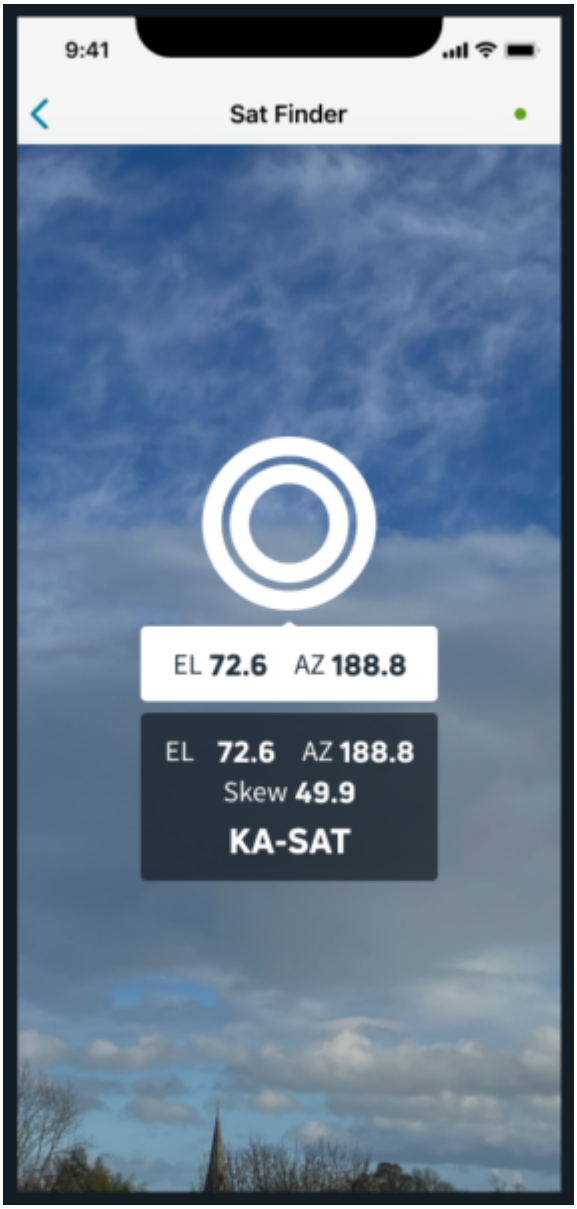
9:41
Sat Finder
EL 40.6 AZ 184.8
EL -- AZ --
Skew --


9:41
Satellite Finder
Select Satellite:
Anik-F2
KA-SAT
Viasat-1
Viasat-2
Viasat-3
WildBlue
SGDC
Cancel

9:41
Sat Finder
EL 40.6 AZ 184.8
EL 72.6 AZ 188.8
Skew 49.9
KA-SAT


9:41
Sat Finder
EL 50.6 AZ 185.8
EL 72.6 AZ 188.8
Skew 49.9
KA-SAT

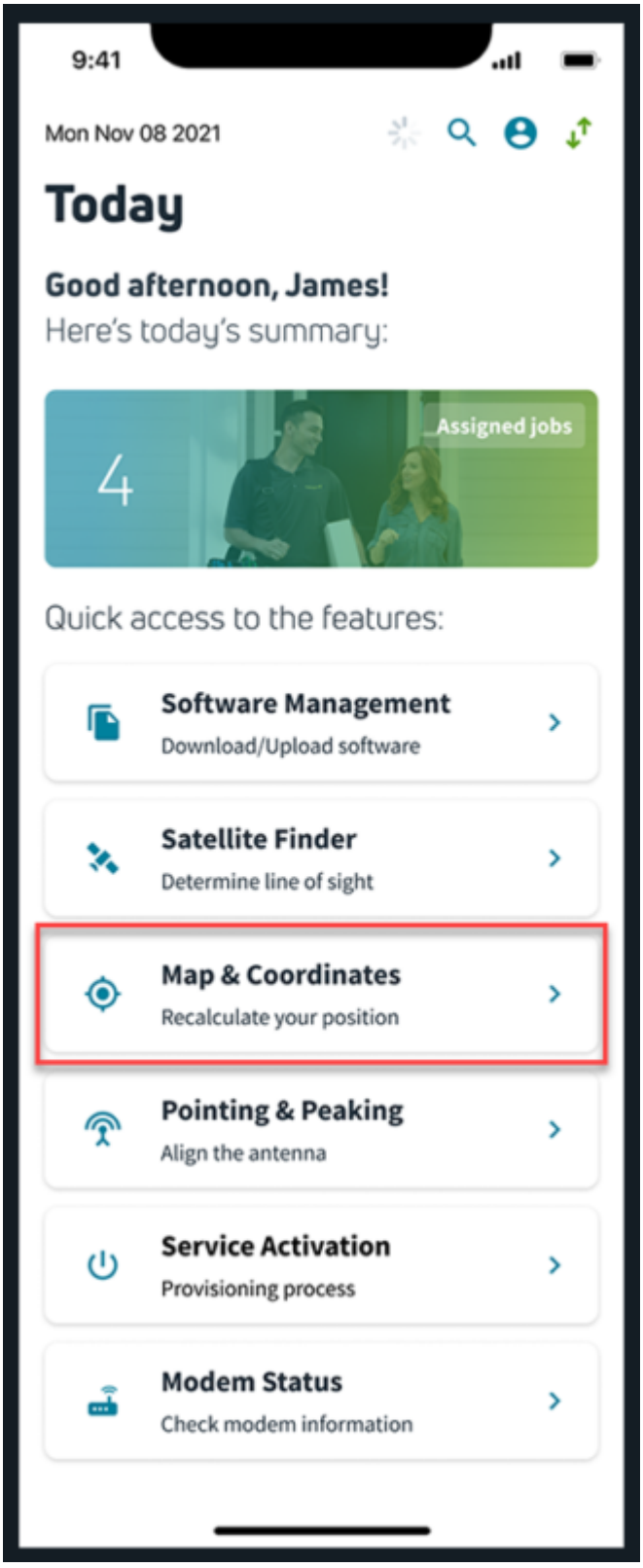

9:41
Sat Finder
EL 71.6 AZ 187.8
EL 72.6 AZ 188.8
Skew 49.9
KA-SAT



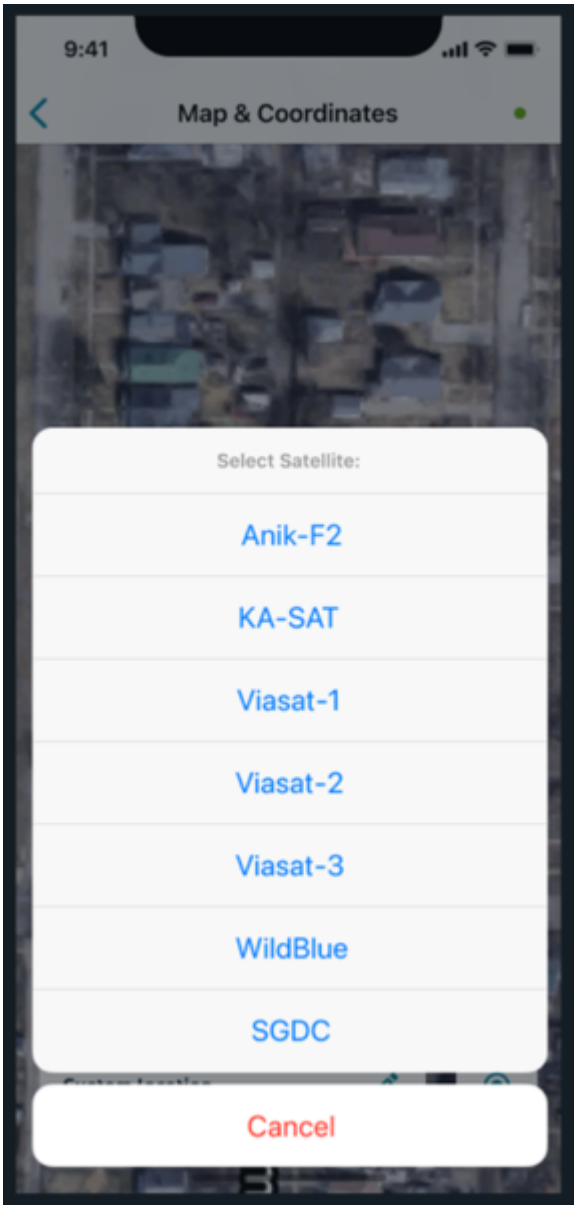
If your device has no magneto, gyro, or compass sensor, you will see these screens stating that the feature is not supported by your device.

Map & Coordinates

Press **Map & Coordinates** from the Dashboard. This will allow you to see the selected satellite’s direction. By entering the customer’s location, you’ll be able to previsualize the site before you arrive.

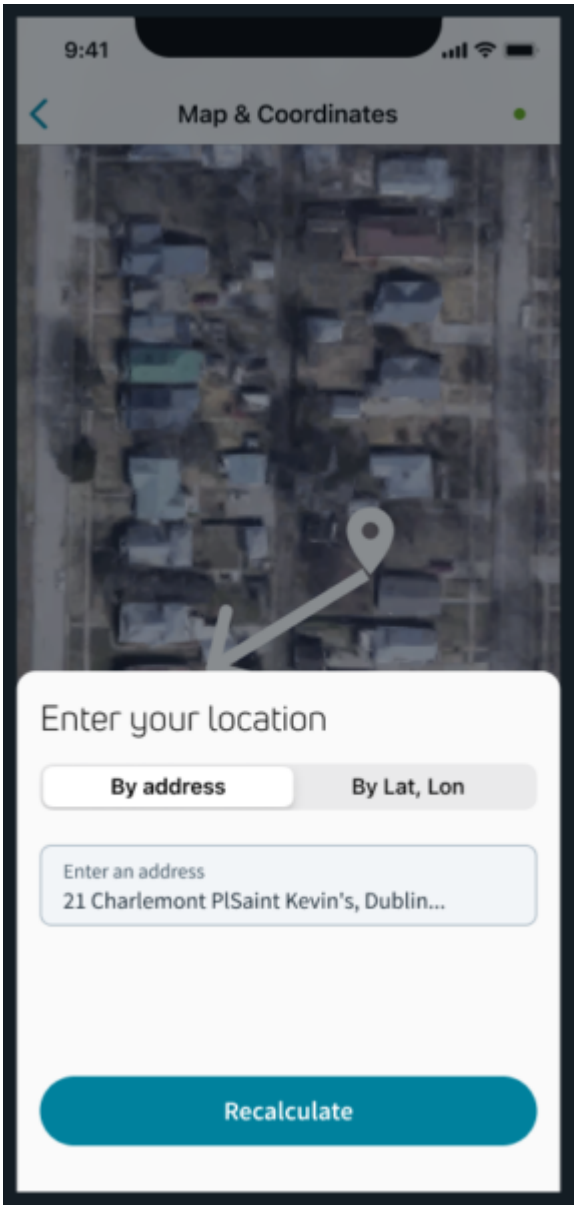


Press the appropriate satellite.

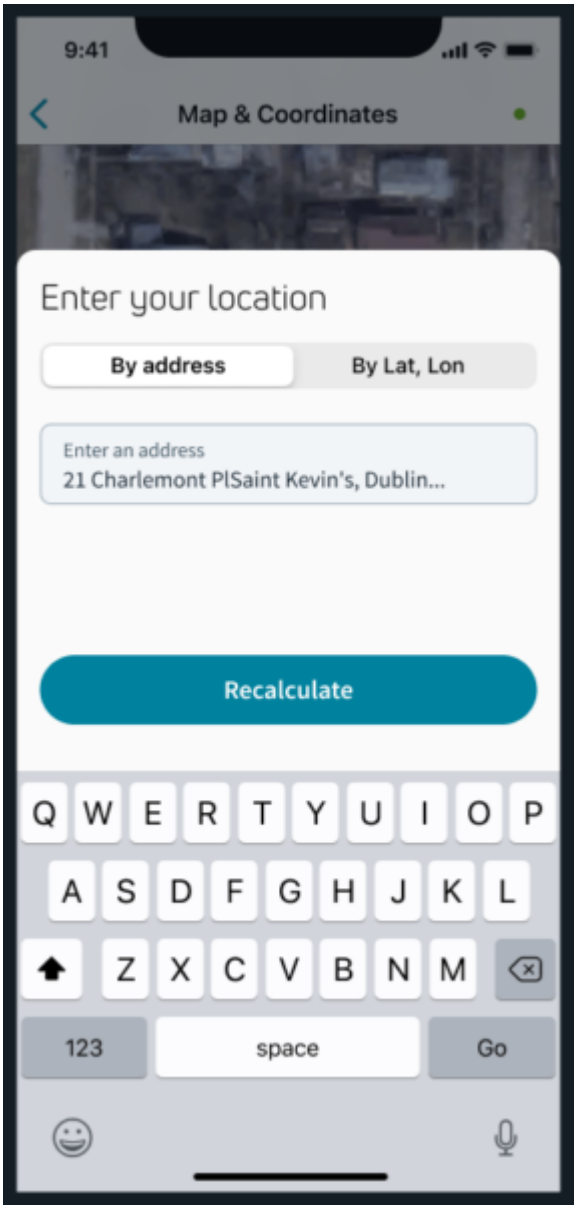


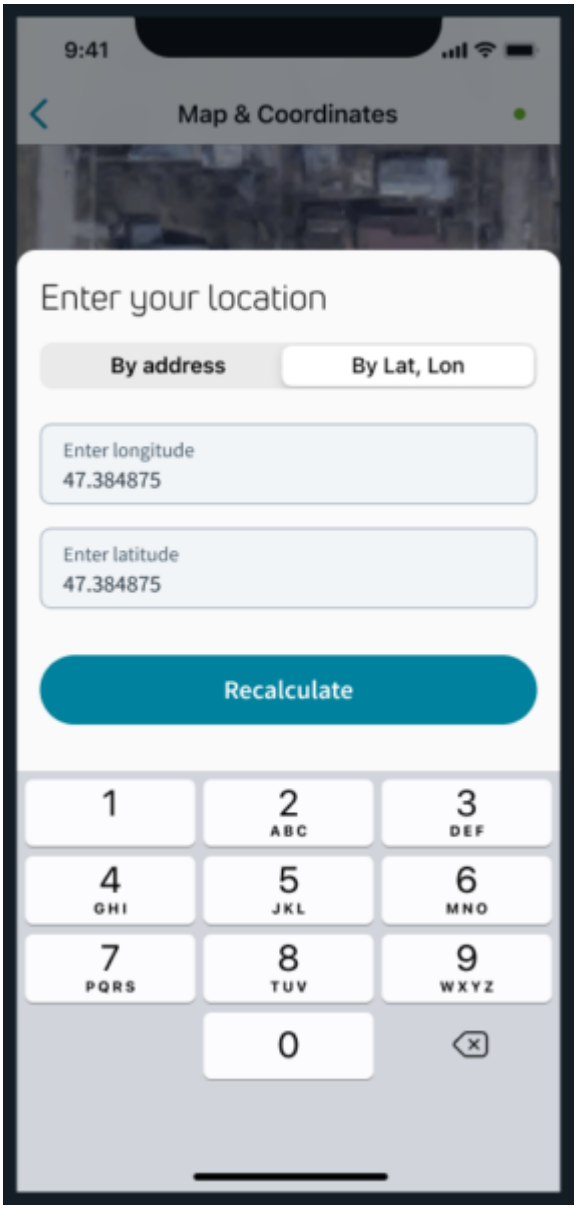
Your current location will show on the map along with an arrow showing the direction of the satellite.

Press the **Locate Me** icon or the **Edit Pen** next to **Custom Location.**



Now, enter your location by address or by Latitude and Longitude.

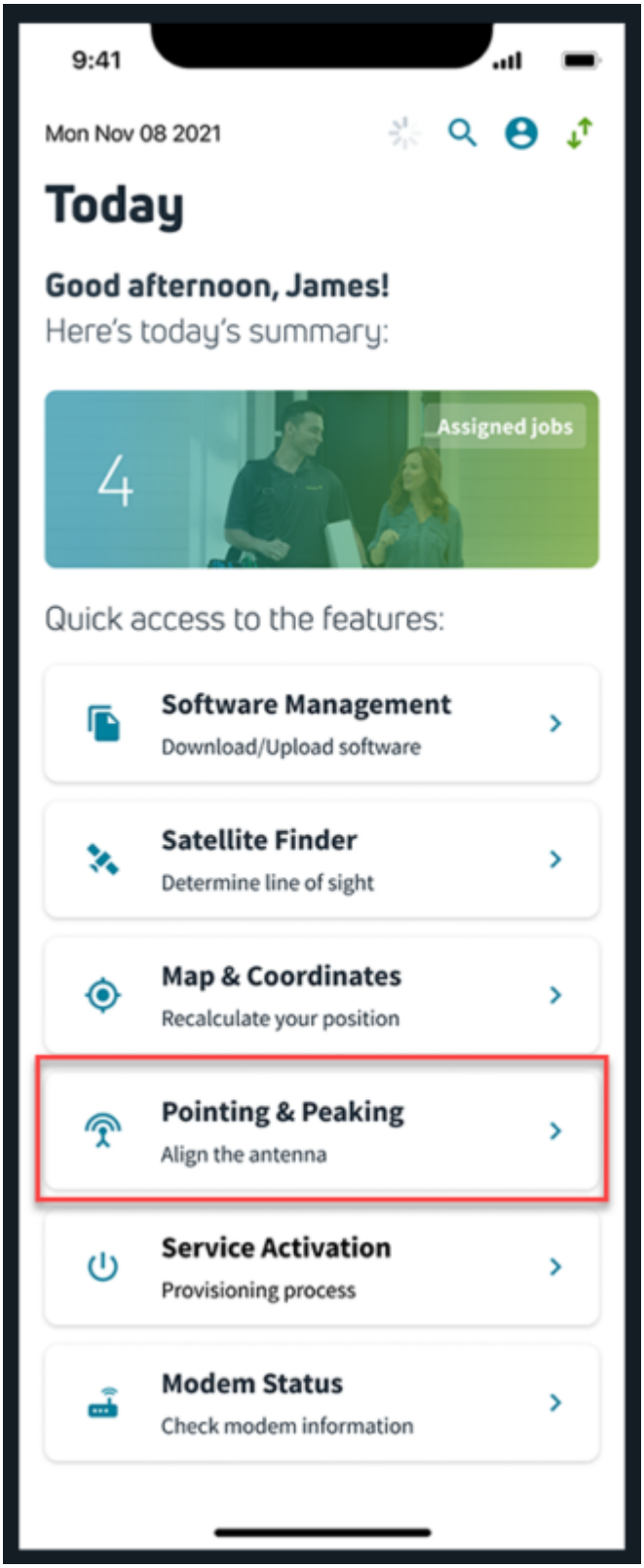




Pointing & Peaking

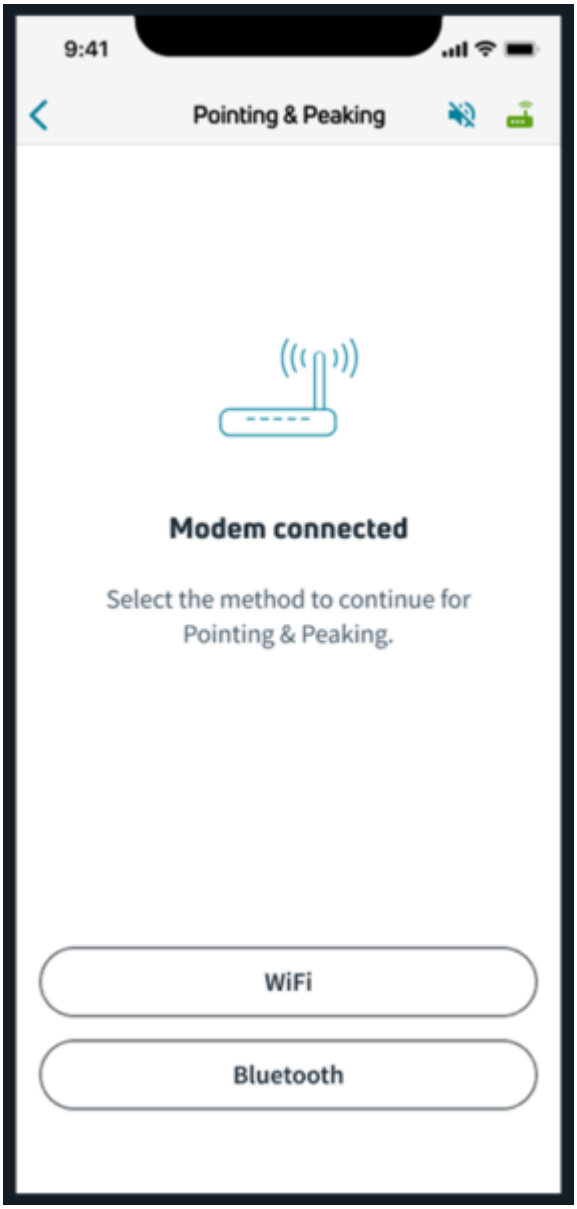
ViaSat-3

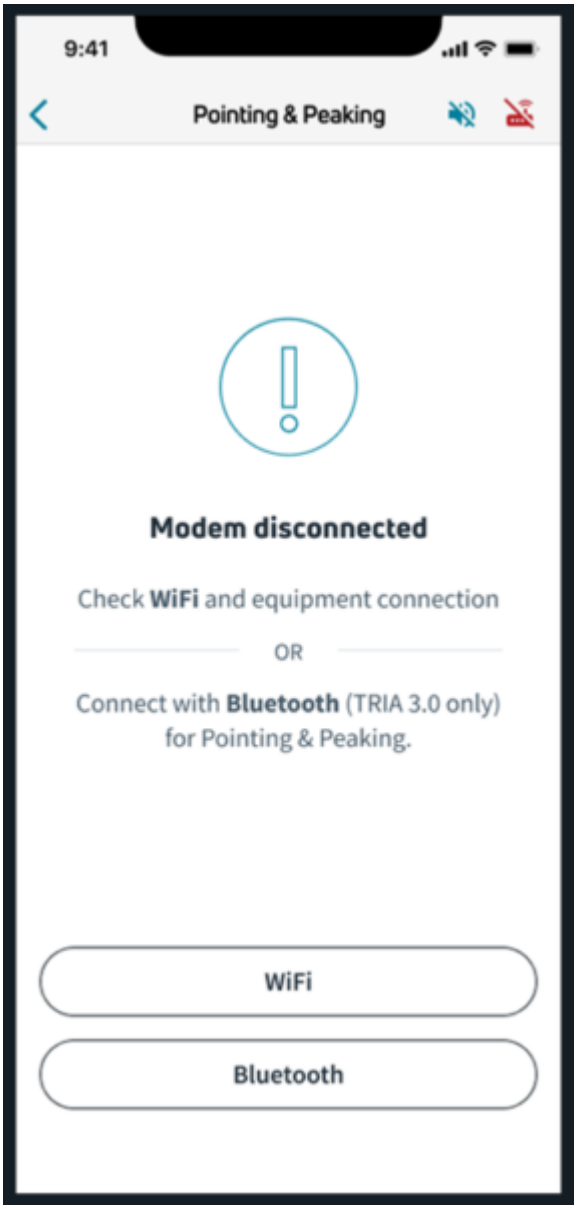
Press **Pointing & Peaking** from the Dashboard.



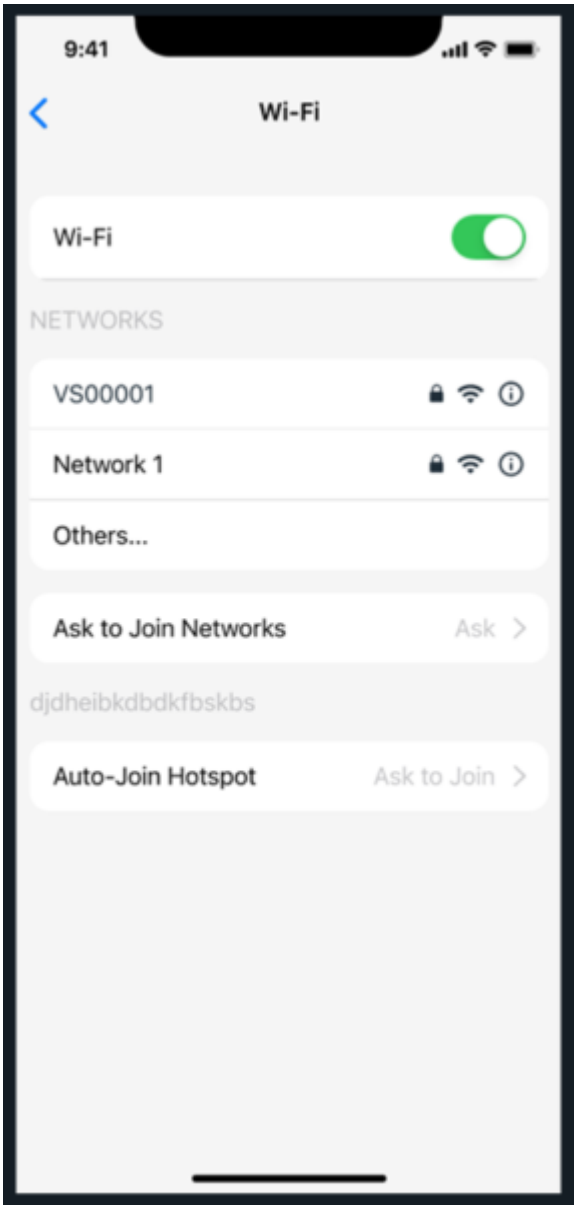
The app will assess the modem connection.

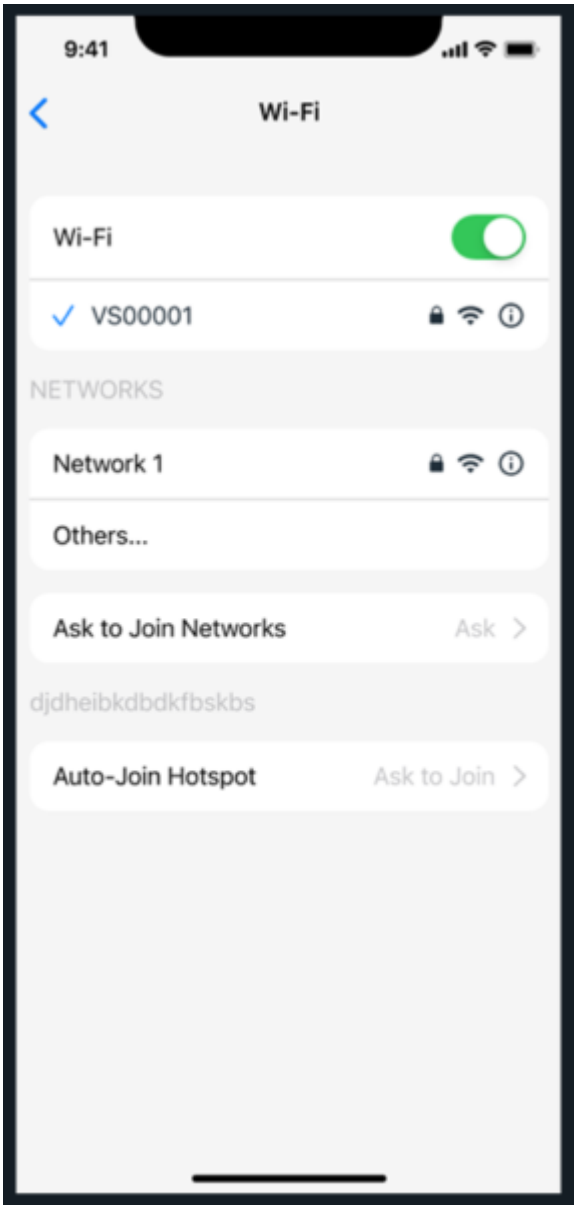
If connected or disconnected, you can continue the process via WiFi by pressing WiFi.



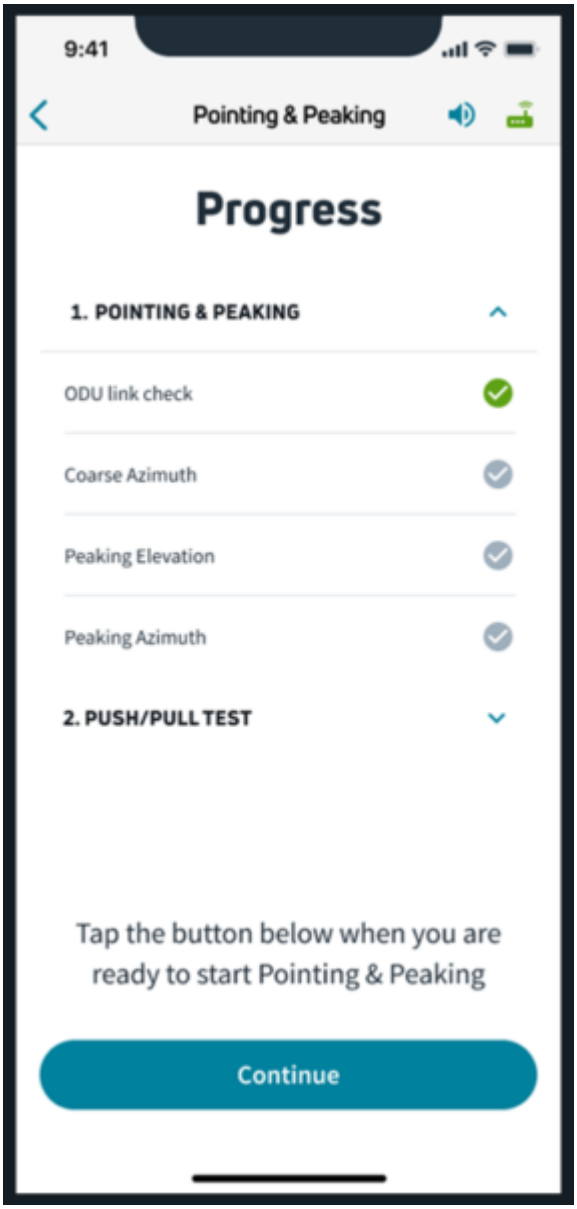


Press **Ask to Join Networks** and press the Viasat router (in this example, VS00001).

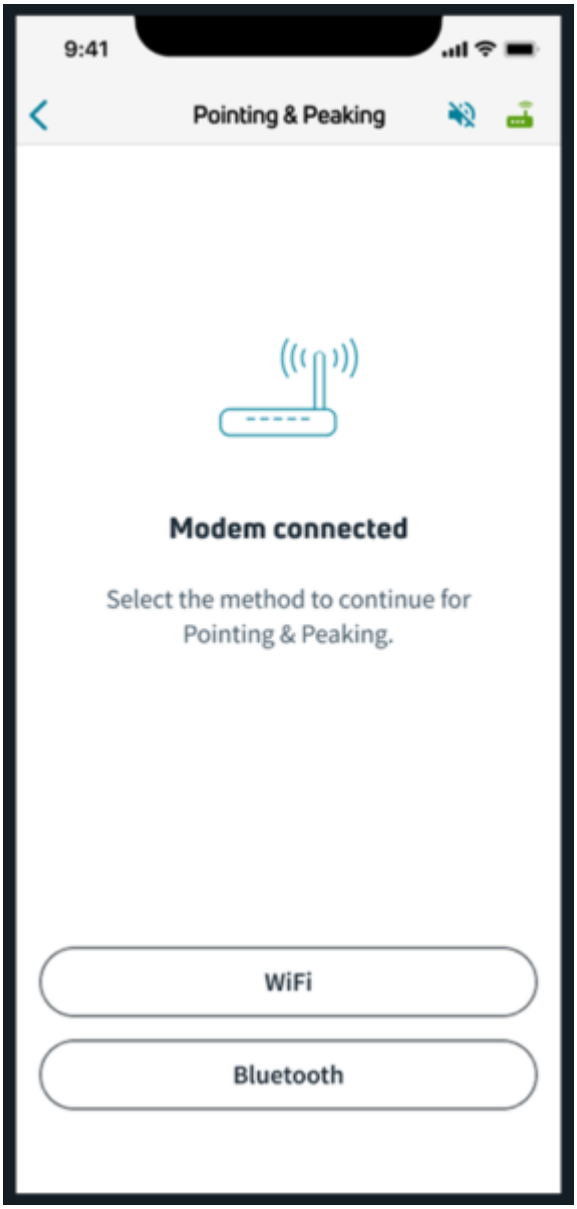


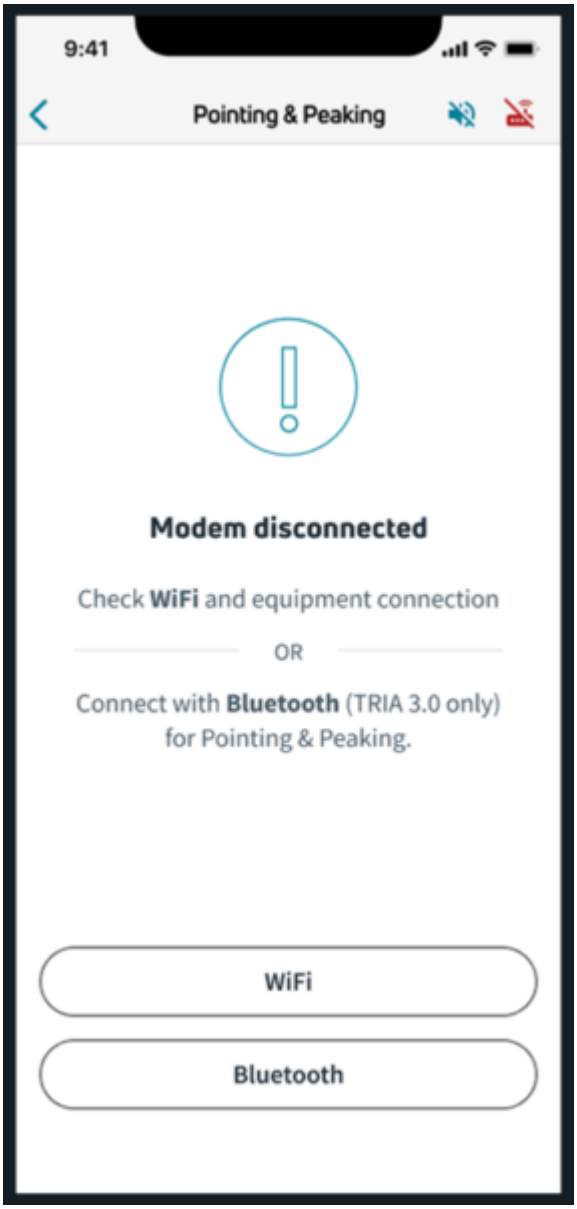


The Pointing & Peaking process can resume.

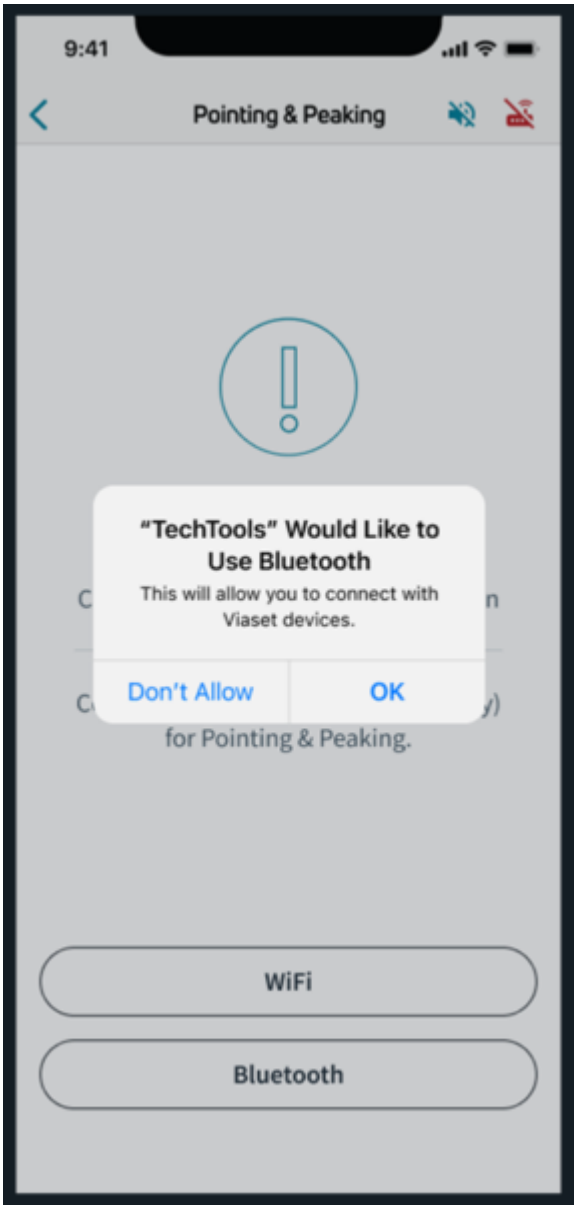


If connected or disconnected, you can continue the process via Bluetooth by pressing Bluetooth.

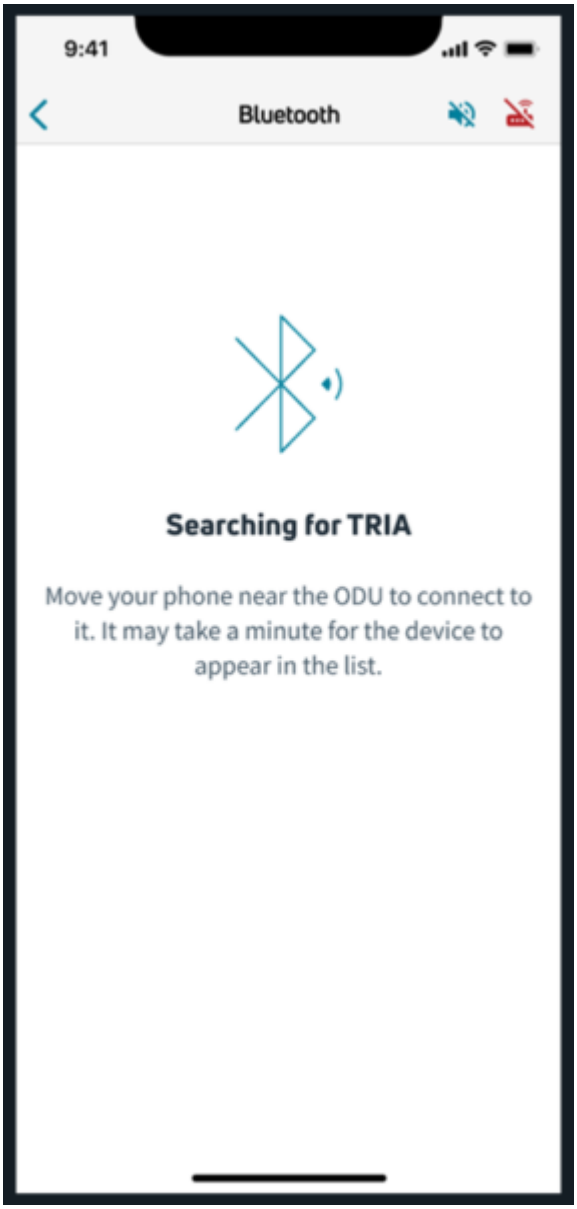




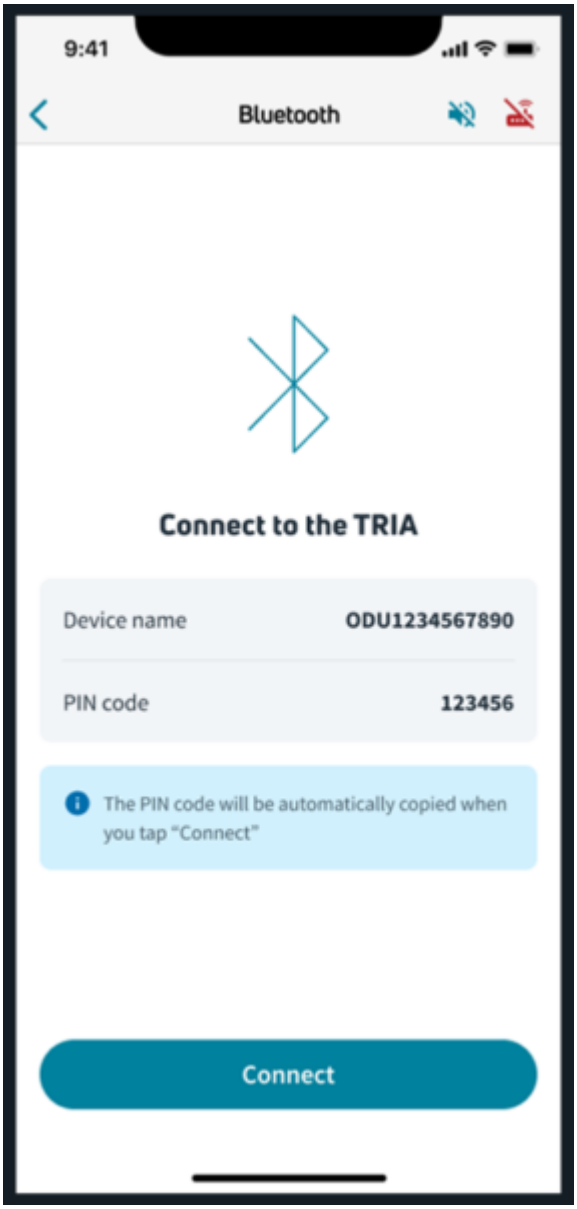
The first time you select Bluetooth, you'll receive a permission pop-up.

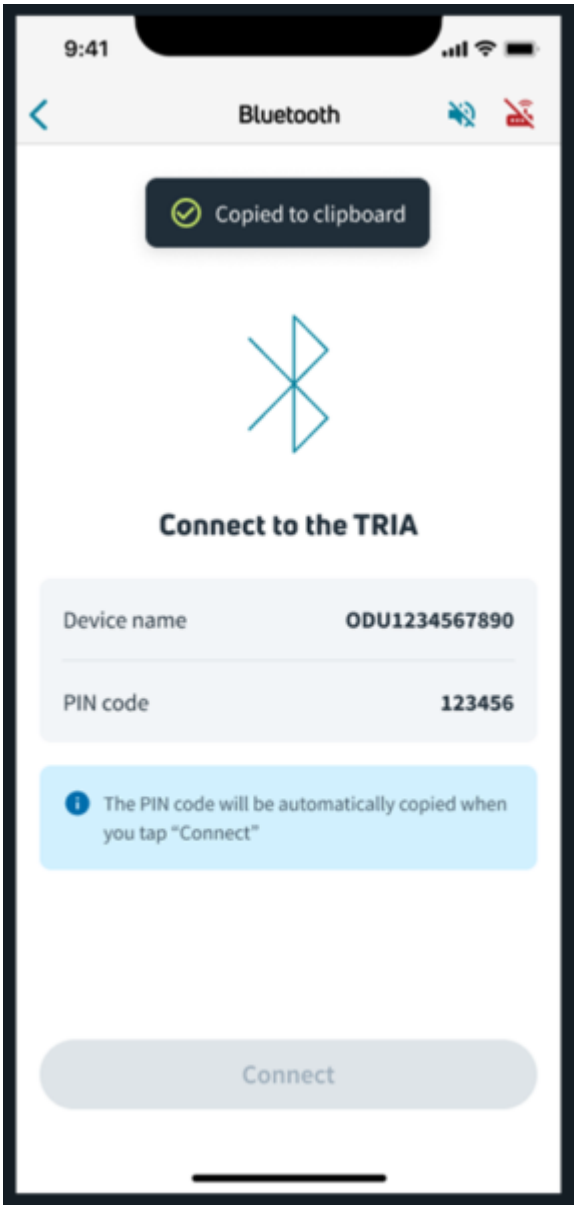


Move your device near the ODU.

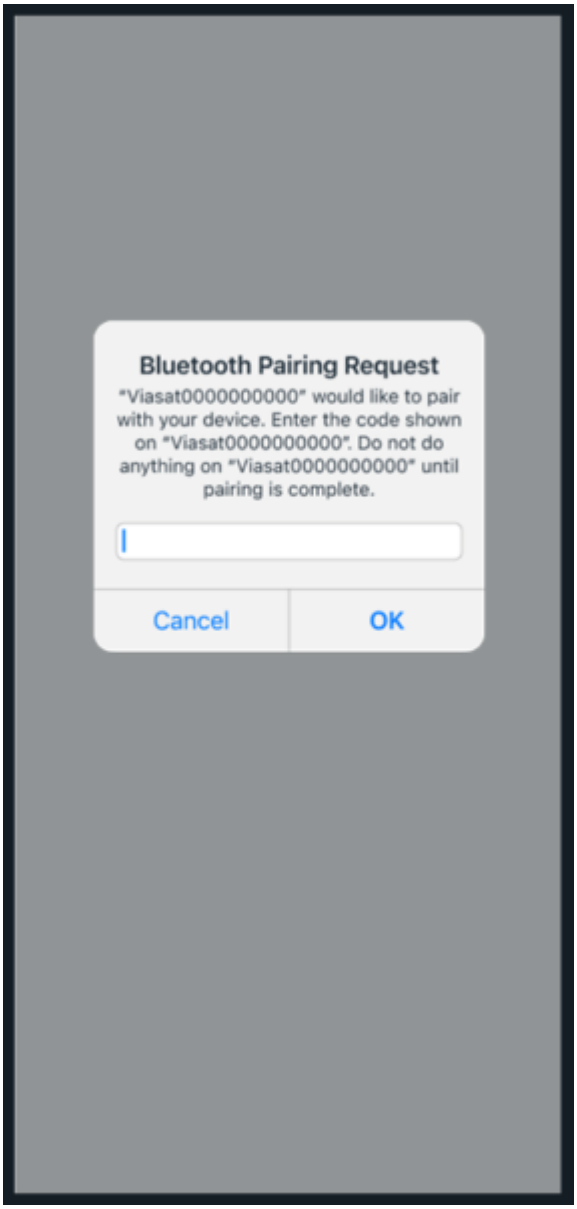


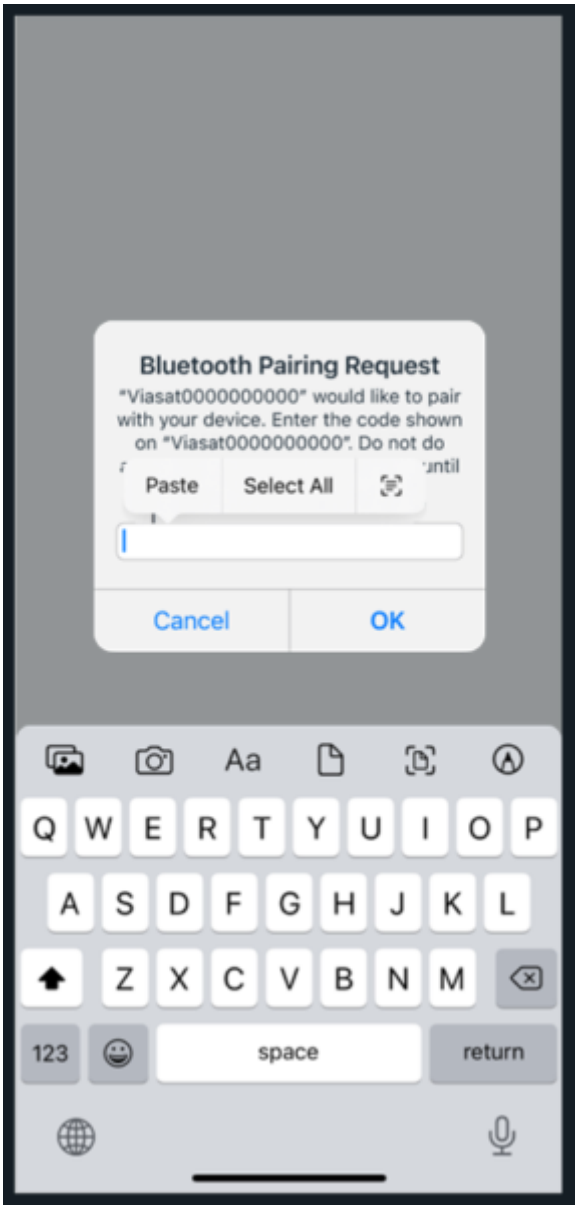
When the user presses **Connect**, the pin code is automatically copied into the system and feedback will appear to remind you.

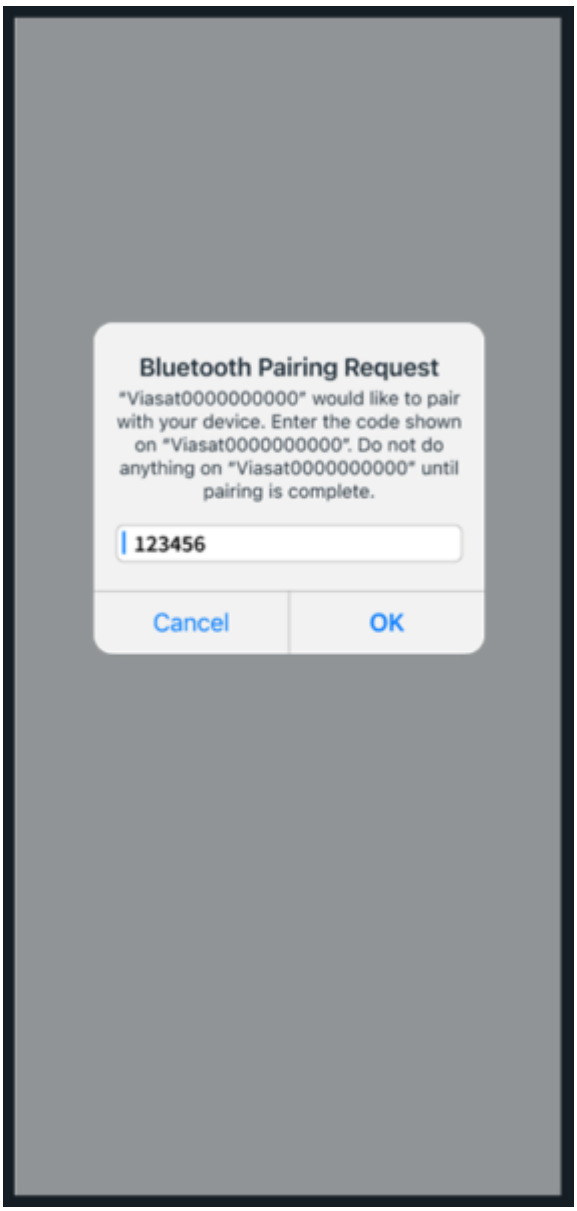




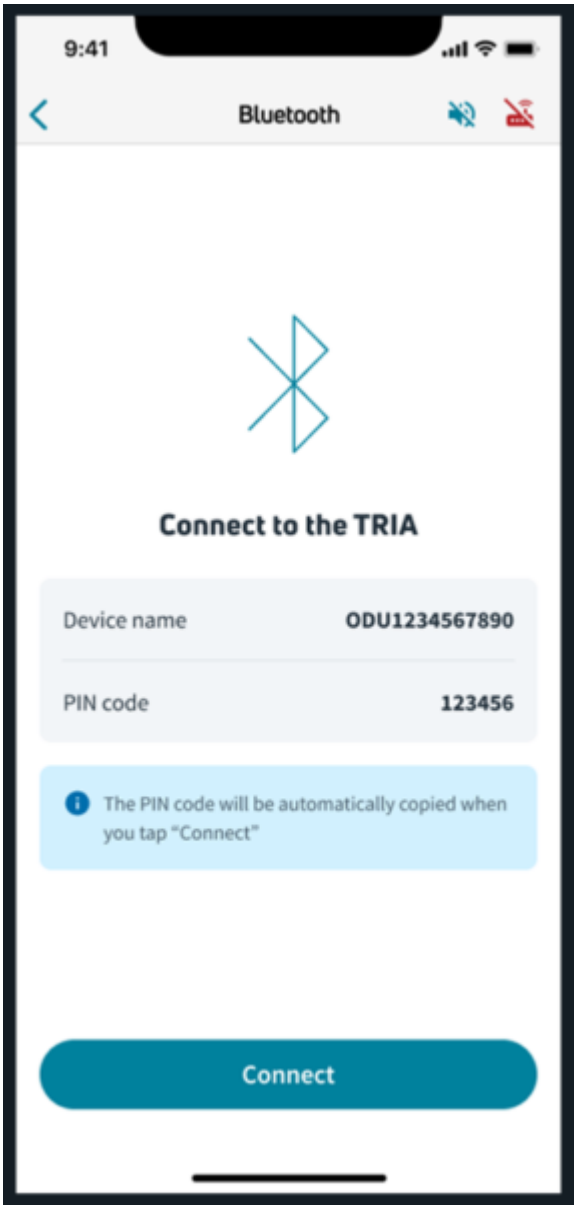
When the pin code pop-up appears, you can paste the pin or type it in manually.

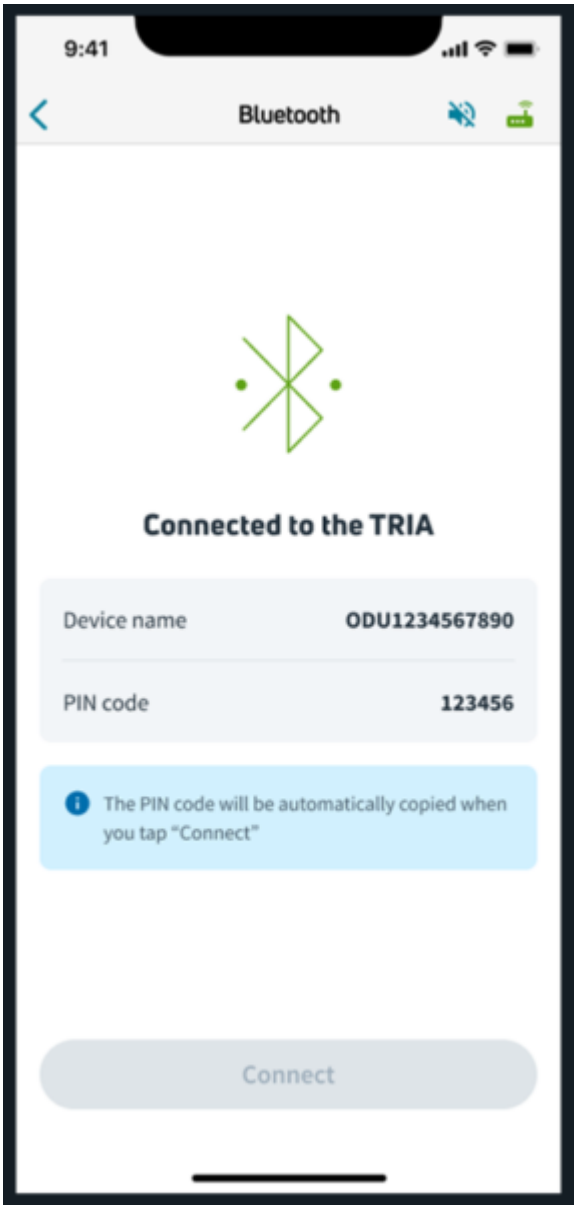

Bluetooth Pairing Request
"Viasat0000000000" would like to pair with your device. Enter the code shown on "Viasat0000000000". Do not do anything on "Viasat0000000000" until pairing is complete.
Cancel
OK

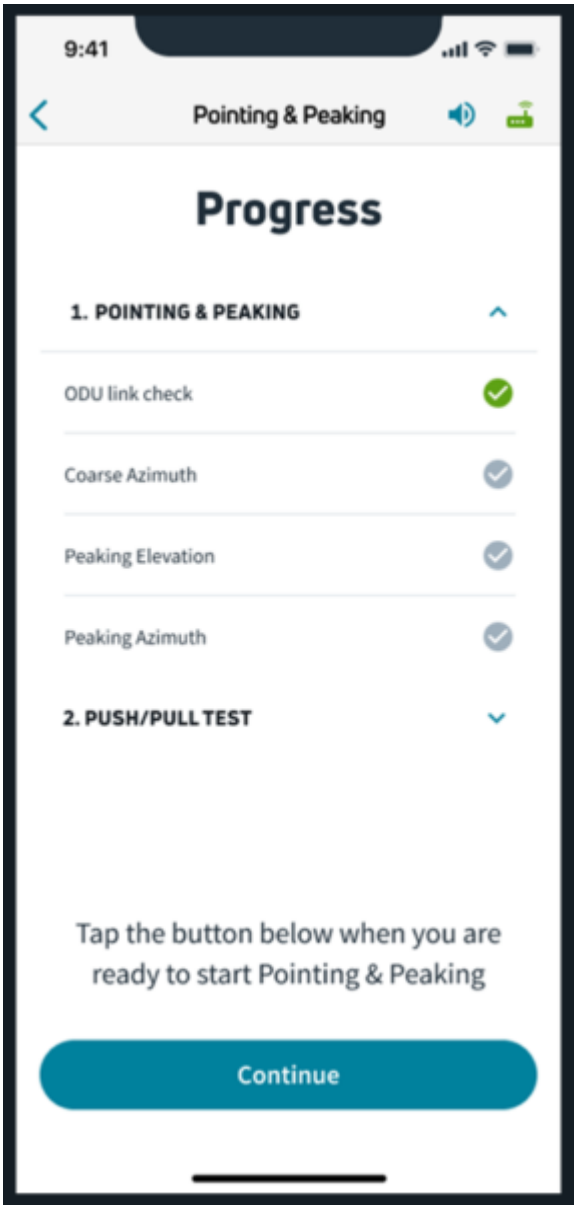

Bluetooth Pairing Request
"Viasat0000000000" would like to pair with your device. Enter the code shown on "Viasat0000000000". Do not do
Paste
Select All
Cancel
OK
Aa
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
return



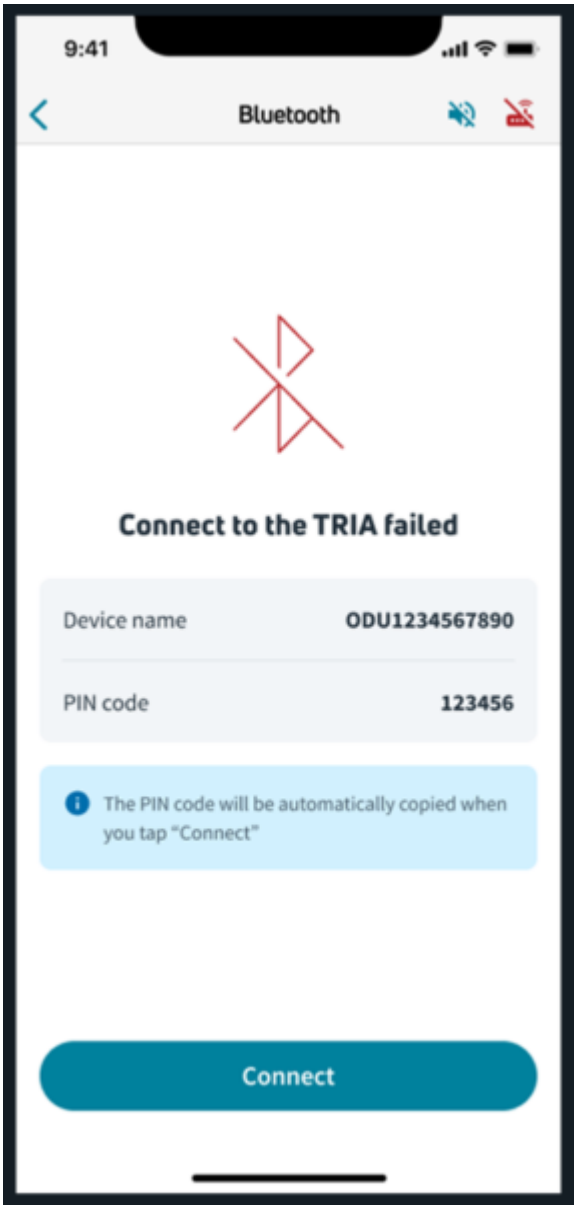
When the app connects to the TRIA via Bluetooth, it will automatically move to the Pointing & Peaking status screen. The ODU link check should turn green. Press **Continue**.

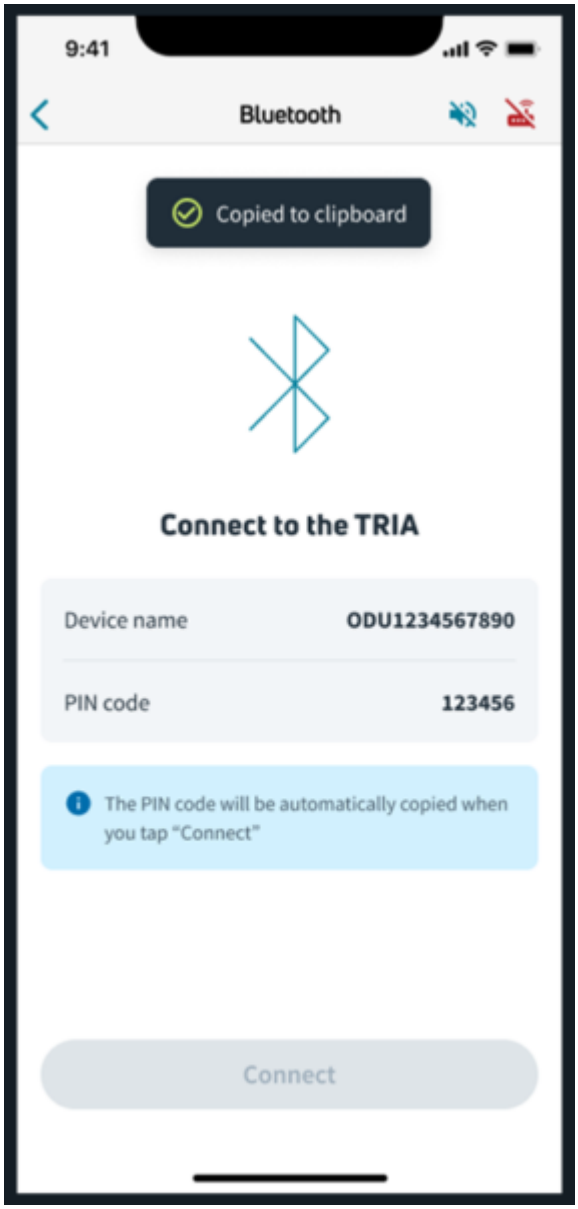

9:41
Bluetooth
Connect to the TRIA
Device name
ODU1234567890
PIN code
123456
The PIN code will be automatically copied when you tap “Connect”
Connect


9:41
Bluetooth
Connected to the TRIA
Device name
ODU1234567890
PIN code
123456
The PIN code will be automatically copied when you tap “Connect”
Connect

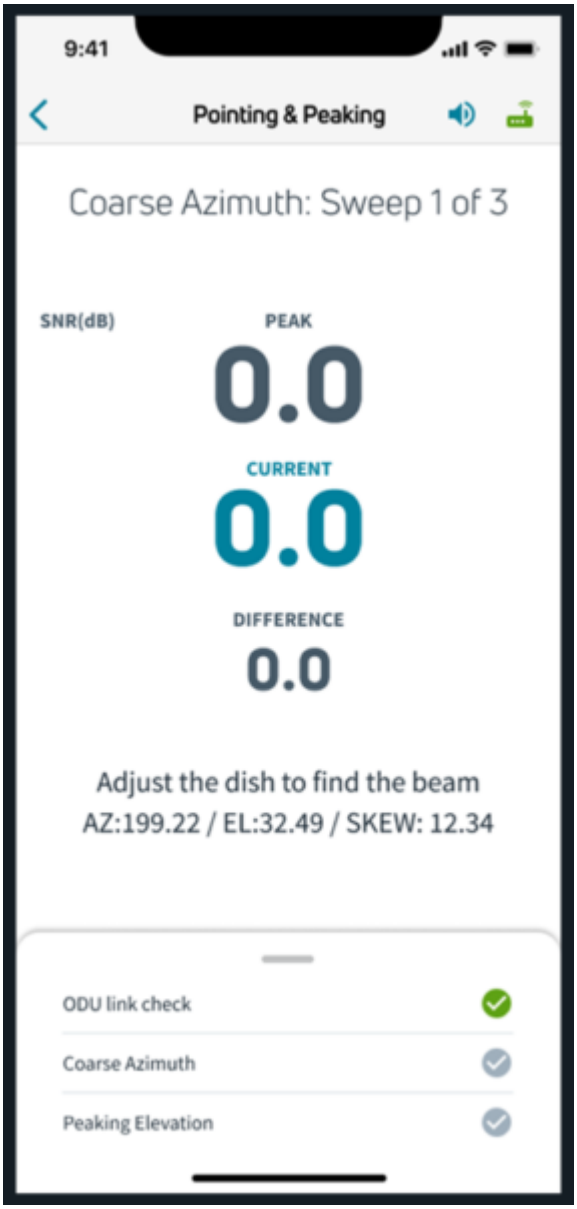


*If the connection to the TRIA fails, press **Connect** and it will take you back to repeat the process starting with the copying of the pin.*

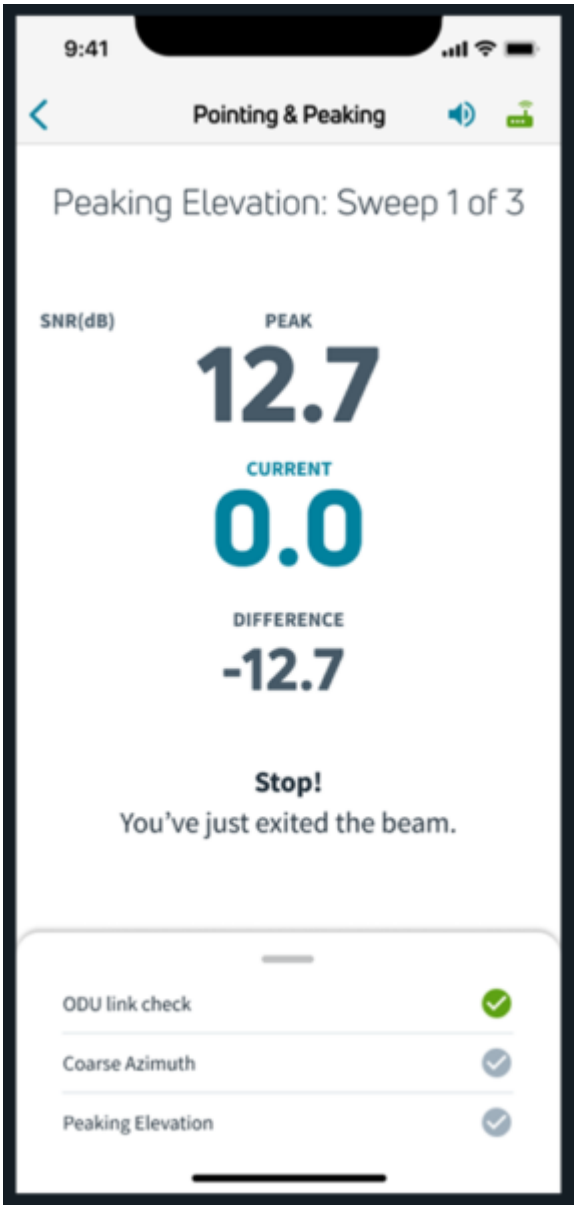


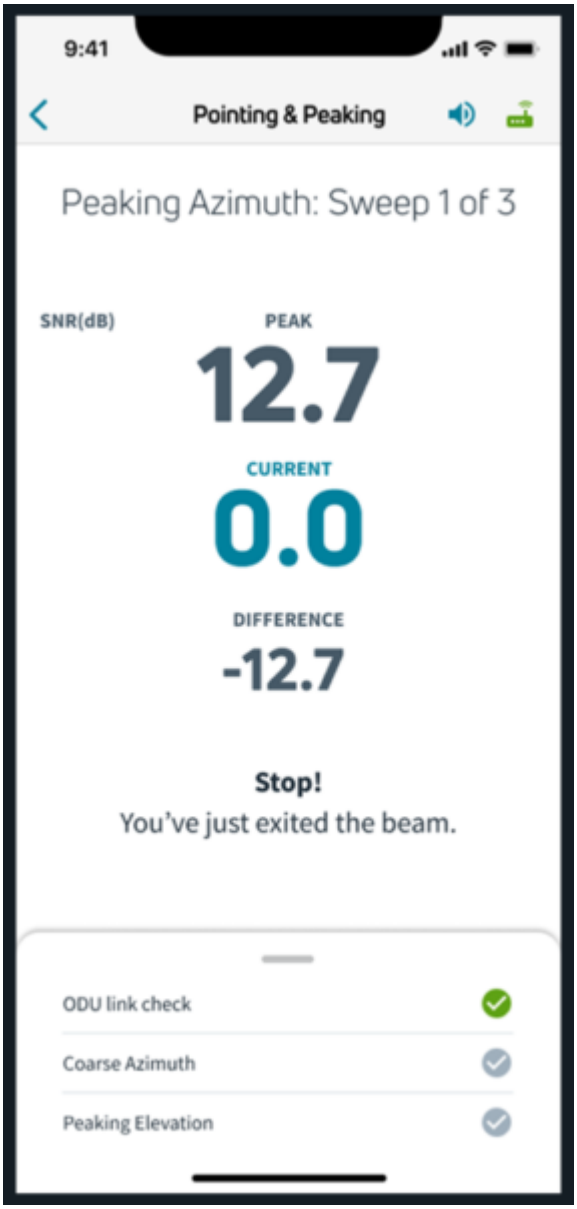


The process then moves into **Coarse Pointing** and the Signal to Noise Ratio (SNR) should rise.



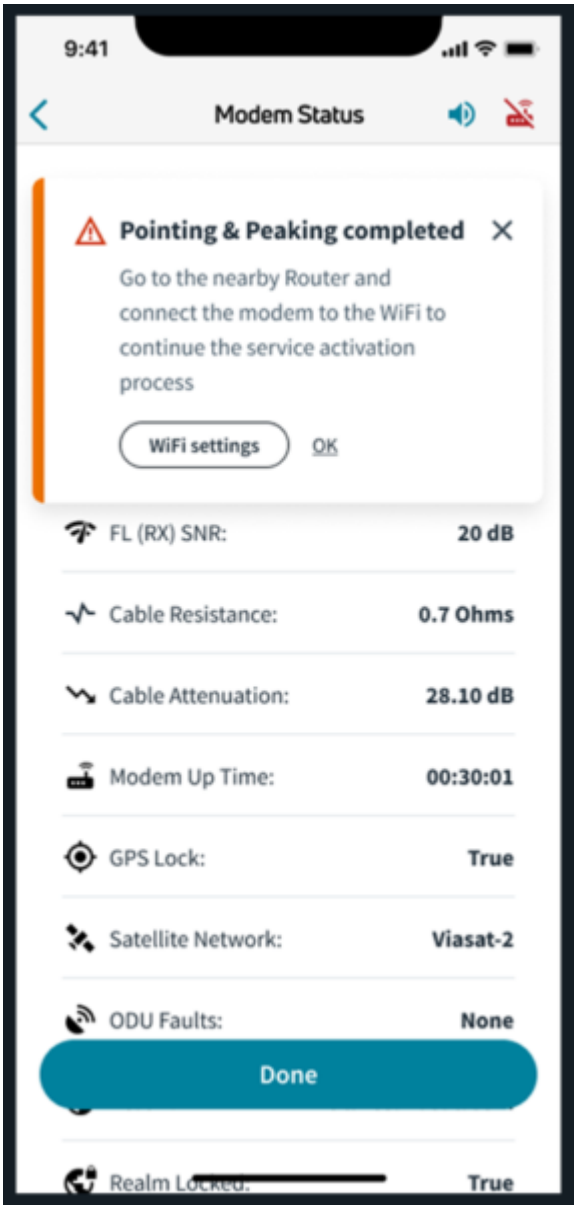
Once successfully **Coarse Pointed**, the system will move into the **Fine Peaking** stage. Throughout the sweeps, the SNR strength should rise.



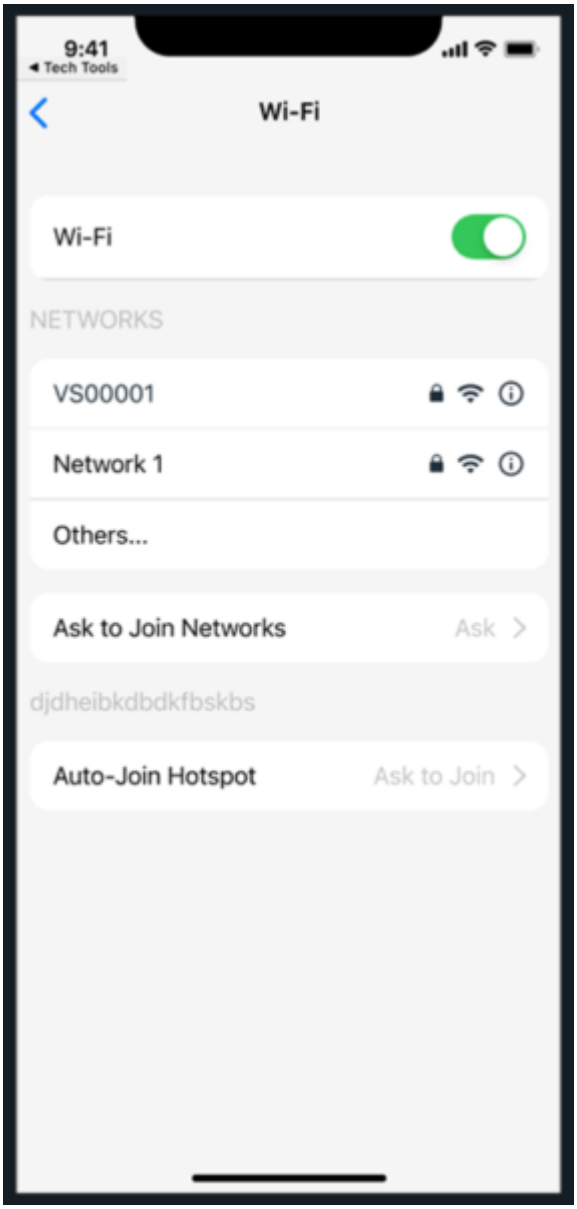


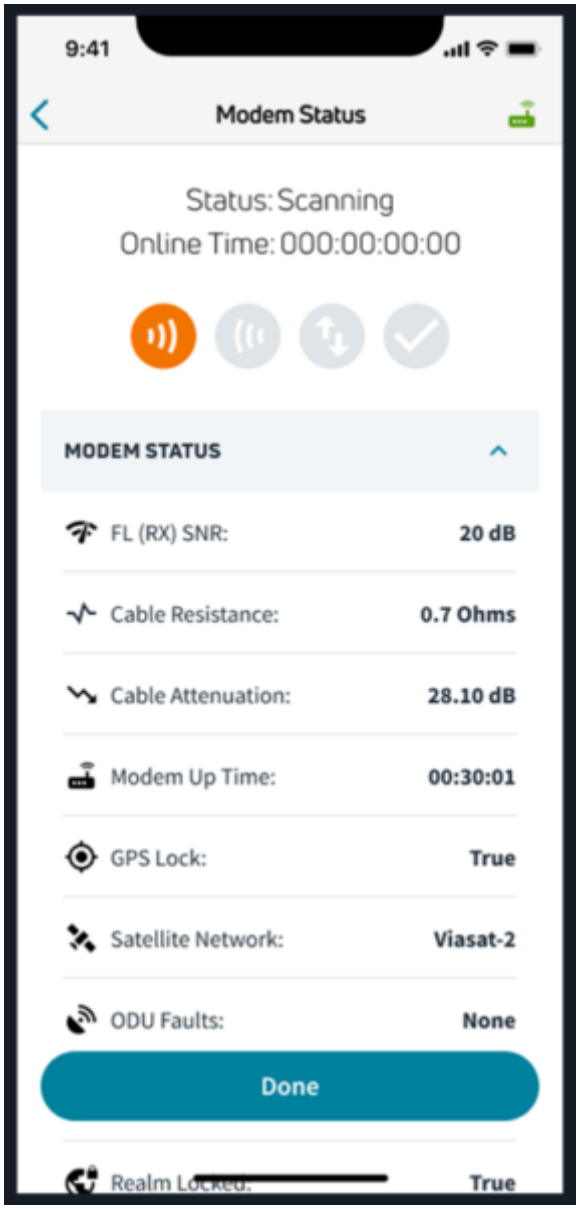
Once successfully **Fine Peaked**, the system will move into the **Push/Pull** stage. Press **Finish**.

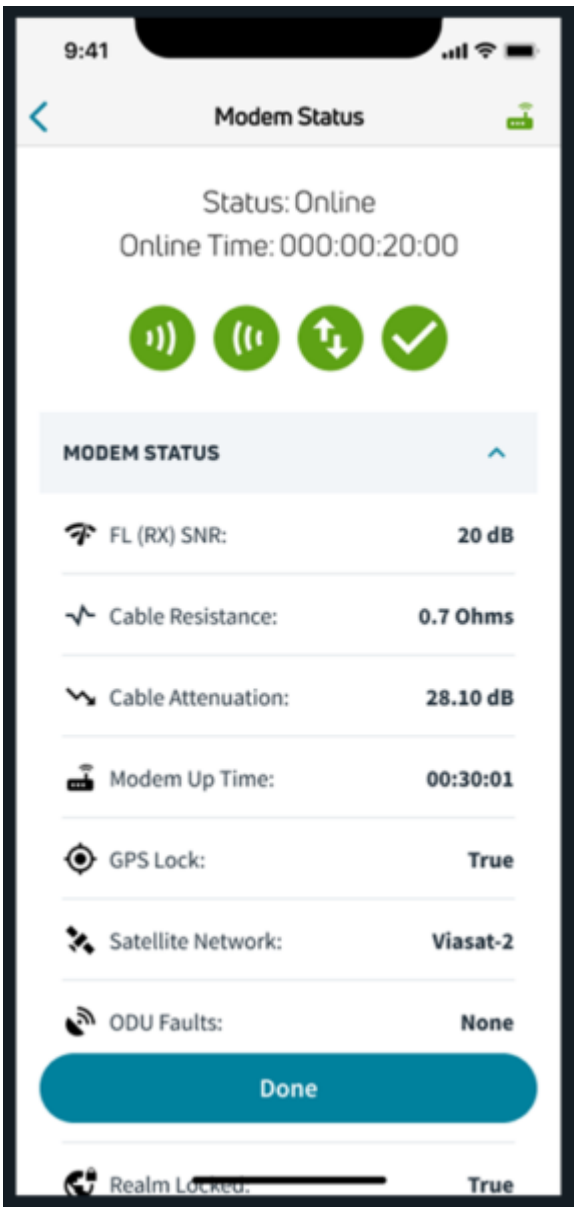
If Pointing & Peaking is done via Bluetooth, the app will alert you to change the connection to WiFi to proceed with the modem lock process.



In your WiFi settings, select the Viasat router (in this example, VS00001). Return to the app, and continue the Modem Lock process.

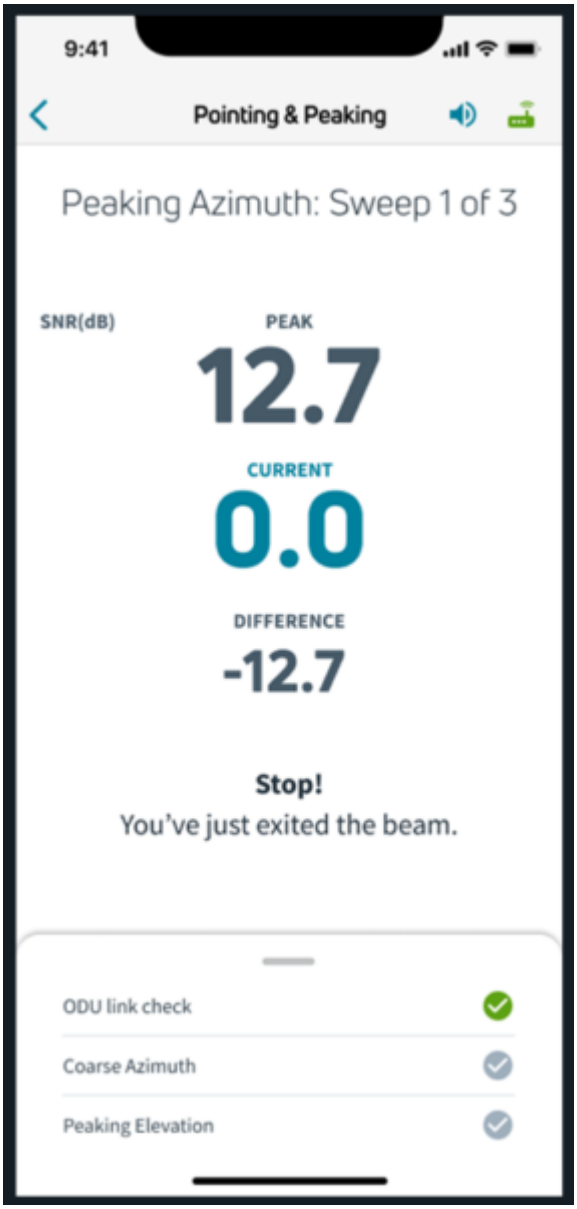

9:41
Tech Tools
Wi-Fi
Wi-Fi
NETWORKS
VS00001
Network 1
Others...
Ask to Join Networks
Ask
djdheibkdbdkfbskbs
Auto-Join Hotspot
Ask to Join

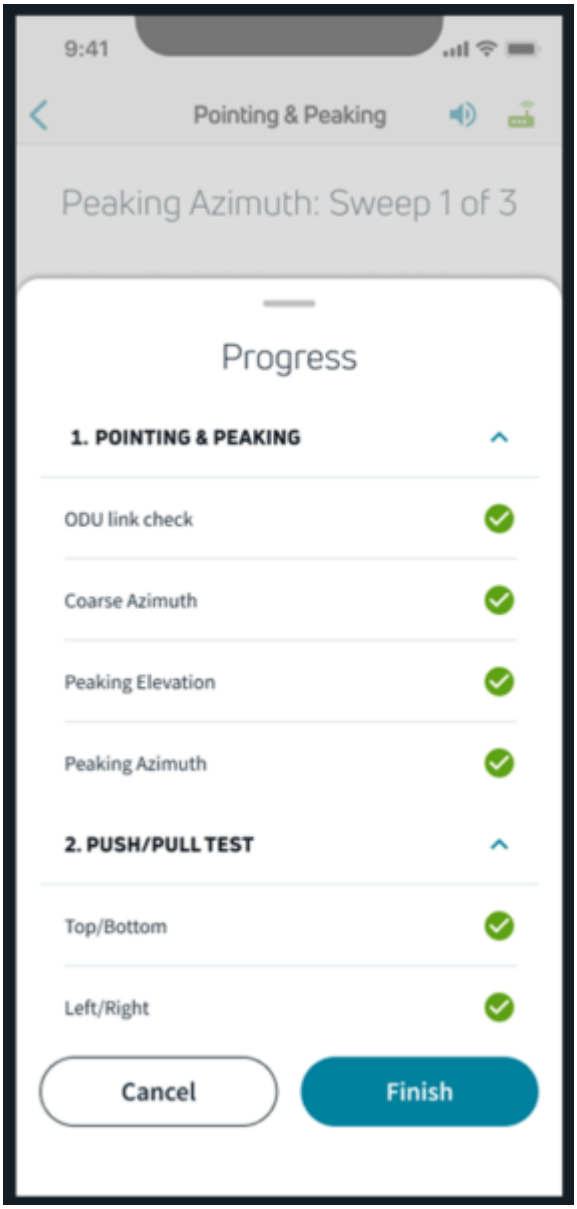

9:41
Modem Status
Status: Scanning
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True

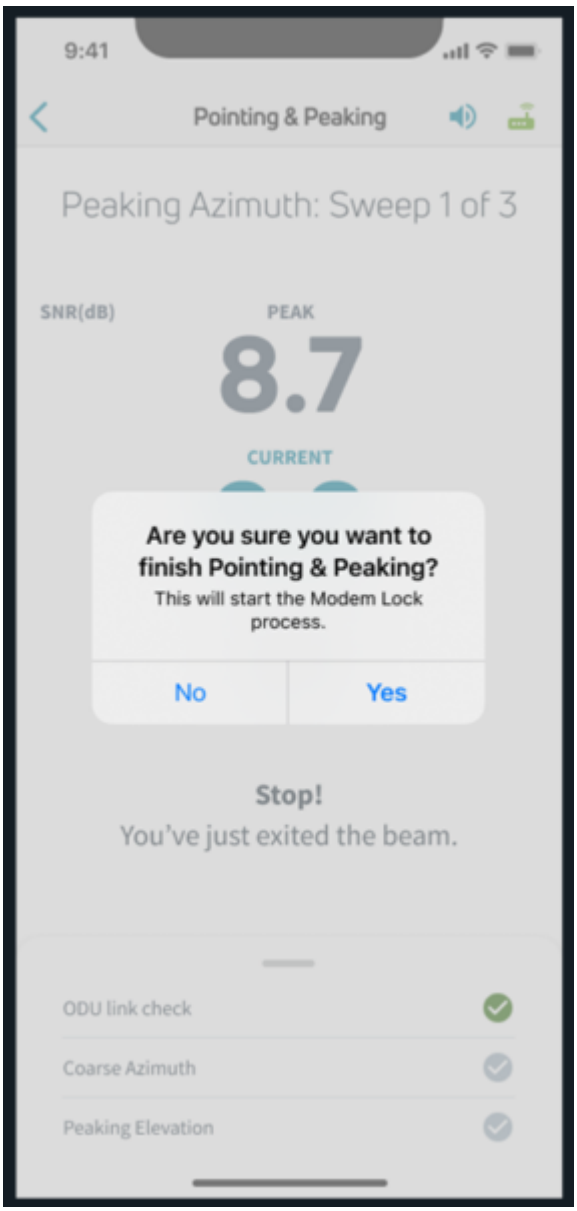


Finishing Pointing & Peaking in progress

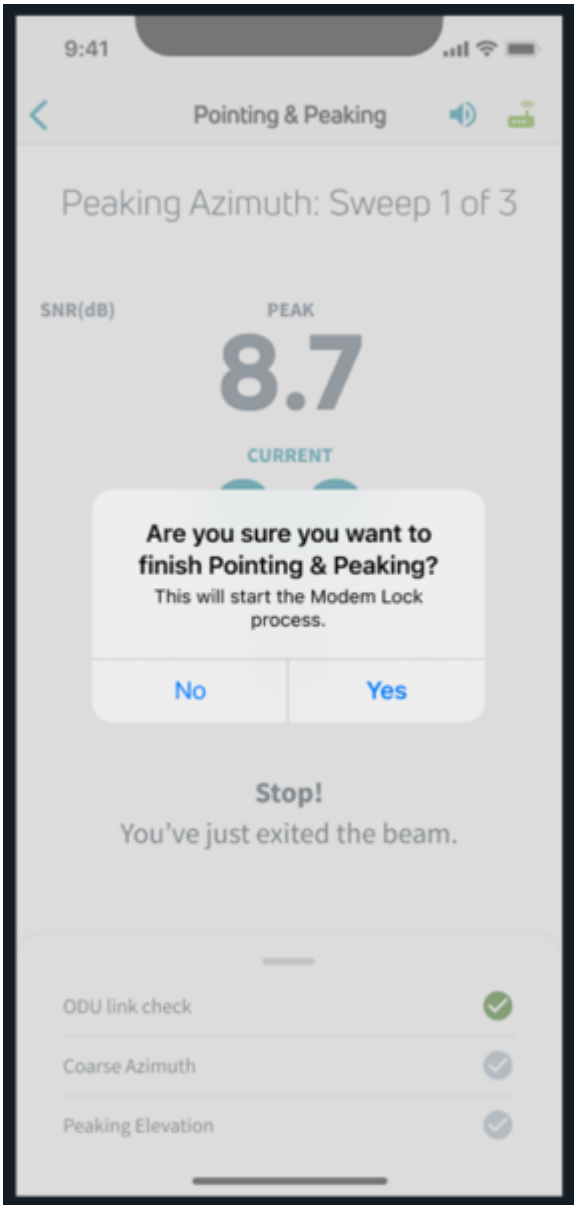
If at any time you wish to see the status of or interrupt the Pointing & Peaking process, swipe up on the bottom bar to expand the Progress view. Press **Finish** and you'll be met with a pop-up of confirming Yes or No.

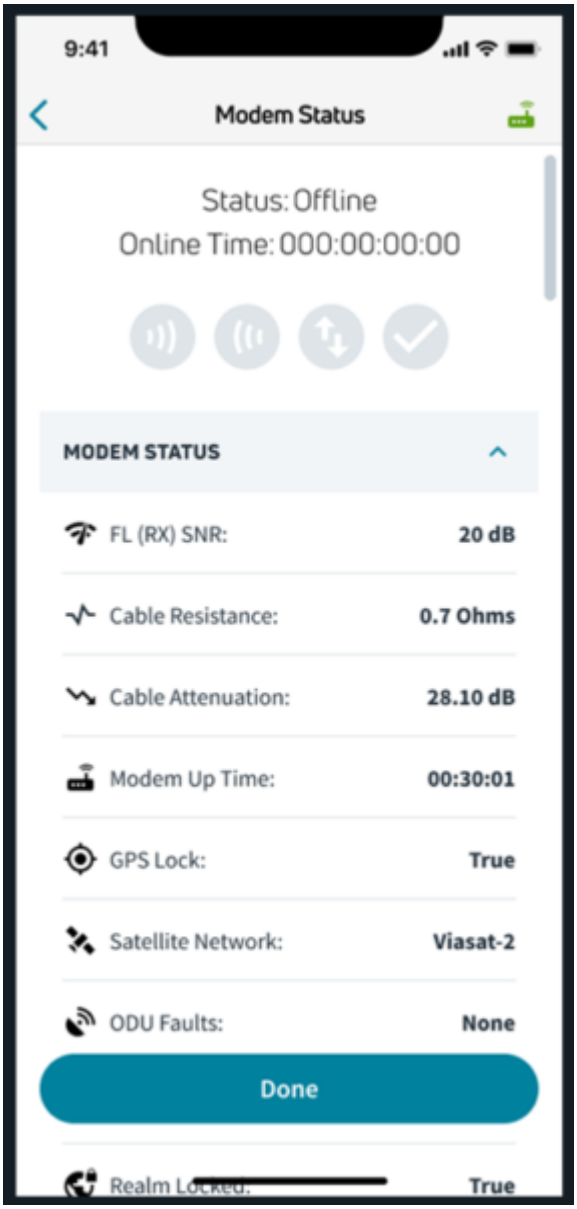

9:41
Pointing & Peaking
Peaking Azimuth: Sweep 1 of 3
SNR(dB)
PEAK
12.7
CURRENT
0.0
DIFFERENCE
-12.7
Stop!
You've just exited the beam.
ODU link check
Coarse Azimuth
Peaking Elevation


9:41
Pointing & Peaking
Peaking Azimuth: Sweep 1 of 3
Progress
1. POINTING & PEAKING
ODU link check
Coarse Azimuth
Peaking Elevation
Peaking Azimuth
2. PUSH/PULL TEST
Top/Bottom
Left/Right
Cancel
Finish

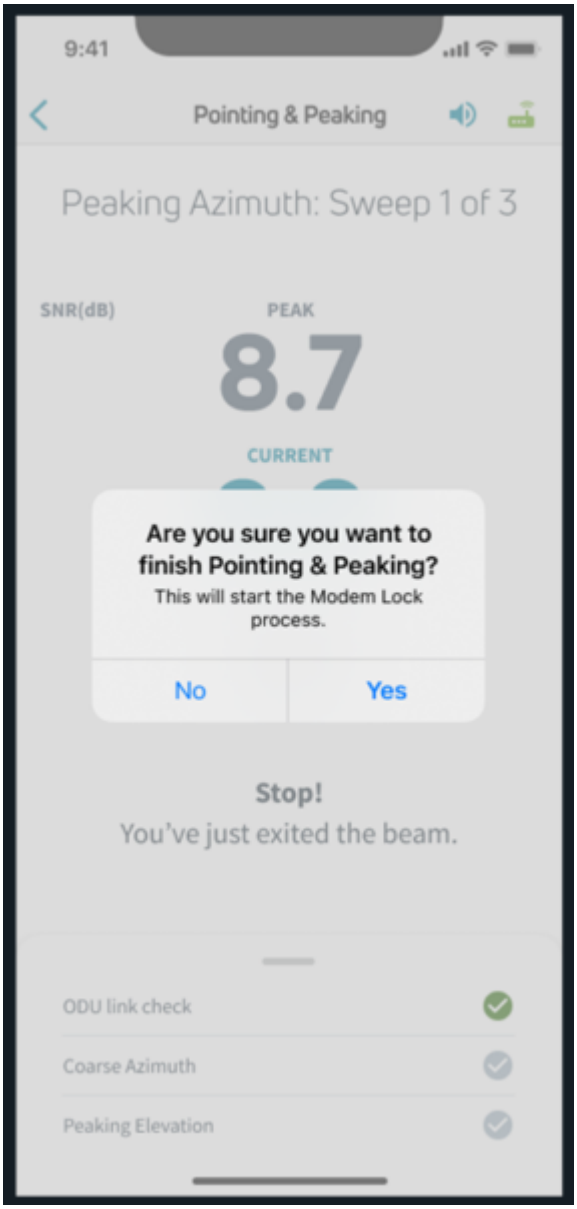


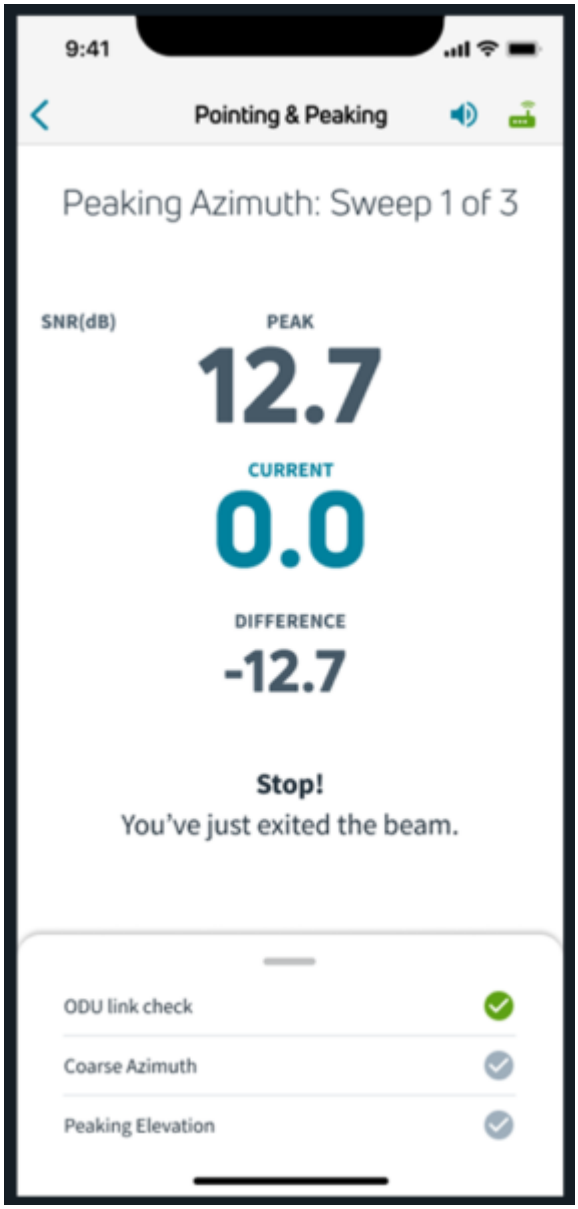
Pressing **Yes** will take you to the Modem Lock page.





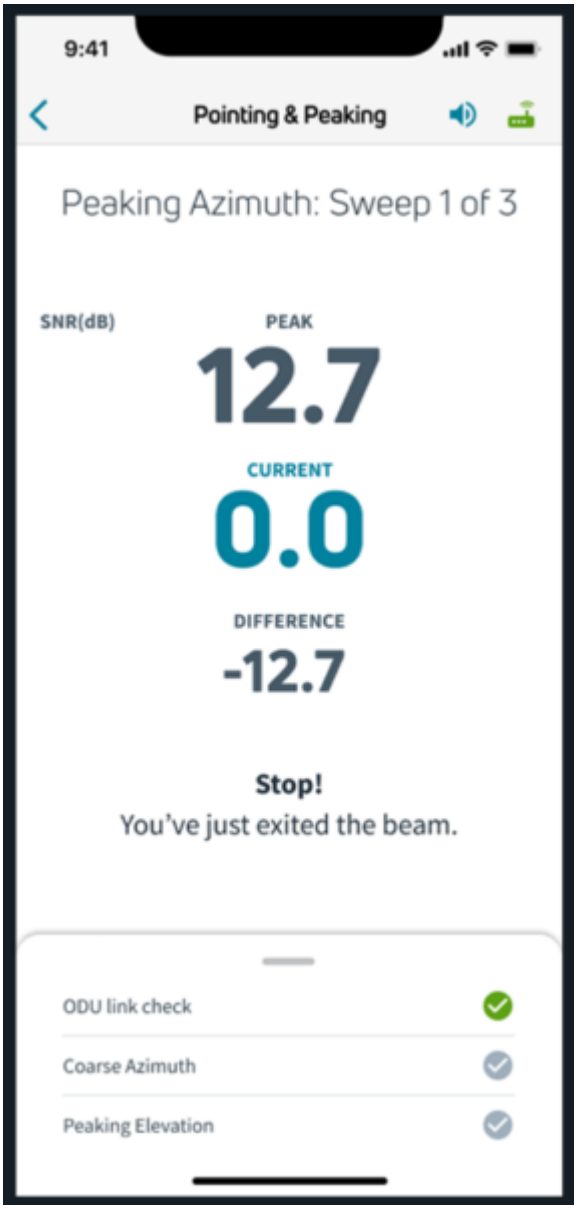
*Pressing **No** will take you back to Continuing Pointing & Peaking.*

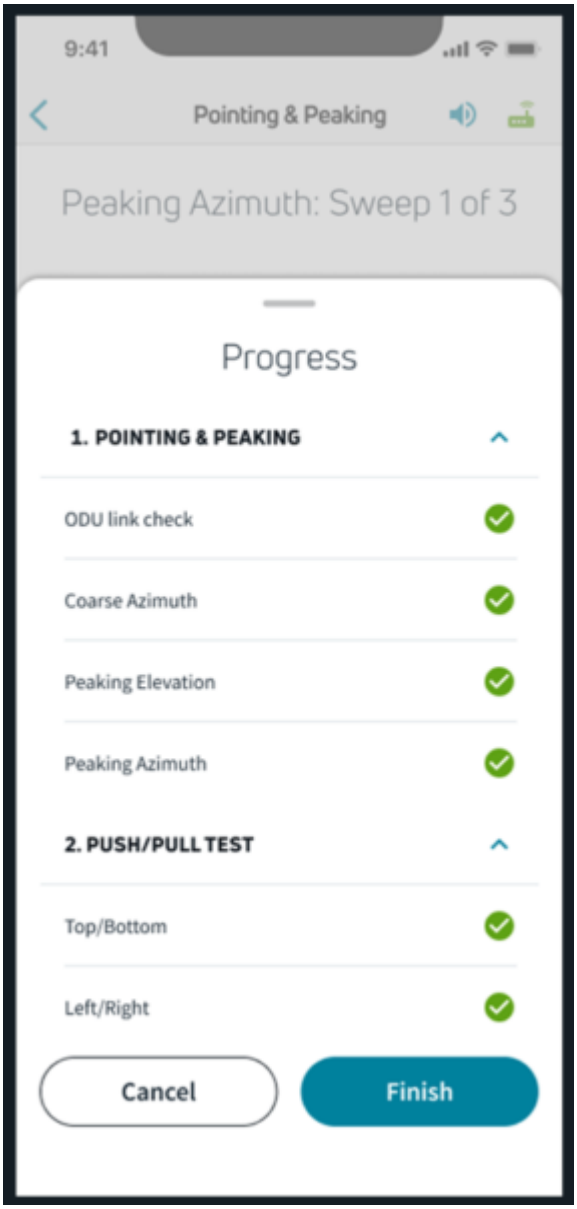


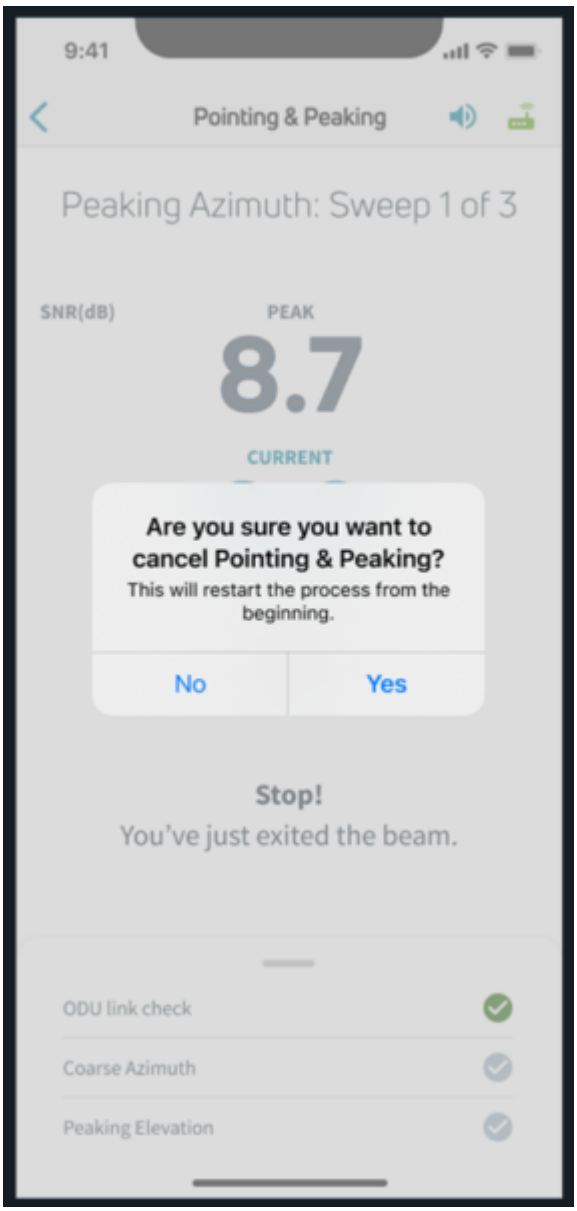


Cancelling Pointing & Peaking in progress

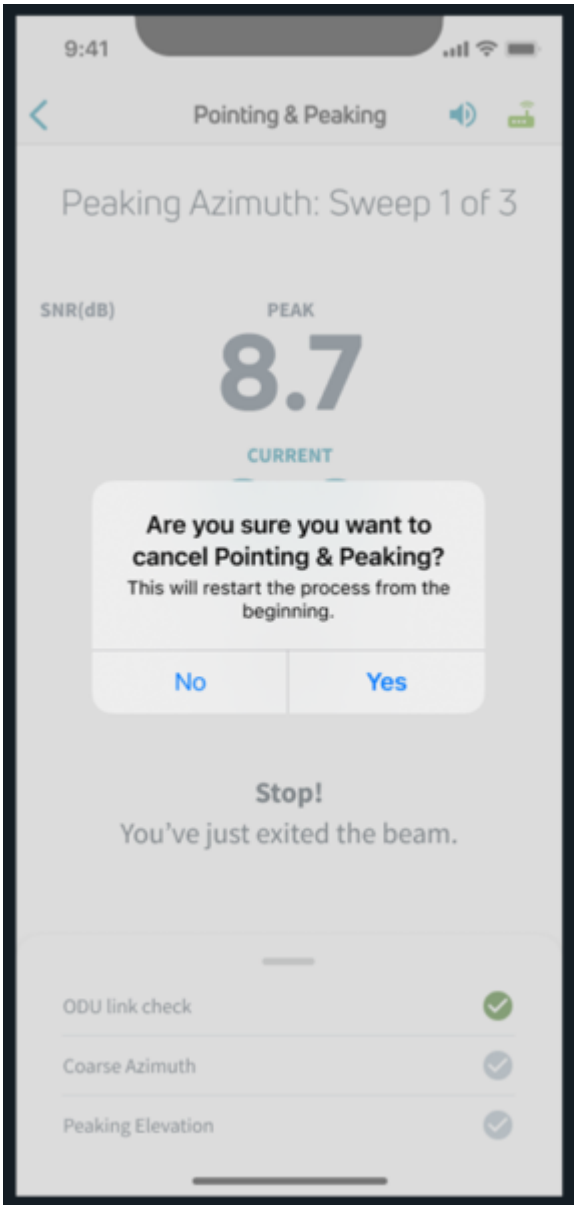
Press **Cancel** and you'll be met with a pop-up of confirming **Yes** or **No**.

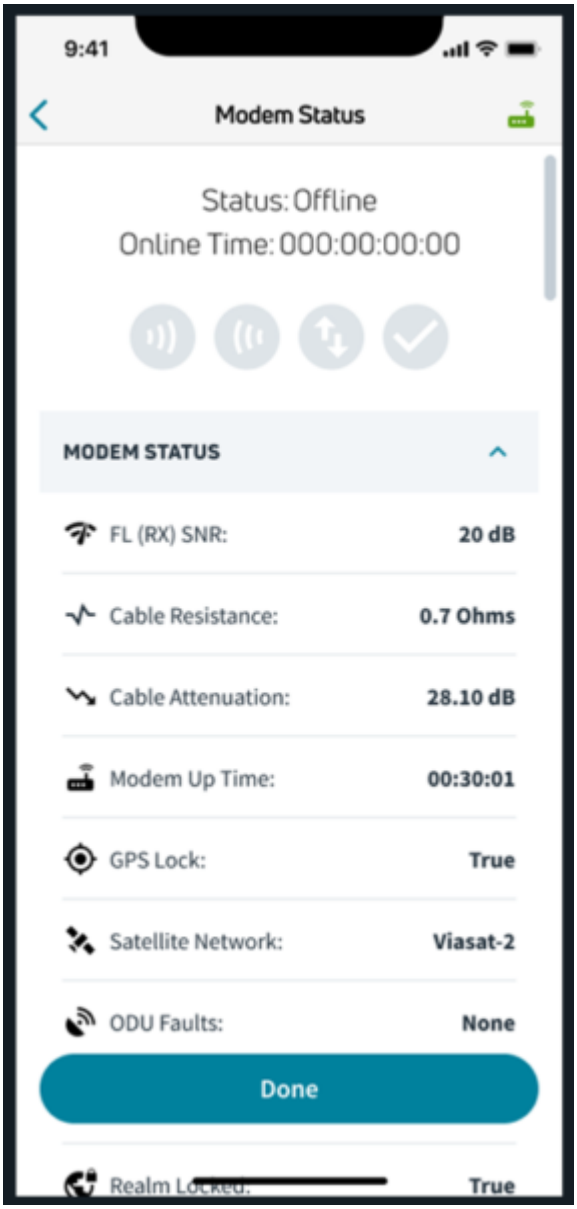

9:41
Pointing & Peaking
Peaking Azimuth: Sweep 1 of 3
SNR(dB)
PEAK
12.7
CURRENT
0.0
DIFFERENCE
-12.7
Stop!
You've just exited the beam.
ODU link check
Coarse Azimuth
Peaking Elevation


9:41
Pointing & Peaking
Peaking Azimuth: Sweep 1 of 3
Progress
1. POINTING & PEAKING
ODU link check
Coarse Azimuth
Peaking Elevation
Peaking Azimuth
2. PUSH/PULL TEST
Top/Bottom
Left/Right
Cancel
Finish

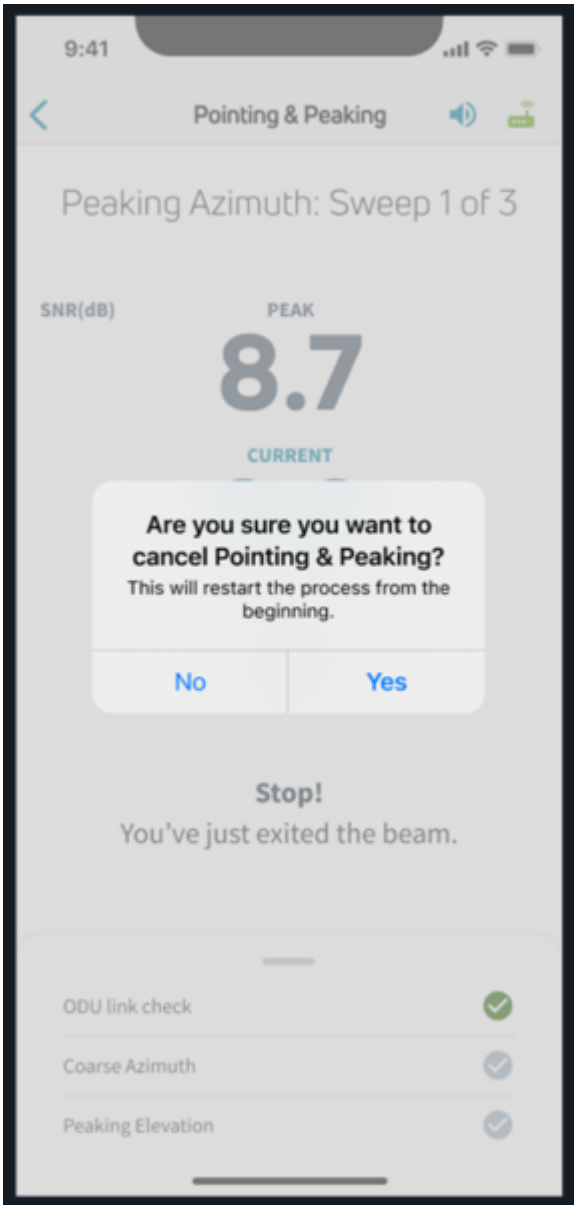


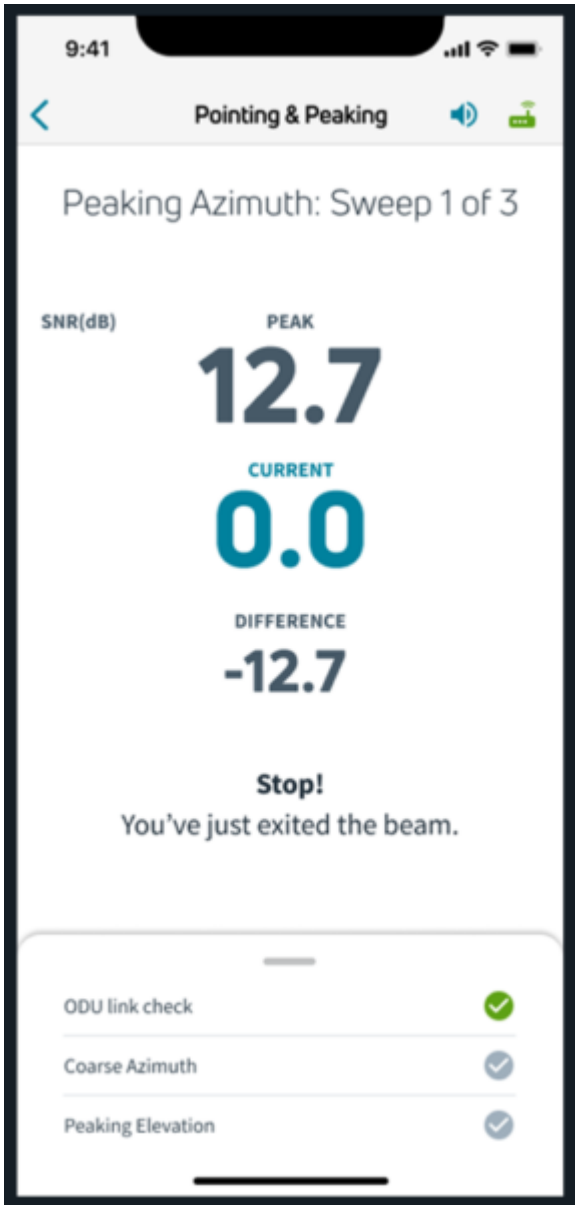
Press **Yes** and you'll be directed to the Modem Lock page.





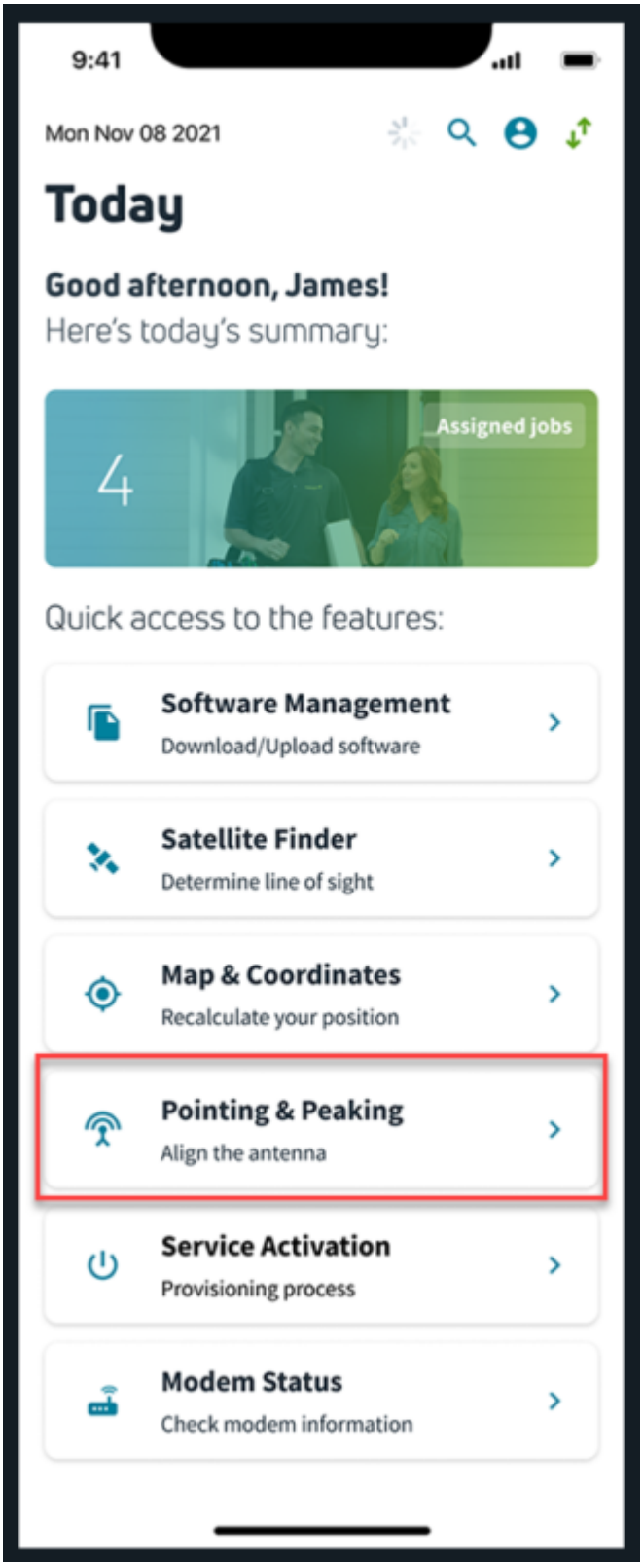
*Press **No** and you'll be taken to Continue the Pointing & Peaking process.*



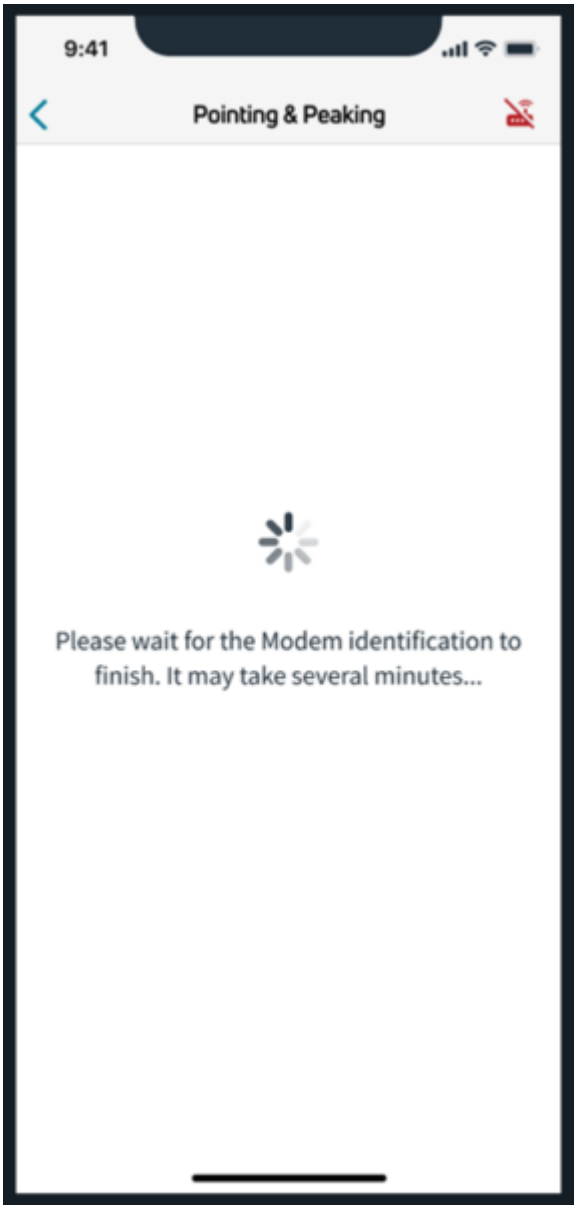


ViaSat-2

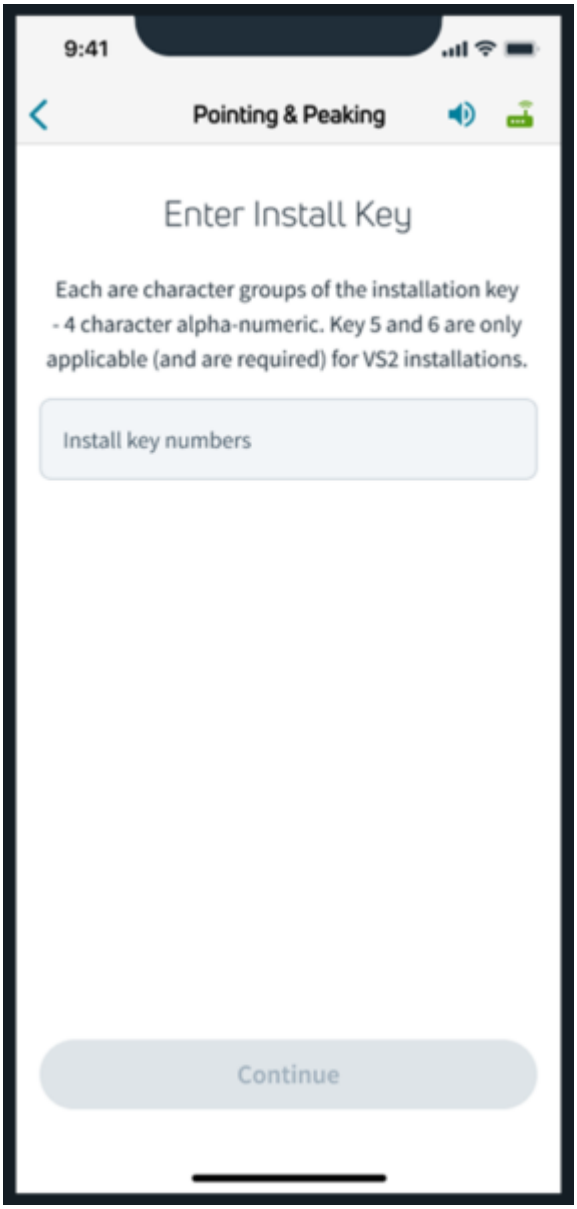
Press **Pointing & Peaking** from the Dashboard.

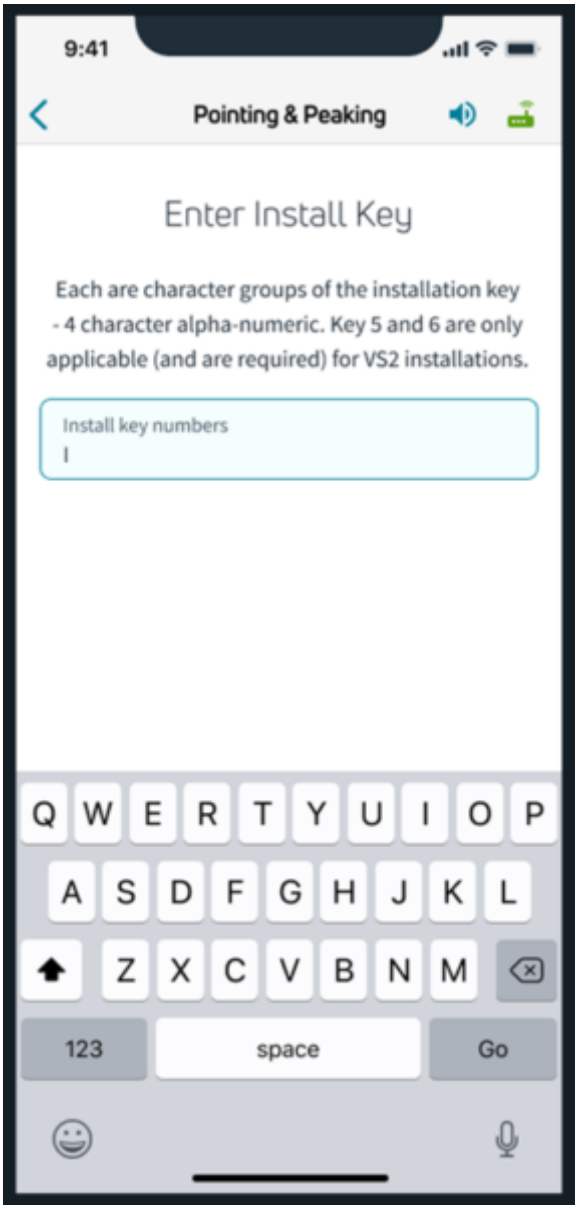


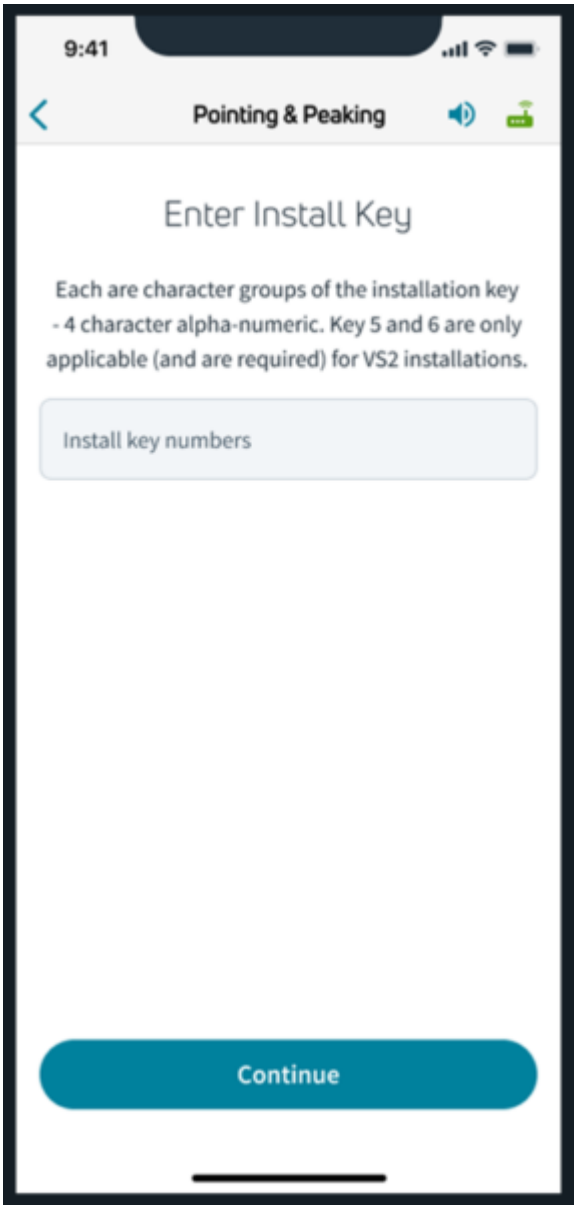
The app will assess the modem connection.



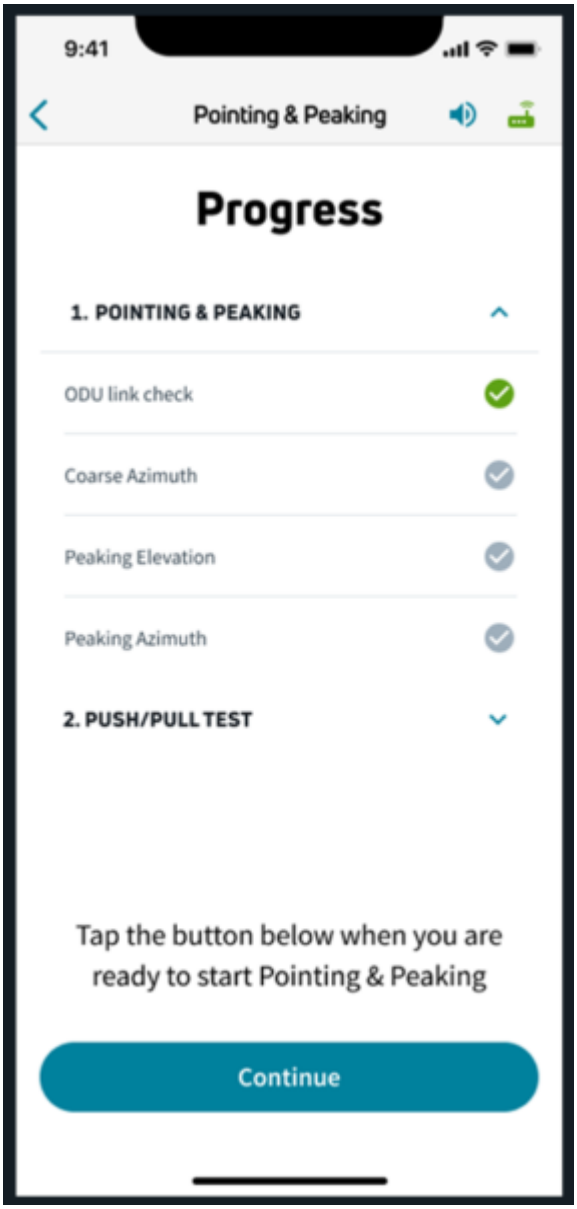
Next, enter the 24-character Install Key and press **Continue**.


9:41
Pointing & Peaking
Enter Install Key
Each are character groups of the installation key - 4 character alpha-numeric. Key 5 and 6 are only applicable (and are required) for VS2 installations.
Install key numbers
Continue

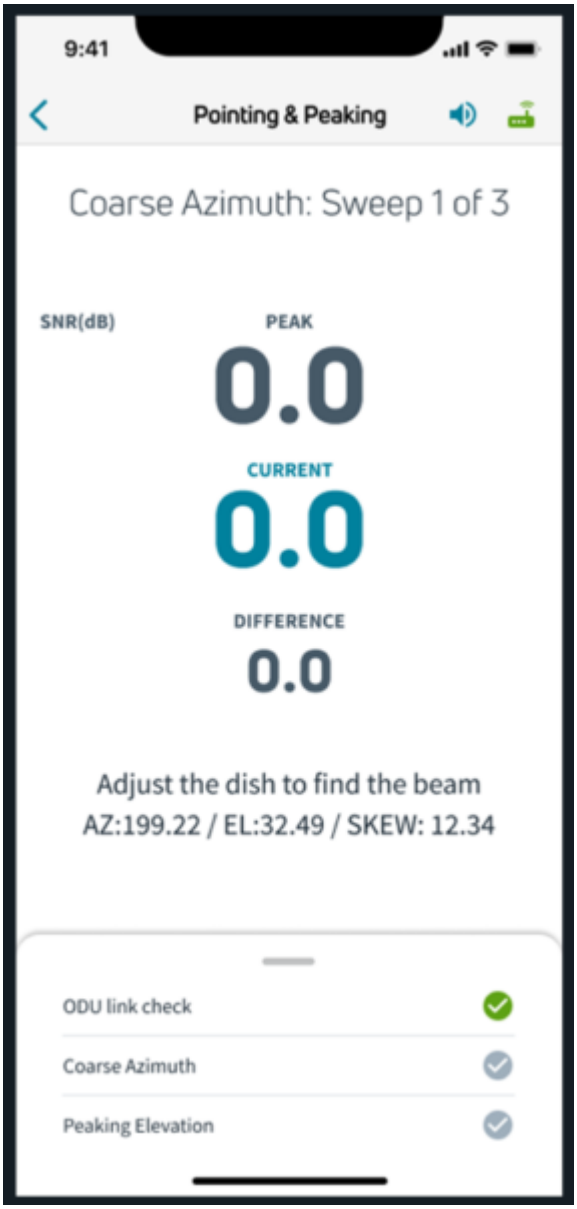

9:41
Pointing & Peaking
Enter Install Key
Each are character groups of the installation key - 4 character alpha-numeric. Key 5 and 6 are only applicable (and are required) for VS2 installations.
Install key numbers
I
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
Go

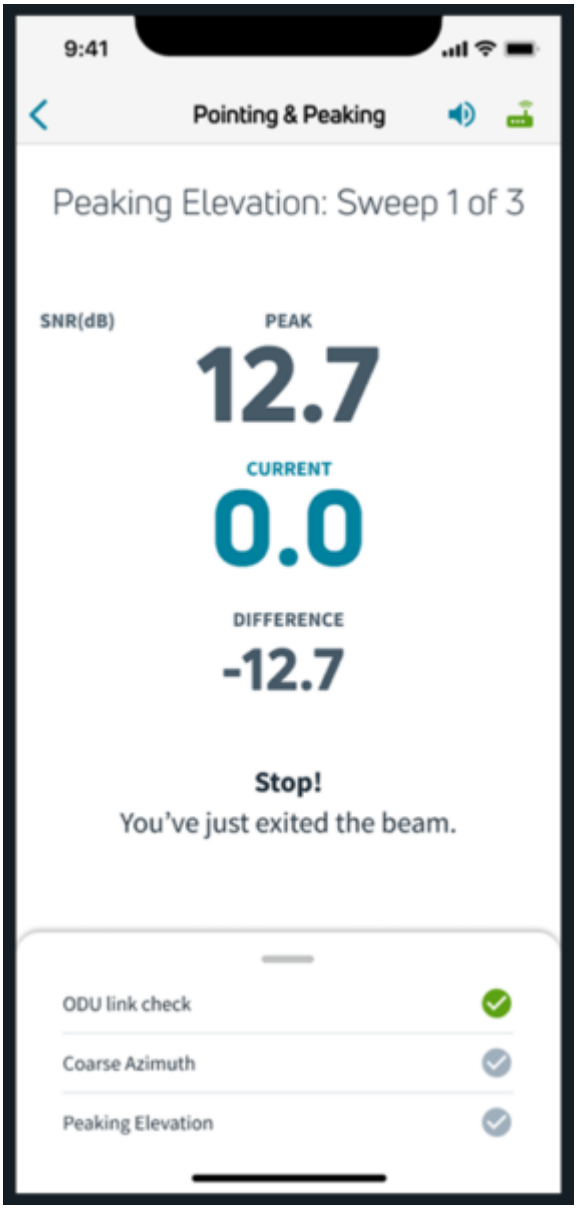


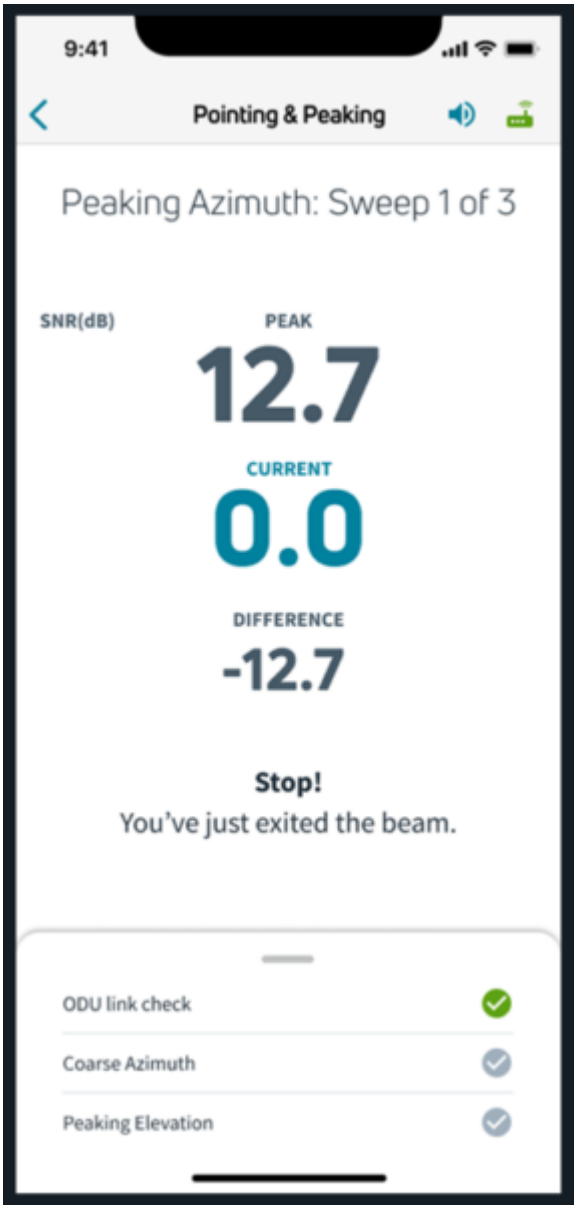
You will be prompted to press **Continue** to begin the Pointing & Peaking process.

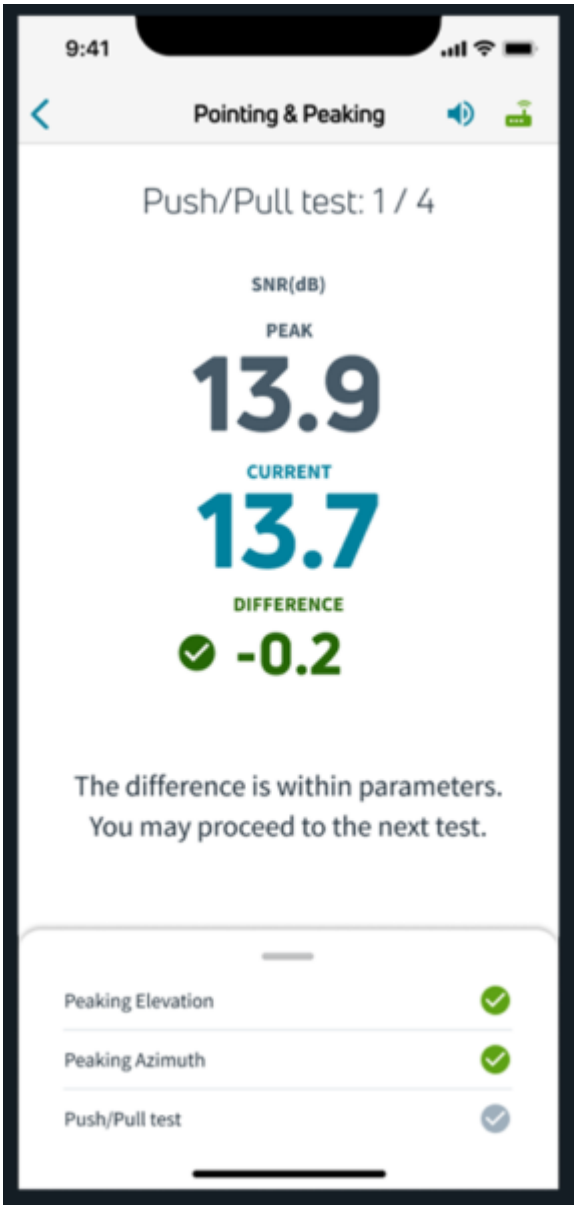


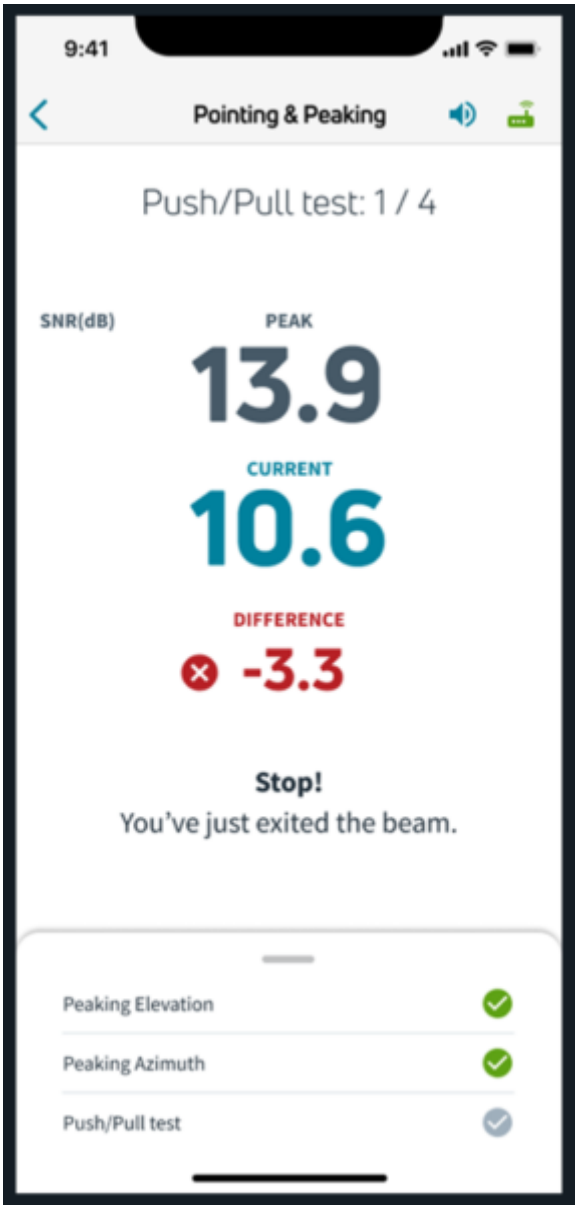
The app will guide you in each step, with each sweep.


9:41
Pointing & Peaking
Coarse Azimuth: Sweep 1 of 3
SNR(dB)
PEAK
0.0
CURRENT
0.0
DIFFERENCE
0.0
Adjust the dish to find the beam
AZ:199.22 / EL:32.49 / SKEW: 12.34
ODU link check
Coarse Azimuth
Peaking Elevation

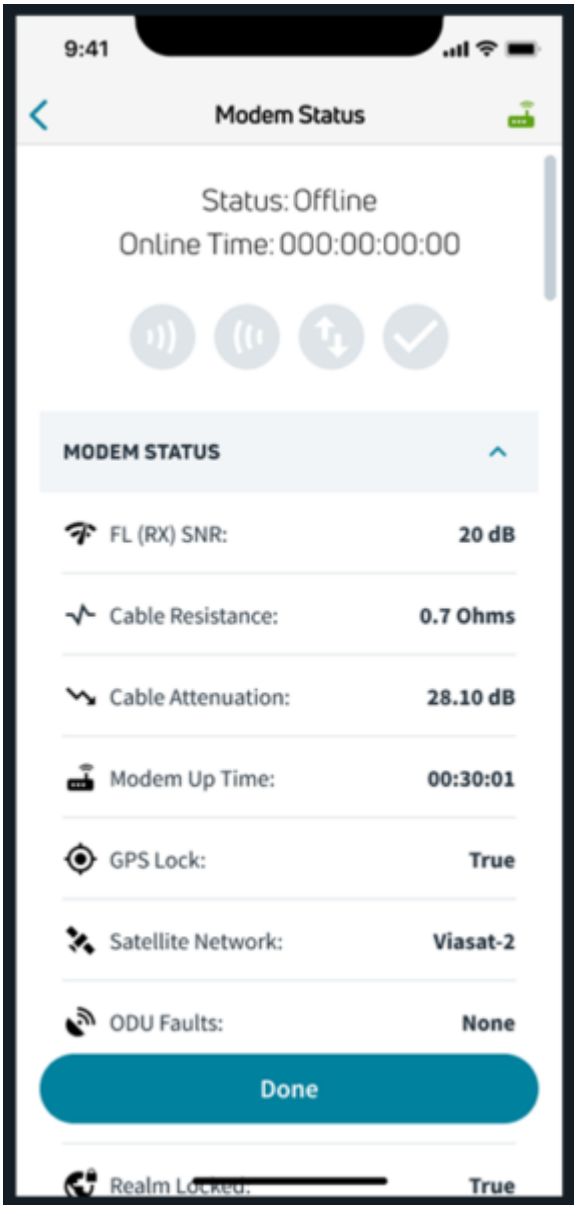

9:41
Pointing & Peaking
Peaking Elevation: Sweep 1 of 3
SNR(dB)
PEAK
12.7
CURRENT
0.0
DIFFERENCE
-12.7
Stop!
You've just exited the beam.
ODU link check
Coarse Azimuth
Peaking Elevation


9:41
Pointing & Peaking
Peaking Azimuth: Sweep 1 of 3
SNR(dB)
PEAK
12.7
CURRENT
0.0
DIFFERENCE
-12.7
Stop!
You've just exited the beam.
ODU link check
Coarse Azimuth
Peaking Elevation


9:41
Pointing & Peaking
Push/Pull test: 1 / 4
SNR(dB)
PEAK
13.9
CURRENT
13.7
DIFFERENCE
-0.2
The difference is within parameters.
You may proceed to the next test.
Peaking Elevation
Peaking Azimuth
Push/Pull test


9:41
Pointing & Peaking
Push/Pull test: 1 / 4
SNR(dB)
PEAK
13.9
CURRENT
10.6
DIFFERENCE
-3.3
Stop!
You've just exited the beam.
Peaking Elevation
Peaking Azimuth
Push/Pull test

After the Push/Pull test, press **Finish** and the app will move on to Modem Lock process.

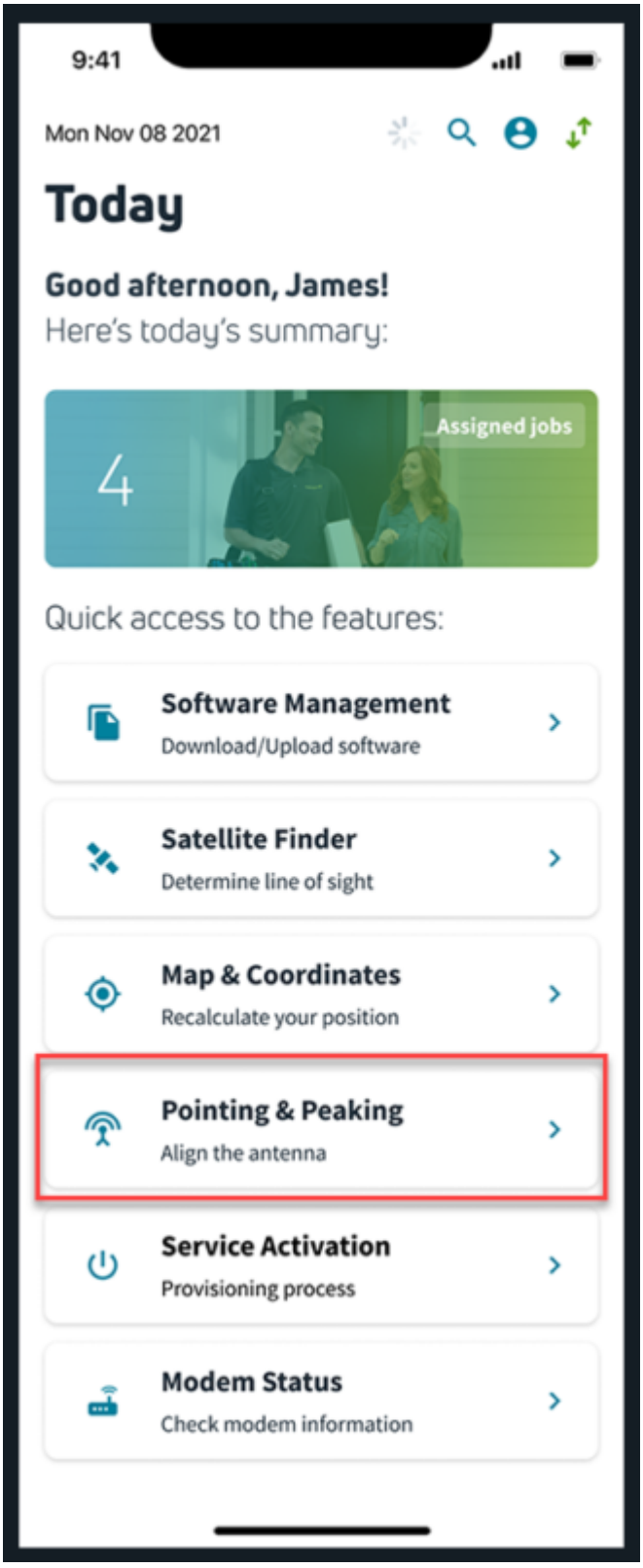


ViaSat-1

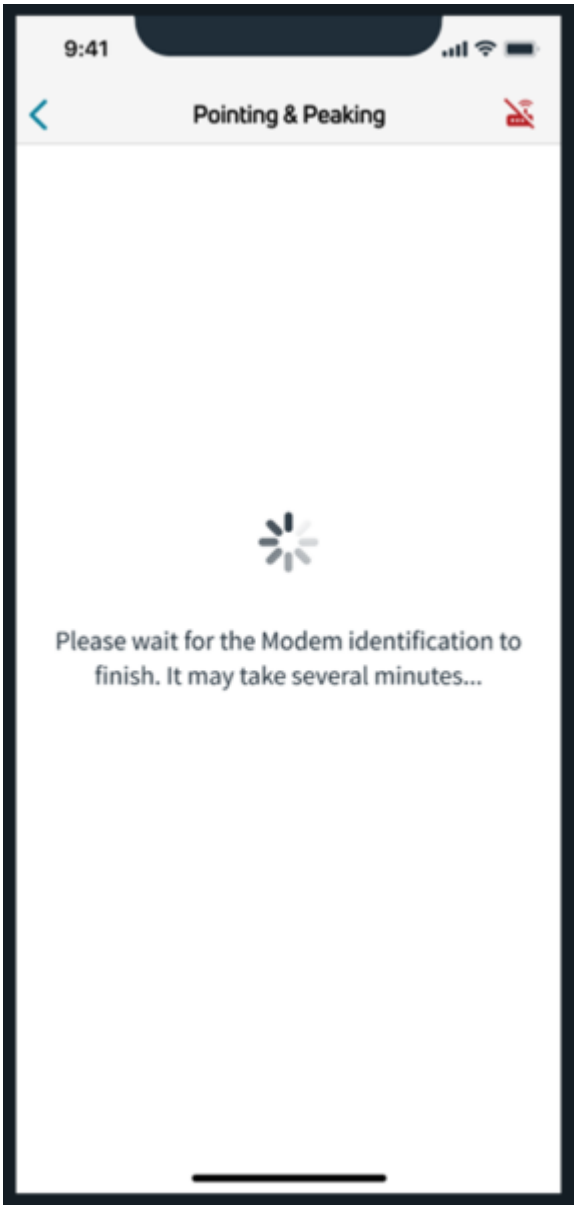
Pre-onsite installation requirements for SURFBEAM 2 (SB2)

SurfBeam 2 (SB2) terminals do not have inherent WiFi connection capabilities. In order for an installation to succeed, a connection between the technician's third-party router and the terminal must occur (for software updates and related activities). You will connect the terminal to the router through an Ethernet cable and will connect to the router using your mobile device.

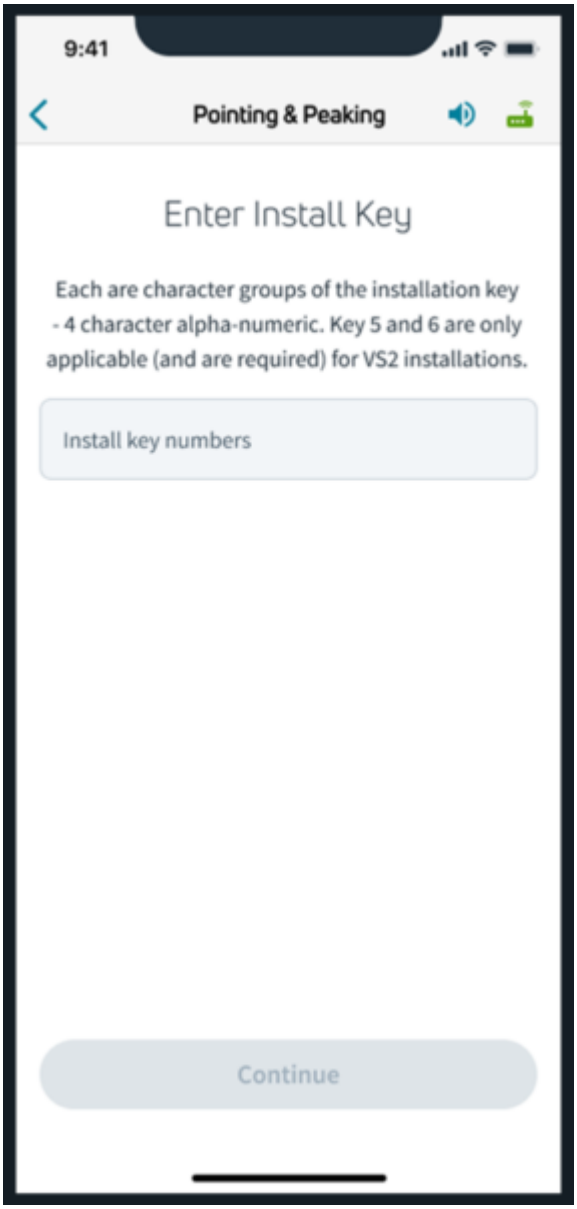
Press **Pointing & Peaking** from the Dashboard.

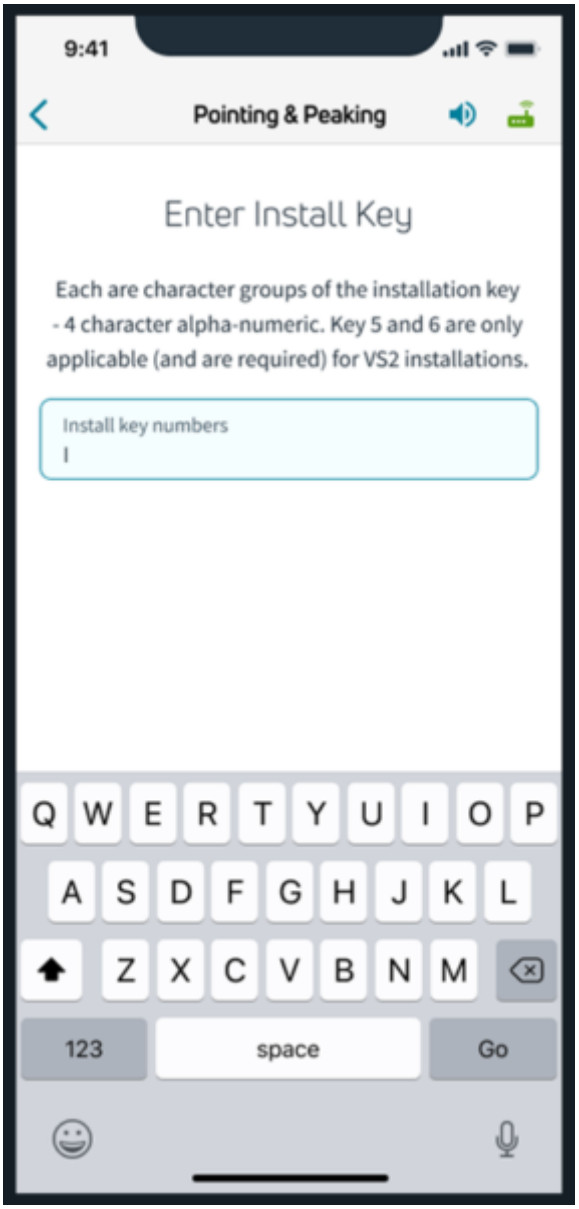


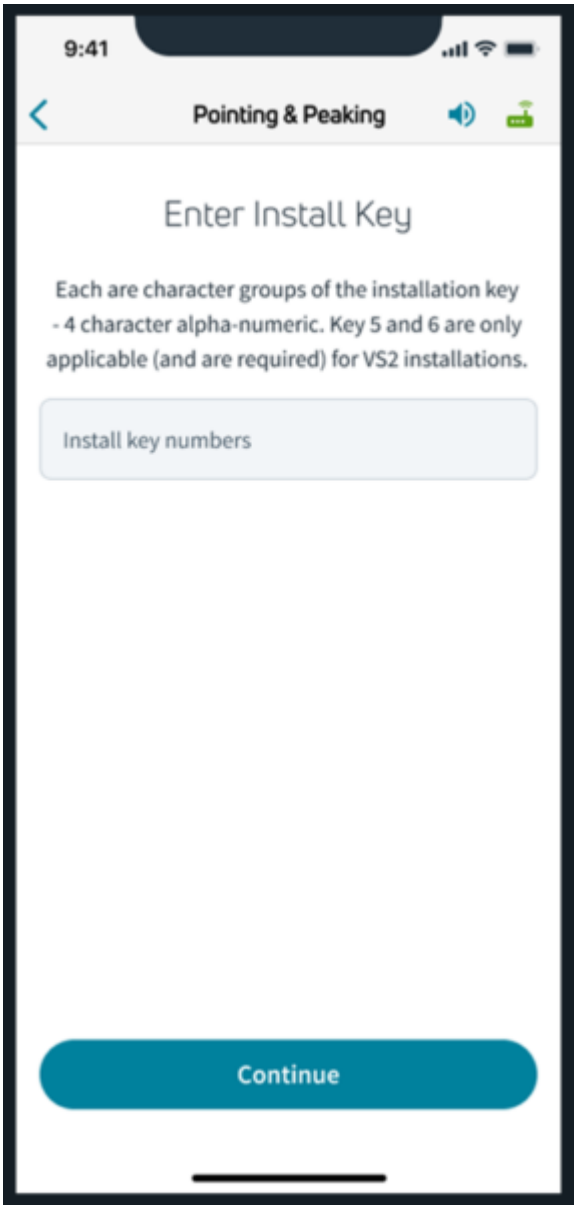
The app will assess the modem connection.



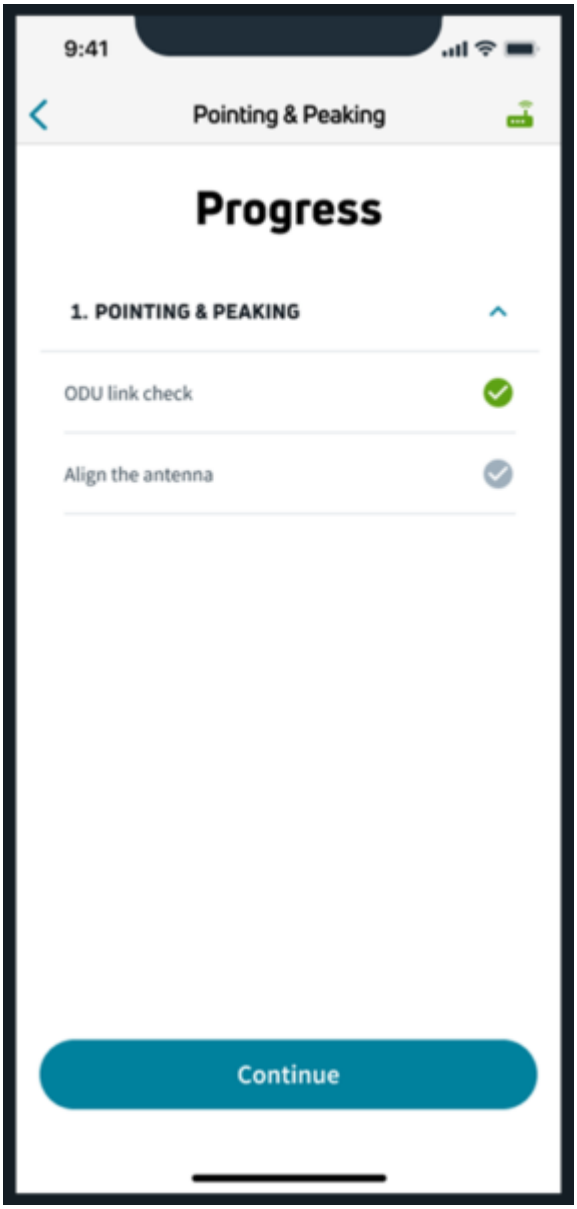
Next, enter the 16-character Install Key and press **Continue**.


9:41
Pointing & Peaking
Enter Install Key
Each are character groups of the installation key - 4 character alpha-numeric. Key 5 and 6 are only applicable (and are required) for VS2 installations.
Install key numbers
Continue


9:41
Pointing & Peaking
Enter Install Key
Each are character groups of the installation key - 4 character alpha-numeric. Key 5 and 6 are only applicable (and are required) for VS2 installations.
Install key numbers
I
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
Go

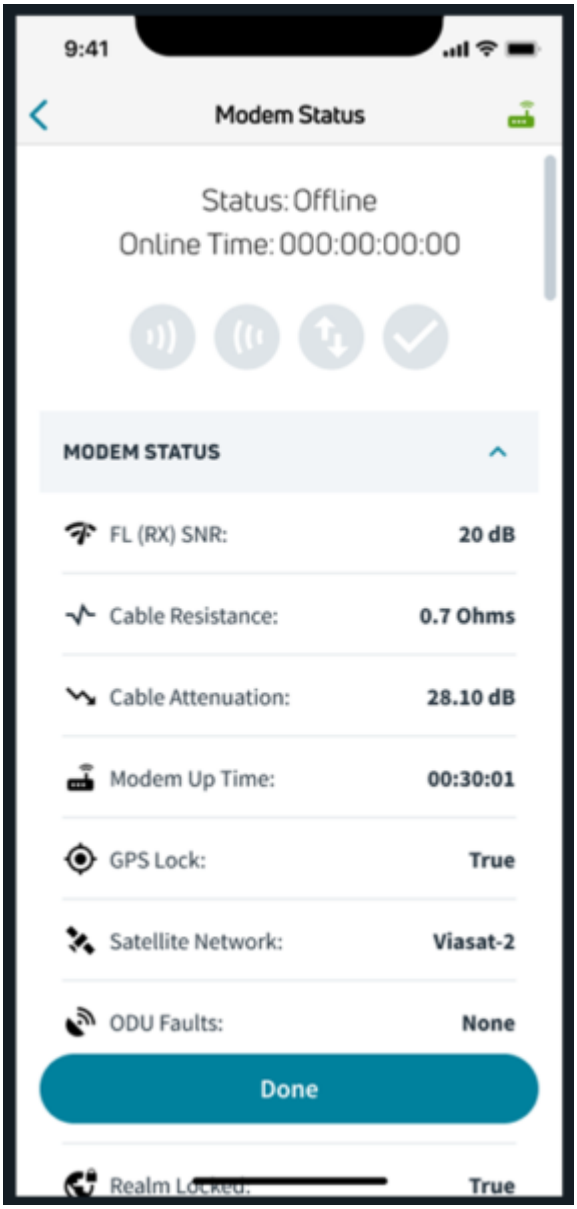


You will be prompted to press **Continue** to begin the Pointing & Peaking process.


9:41
Pointing & Peaking
Progress
1. POINTING & PEAKING
ODU link check
Align the antenna
Continue

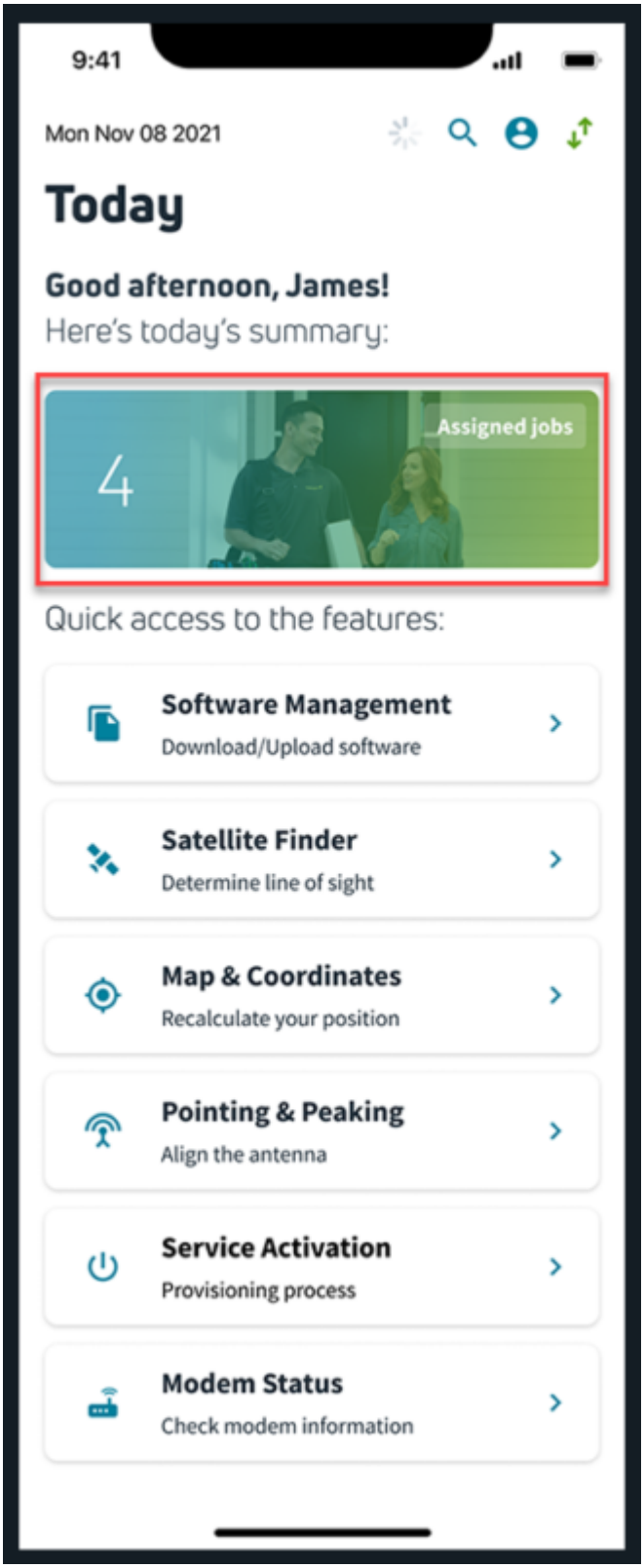
9:41
Pointing & Peaking
Align the antenna
SNR(dB)
PEAK
0.0
CURRENT
0.0
DIFFERENCE
0.0
Adjust the dish to find the beam
AZ:199.22 / EL:32.49 / SKEW: 12.34
Finish installation

After Pointing & Peaking, press **Finish** installation and the app will move on to Modem Lock process.

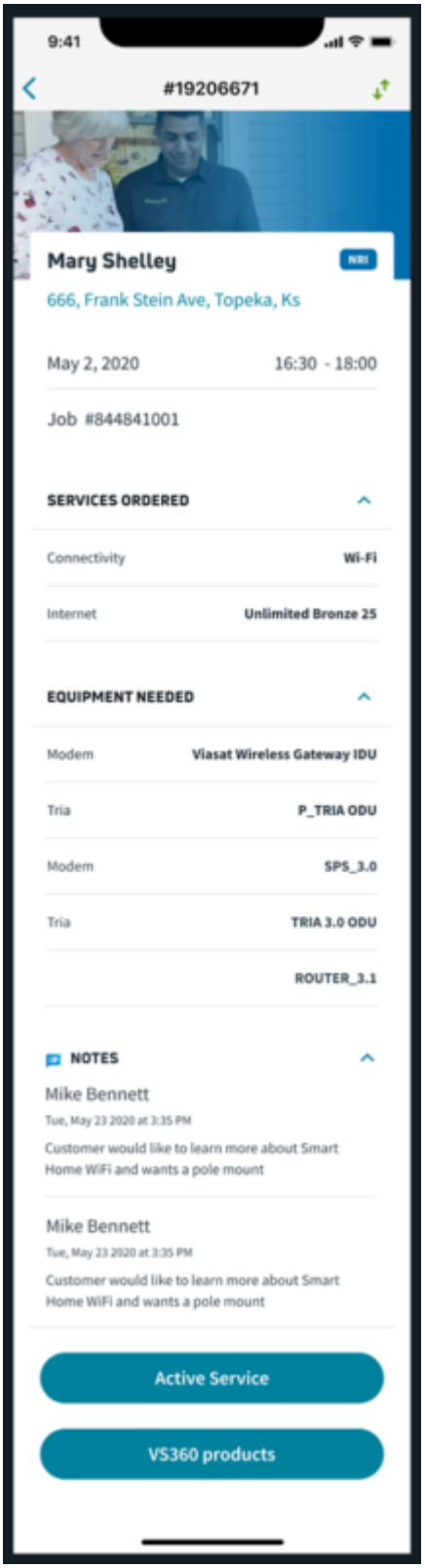


Service Activation

For Provisioning, press **Assigned Jobs**.

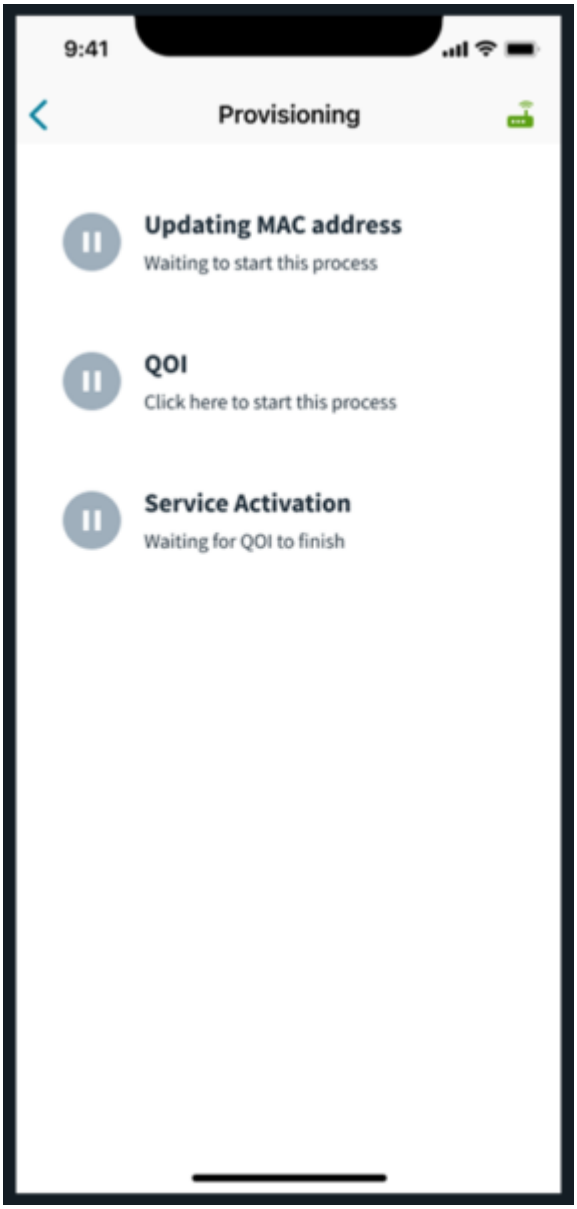


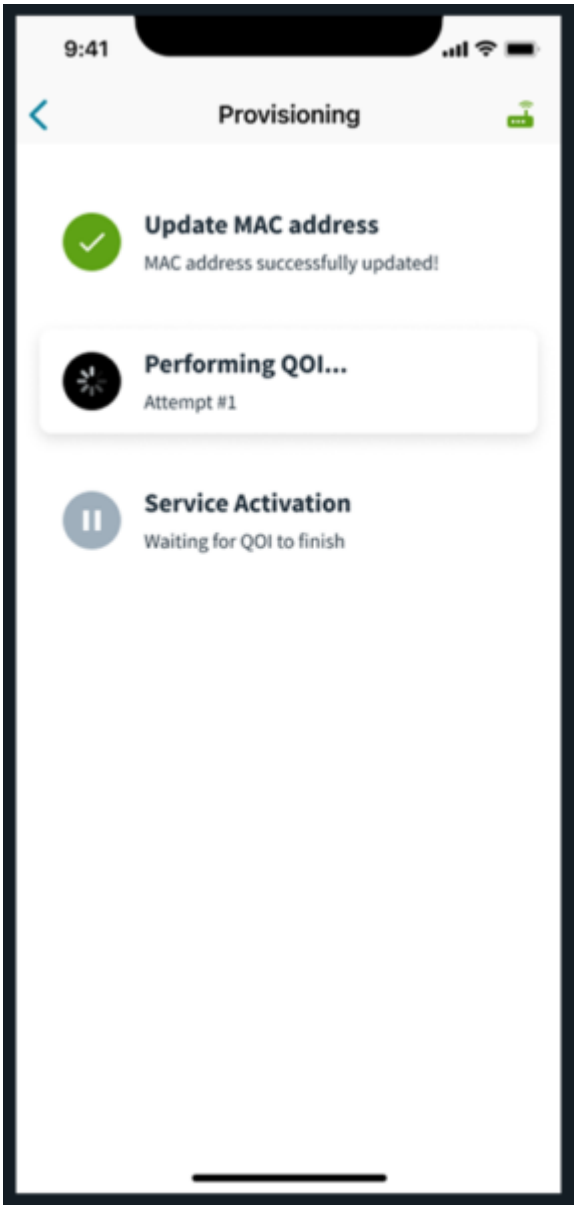
Find your current work order, and press it to find more details. Scroll to the bottom and press **Activate Service**.



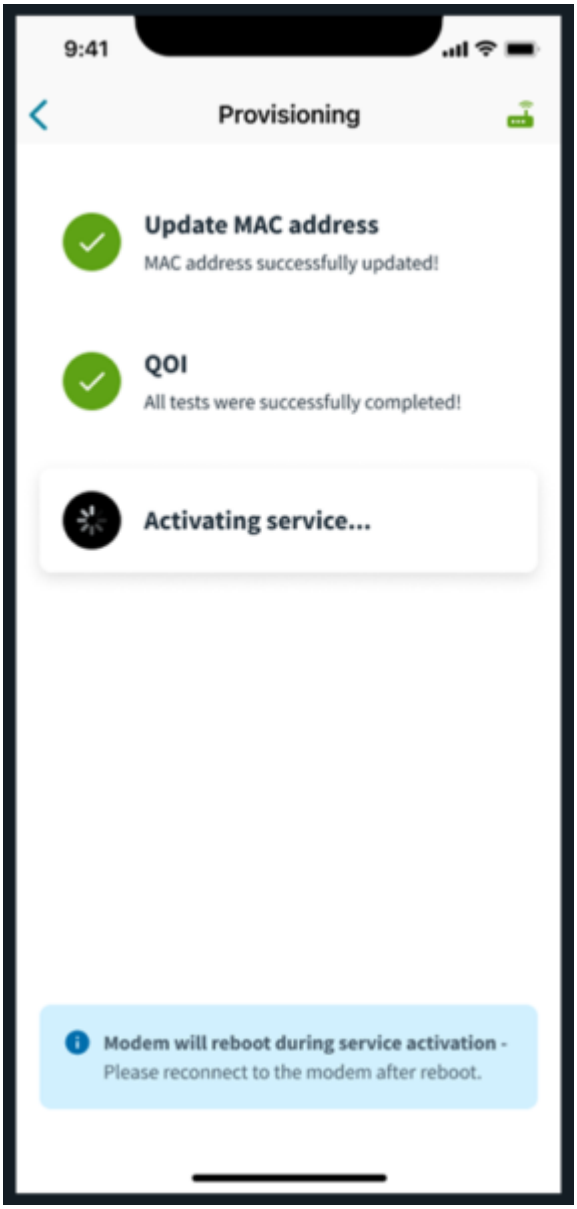
Press **Open ECA** to have them sign the Electronic Customer Agreement.

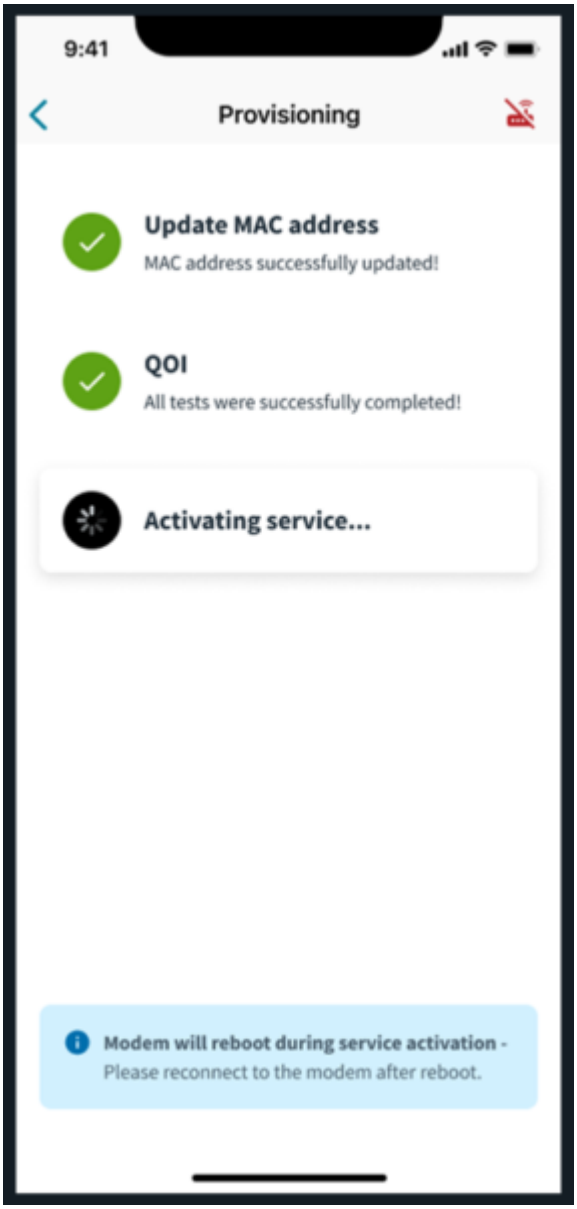
A green checkmark will appear next to Update MAC address and QOI when the system passes its checks.



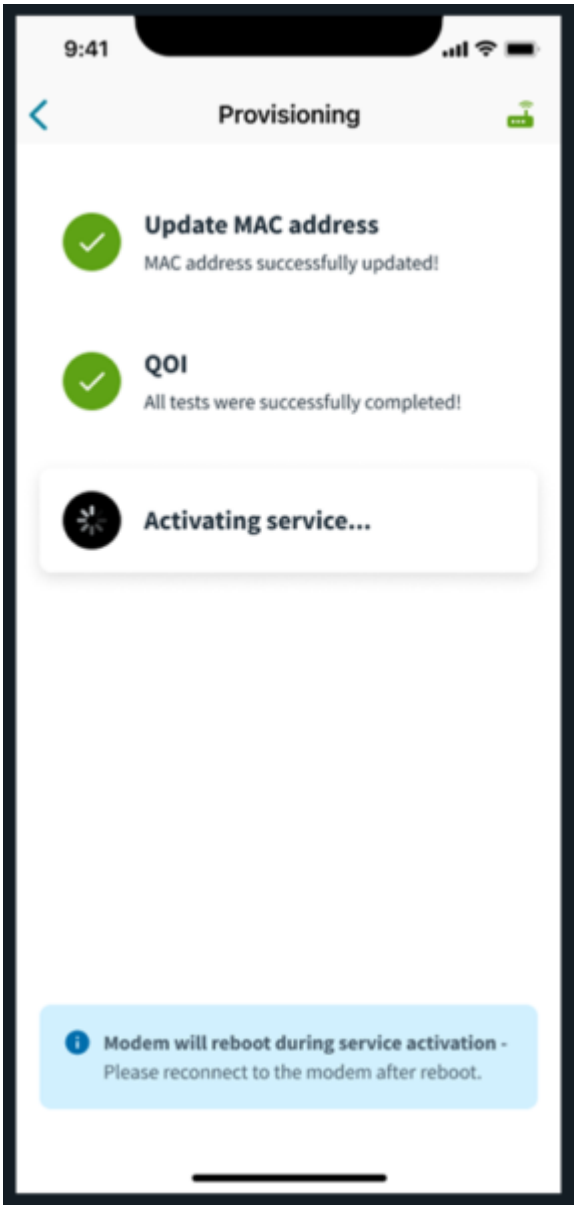


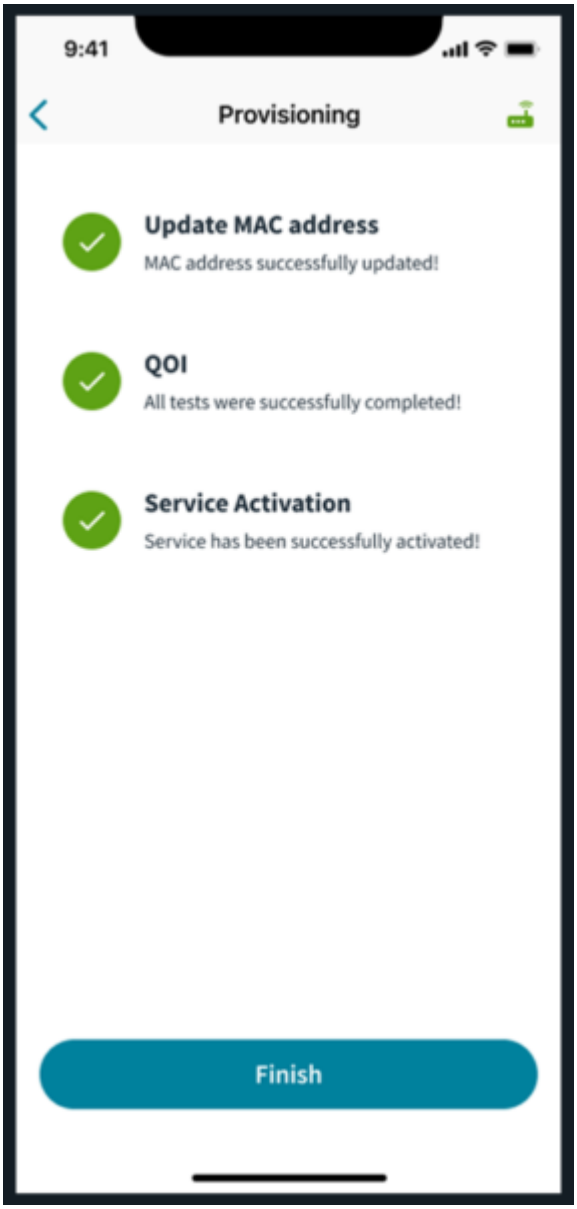
The system will automatically continue to Service Activation. You will likely see multiple modem reboots during this process.





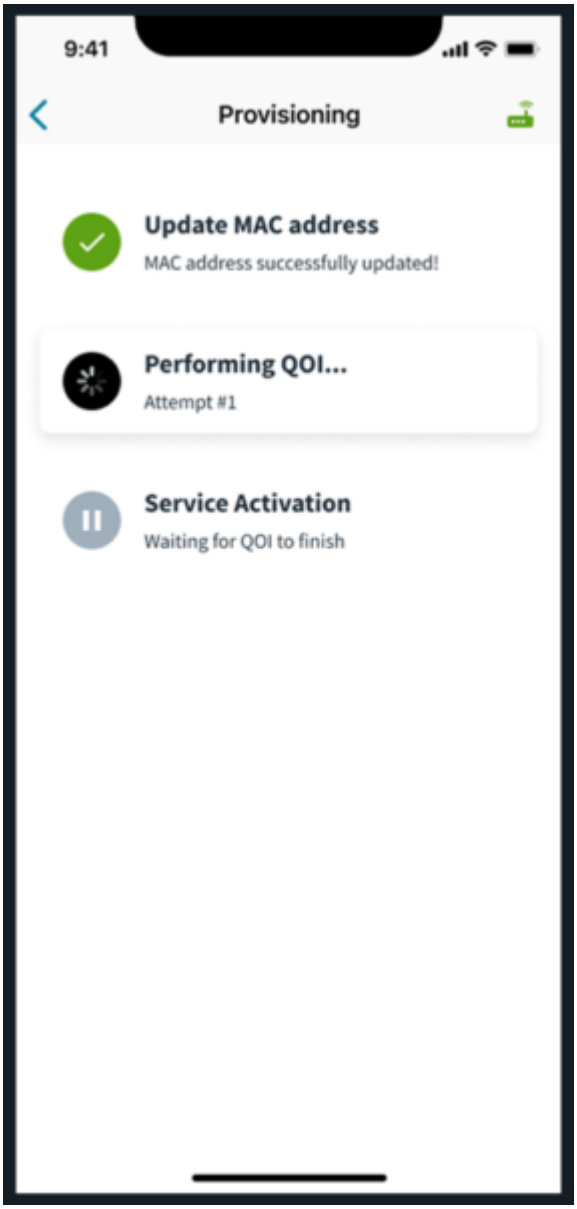
A green checkmark will appear next to Service Activation once the activation is complete. Press **Finish** to exit.

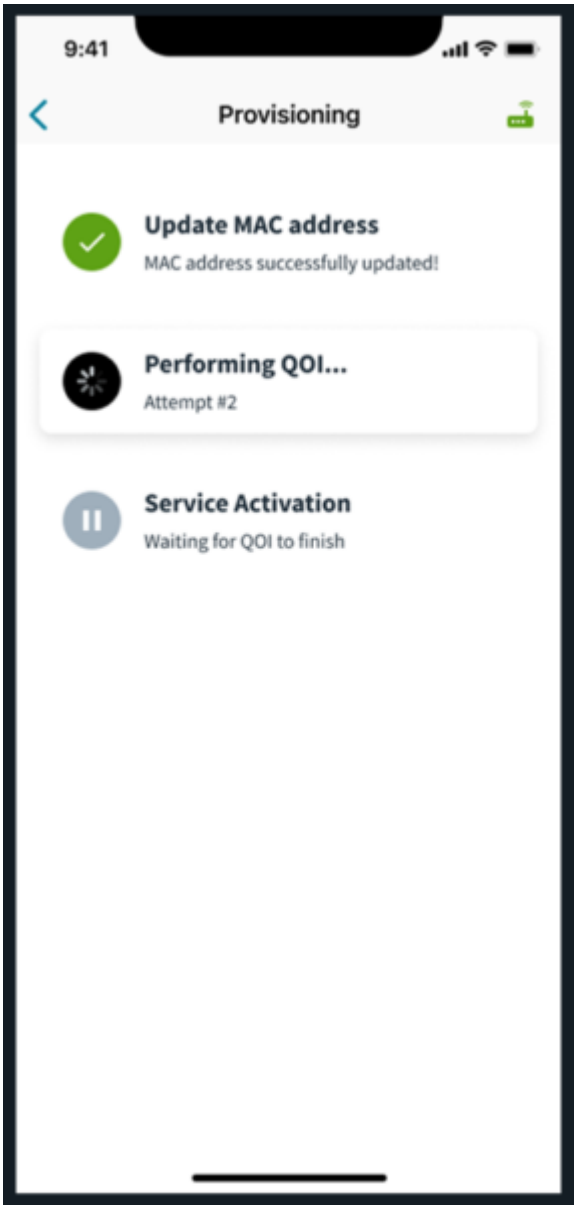


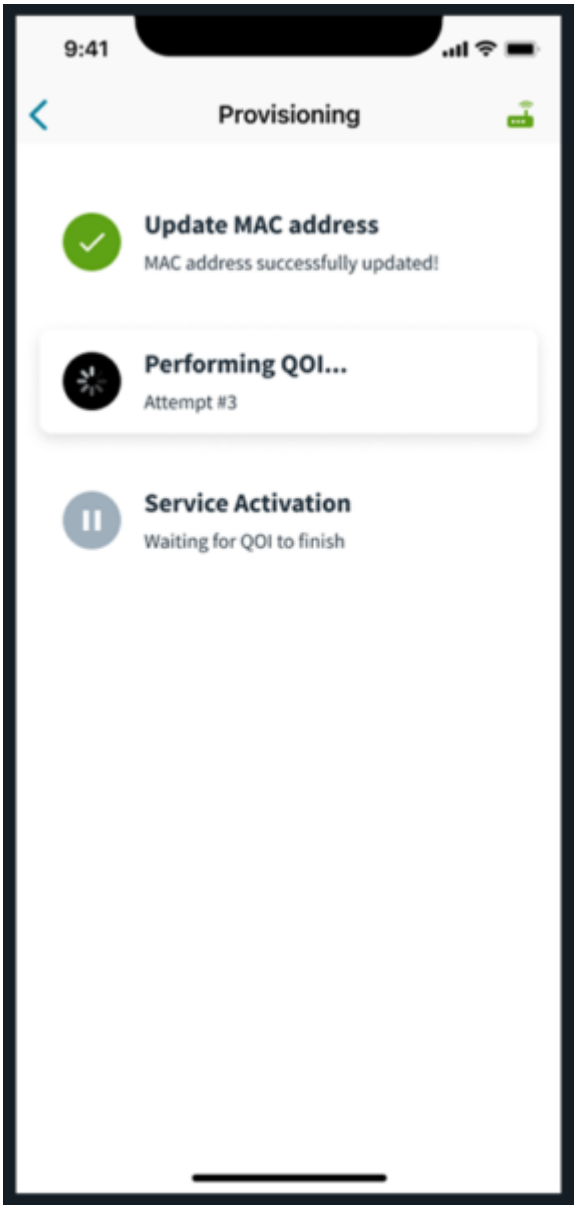


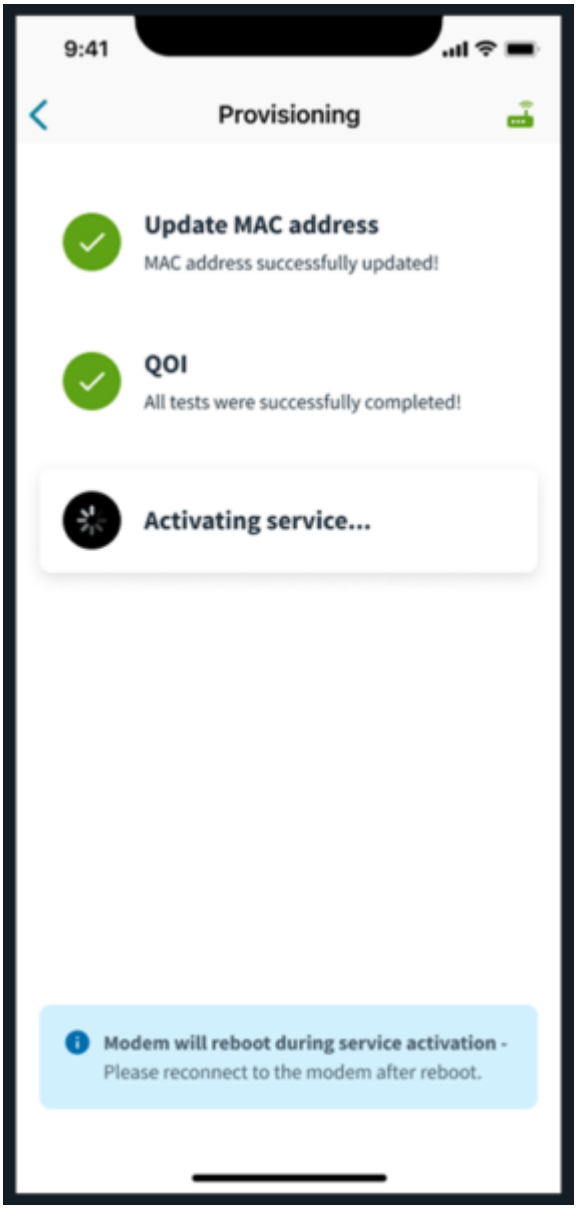
When finished, it’ll take you to the customer’s work order.

> *After three attempts to perform QOI, it will bypass QOI and move onto Service Activation.*

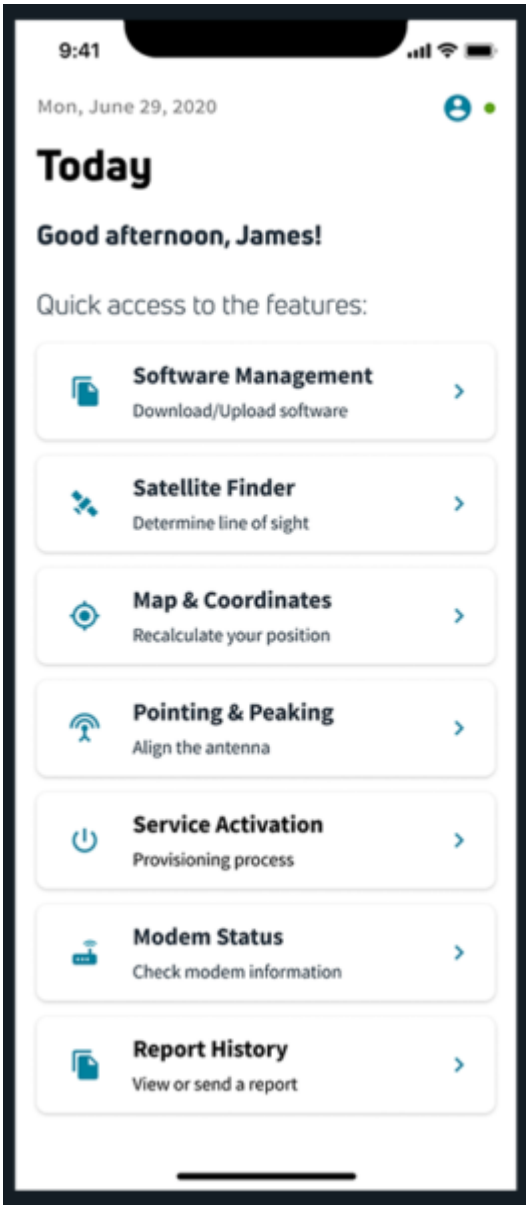

9:41
Provisioning
Update MAC address
MAC address successfully updated!
Performing QOI...
Attempt #1
Service Activation
Waiting for QOI to finish


9:41
Provisioning
Update MAC address
MAC address successfully updated!
Performing QOI...
Attempt #2
Service Activation
Waiting for QOI to finish

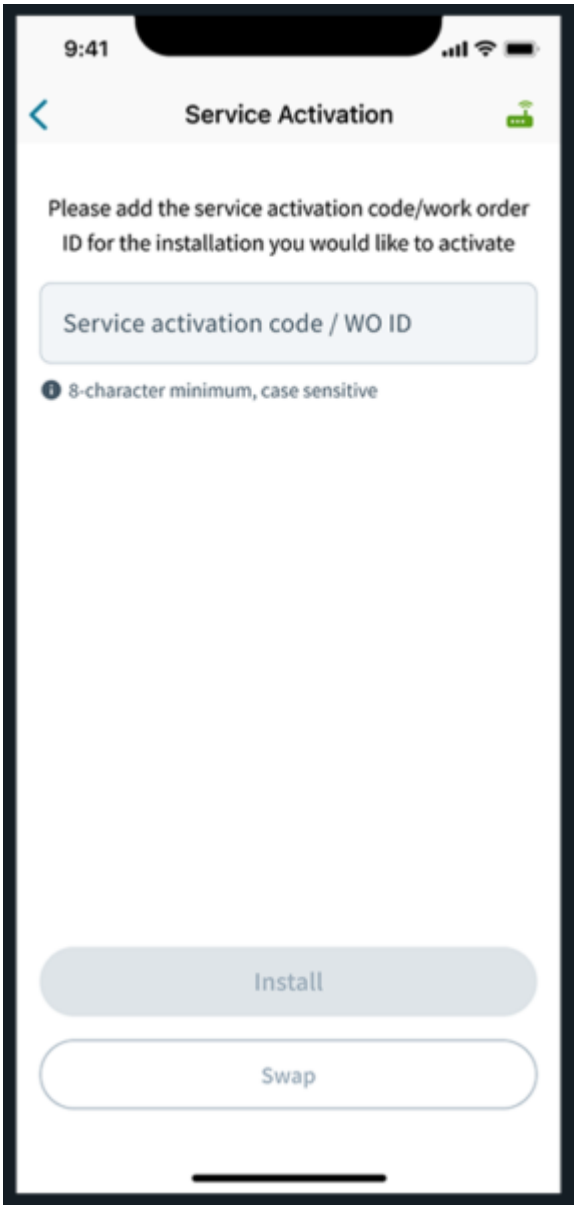

9:41
Provisioning
Update MAC address
MAC address successfully updated!
Performing QOI...
Attempt #3
Service Activation
Waiting for QOI to finish



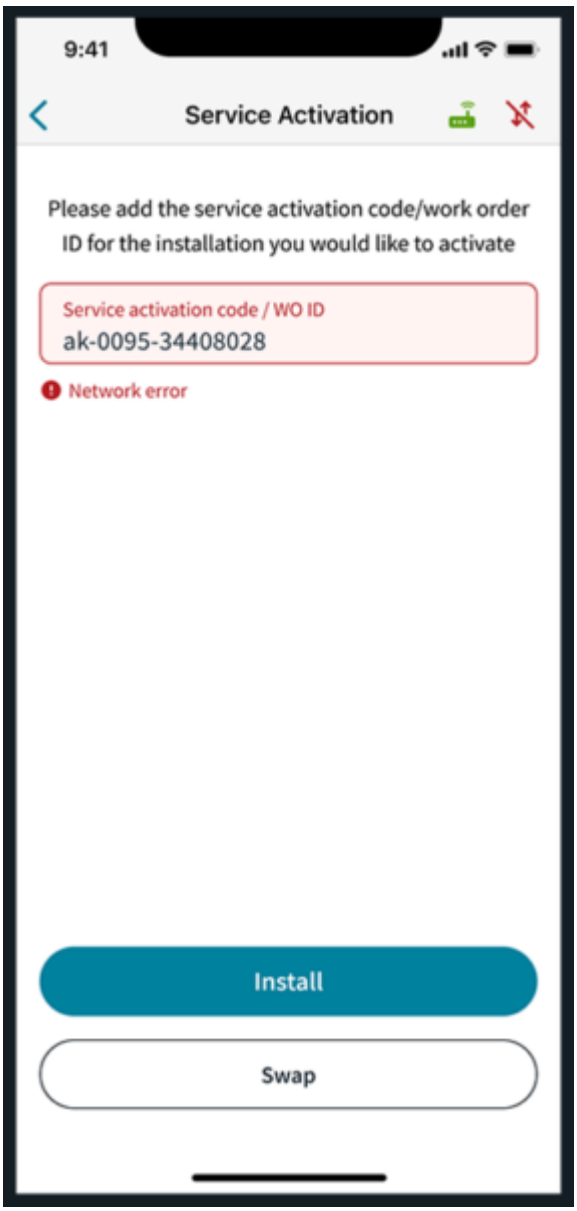
*WHOLESALE ONLY – Press **Service Activation**.*



Then, type in the Service activation code, or the Work Order ID.

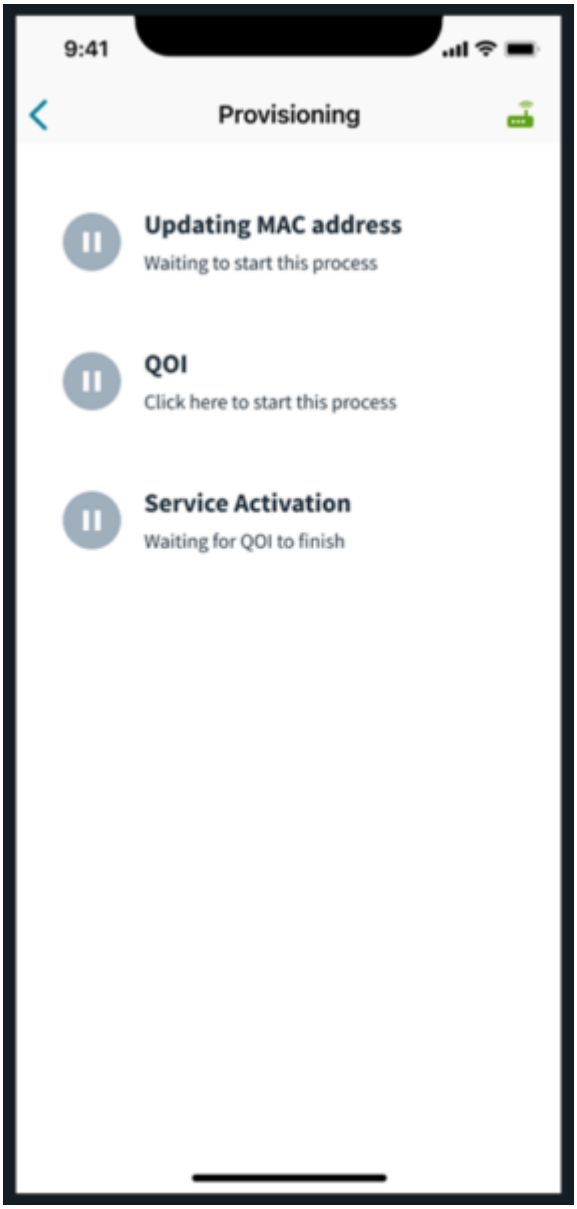


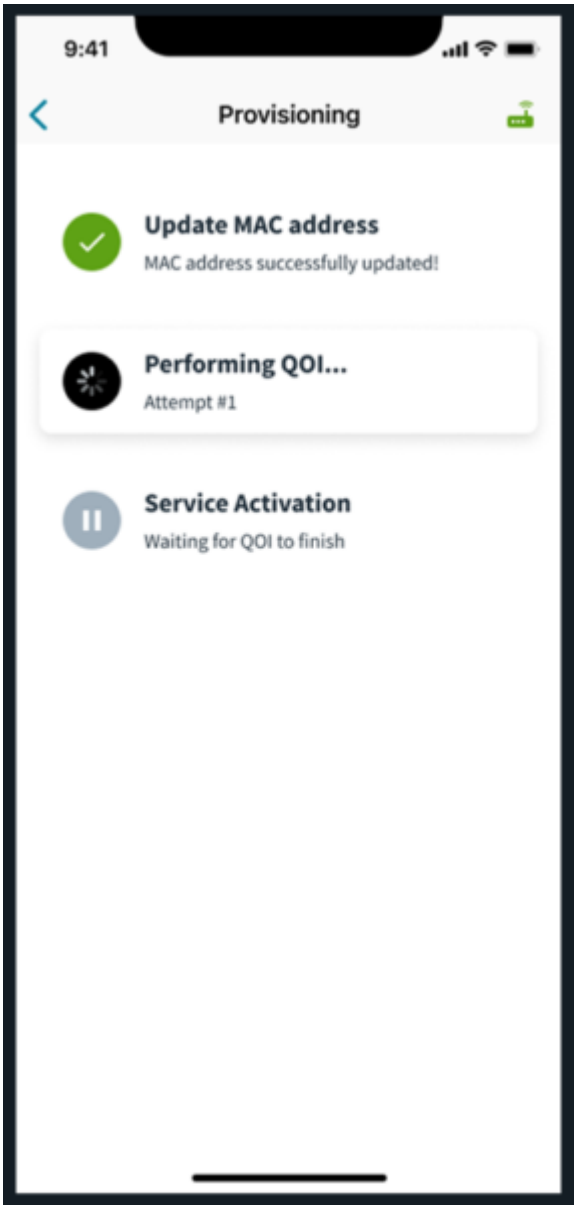
If you see this screen, this means the app is connected to the modem, but the modem is not online. If you see this, you will need to Point & Peak and reboot the modem.



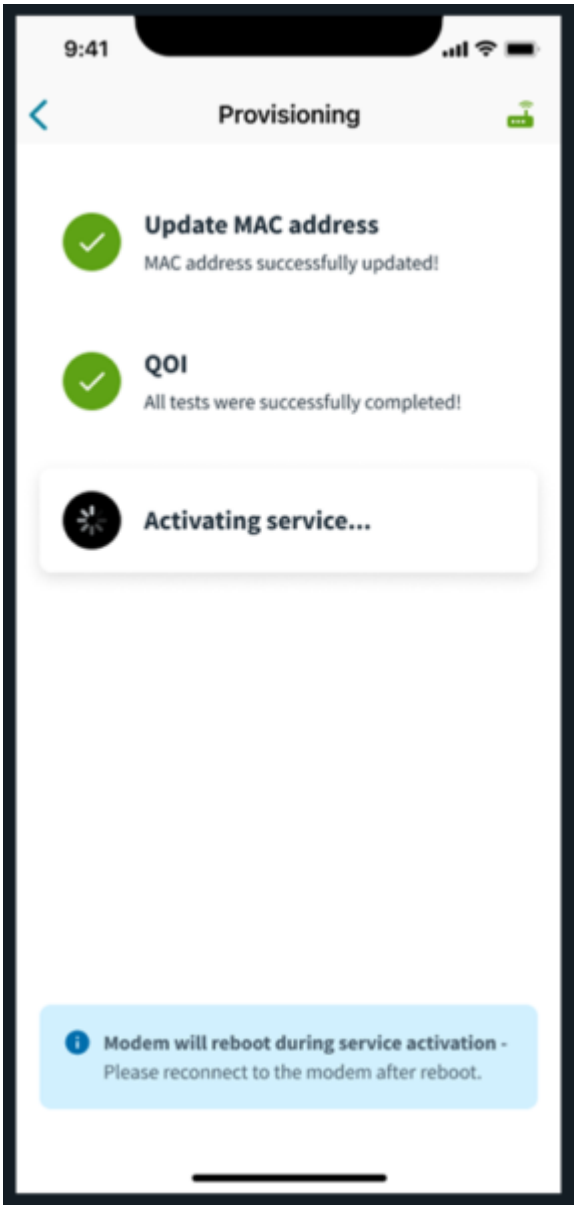
*Press **Open ECA** to have them sign the Electronic Customer Agreement.*

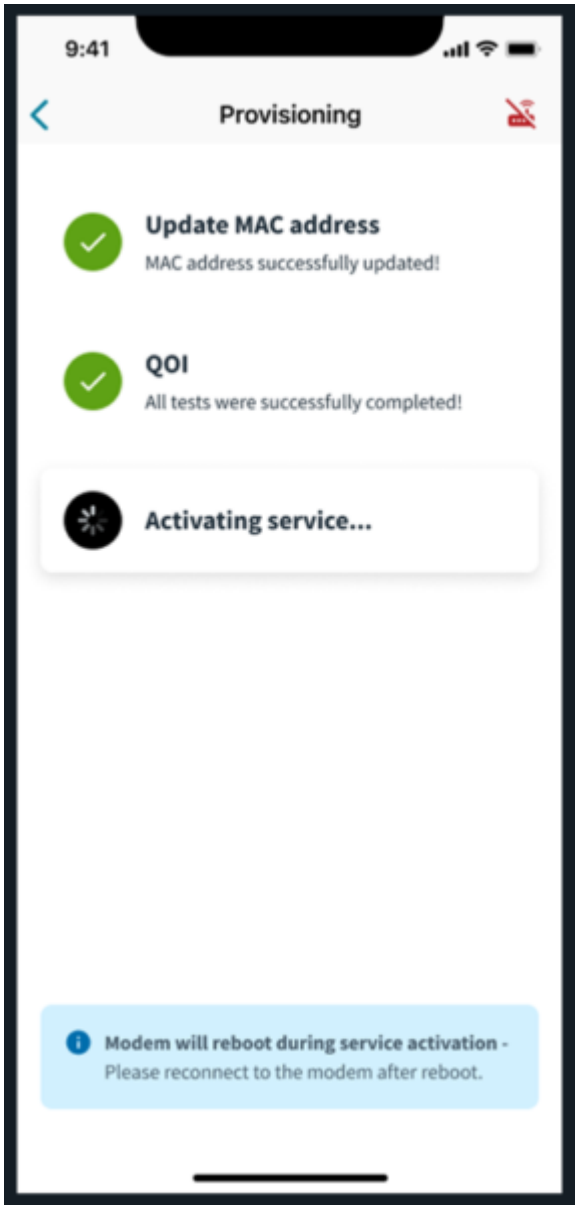
A green checkmark will appear next to Update MAC address and QOI when the system passes its checks.



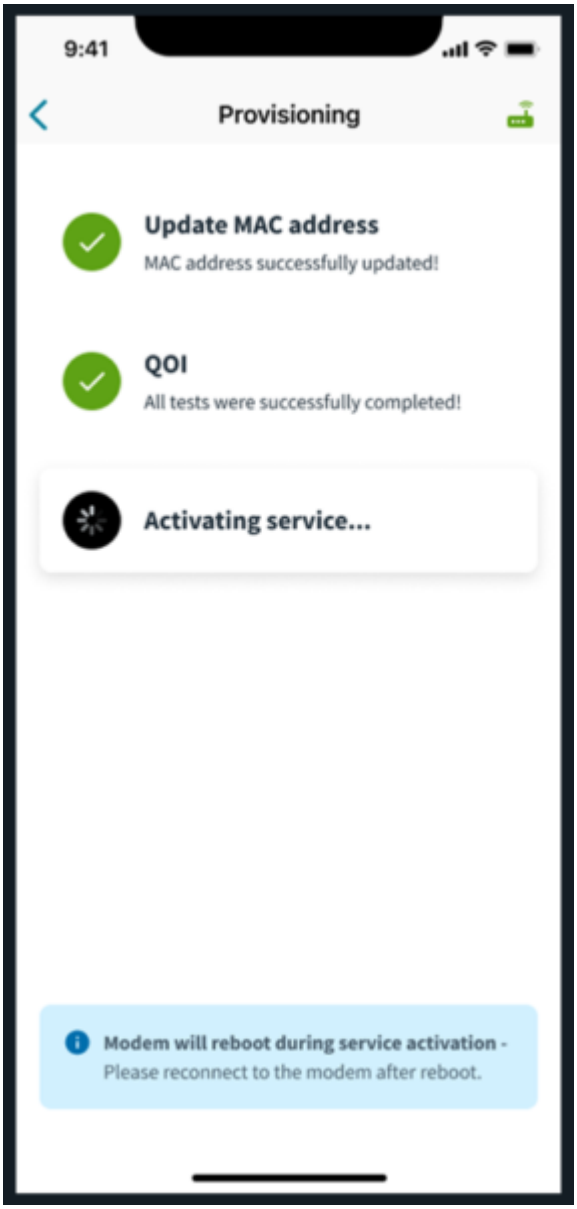


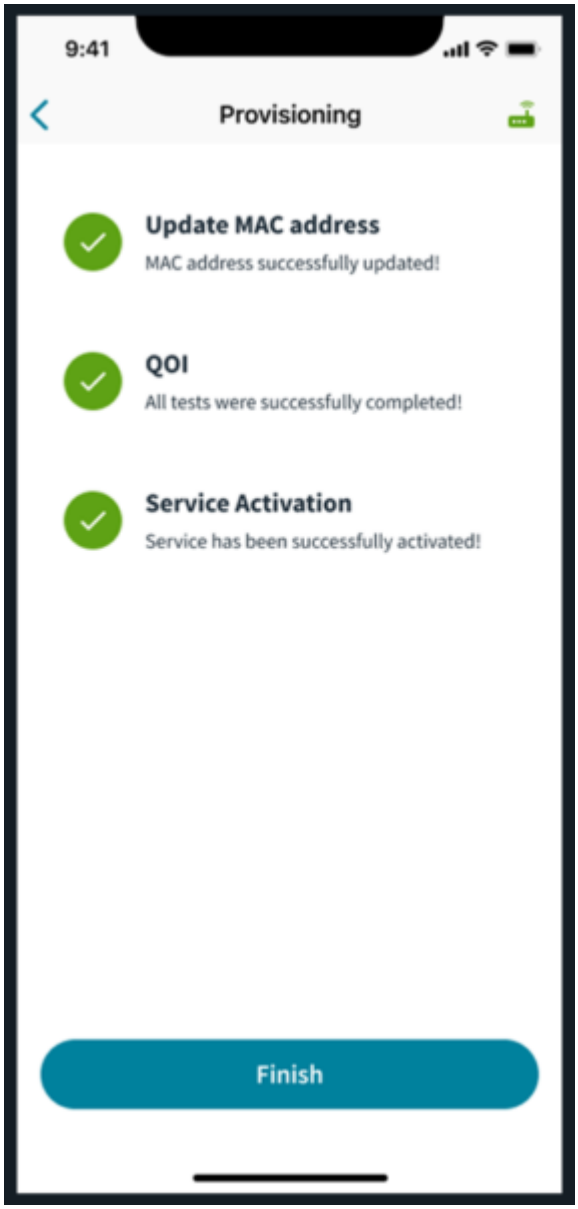
The system will automatically continue to Service Activation. You will likely see multiple modem reboots during this process.



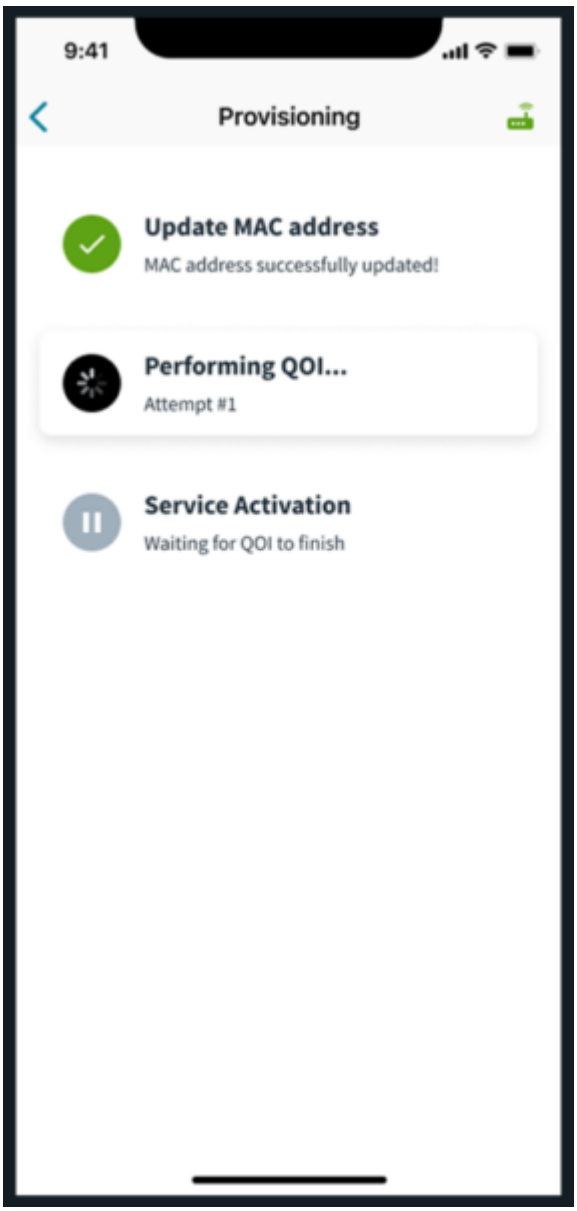


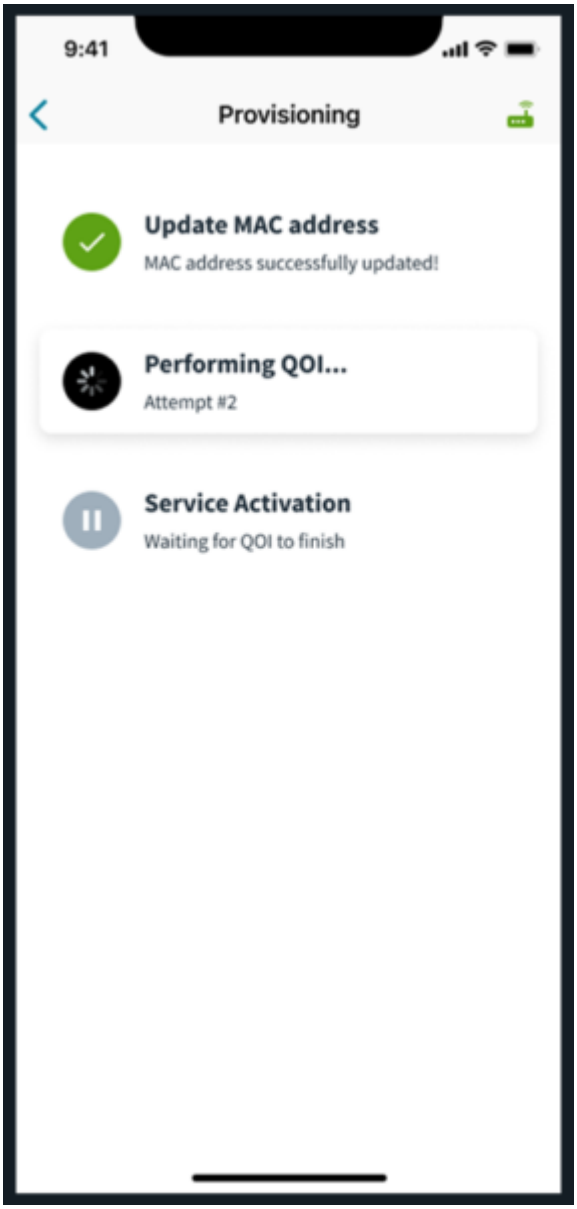
A green checkmark will appear next to Service Activation once the activation is complete. Press ***Finish*** *to exit.*

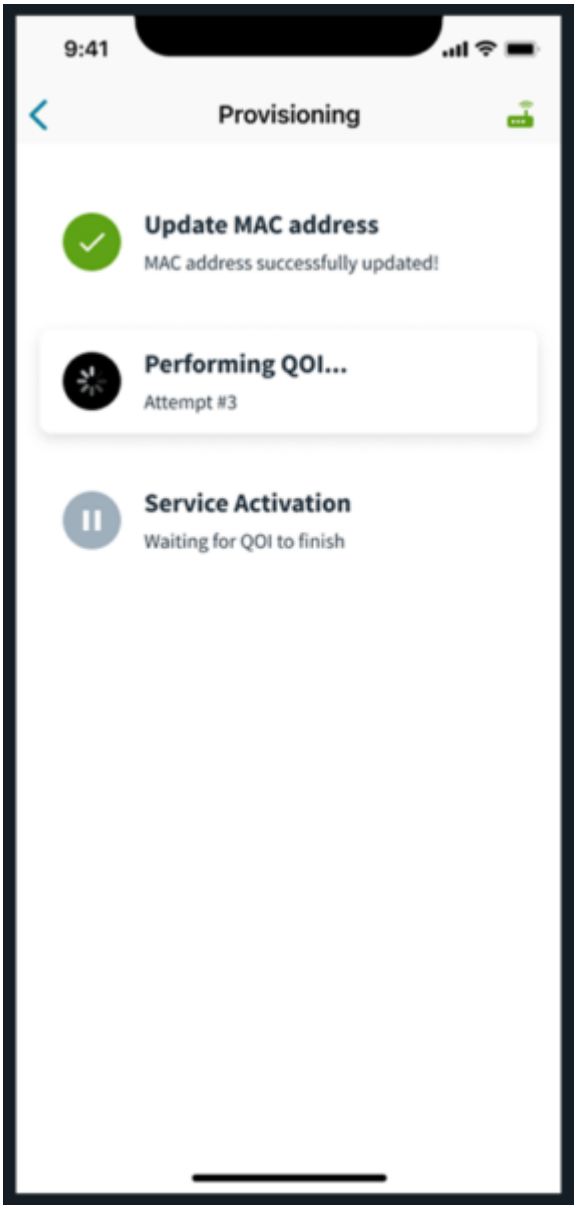


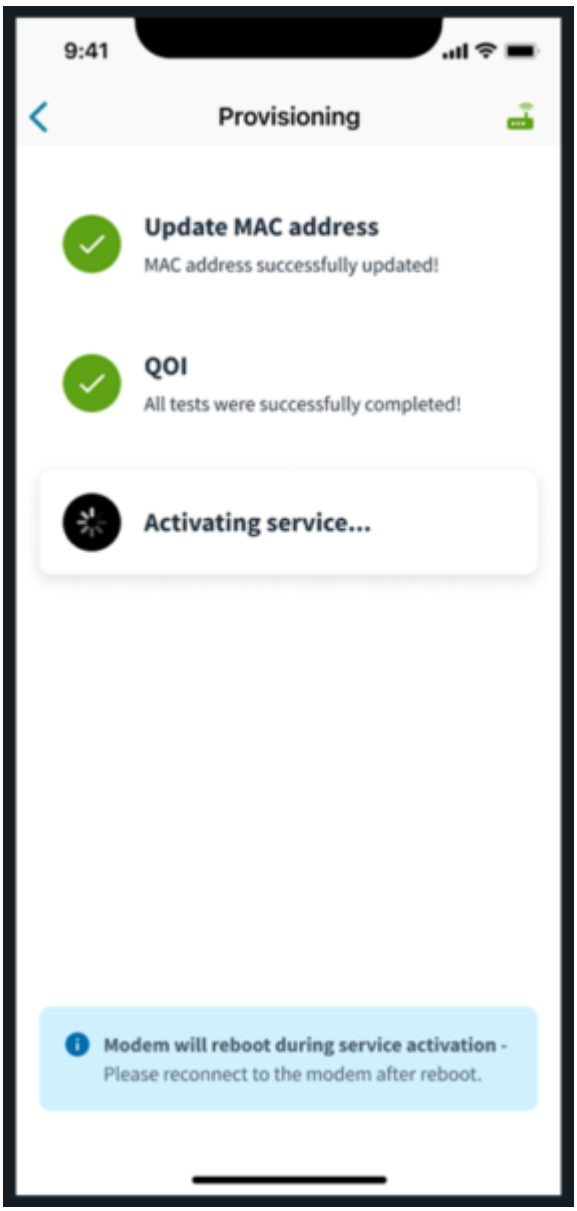


After three attempts to perform QOI, it will bypass QOI and move onto Service Activation.

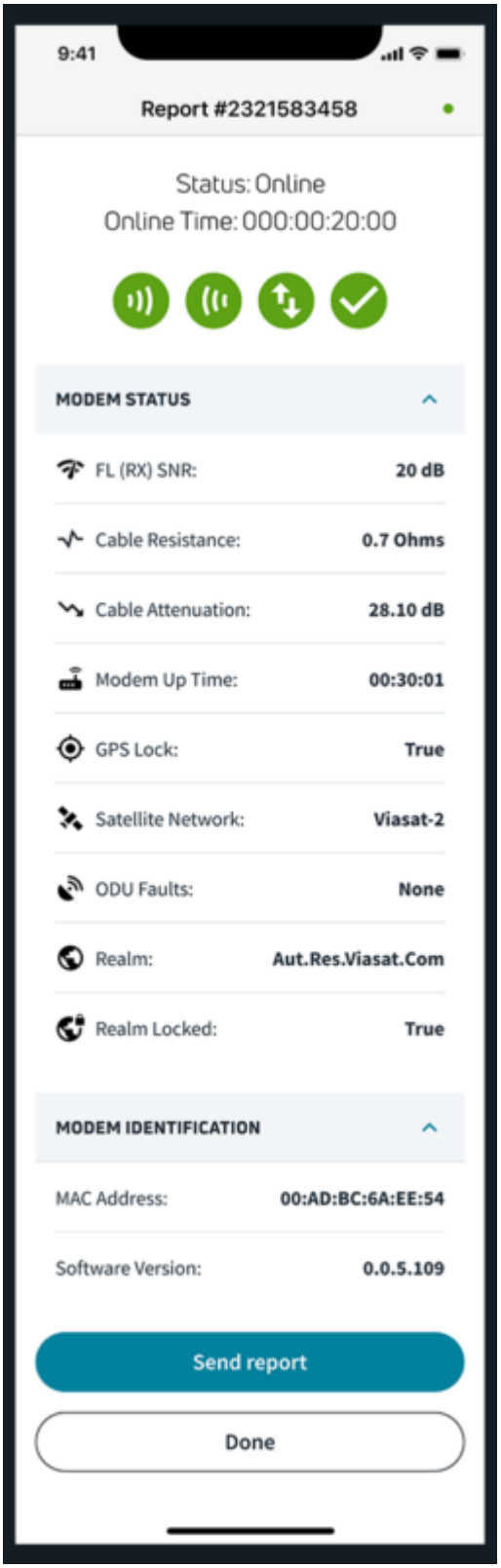

9:41
Provisioning
Update MAC address
MAC address successfully updated!
Performing QOI...
Attempt #1
Service Activation
Waiting for QOI to finish


9:41
Provisioning
Update MAC address
MAC address successfully updated!
Performing QOI...
Attempt #2
Service Activation
Waiting for QOI to finish

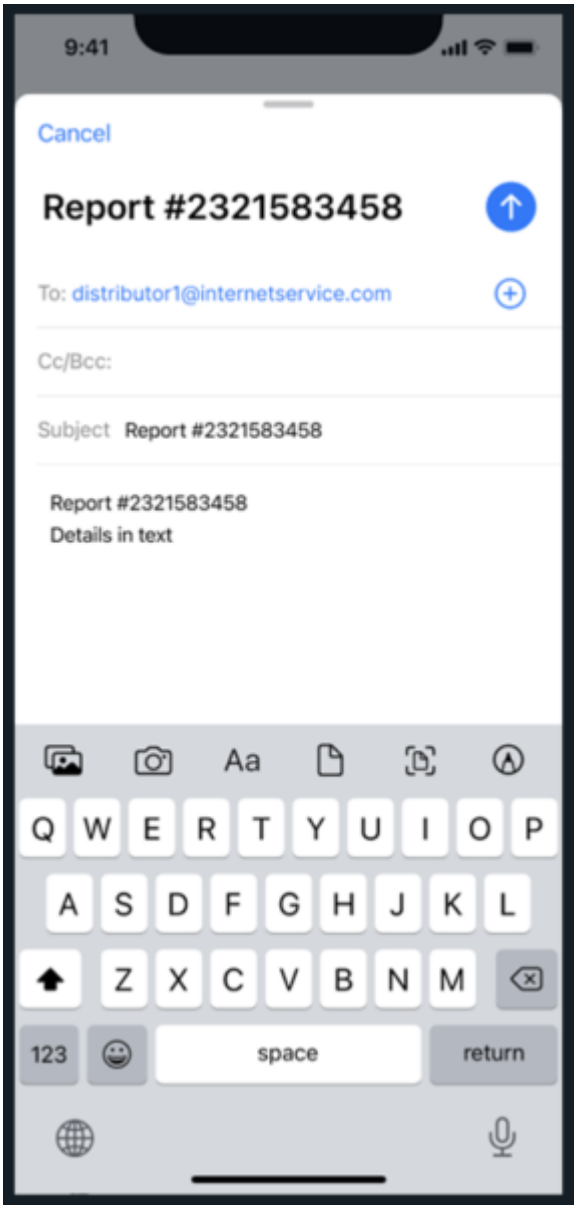

9:41
Provisioning
Update MAC address
MAC address successfully updated!
Performing QOI...
Attempt #3
Service Activation
Waiting for QOI to finish



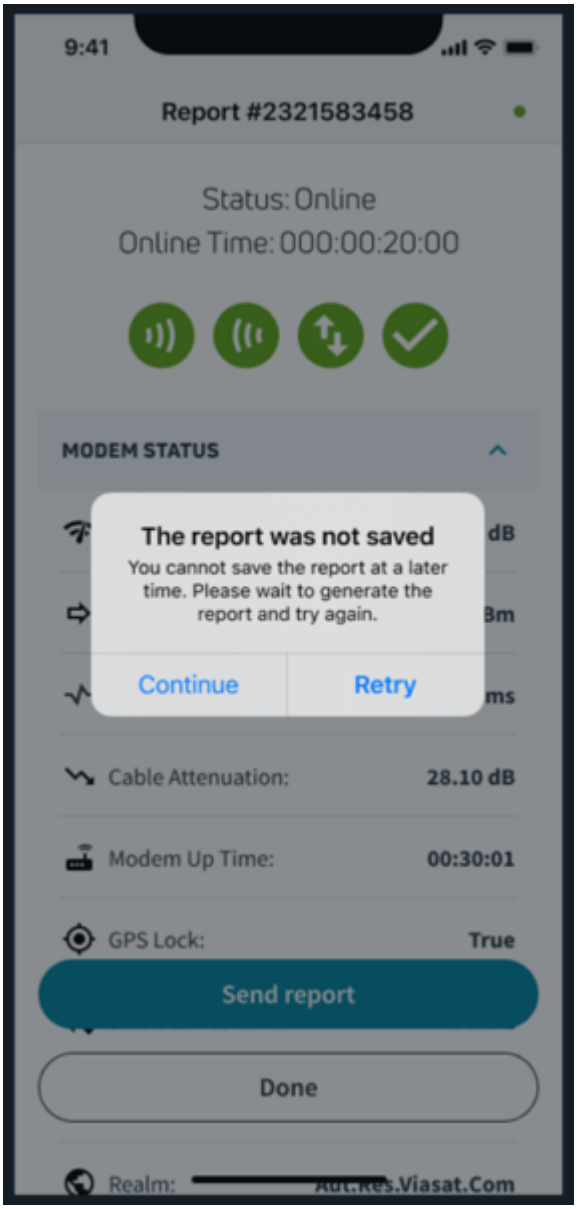
*When finished, it'll generate the Reporting page. Press **Send report**.*

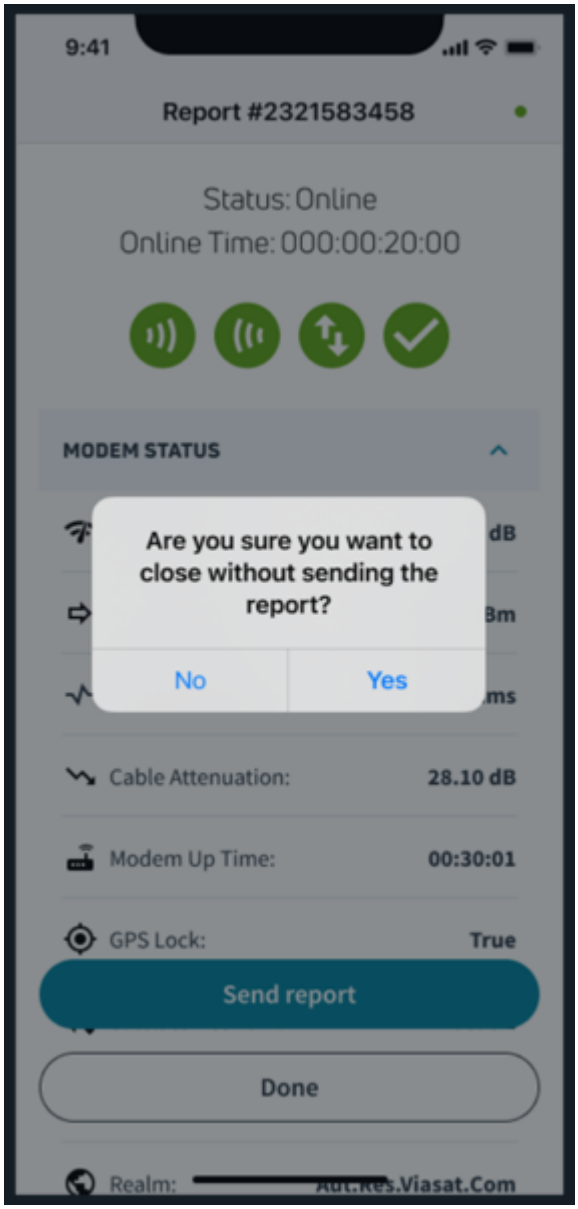


*The email will populate and your email client and press **Send**.*

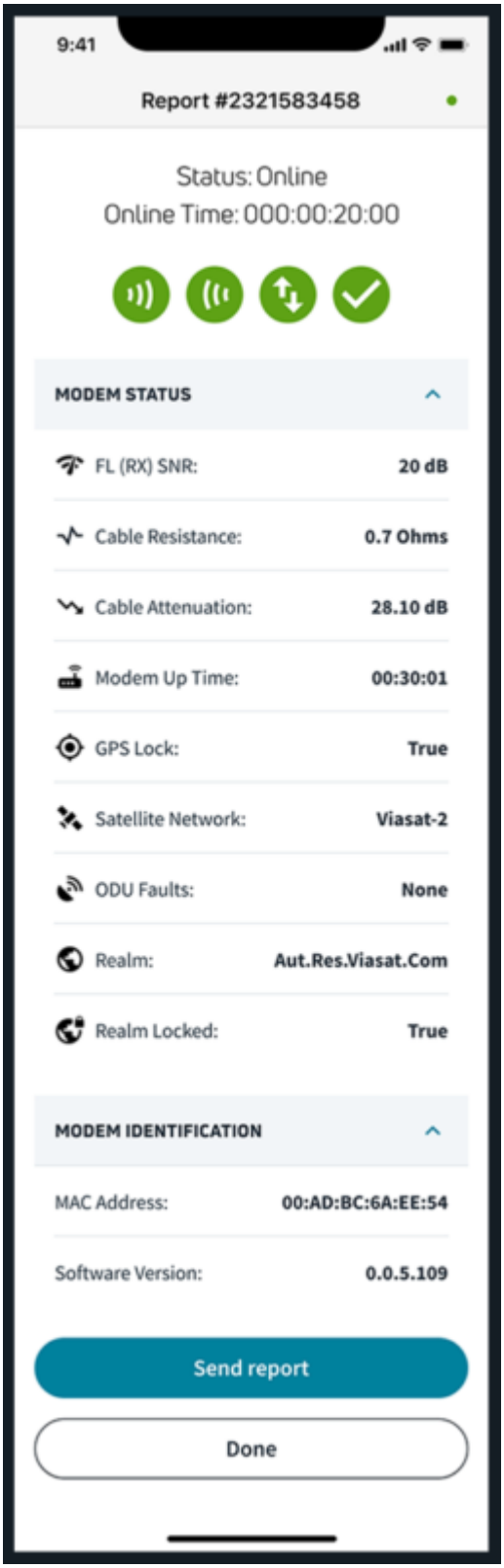


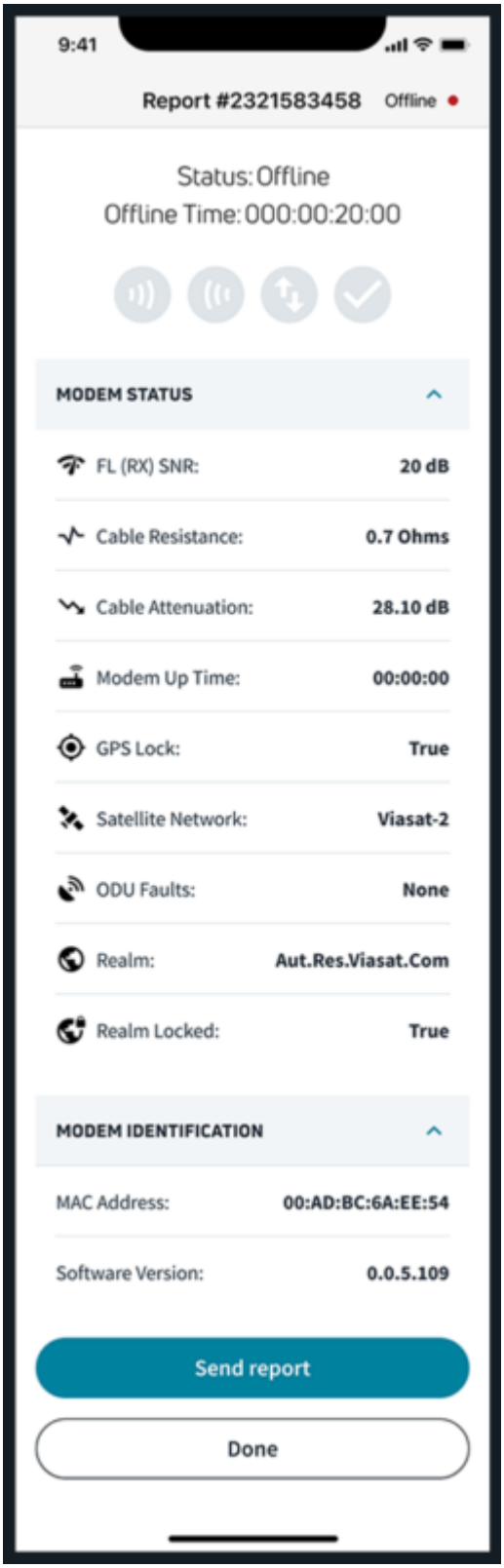
If you try closing without sending your report, you will be prompted twice before closing out the order.





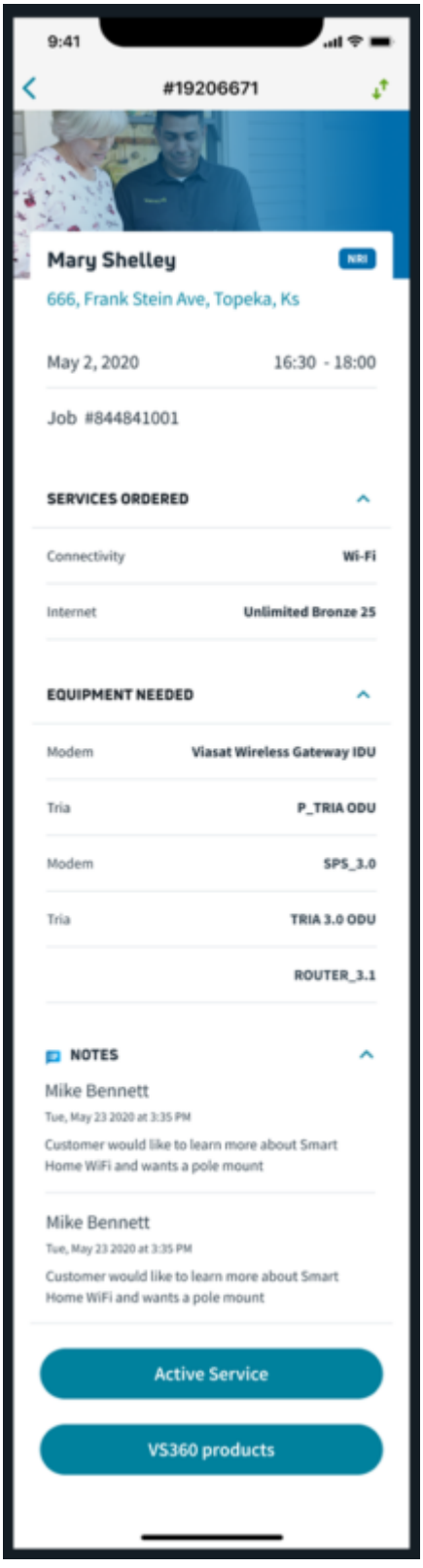
*Regardless if the status is Online or Offline, if you press **Done**, it will take you back to the app dashboard.*

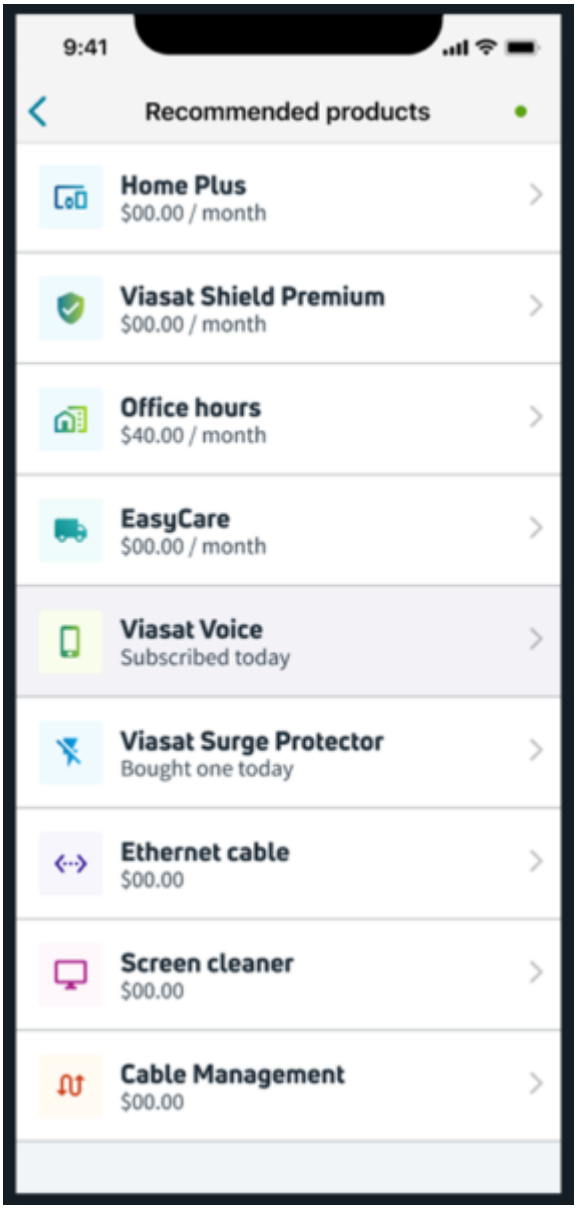


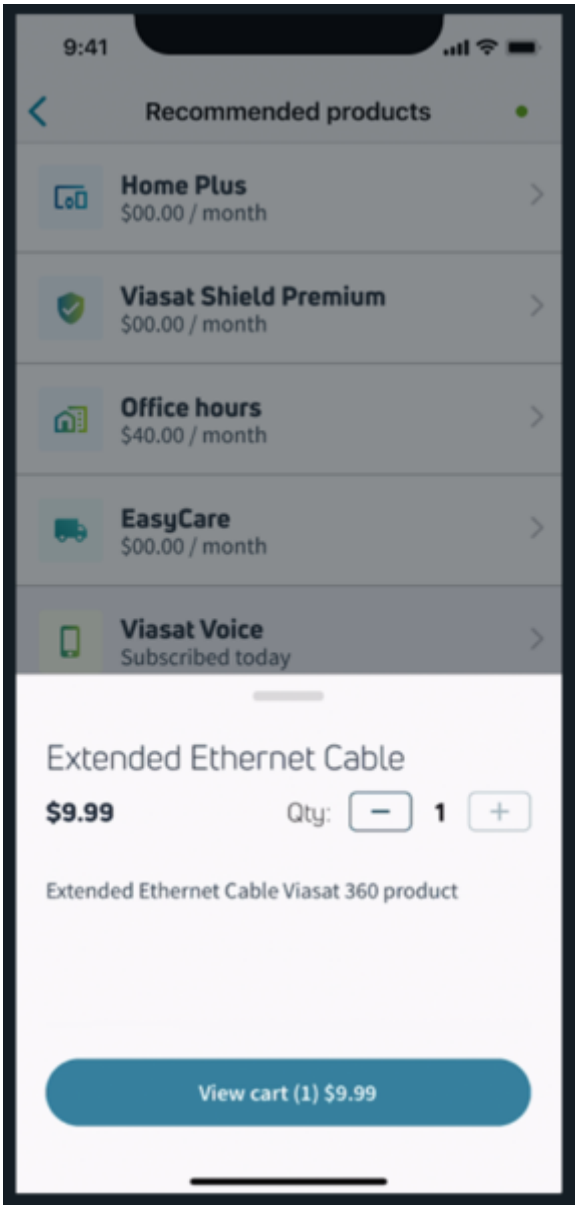


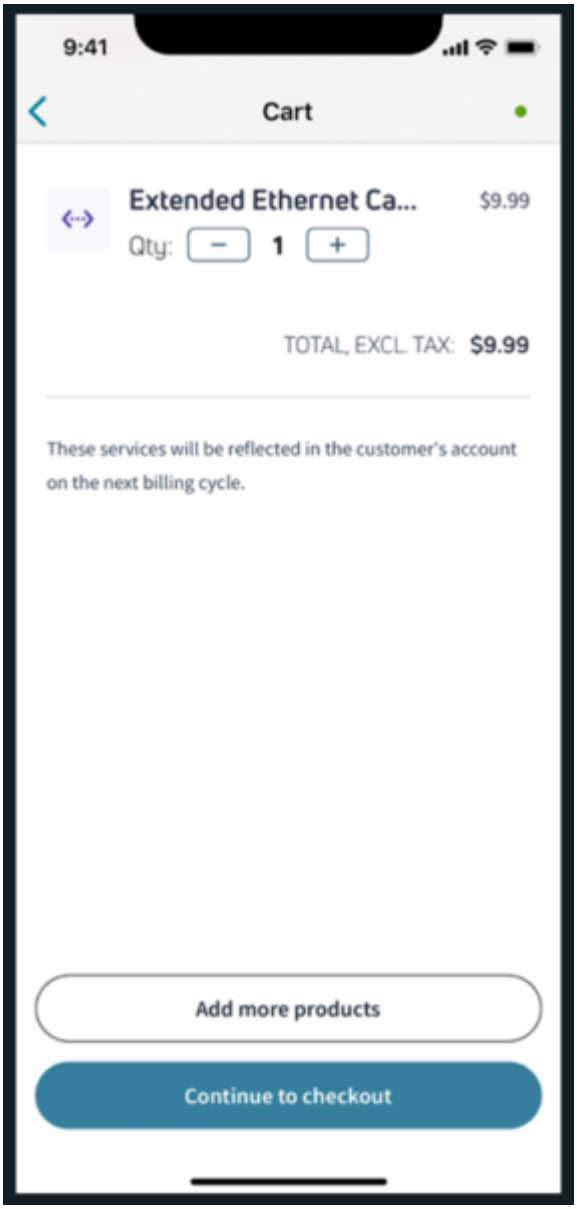
VS360 Products

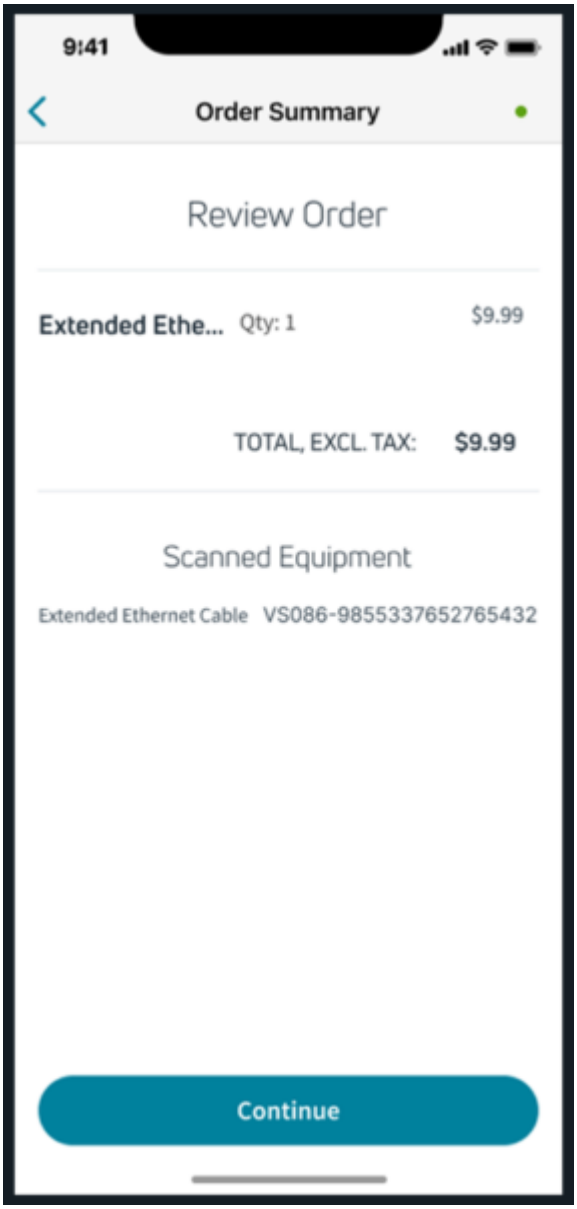
After the retail installation service has been activated, you can press **VS360 products**. You may access VS360 48 hours before and 48 hours after installation for any upsell(s).

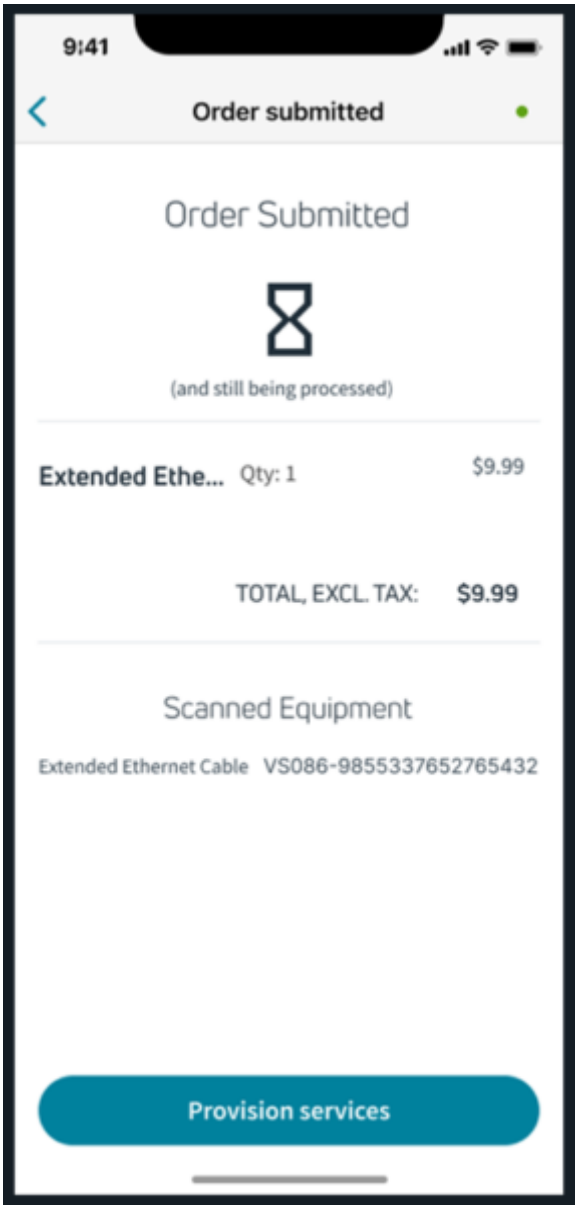

9:41
#19206671
Mary Shelley
NRI
666, Frank Stein Ave, Topeka, Ks
May 2, 2020
16:30 - 18:00
Job #844841001
SERVICES ORDERED
Connectivity
Wi-Fi
Internet
Unlimited Bronze 25
EQUIPMENT NEEDED
Modem
Viasat Wireless Gateway IDU
Tria
P_TRIA ODU
Modem
SPS_3.0
Tria
TRIA 3.0 ODU
ROUTER_3.1
NOTES
Mike Bennett
Tue, May 23 2020 at 3:35 PM
Customer would like to learn more about Smart Home WiFi and wants a pole mount
Mike Bennett
Tue, May 23 2020 at 3:35 PM
Customer would like to learn more about Smart Home WiFi and wants a pole mount
Active Service
VS360 products

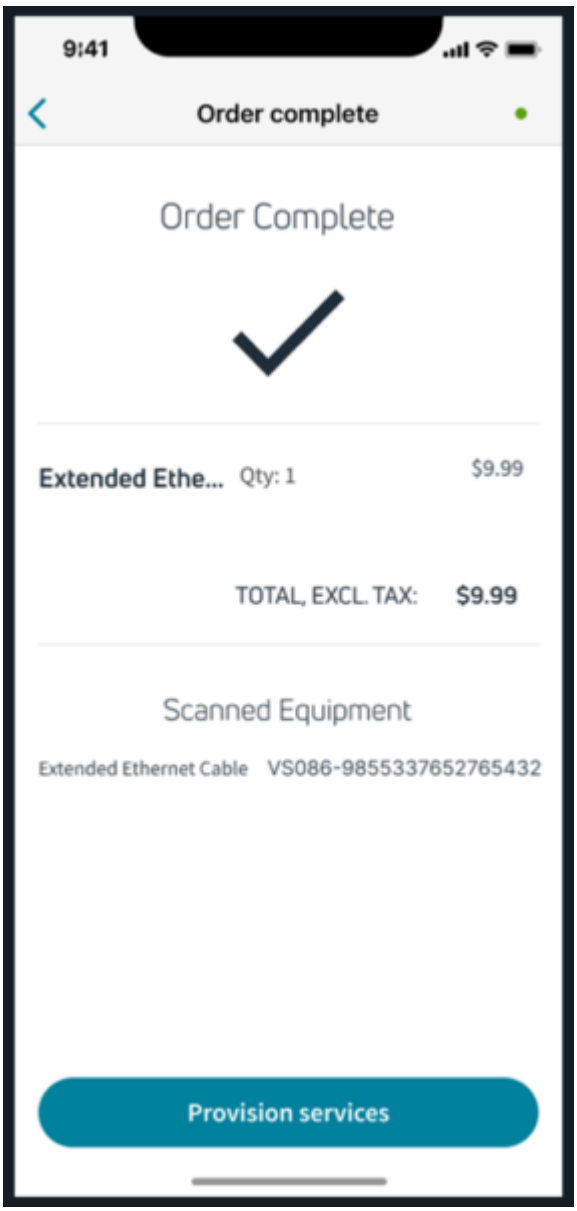

9:41
Recommended products
Home Plus
$00.00 / month
Viasat Shield Premium
$00.00 / month
Office hours
$40.00 / month
EasyCare
$00.00 / month
Viasat Voice
Subscribed today
Viasat Surge Protector
Bought one today
Ethernet cable
$00.00
Screen cleaner
$00.00
Cable Management
$00.00


9:41
Recommended products
Home Plus
$00.00 / month
Viasat Shield Premium
$00.00 / month
Office hours
$40.00 / month
EasyCare
$00.00 / month
Viasat Voice
Subscribed today
Extended Ethernet Cable
$9.99
Qty:
1
Extended Ethernet Cable Viasat 360 product
View cart (1) $9.99

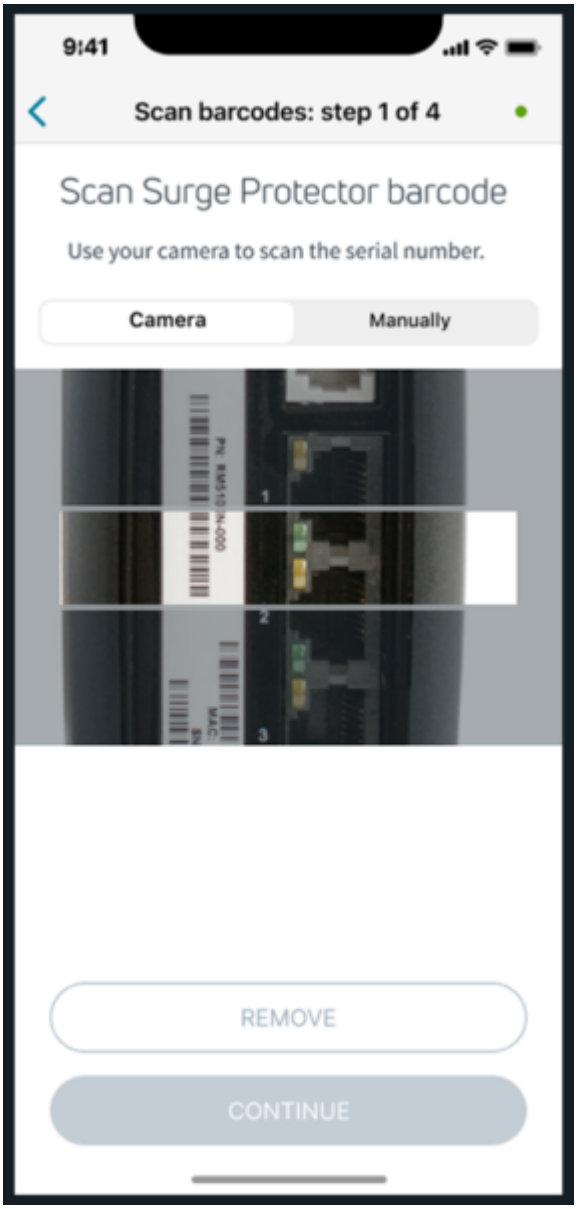

9:41
Cart
Extended Ethernet Ca...
$9.99
Qty:
1
TOTAL, EXCL. TAX: $9.99
These services will be reflected in the customer's account on the next billing cycle.
Add more products
Continue to checkout


9:41
Order Summary
Review Order
Extended Ethe... Qty: 1
$9.99
TOTAL, EXCL. TAX: $9.99
Scanned Equipment
Extended Ethernet Cable VS086-9855337652765432
Continue

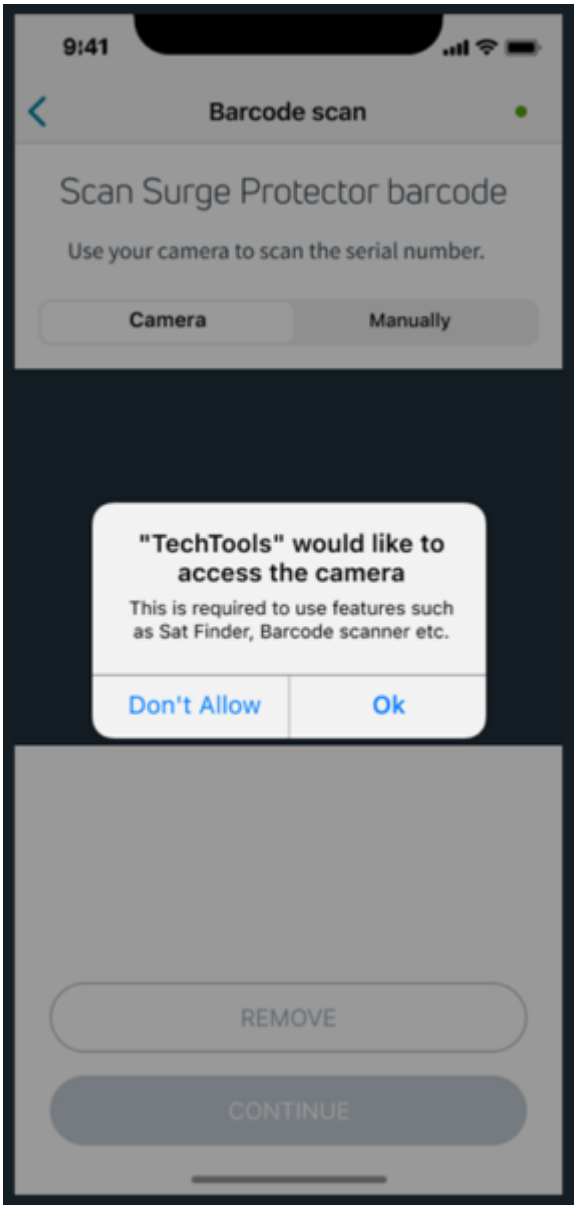

9:41
Order submitted
Order Submitted
(and still being processed)
Extended Ethe... Qty: 1
$9.99
TOTAL, EXCL. TAX: $9.99
Scanned Equipment
Extended Ethernet Cable VS086-9855337652765432
Provision services

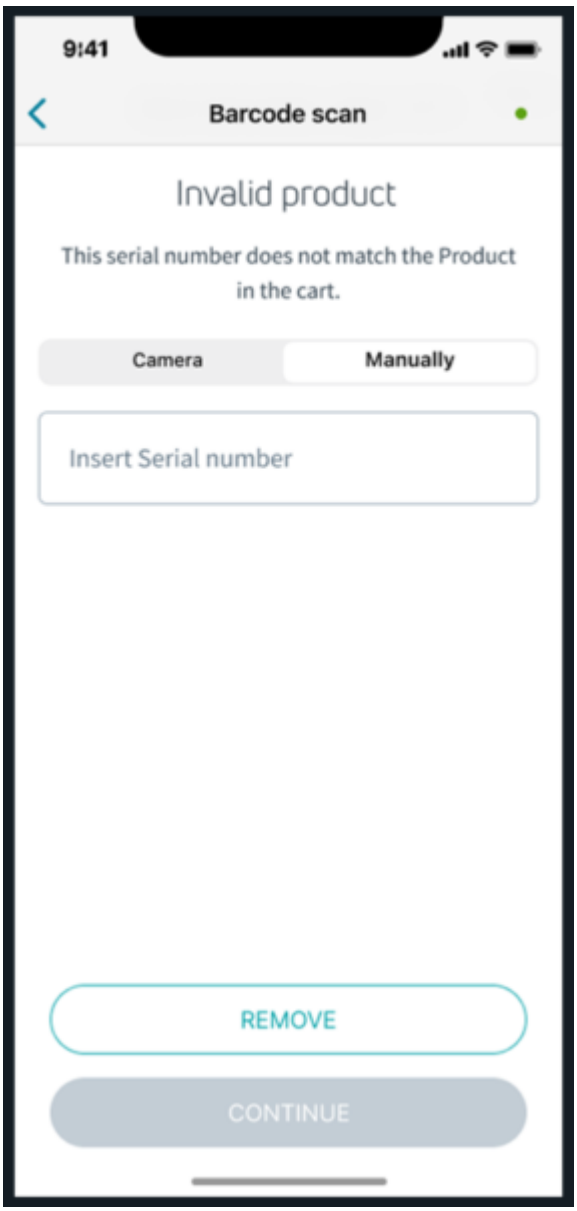


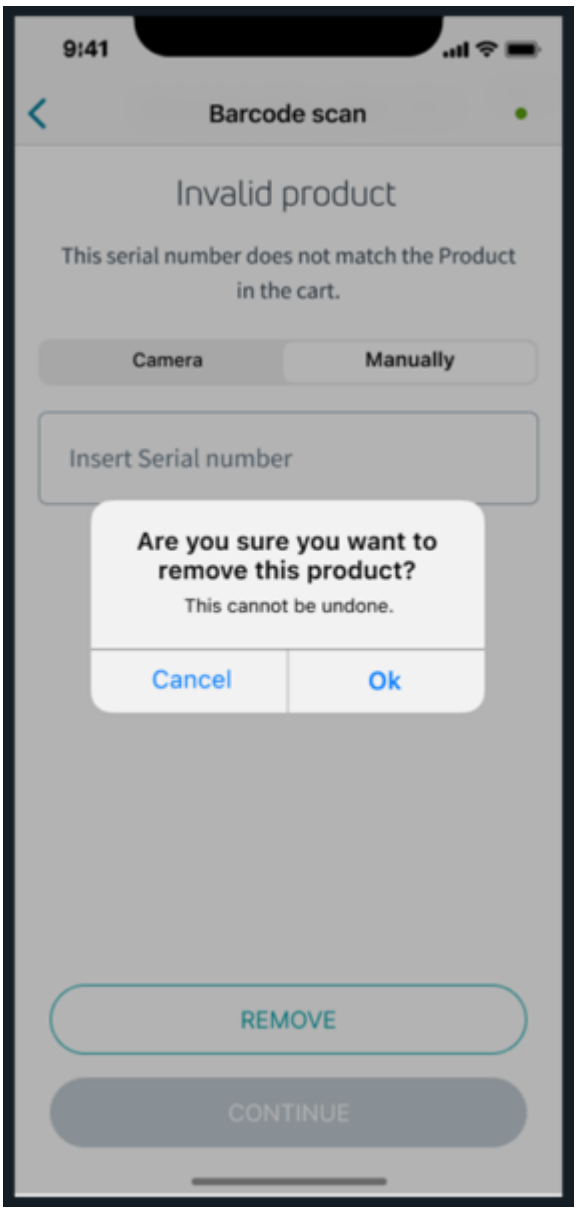
Some products require a barcode scan to match or validate the back-office inventory system.


9:41
Scan barcodes: step 1 of 4
Scan Surge Protector barcode
Use your camera to scan the serial number.
Camera
Manually
REMOVE
CONTINUE

9:41
Barcode scan
Scan Surge Protector barcode
Use your camera to scan the serial number.
Camera
Manually
VS086-9855337652765432
RESCAN
REMOVE
CONTINUE

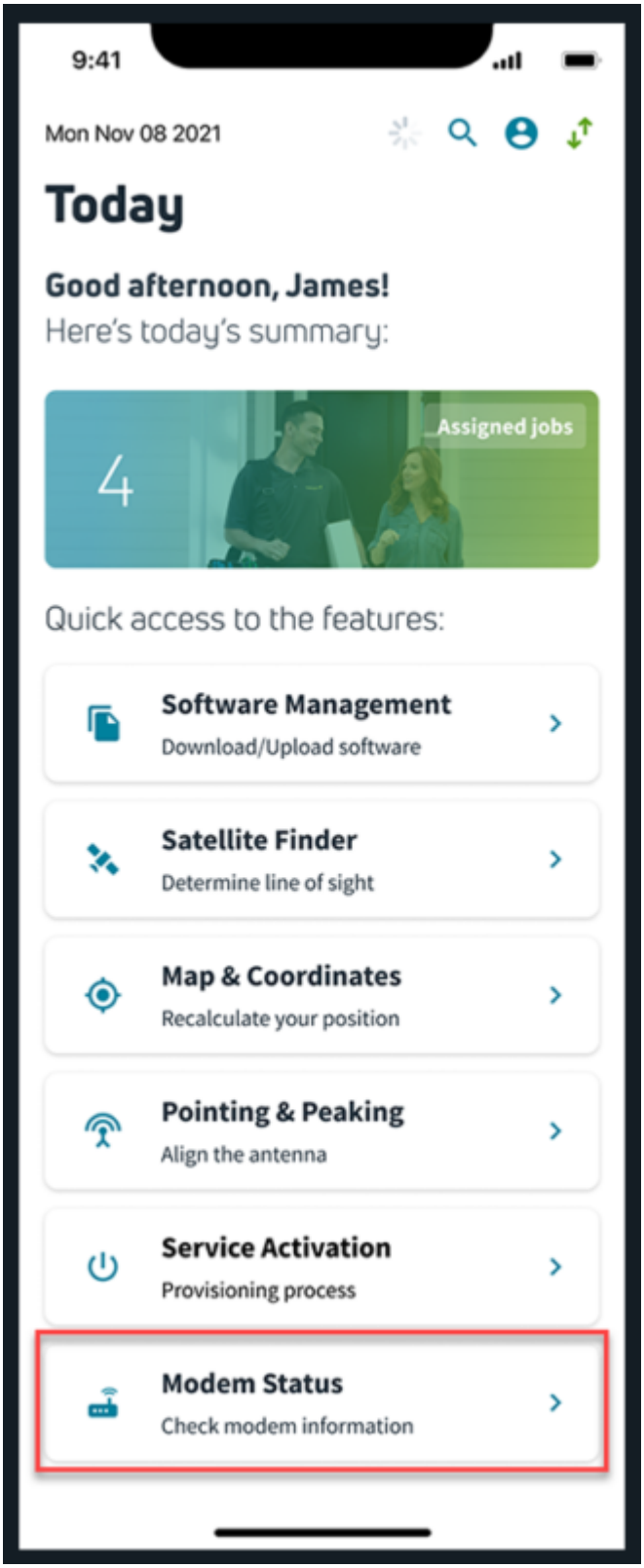

9:41
Barcode scan
Scan Surge Protector barcode
Use your camera to scan the serial number.
Camera
Manually
"TechTools" would like to access the camera
This is required to use features such as Sat Finder, Barcode scanner etc.
Don't Allow
Ok
REMOVE
CONTINUE

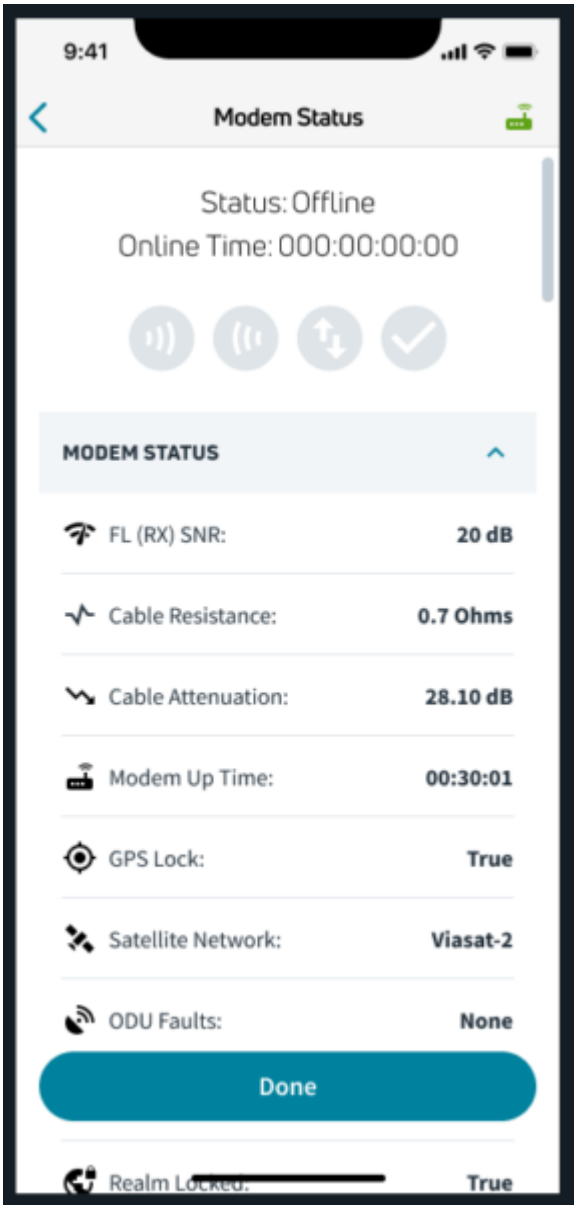


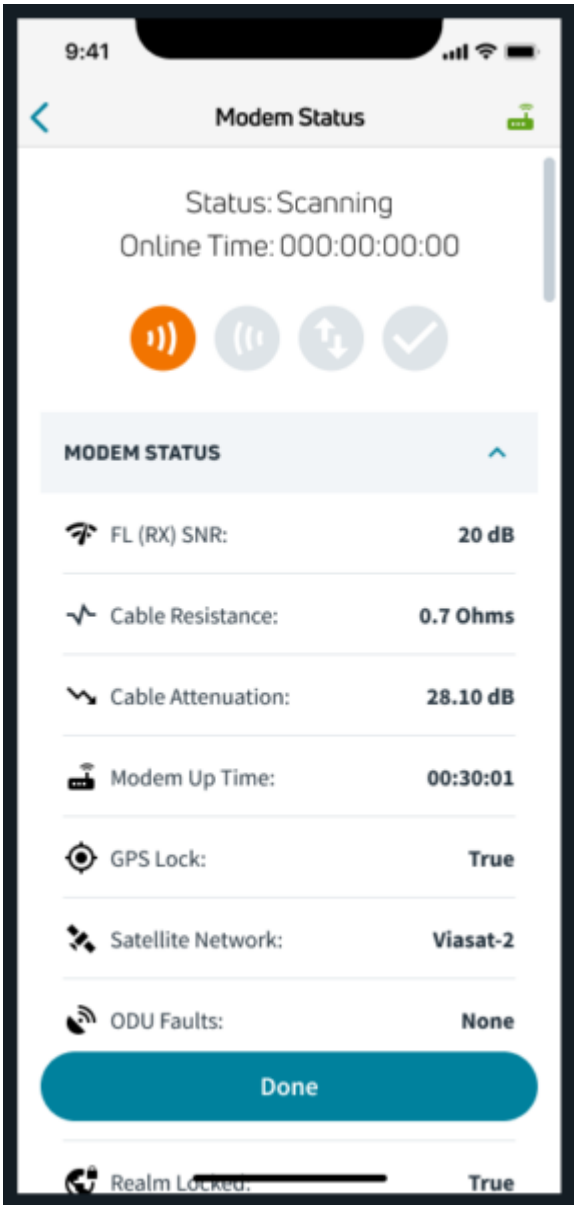


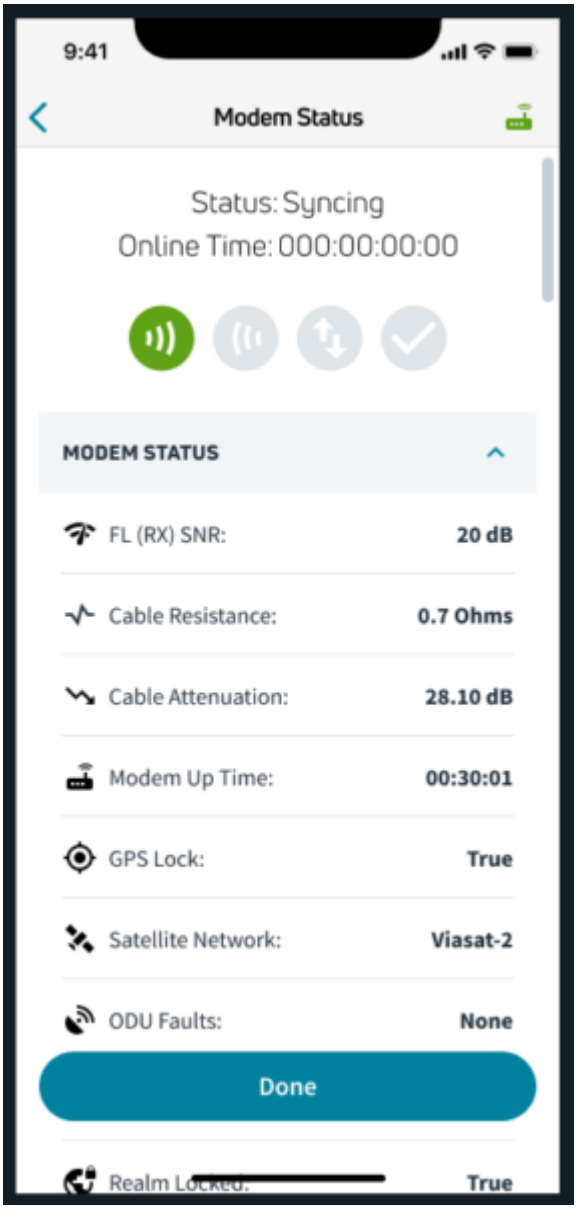
Modem Status

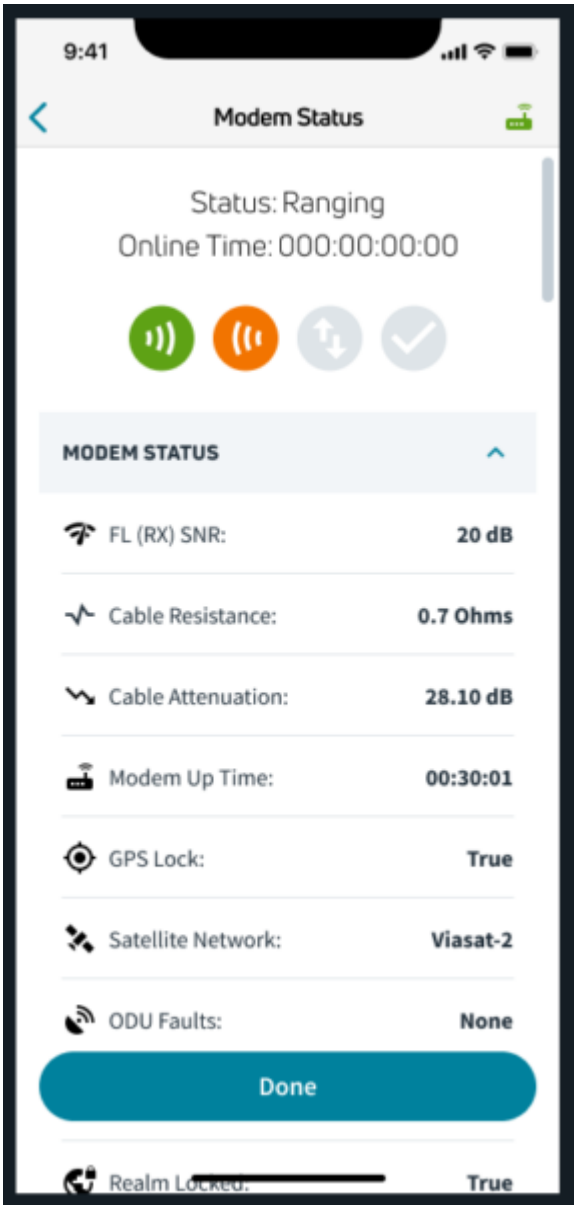
The **Modem Status** will allow you to check any current connection status. Usually, the app will go to this section automatically immediately following Pointing & Peaking.

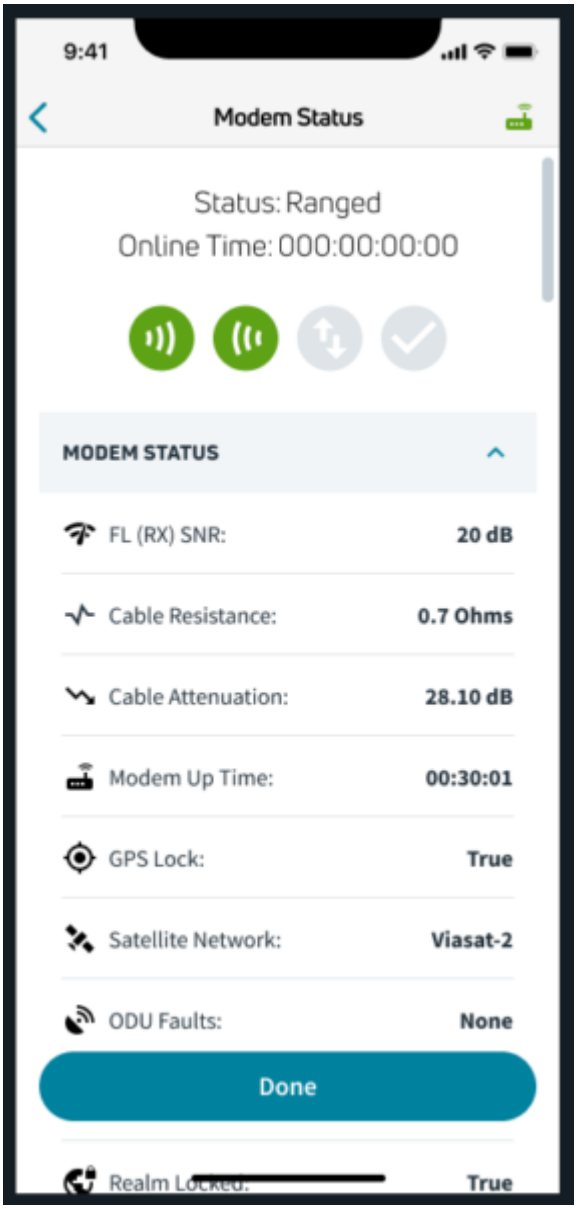

9:41
Mon Nov 08 2021
Today
Good afternoon, James!
Here's today's summary:
4
Assigned jobs
Quick access to the features:
Software Management
Download/Upload software
Satellite Finder
Determine line of sight
Map & Coordinates
Recalculate your position
Pointing & Peaking
Align the antenna
Service Activation
Provisioning process
Modem Status
Check modem information

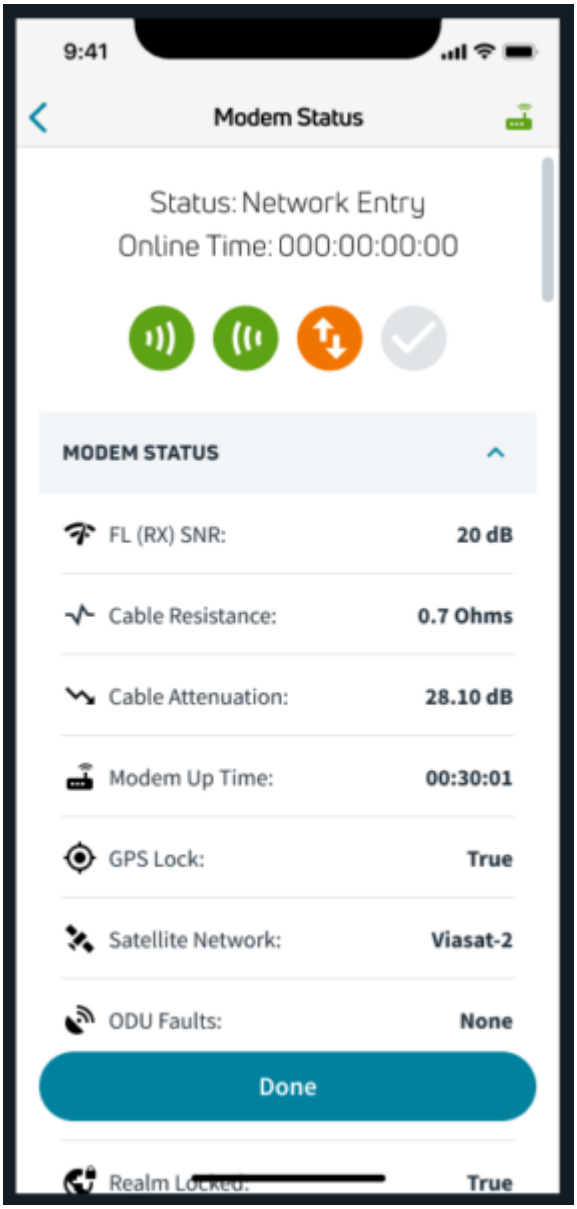

9:41
Modem Status
Status: Offline
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True

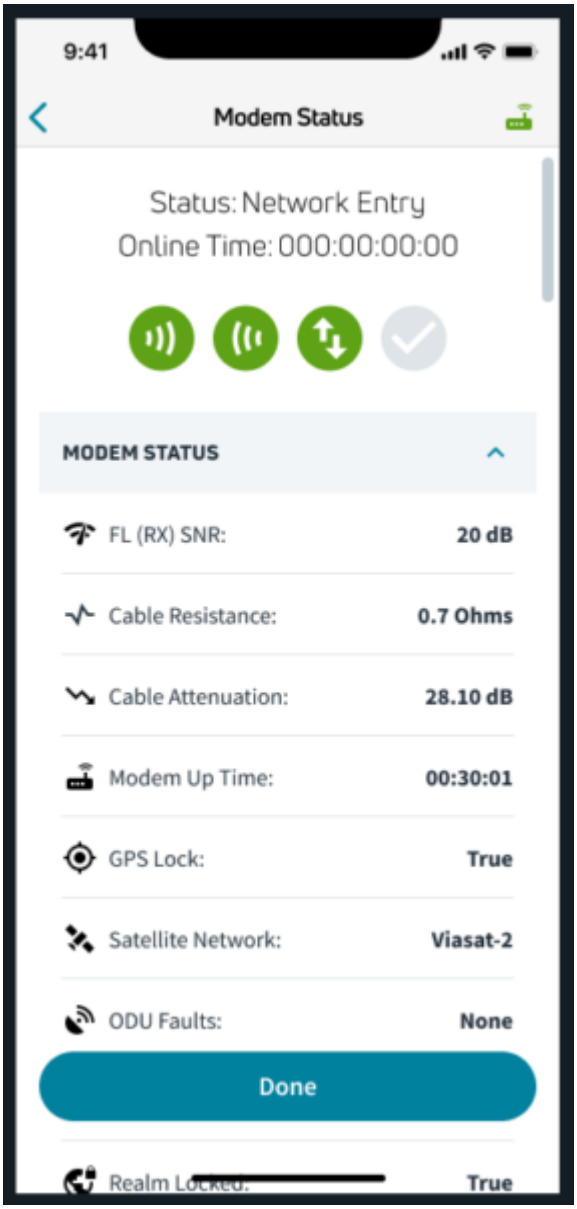

9:41
Modem Status
Status: Scanning
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True

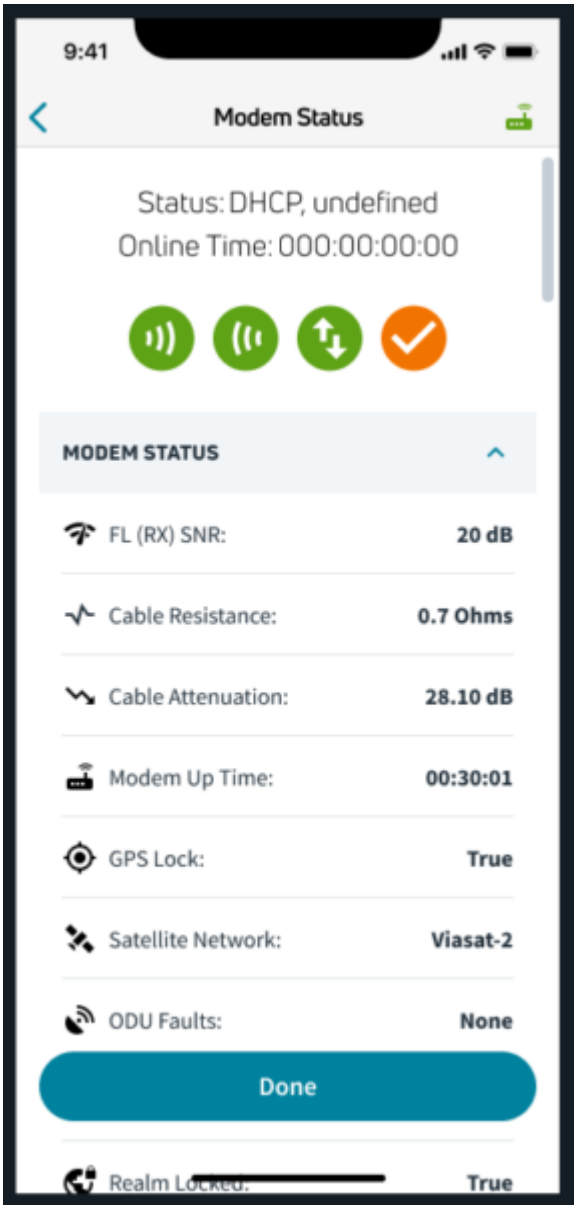

9:41
Modem Status
Status: Syncing
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR:
20 dB
Cable Resistance:
0.7 Ohms
Cable Attenuation:
28.10 dB
Modem Up Time:
00:30:01
GPS Lock:
True
Satellite Network:
Viasat-2
ODU Faults:
None
Done
True

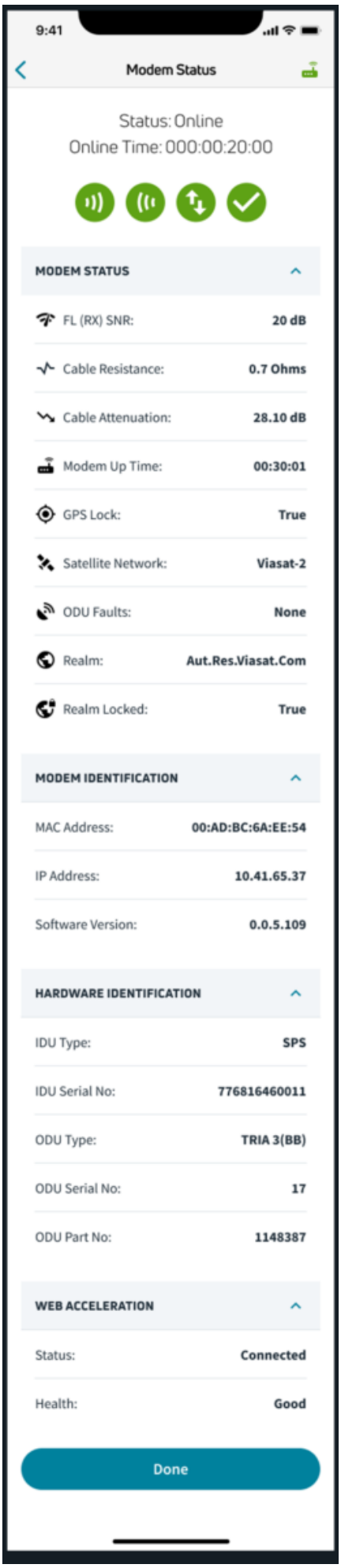

9:41
Modem Status
Status: Ranging
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True


9:41
Modem Status
Status: Ranged
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True

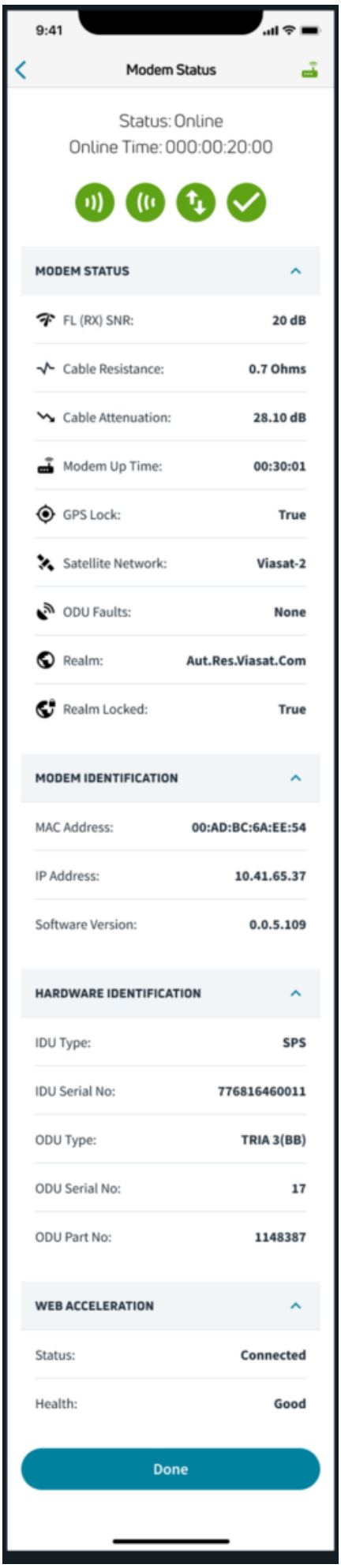

9:41
Modem Status
Status: Network Entry
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR:
20 dB
Cable Resistance:
0.7 Ohms
Cable Attenuation:
28.10 dB
Modem Up Time:
00:30:01
GPS Lock:
True
Satellite Network:
Viasat-2
ODU Faults:
None
Done
True


9:41
Modem Status
Status: Network Entry
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True

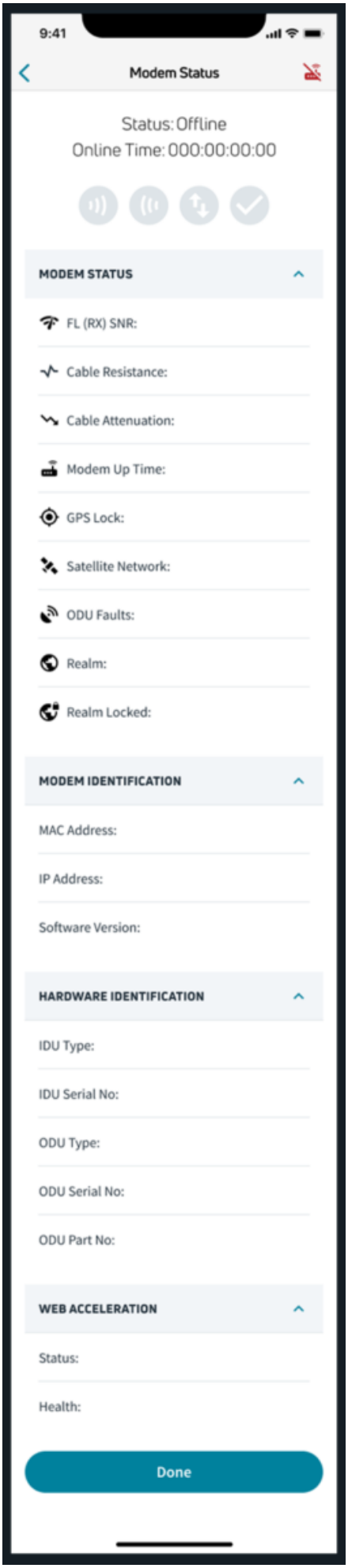

9:41
Modem Status
Status: DHCP, undefined
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Done
Realm Locked: True


9:41
Modem Status
Status: Online
Online Time: 000:00:20:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Realm: Aut.Res.Viasat.Com
Realm Locked: True
MODEM IDENTIFICATION
MAC Address: 00:AD:BC:6A:EE:54
IP Address: 10.41.65.37
Software Version: 0.0.5.109
HARDWARE IDENTIFICATION
IDU Type: SPS
IDU Serial No: 776816460011
ODU Type: TRIA 3(BB)
ODU Serial No: 17
ODU Part No: 1148387
WEB ACCELERATION
Status: Connected
Health: Good
Done

After the **Modem Status** changes to **Online** for the first time, it then will reboot itself to update its necessary updates to function. Following the reboot process, it should come back **Online** and all indicator icons should be green. Press **Done** and you'll return to the app dashboard.

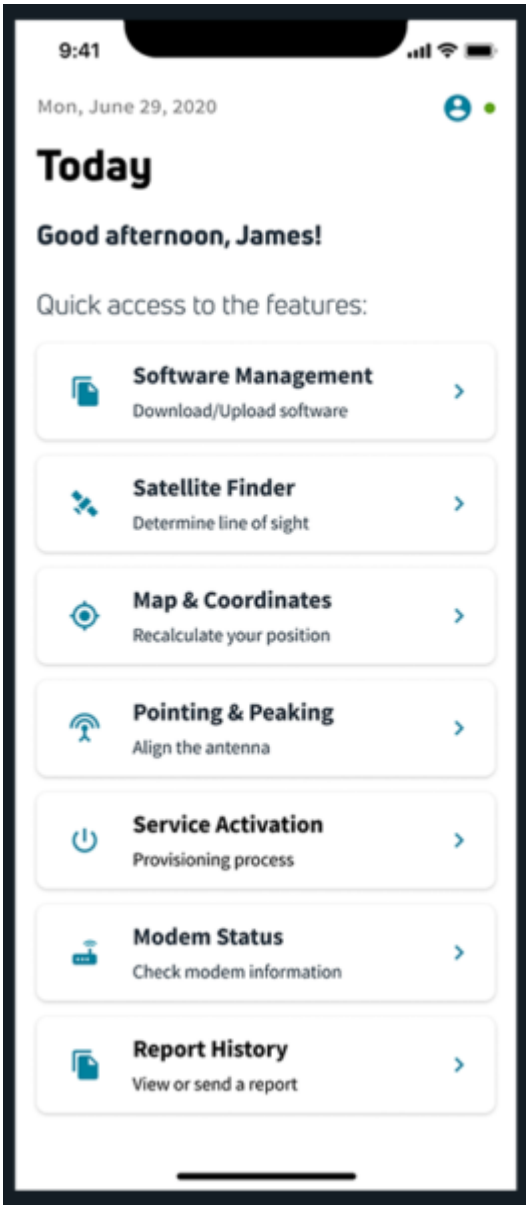

9:41
Modem Status
Status: Online
Online Time: 000:00:20:00
MODEM STATUS
FL (RX) SNR: 20 dB
Cable Resistance: 0.7 Ohms
Cable Attenuation: 28.10 dB
Modem Up Time: 00:30:01
GPS Lock: True
Satellite Network: Viasat-2
ODU Faults: None
Realm: Aut.Res.Viasat.Com
Realm Locked: True
MODEM IDENTIFICATION
MAC Address: 00:AD:BC:6A:EE:54
IP Address: 10.41.65.37
Software Version: 0.0.5.109
HARDWARE IDENTIFICATION
IDU Type: SPS
IDU Serial No: 776816460011
ODU Type: TRIA 3(BB)
ODU Serial No: 17
ODU Part No: 1148387
WEB ACCELERATION
Status: Connected
Health: Good
Done

If the connection is offline, it will look like this.

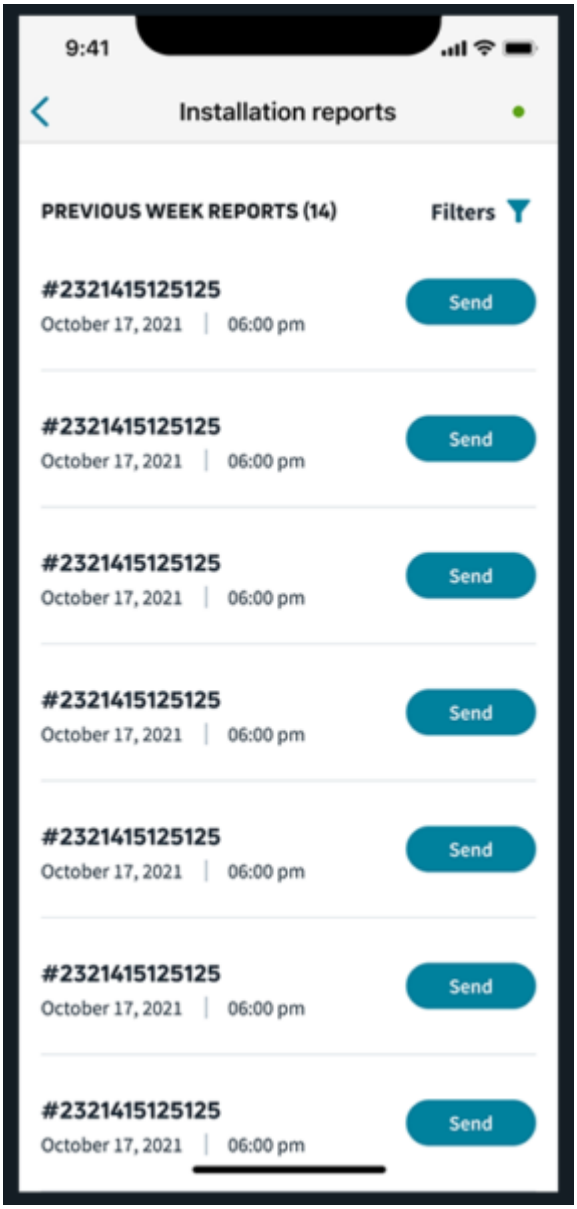

9:41
Modem Status
Status: Offline
Online Time: 000:00:00:00
MODEM STATUS
FL (RX) SNR:
Cable Resistance:
Cable Attenuation:
Modem Up Time:
GPS Lock:
Satellite Network:
ODU Faults:
Realm:
Realm Locked:
MODEM IDENTIFICATION
MAC Address:
IP Address:
Software Version:
HARDWARE IDENTIFICATION
IDU Type:
IDU Serial No:
ODU Type:
ODU Serial No:
ODU Part No:
WEB ACCELERATION
Status:
Health:
Done

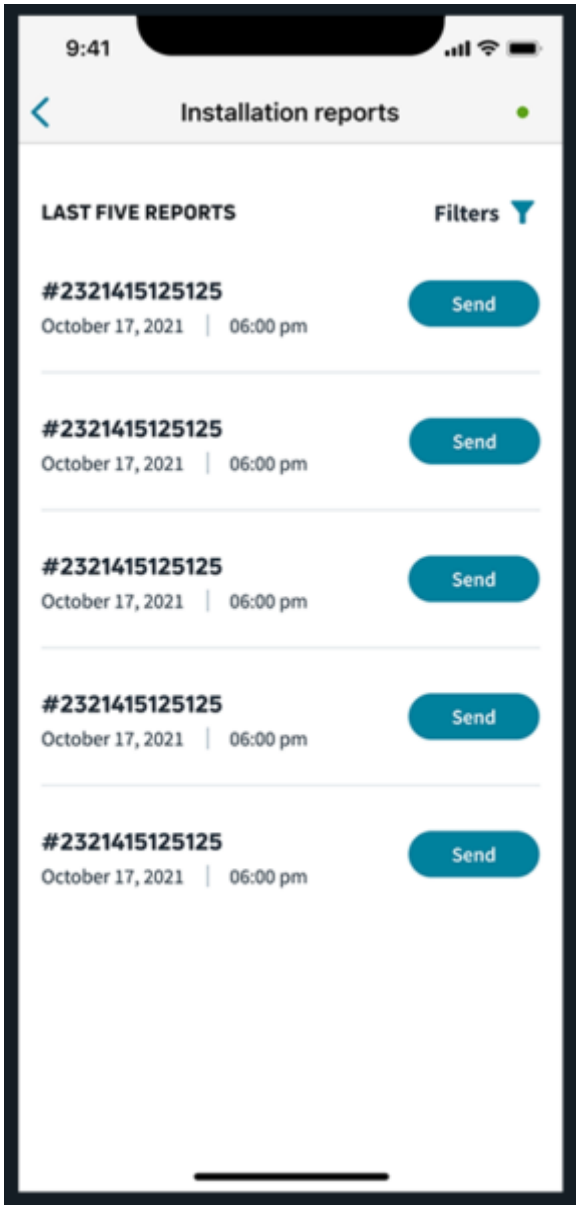
Report History

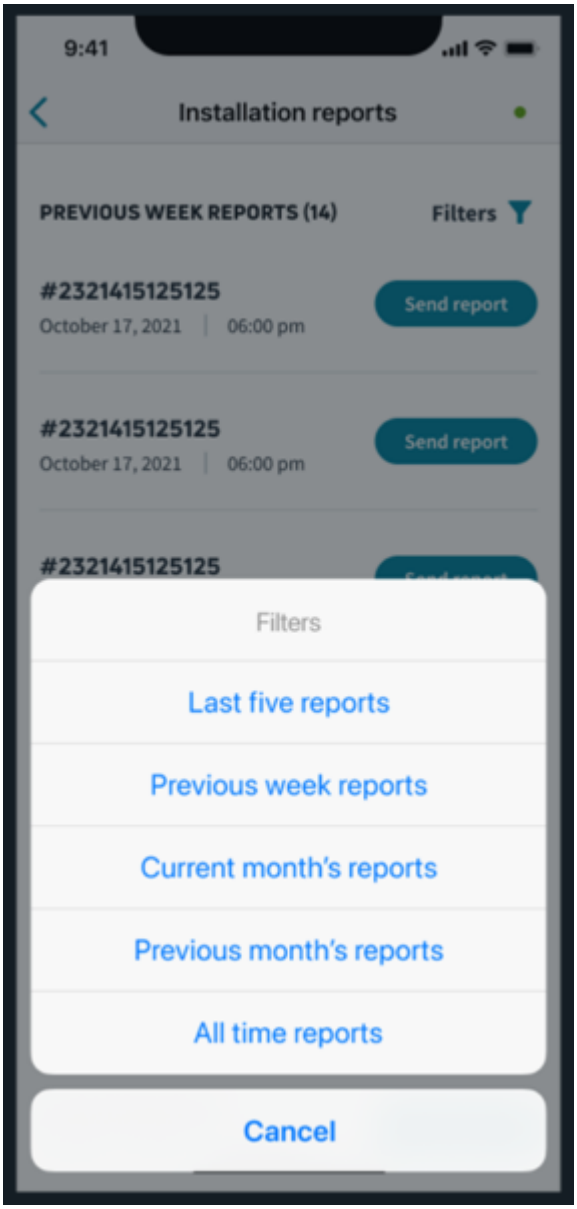
*WHOLESALE ONLY – **Report History** is available for Wholesale technicians.*

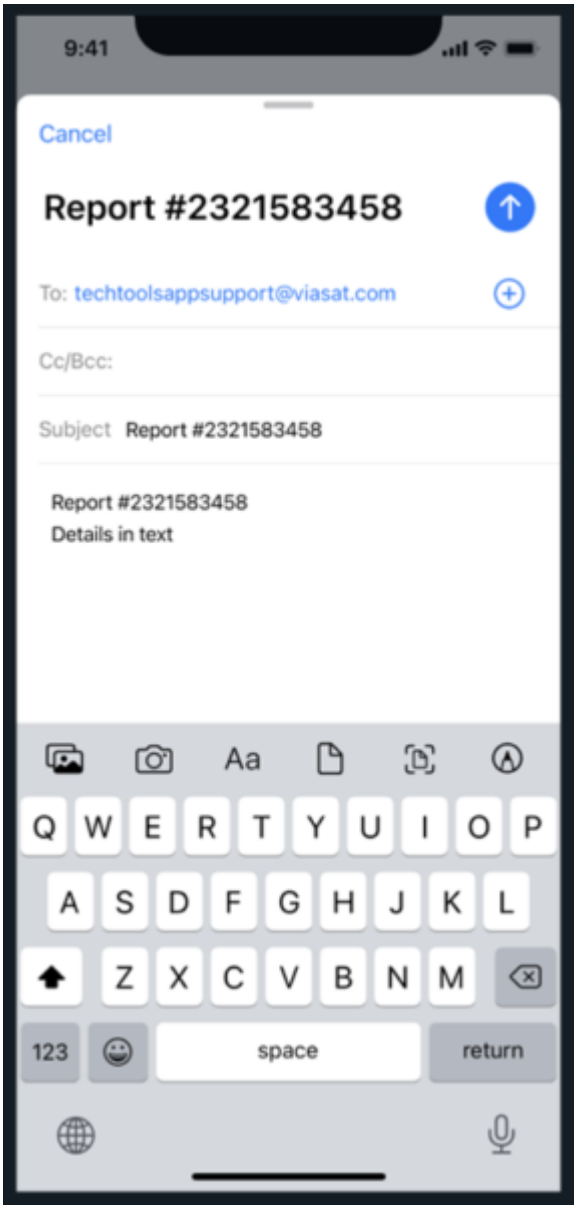


Here, you will be able to view previous installations, filter your timeline, and manually send reports.


9:41
Installation reports
PREVIOUS WEEK REPORTS (14)
Filters
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send


9:41
Installation reports
LAST FIVE REPORTS
Filters
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send
#2321415125125
October 17, 2021 | 06:00 pm
Send

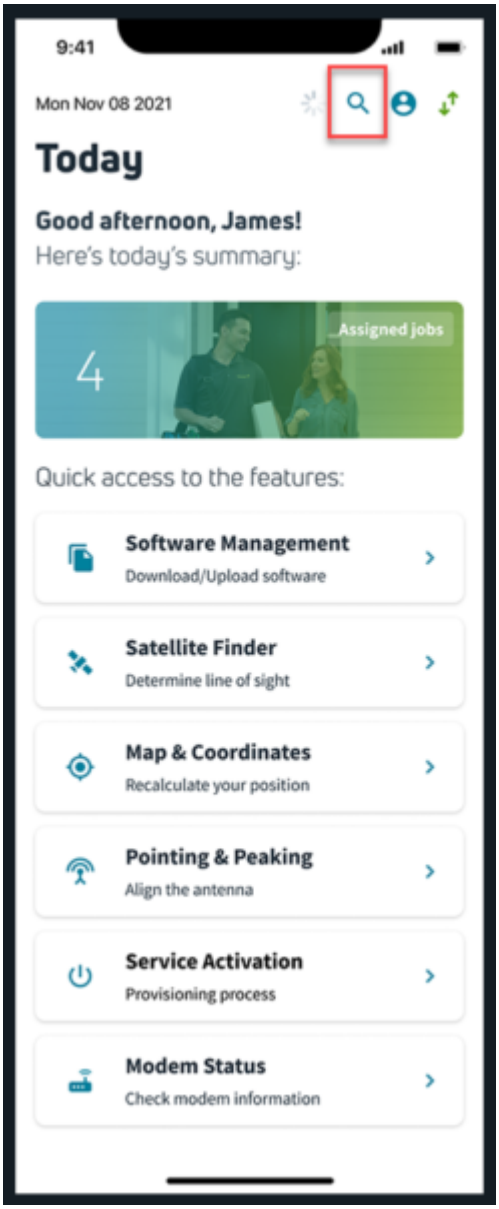

9:41
Installation reports
PREVIOUS WEEK REPORTS (14)
Filters
#2321415125125
October 17, 2021 | 06:00 pm
Send report
#2321415125125
October 17, 2021 | 06:00 pm
Send report
#2321415125125
Filters
Last five reports
Previous week reports
Current month's reports
Previous month's reports
All time reports
Cancel

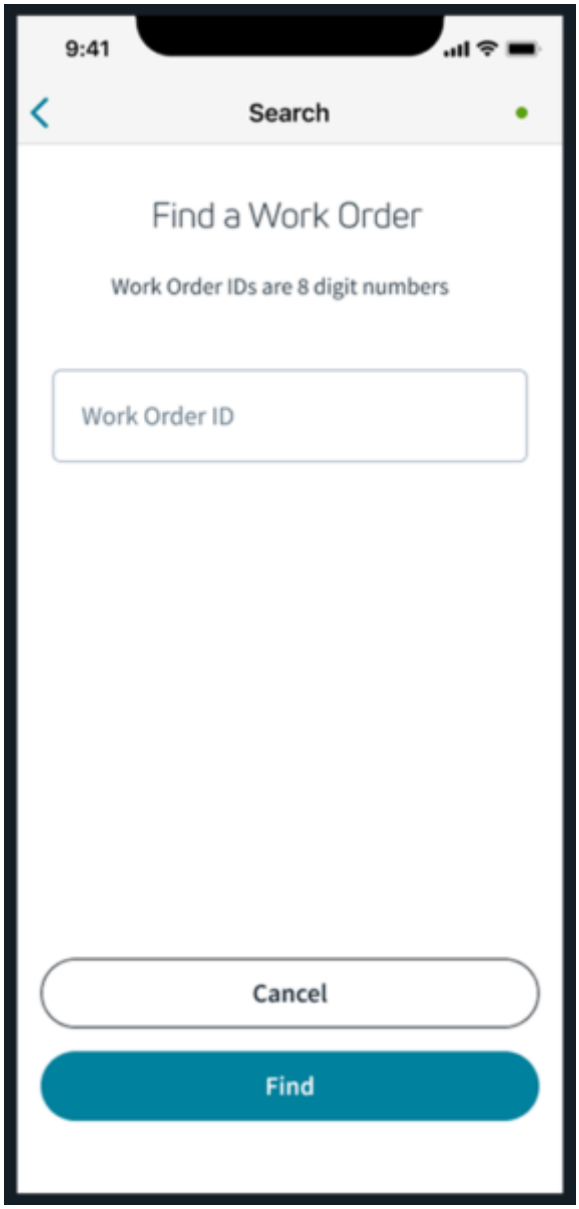


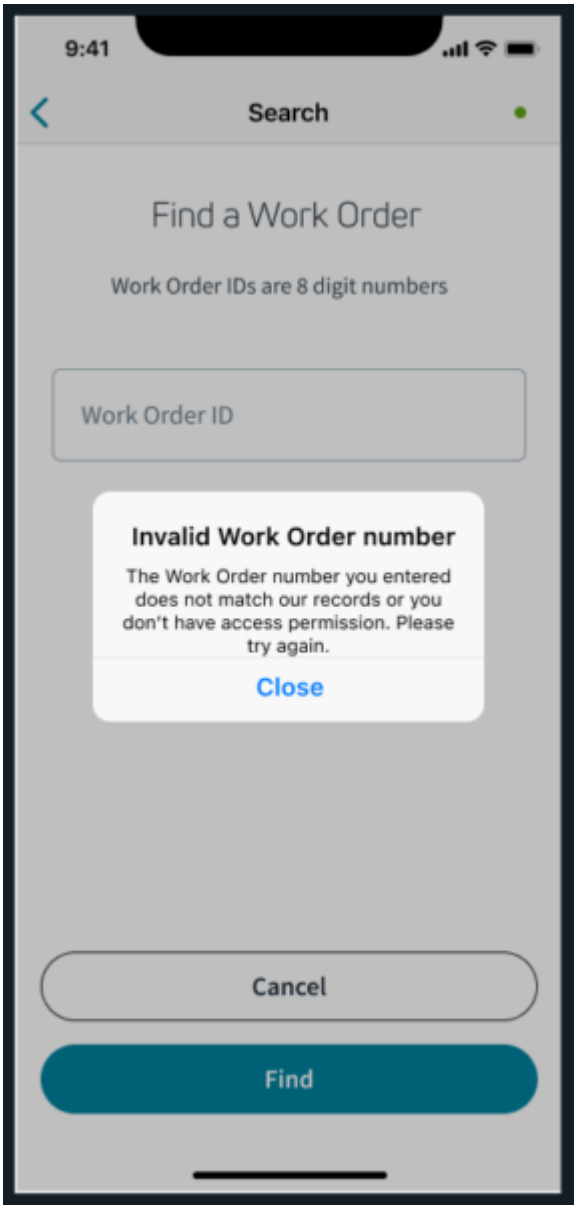
Account Settings

Search

RETAIL ONLY – Pressing on the **Search icon** will allow you to find a work order with a work order ID number.

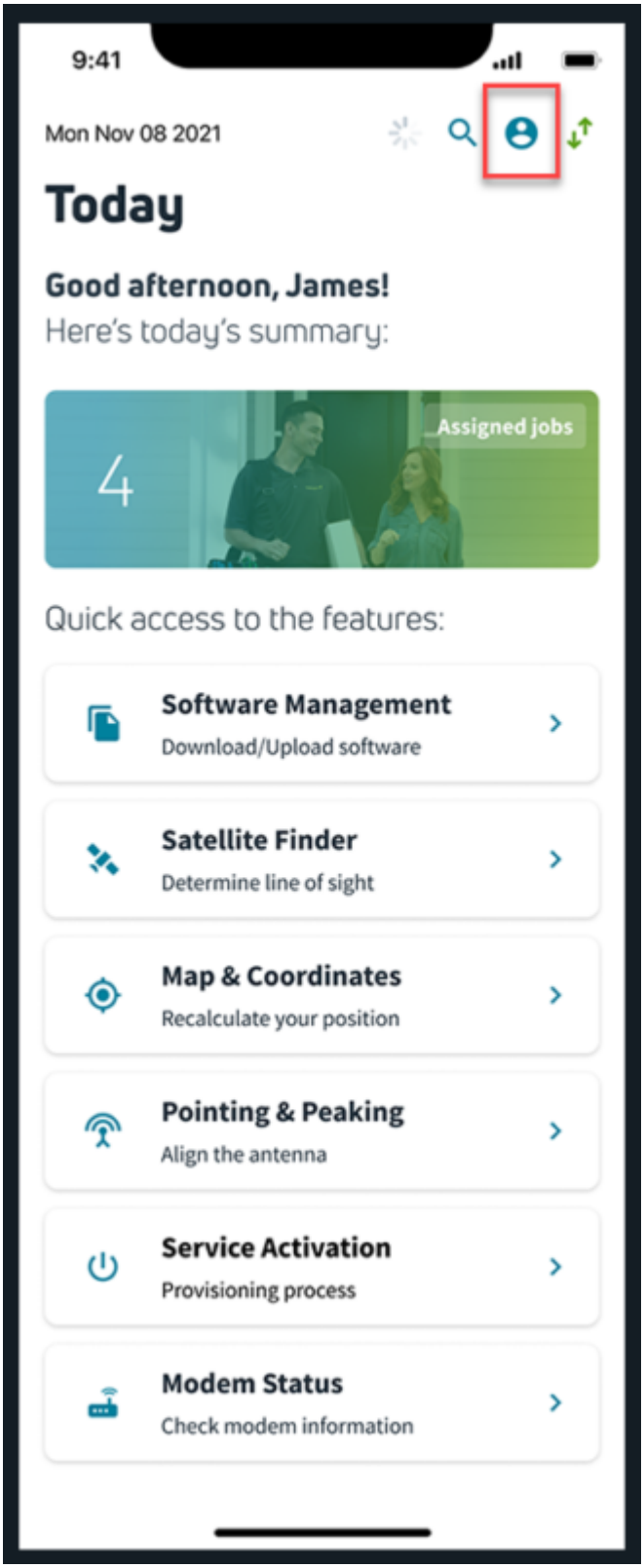

9:41
Mon Nov 08 2021
Today
Good afternoon, James!
Here's today's summary:
4
Assigned jobs
Quick access to the features:
Software Management
Download/Upload software
Satellite Finder
Determine line of sight
Map & Coordinates
Recalculate your position
Pointing & Peaking
Align the antenna
Service Activation
Provisioning process
Modem Status
Check modem information


9:41
Search
Find a Work Order
Work Order IDs are 8 digit numbers
Work Order ID
Cancel
Find

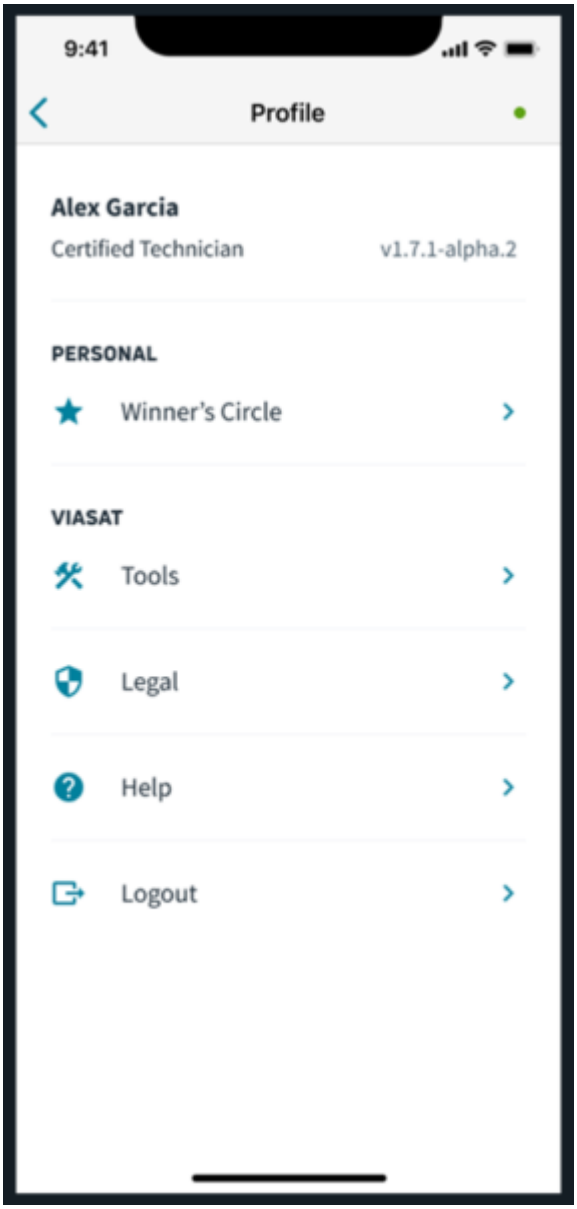


Profile

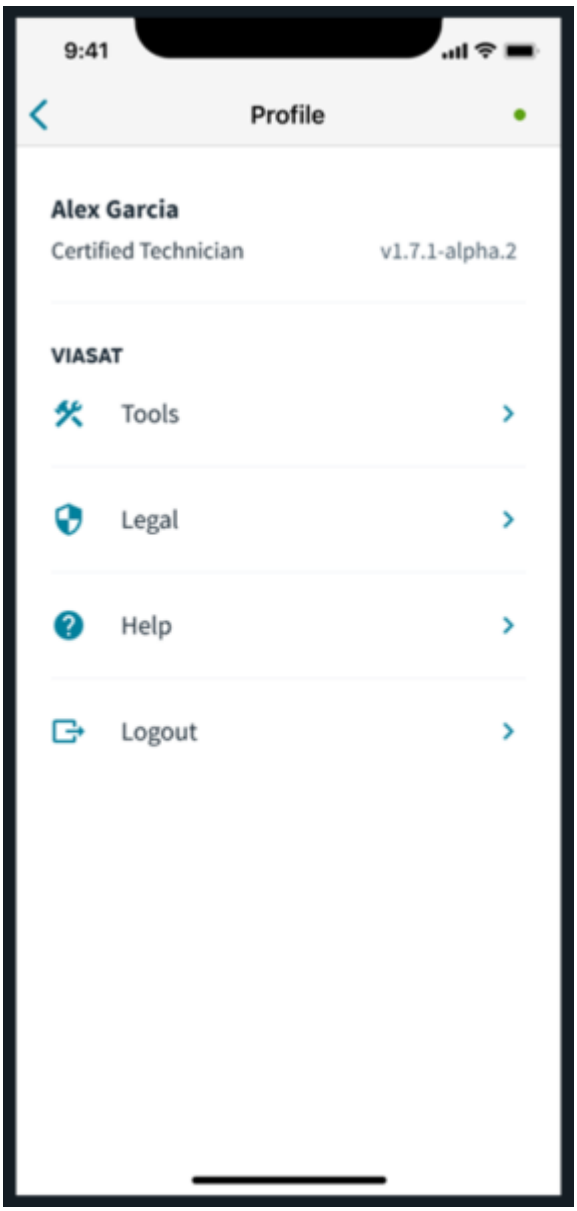
To open Account Settings, press the person icon in the top right of the Dashboard.



Your profile section will look like this.

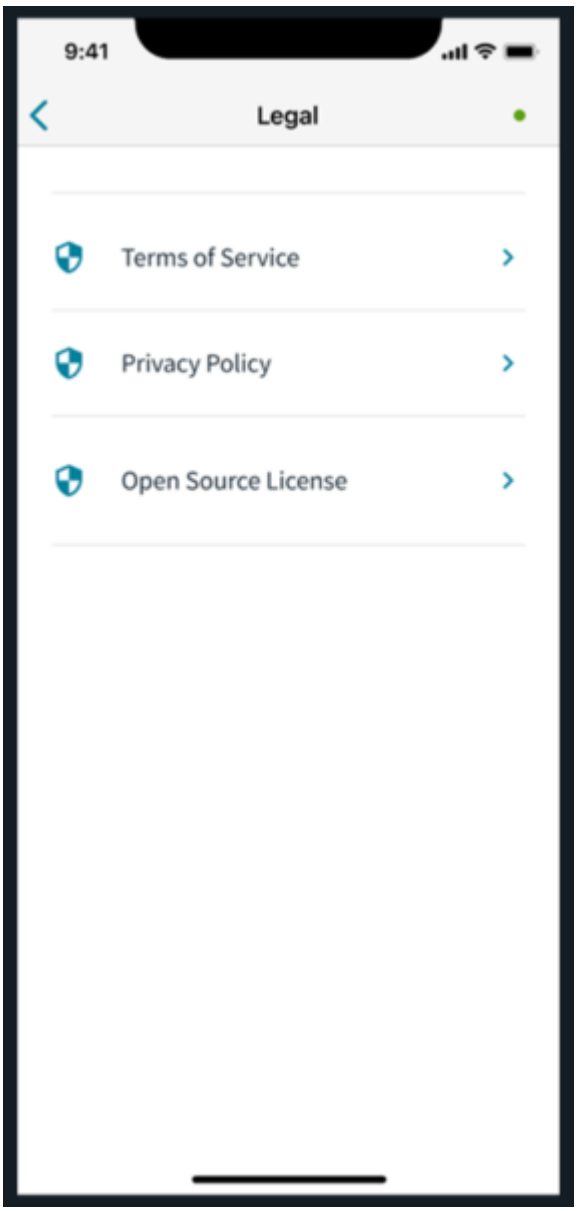


WHOLESALE ONLY — Your screen will look like this.



Legal

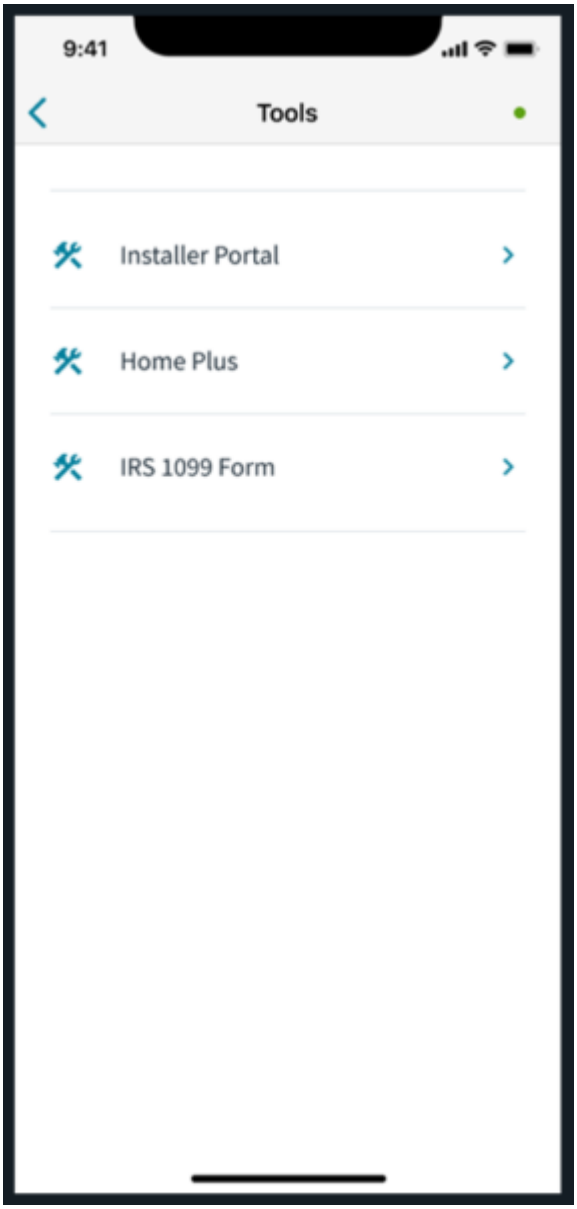
Press **Legal** to view the **Terms of Service**, **Privacy Policy**, and the **Open Source License**.



Tools

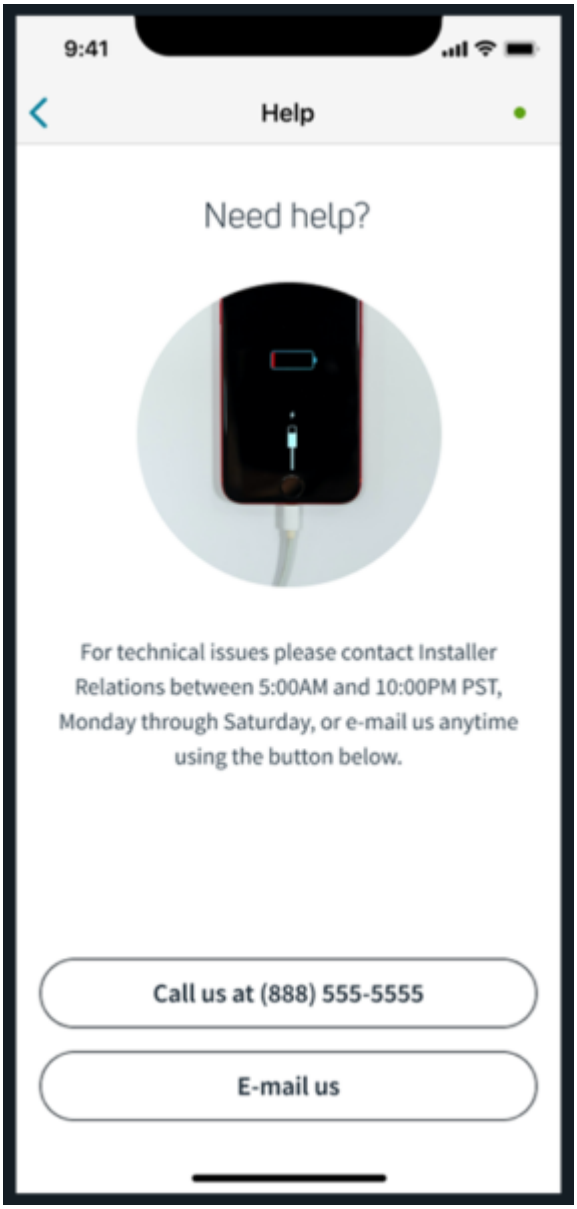
Press **Tools** to view the **Installer Portal**, **Home Plus**, and an **IRS 1099 Form** (this form is only for US Retail technicians). Clicking the **IRS 1099 Form** hyperlink opens the address in the app browser page.

After doing upsells, technicians must complete their 1099 tax forms.



Help

Press **Help** to call or email Installer Relations.


9:41
Help
Need help?
For technical issues please contact Installer Relations between 5:00AM and 10:00PM PST, Monday through Saturday, or e-mail us anytime using the button below.
Call us at (888) 555-5555
E-mail us