

Viasat TechTools (VTT) App [Americas]

OVERVIEW

INSTALLATIONS

SERVICE CALLS

V360 SOLUTIONS

and PHOTO UPLOADER

This Job Aid covers the following:

[Registration and Login](#)

[Dashboard](#)

[Assigned Jobs](#)

[Software Management](#)

[Satellite Finder](#)

[Map & Coordinates](#)

[Pointing & Peaking](#)

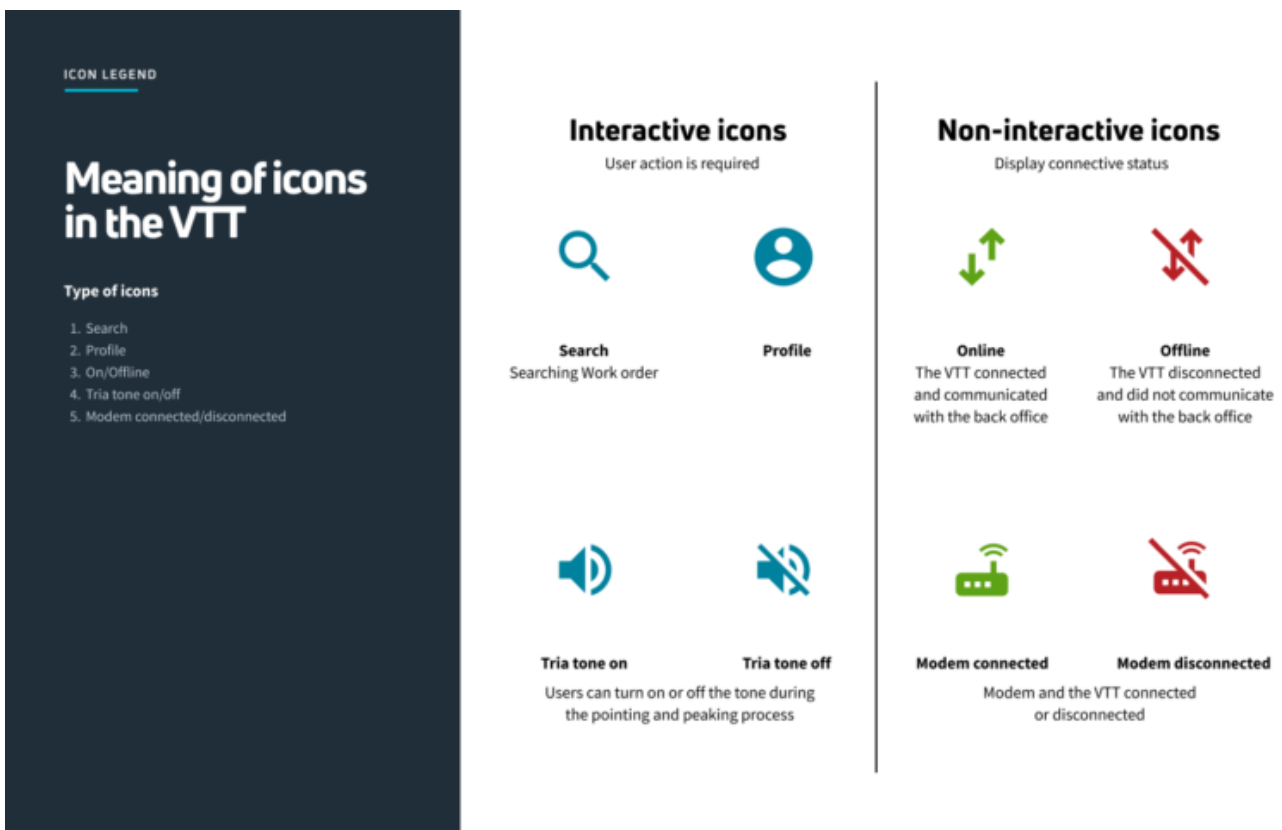
[Service Activation](#)

[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.

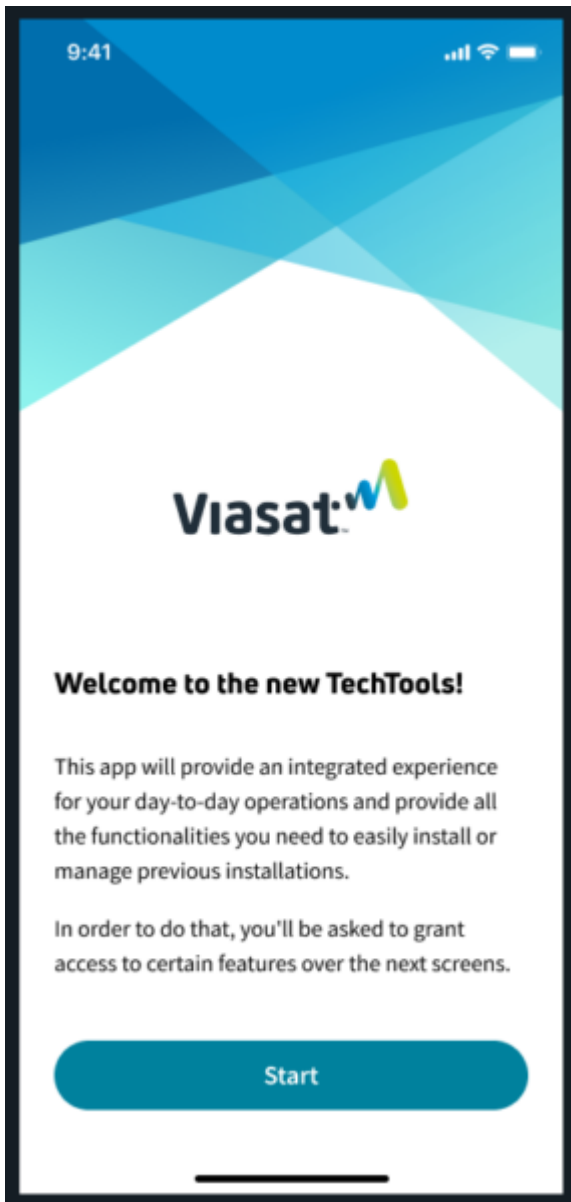
The **Viasat TechTools** app is available for download on both iOS and Android devices by clicking the appropriate link below.



Registration and Setup

Step 1

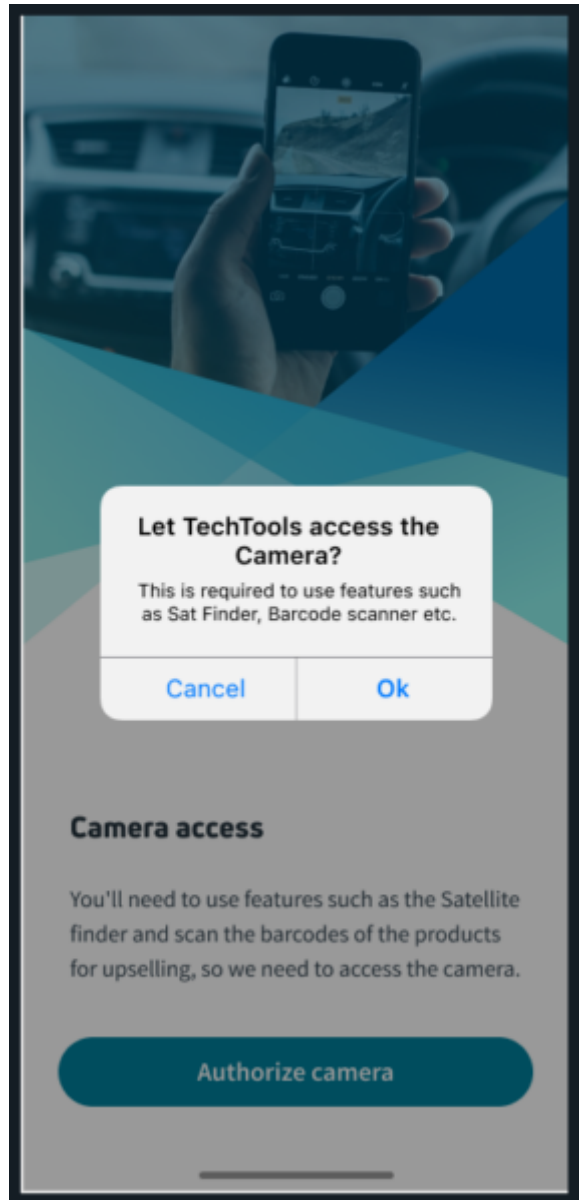
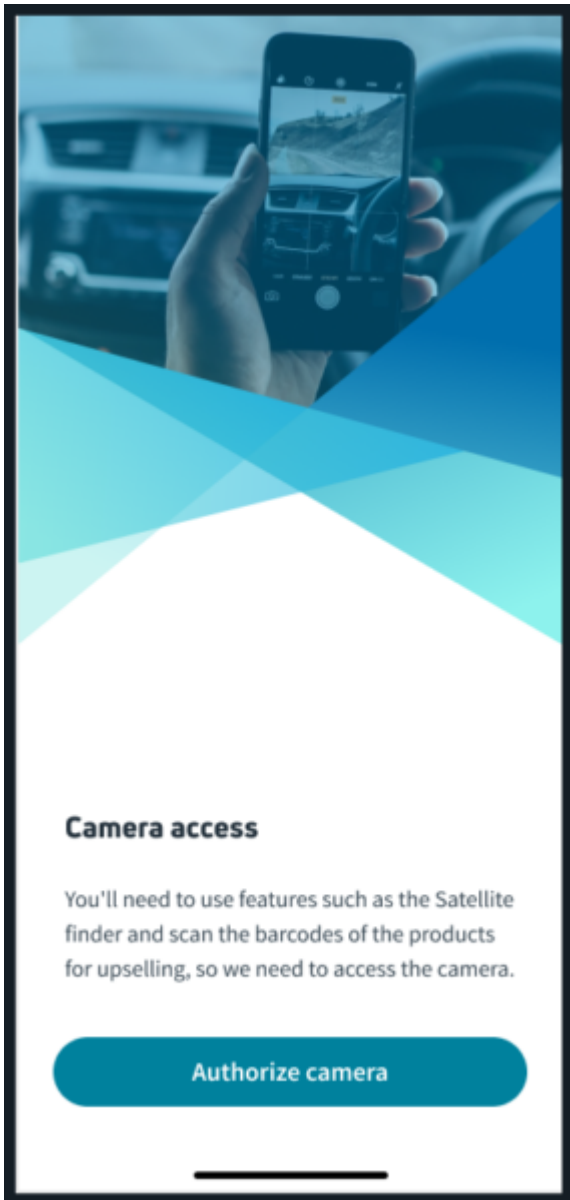
Open the Tech App and press **Start**.

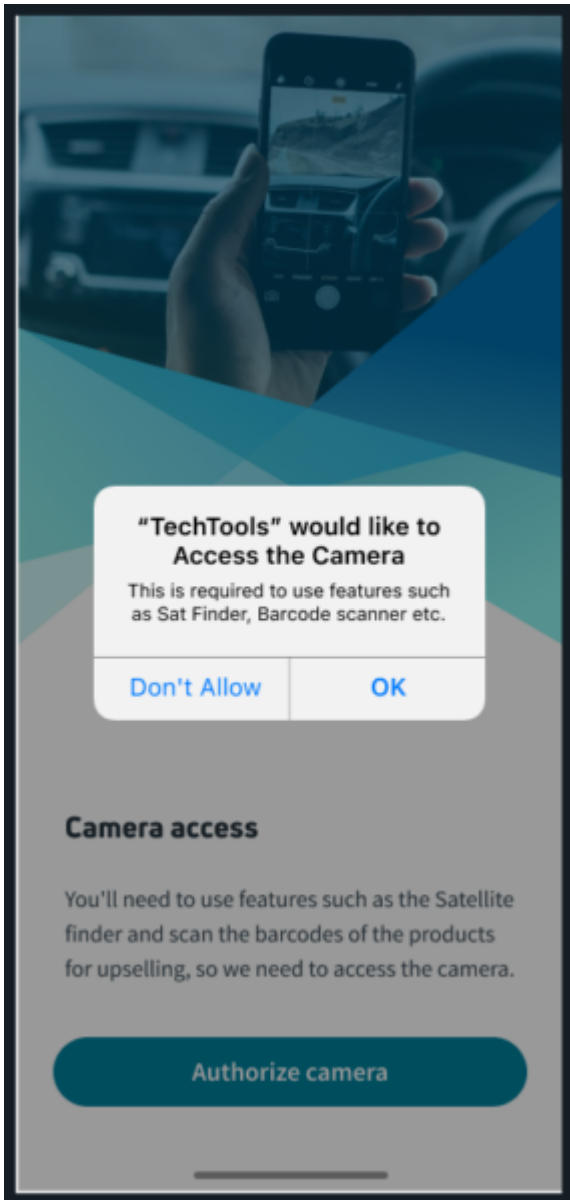


Step 2

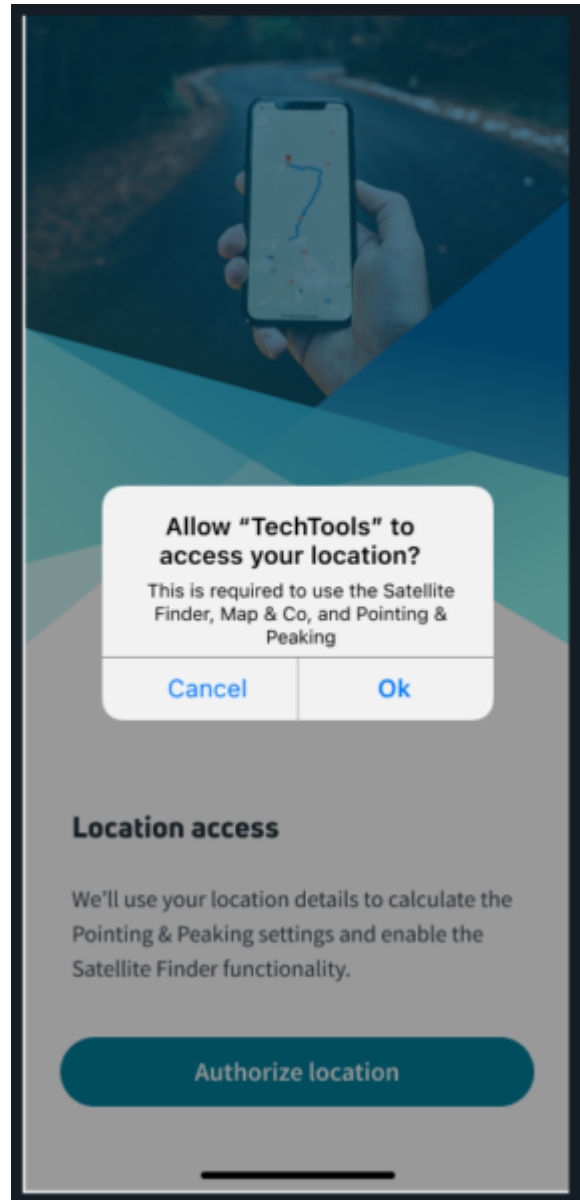
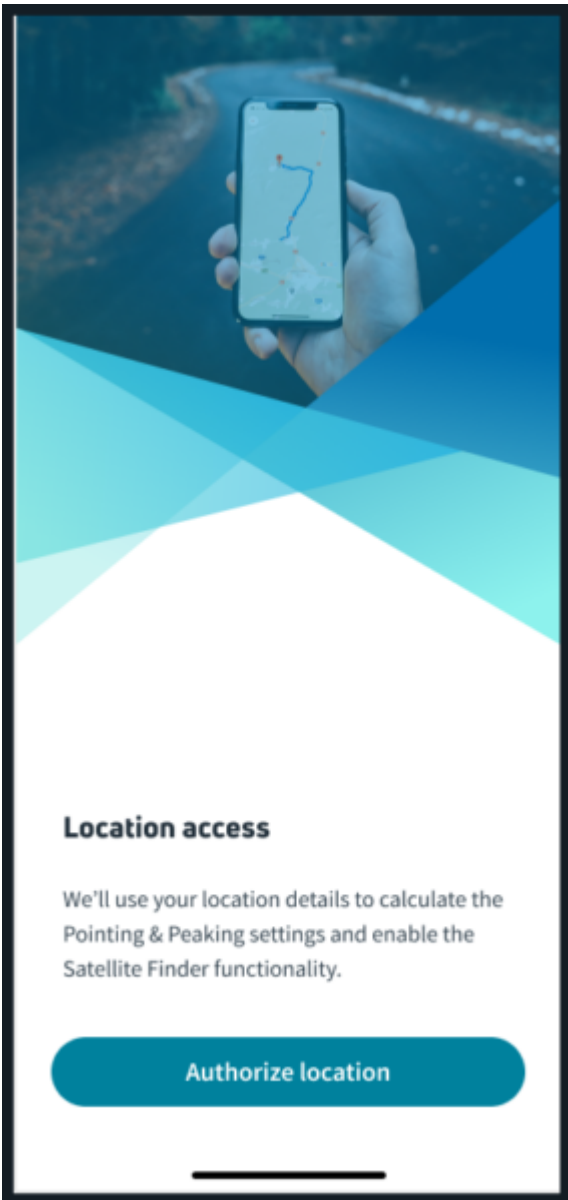
Allow access to the **Camera**, **Location**, and **Notifications**.

Camera





Location

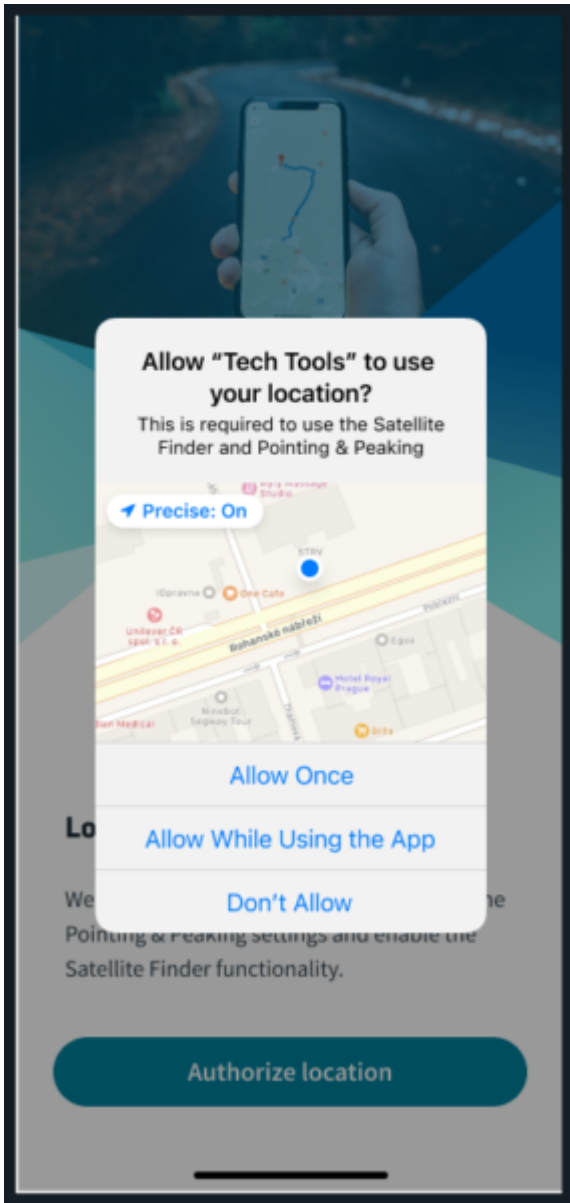


Allow "TechTools" to access your location?

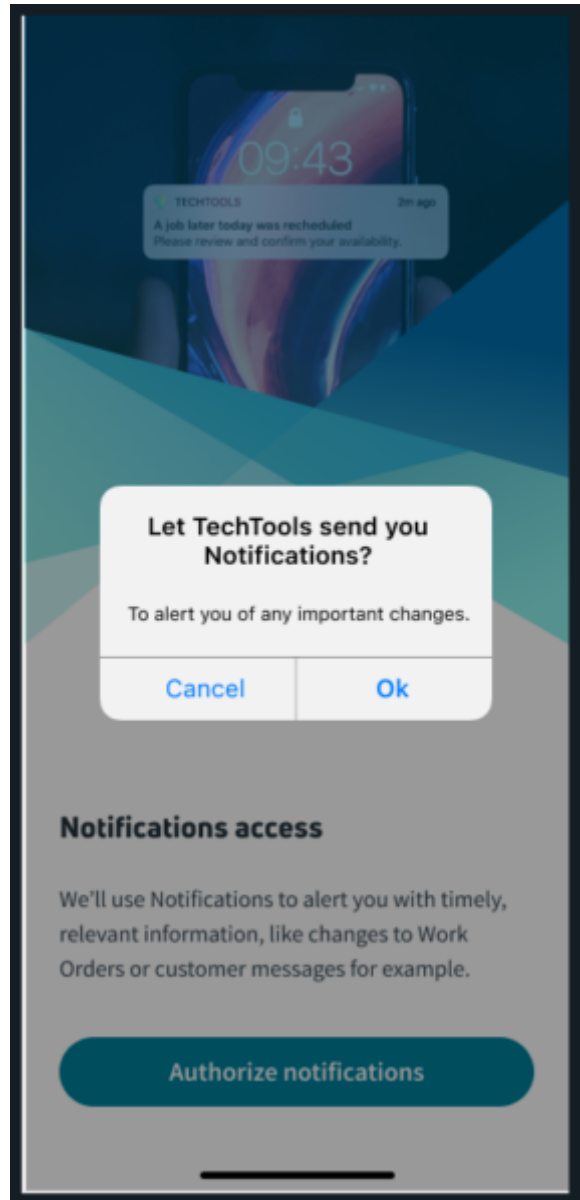
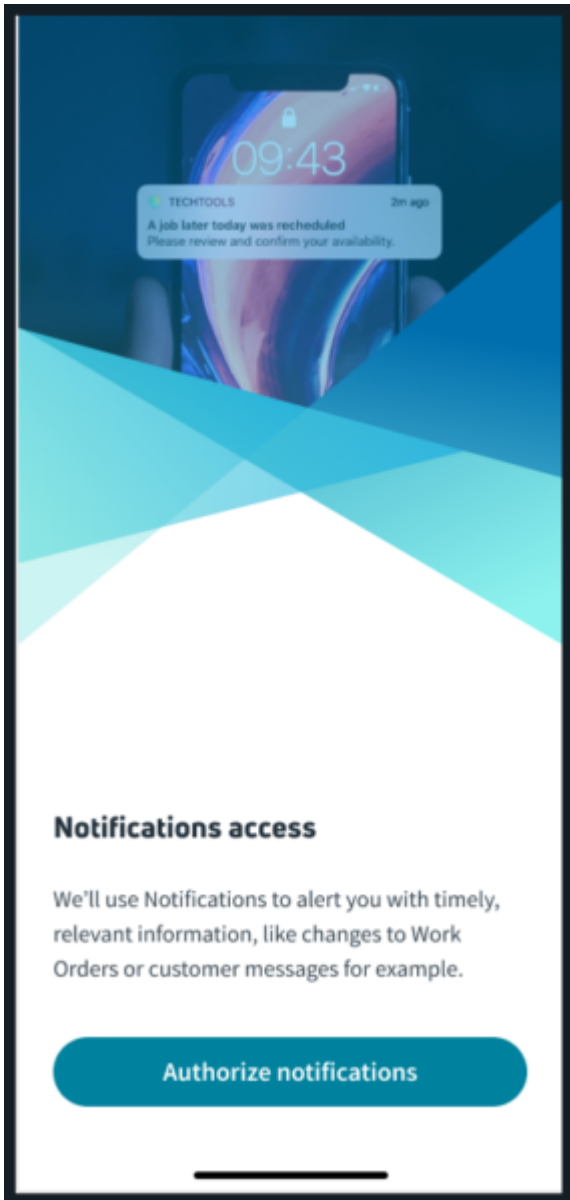
This is required to use the Satellite Finder, Map & Co, and Pointing & Peaking

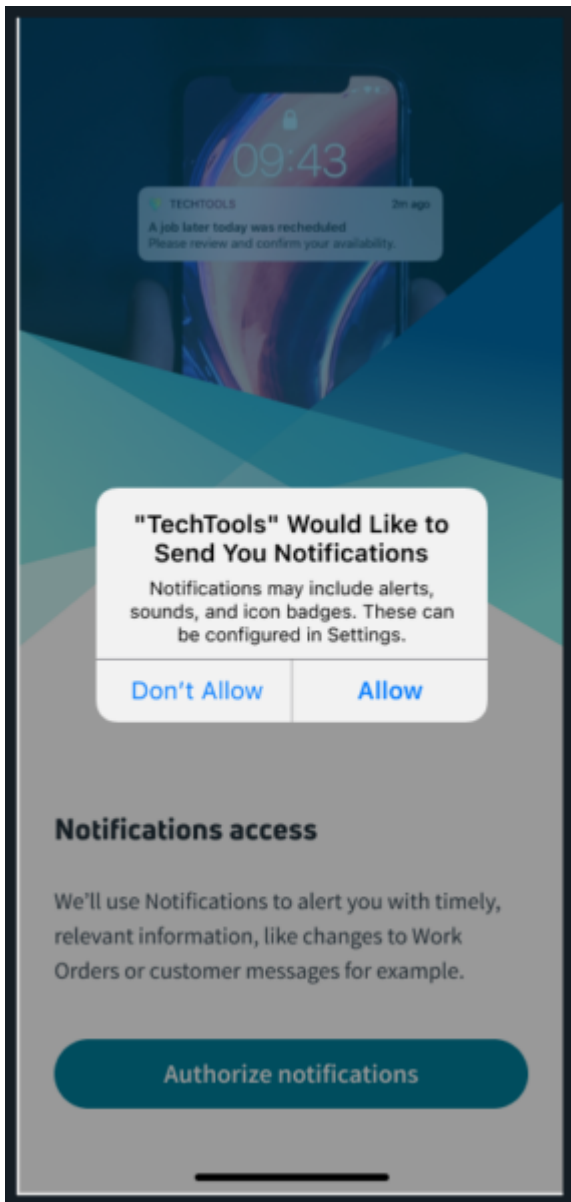
Cancel

Ok



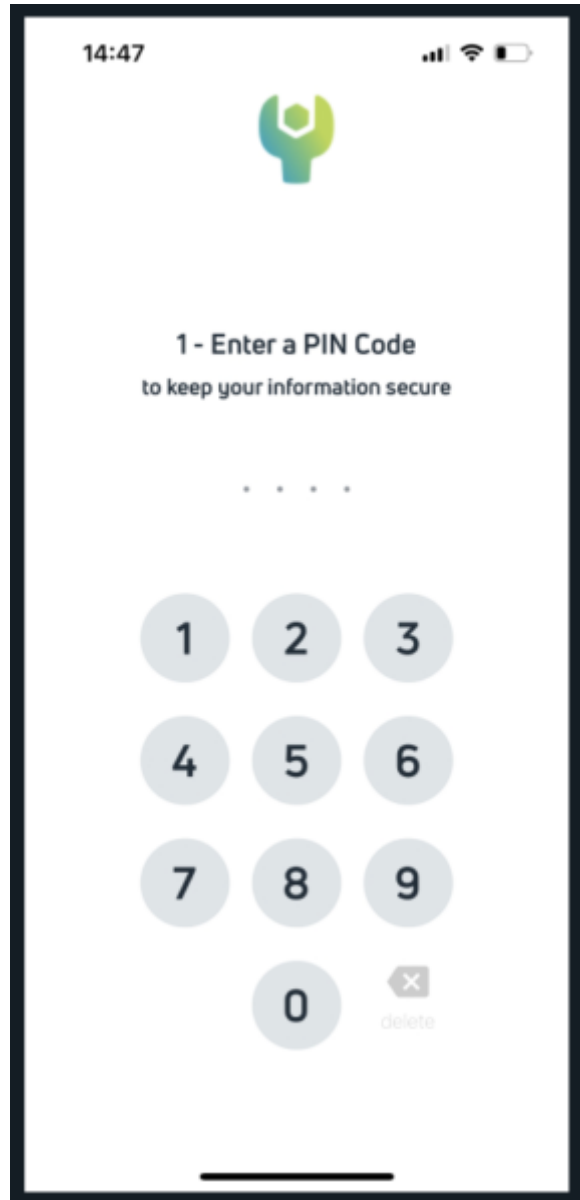
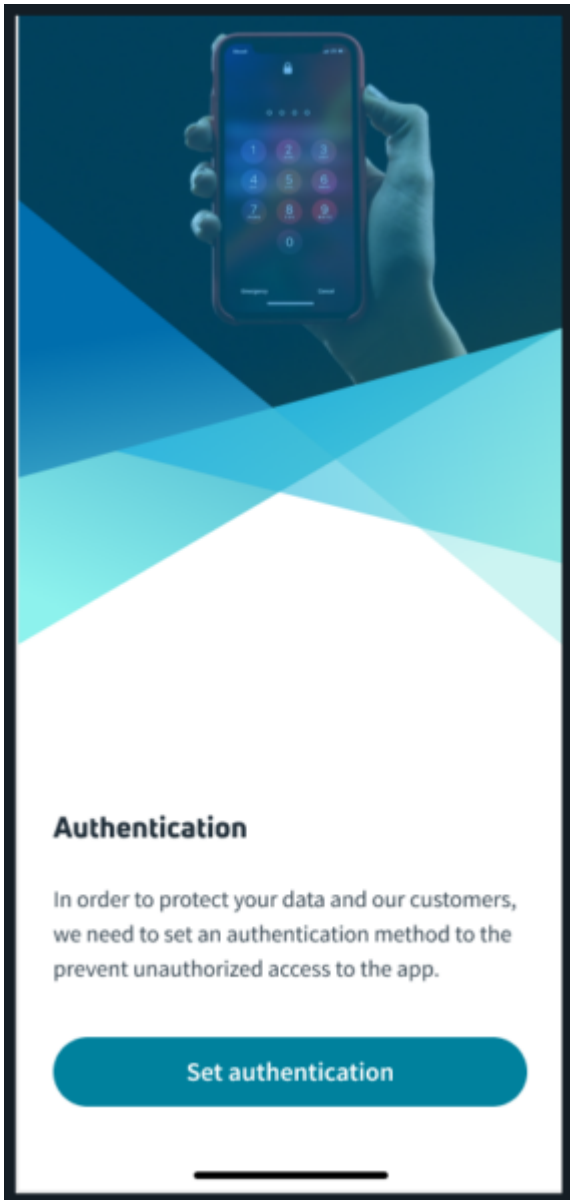
Notifications

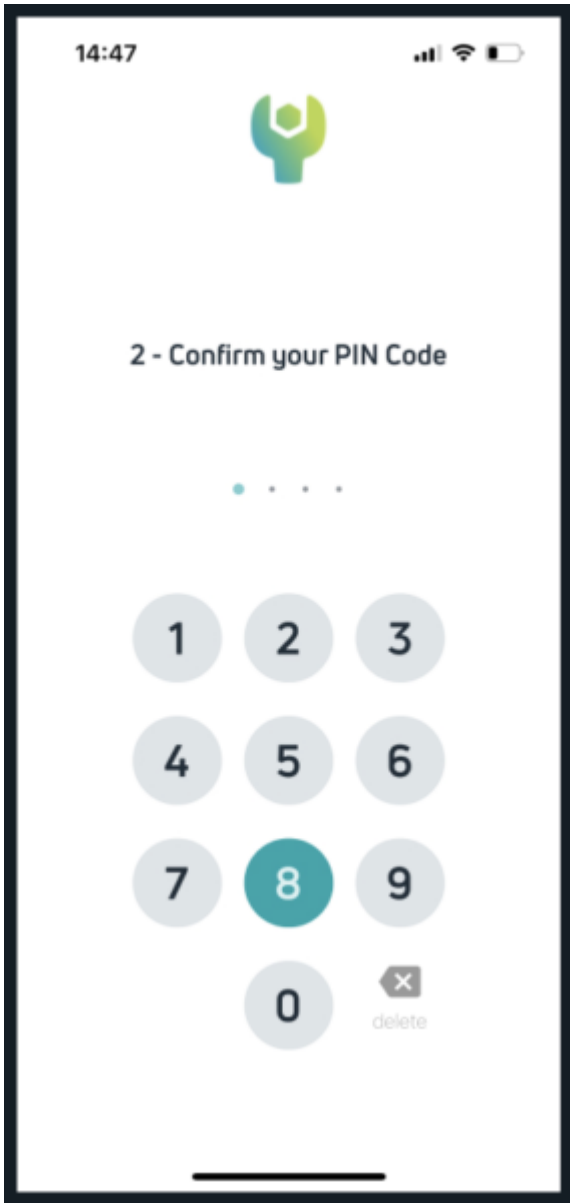




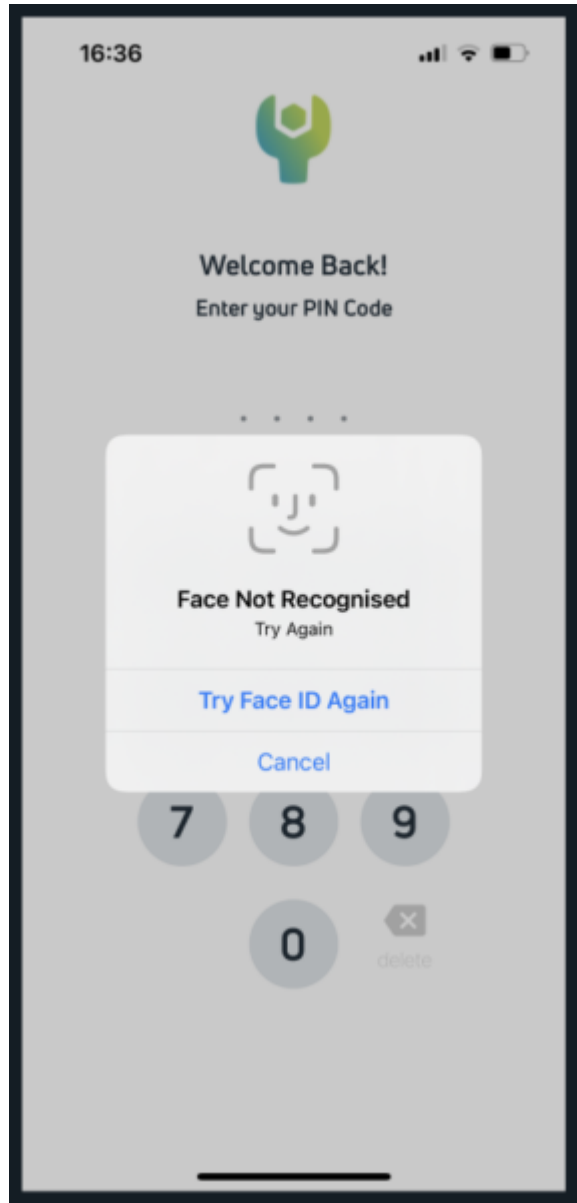
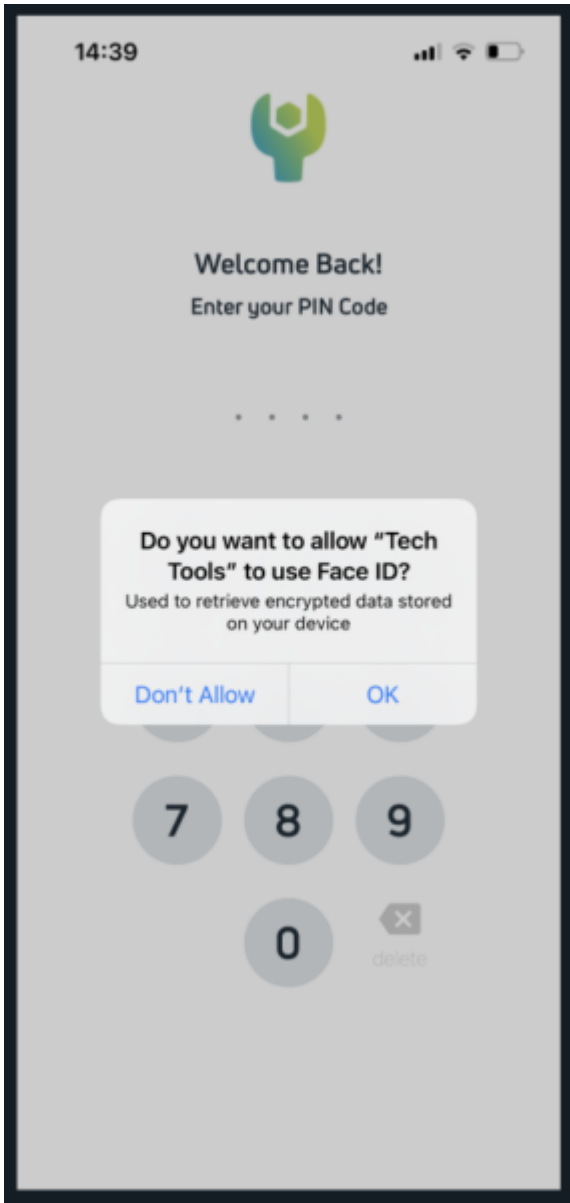
Step 3

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





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



Sign into TechTools

Depending on your country or region, you will use either your Installer ID or Email and Password to sign in.

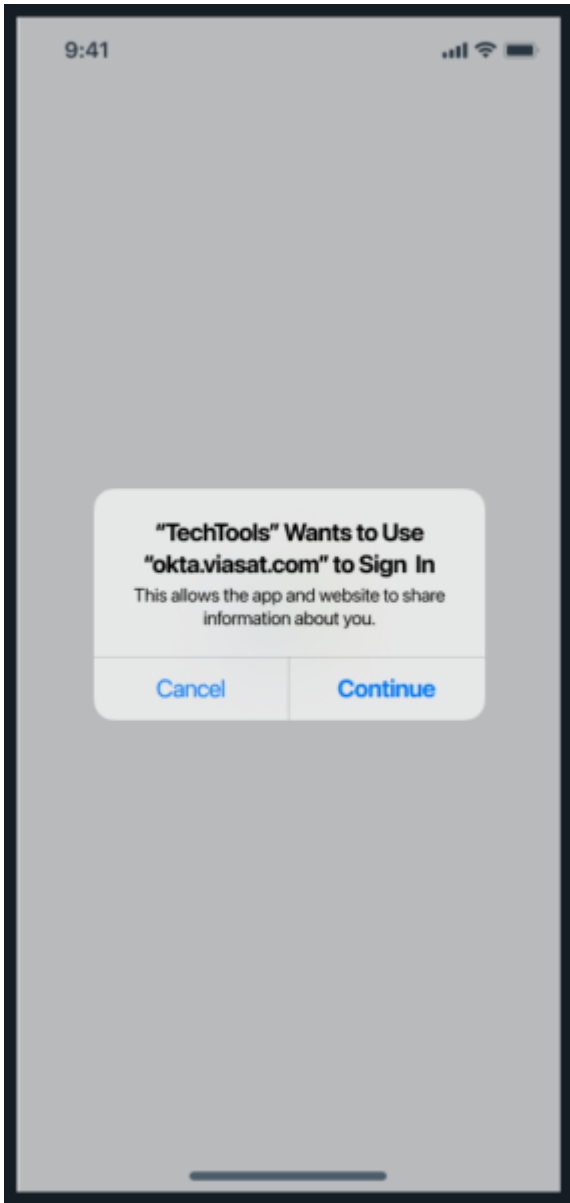
Please select the region you are operating in.

North & South America

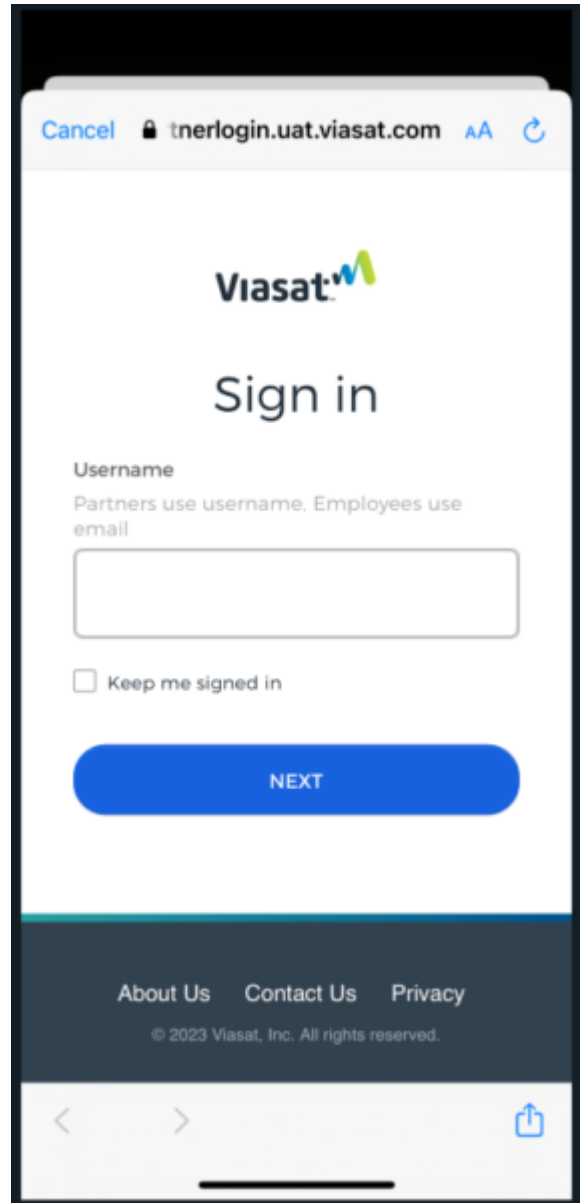
Europe

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**.





Sign in

Username

Partners use username, Employees use email

94161852

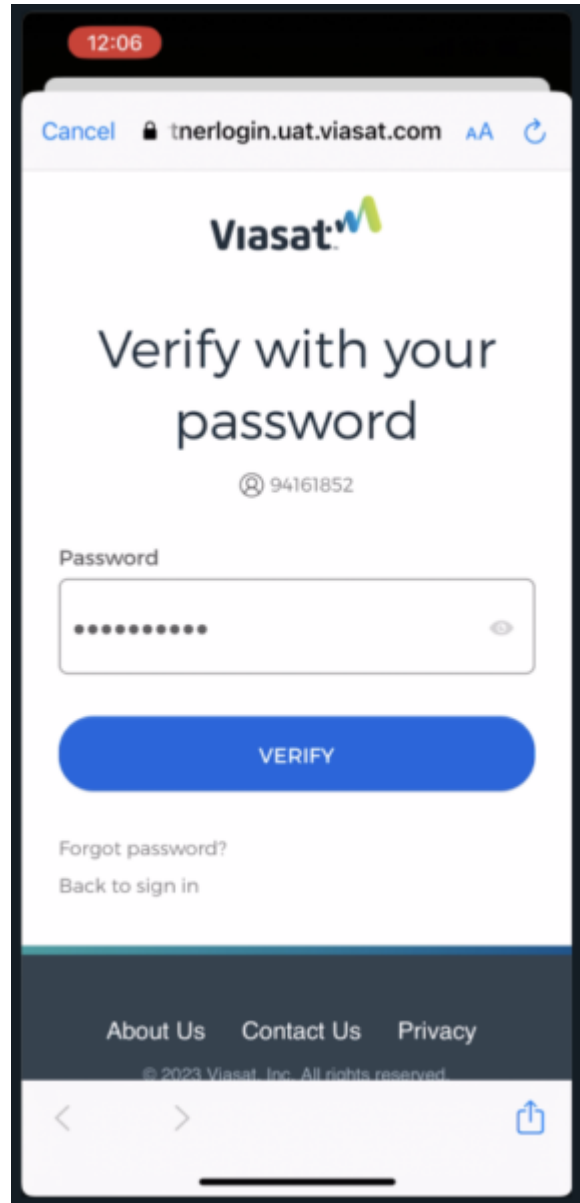
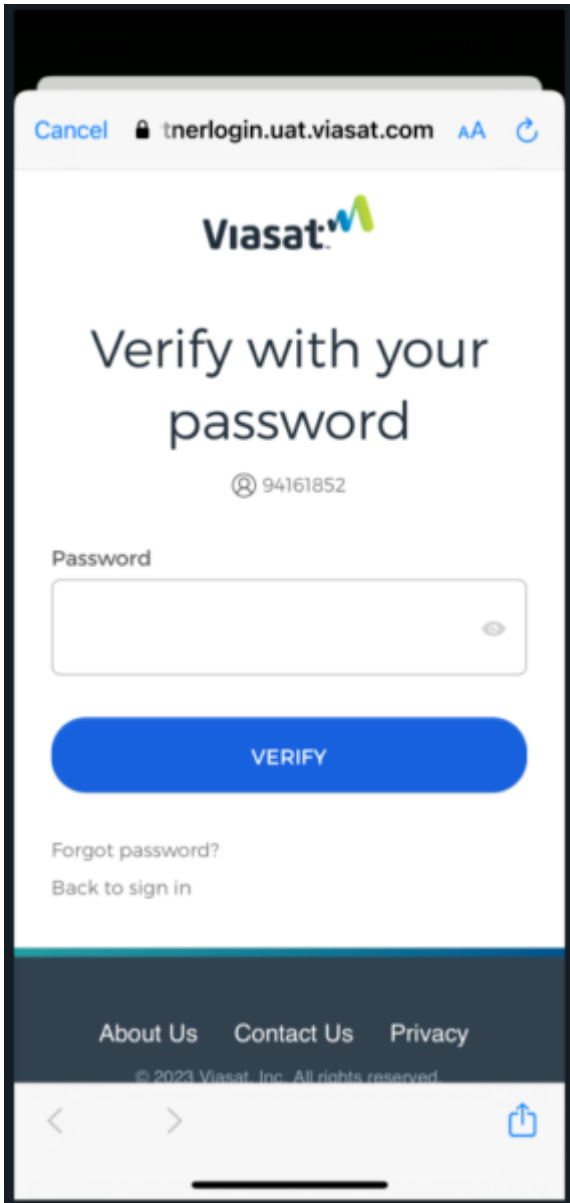
Keep me signed in

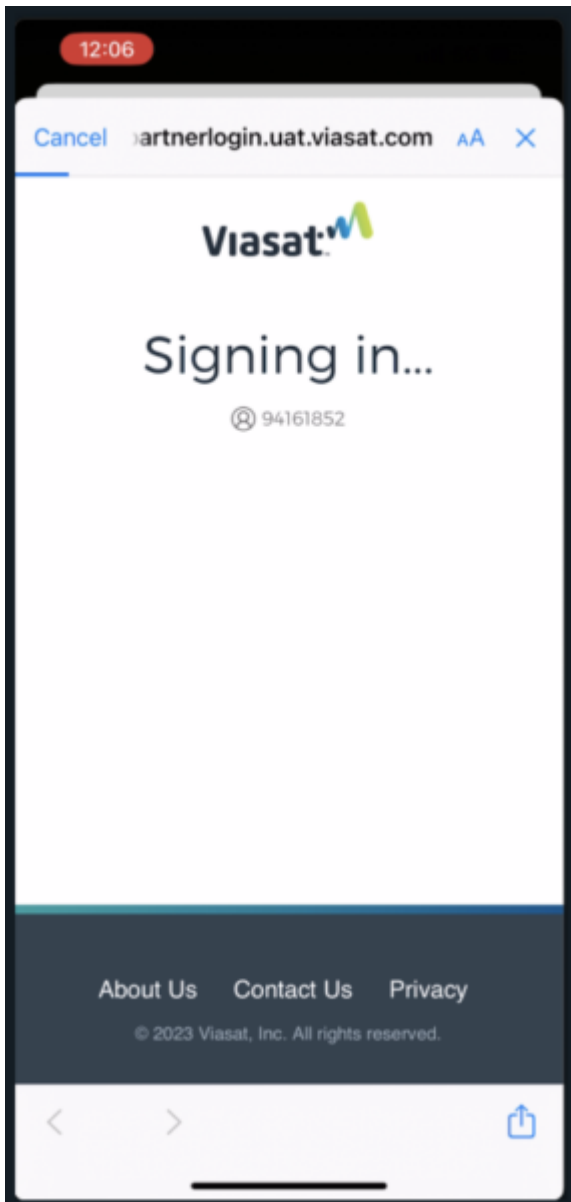
NEXT

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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



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 X

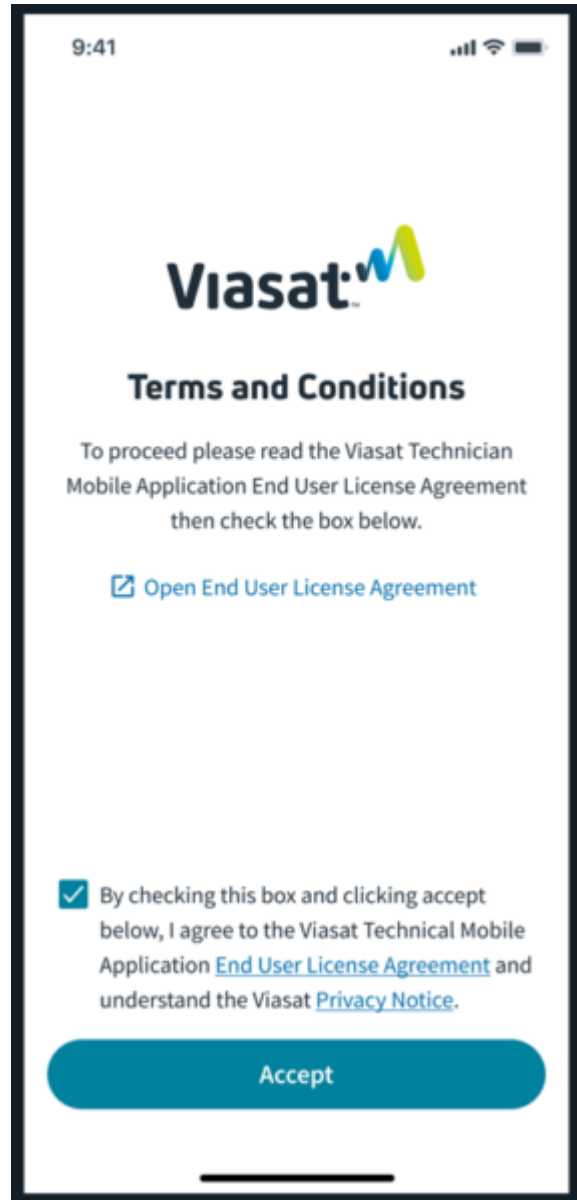
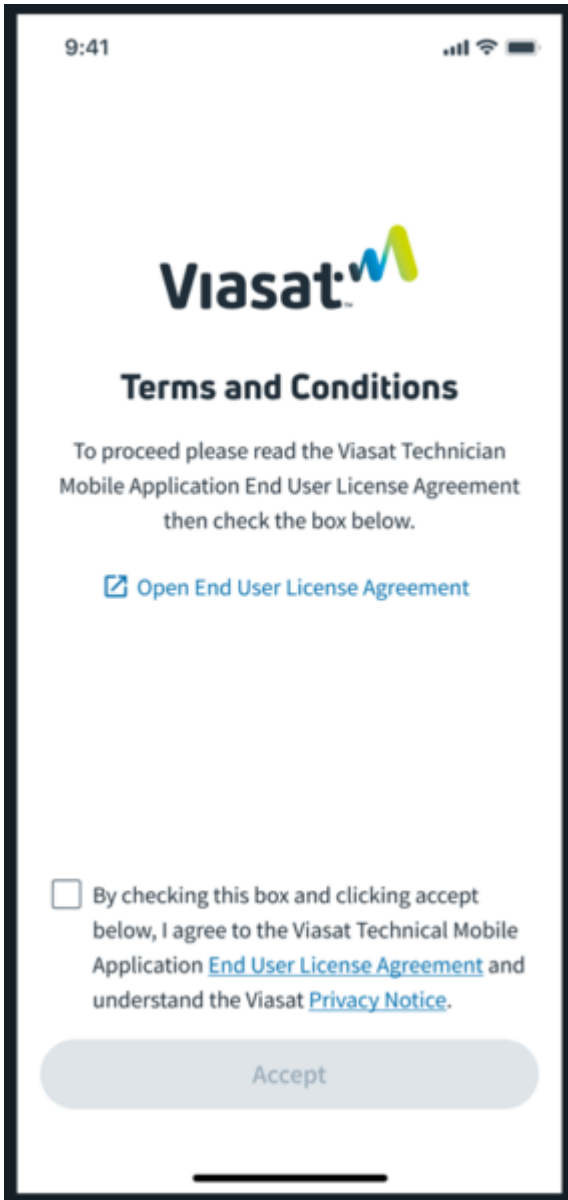


Viasat Terms & Conditions

Last Updated: 2019-06-20

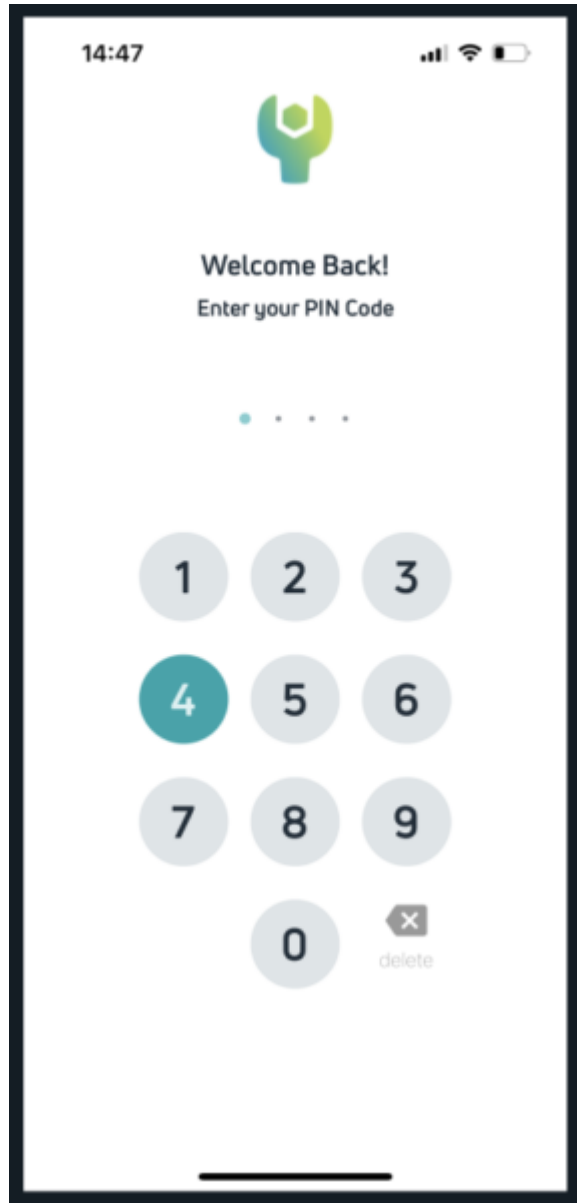
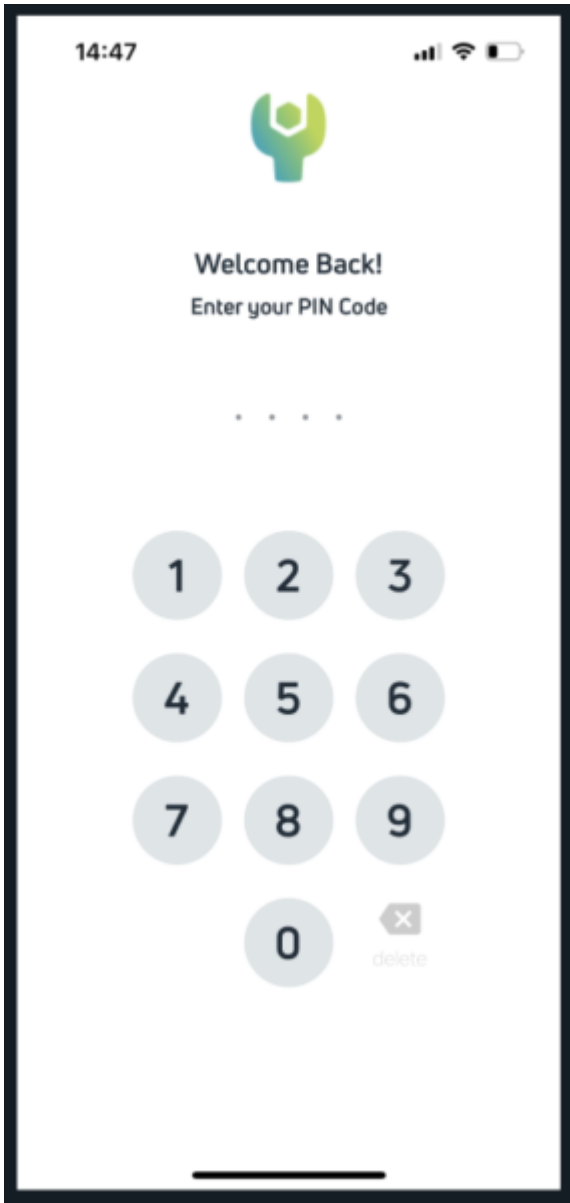
This End User License Agreement ("License") is an agreement between you and Viasat, Inc., with its principal place of business at 6155 El Camino Real, Carlsbad, California, 92009 ("Viasat"). This License governs your use of Viasat's technician mobile application that provides you with access to support 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



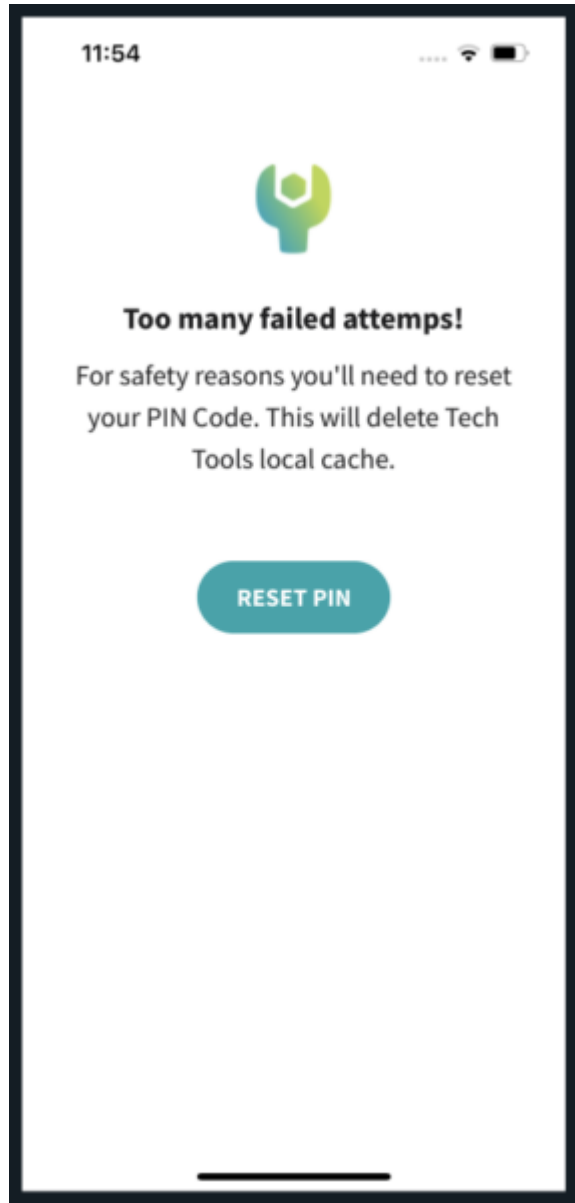
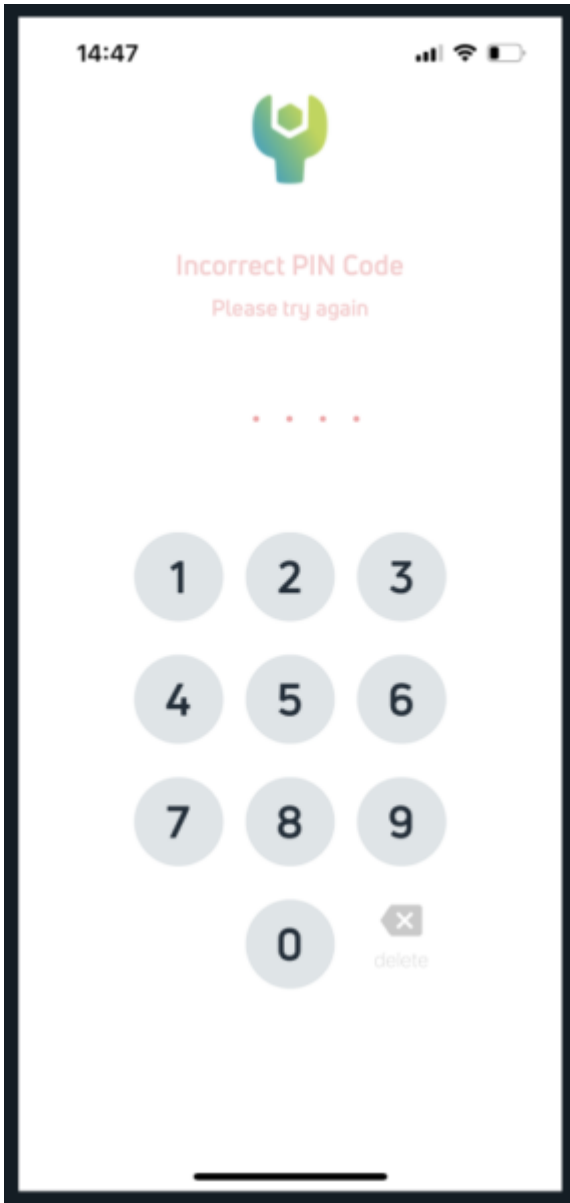


Login

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



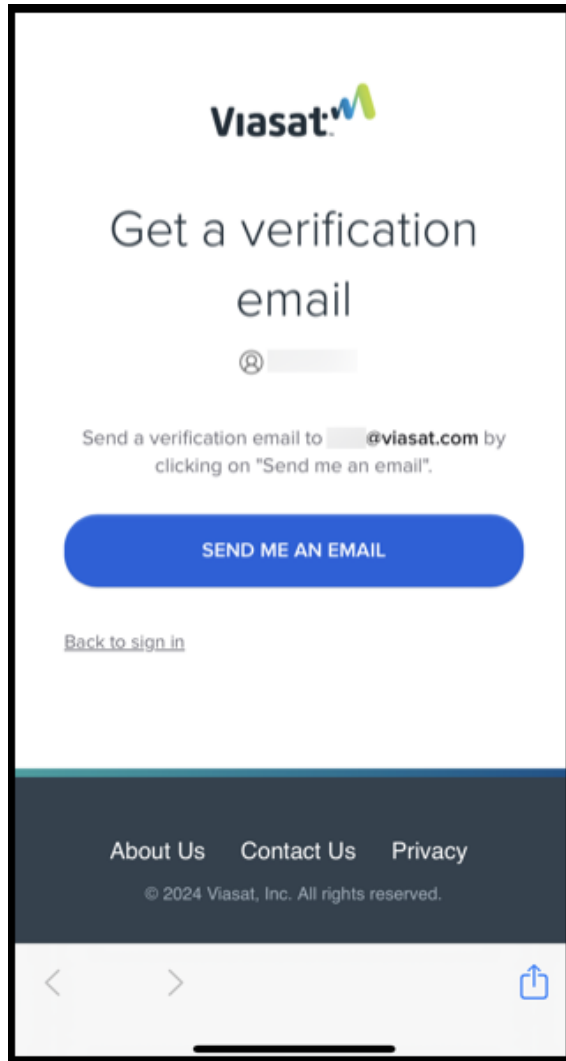
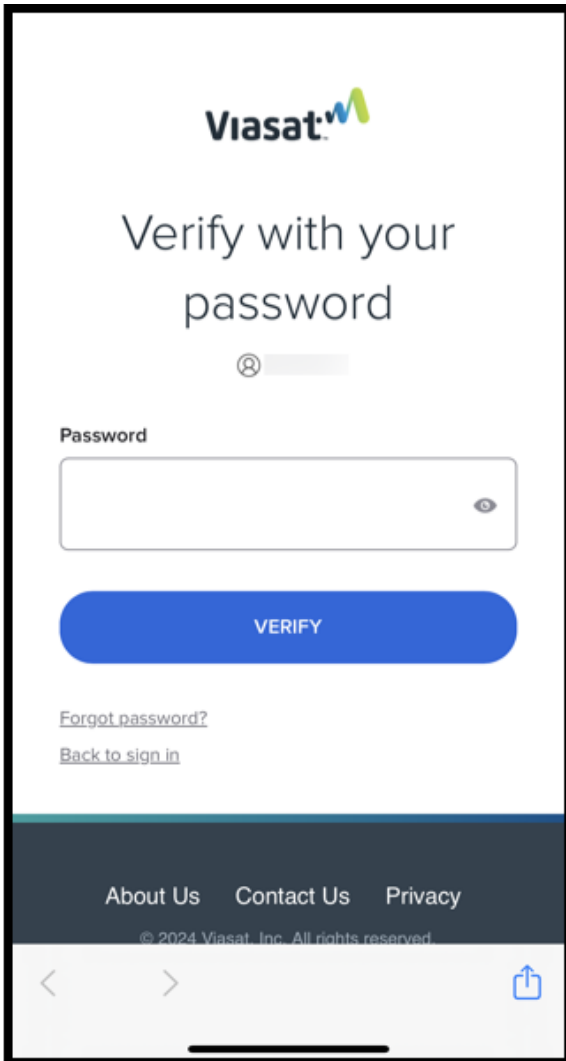
Should the pin not match, a prompt will have you try again. Too many failed attempts will require a reset of the PIN code.



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.



Verify with your email



We sent an email to [redacted]@viasat.com. Click the verification link in your email to continue or enter the code below.

[ENTER A
VERIFICATION
CODE INSTEAD](#)

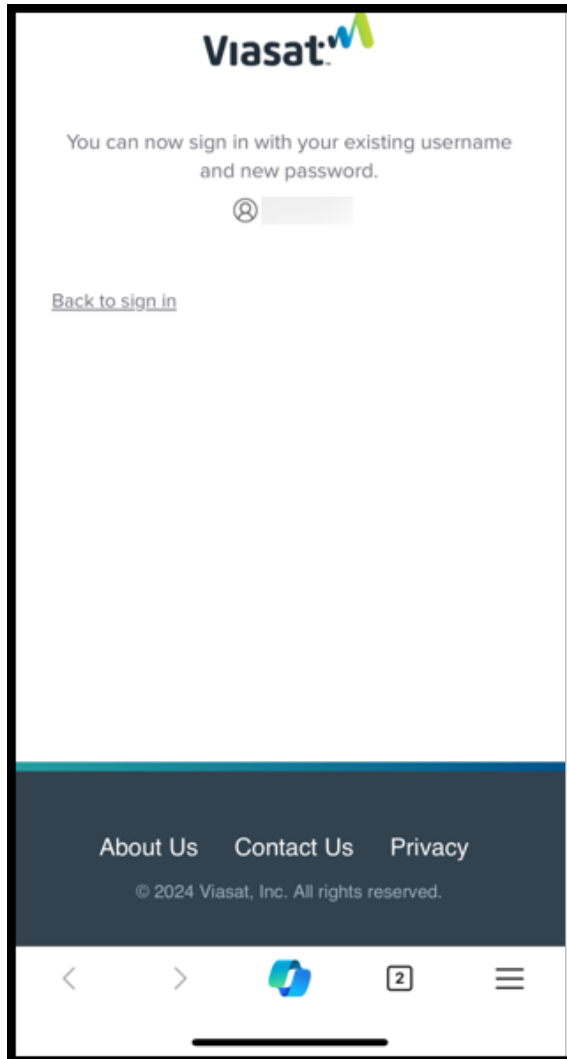
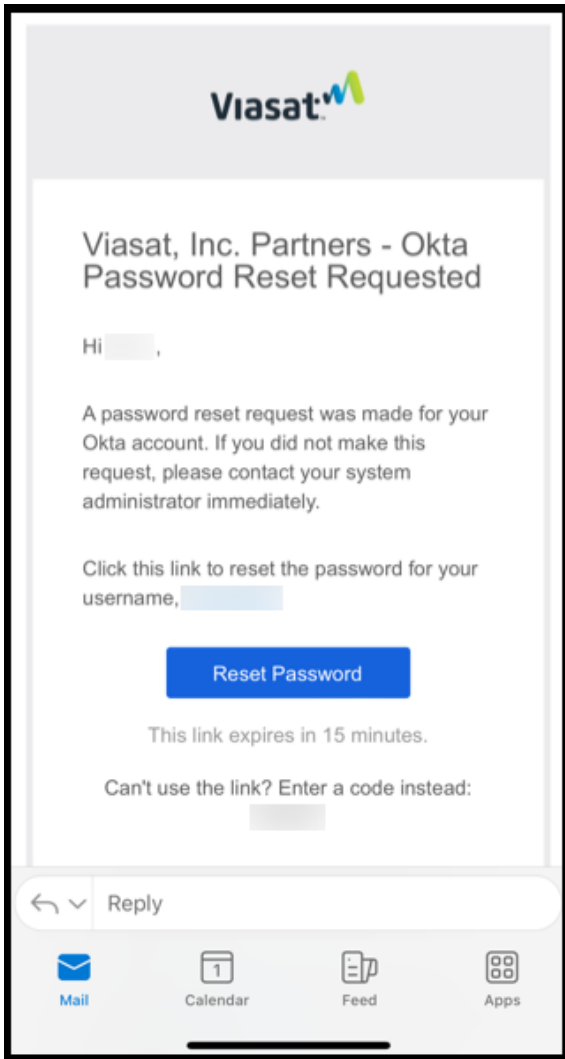
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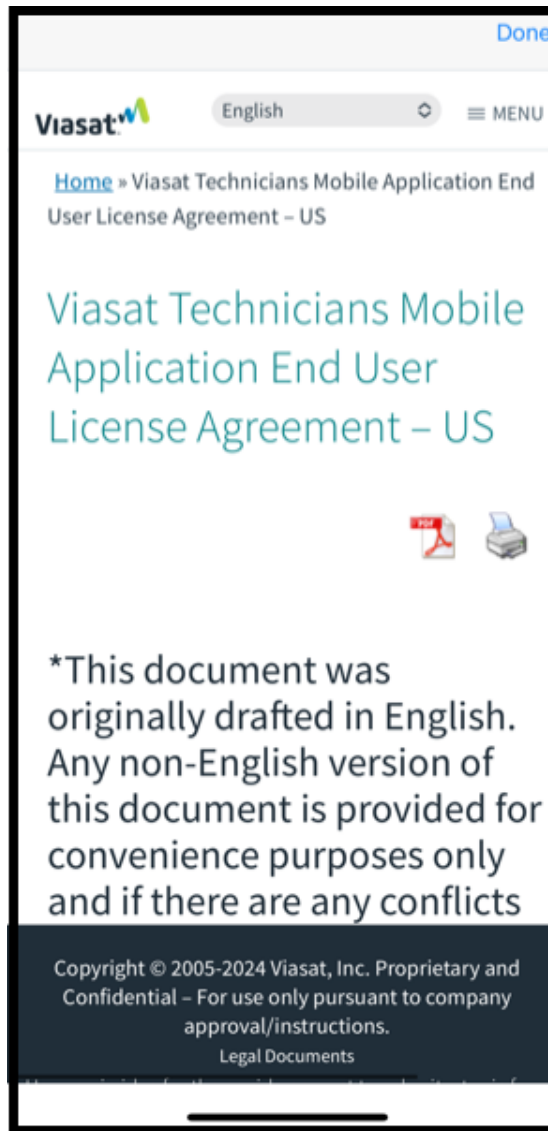


Click the "Reset Password" button.



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

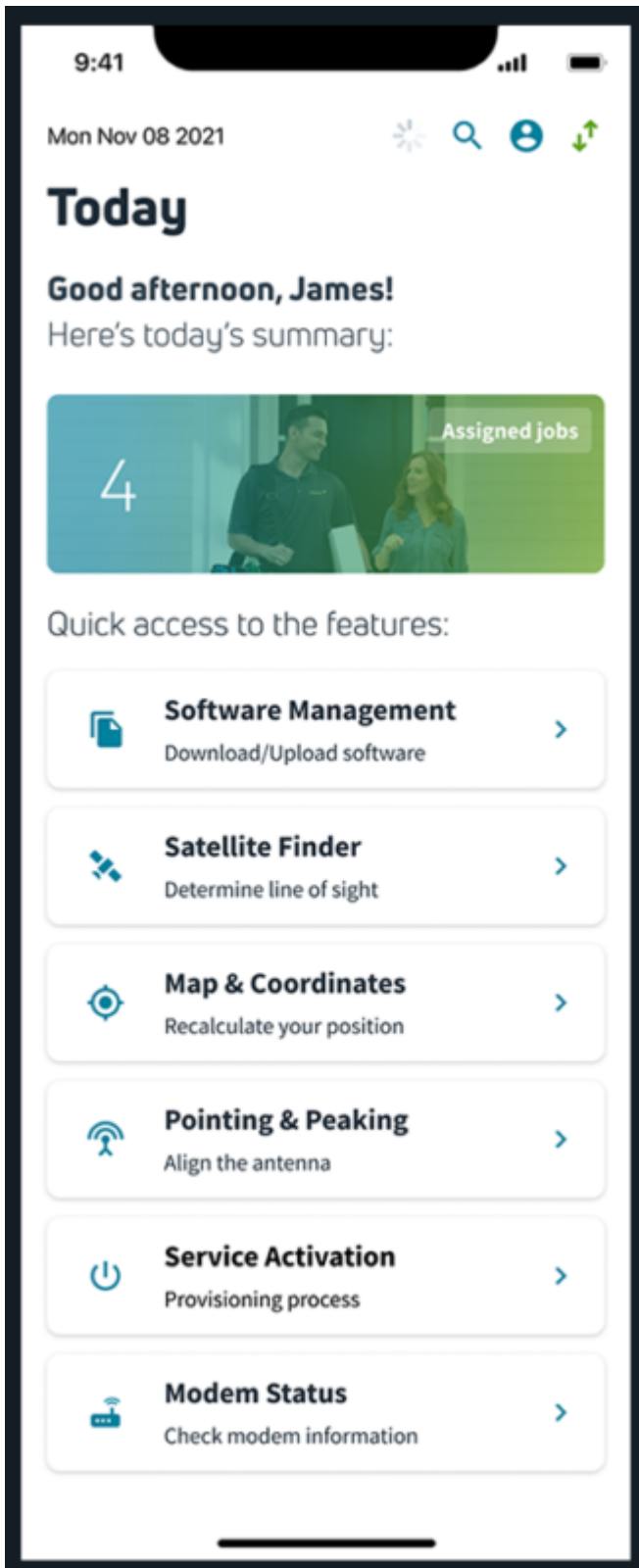
Click the "Review" button to Read and agree to the licensing agreement.



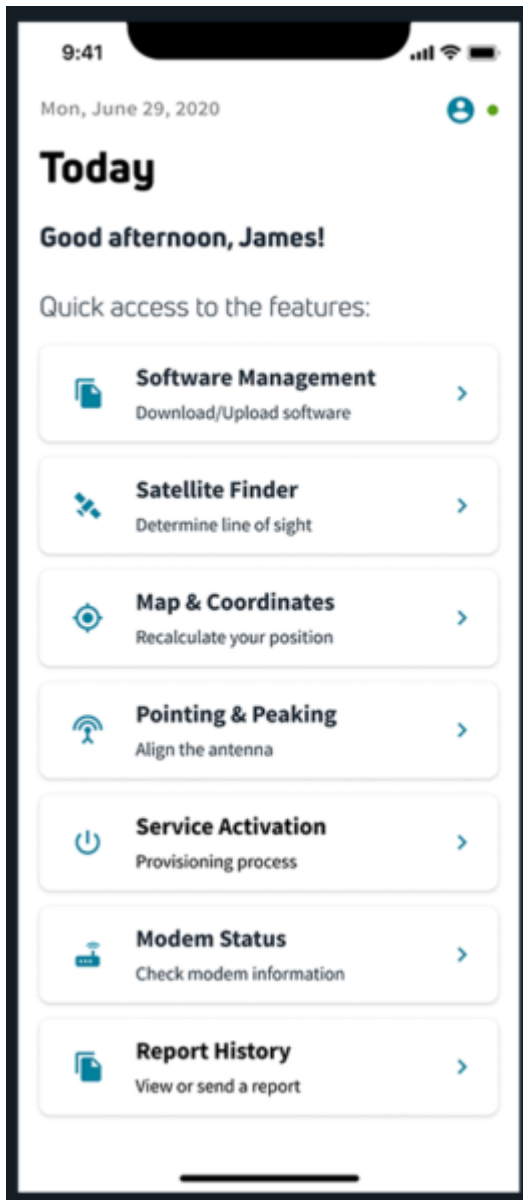
Finally, you'll be sent through the Terms and Conditions page. You will need to open and read the End User License Agreement first to enable the checkbox to move on to the next step to accept the Terms and Conditions.

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**.

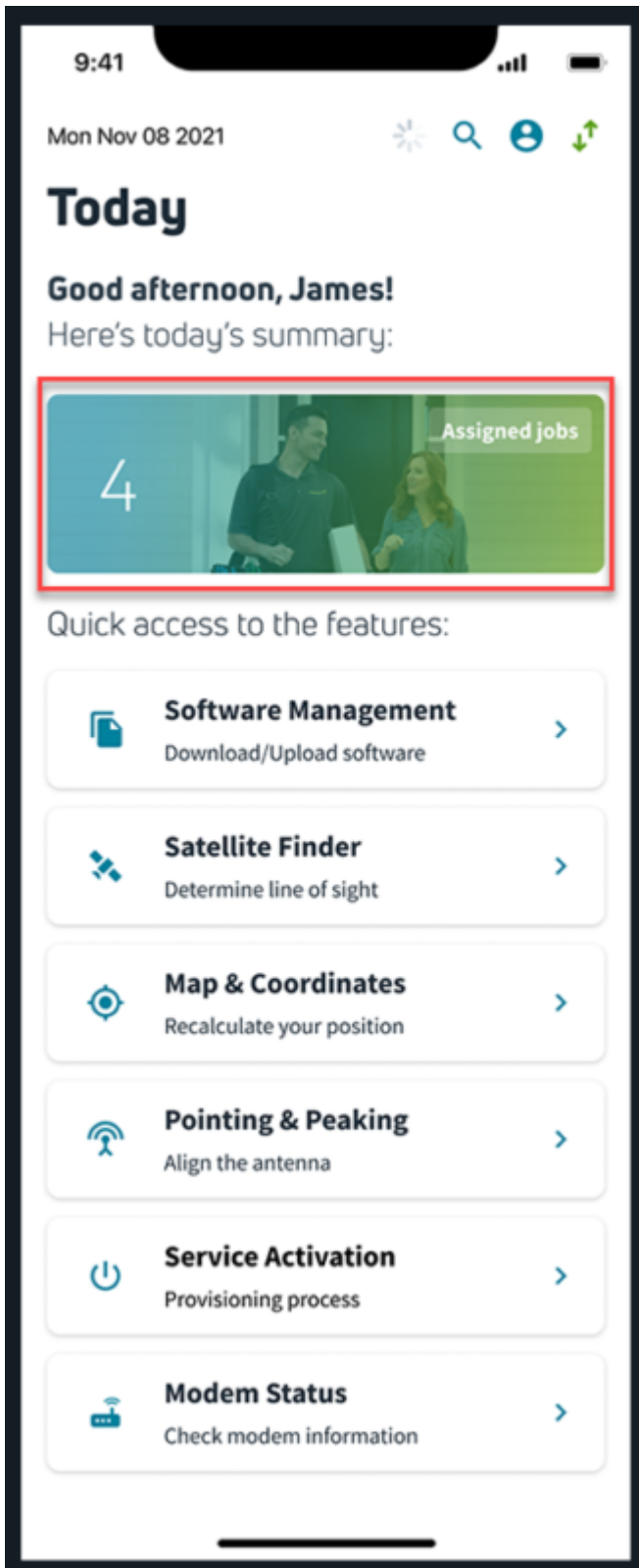


*WHOLESALE ONLY – Here, you will find the following quick access features – **Software Management, Satellite Finder, Map & Coordinates, Pointing & Peaking, Service Activation, Modem Status, and Report History**; as well as **account profile and online status.***

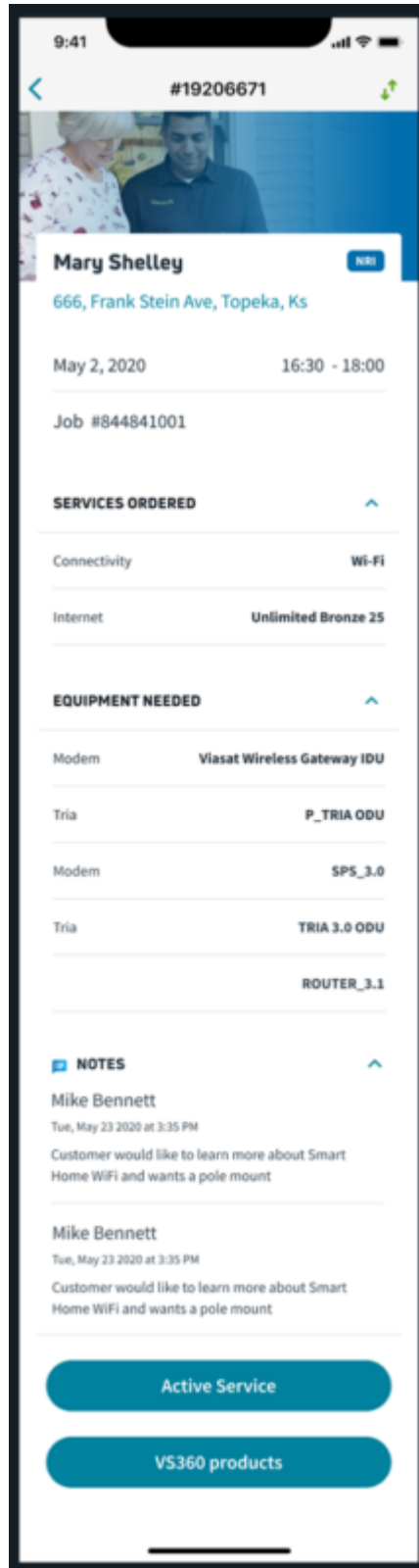


Assigned Jobs

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

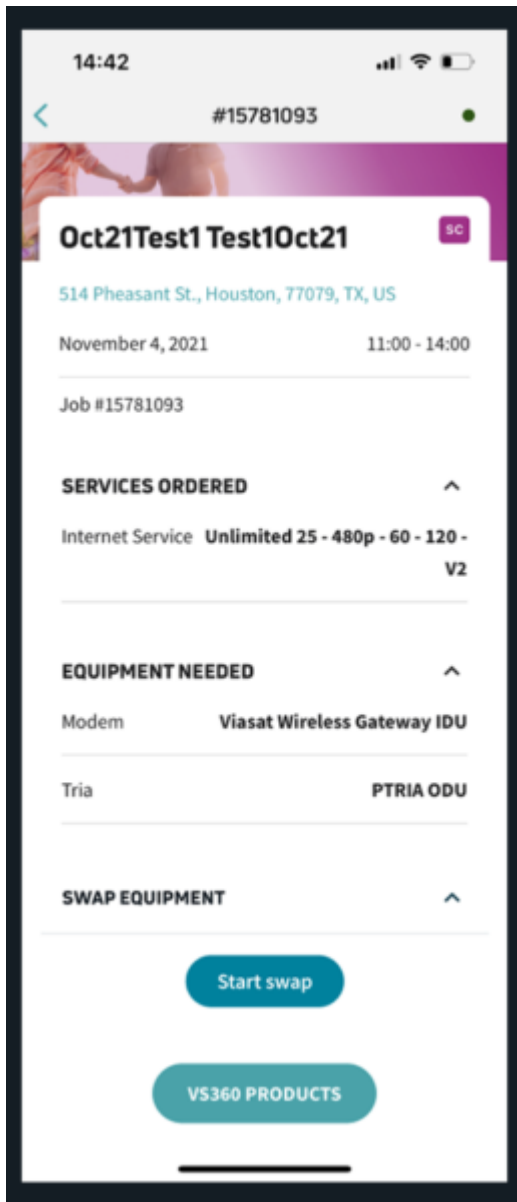


You'll see your calendar agenda and pressing each one gives you more detail of each job.

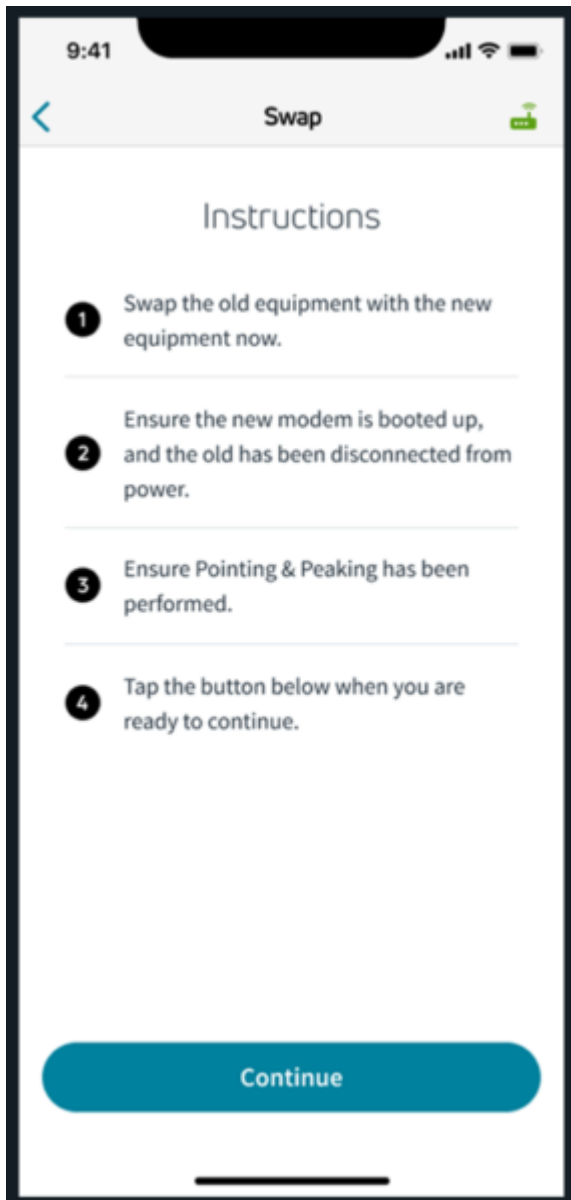


Equipment Swap

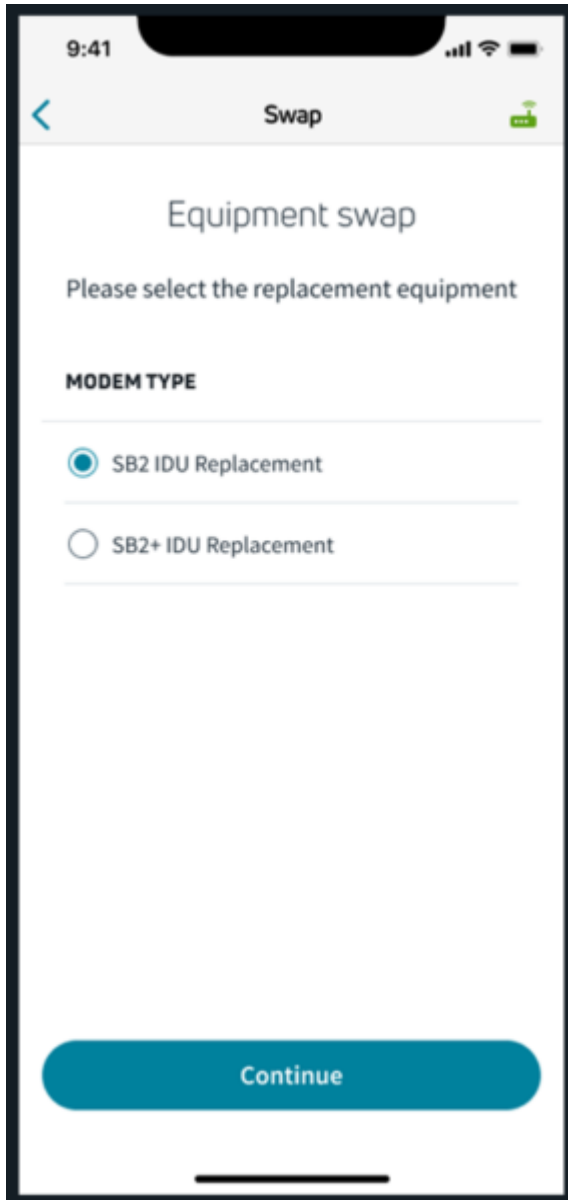
If your job asks requires a swap, your work order will display this. Press **Start Swap**.



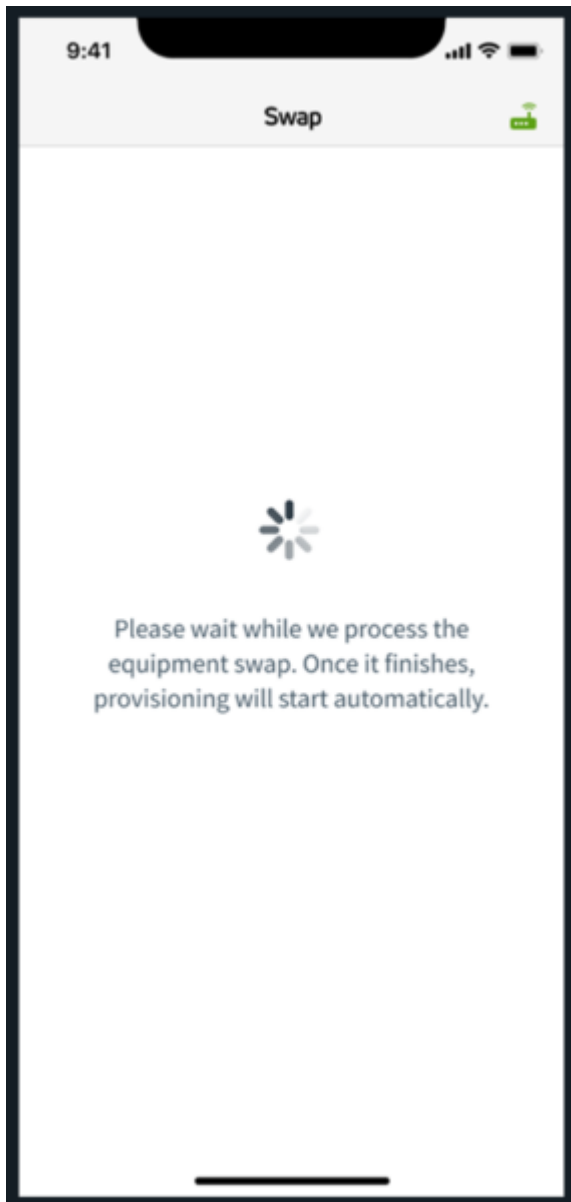
Next, the app will prompt you with swap instructions.



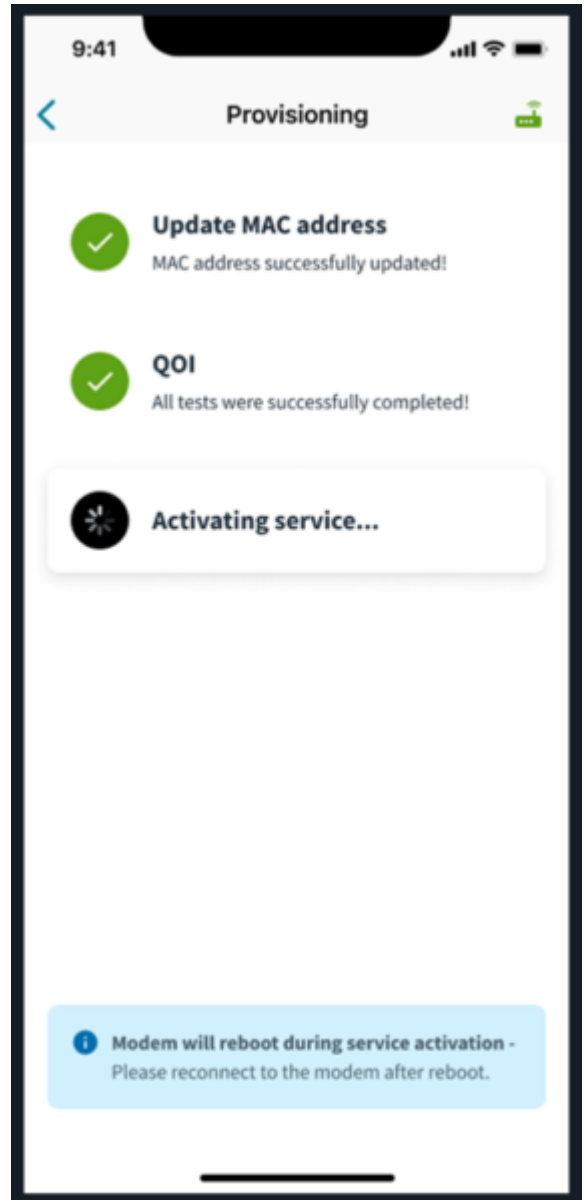
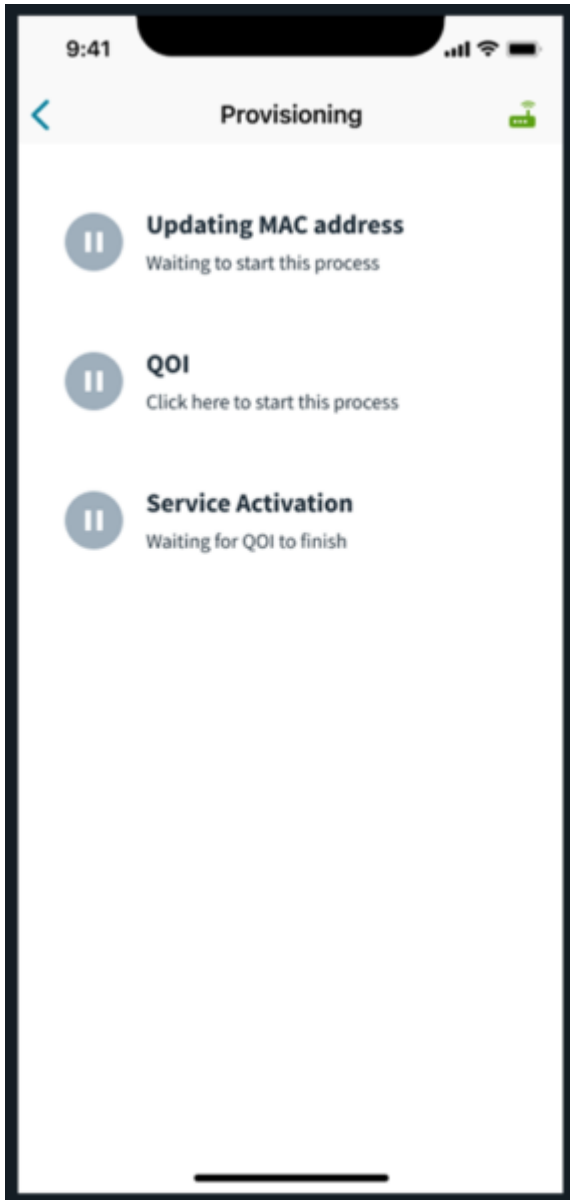
If working with ViaSat-1 (VS-1) equipment, it will prompt you to select the modem type.

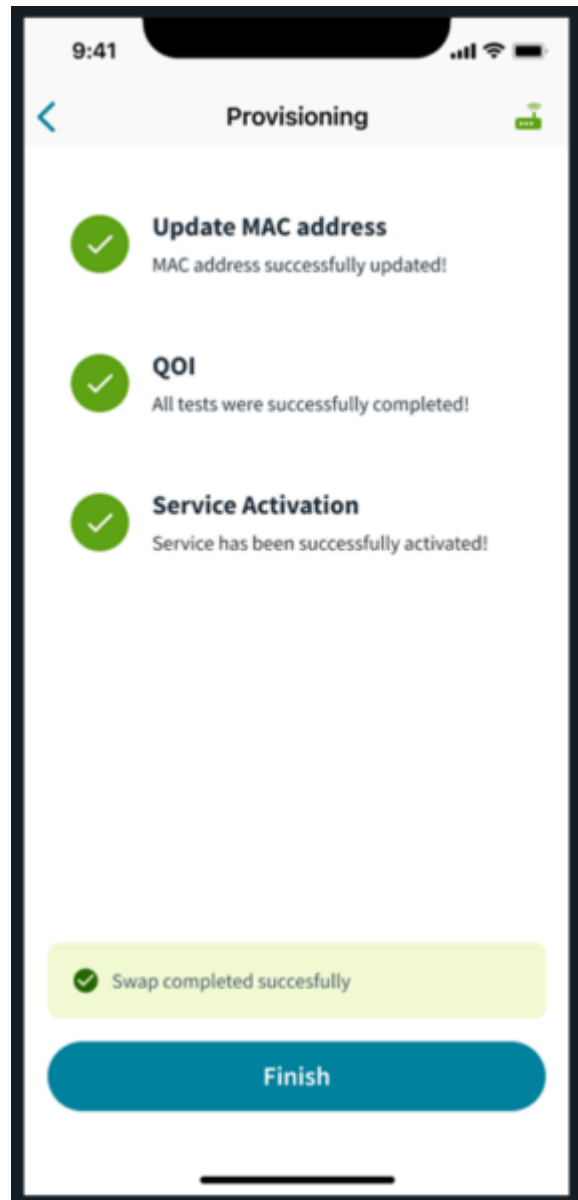
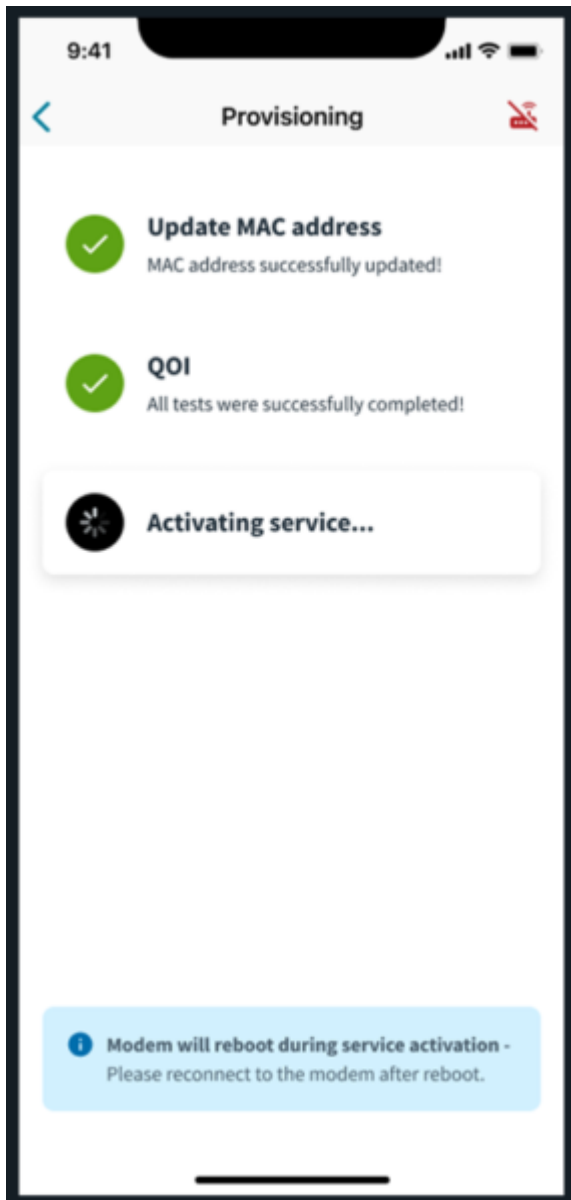


When the equipment swap finishes, the app will automatically proceed to provisioning.



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.





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



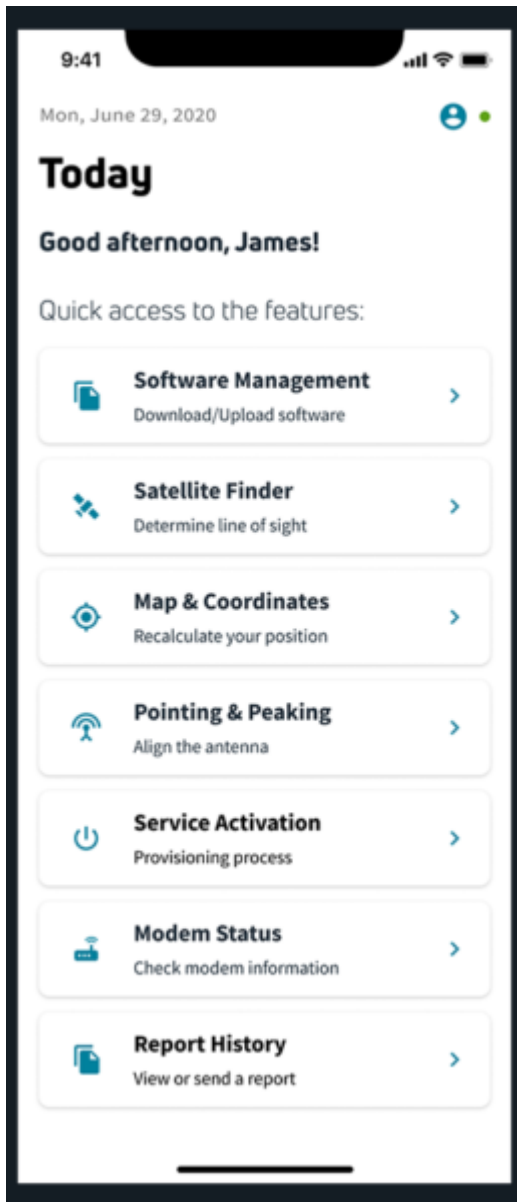
QOI

Waiting to start this process

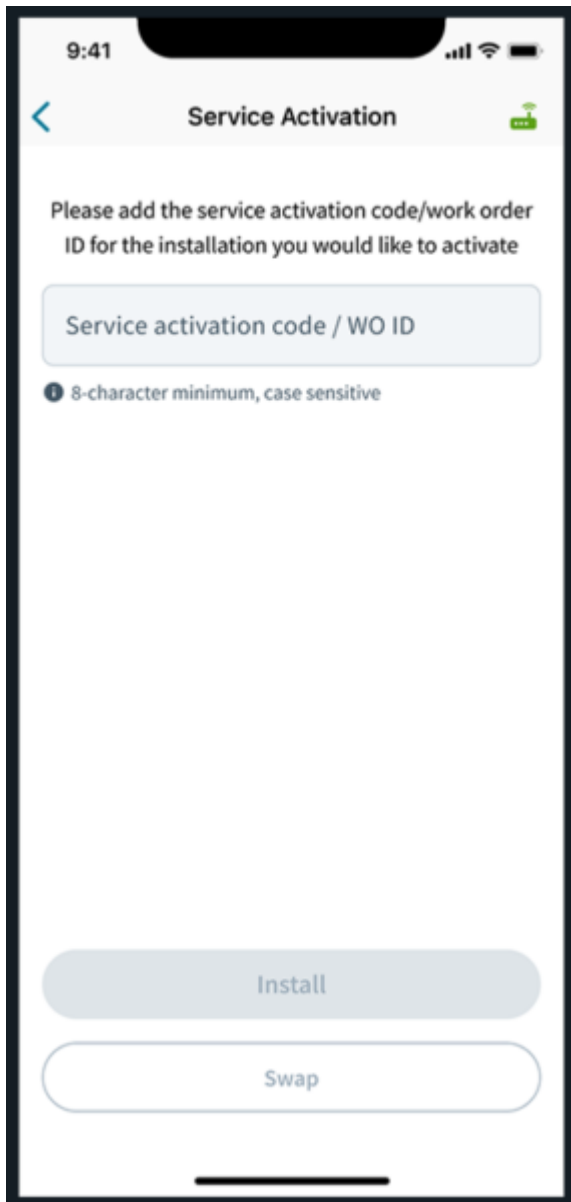


Equipment Swap – WHOLESALE ONLY

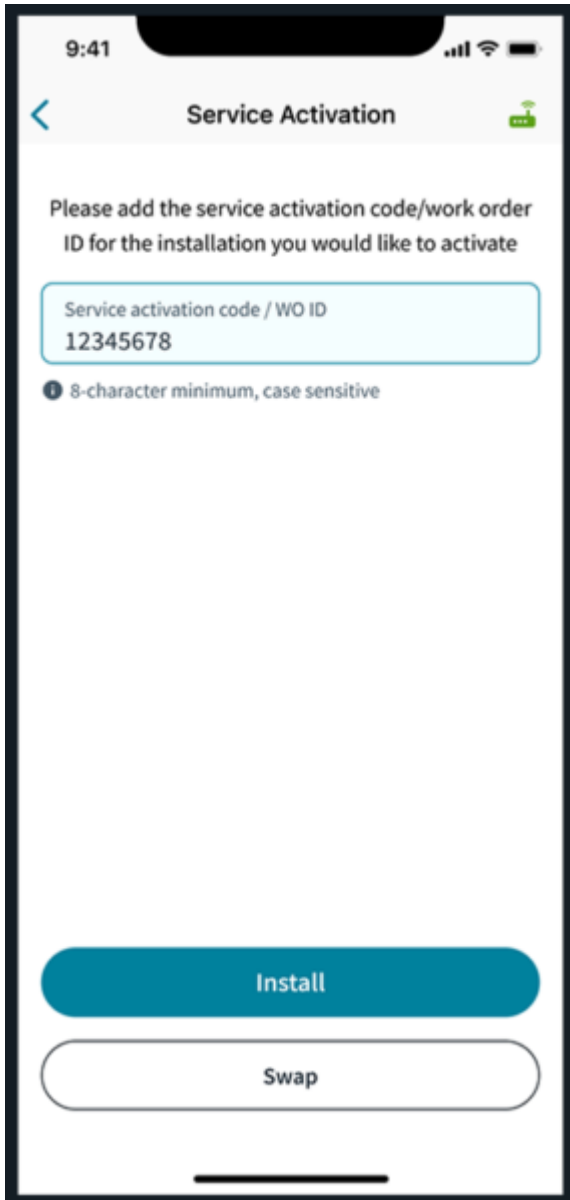
*If you are doing a wholesale service that requires an equipment swap, press **Service Activation** on your dashboard.*



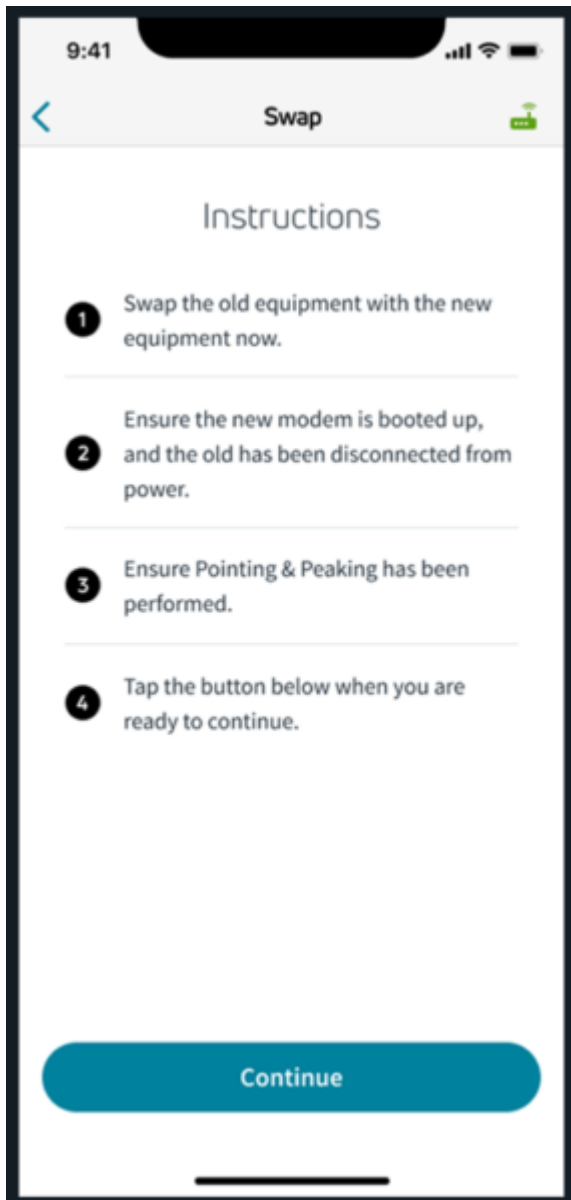
Then, enter your Service Activation code or Work Order ID.



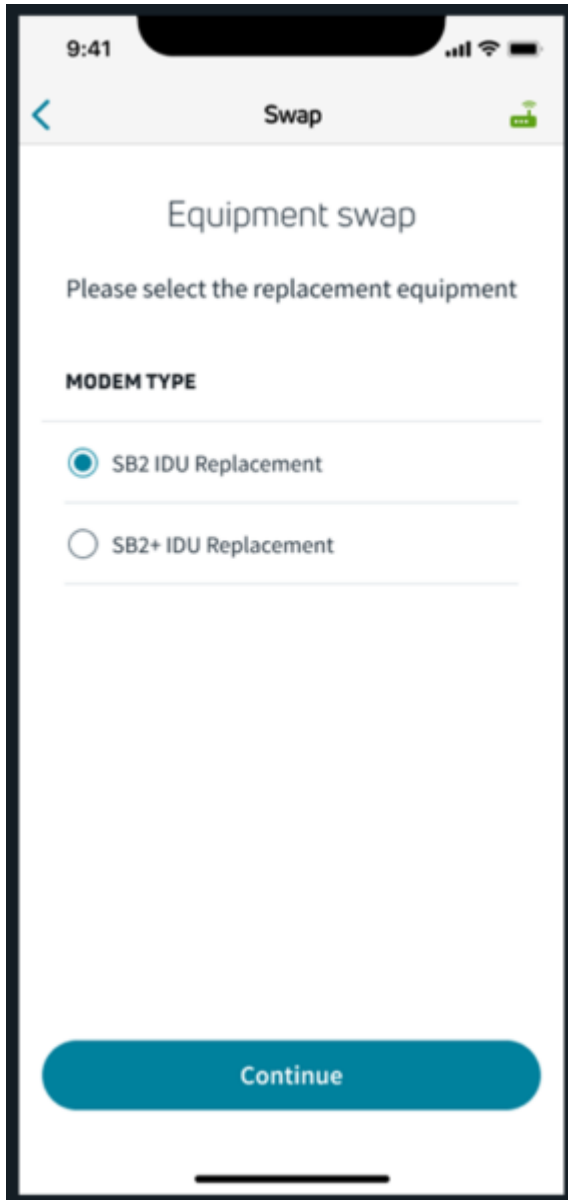
Press *Swap*.



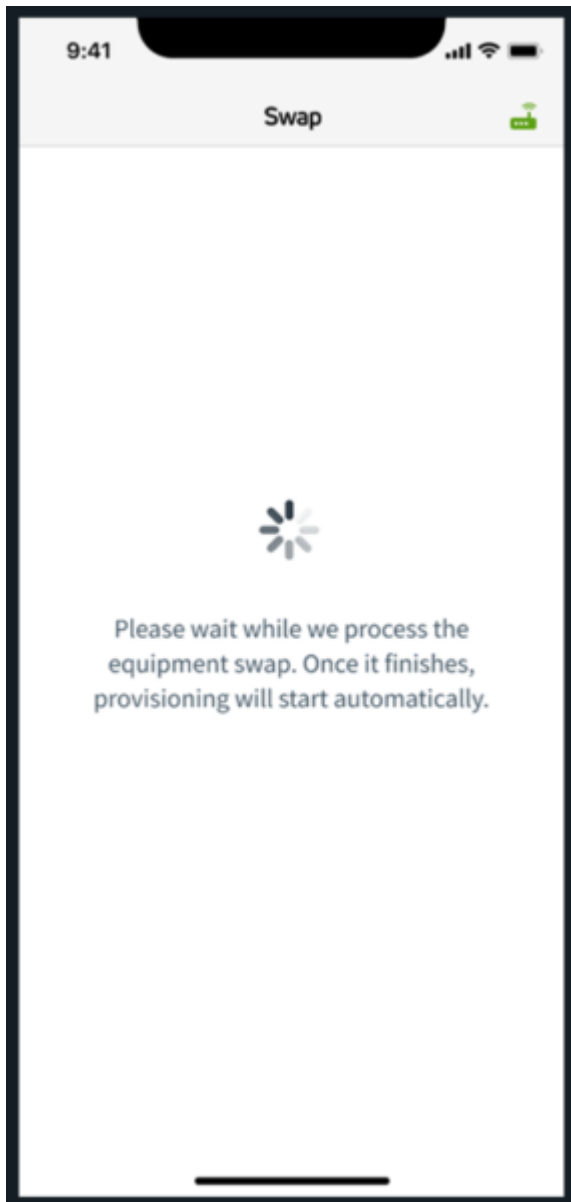
Next, the app will prompt you with swap instructions.



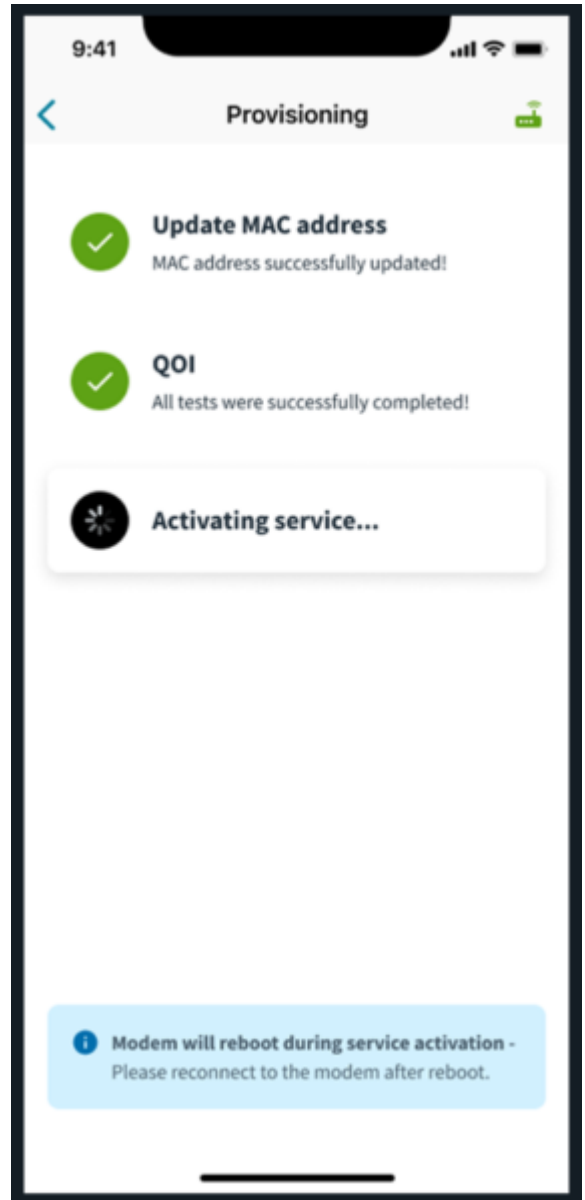
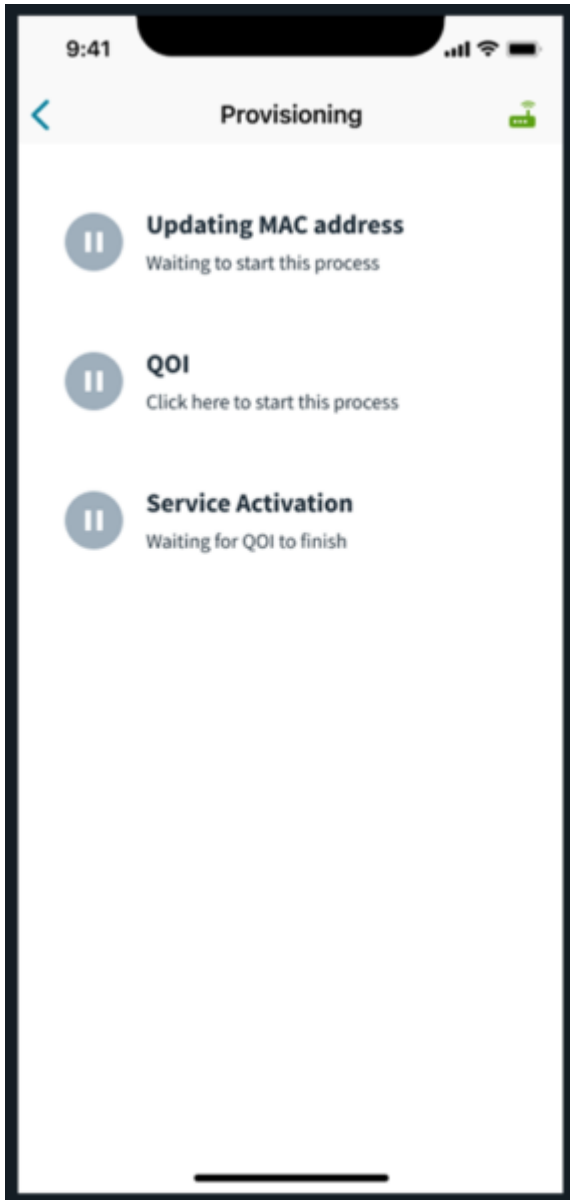
If working with ViaSat-1 (VS-1) equipment, it will prompt you to select the modem type.

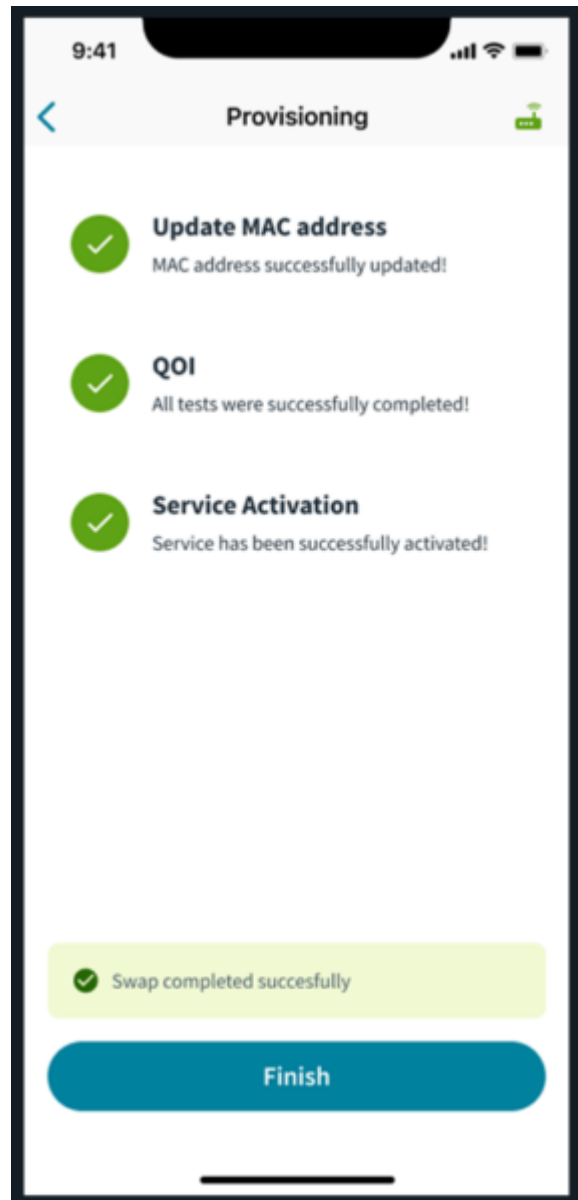
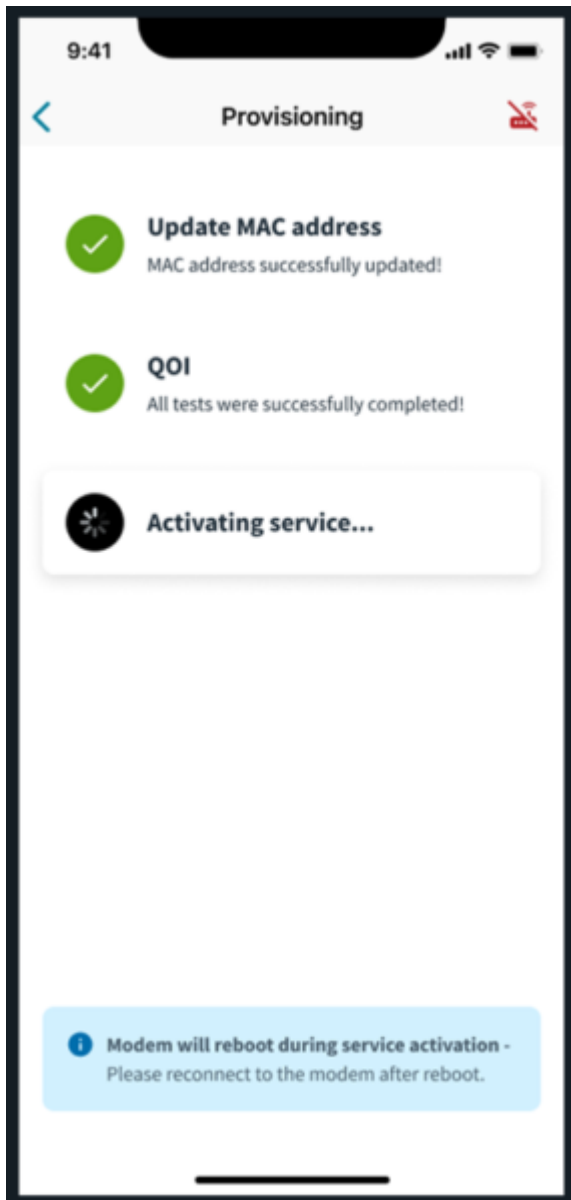


When the equipment swap finishes, the app will automatically proceed to provisioning.



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.





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

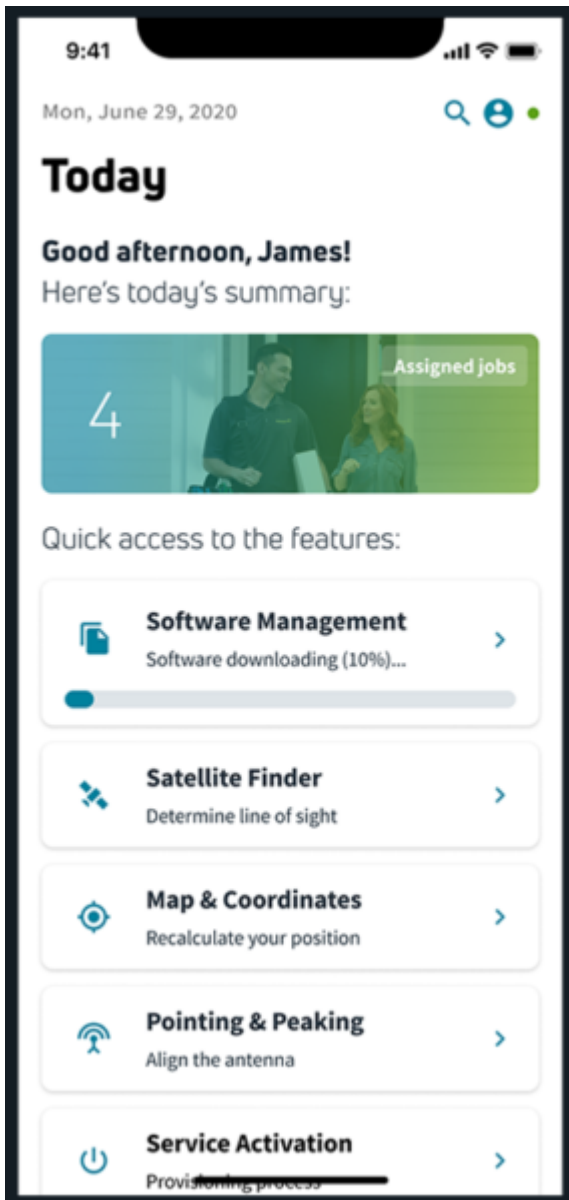
Waiting to start this process



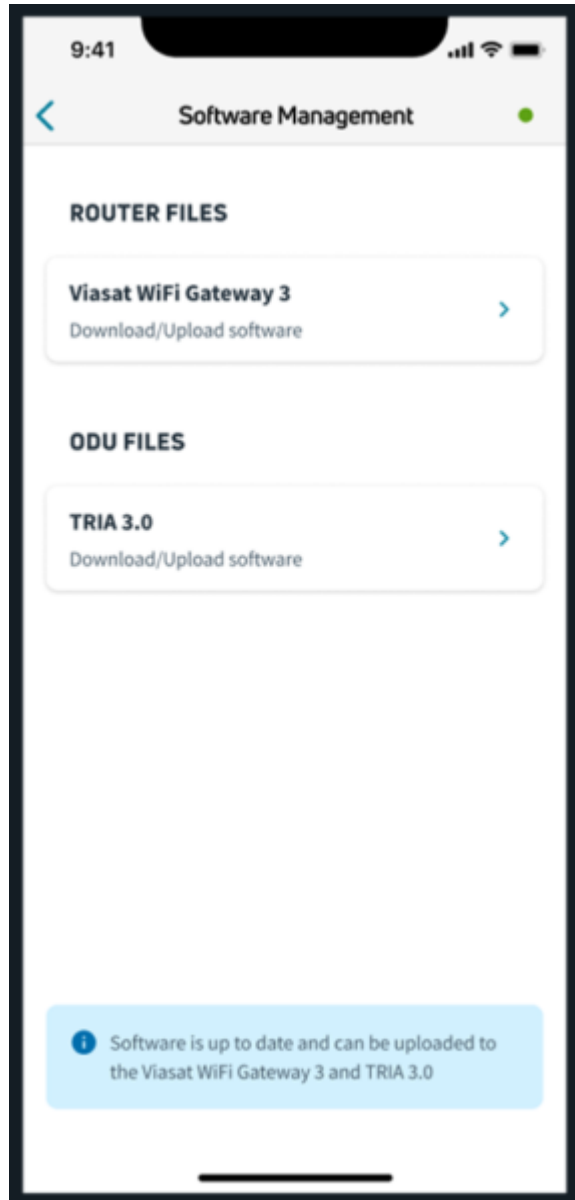
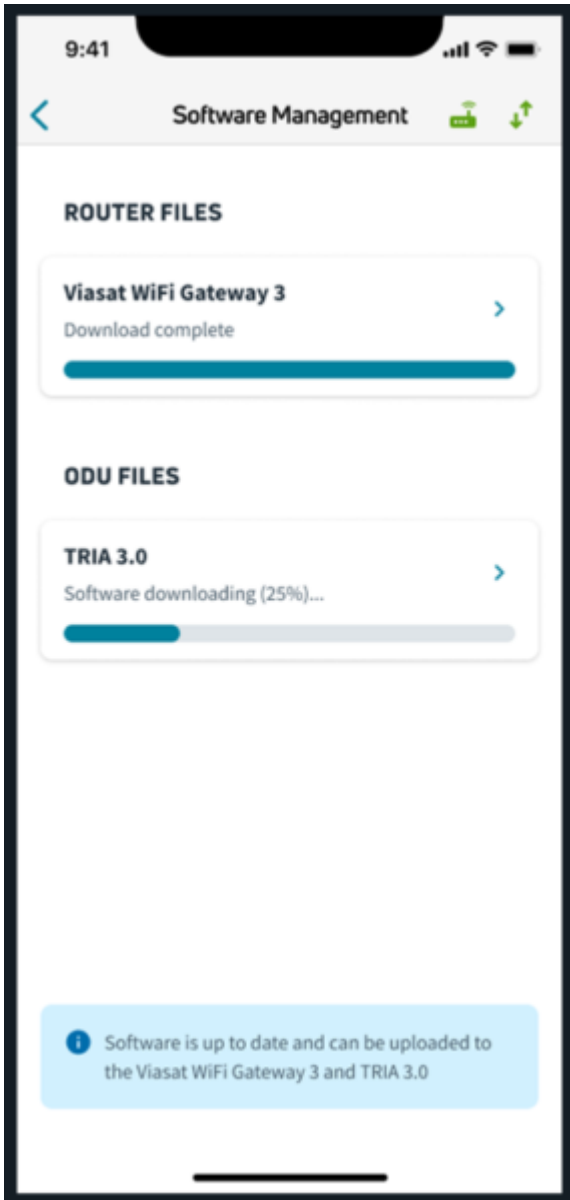
Software Management

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

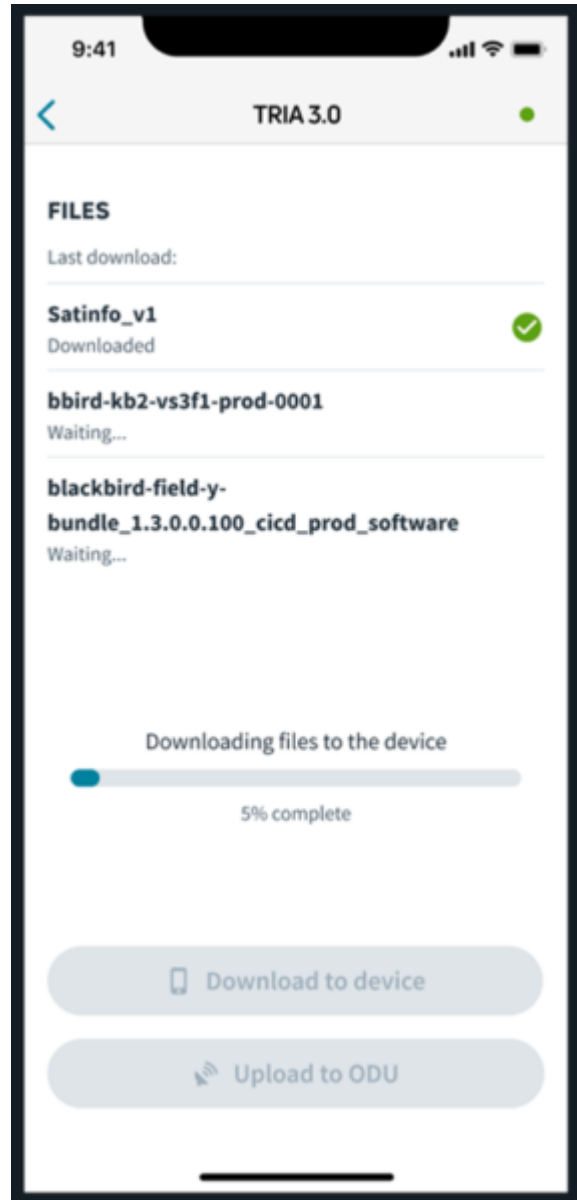
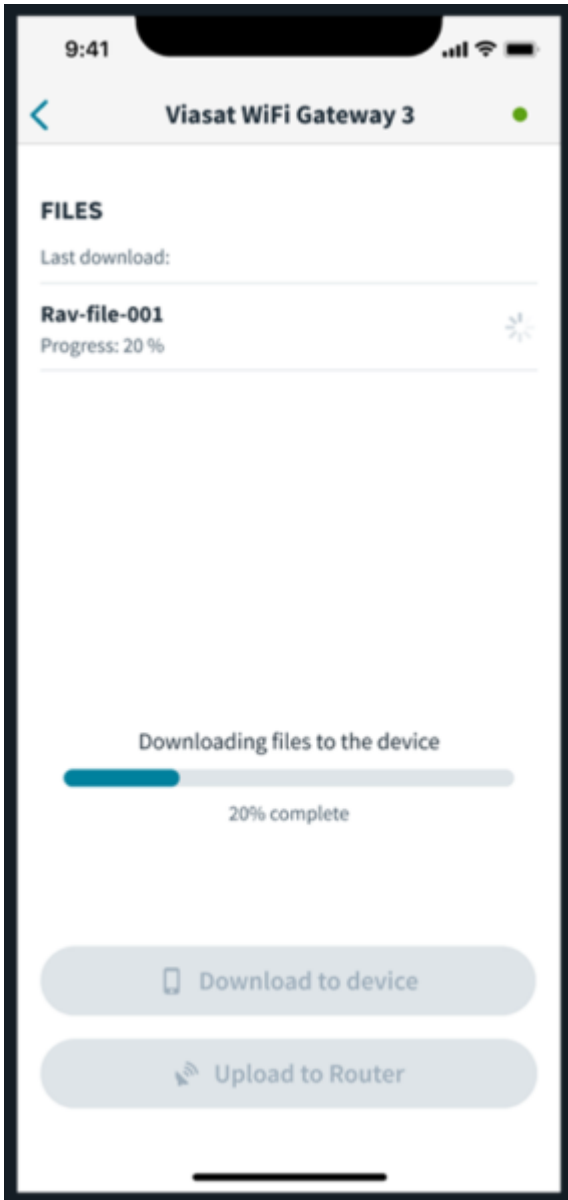
When you log into the app, the app will check for the software for the Router and the ODU. If you do not have the software, it will start an automatic download. If you have software but it is out of date, the app will download the update.



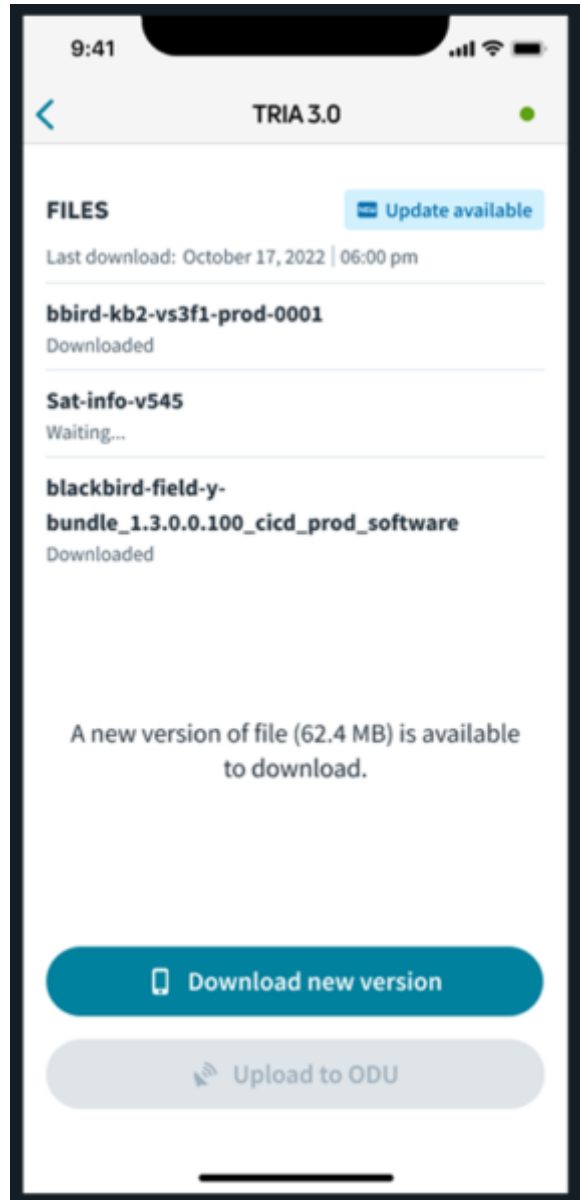
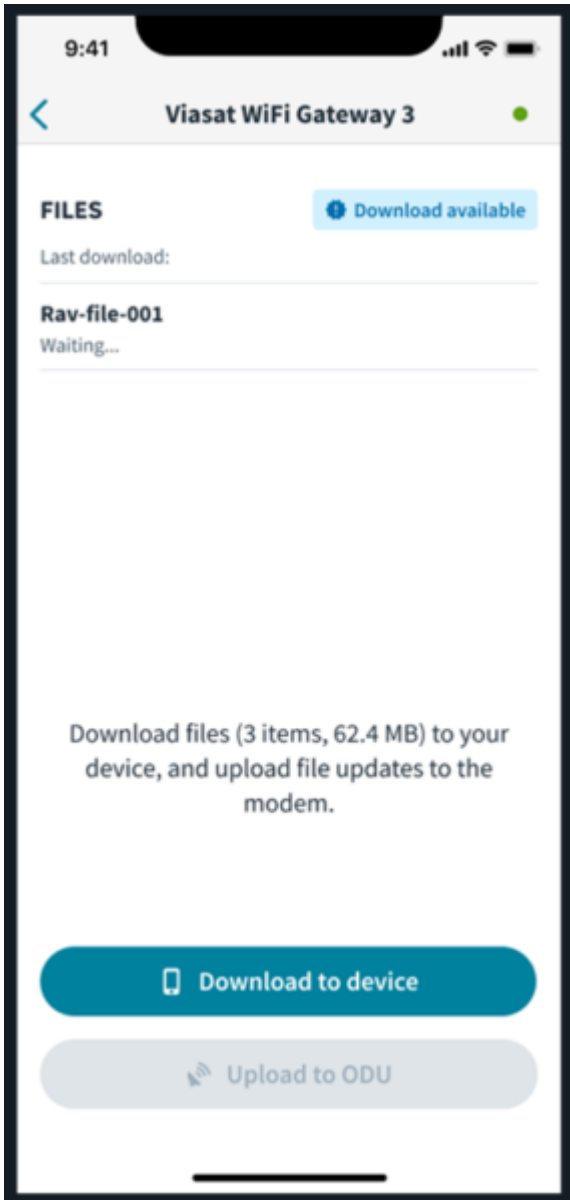
When software is automatically downloading, you should ensure the download completes before closing the app.

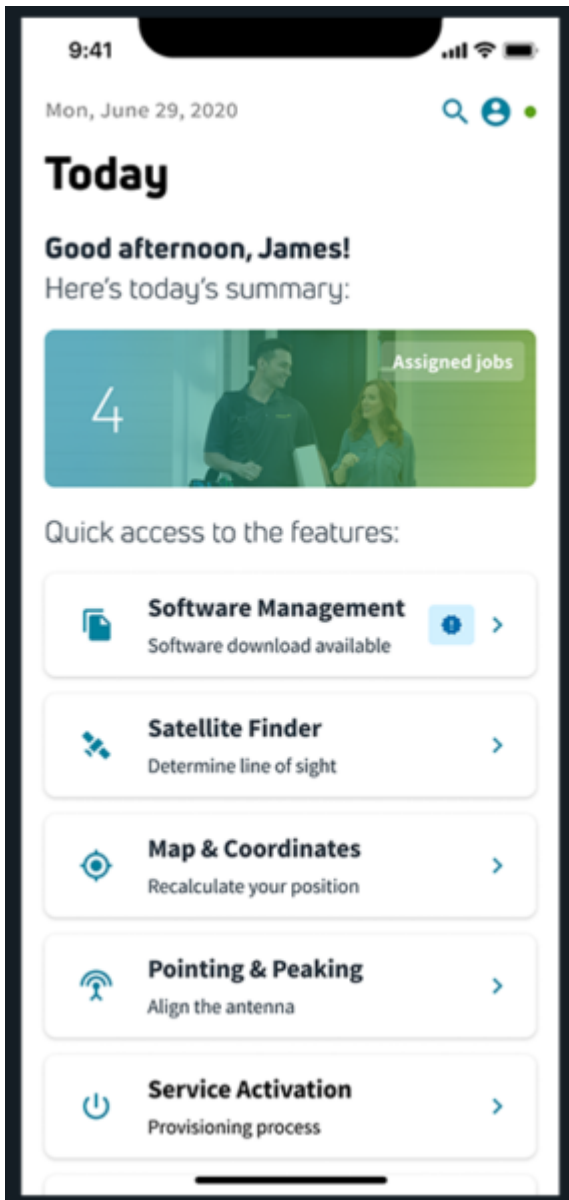


If you are having any issues with the automatic download you can proceed to the ODU or Router software management screens to manually download the software.



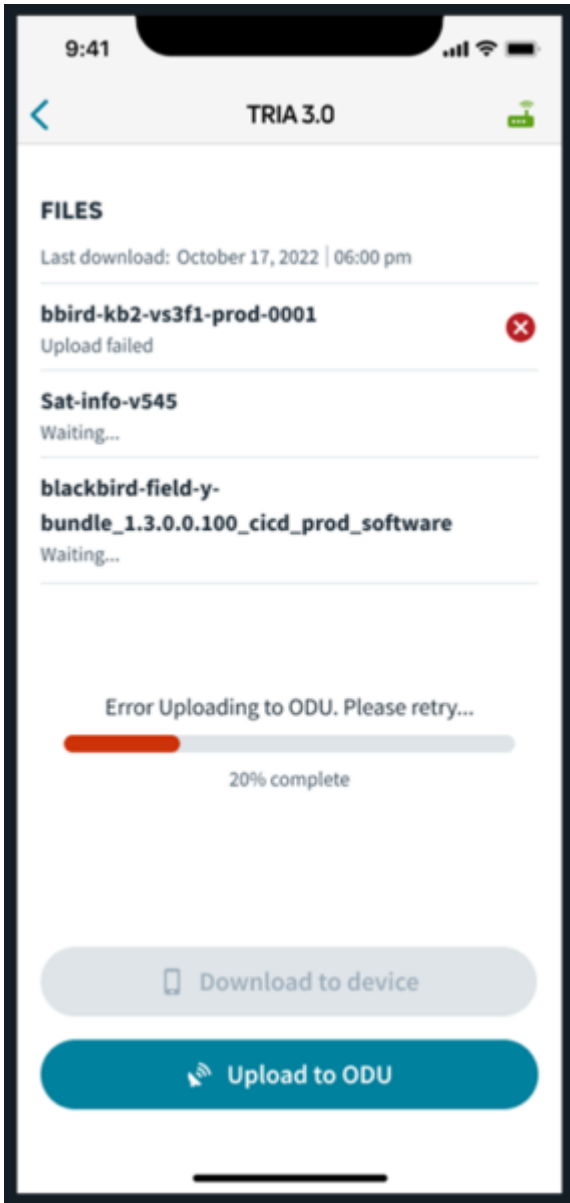
If the app attempts to download the software or a new version of the software, the Software Management screen will show you that a new version is available. This will also be signified on the dashboard to let you know.



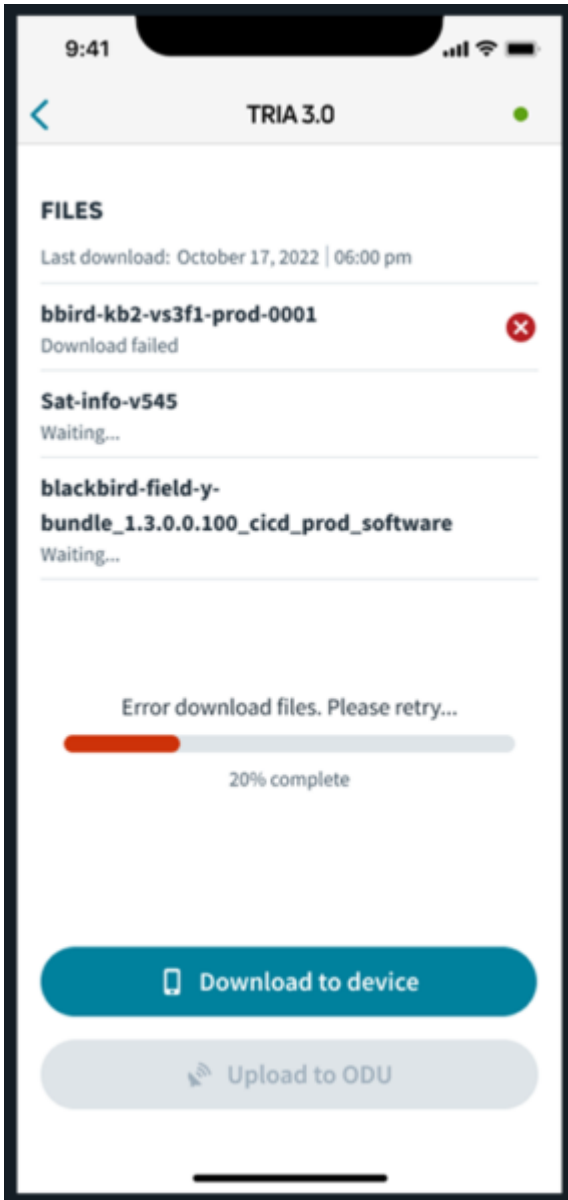


If you receive an error during download or upload, you can re-trigger both from either of the individual Software Management screens.

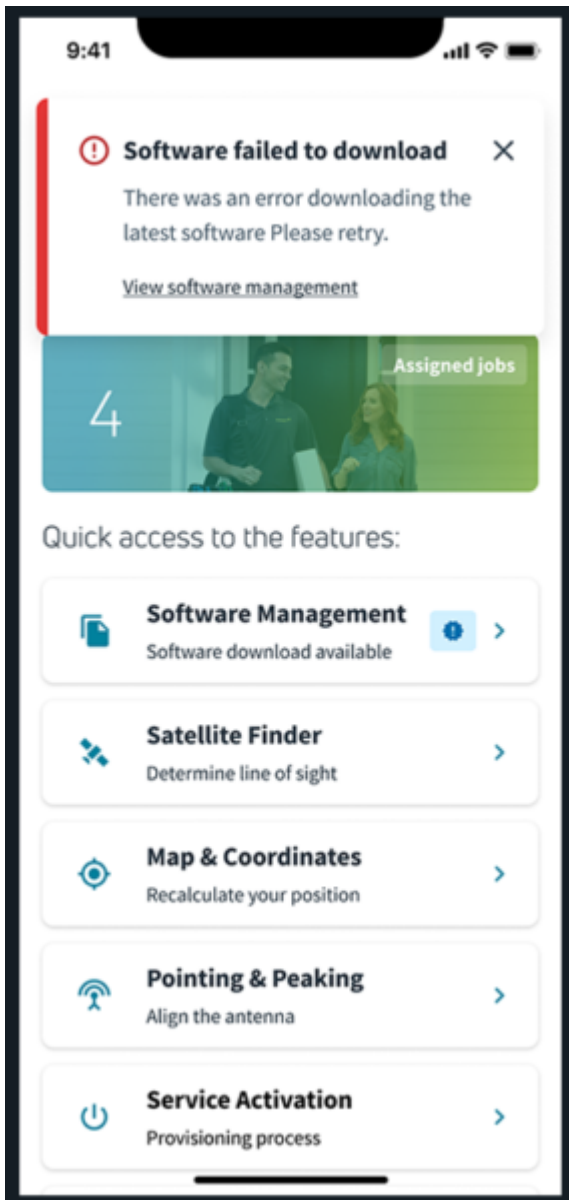
If an upload failure occurs, you'll see this screen.



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.

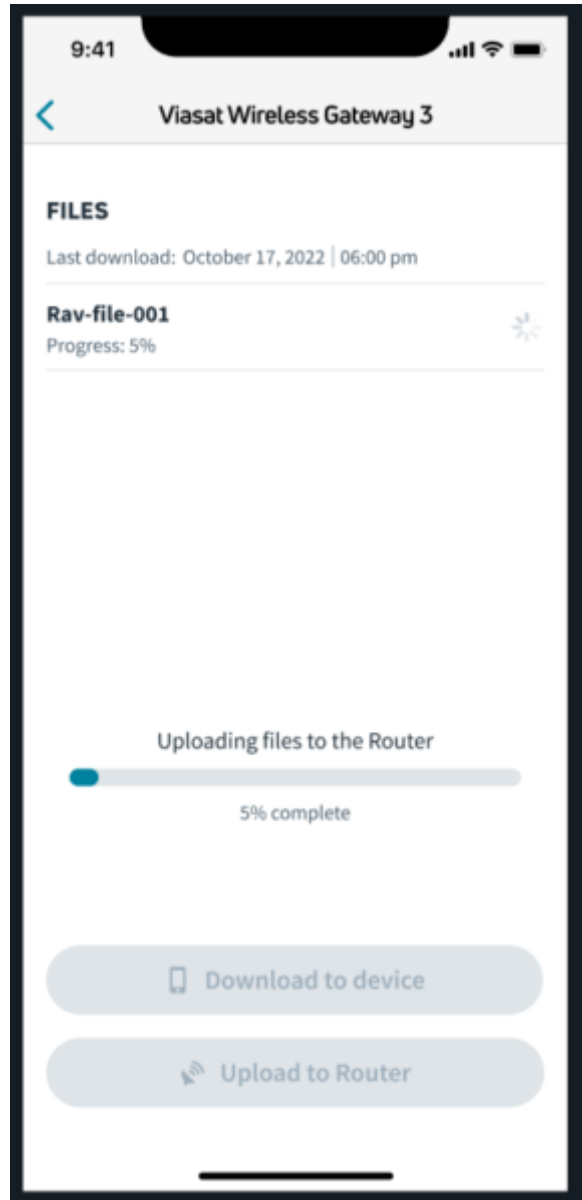
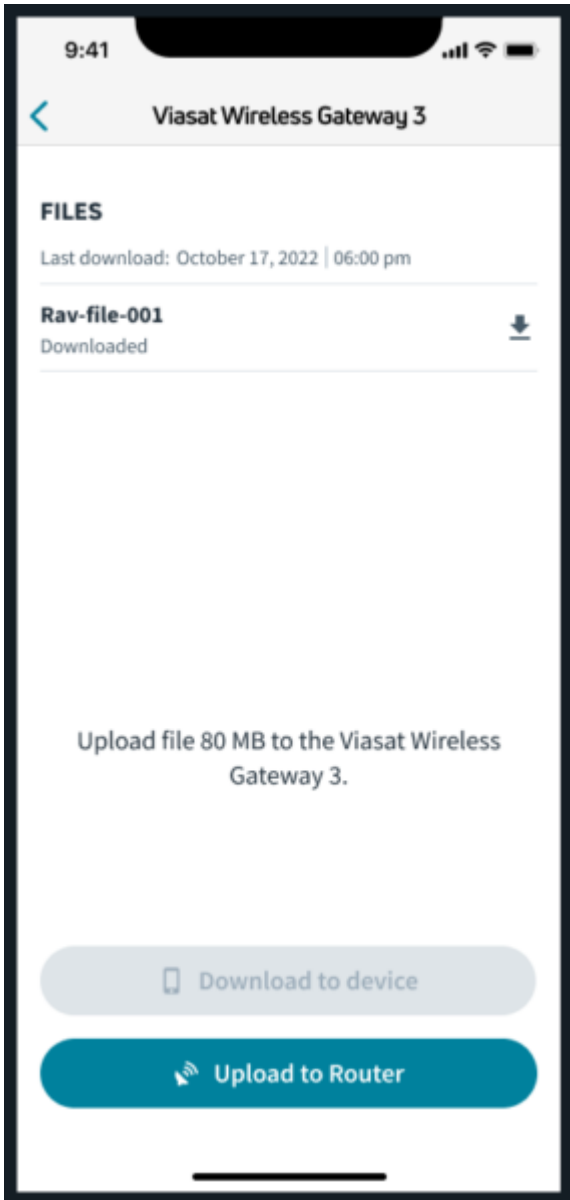


Upload software

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

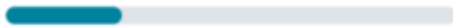
Last download: October 17, 2022 | 06:00 pm

Rav-file-001

Progress: 20%



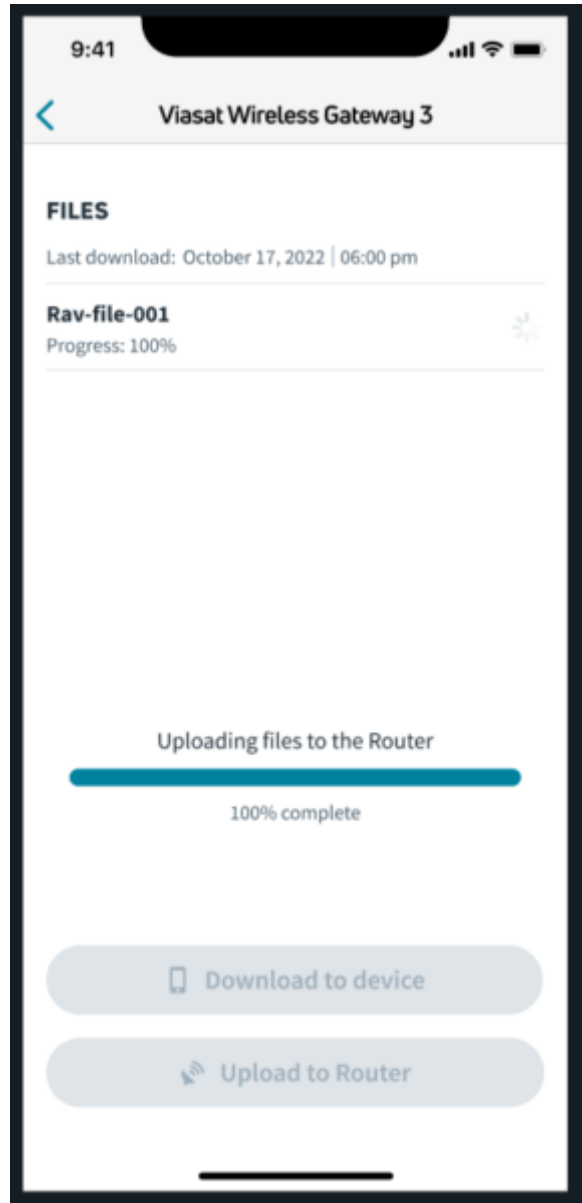
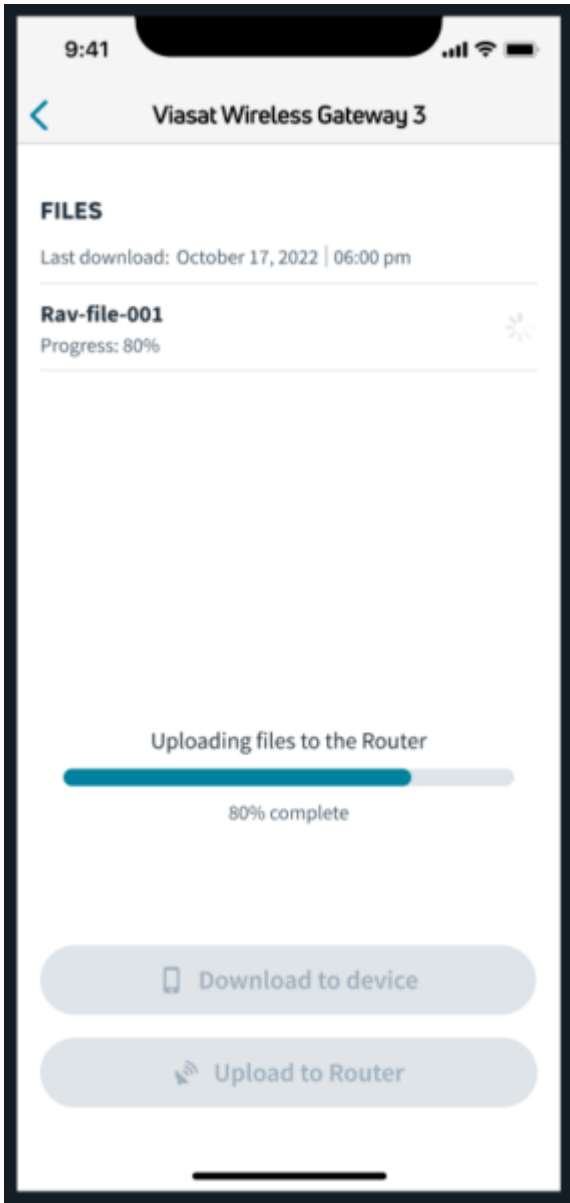
Uploading files to the Router

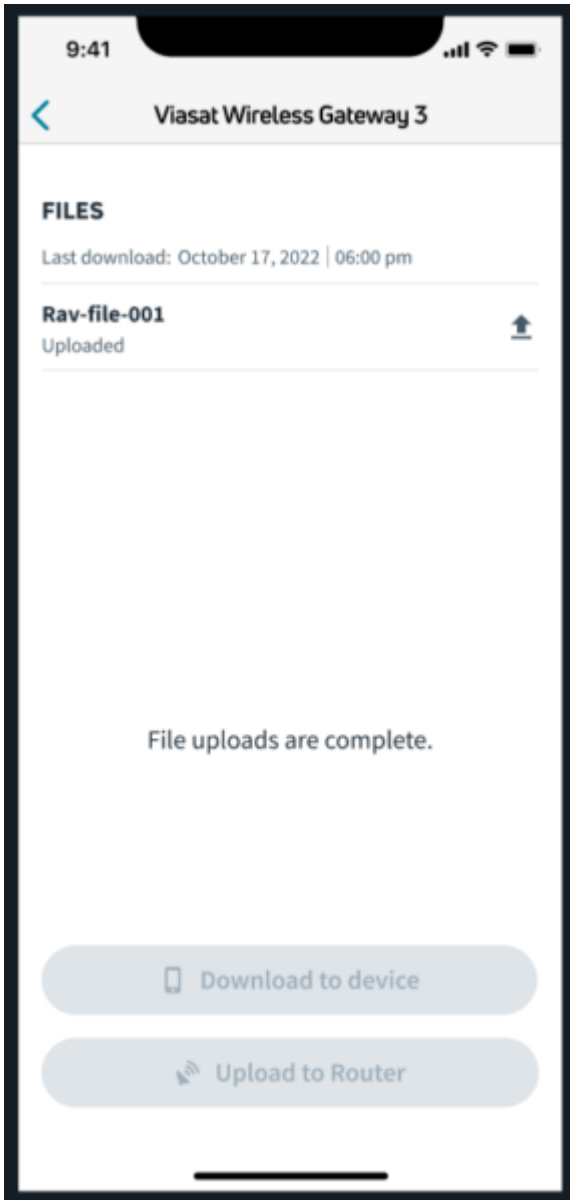


20% complete

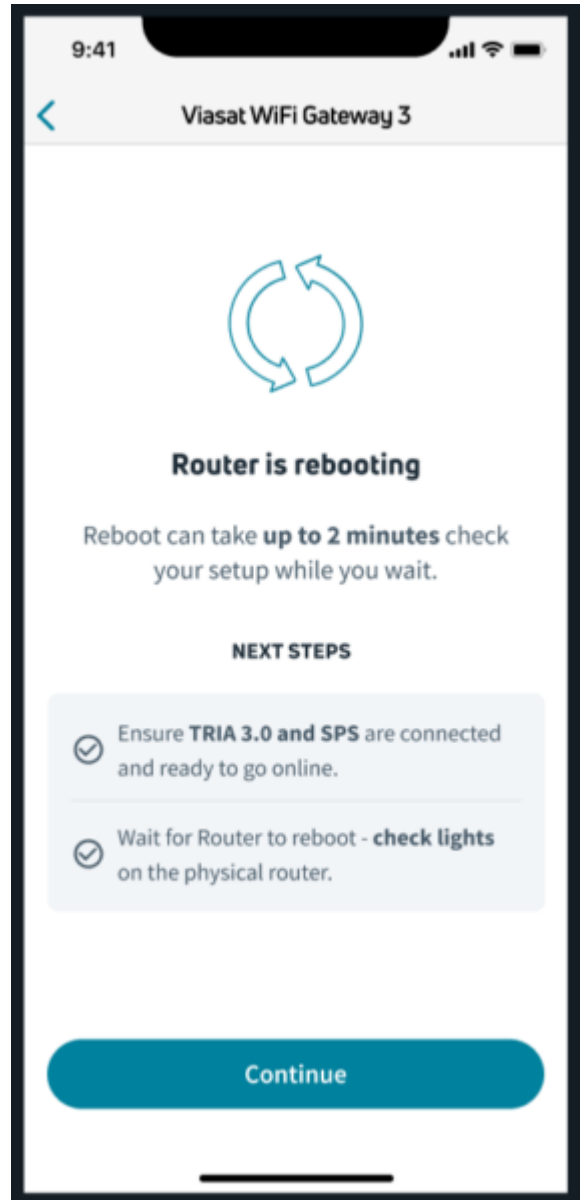
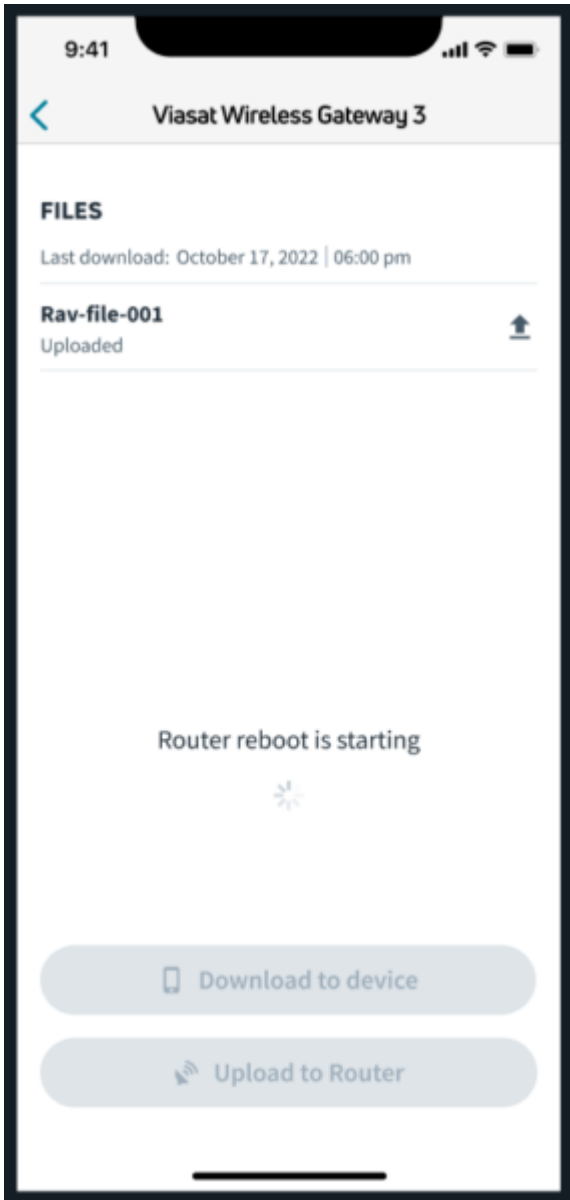
 Download to device

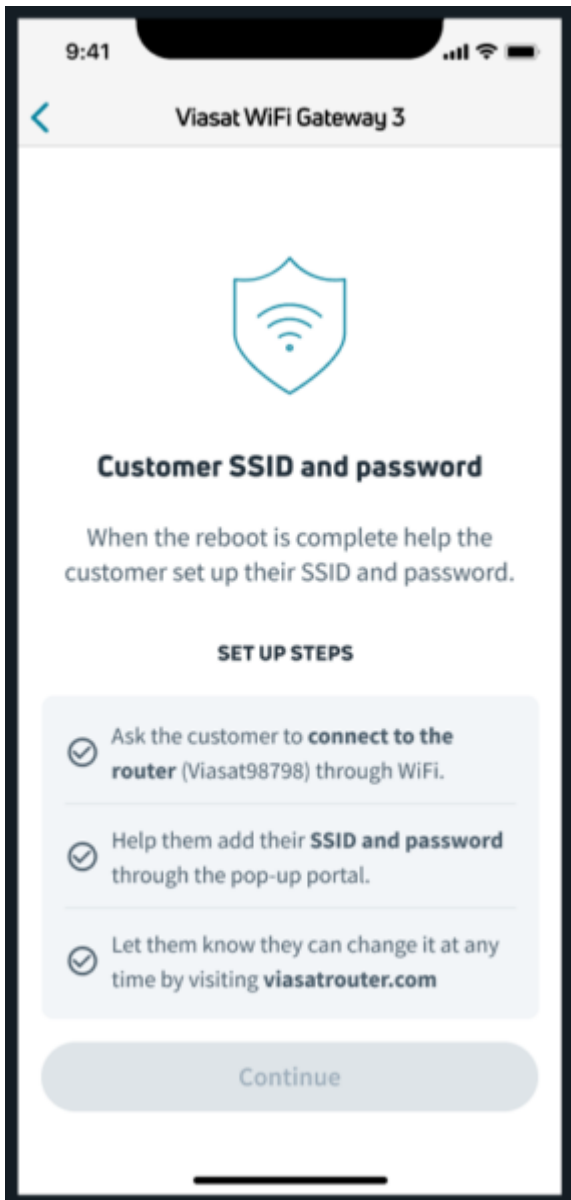
 Upload to Router



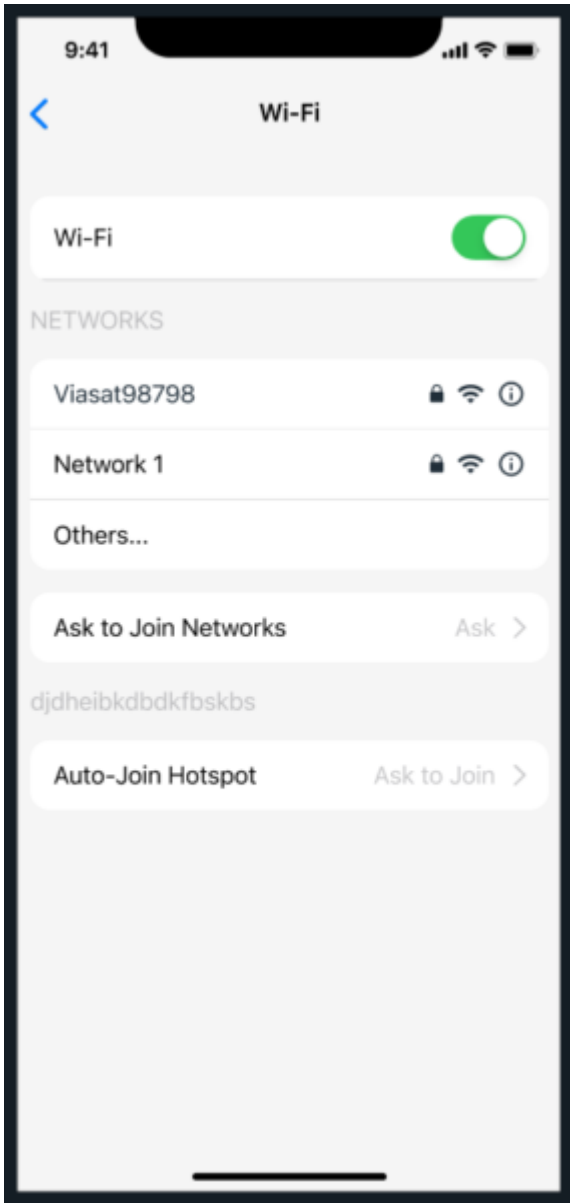


The router will then reboot. When completed, you'll be instructed to guide the customer to set up their SSID and password.

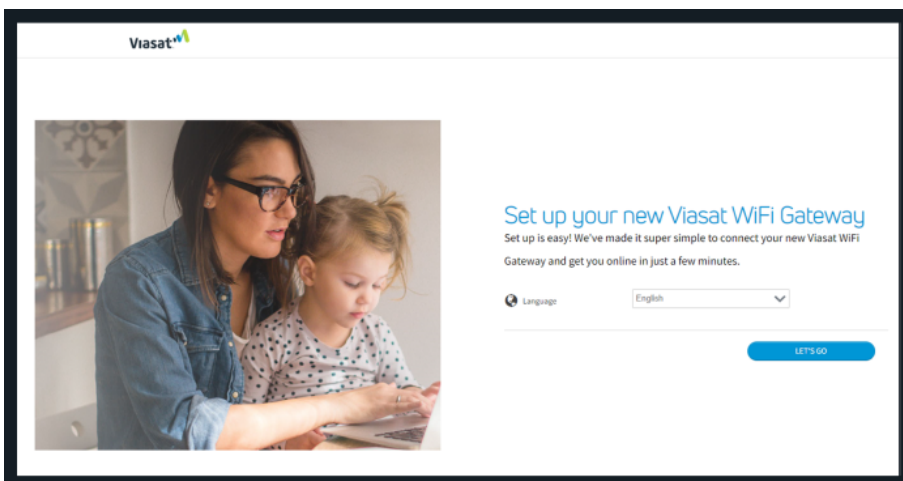


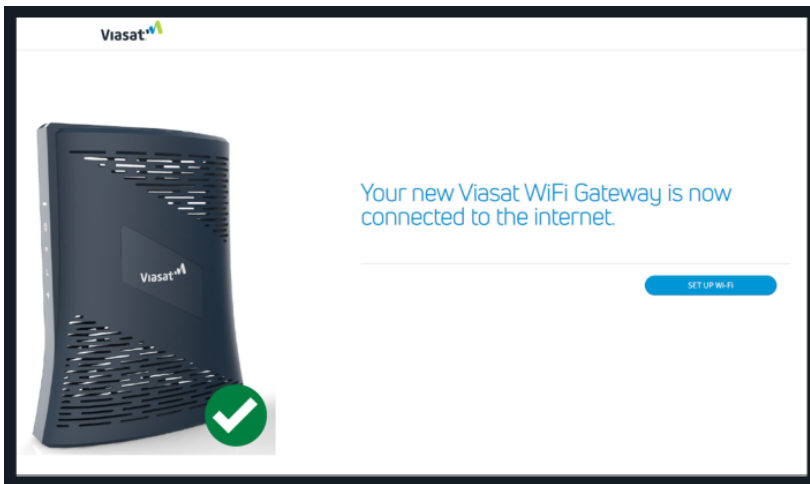
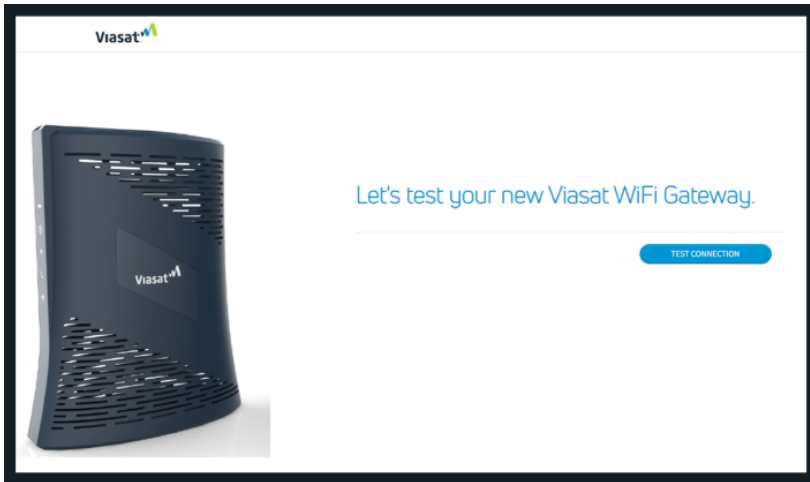


On the technician's device, connect to the Viasat router.

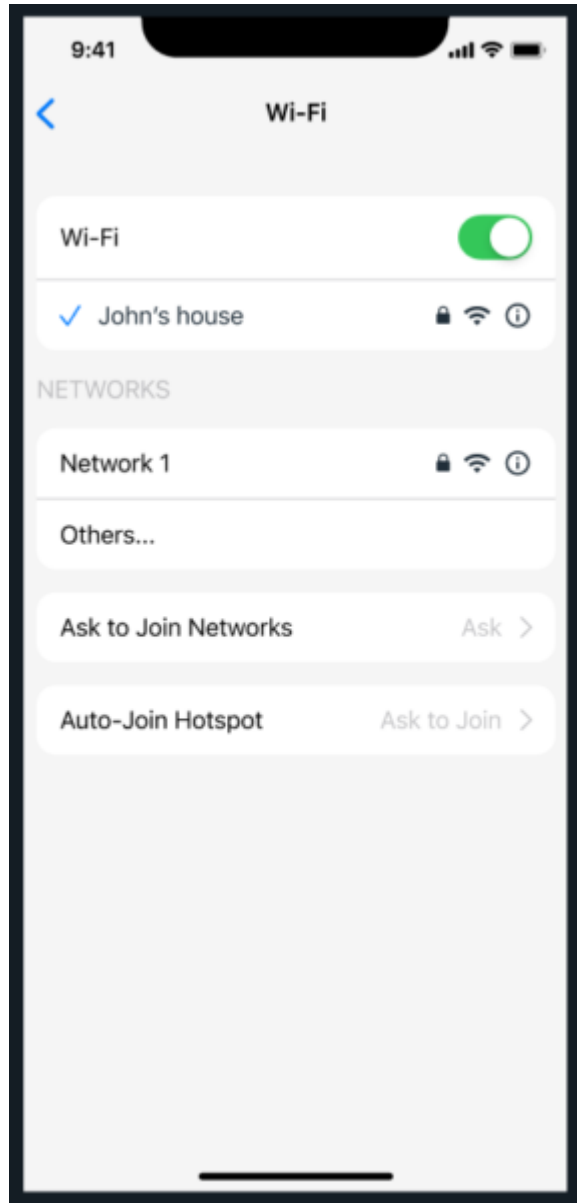
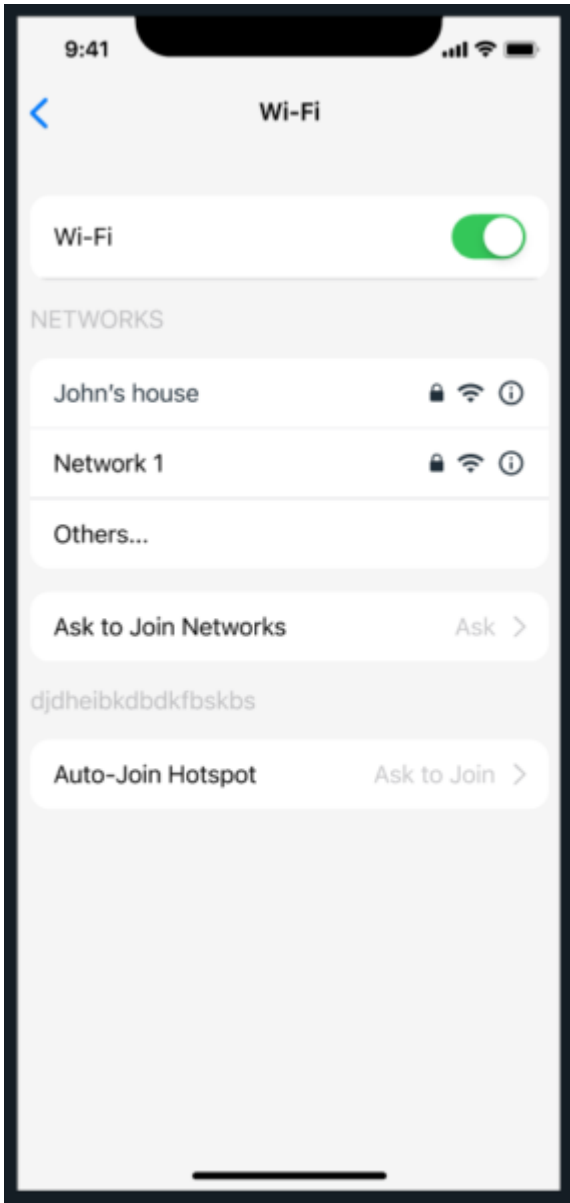


In the pop-up, help guide them through setting up their SSID and password through the portal. They can change this information at any time.

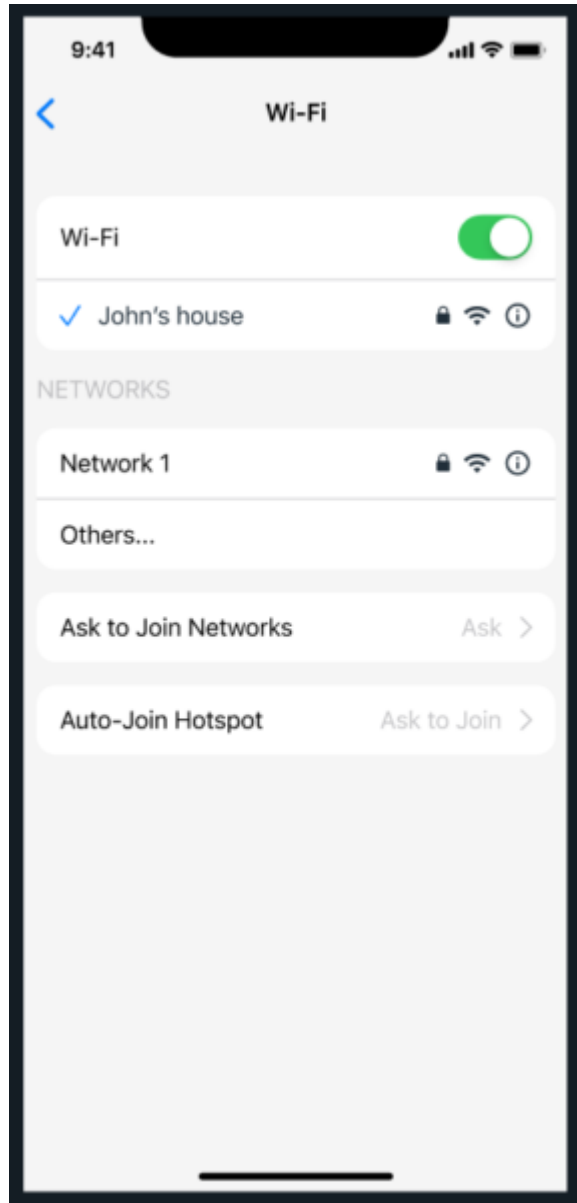
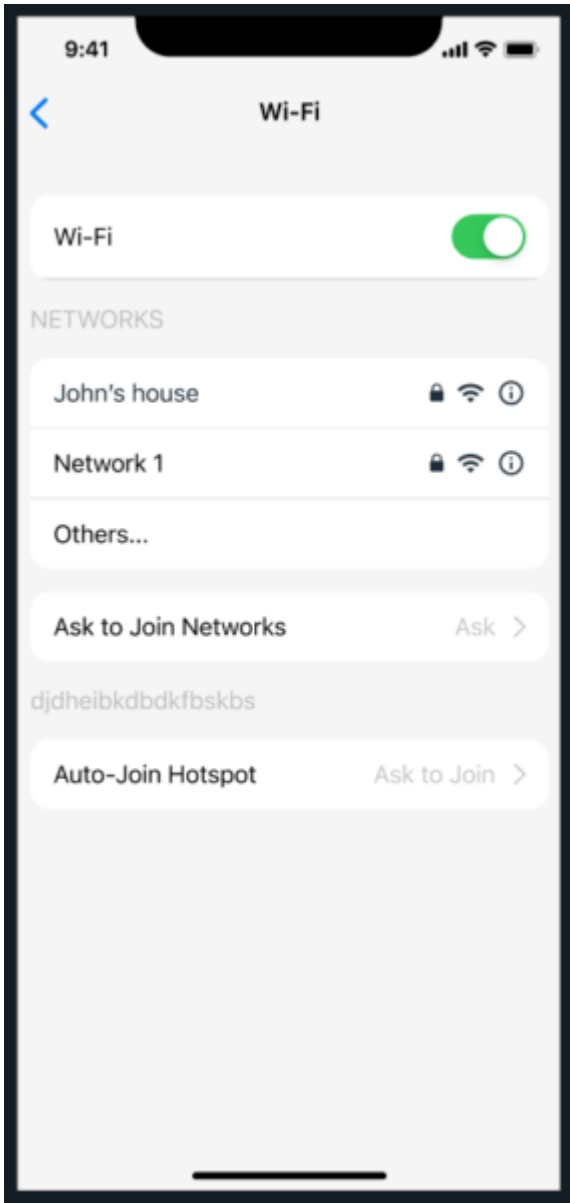




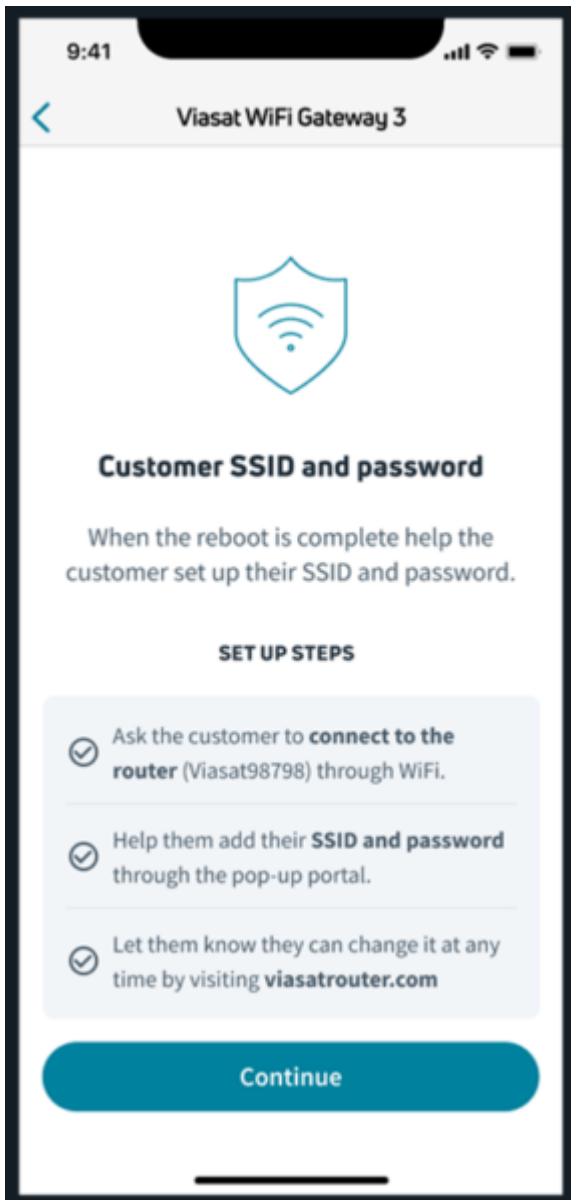
On the customer's device, have them connect with their new SSID and password.



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



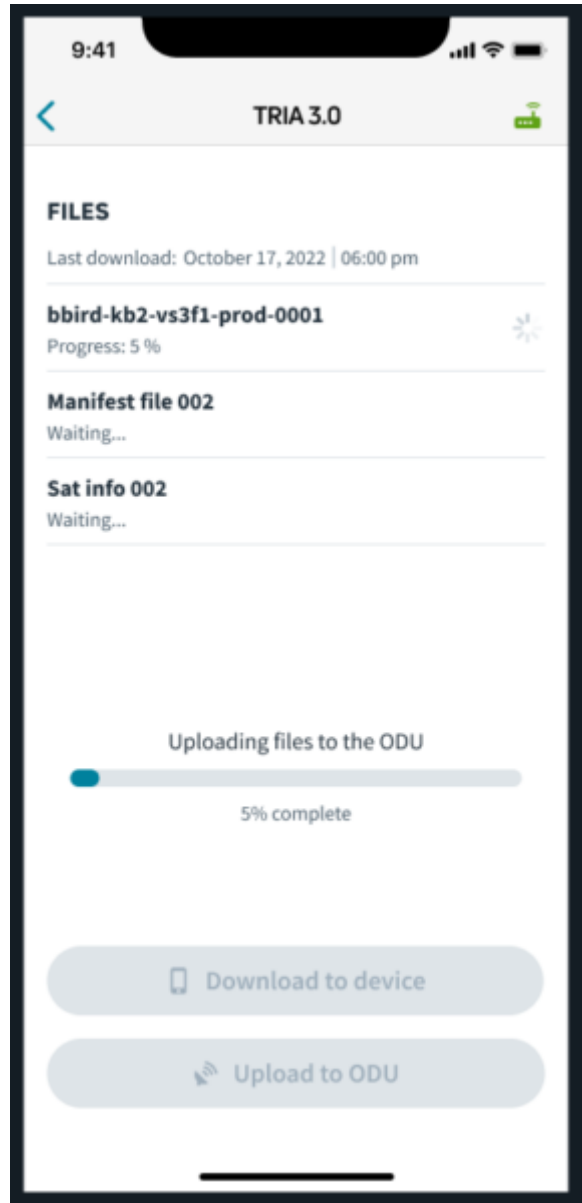
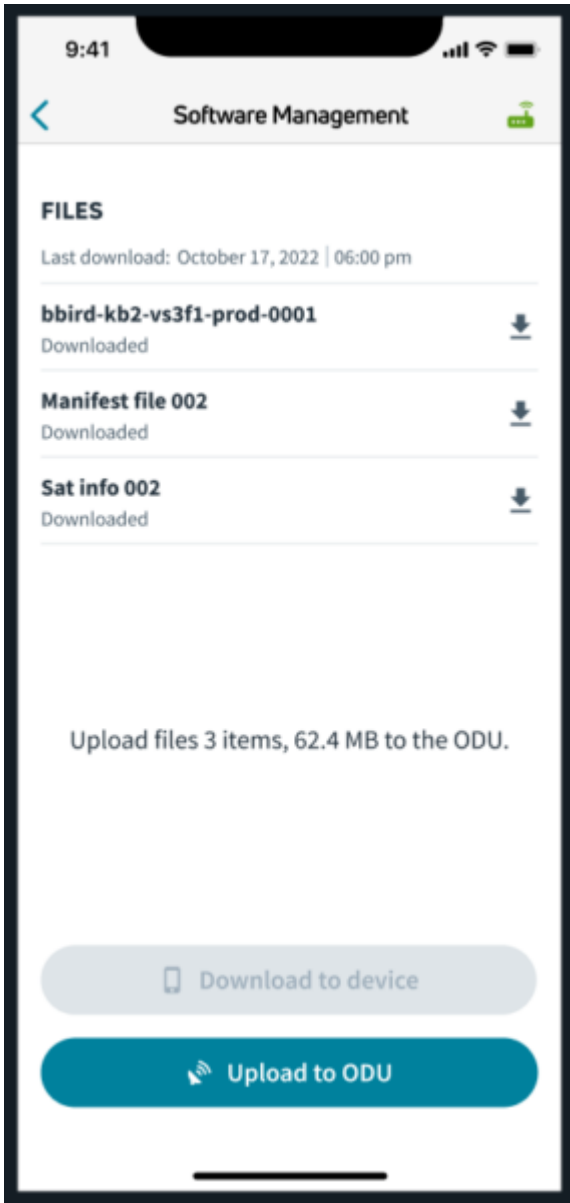
Go back into the VTT app and connect to the new SSID using the password.



Press Upload ODU.



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



9:41



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...

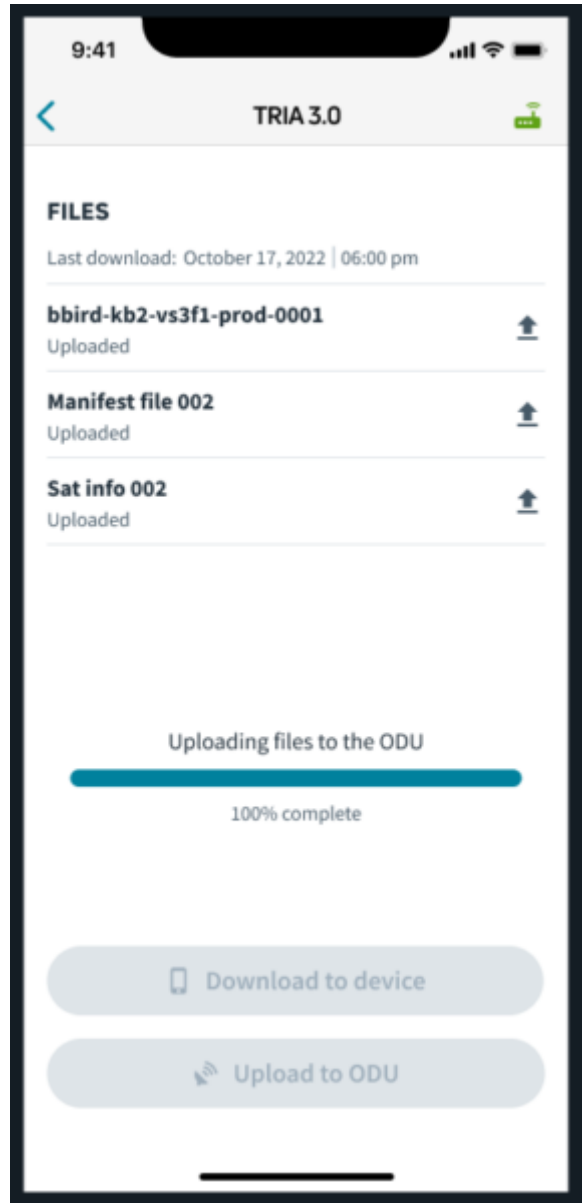
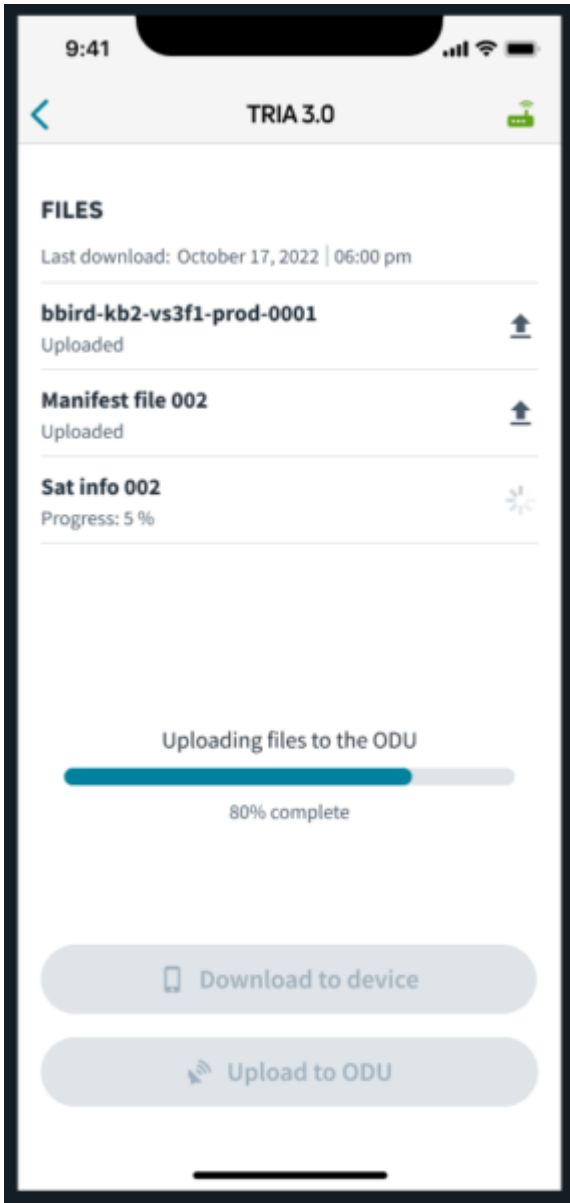
Uploading files to the ODU

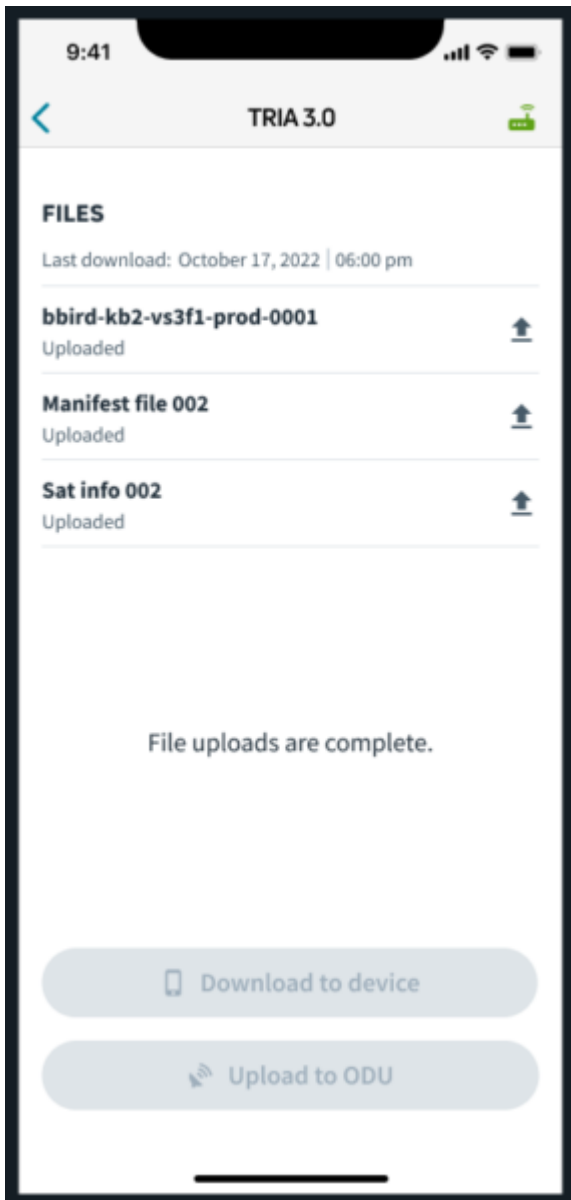


20% complete

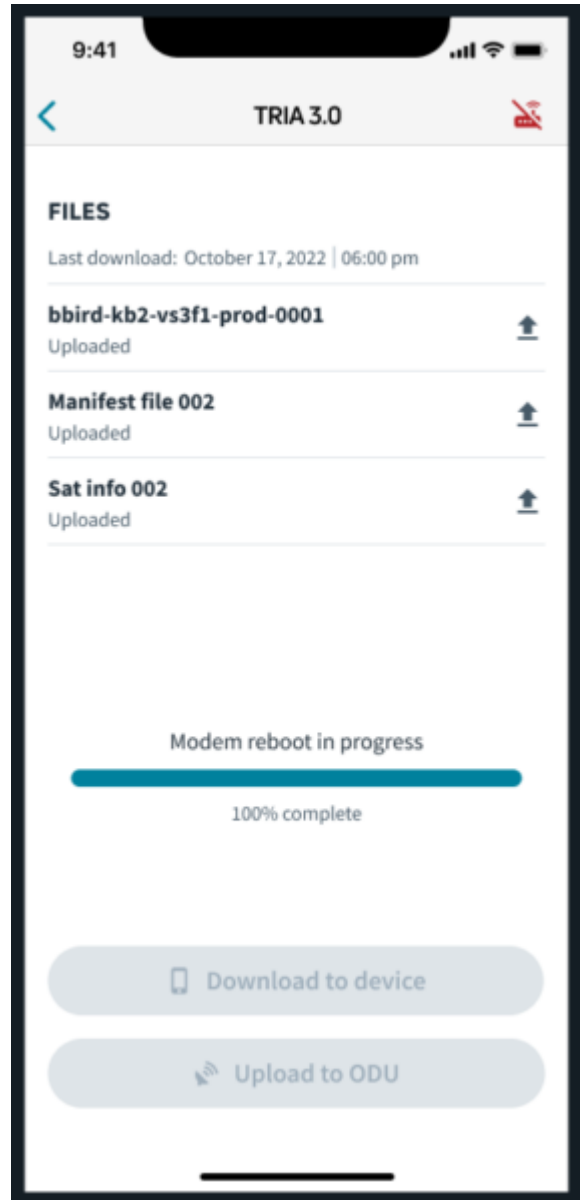
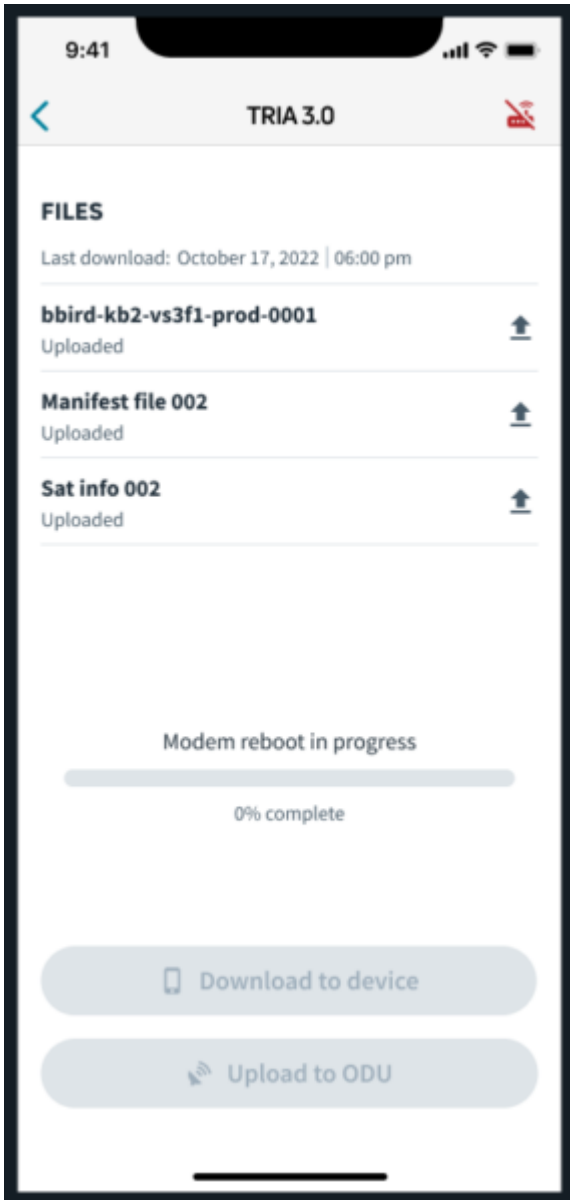
 Download to device

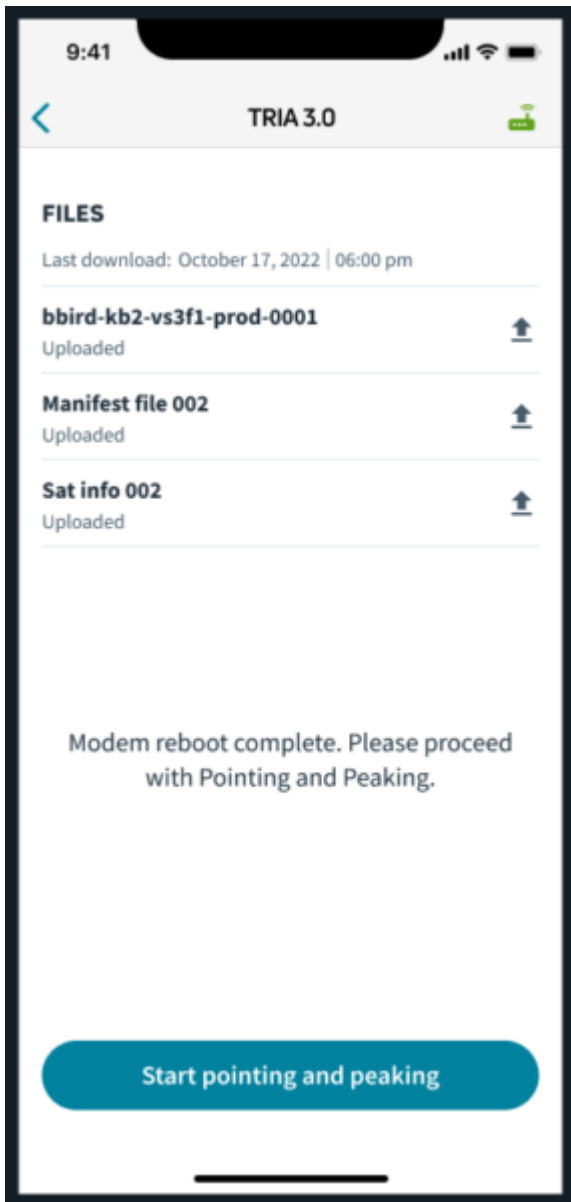
 Upload to ODU



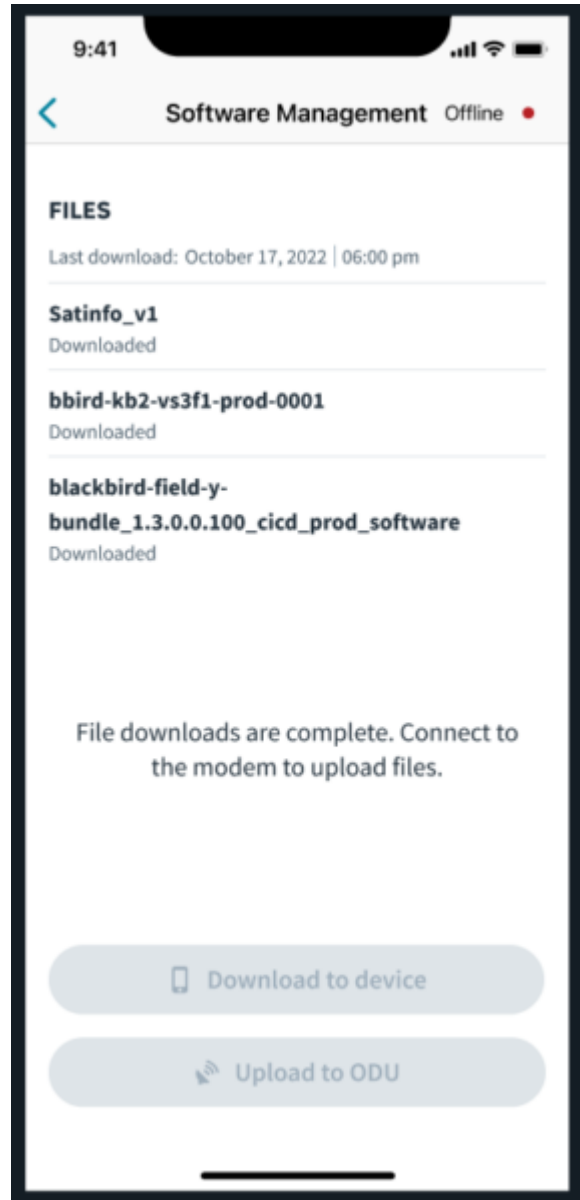
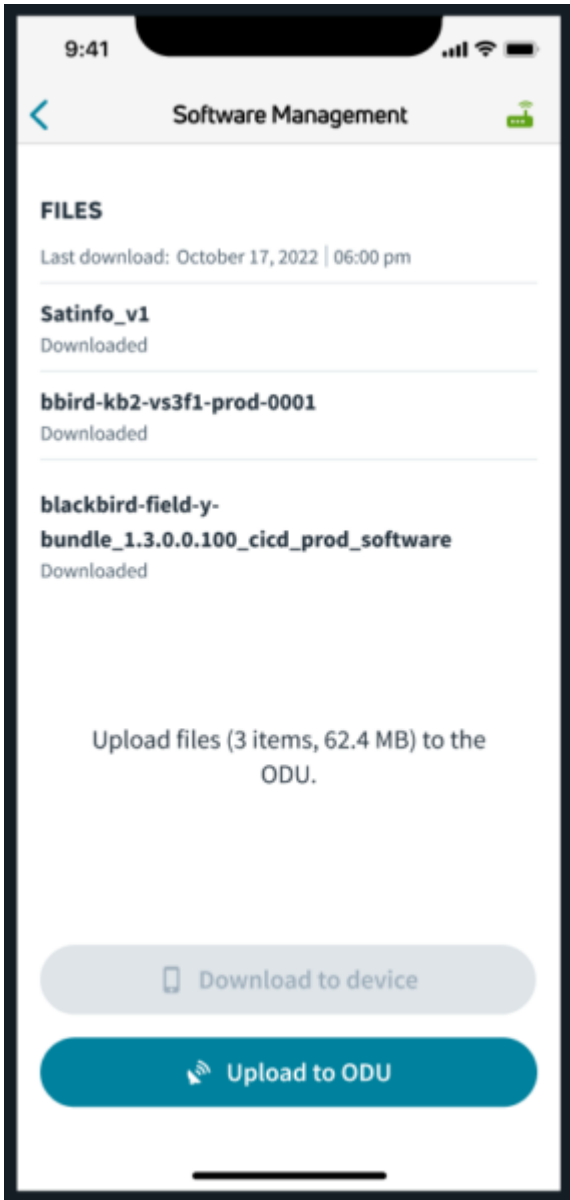


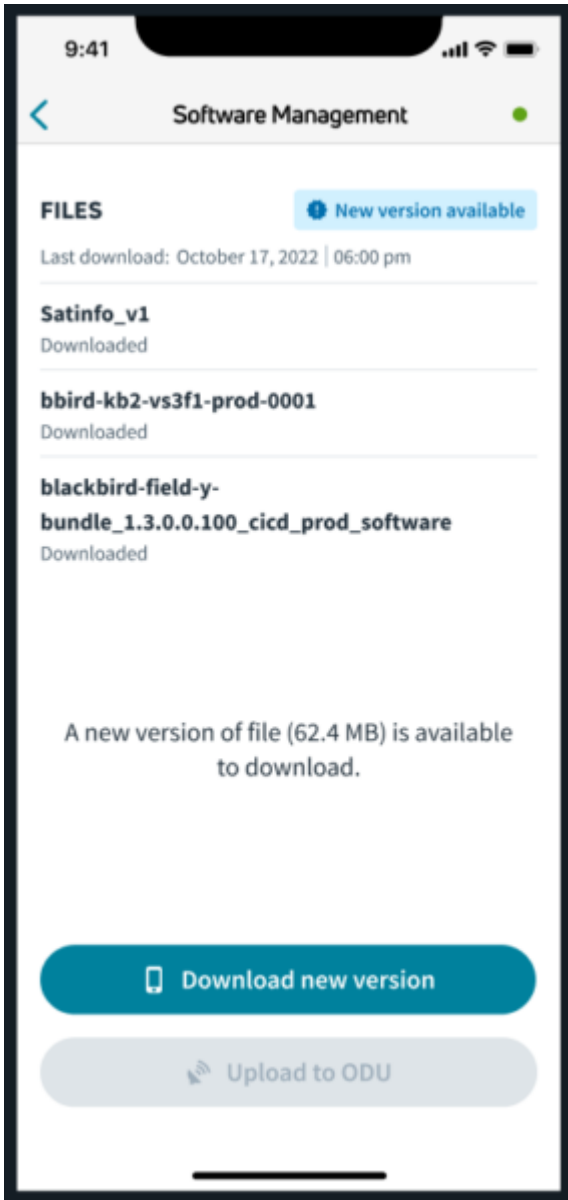
The modem will begin a reboot process. And then you will be able to begin **Pointing & Peaking**.



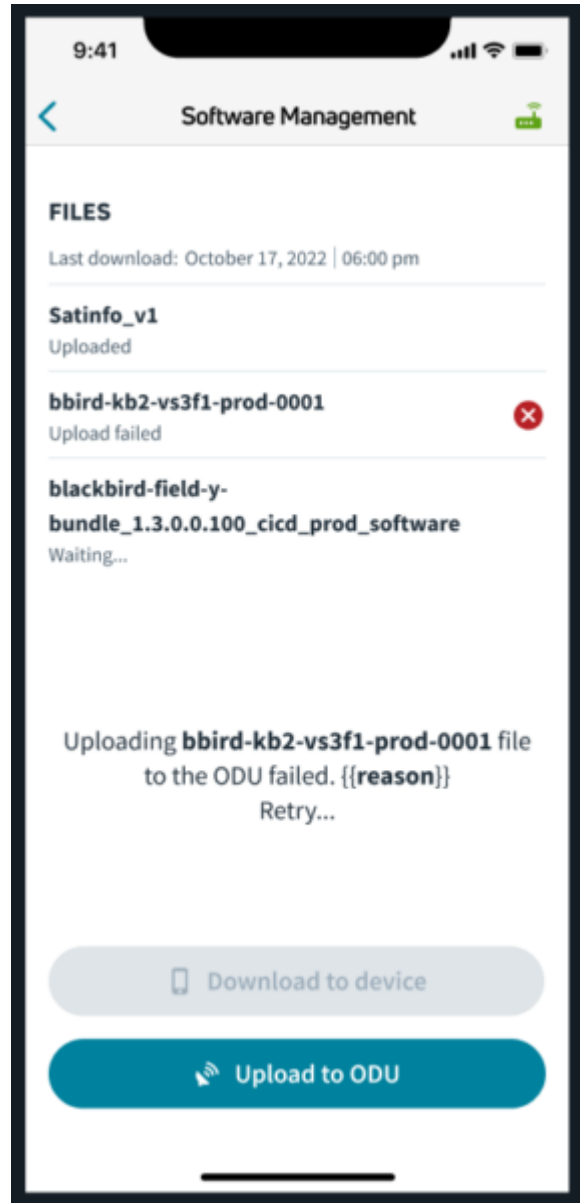
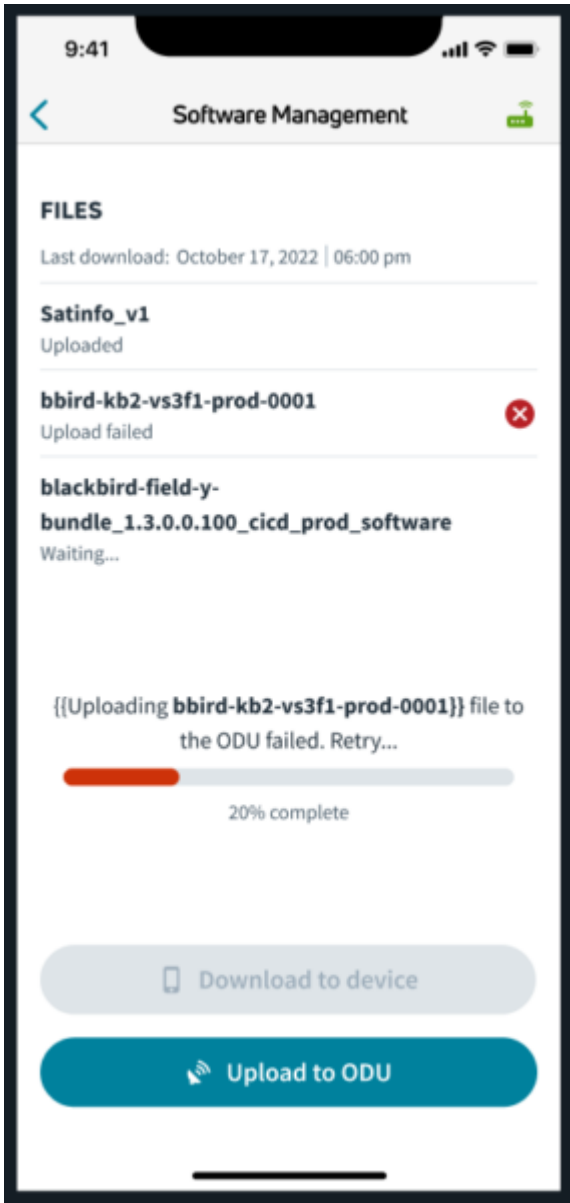


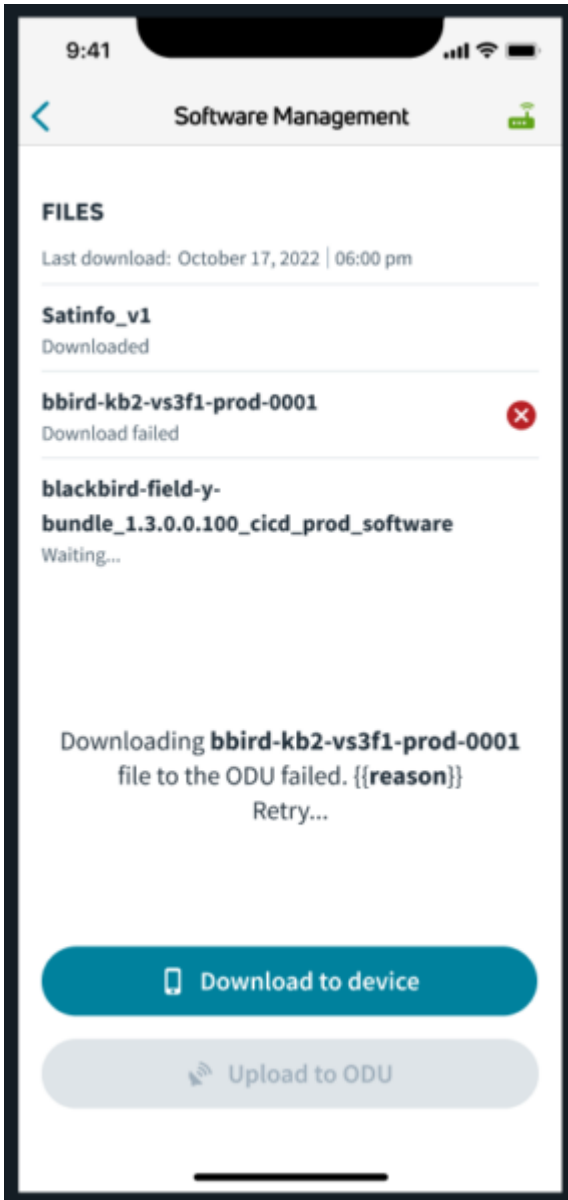
The app will alert you if the software package has a newer version.





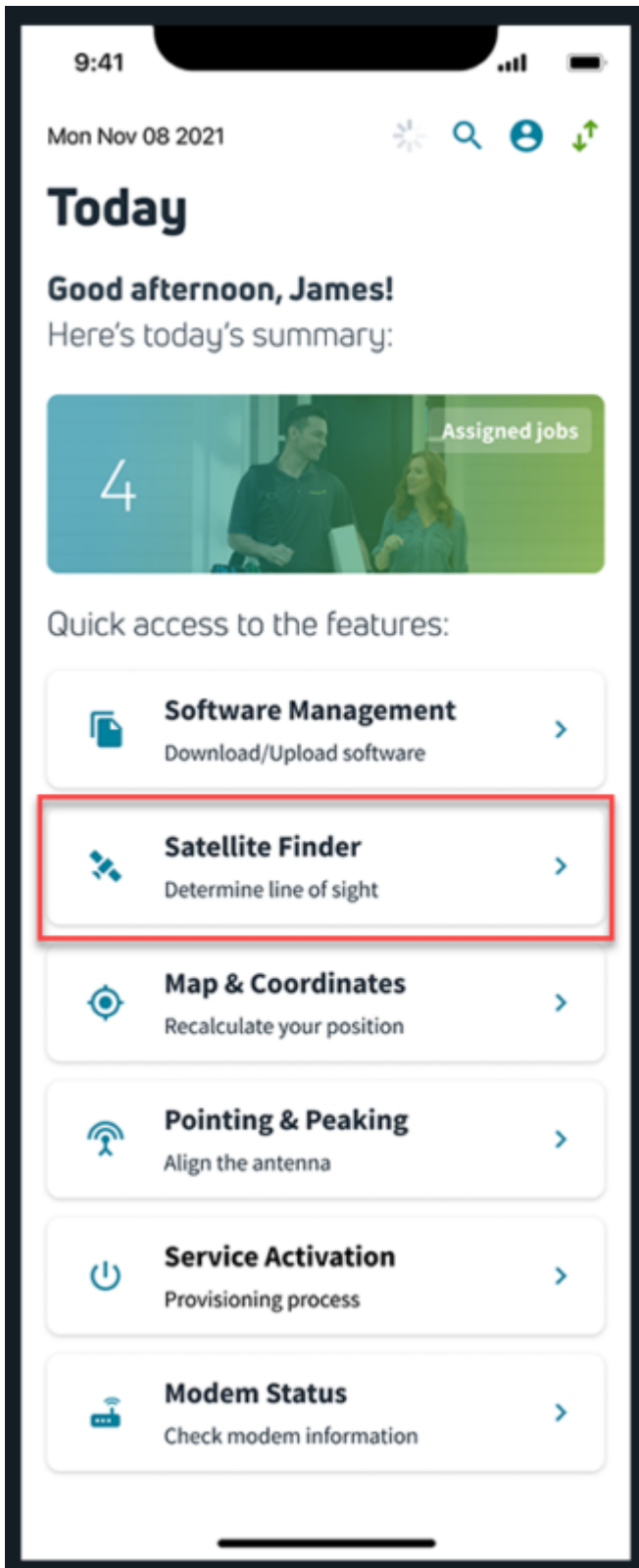
Should the upload to the ODU fail, you may try the upload again or restart the download from the beginning and then try uploading again.



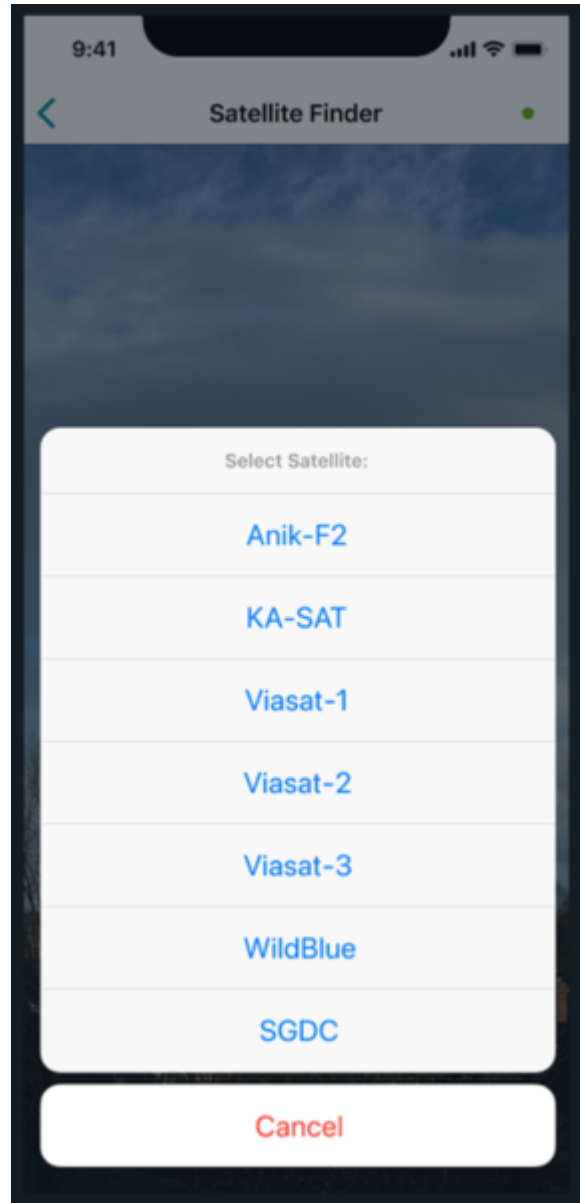


Satellite Finder

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



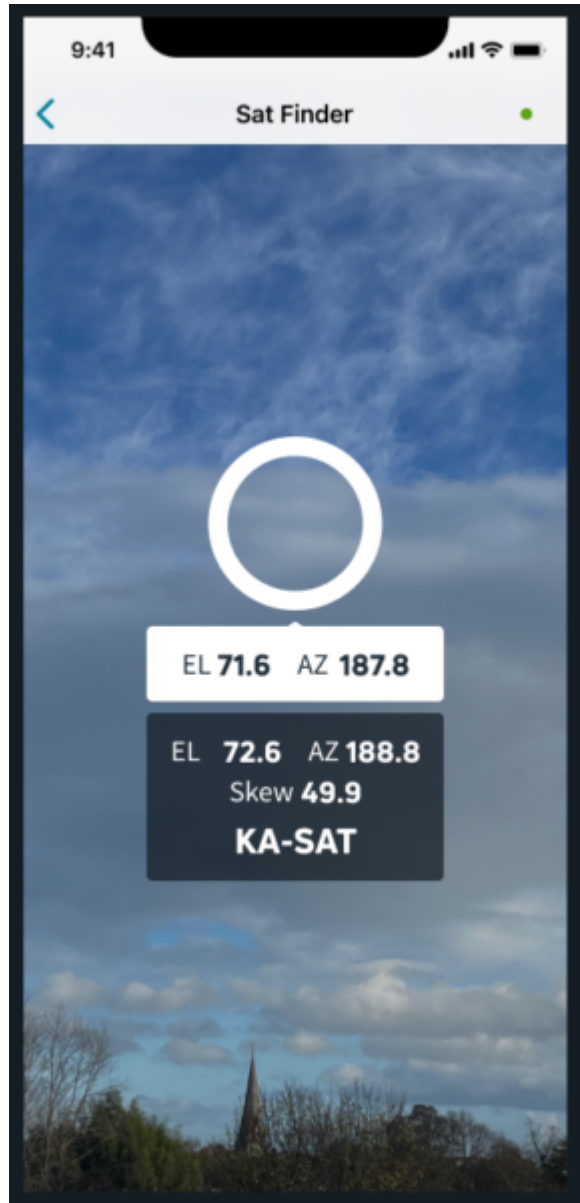
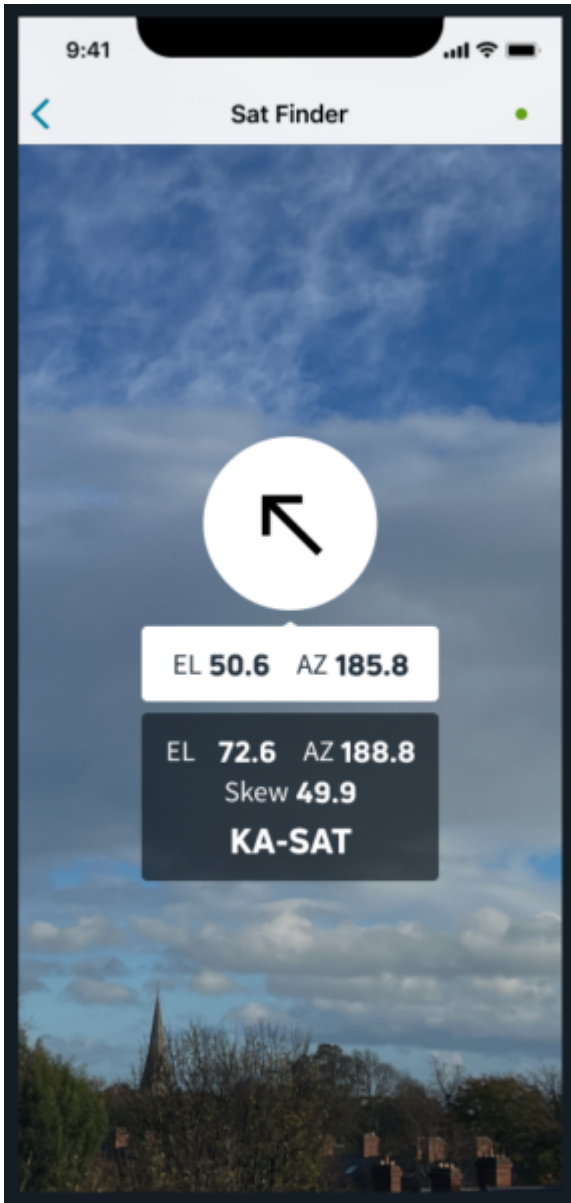
Sat Finder

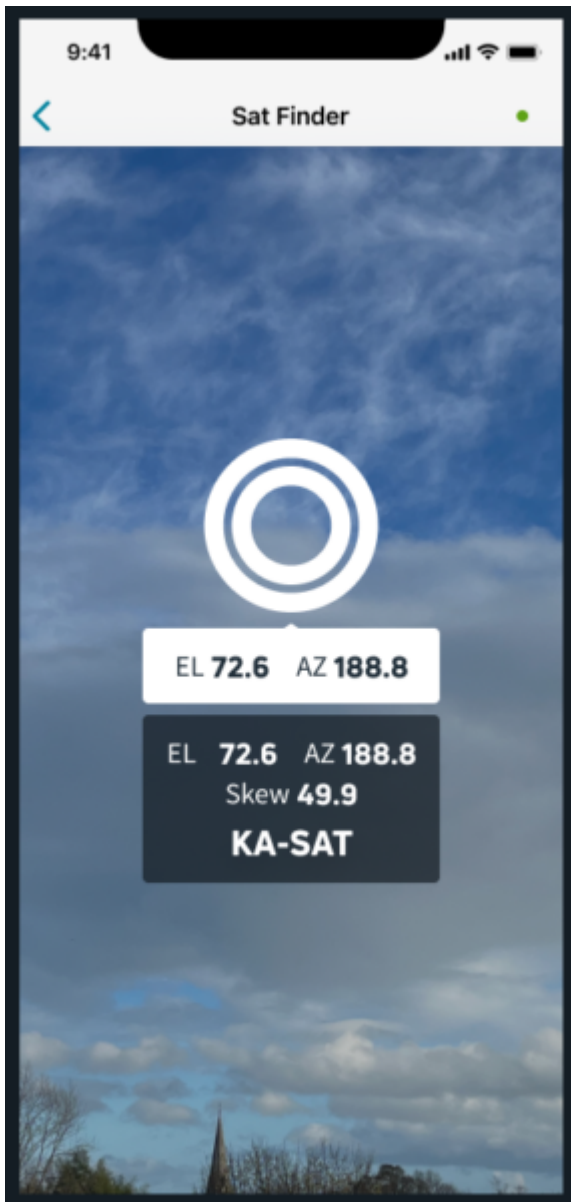


EL **40.6** AZ **184.8**

EL **72.6** AZ **188.8**
Skew **49.9**

KA-SAT



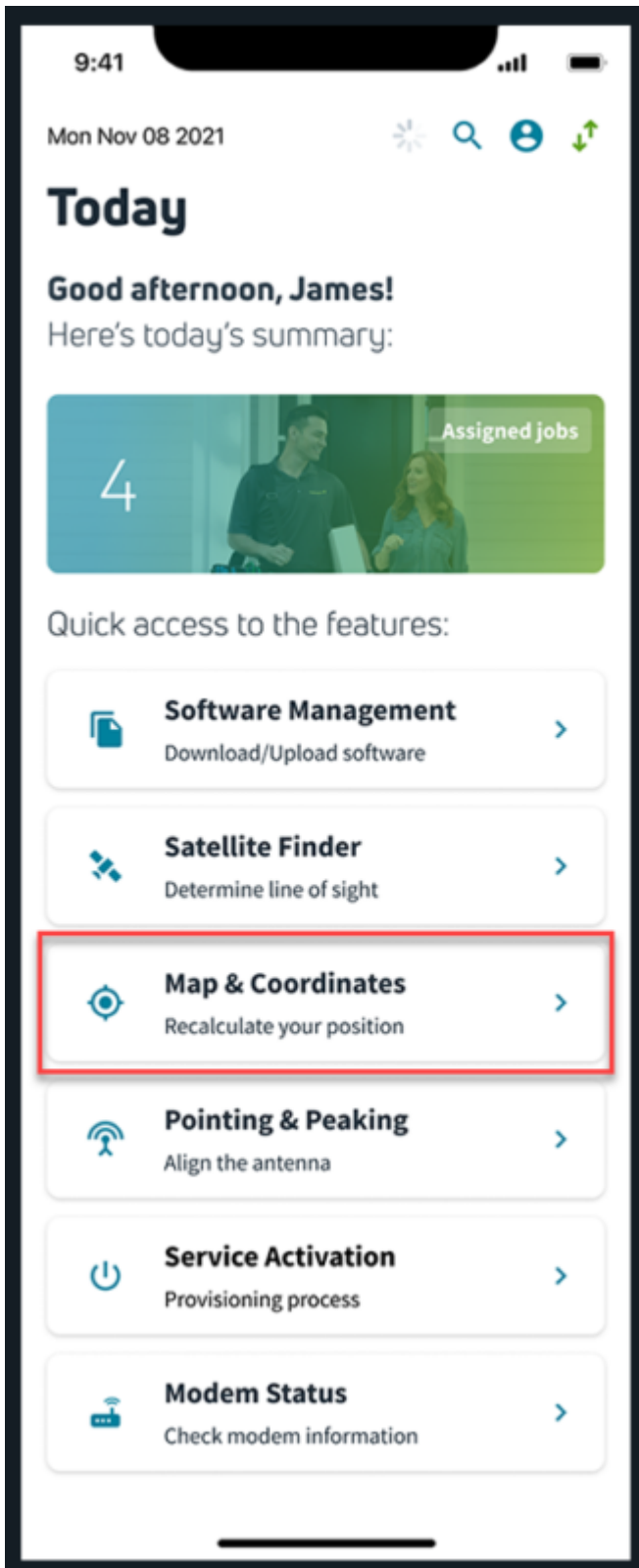


If your device has no magneto, gyro, or compass sensor, you will see these screens stating that the feature is not supported by your device.

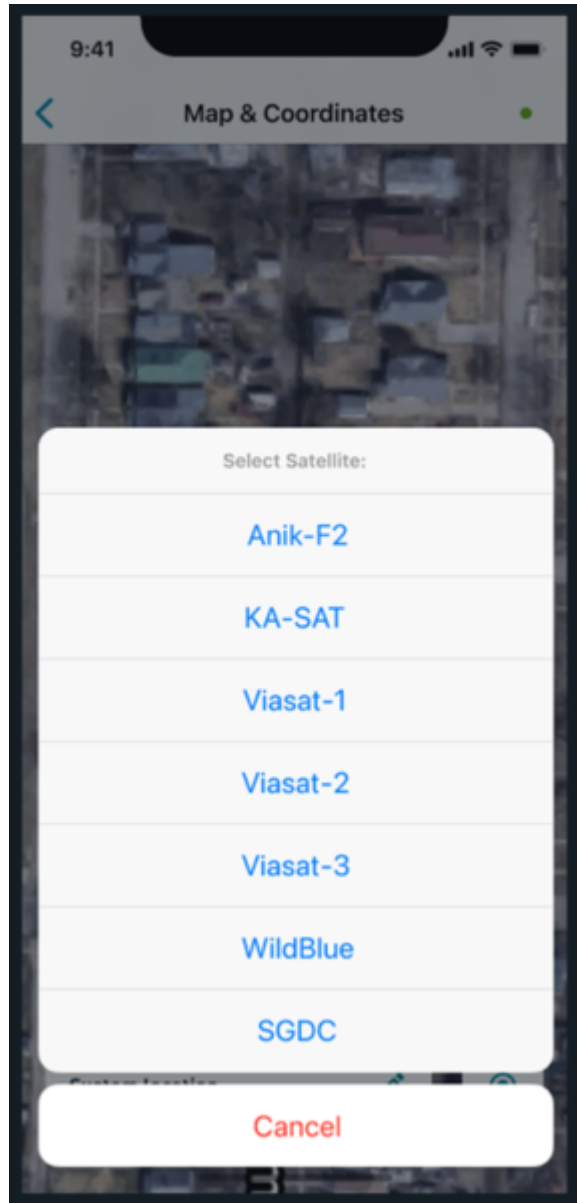


Map & Coordinates

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.




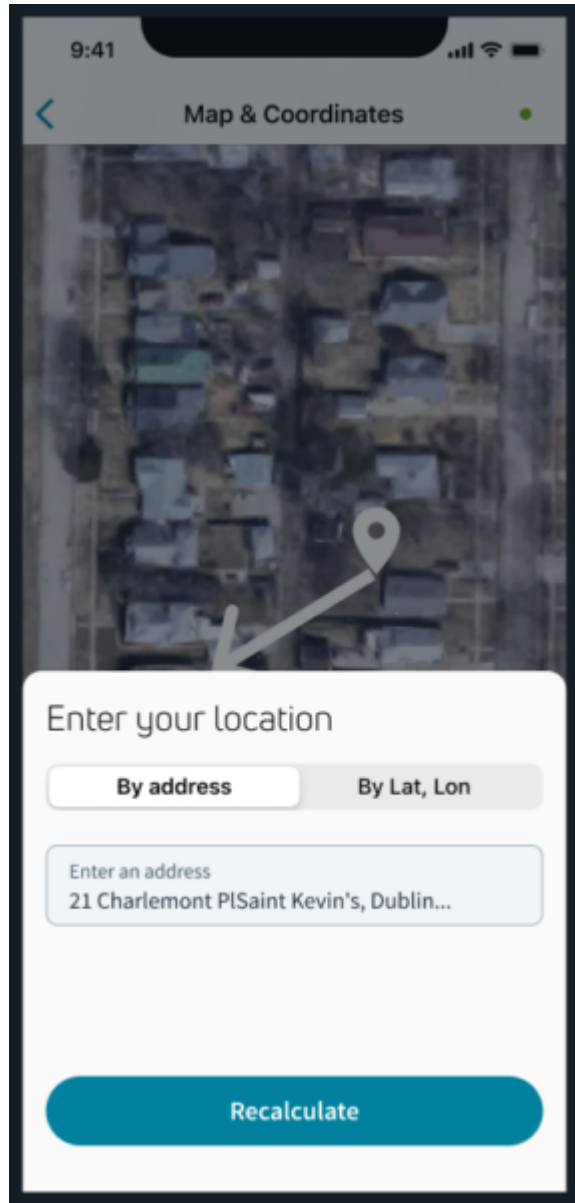
Press the appropriate satellite.



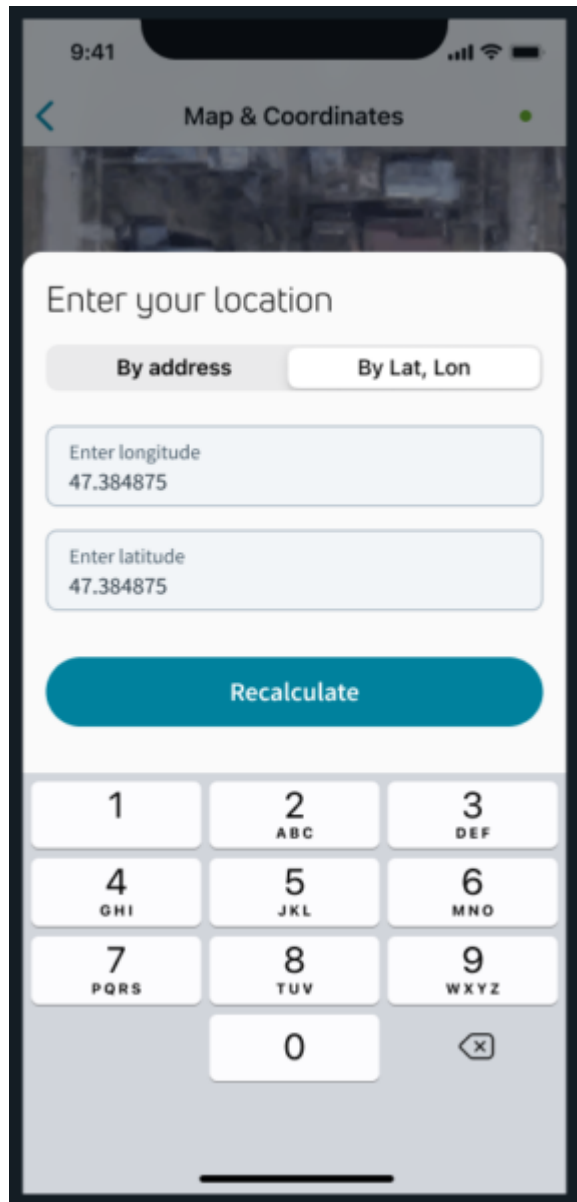
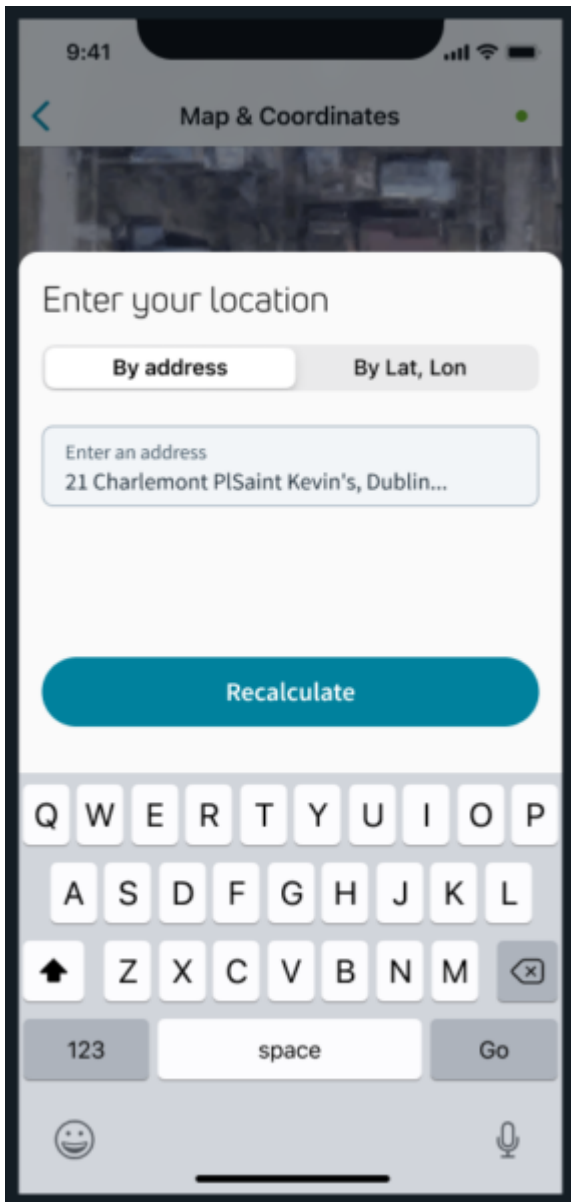
Your current location will show on the map along with an arrow showing the direction of the satellite.



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



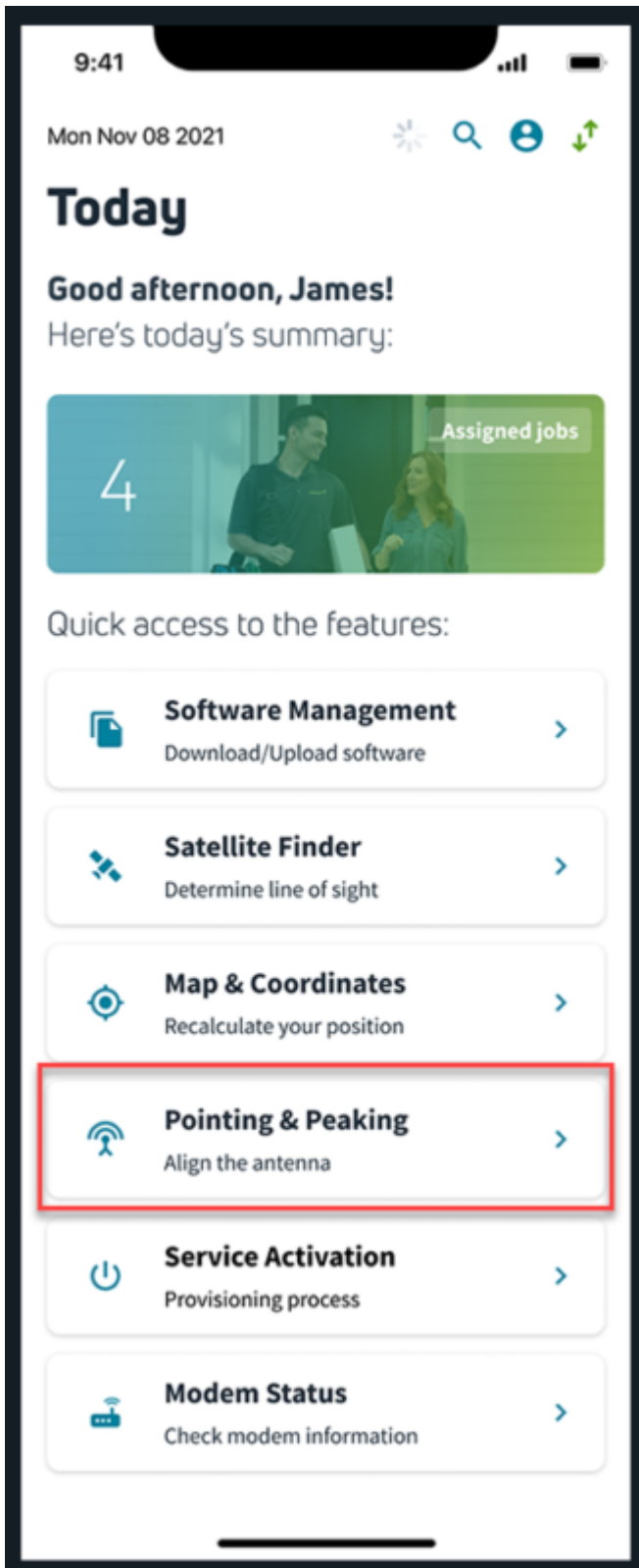
Now, enter your location by address or by Latitude and Longitude.



Pointing & Peaking

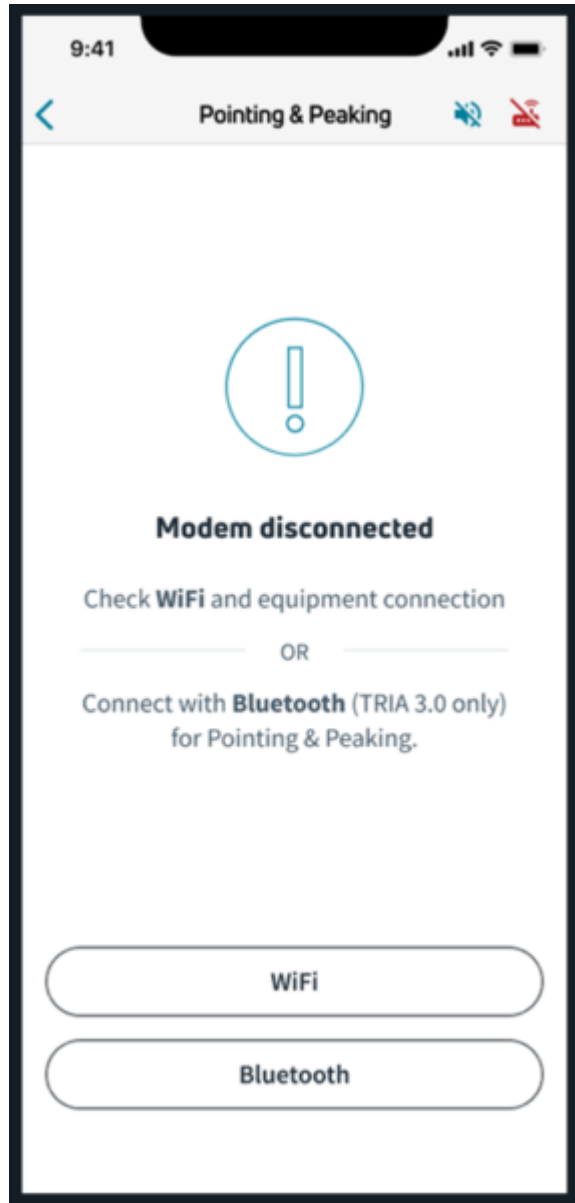
ViaSat-3

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

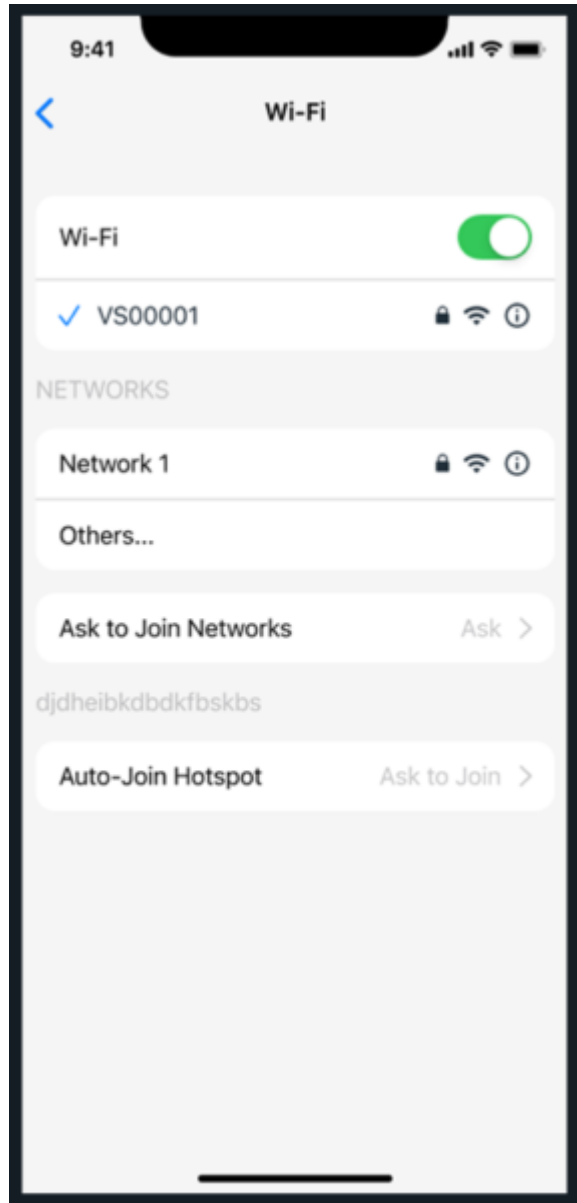
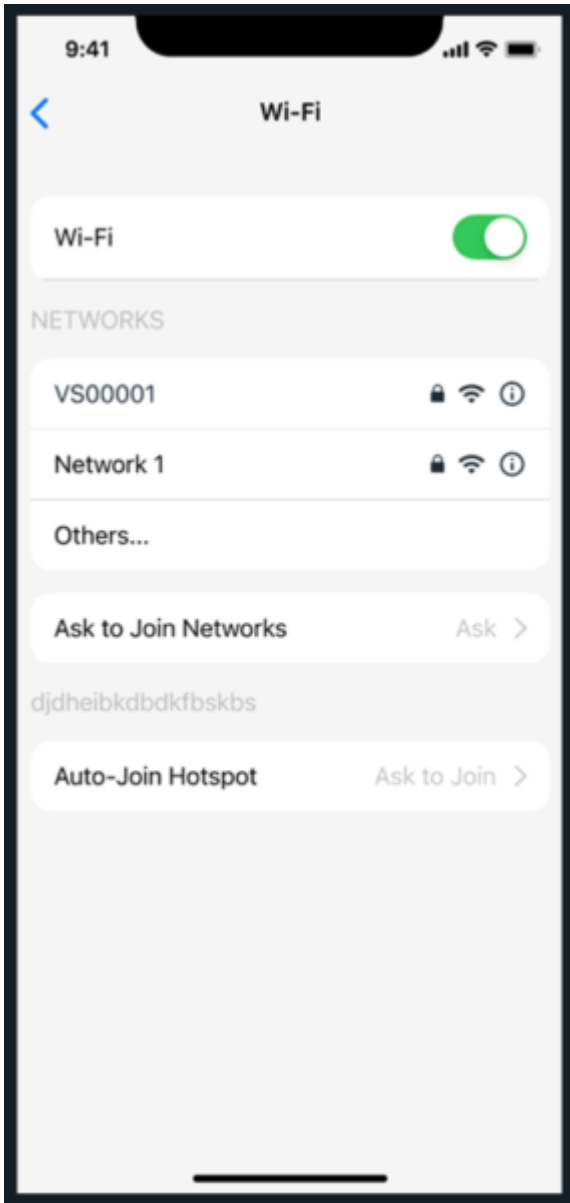


The app will assess the modem connection.

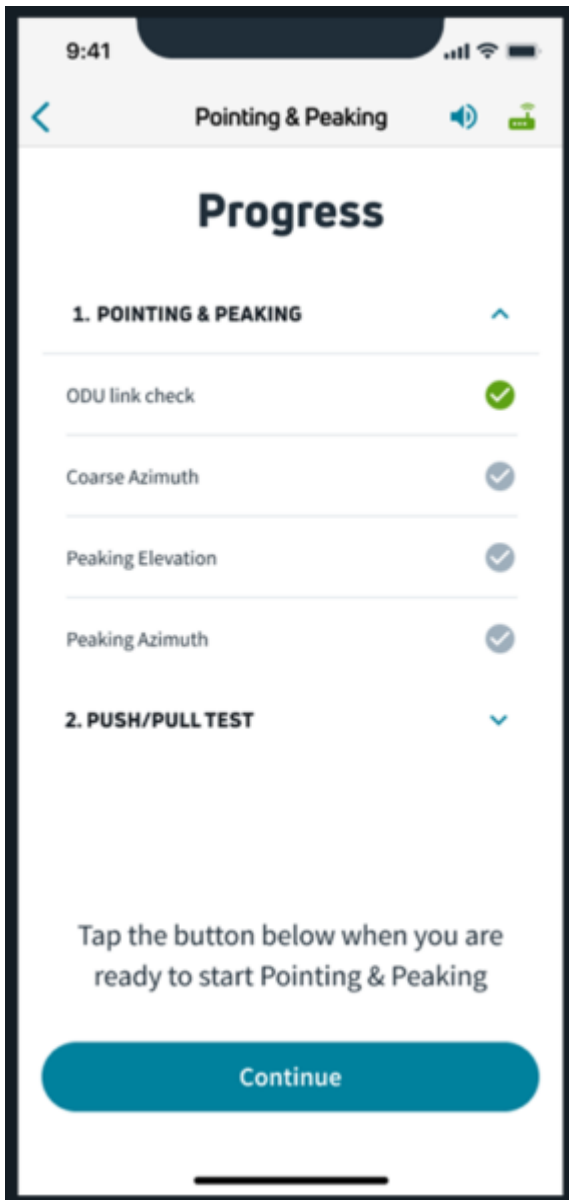
If connected or disconnected, you can continue the process via WiFi by pressing WiFi.



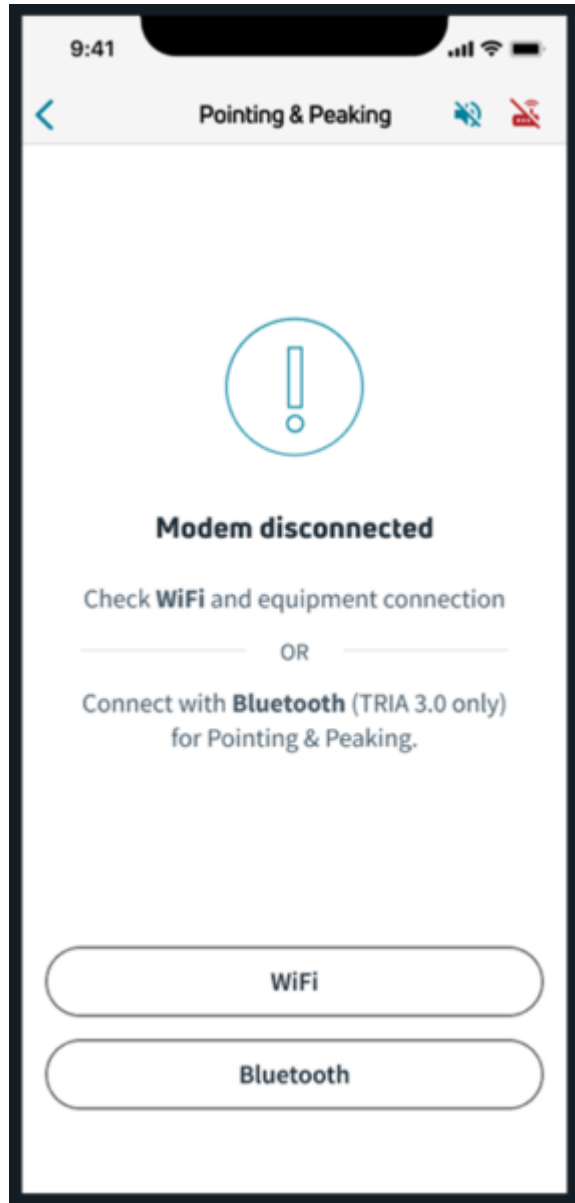
Press **Ask to Join Networks** and press the Viasat router (in this example, VS00001).



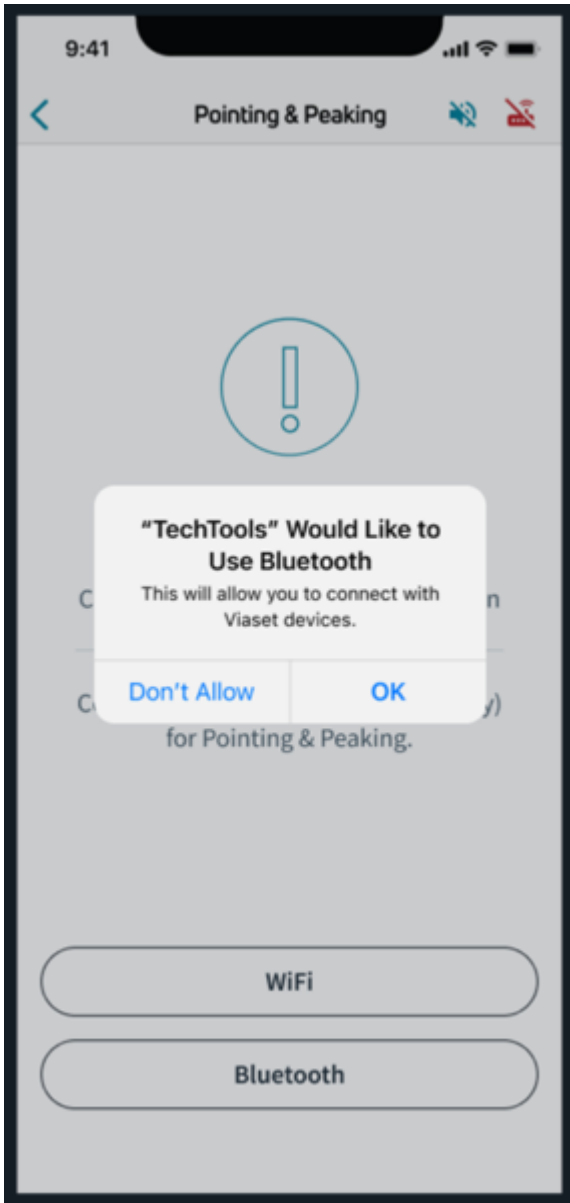
The Pointing & Peeking process can resume.



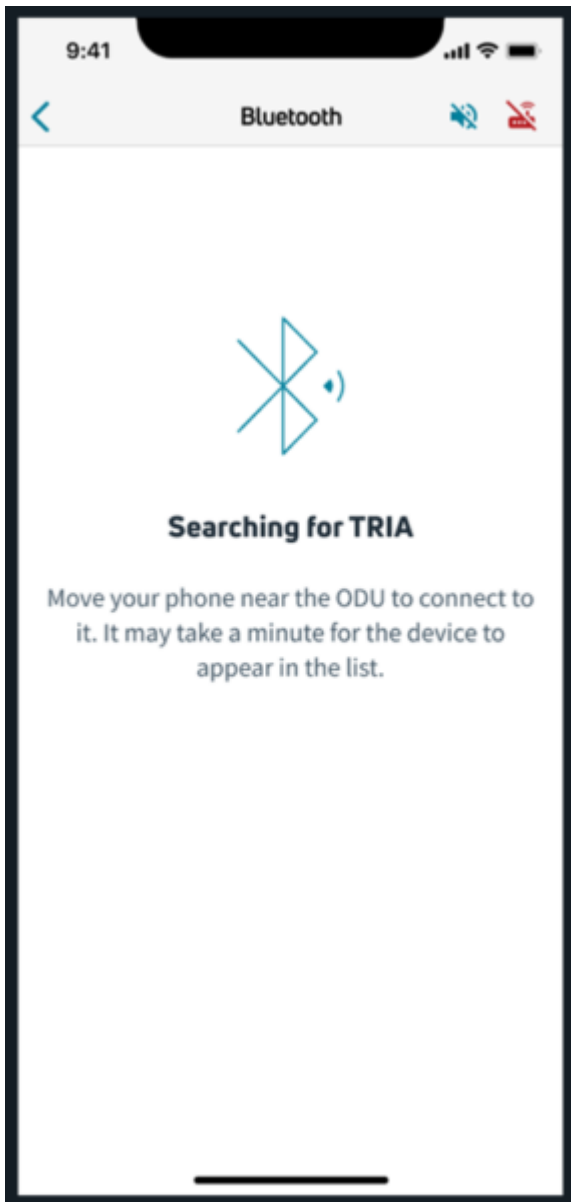
If connected or disconnected, you can continue the process via Bluetooth by pressing Bluetooth.



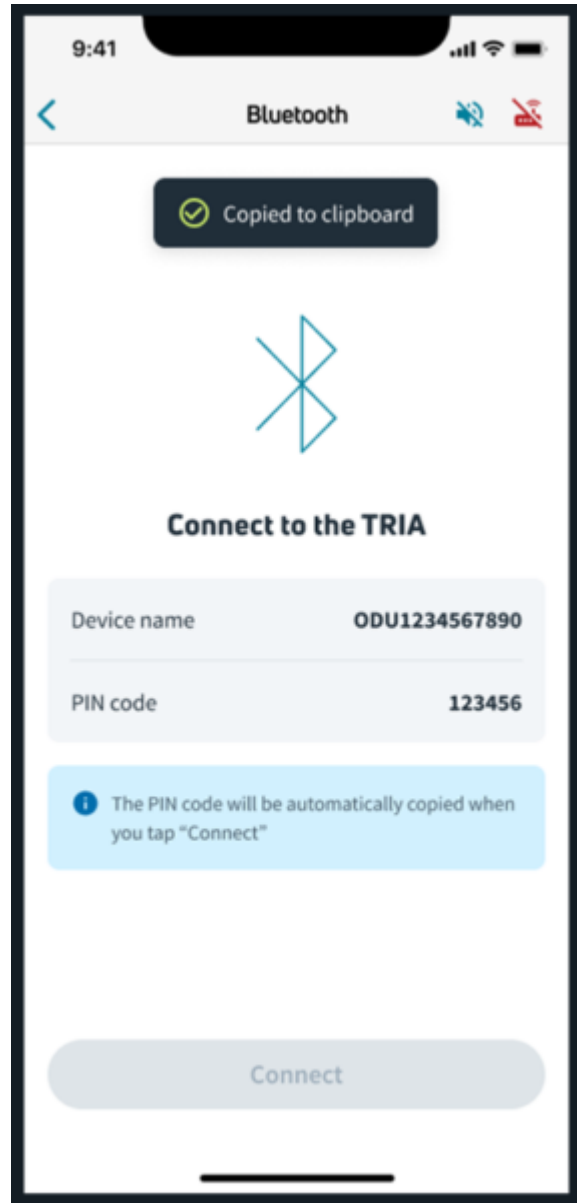
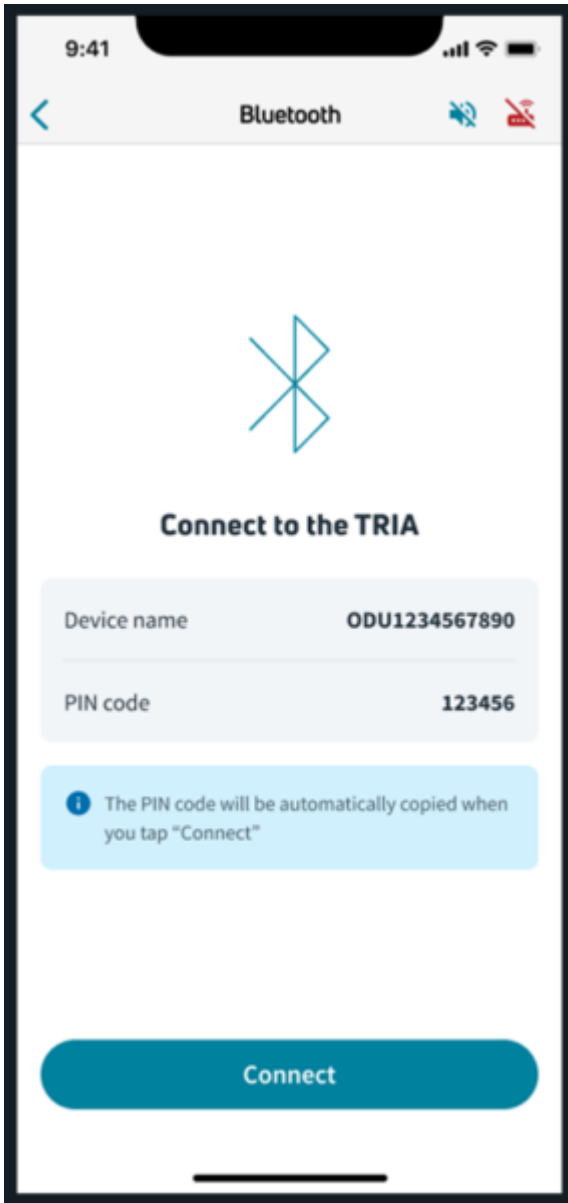
The first time you select Bluetooth, you'll receive a permission pop-up.



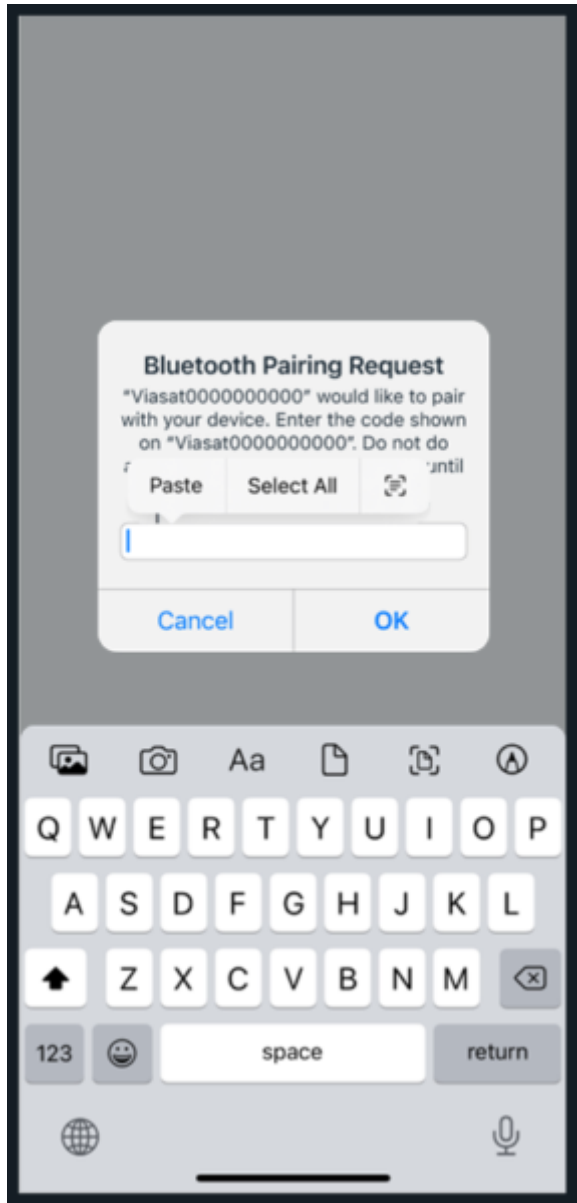
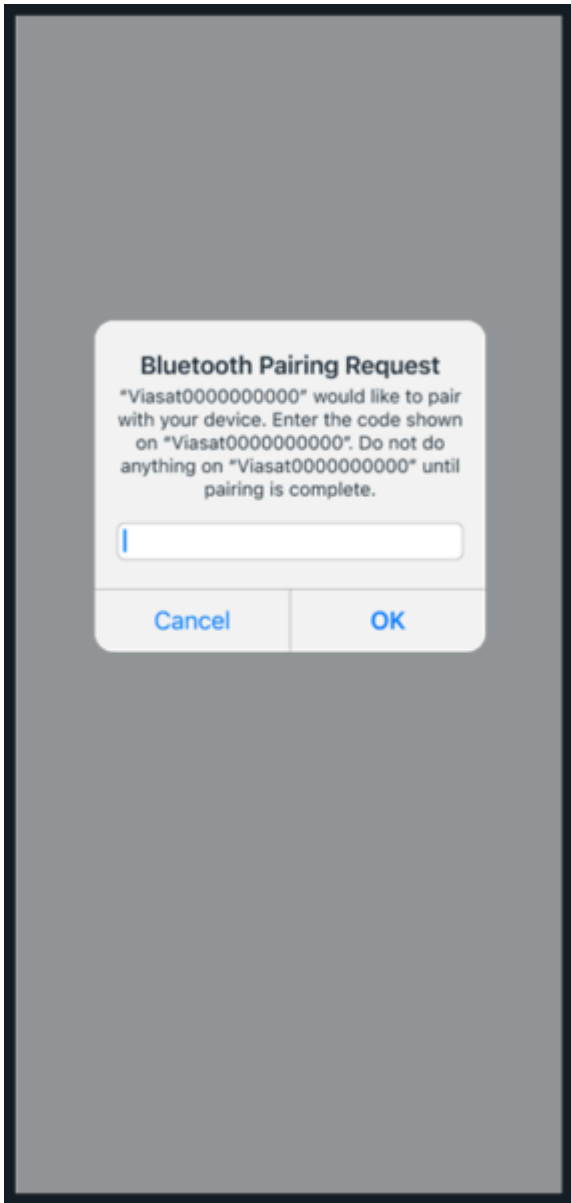
Move your device near the ODU.

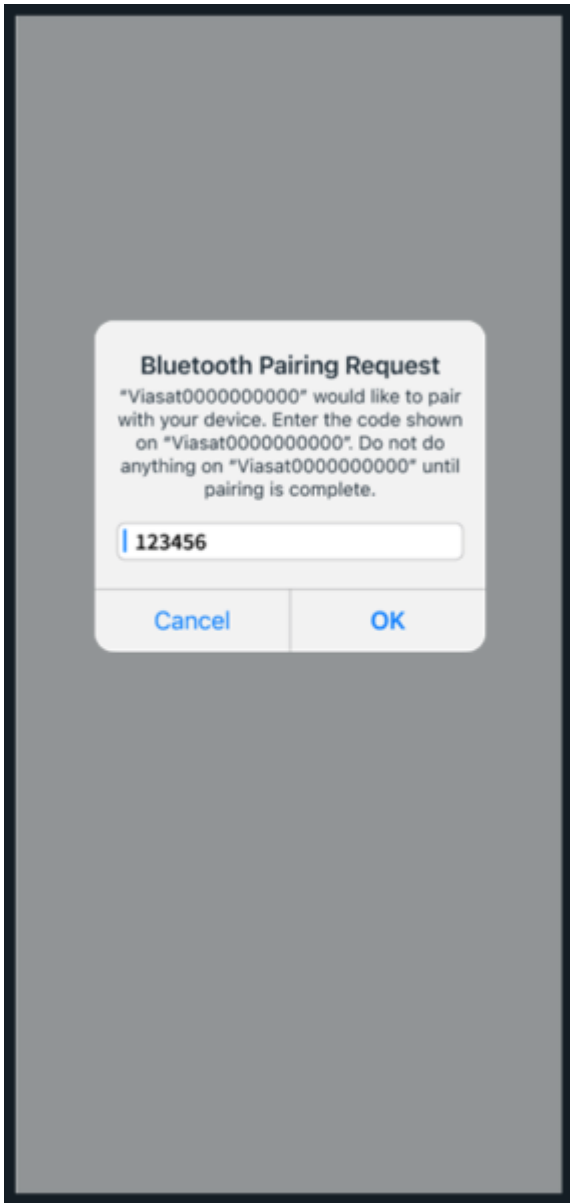


When the user presses **Connect**, the pin code is automatically copied into the system and feedback will appear to remind you.

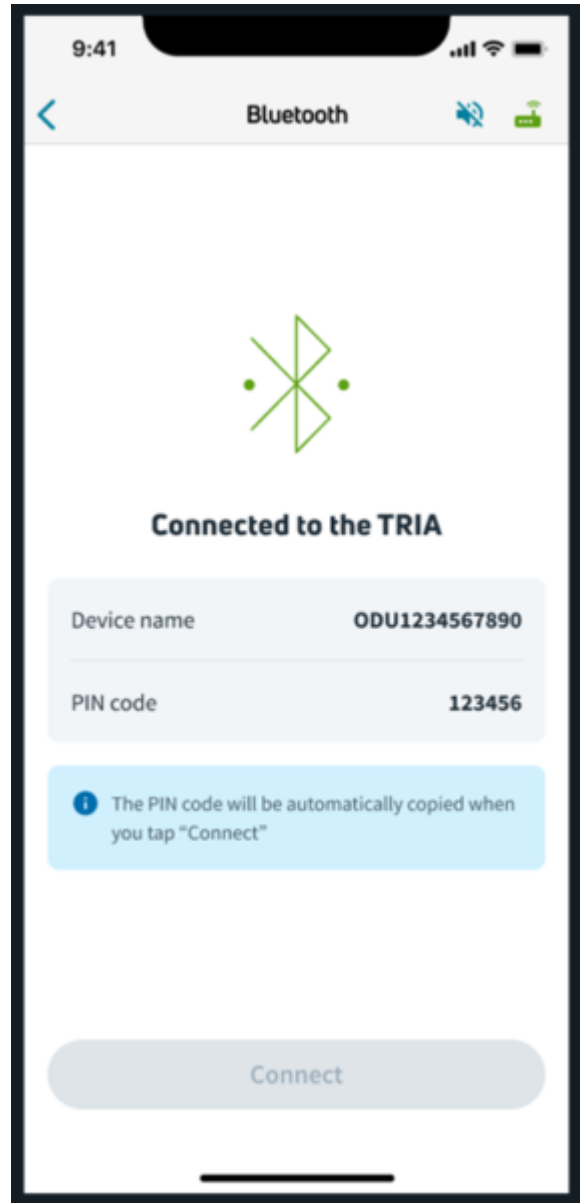
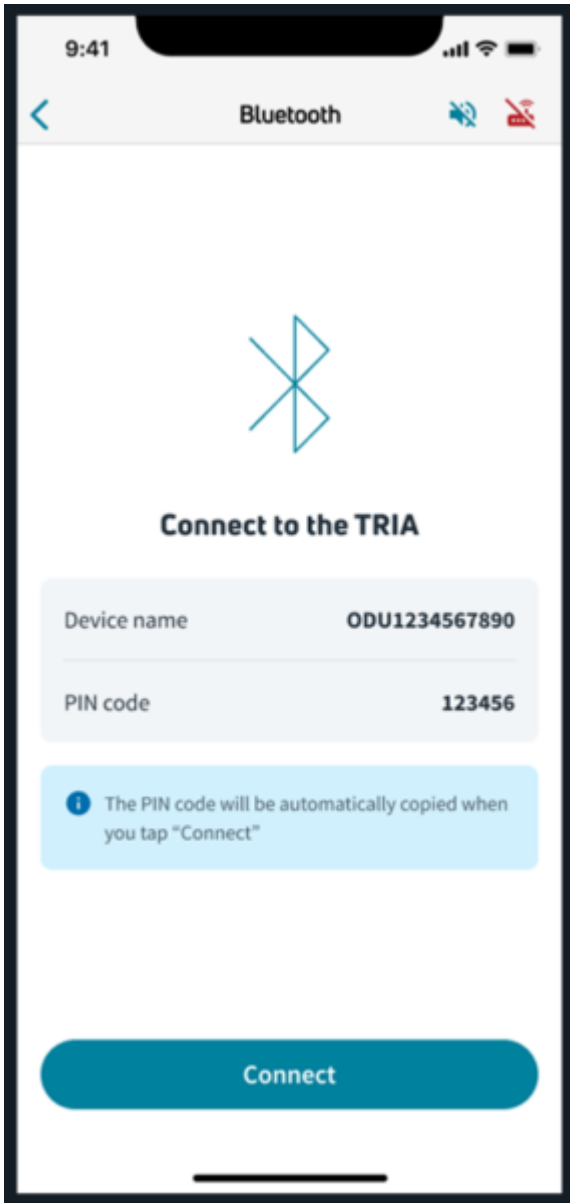


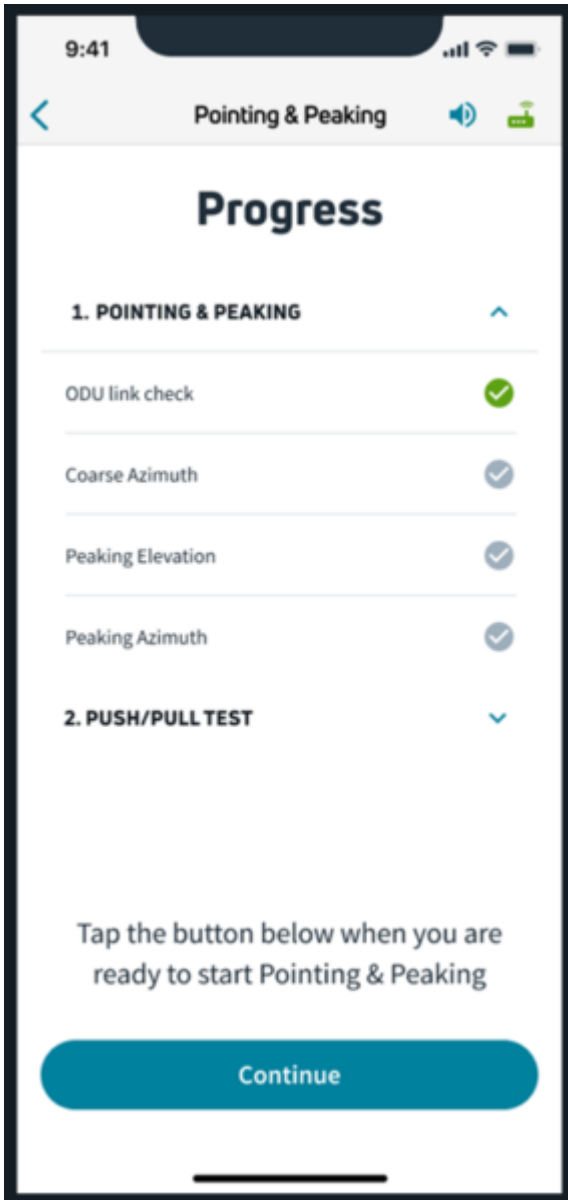
When the pin code pop-up appears, you can paste the pin or type it in manually.



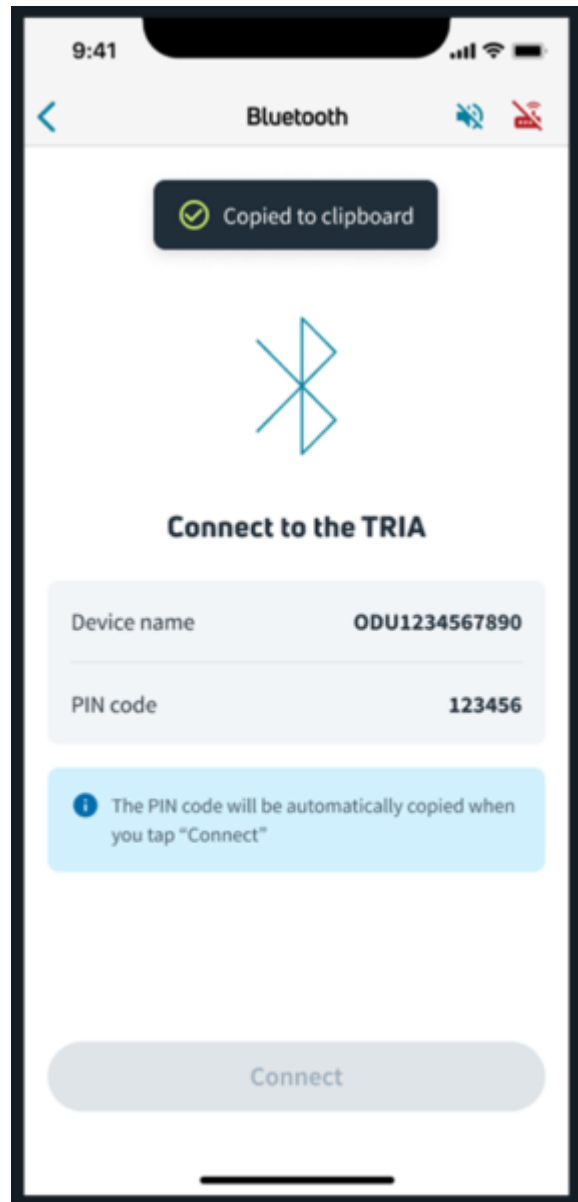
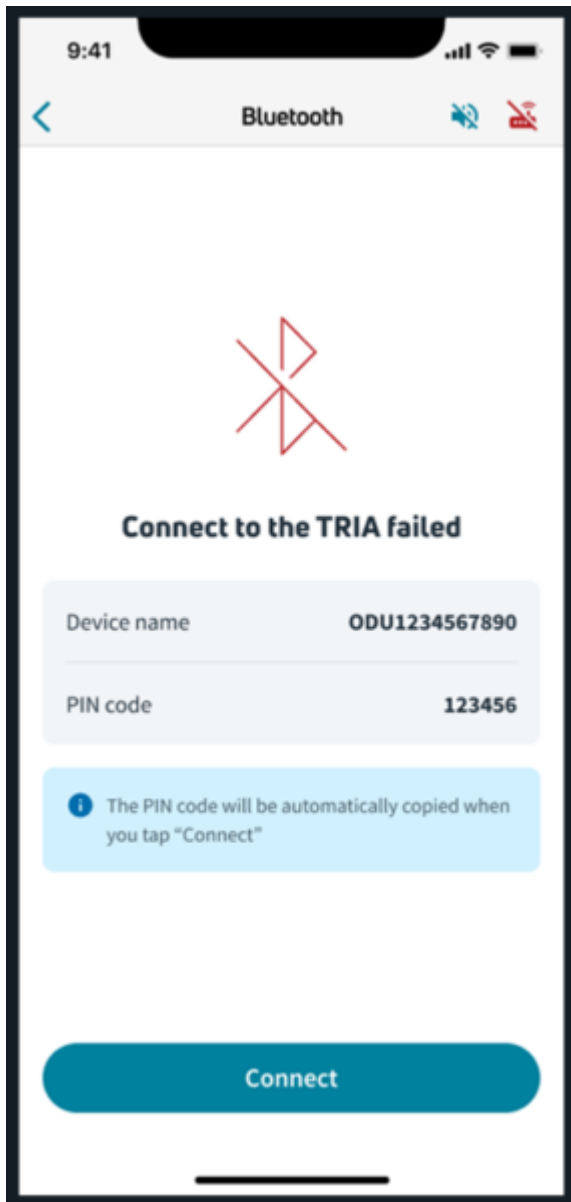


When the app connects to the TRIA via Bluetooth, it will automatically move to the Pointing & Peaking status screen. The ODU link check should turn green. Press **Continue**.

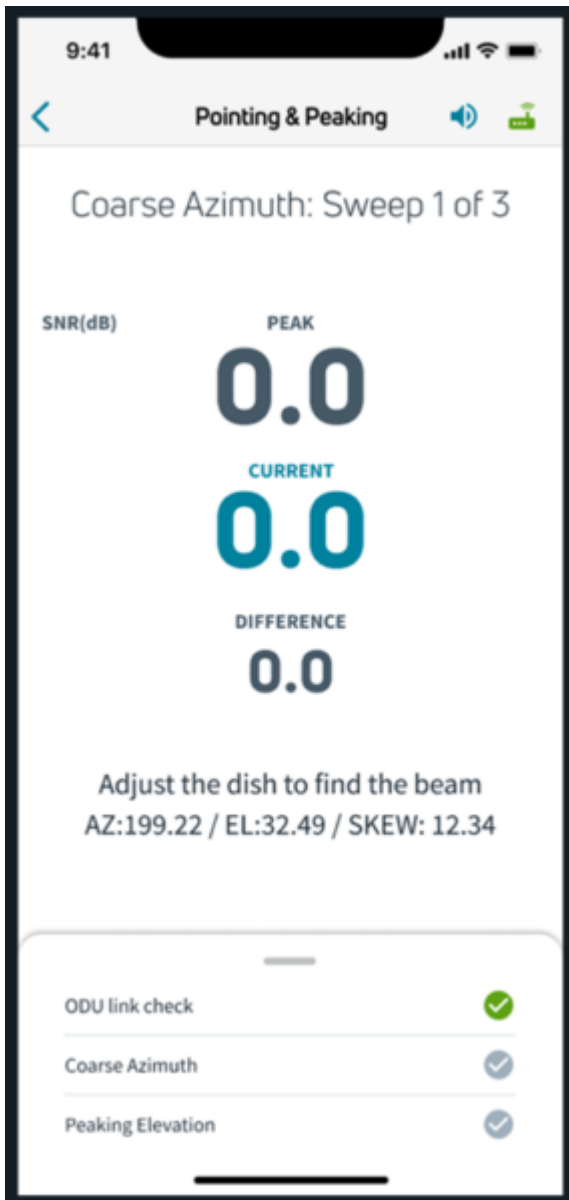




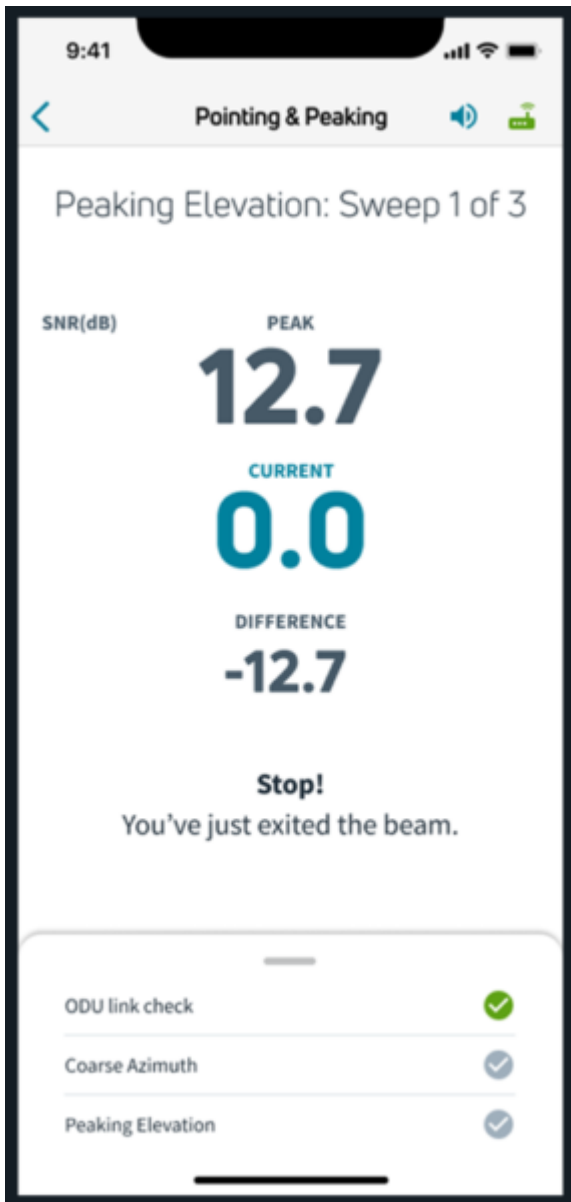
*If the connection to the TRIA fails, press **Connect** and it will take you back to repeat the process starting with the copying of the pin.*



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



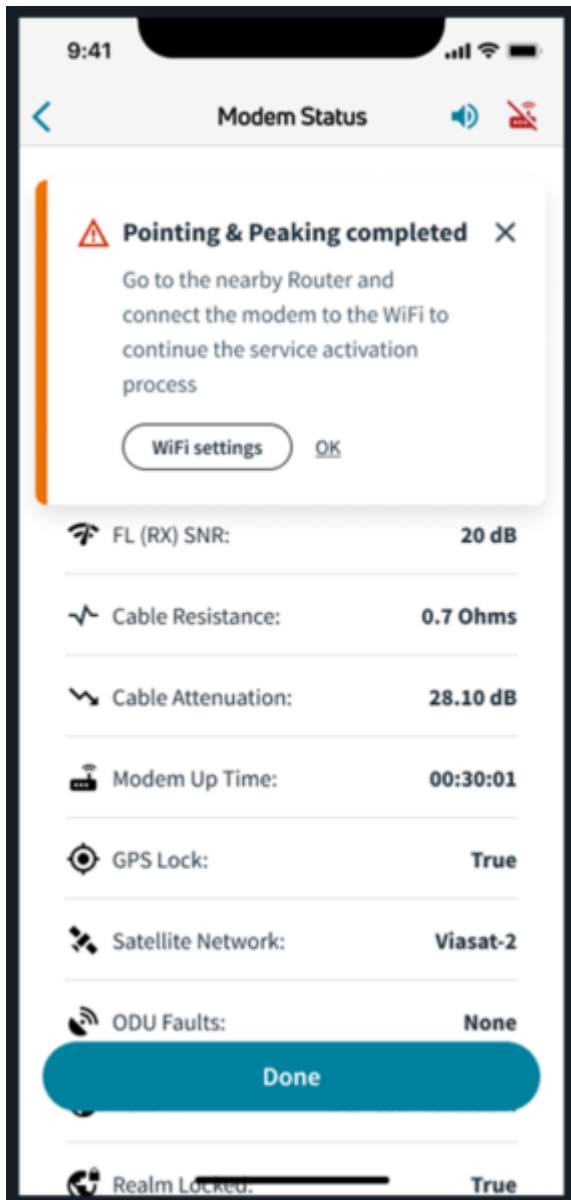
Once successfully **Coarse Pointed**, the system will move into the **Fine Peaking** stage. Throughout the sweeps, the SNR strength should rise.



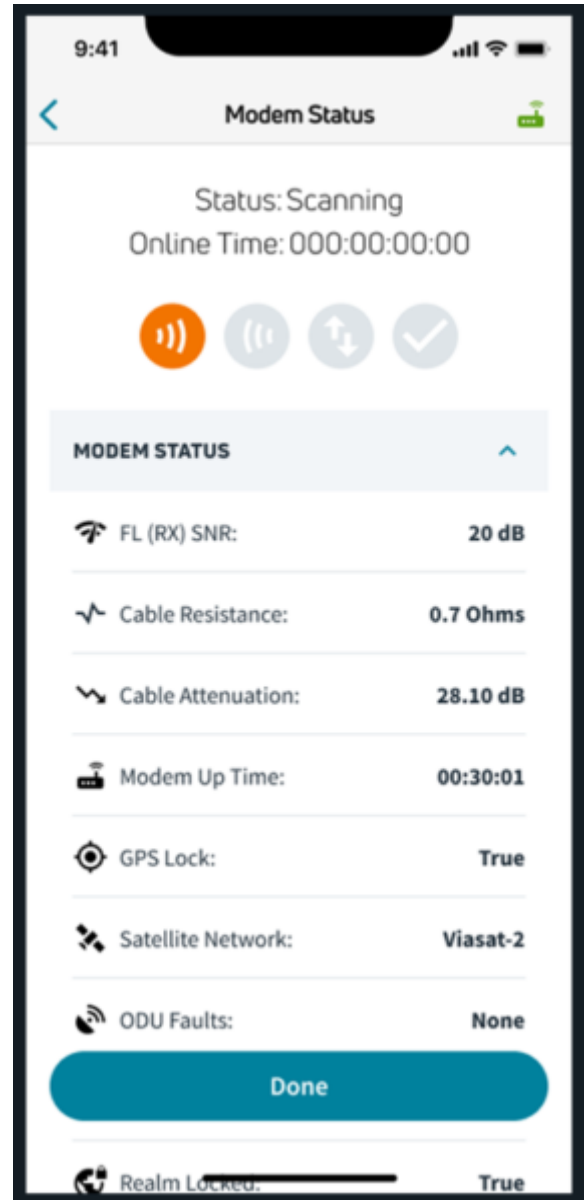
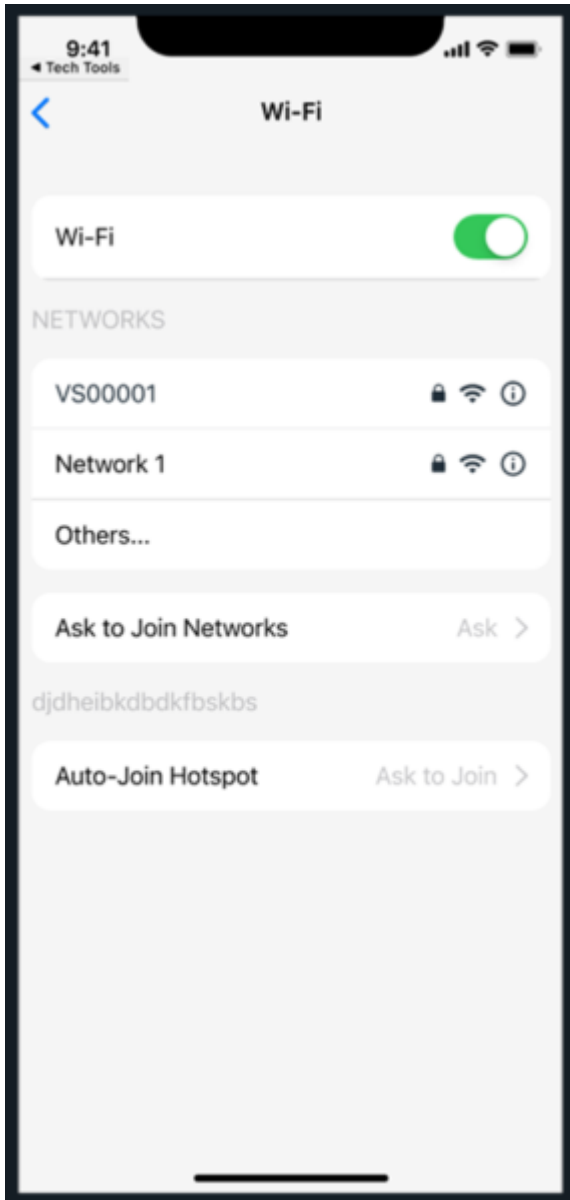
Once successfully **Fine Peaked**, the system will move into the **Push/Pull** stage. Press **Finish**.

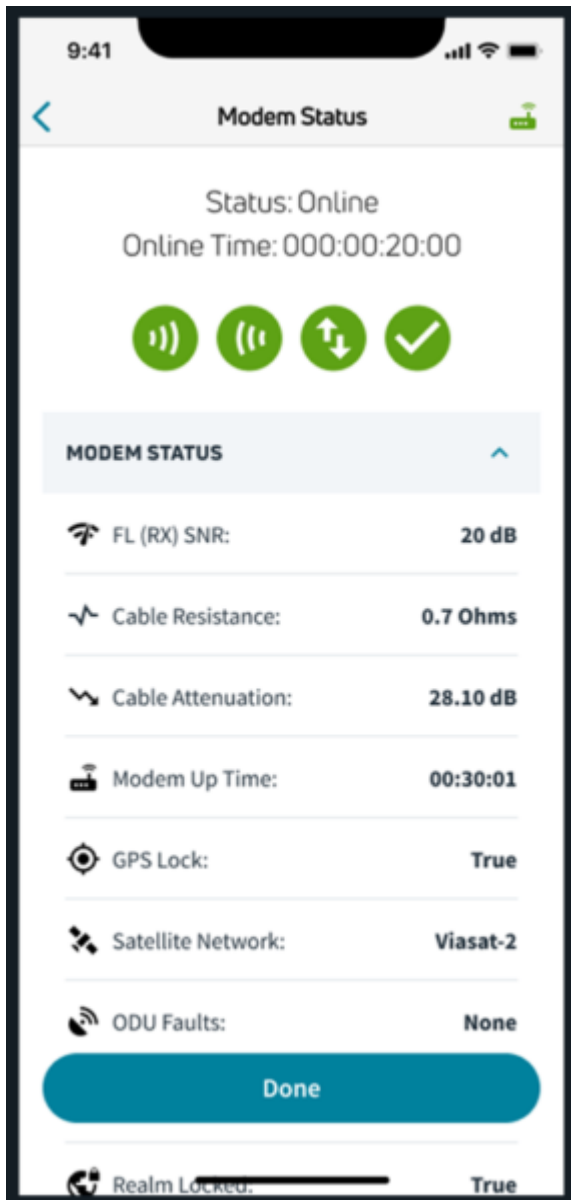


If Pointing & Peaking is done via Bluetooth, the app will alert you to change the connection to WiFi to proceed with the modem lock process.



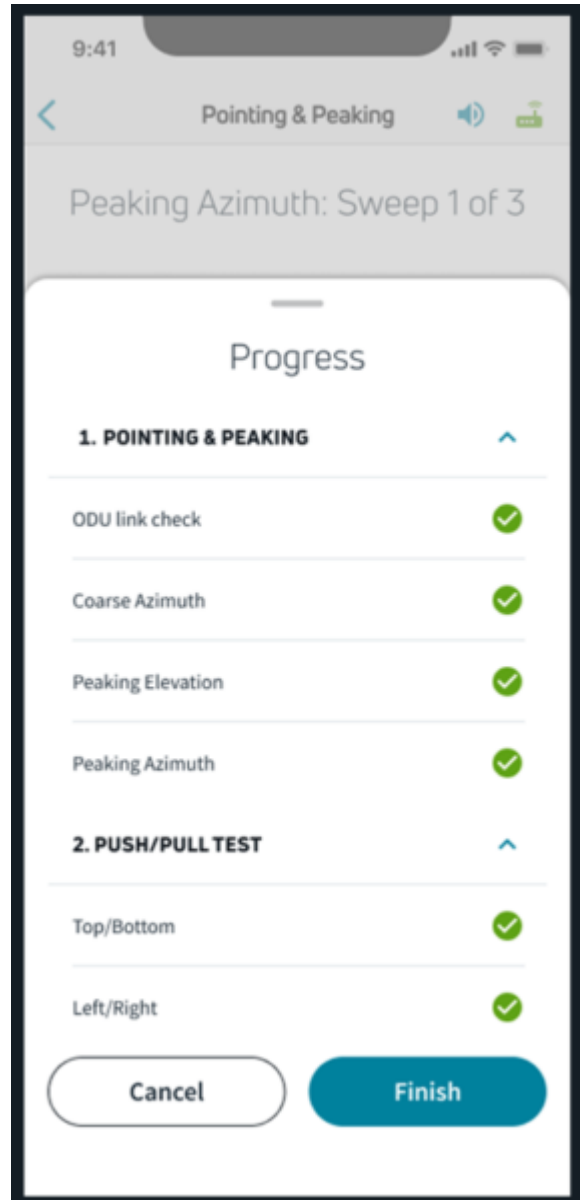
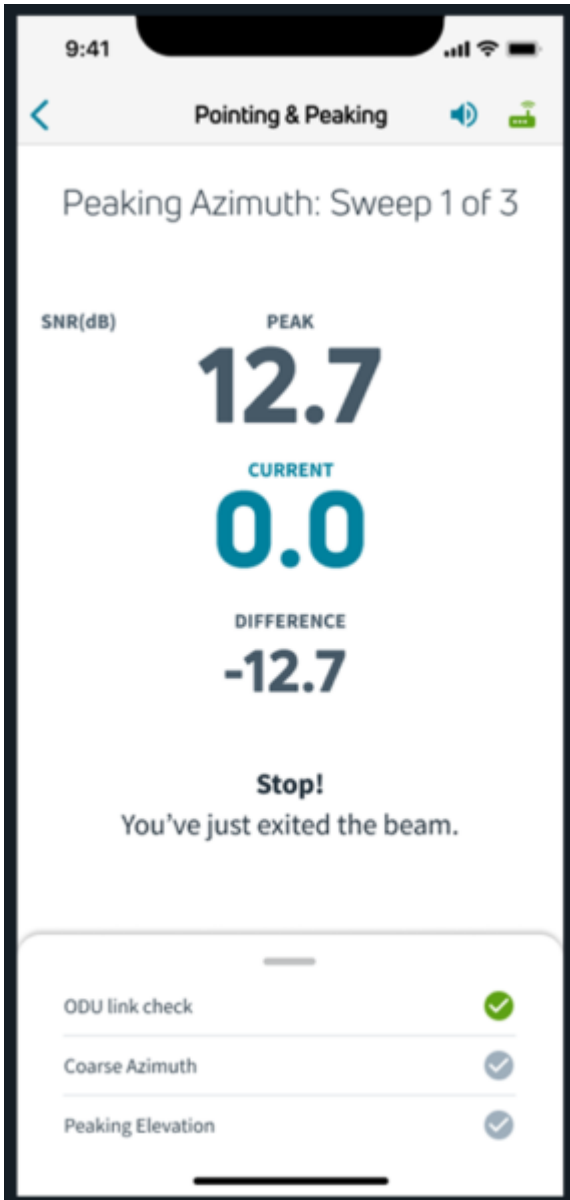
In your WiFi settings, select the Viasat router (in this example, VS00001). Return to the app, and continue the Modem Lock process.

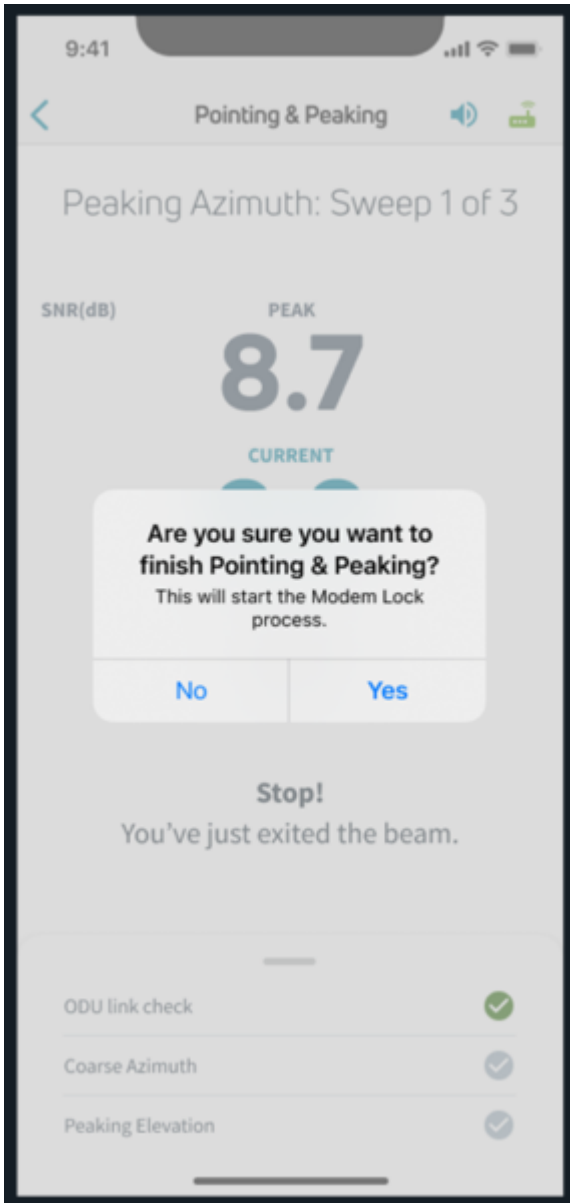




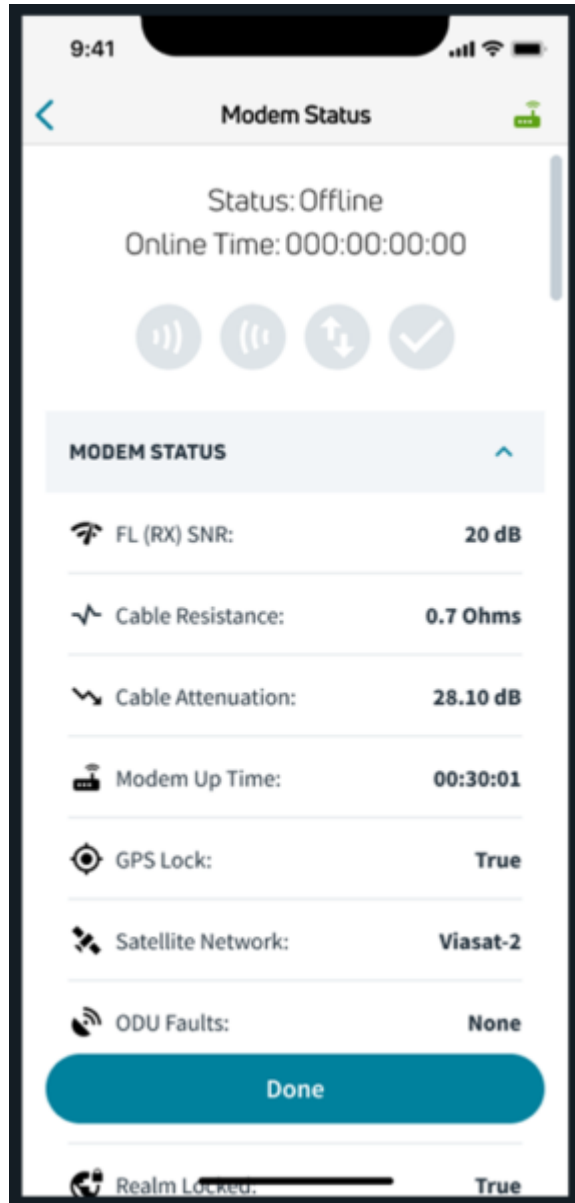
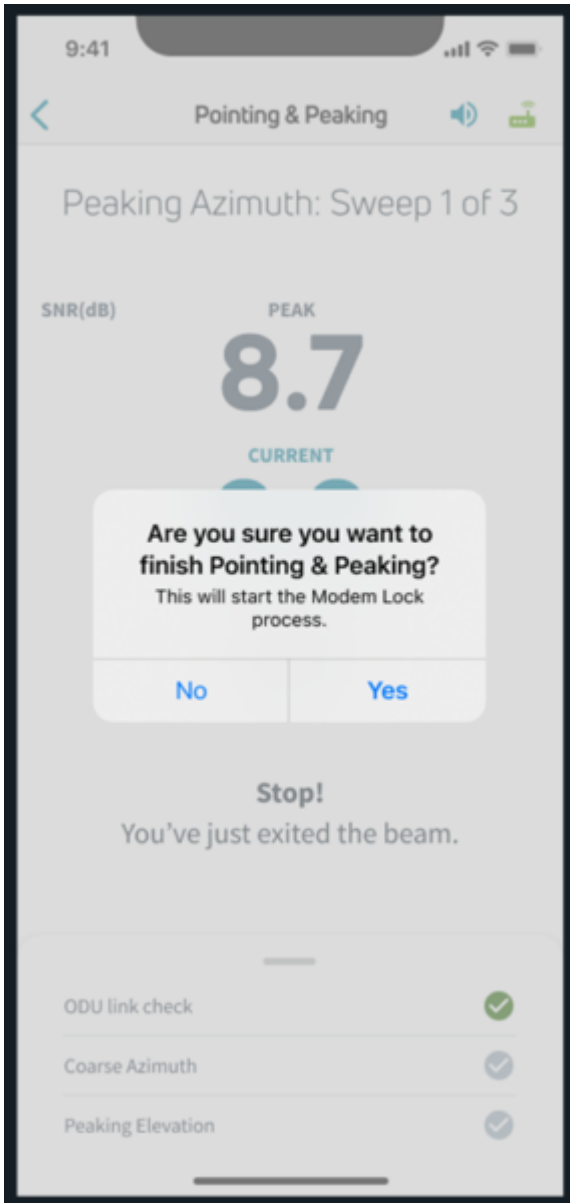
Finishing Pointing & Peaking in progress

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.

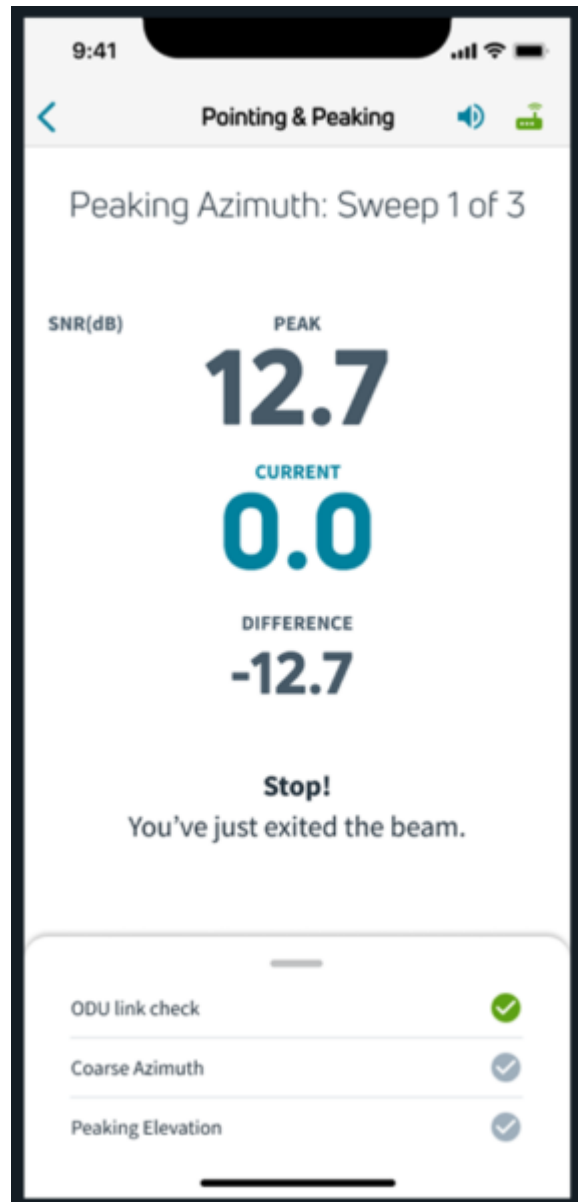
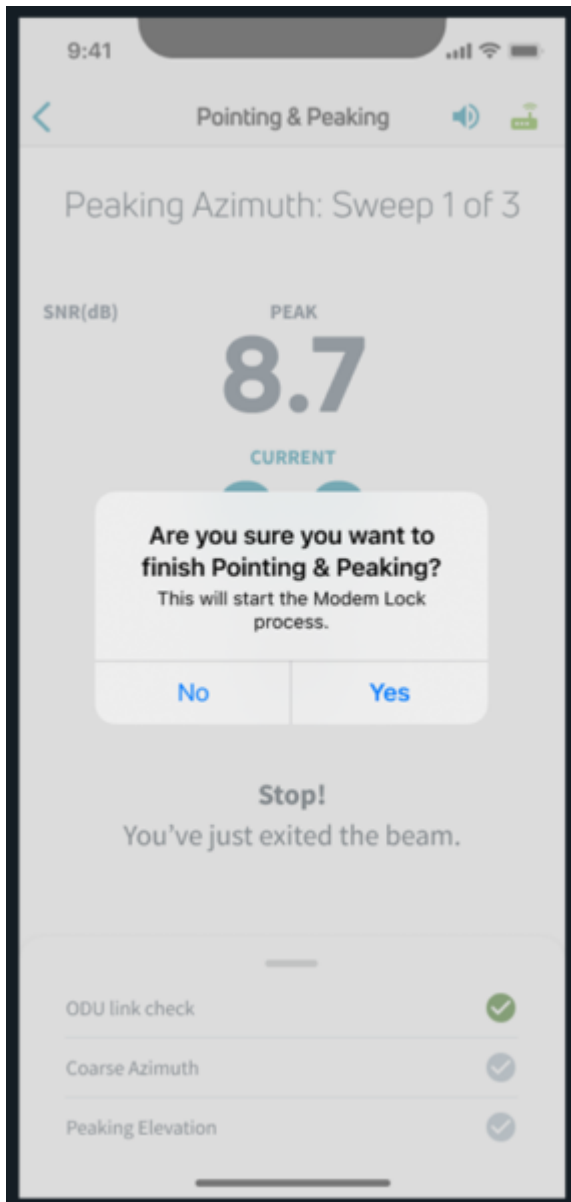




Pressing **Yes** will take you to the Modem Lock page.

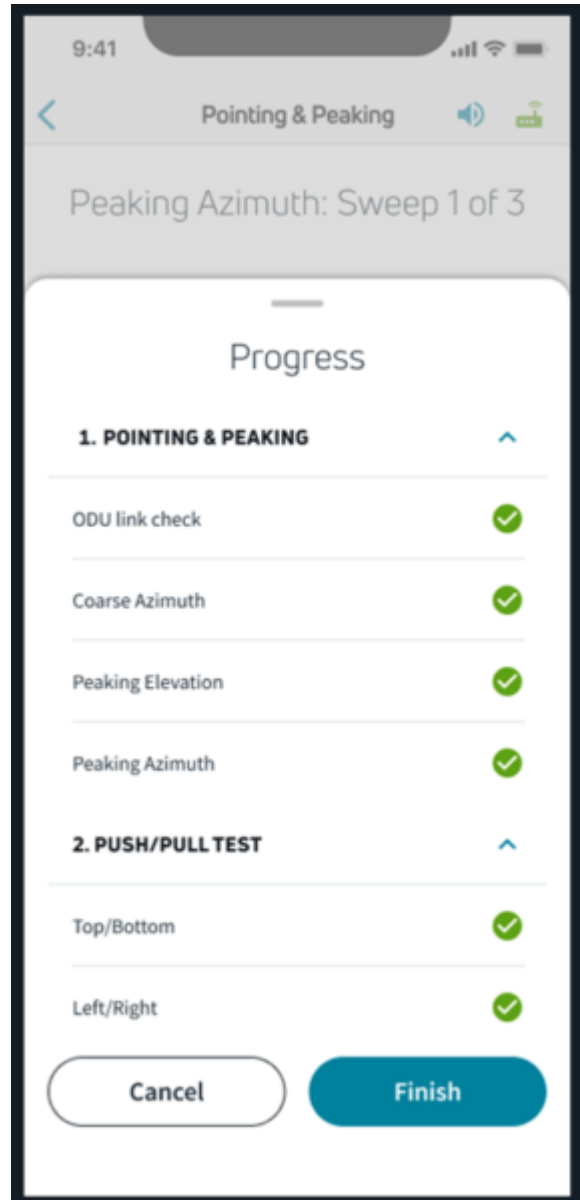
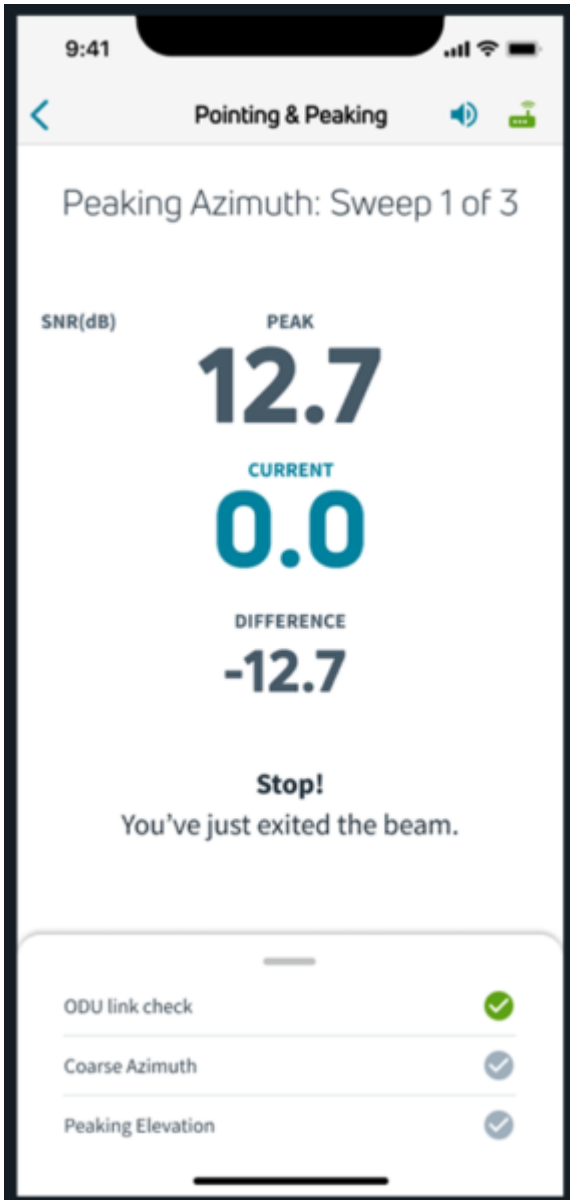


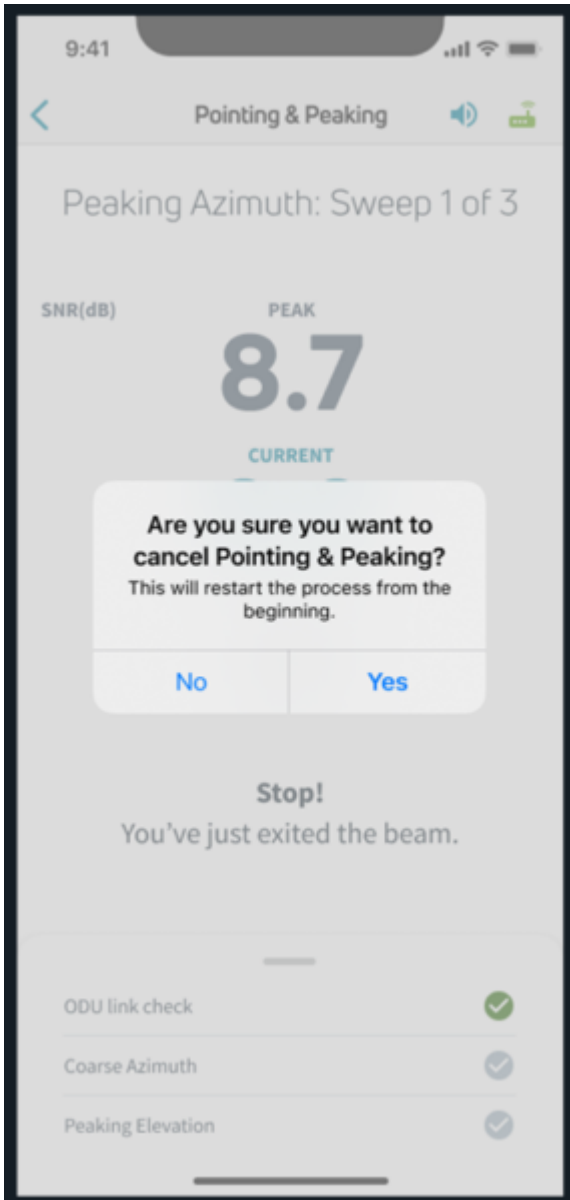
*Pressing **No** will take you back to Continuing Pointing & Peaking.*



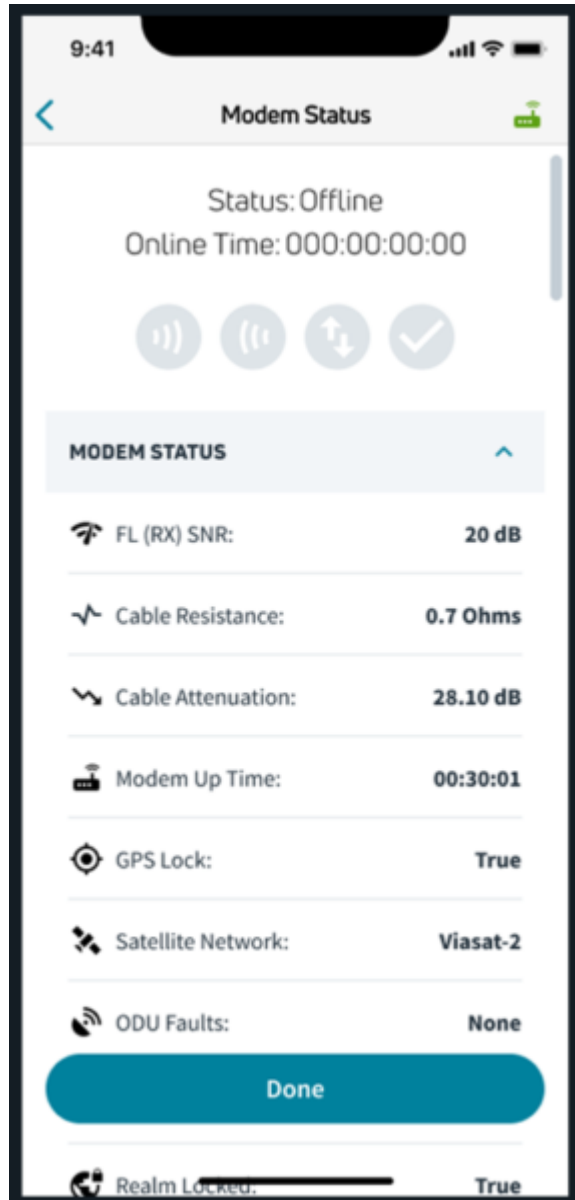
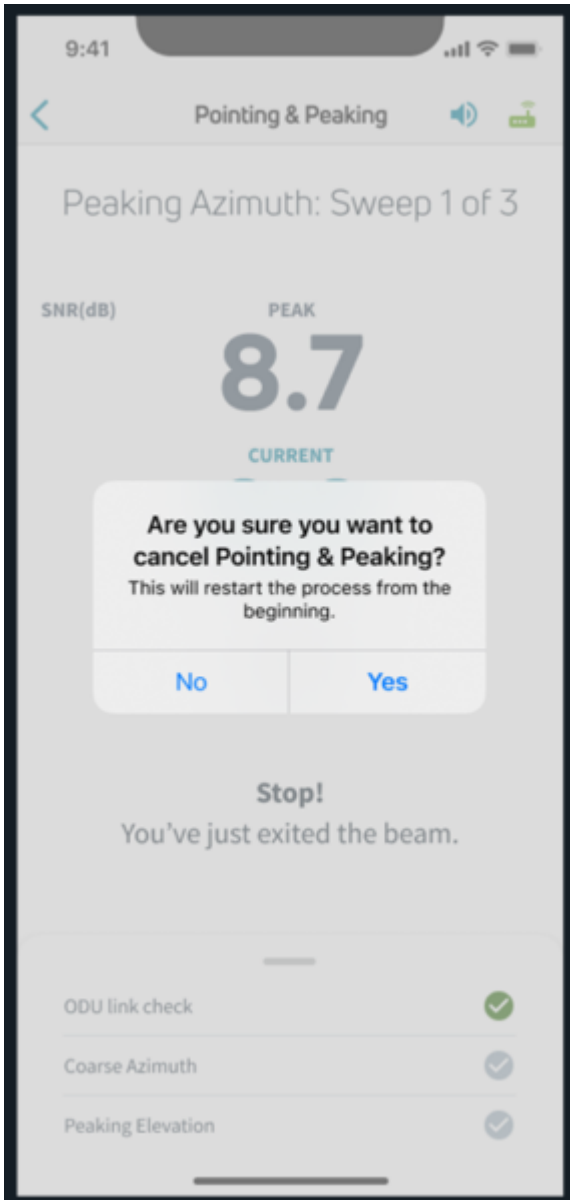
Cancelling Pointing & Peaking in progress

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

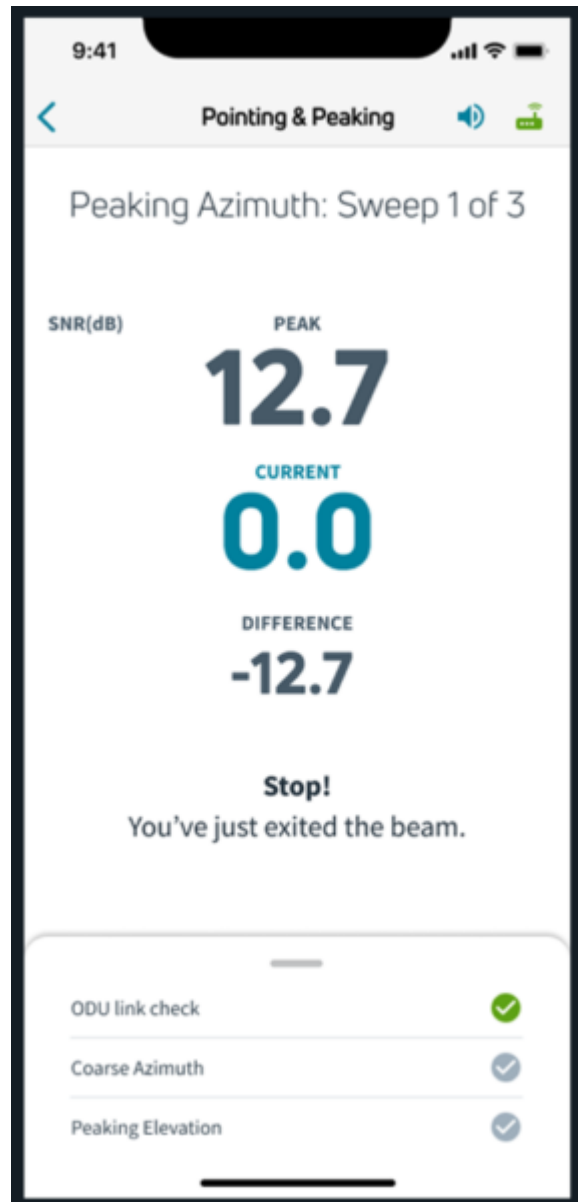
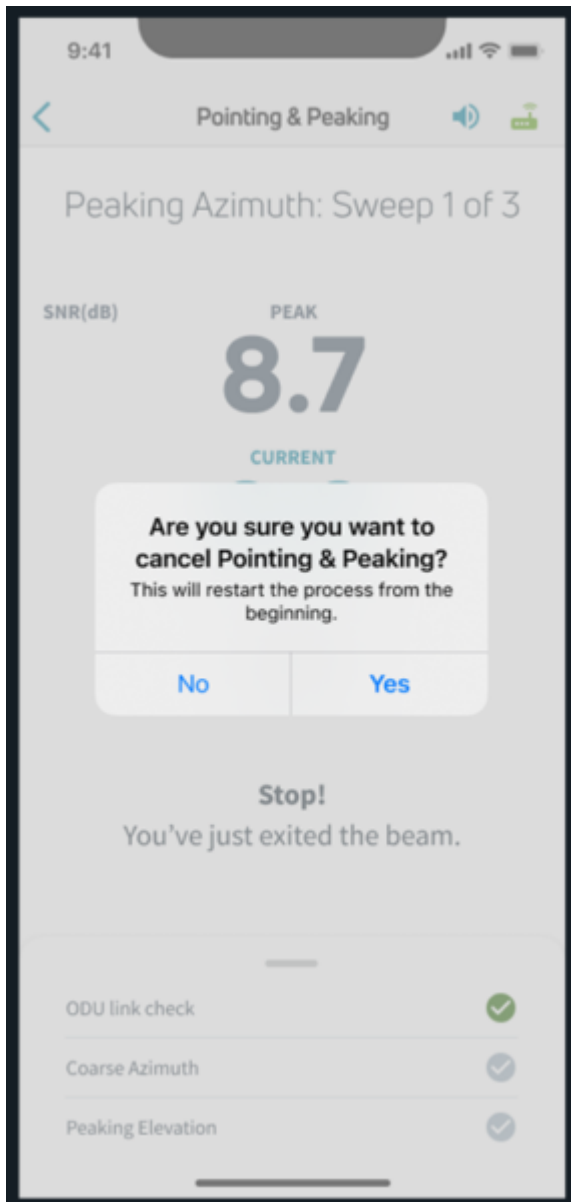




Press **Yes** and you'll be directed to the Modem Lock page.

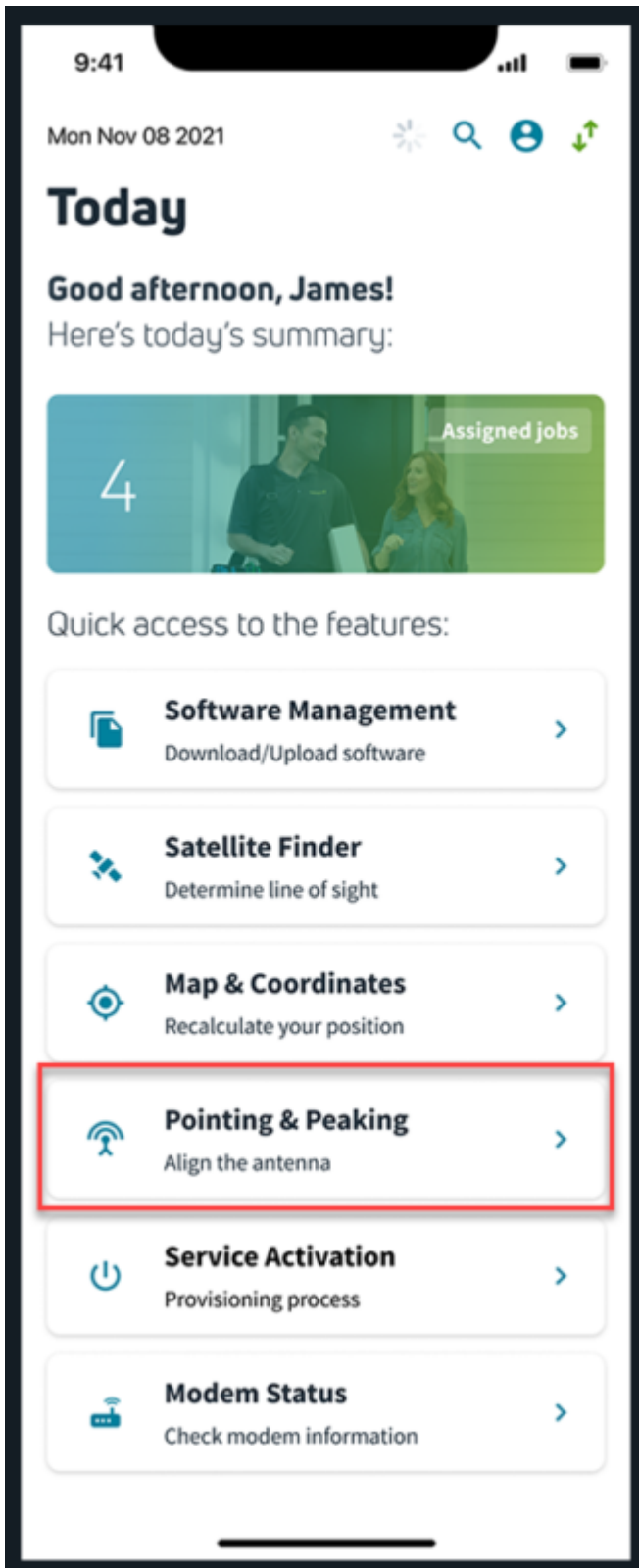


*Press **No** and you'll be taken to Continue the Pointing & Peaking process.*

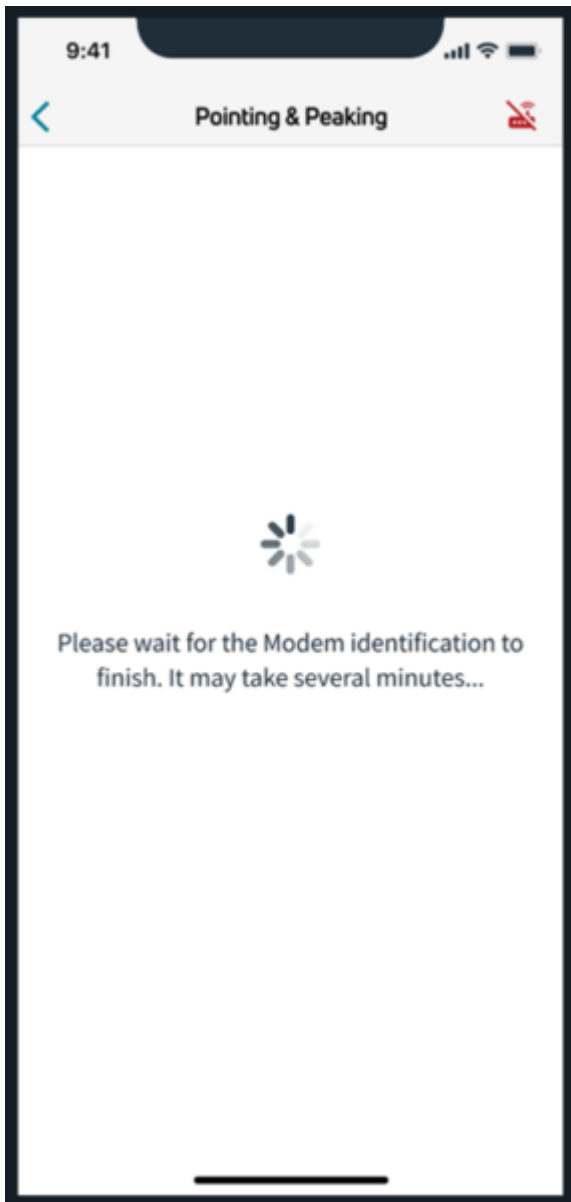


ViaSat-2

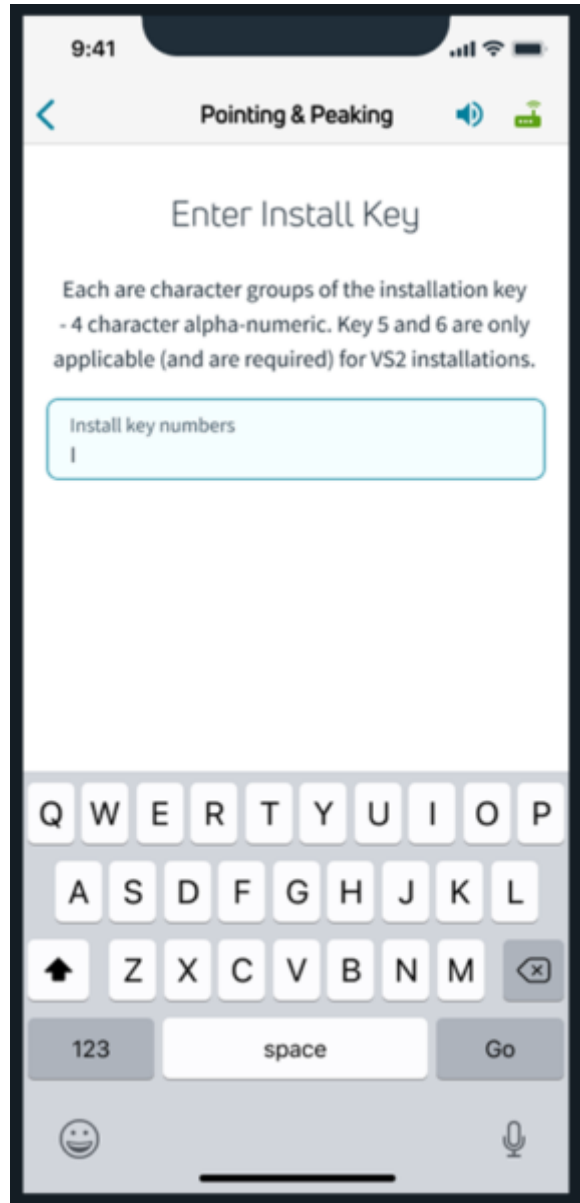
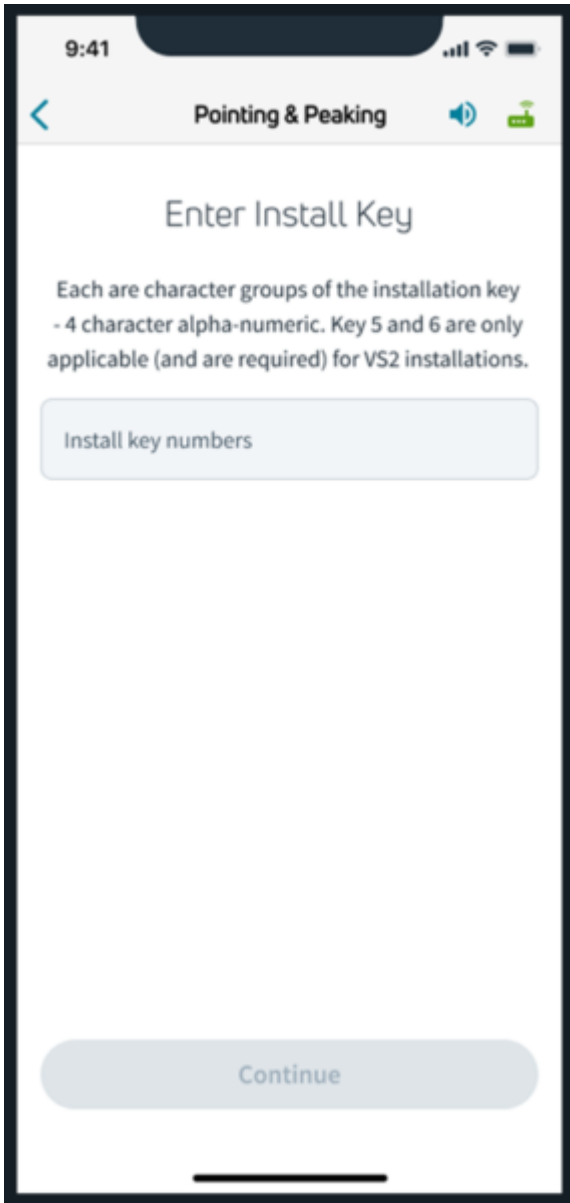
Press **Pointing & Peaking** from the Dashboard.

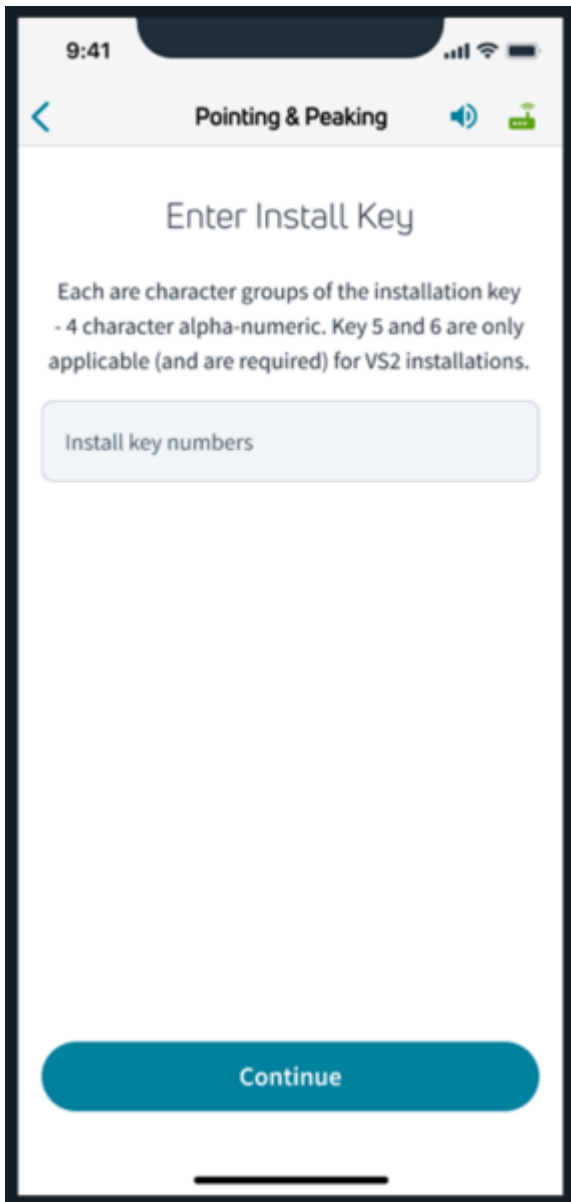


The app will assess the modem connection.

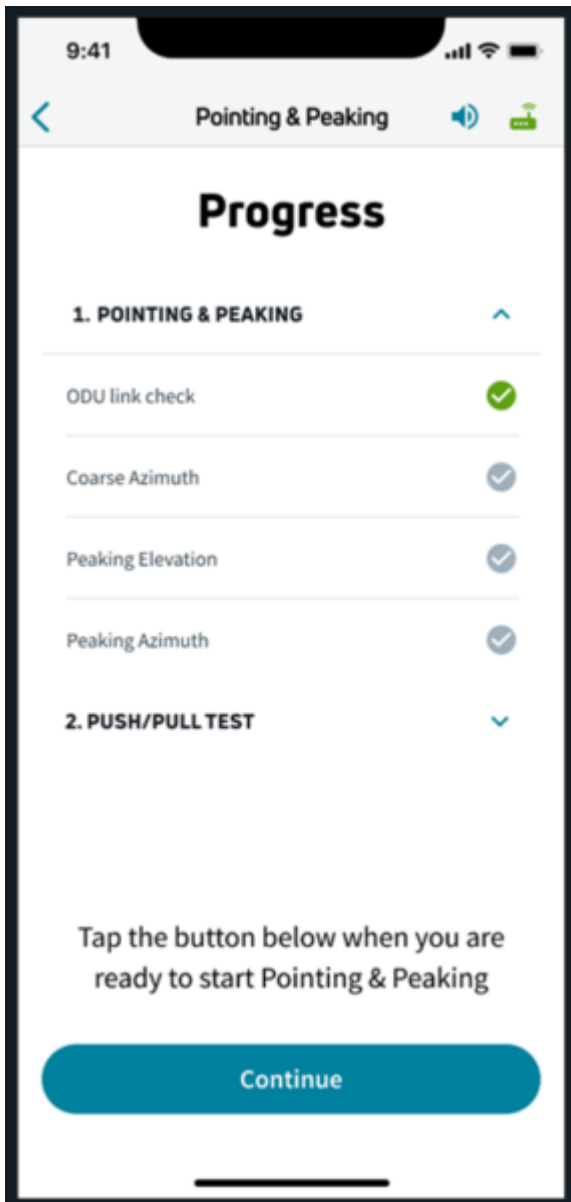


Next, enter the 24-character Install Key and press **Continue**.

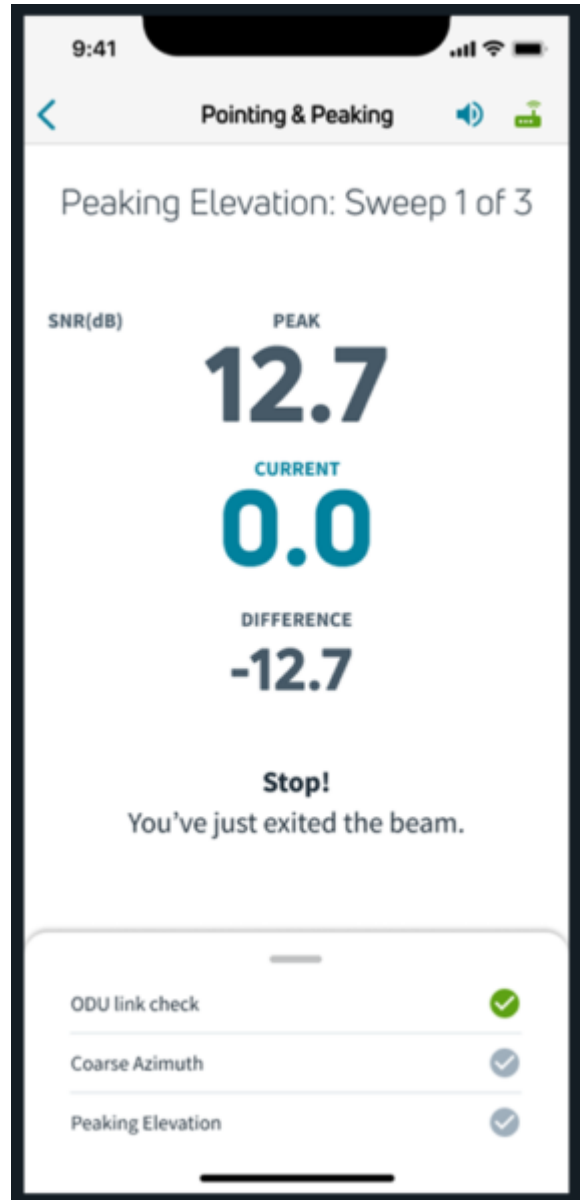




You will be prompted to press **Continue** to begin the Pointing & Peaking process.



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



9:41



Pointing & Peaking



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

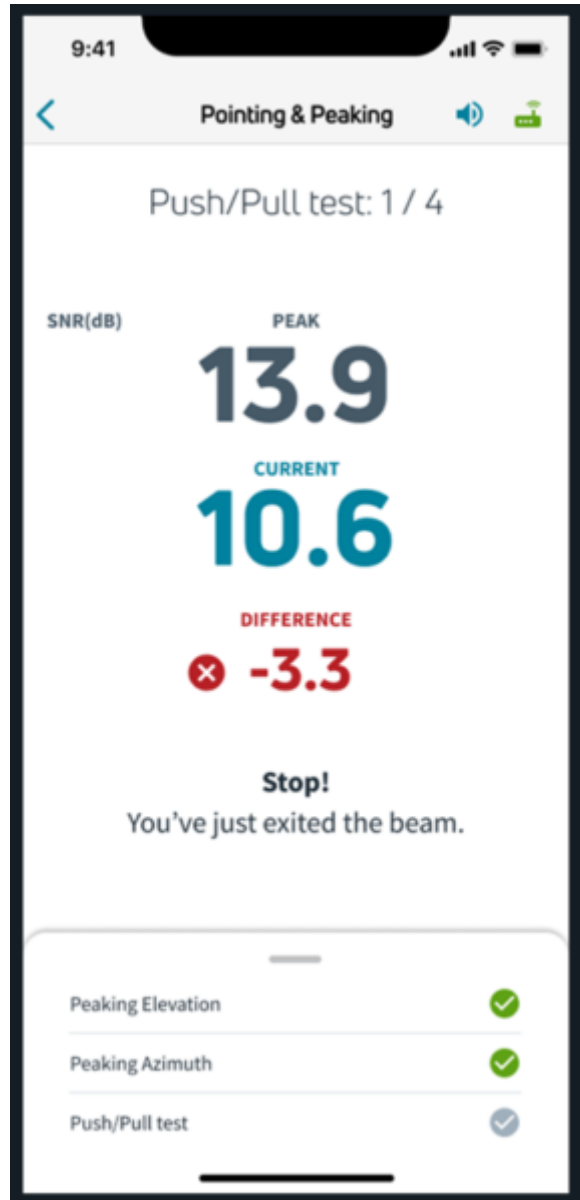


Coarse Azimuth



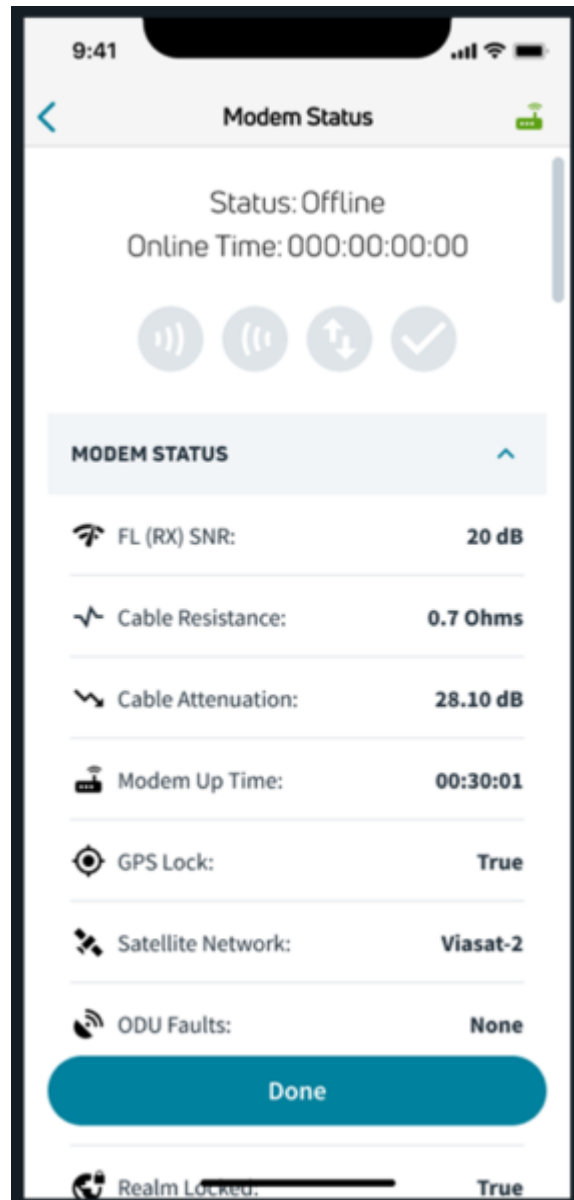
Peaking Elevation







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

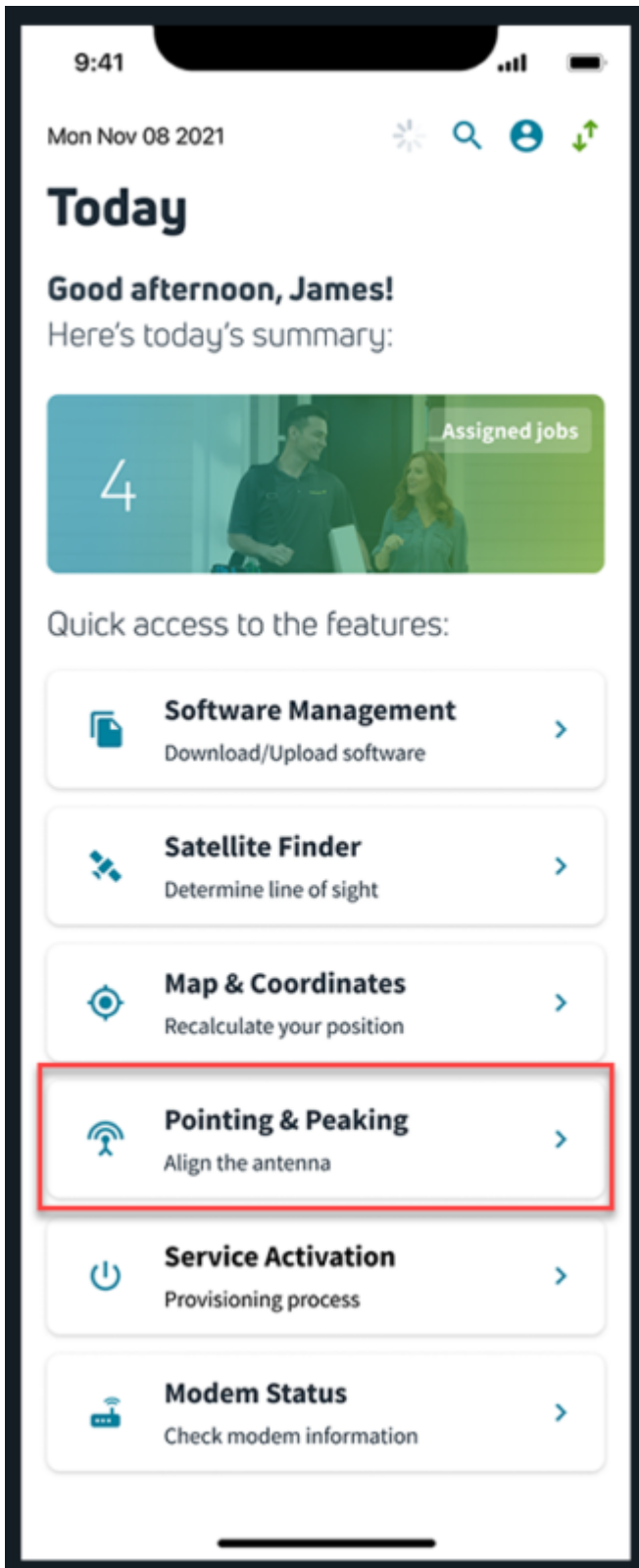


ViaSat-1

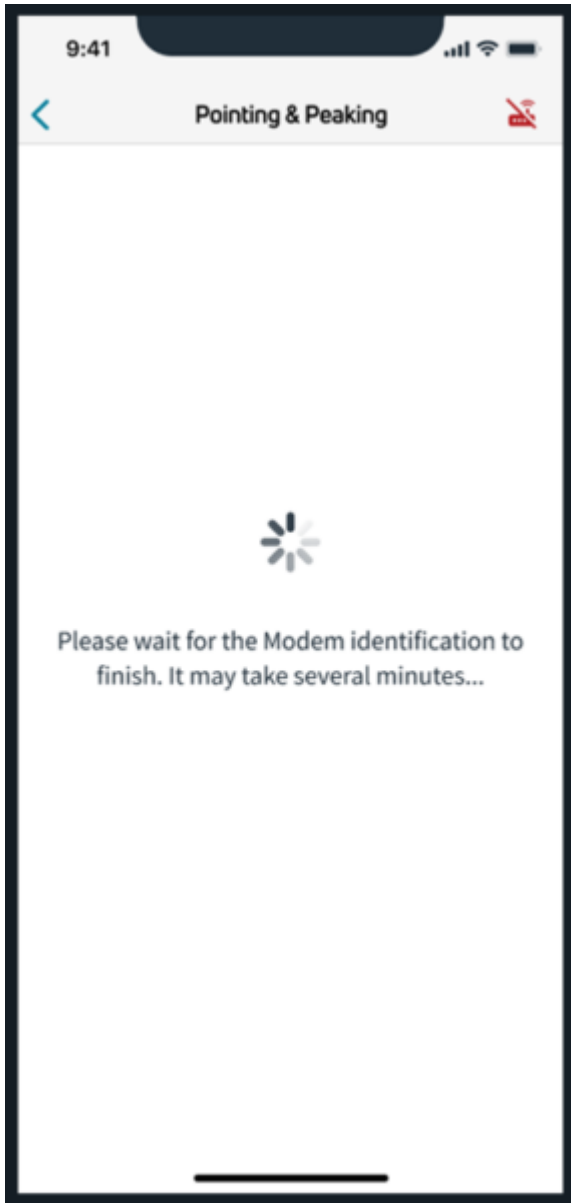
Pre-onsite installation requirements for SURFBEAM 2 (SB2)

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.

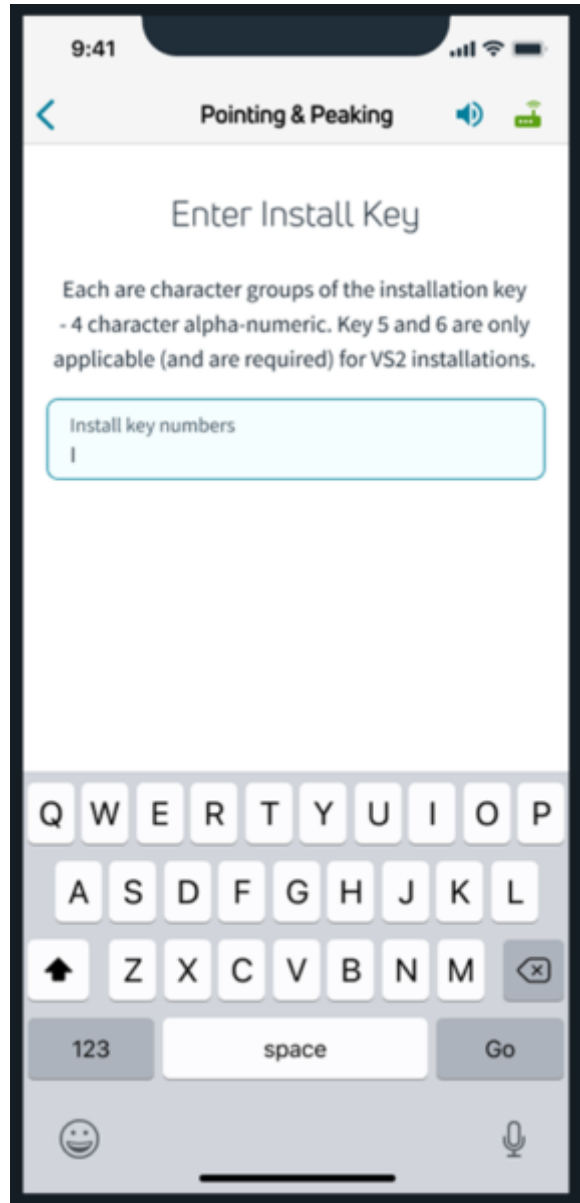
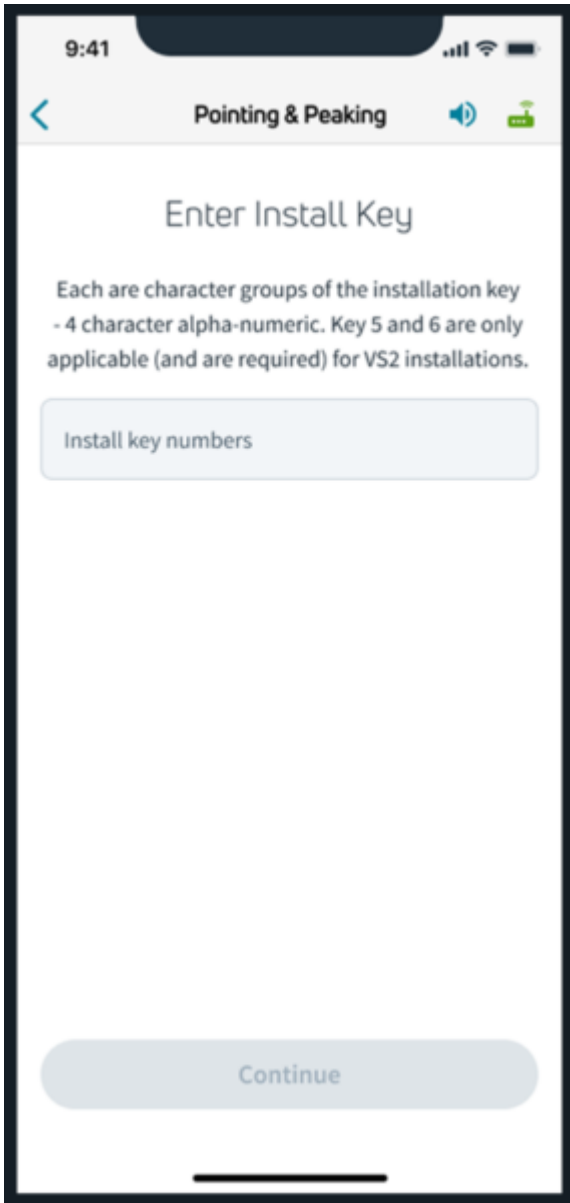
Press **Pointing & Peaking** from the Dashboard.

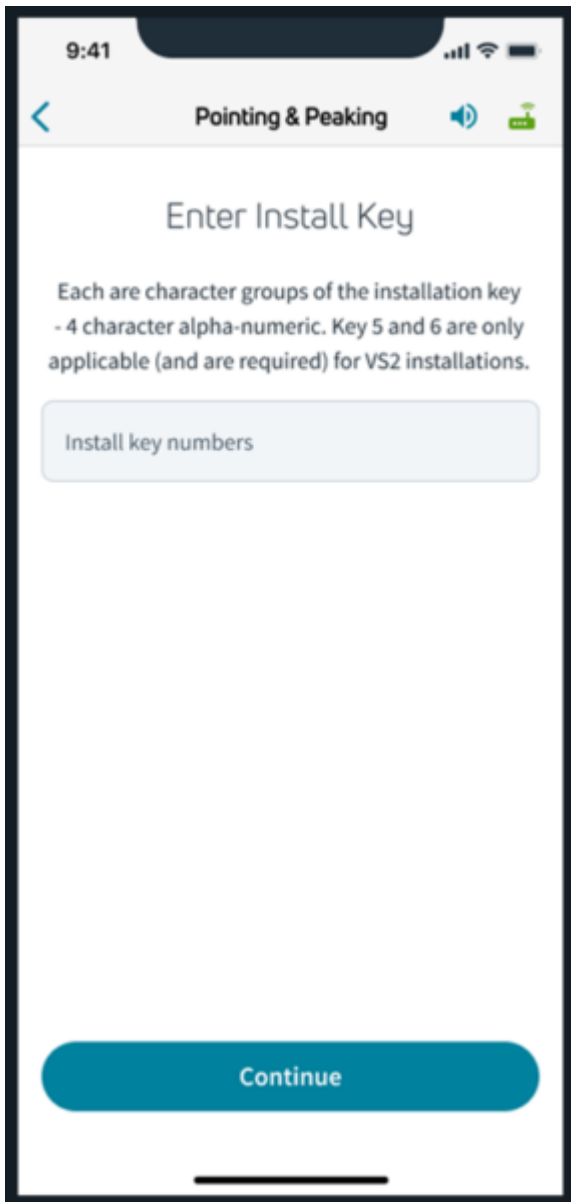


The app will assess the modem connection.

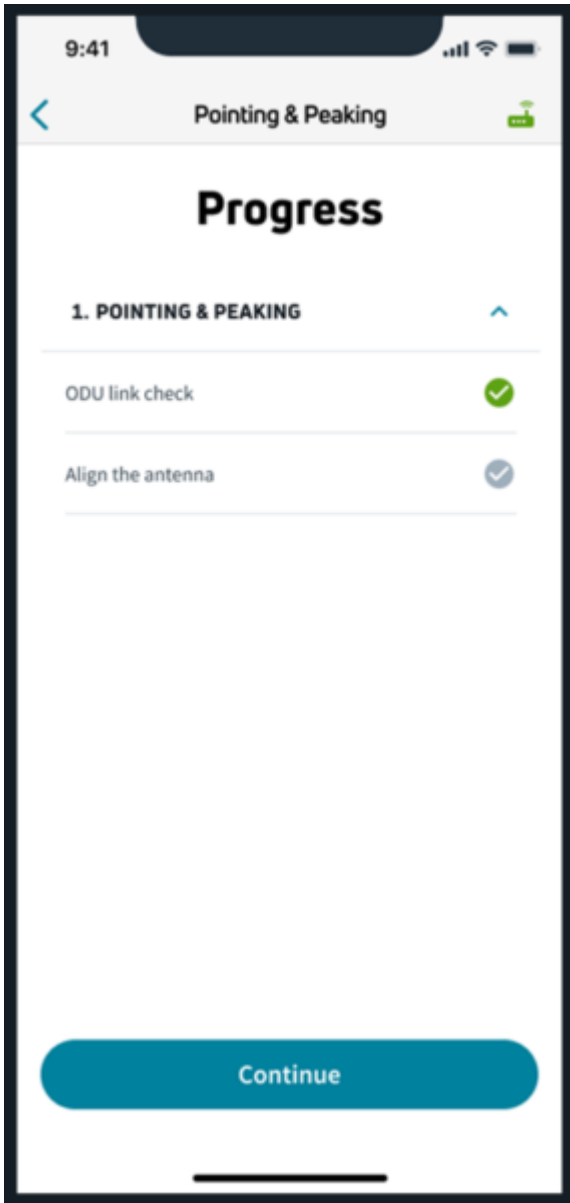


Next, enter the 16-character Install Key and press **Continue**.



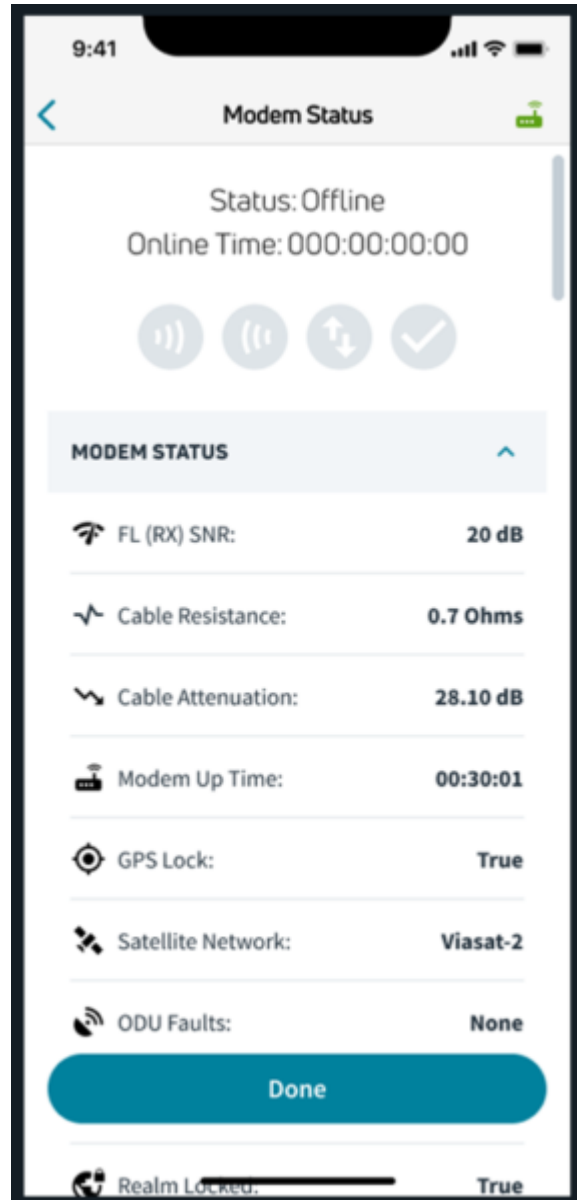


You will be prompted to press **Continue** to begin the Pointing & Peaking process.



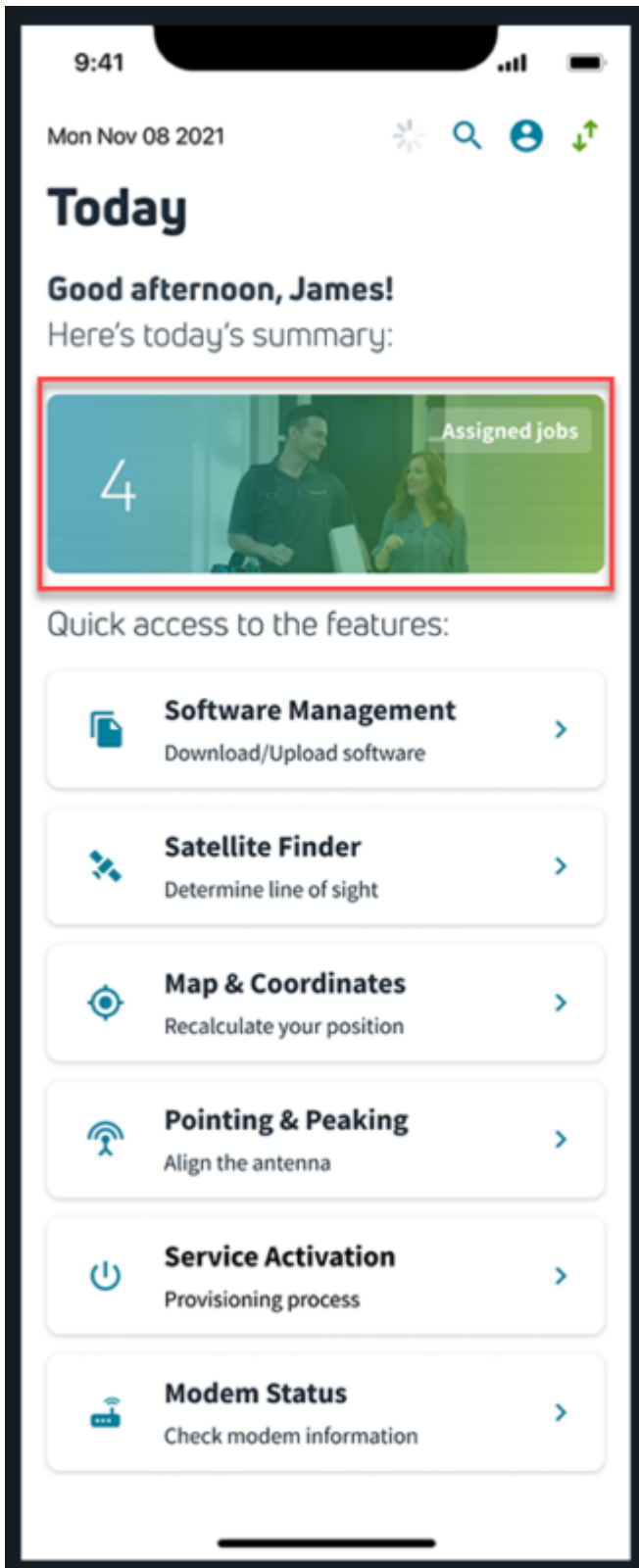


After Pointing & Peaking, press **Finish** installation and the app will move on to Modem Lock process.

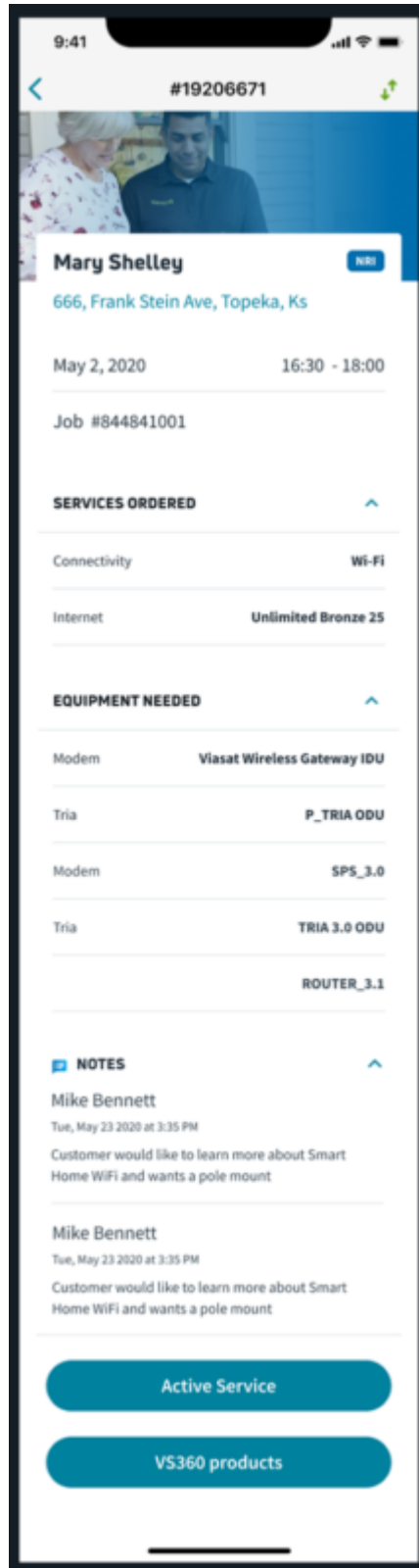


Service Activation

For Provisioning, press **Assigned Jobs**.



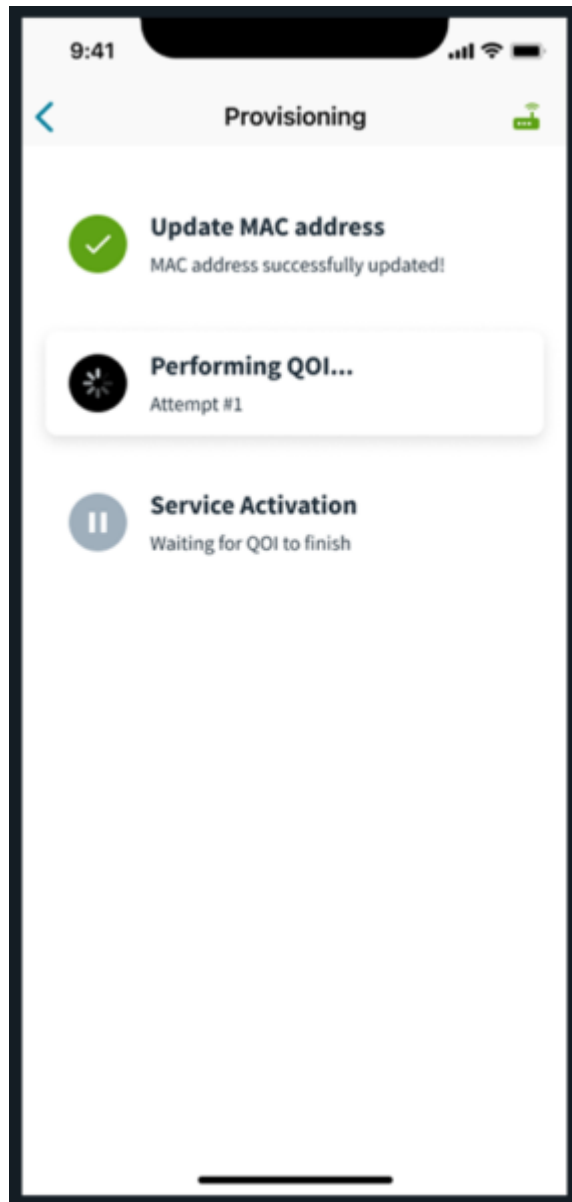
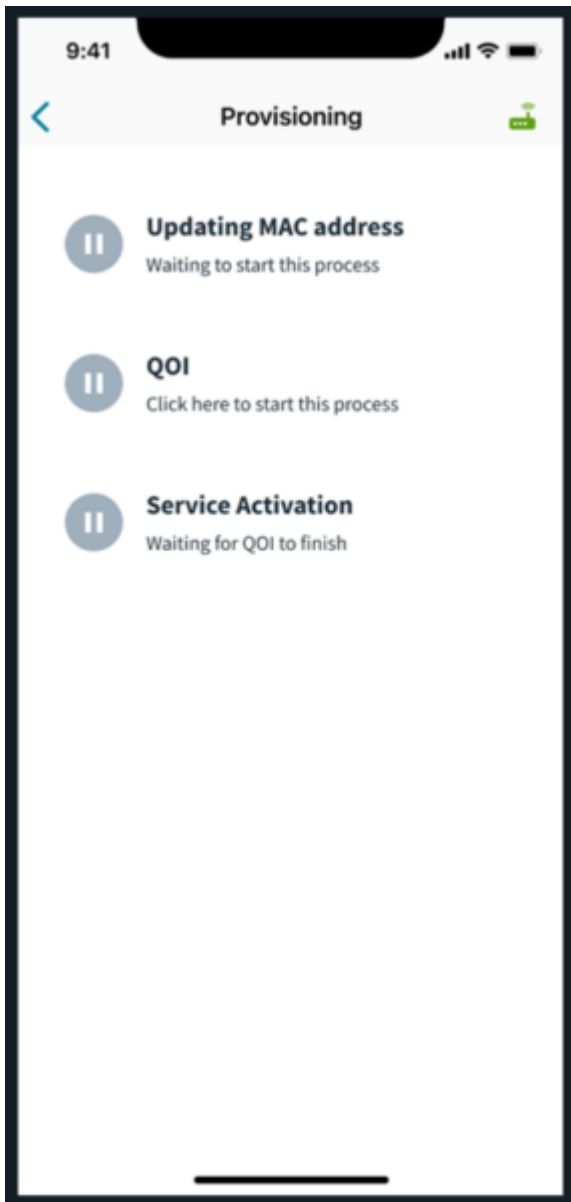
Find your current work order, and press it to find more details. Scroll to the bottom and press **Activate Service**.



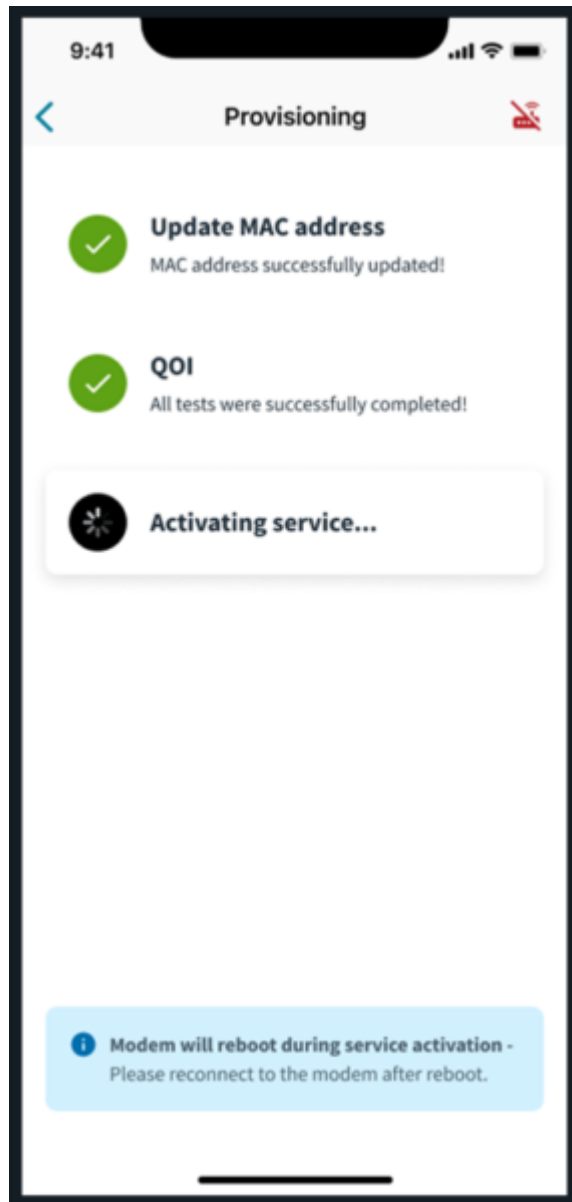
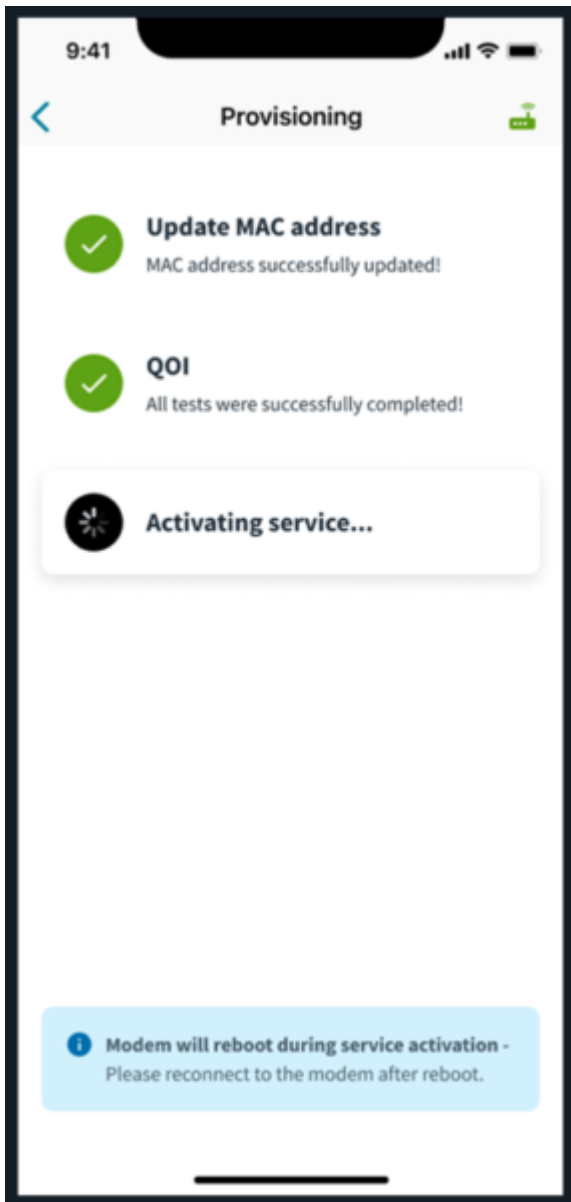
Press **Open ECA** to have them sign the Electronic Customer Agreement.



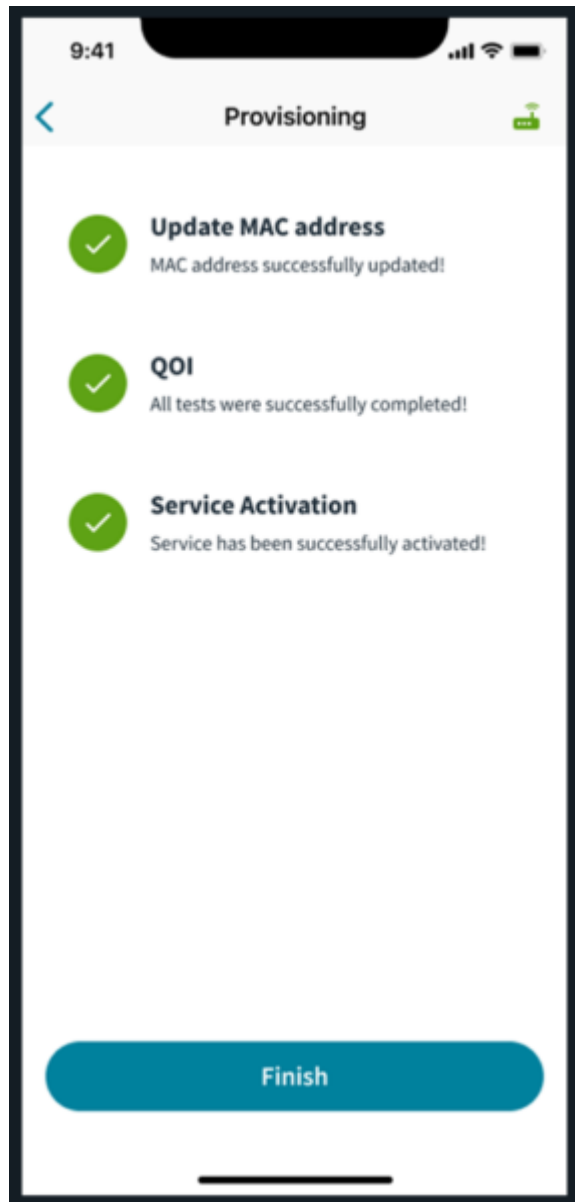
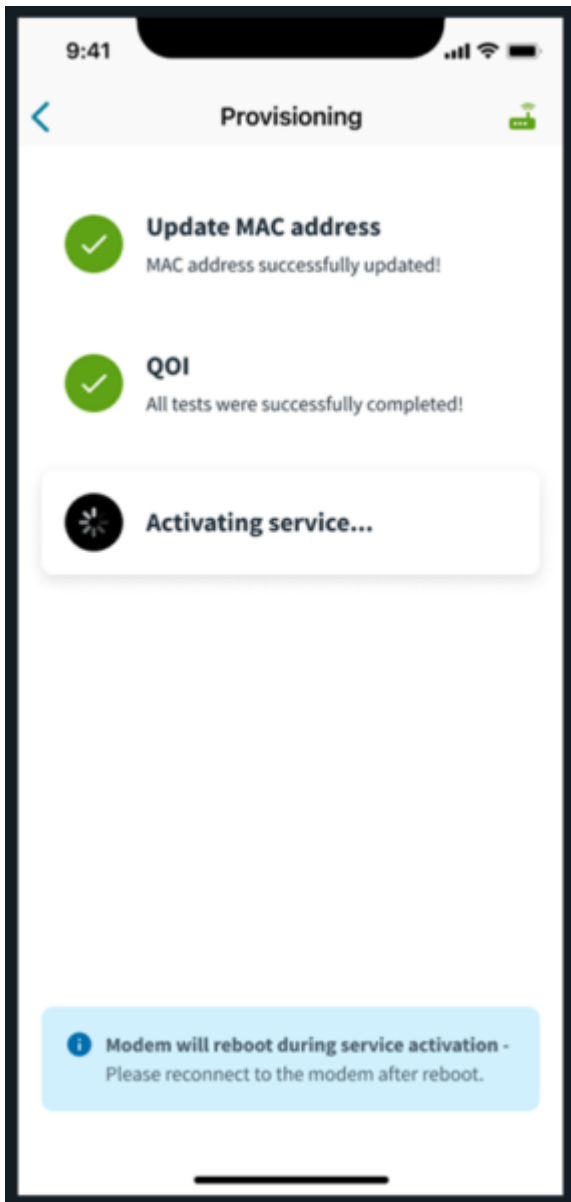
A green checkmark will appear next to Update MAC address and QOI when the system passes its checks.



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

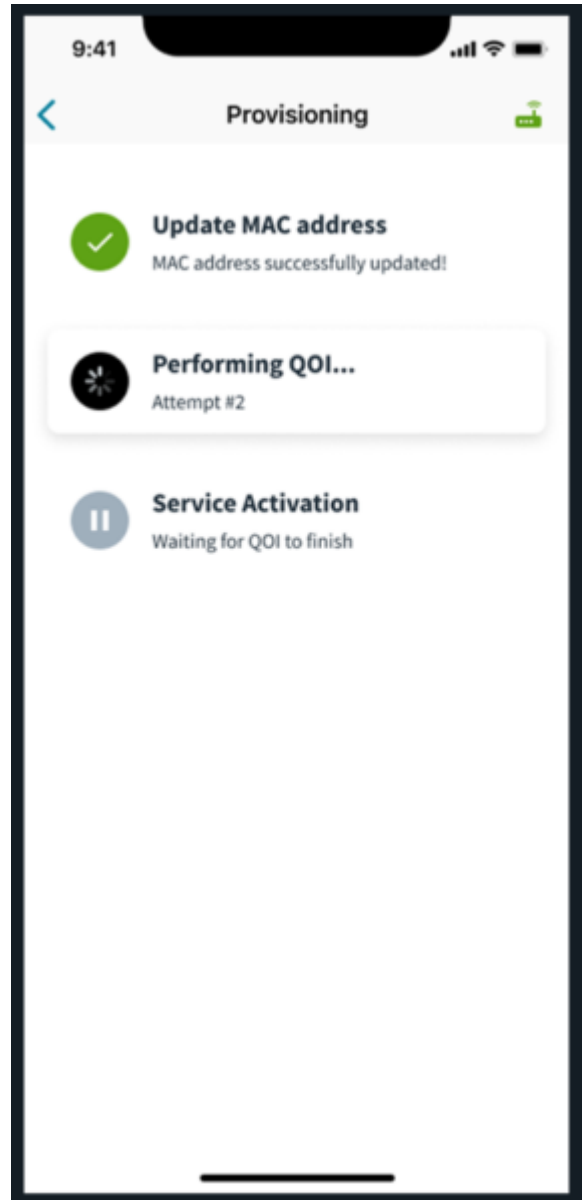
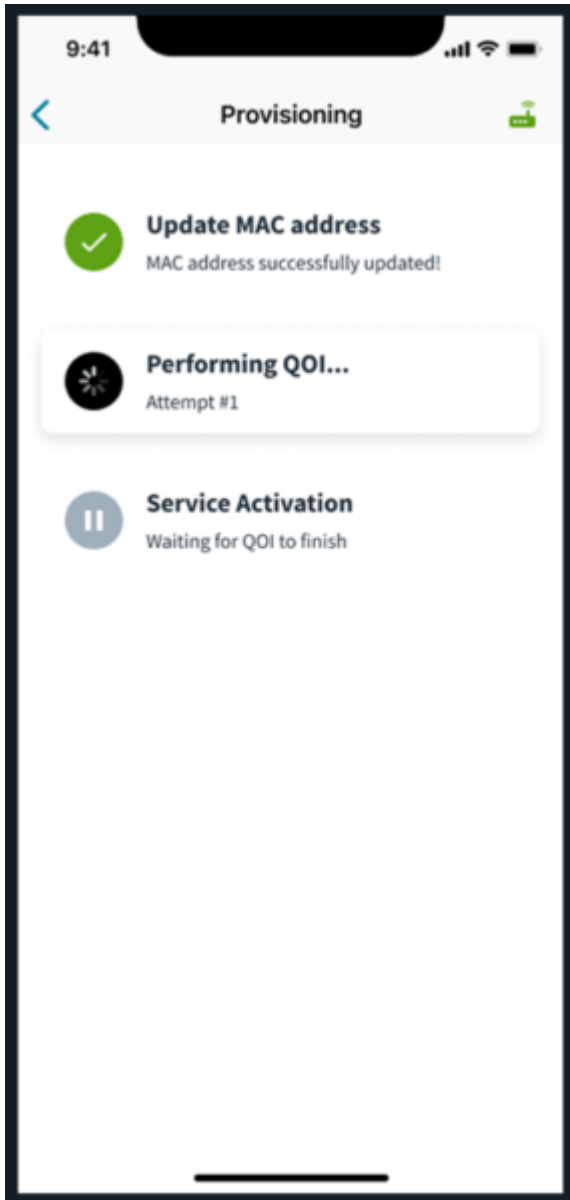


A green checkmark will appear next to Service Activation once the activation is complete. Press **Finish** to exit.



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!



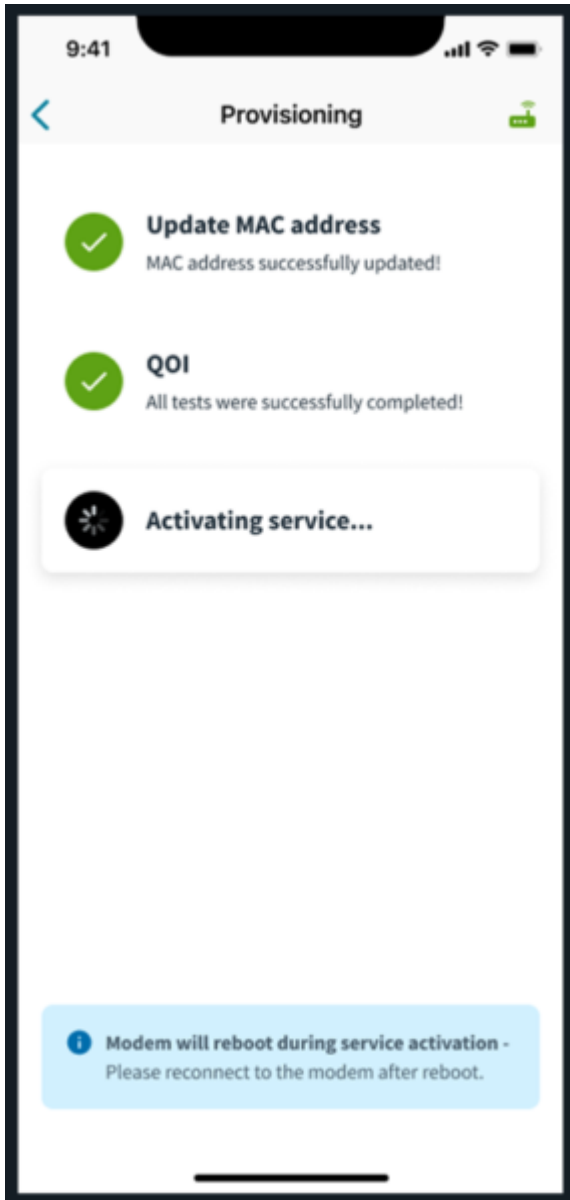
Performing QOI...

Attempt #3

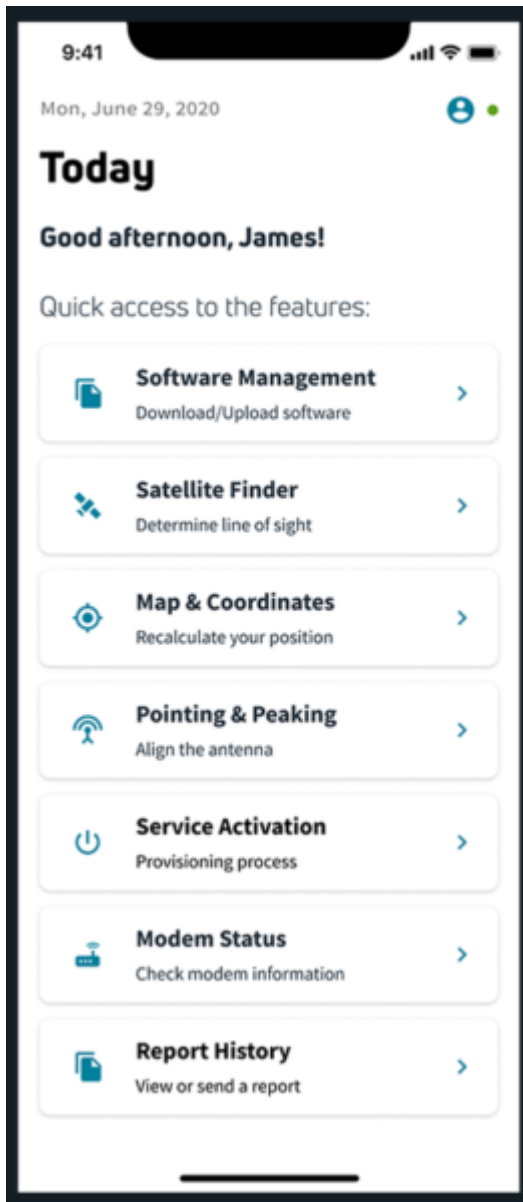


Service Activation

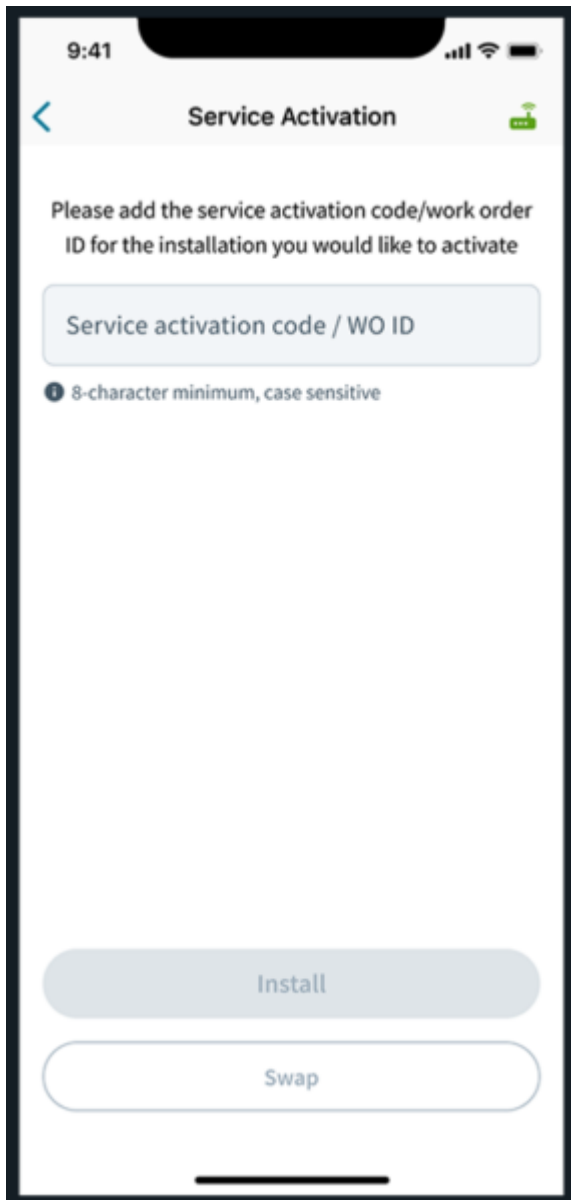
Waiting for QOI to finish



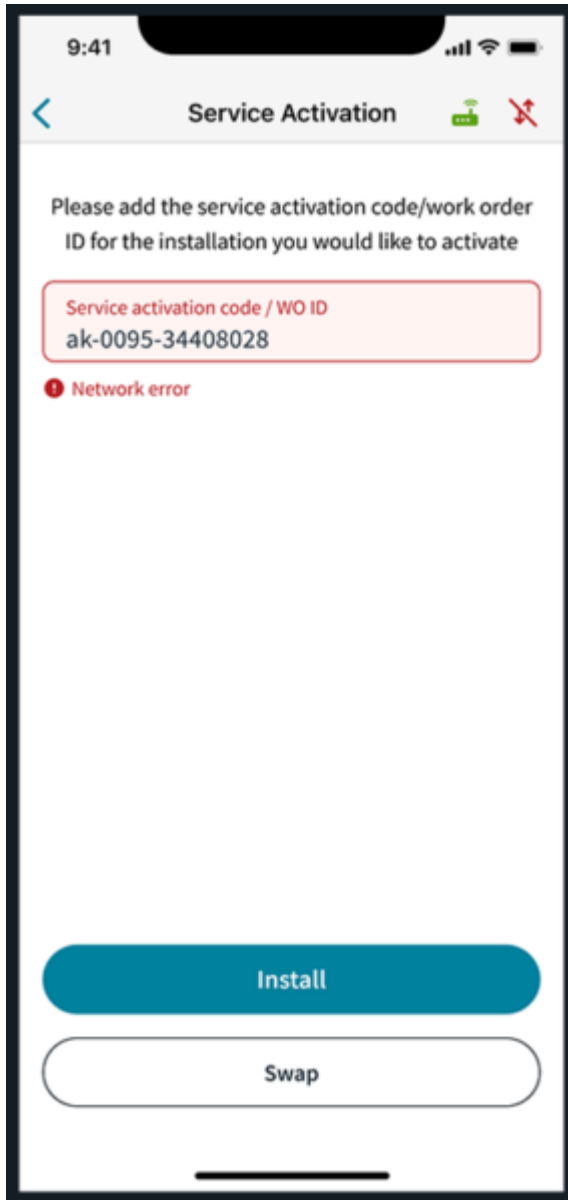
*WHOLESALE ONLY – Press **Service Activation**.*



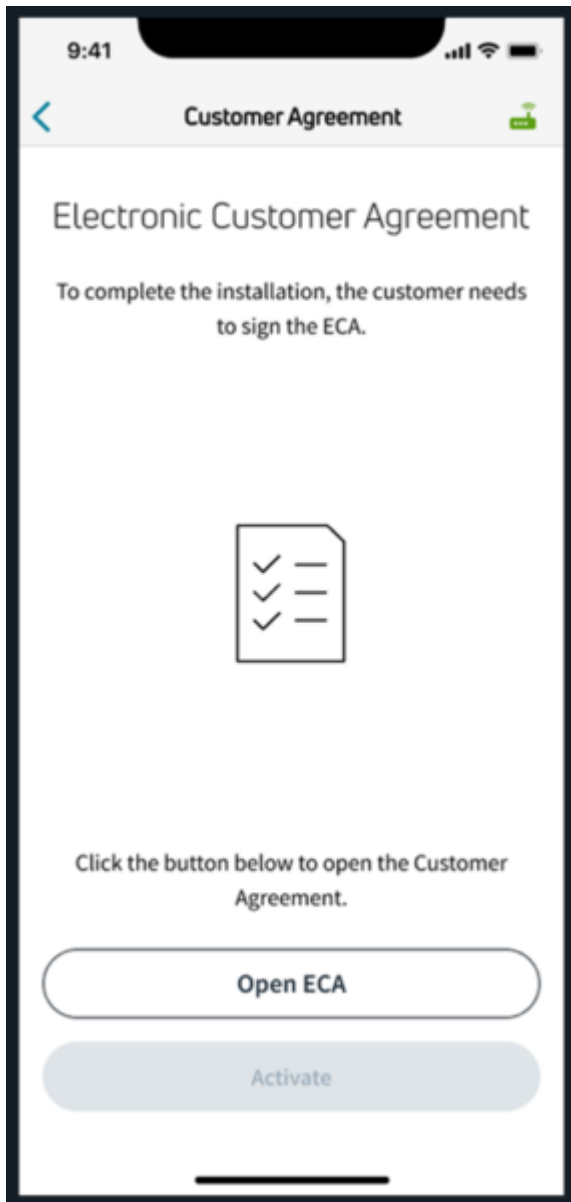
Then, type in the Service activation code, or the Work Order ID.



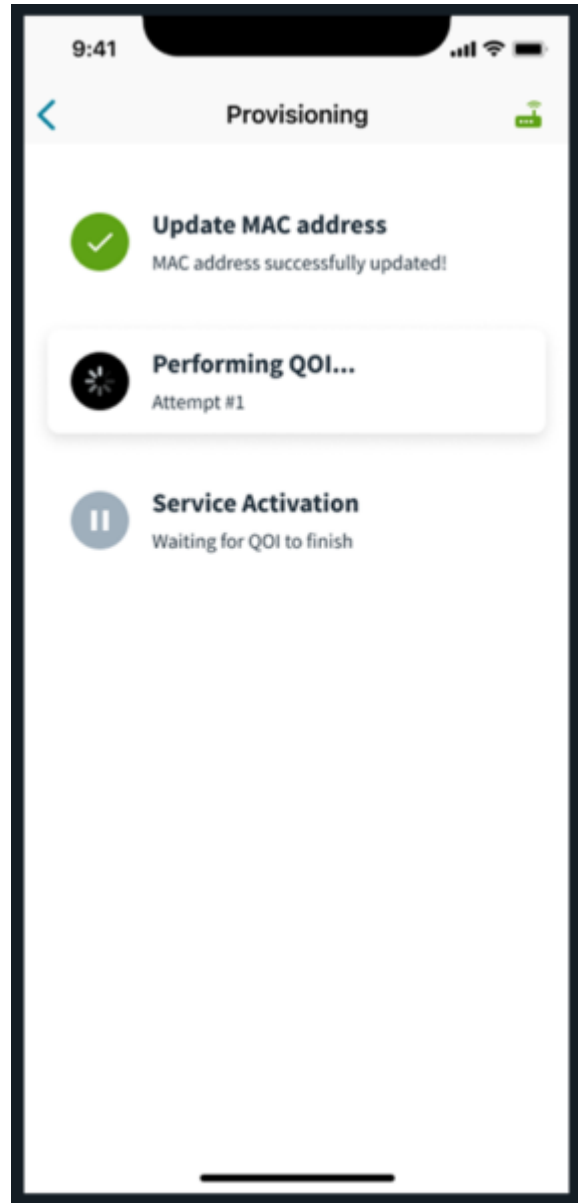
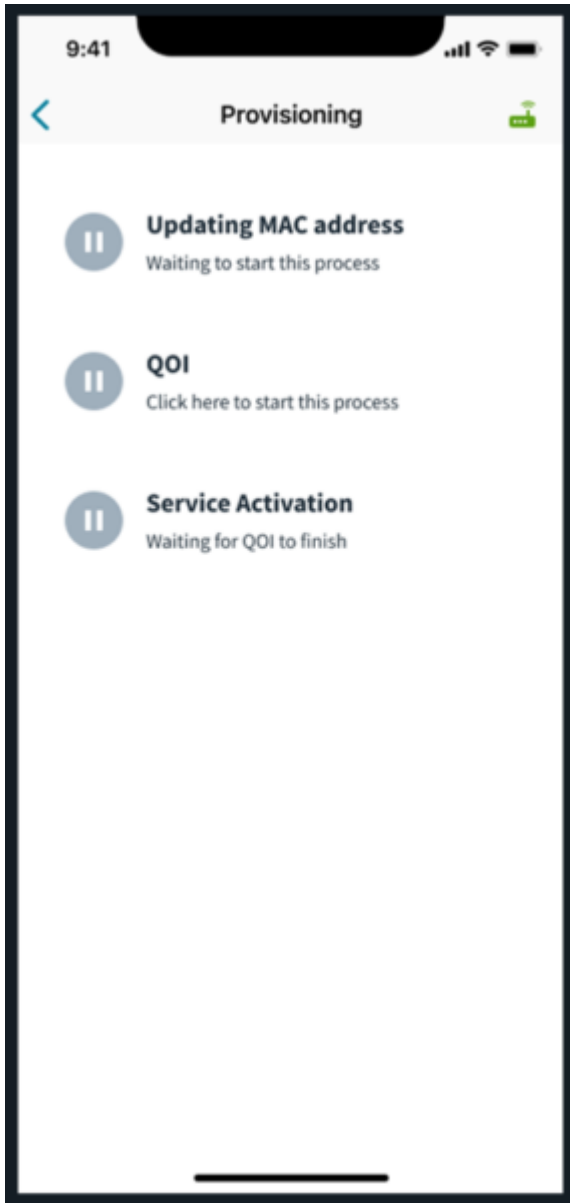
If you see this screen, this means the app is connected to the modem, but the modem is not online. If you see this, you will need to Point & Peak and reboot the modem.



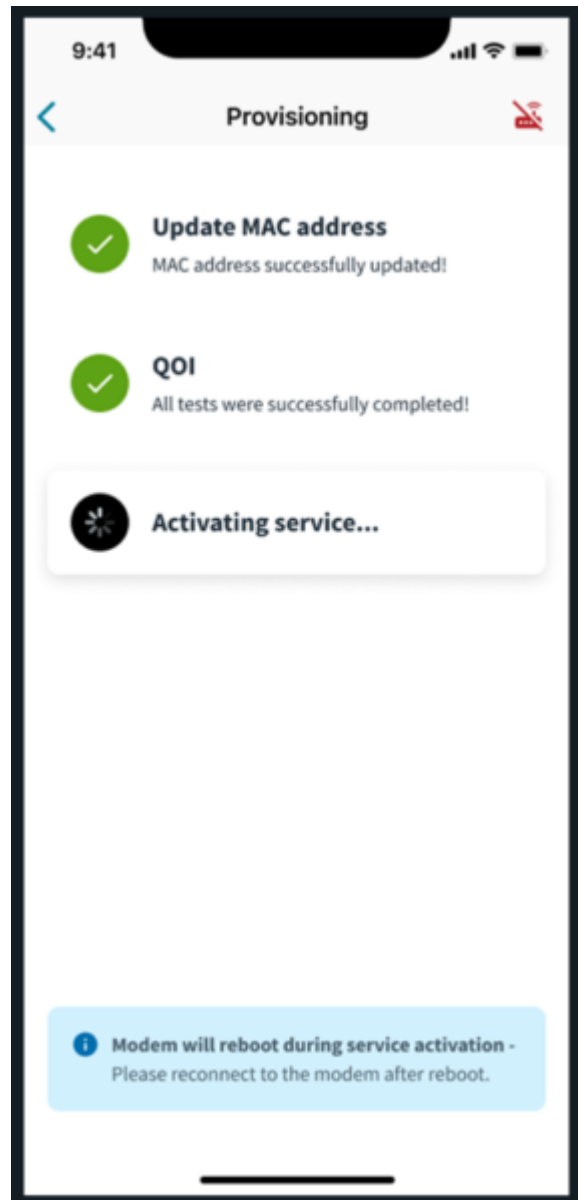
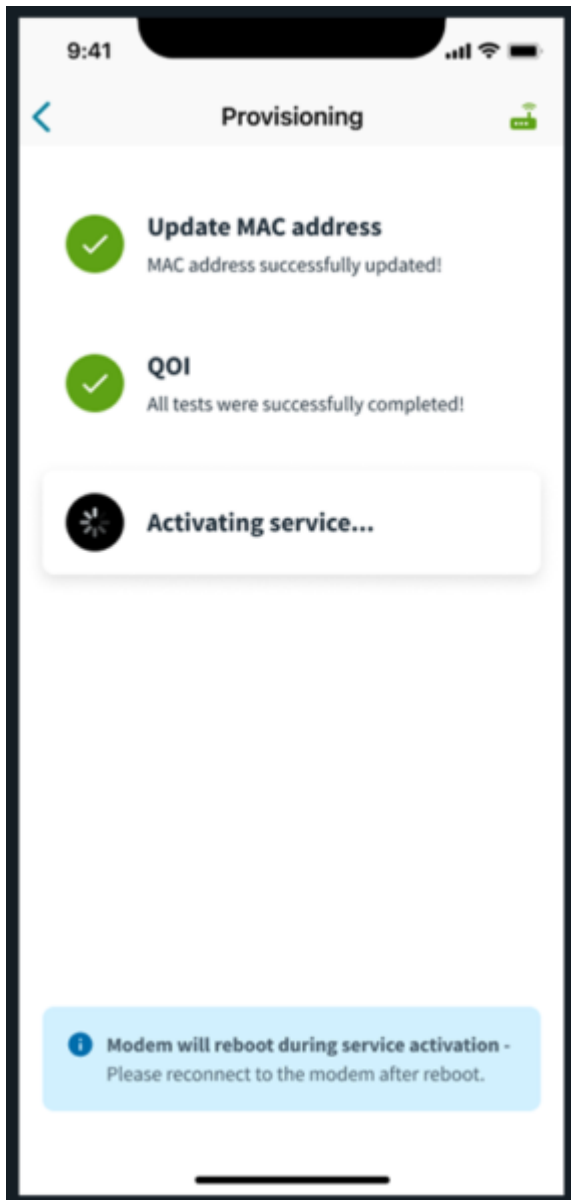
*Press **Open ECA** to have them sign the Electronic Customer Agreement.*



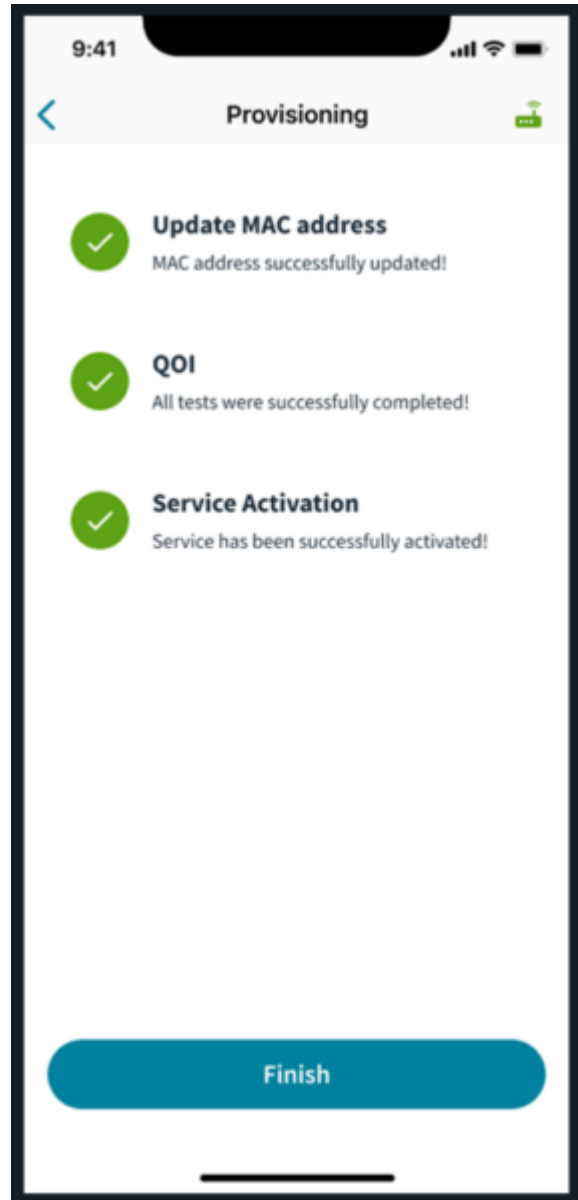
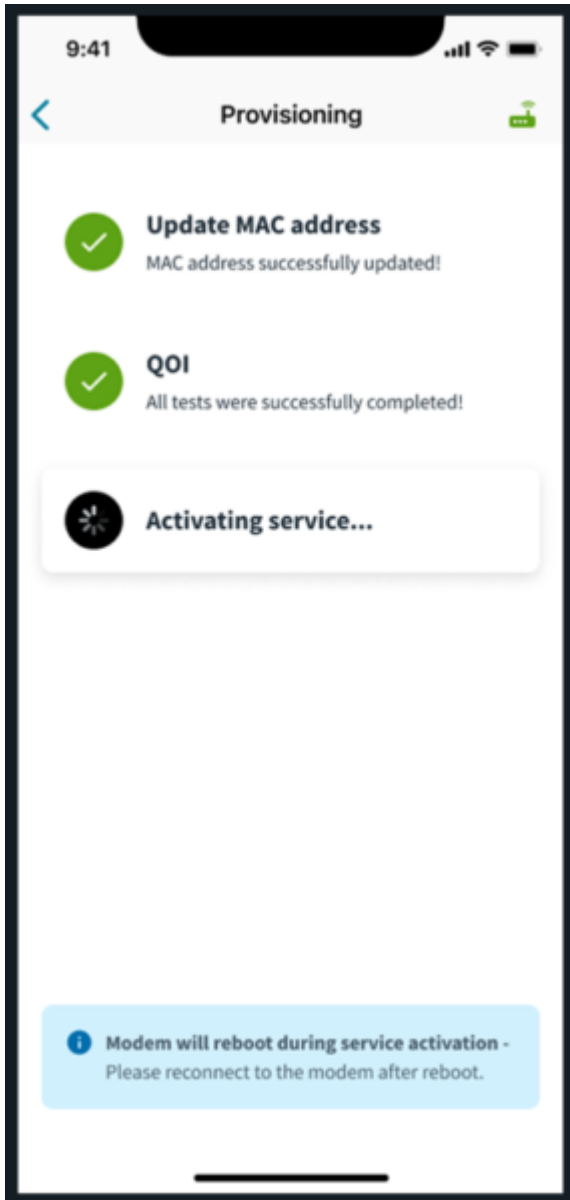
A green checkmark will appear next to Update MAC address and QOI when the system passes its checks.



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!



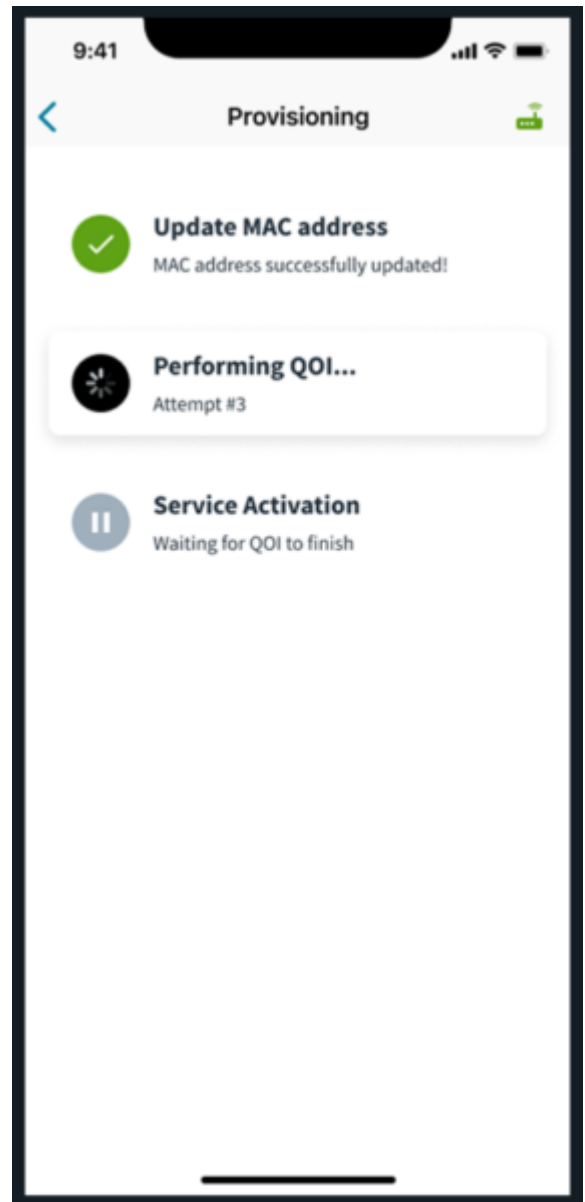
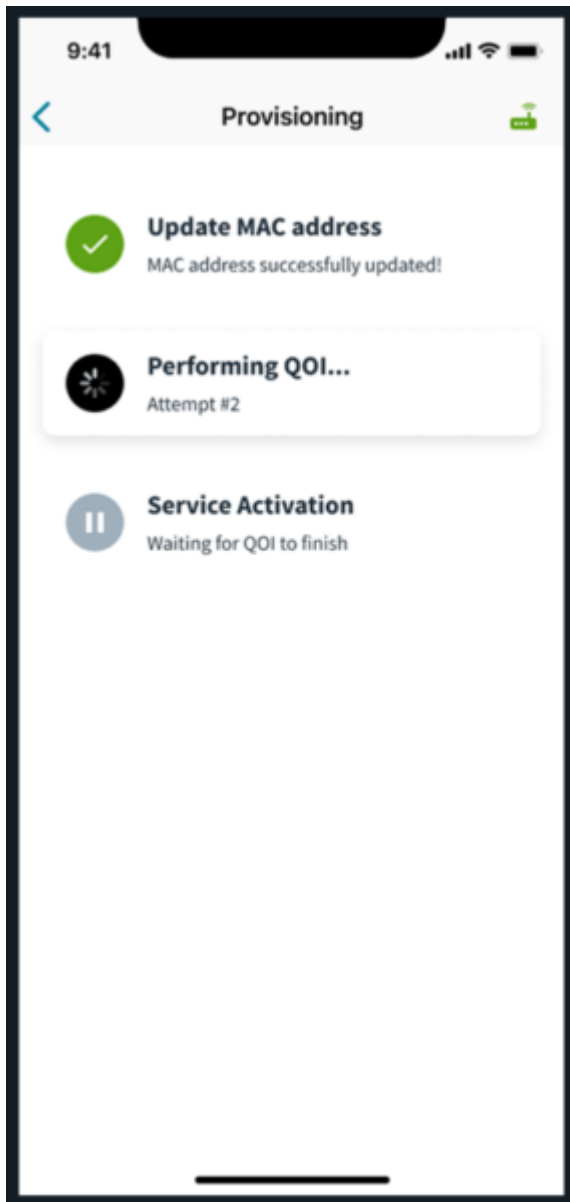
Performing QOI...

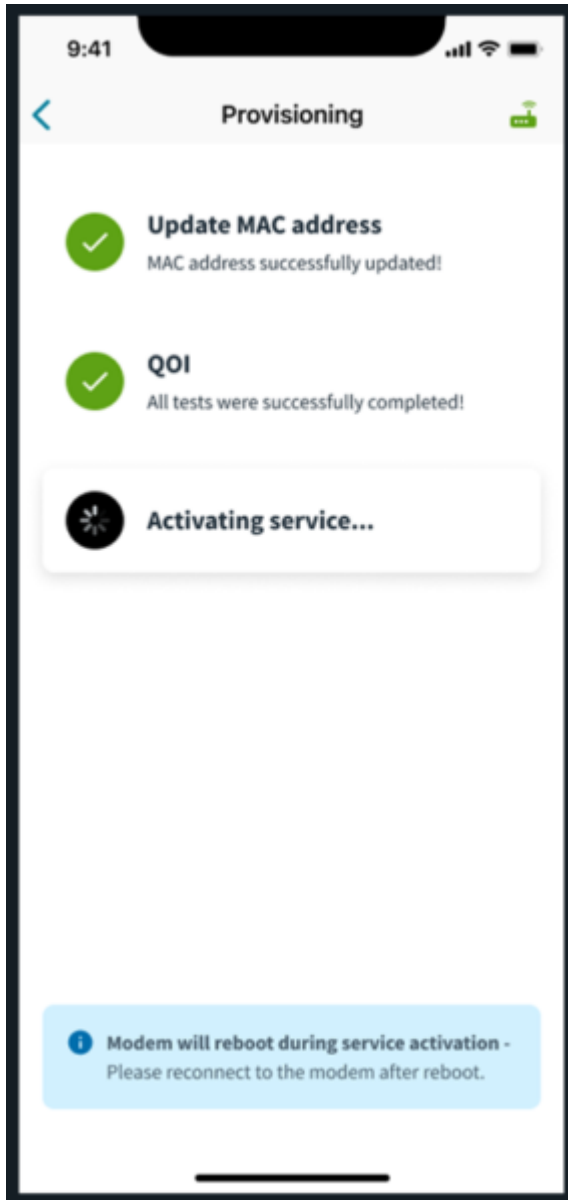
Attempt #1



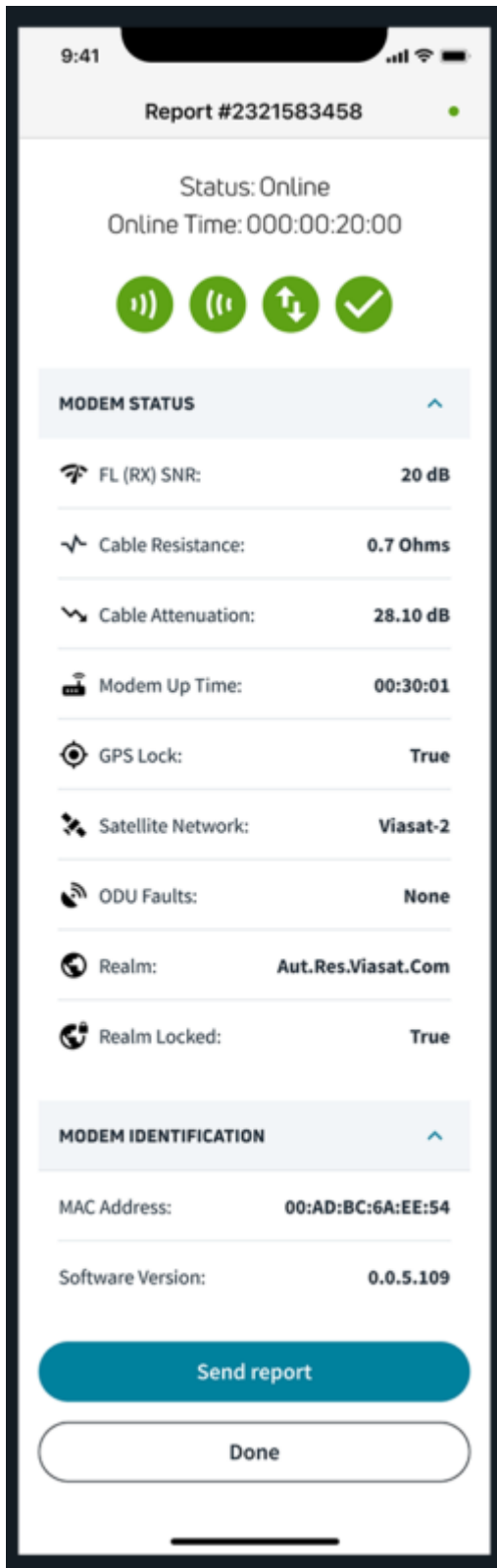
Service Activation

Waiting for QOI to finish

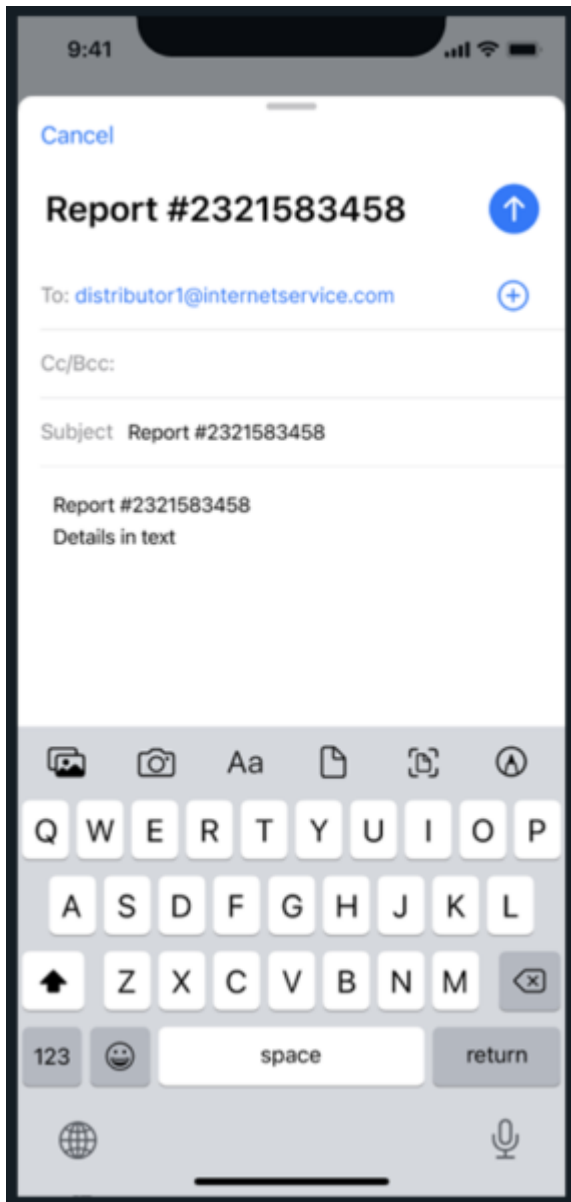




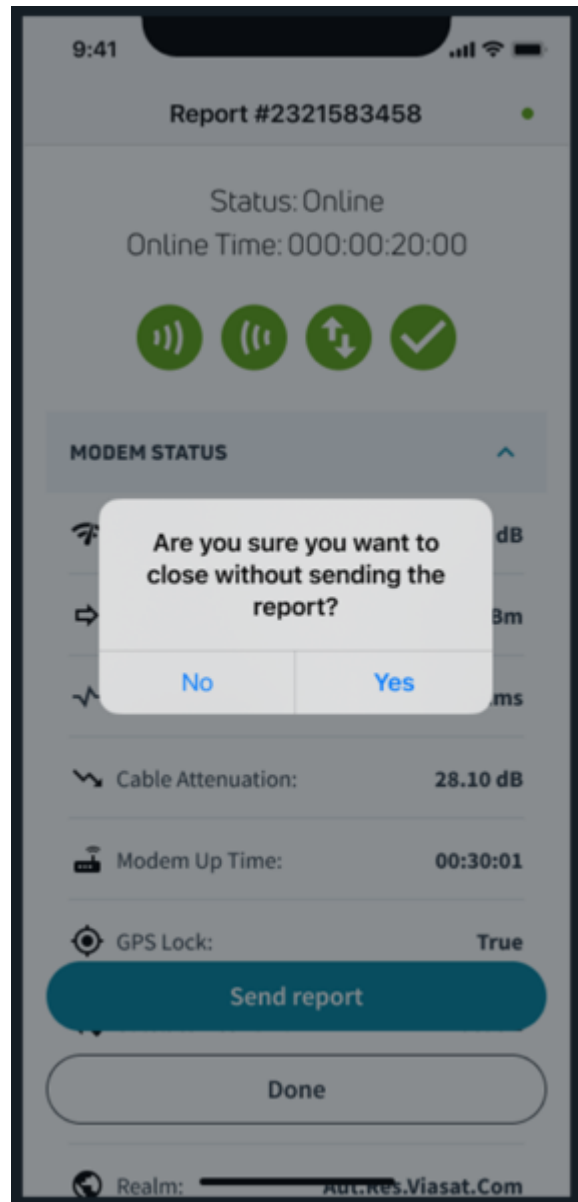
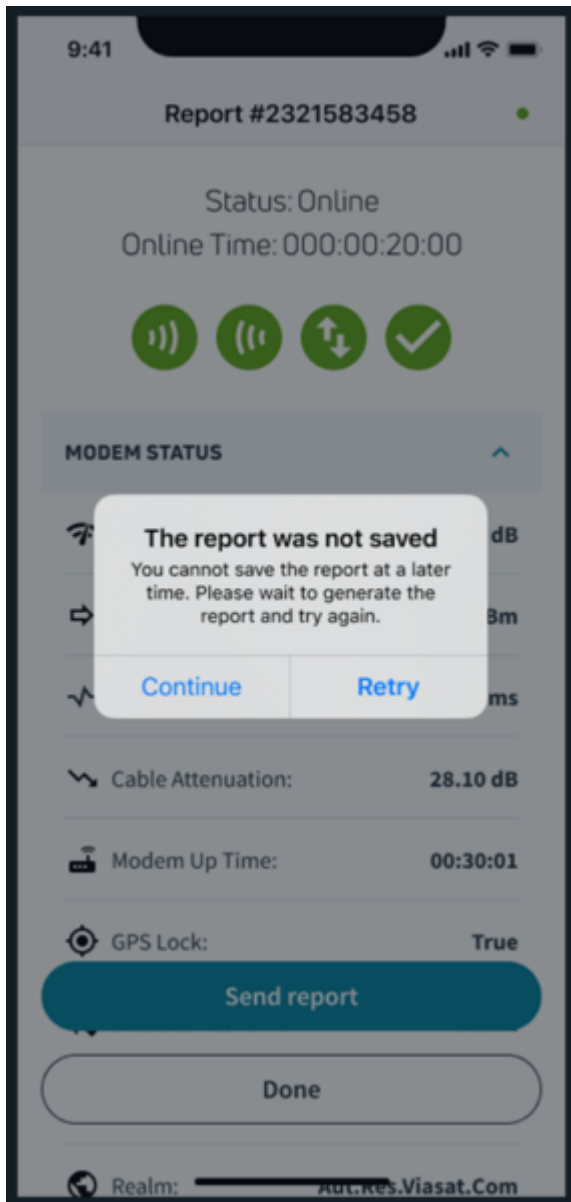
*When finished, it'll generate the Reporting page. Press **Send report**.*



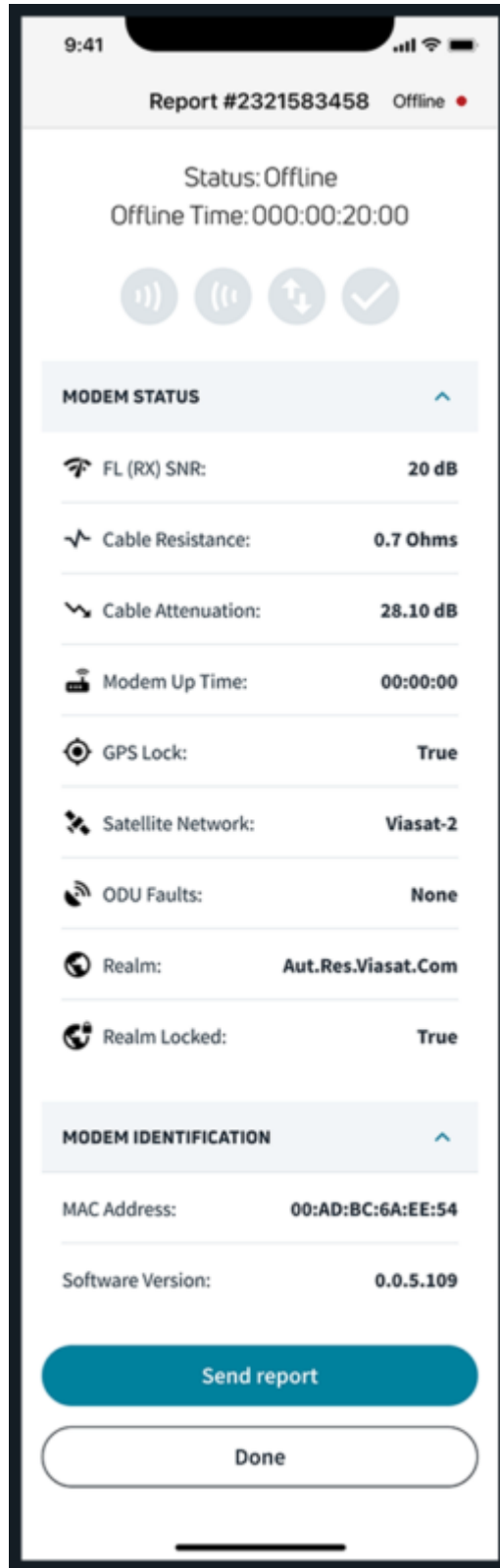
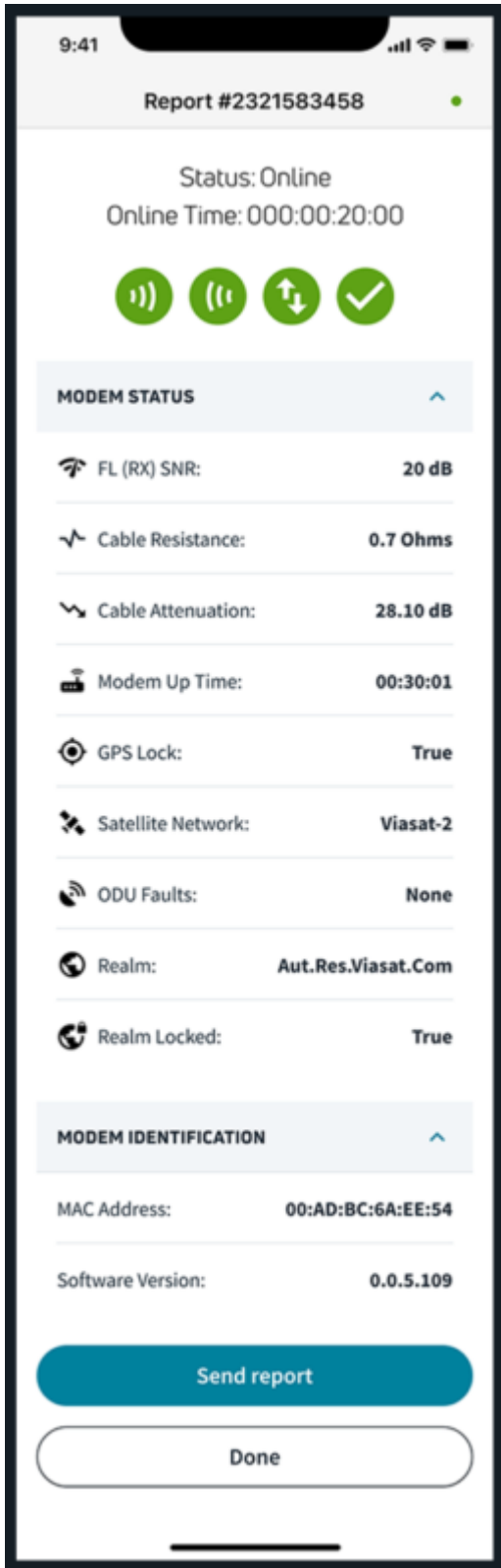
*The email will populate and your email client and press **Send**.*



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).



Mary Shelley

NRG

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

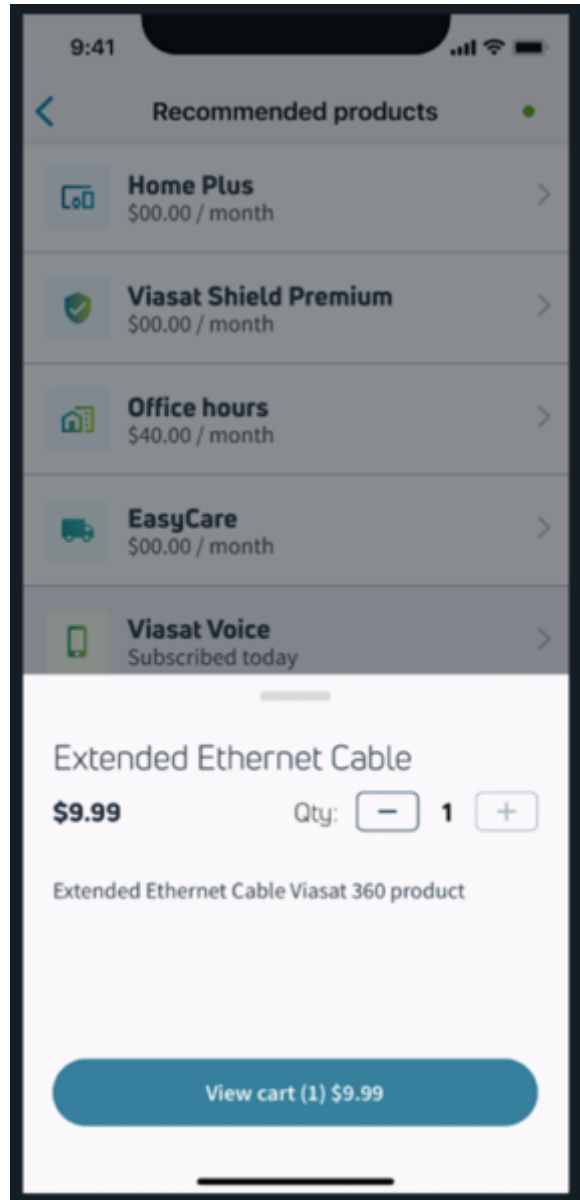
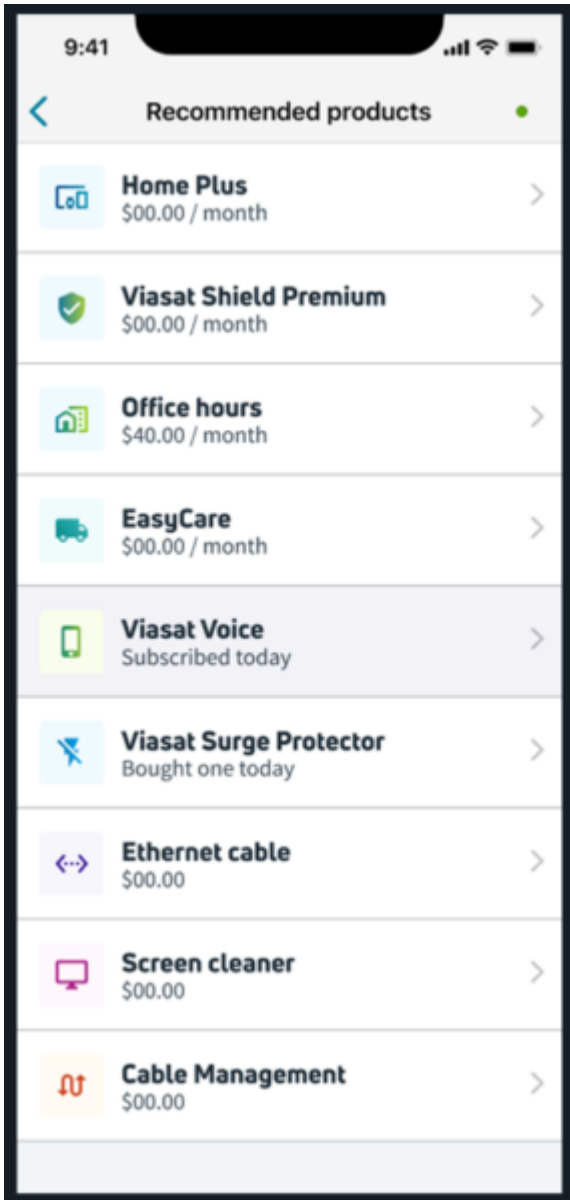
Mike Bennett

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



Cart



Extended Ethernet Ca...

\$9.99

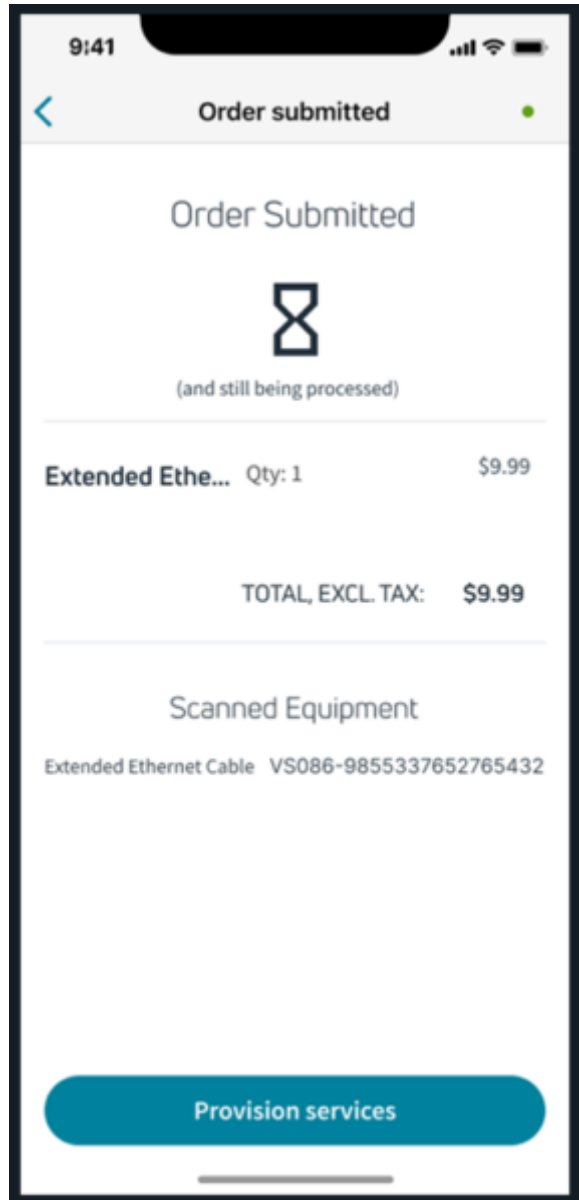
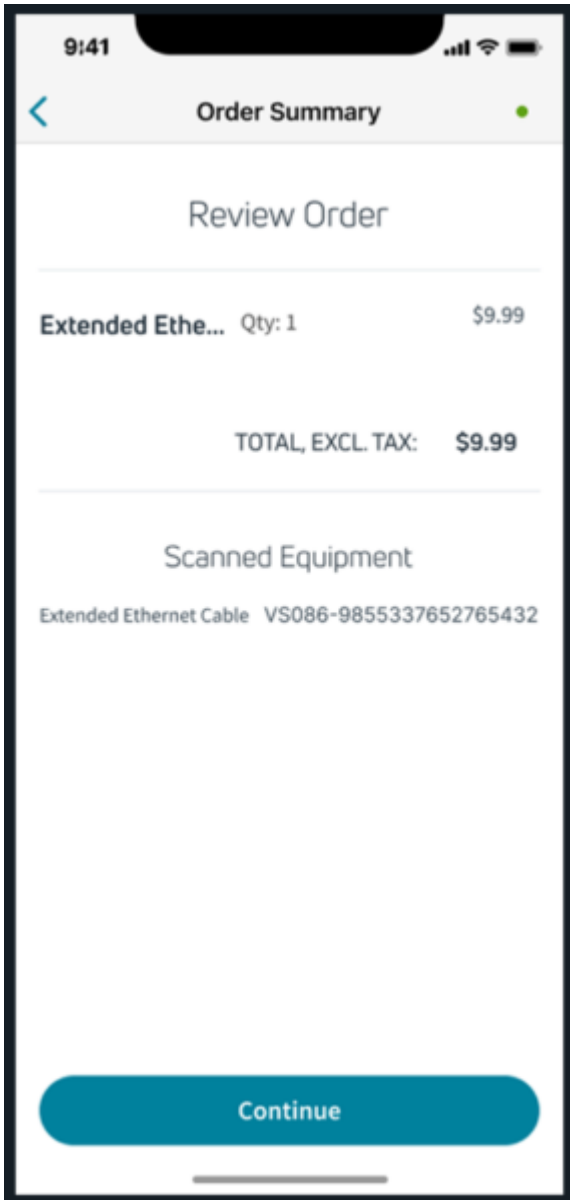
Qty: 1

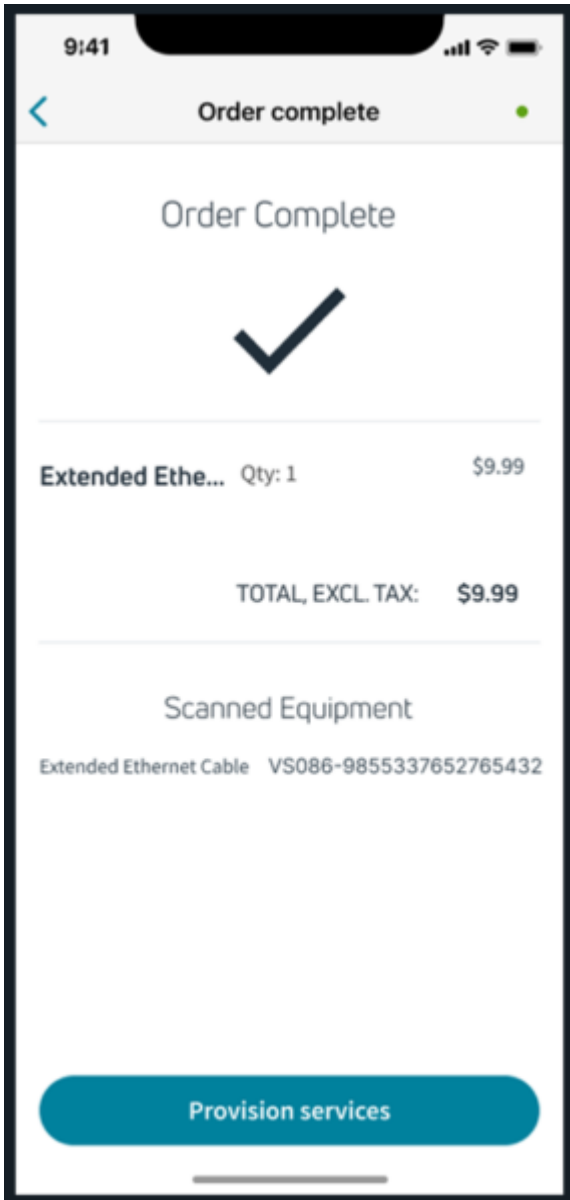
TOTAL, EXCL. TAX: **\$9.99**

These services will be reflected in the customer's account on the next billing cycle.

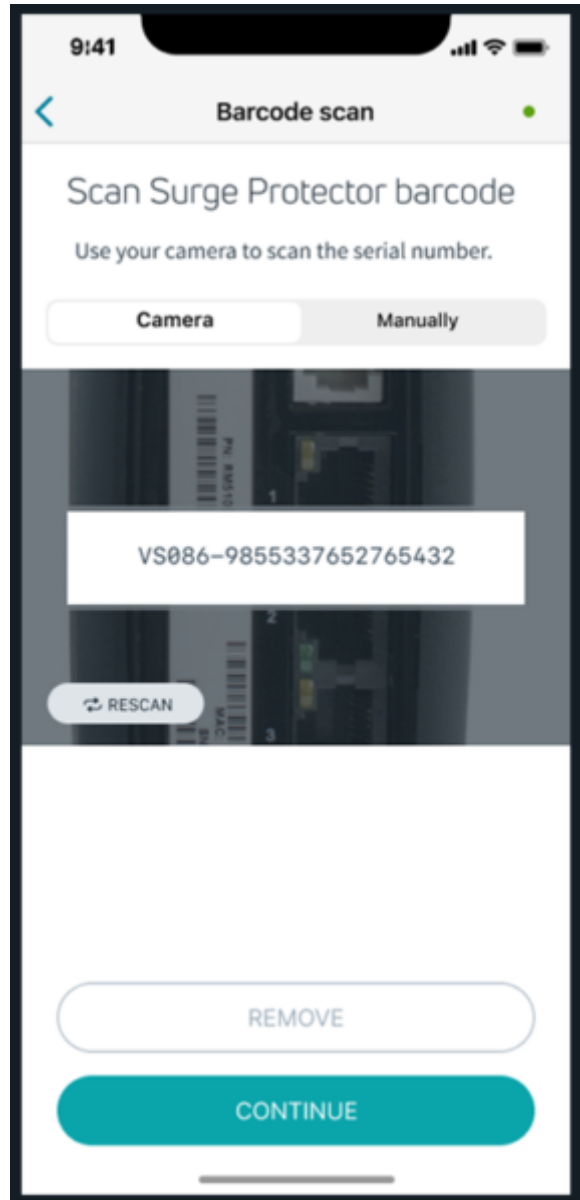
Add more products

Continue to checkout





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



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**

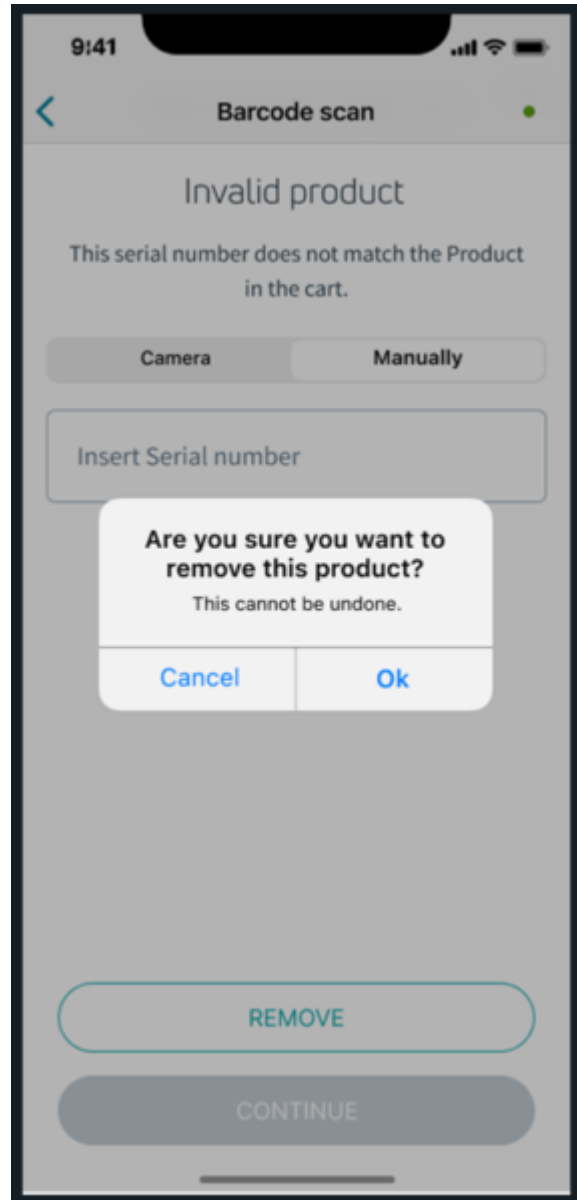
This is required to use features such
as Sat Finder, Barcode scanner etc.

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!

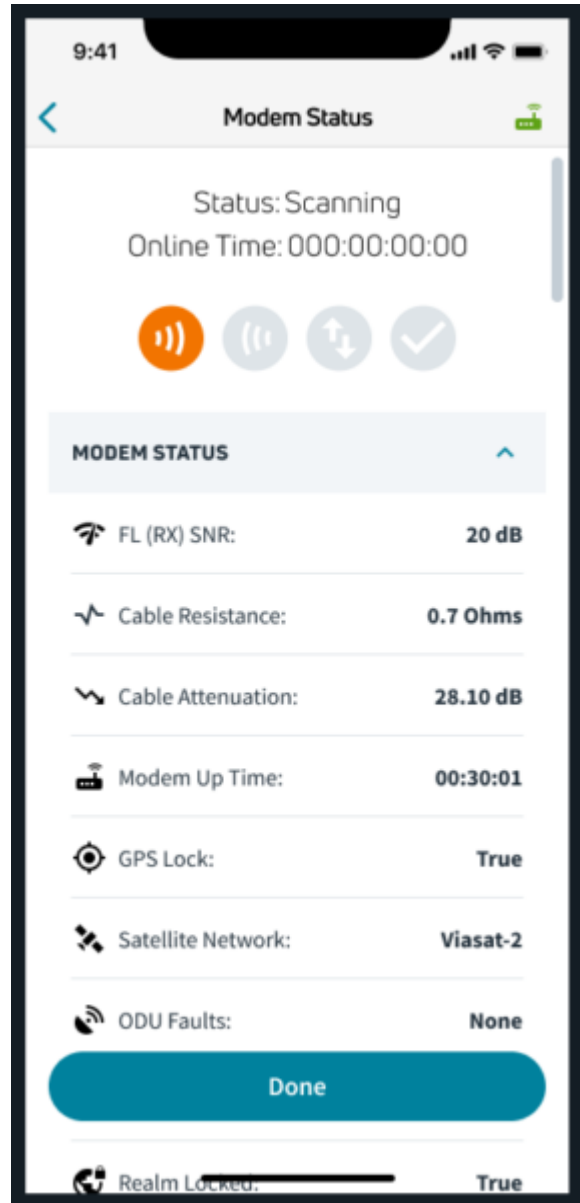
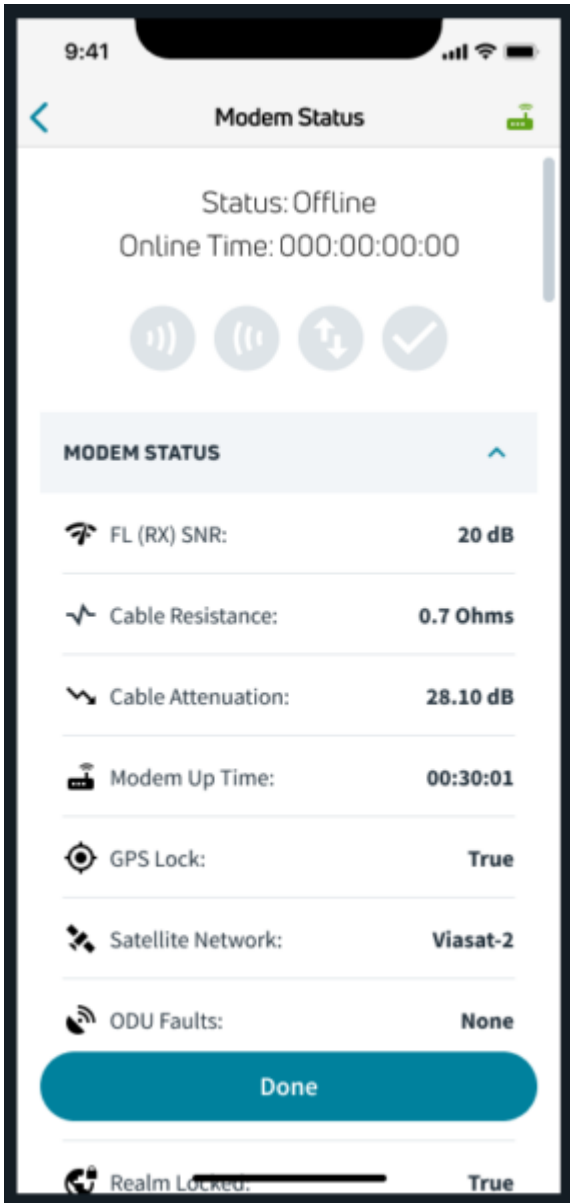
Here's today's summary:

Assigned jobs

4

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: Syncing
Online Time: 000:00:00:00



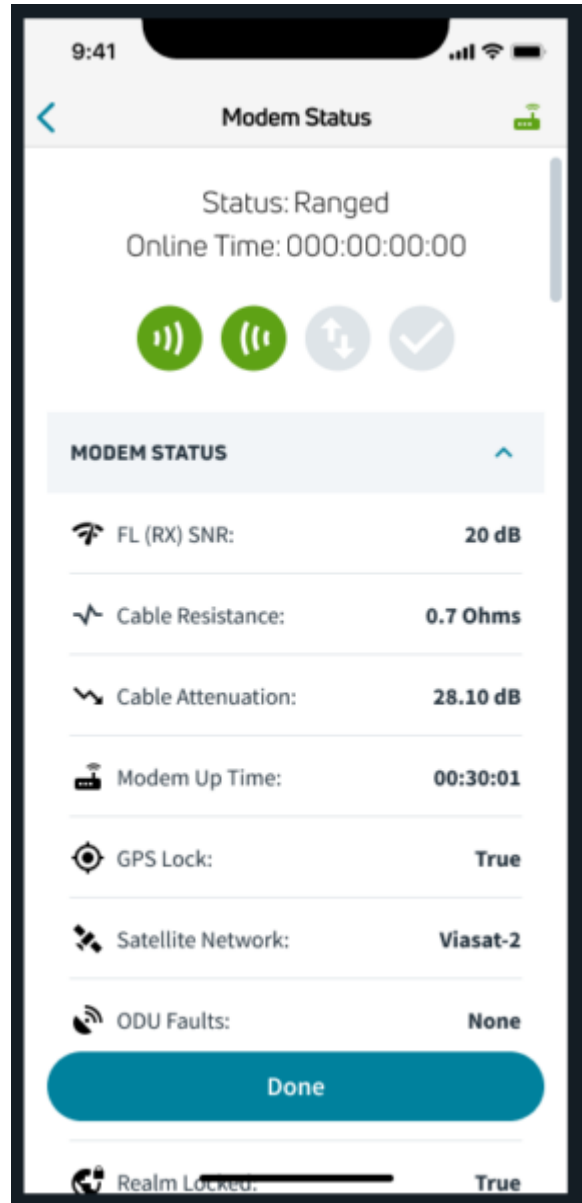
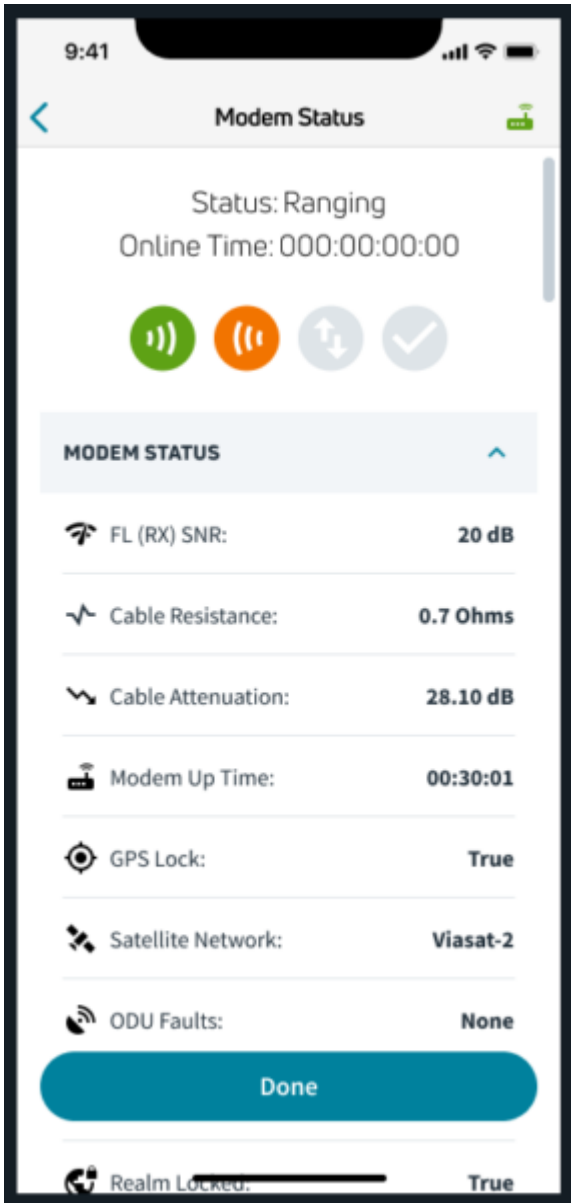
MODEM STATUS



- 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

Realm Locked: **True**



9:41



Modem Status










Status: Network Entry
Online Time: 000:00:00:00



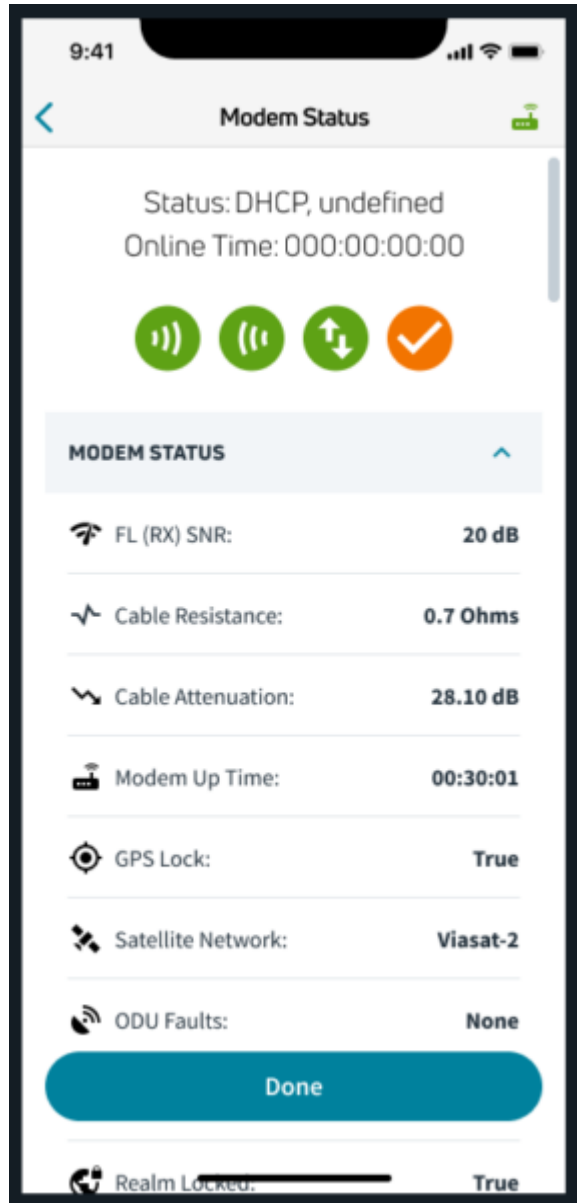
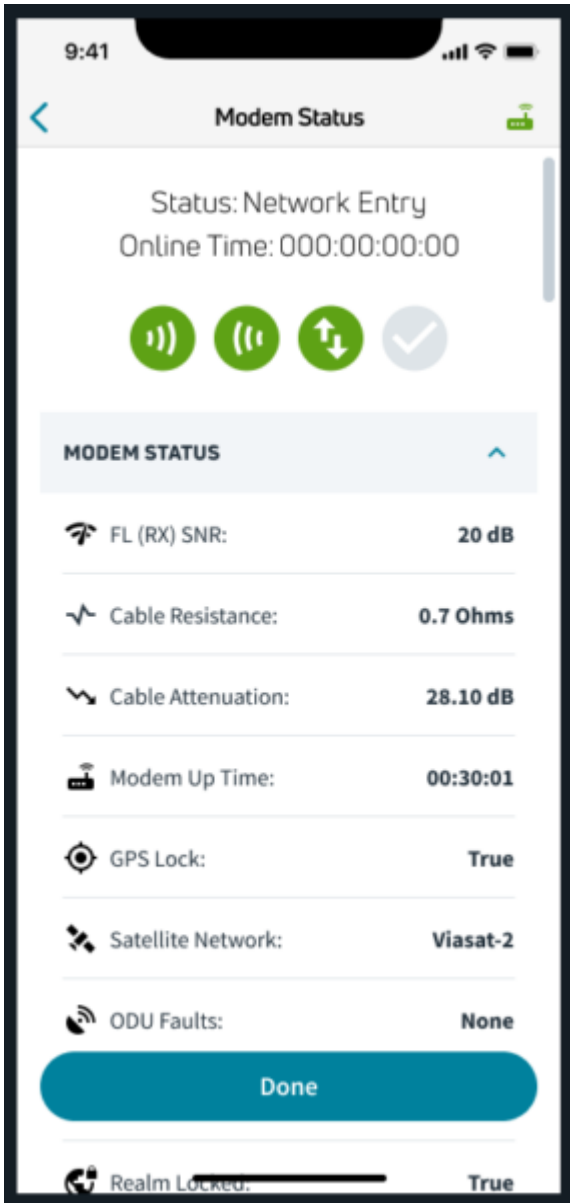
MODEM STATUS



-  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

-  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



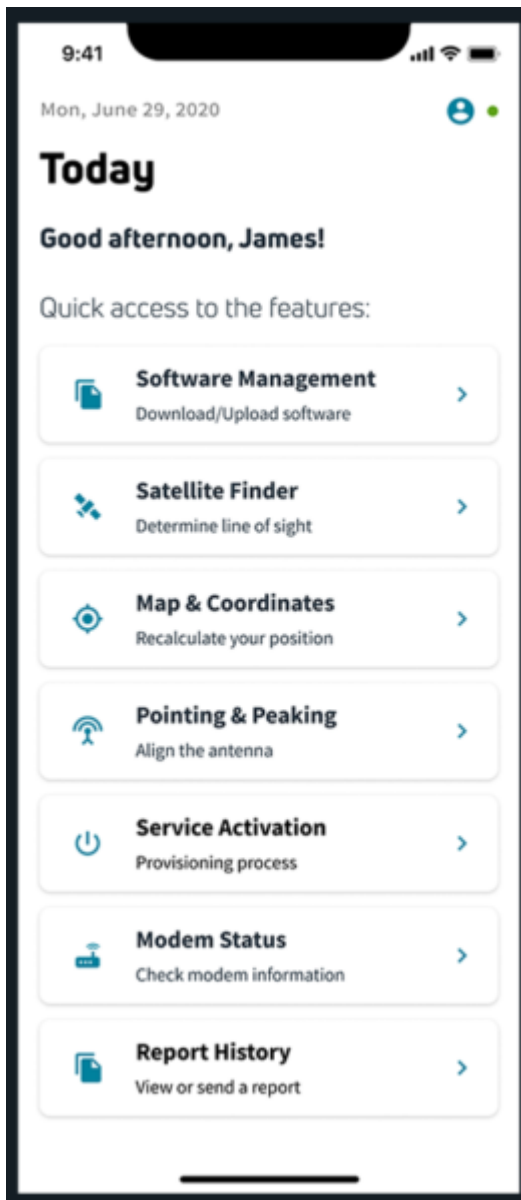
Status:

Health:

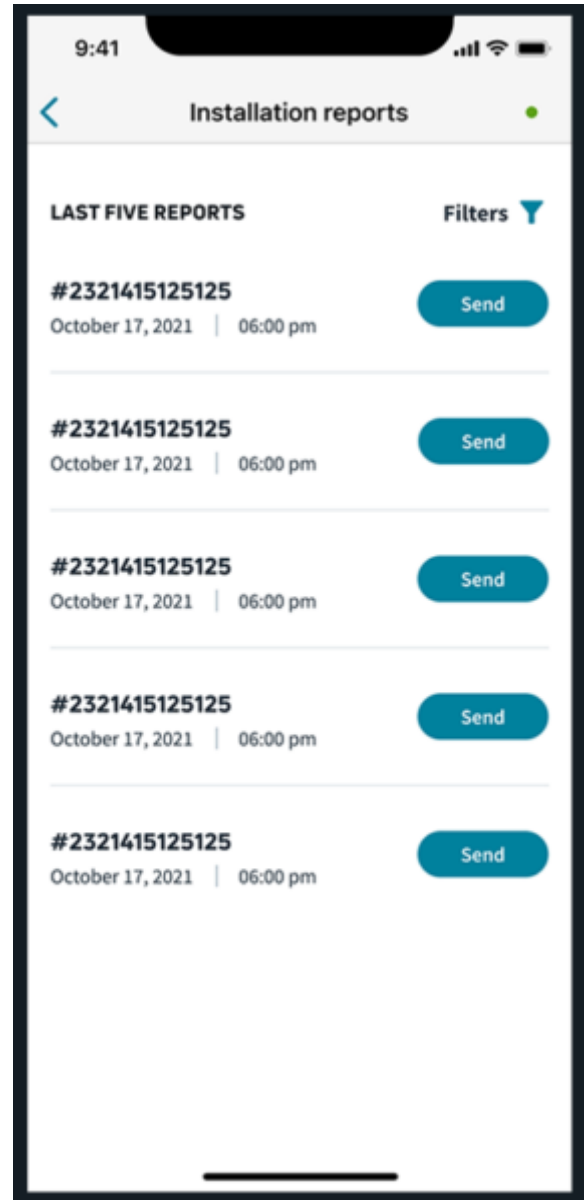
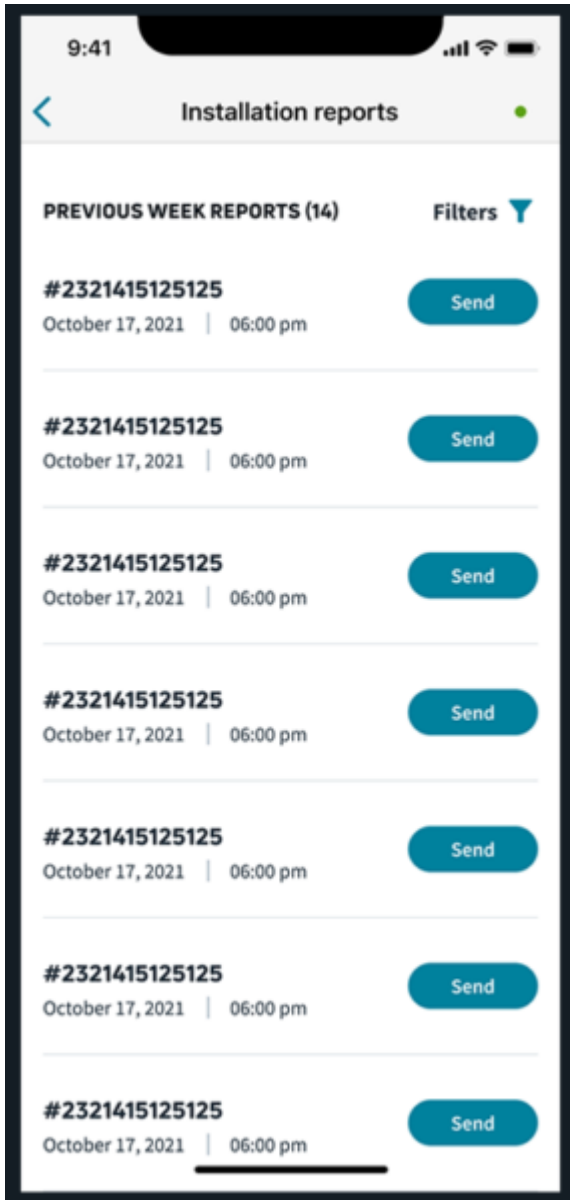
Done

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 report

#2321415125125

October 17, 2021 | 06:00 pm

Send report

#2321415125125

Send report

Filters

Last five reports

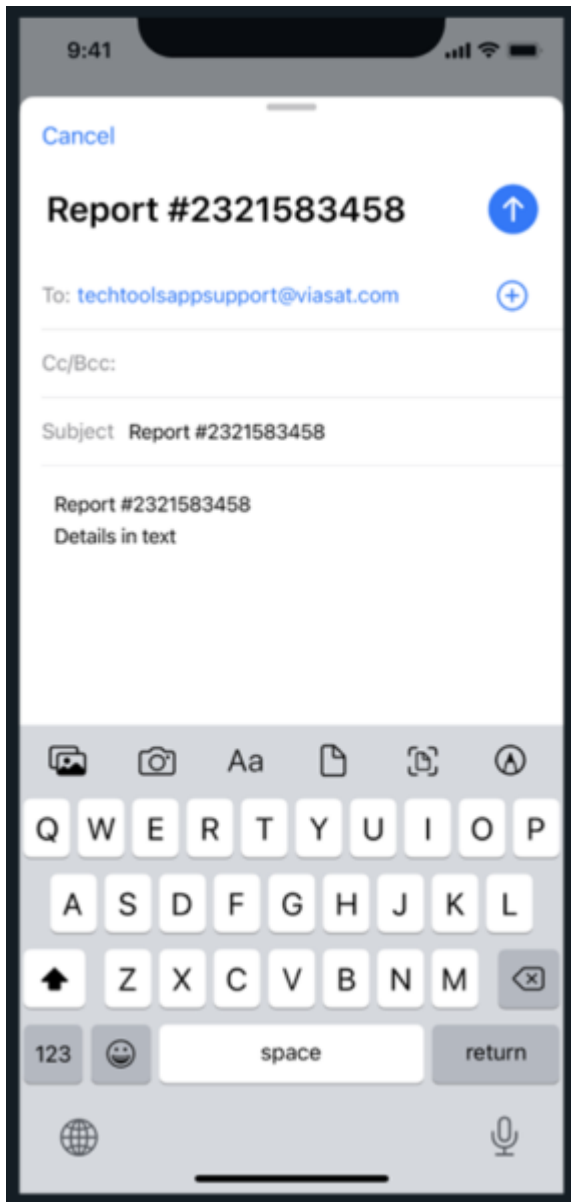
Previous week reports

Current month's reports

Previous month's reports

All time reports

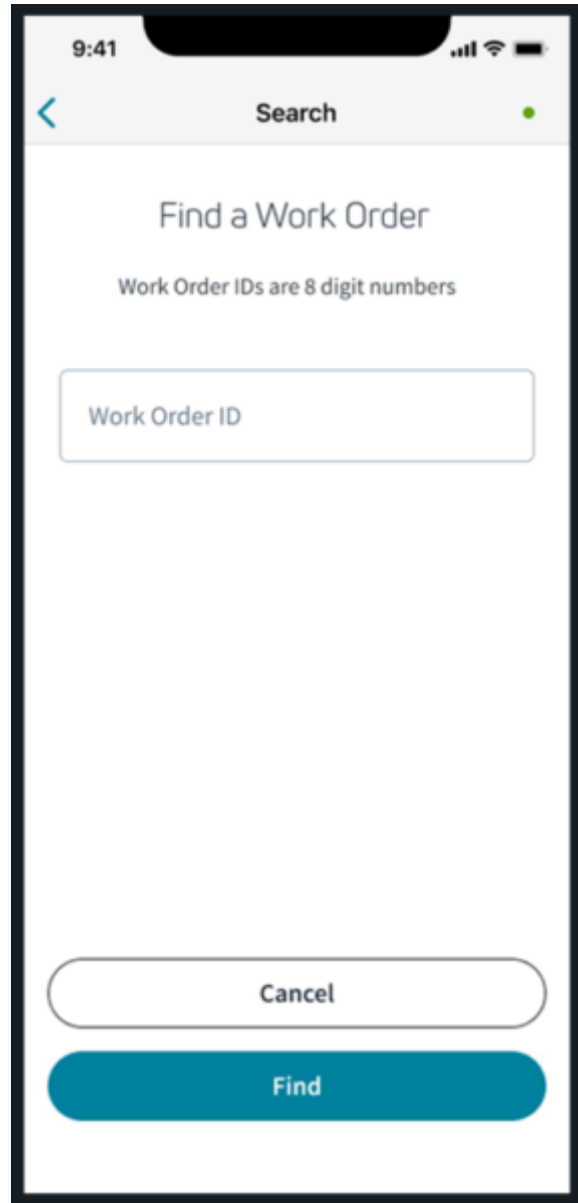
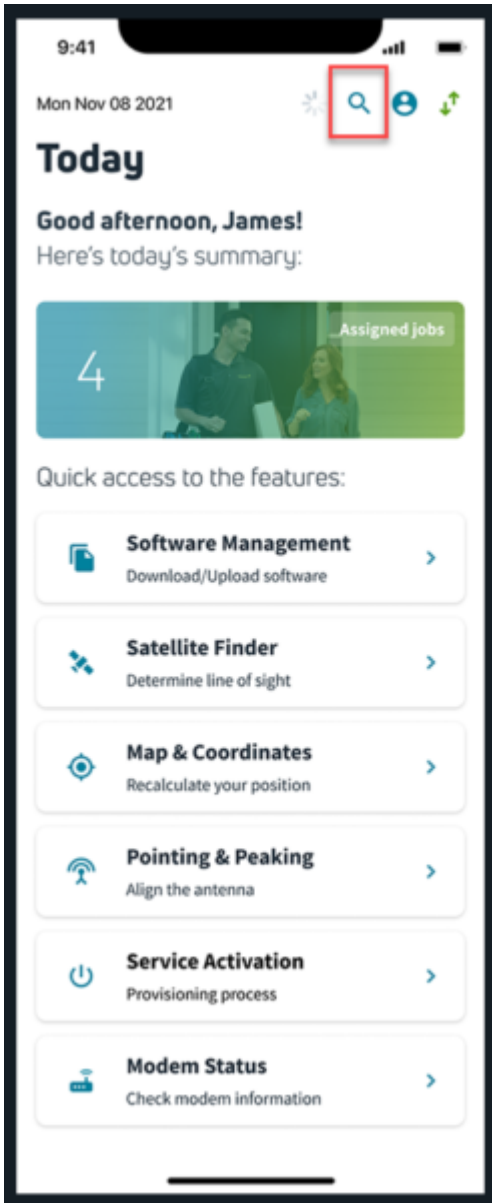
Cancel

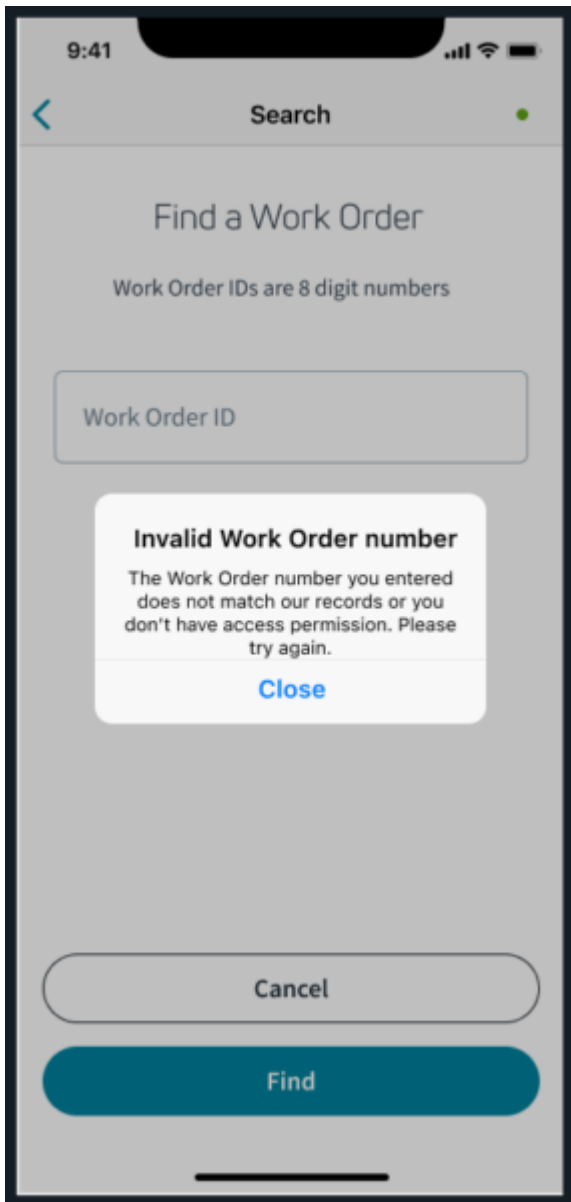


Account Settings

Search

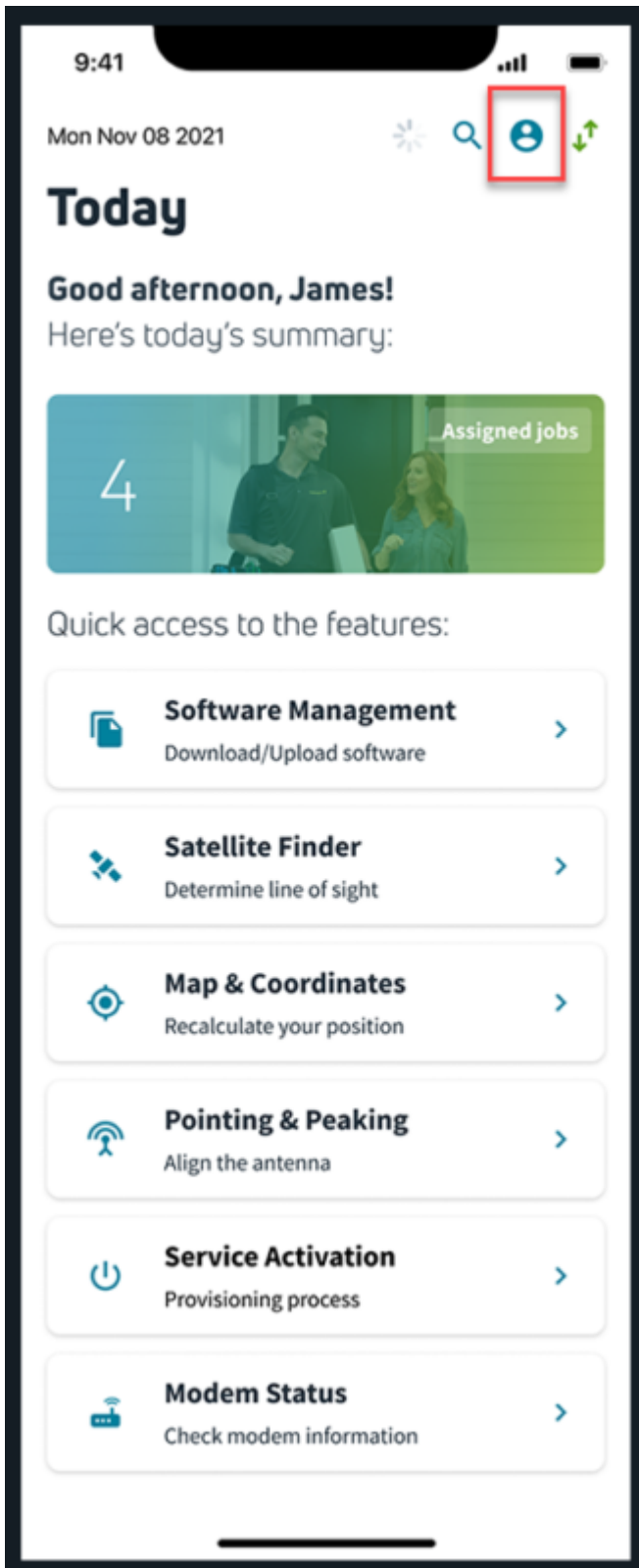
RETAIL ONLY – Pressing on the **Search icon** will allow you to find a work order with a work order ID number.



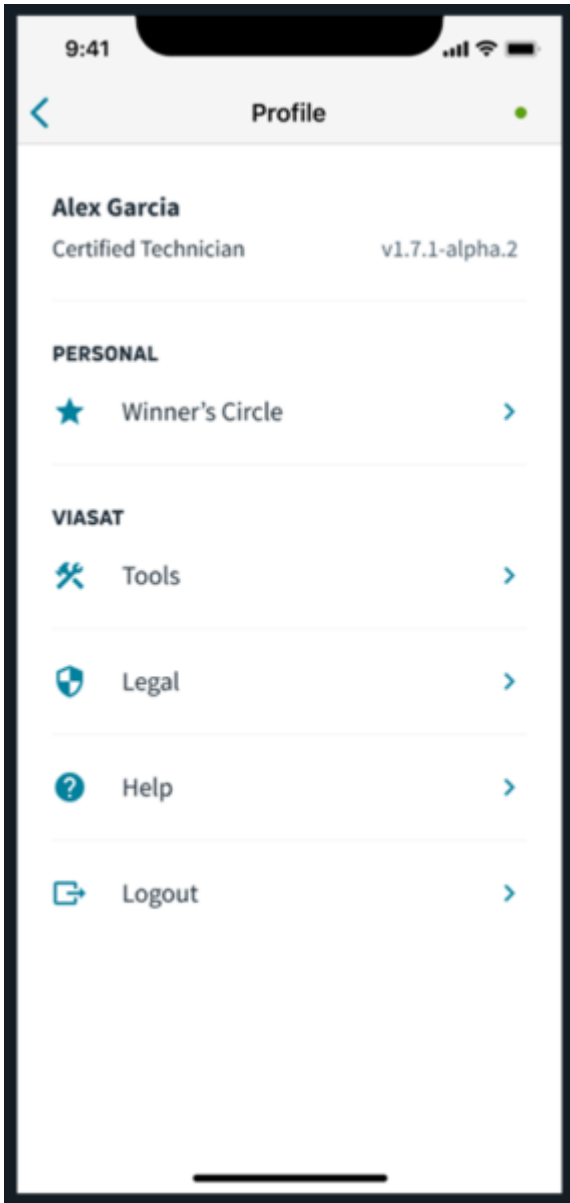


Profile

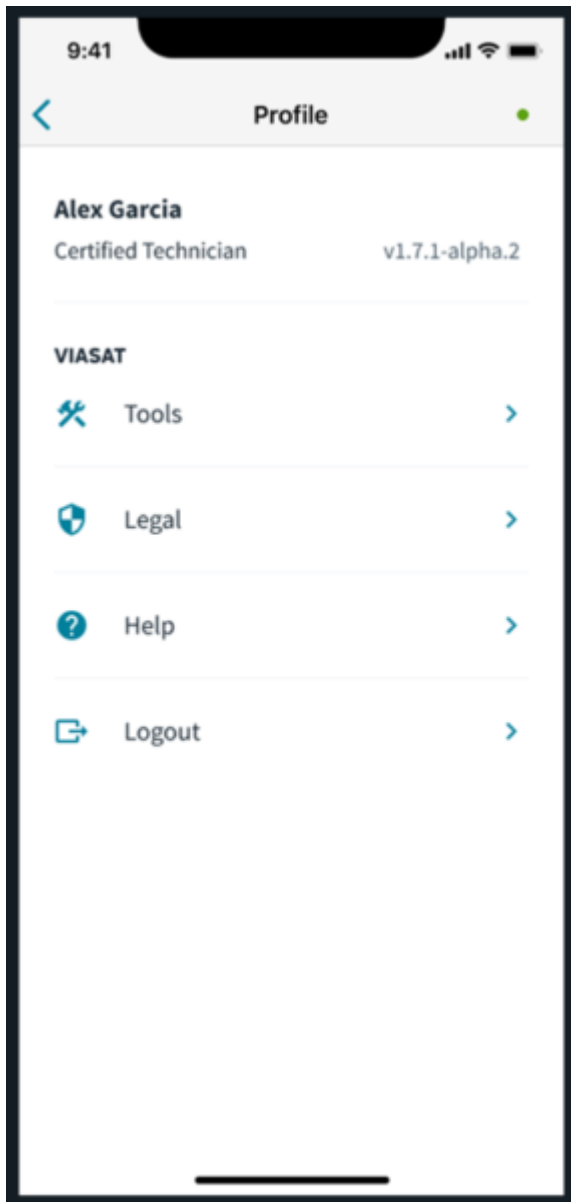
To open Account Settings, press the person icon in the top right of the Dashboard.



Your profile section will look like this.

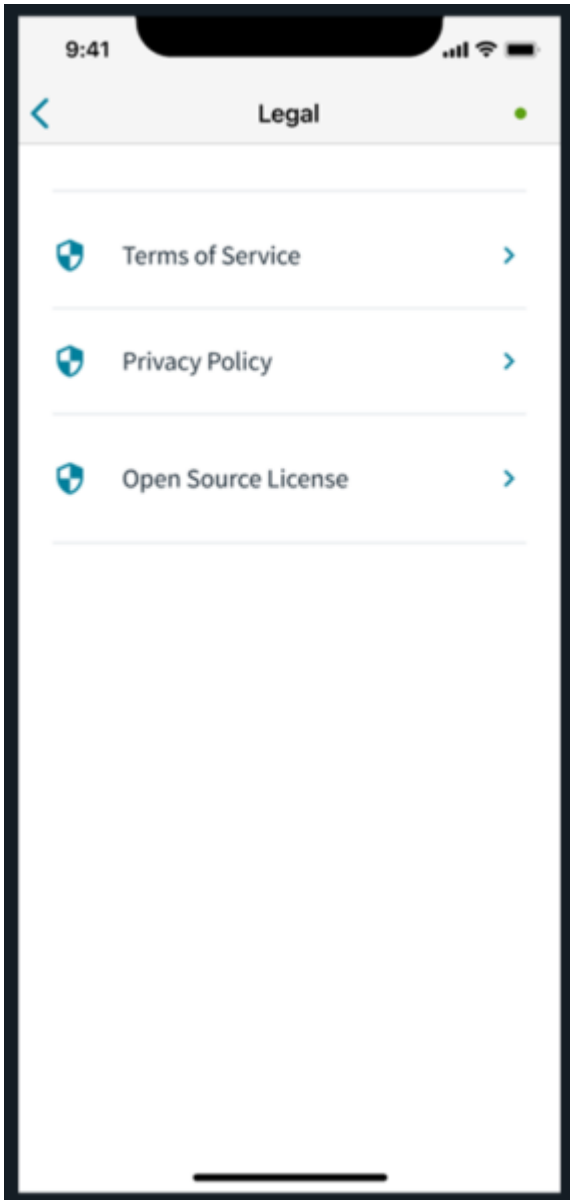


WHOLESALE ONLY – Your screen will look like this.



Legal

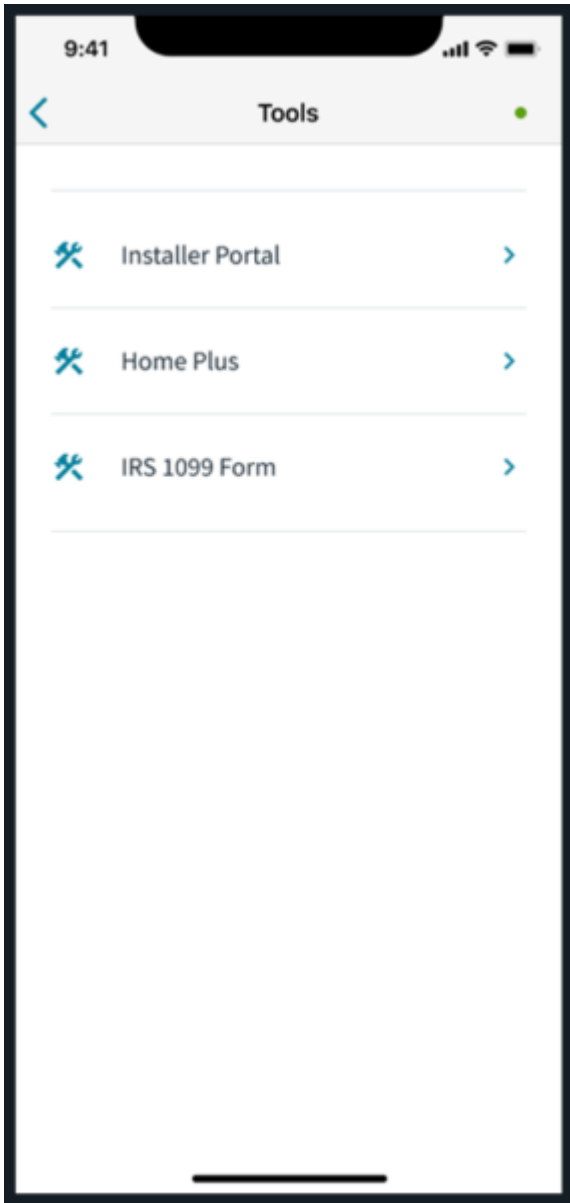
Press **Legal** to view the **Terms of Service**, **Privacy Policy**, and the **Open Source License**.



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