

Viasat WiFi Gateway Swap Job Aid

Summary

This Job Aid covers:

[Rules for Swapping a WiFi Gateway](#)

[How to Swap a WiFi Gateway](#)

This Job Aid supports the Technician audience when using a Viasat WiFi Gateway.

Rules for Swapping a WiFi Gateway

Before swapping a WiFi Gateway, at least one of these conditions must be met.

1. Modem does not power on
2. Modem continually power cycles
 1. Technician must have tried at least two wall power outlets.
3. At the direction of an authorized Viasat Installer Relations or Tier 1 support agent

Important! Gateways returned for replacement, but in which no problem is found, may subject the retailer/fulfillment partner to chargebacks. Don't replace equipment needlessly.

How to Swap a WiFi Gateway

Watch the VTT video to swap out equipment

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