

VTT: TROUBLESHOOTING FEATURE

Troubleshooting Feature

This troubleshooting feature is designed to streamline problem diagnosis and resolution, minimizing downtime and improving first-time fix rates.

VTT Main Page → VTT Start Guided Troubleshooting → Resolution

8:38

5G

Viasat TechTools



Software Management

Download/Upload software



Satellite Finder

Determine line of sight



Map & Coordinates

Recalculate your position



Pointing & Peaking

Align the antenna



Modem Status

Check modem information



Service Activation

Provisioning process



Debug

Developer options and features



Troubleshooting

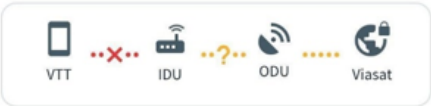
Resolve issues





Diagnosis results

No connection between VTT and IDU. Please connect to the right wifi.



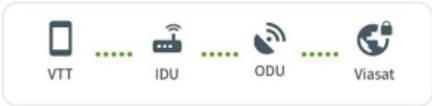
IDU	Disconnected
Status	N/A
Type	N/A
Software	N/A

Start guided troubleshootin



Diagnosis results

No issues found.



IDU	Connected
Status	Online (000:00:00:51)
Type	SB2PLUSMODEM
Software	UT2_4.3.0.2.15

ODU	
Telemetry	Active