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

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
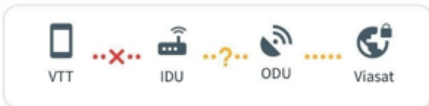
Troubleshooting
Resolve issues

Diagnosis results

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

VTT ··✕·· IDU ··?·· ODU ····· Viasat

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

Start guided troubleshootin

Diagnosis results

No issues found.

VTT ····· IDU ····· ODU ····· Viasat
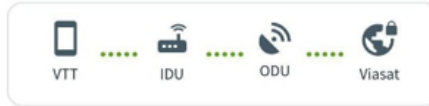
📶 IDU	**Connected**
Status	**Online (000:00:00:51)**
Type	**SB2PLUSMODEM**
Software	**UT2_4.3.0.2.15**

📡 ODU	
Telemetry	**Active**