

# 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



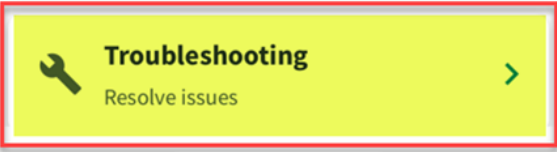
**Debug**

Developer options and features



**Troubleshooting**

Resolve issues



9:36



8:55



Troubleshooting

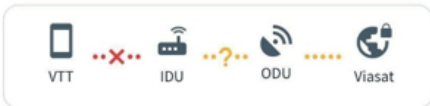


Troubleshooting



### Diagnosis results

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



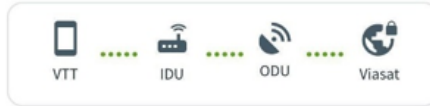
IDU	Disconnected
Status	N/A
Type	N/A
Software	N/A

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	Active
Telemetry	Active