

*Modem and Wi-Fi Device Activation  
(Installer Portal) Guide*

Viasat Community Internet  
Revision – 2020.12.04



## Overview & Scope

In support of Installation of a new Viasat Community Internet – WiFi Hotspot site, this guide provides instructions on activating the Viasat Modem, Network Controller (NC), and Access Point (AP).

**This activation must occur AFTER the satellite antenna is fully Point and Peaked AND BEFORE the Wi-Fi device(s) are mounted.** Mounting of the Wi-Fi device(s) will occur after this Activation process.

### REQUIRED ITEMS:

- Installed satellite terminal and modem with software fully downloaded
- One Mikrotik Network Controller (NC)
- One Access Point (AP)
- NC and AP power supplies (included with the devices)
- NC and AP PoE injectors (included with the devices)
- Any **5GHz device** with WiFi capability and a web browser (smartphone, laptop, tablet, etc.)
  - NOTE: Do not use Internet Explorer as the web browser. Google Chrome is preferred.
- Two pre-tested Ethernet cords for activation of NC and AP
- Installed UPS (this should be plugged to build charge as soon as you begin the installation at the site)
- Work Order



Network Controller (NC)



PoE Injector



Access Point (AP)



Viasat Data Modem



UPS (model may vary)

**Activation Instructions:**

1. Connect a pre-tested ethernet cord to Port 1 on the NC and connect it to its PoE injector and power supply.



2. Plug the PoE injector's ethernet plug into the modem on the ports circled below. Data modem is on the left, surfbeam modem (used in Brazil) is on the right.

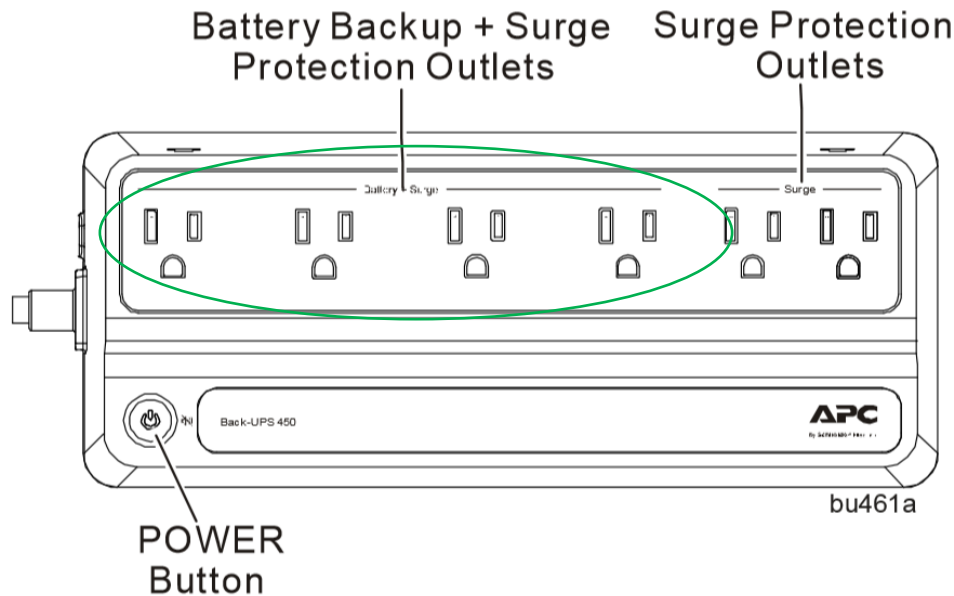


3. Connect the other pre-tested ethernet cord to the AP and connect it to its PoE injector and power supply.

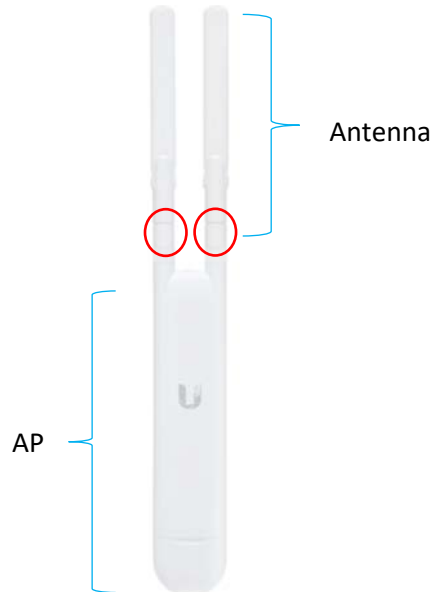


4. Connect all power supplies to a “Battery Backup + Surge Protection” outlet on the **charged** UPS. This includes the power supplies for the NC, AP, POS, and Modem.

**All power supplies must be plugged into one of the “Battery Backup + Surge Protection Outlets” on the UPS.** The image below shows where these outlets are located on the APC device, but UPS type will vary per install.



- Attach the small antennas to the top of the AP by gently twisting the antennas onto the RP-SMA connectors (circled in red) so it resembles the below picture. (See Ubiquiti Quick Start Guide included with the AP).



- Connect your **5GHz** smartphone, tablet, or laptop to the Wi-Fi network SSID of the NC. The network SSID will be named "MikroTik-XXXXXX" where "XXXXXX" are the last six digits of the NC's W01 MAC Address. In the below example, the network SSID will be "MikroTik-C6C815".



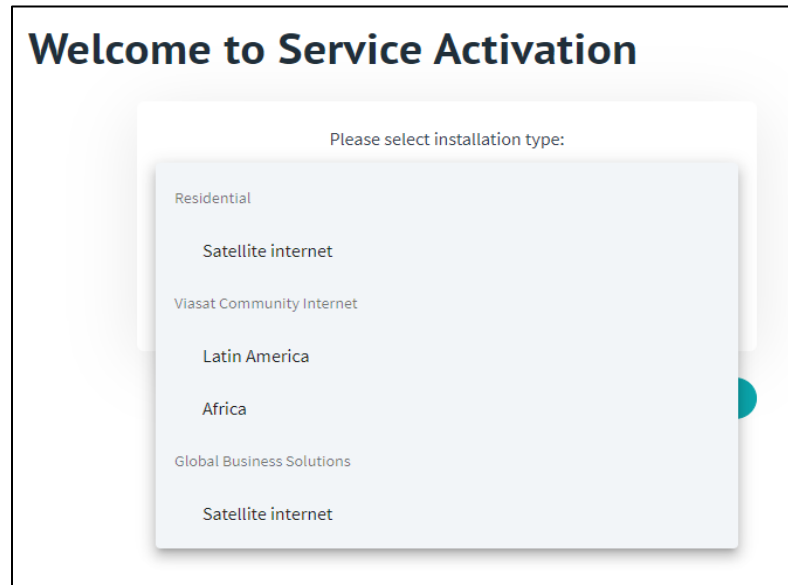
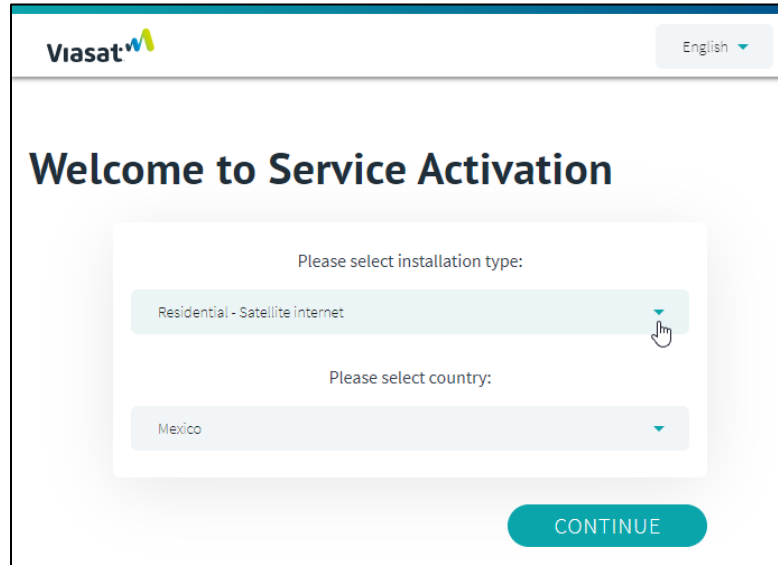
- Once connected to the AP, open the Chrome Browser and go to the Installer Portal url: <https://install.viasat.com/>



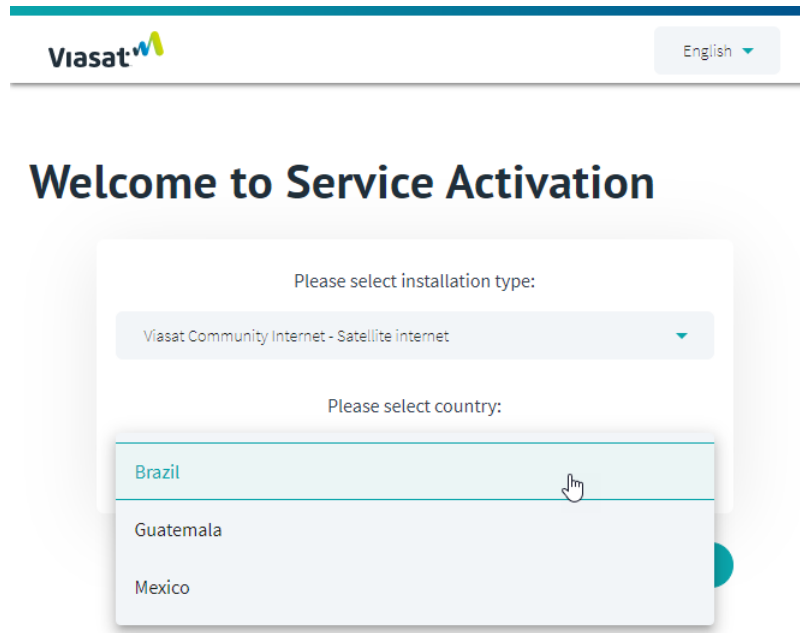
Chrome Browser App Icon

**NOTE:** Some of the following Installer Portal screenshots are drafts and subject to updates. If there are failure during the following processes, contact Support.

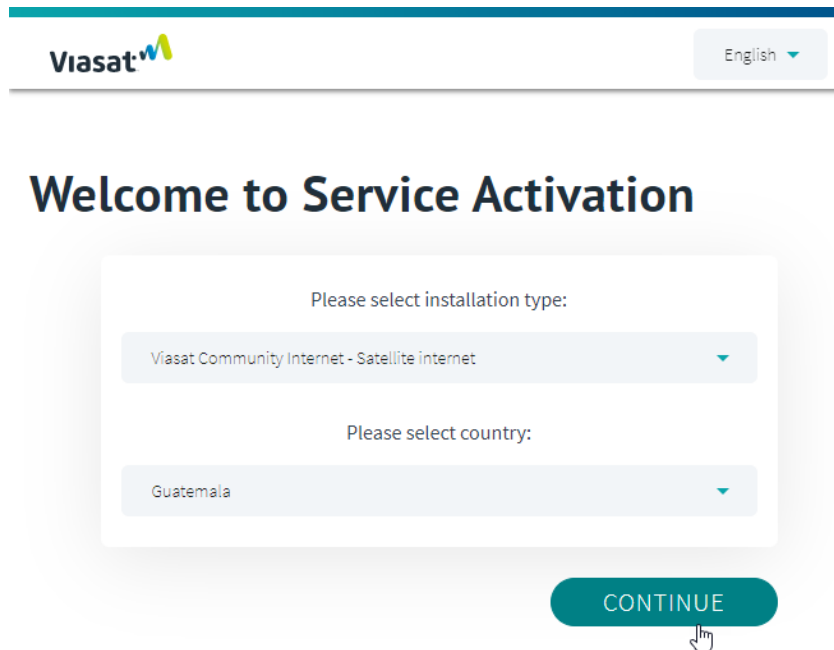
8. The Service Activation Page will load. Use the drop-down lists to change the installation type from “Residential” to either “Latin America” or “Africa,” depending on where the installation is taking place.



9. Once you have selected a region, use the dropdown menu under “Please select a country” to choose the country where you are working. This will update the language on the portal. Press “**Continue**” to proceed.

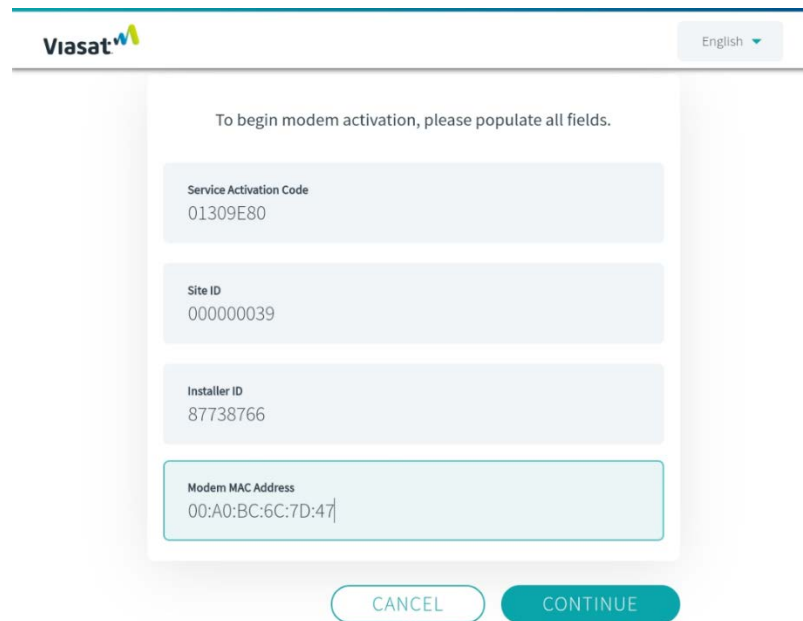


10. Press “**Continue**” to proceed.



11. Use information from the work order to fill in the Service Activation Code (this is the same as “Customer Code/SAC” or “Numero de Usuario” on the work order), Site ID, and Installer ID. You can find the Modem MAC address on the bottom of the Modem and **you must include the colons when entering the MAC address on the portal, as shown in the screen shot below**. Press “Continue” when the information in all fields is entered.

*Please note – for Nigeria, the Service Activation Code field will not appear.*

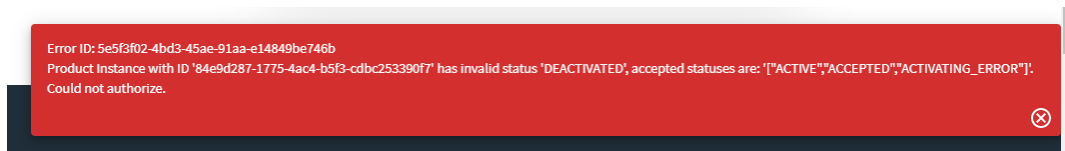


The screenshot shows the Viasat installer portal interface. At the top left is the Viasat logo, and at the top right is a language dropdown menu set to "English". Below the header, a message reads: "To begin modem activation, please populate all fields." The form contains four input fields:

- Service Activation Code: 01309E80
- Site ID: 00000039
- Installer ID: 87738766
- Modem MAC Address: 00:A0:BC:6C:7D:47

At the bottom of the form are two buttons: "CANCEL" and "CONTINUE".

If you receive an error message such as the one shown below, repeat step 9. If this does not resolve the issue, contact Viasat support.





12. The Customer Details on the next page will fill automatically from the work order. Check the confirmation box at the bottom and press “continue.”

### Customer Details: New Connection

If this is not a New Connection click "Cancel" and return to the previous page to enter the correct Service Activation Code or call the appropriate Support Team.

Please validate and confirm the customer details and location below.

Name

Address

ZIP / Postal Code

Latitude  
undefined

Longitude  
undefined

Modem Equipment Type  
AB\_DATA\_IDU

I confirm the customer details are correct

CANCEL CONTINUE

13. Customer Contact Details will also fill automatically. Press “continue.”



### Customer Contact Details

Please validate the Customer contact details below

Email

Primary phone number

WhatsApp number

CANCEL CONTINUE

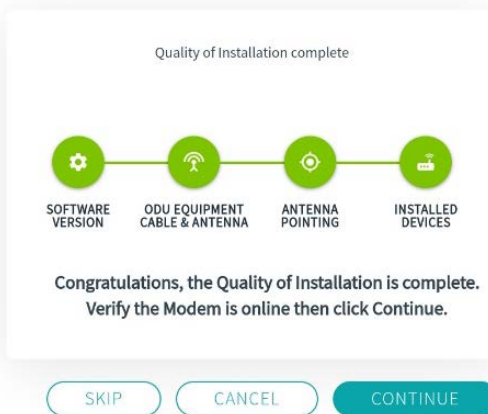
14. The Quality of Installation Validation will automatically begin to validate a successful install of the satellite ODU, cabling, and modem. This step can take up to 5-10 minutes to complete.

## Quality of Installation



15. Once this shows as successful, press "Continue".

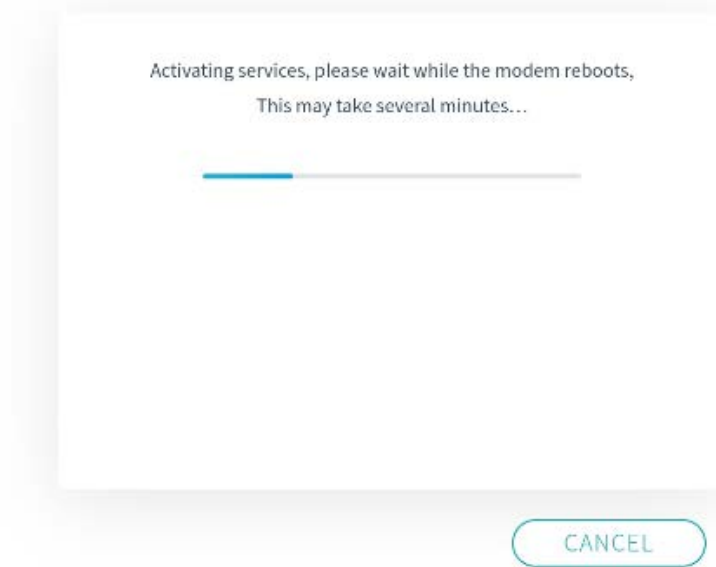
## Quality of Installation



**NOTE:** If an error message is received during Quality of Installation, press "RETRY". If this retry is unsuccessful, contact Viasat Support.

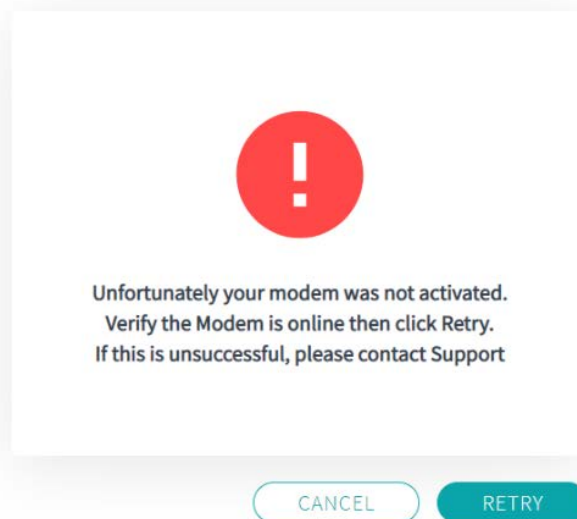
16. The Service Activation process will begin automatically. This step can take up to 10 minutes to complete.

## Service Activation



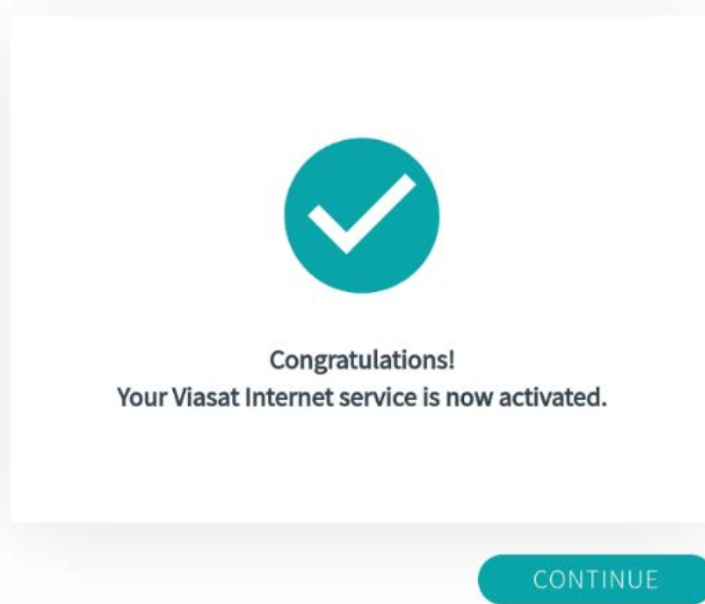
**NOTE:** If an error message like the one below is received during activation, wait at least 30 seconds and then press "RETRY". If this retry is unsuccessful, contact Viasat Support.

## Service Activation Status

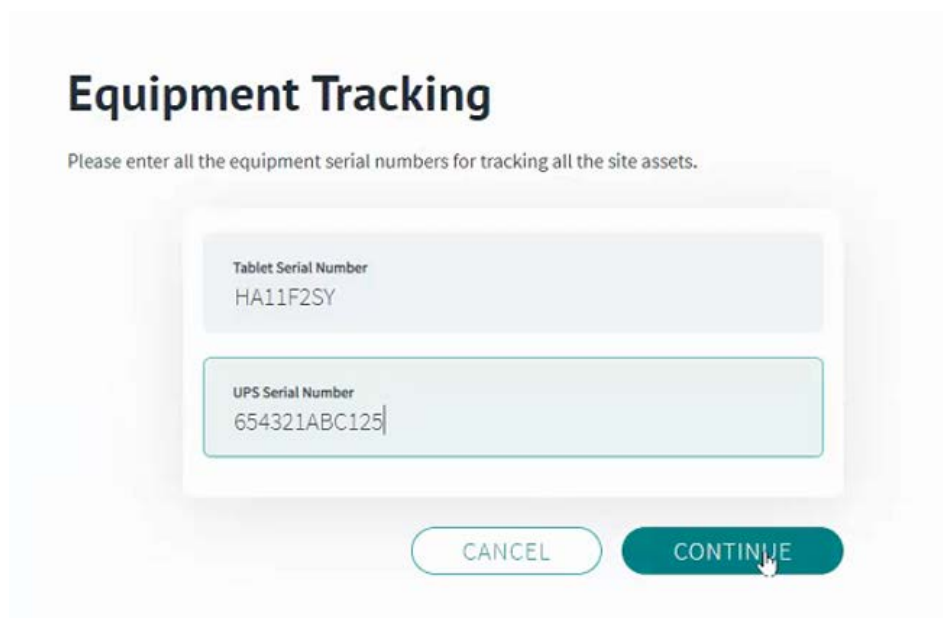


17. Once this shows as successful, press “Continue”.

## Service Activation Status



18. When prompted, enter the POS/tablet and UPS serial numbers and click Continue. If no POS/tablet or UPS is used for your install, type in multiple “X”s until the red error messages go away.



- The Add Access Point (AP) page will appear. In the “Serial Number” field, enter: 00000000000/000 (**12 0s/000**). In the New MAC Address field, enter the MAC ID as it is shown on the Ubiquiti Access Point, but add a colon (:) after every two characters (see example below). Once the information is complete, Press “Continue”.



### Add Access Point (AP)

Enter the Serial Number and MAC Address of the Access Point (AP). The Serial Number and MAC address can be found on the right side of the device.

Serial Number  
00000000000/000

MAC Address  
74:AC:B9:20:A1:48

CANCEL CONTINUE

- On the next page, enter the Serial Number and MAC Address for the NC located on the back of the device (and circled below). **NOTE: For the MAC address, you must use the WLAN number not the ETH1 AND you must include the colons as shown in the image below.** Once the information is complete, press “Continue”.

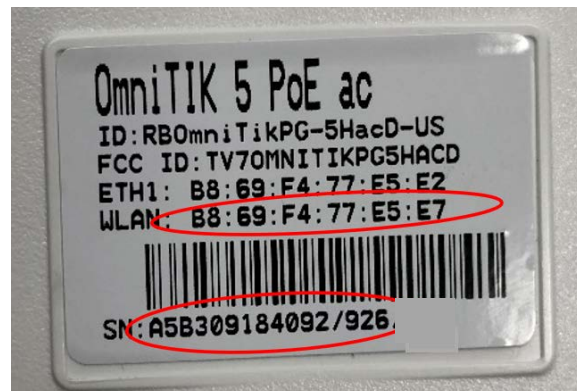
### Add Network Controller (NC)

Enter the Serial Number and MAC Address of the Network Controller (NC). The Serial Number and MAC address can be found on the right side of the device.

Serial Number  
A5B309184092/926

MAC Address  
B8:69:F4:77:E5:E7

CANCEL CONTINUE

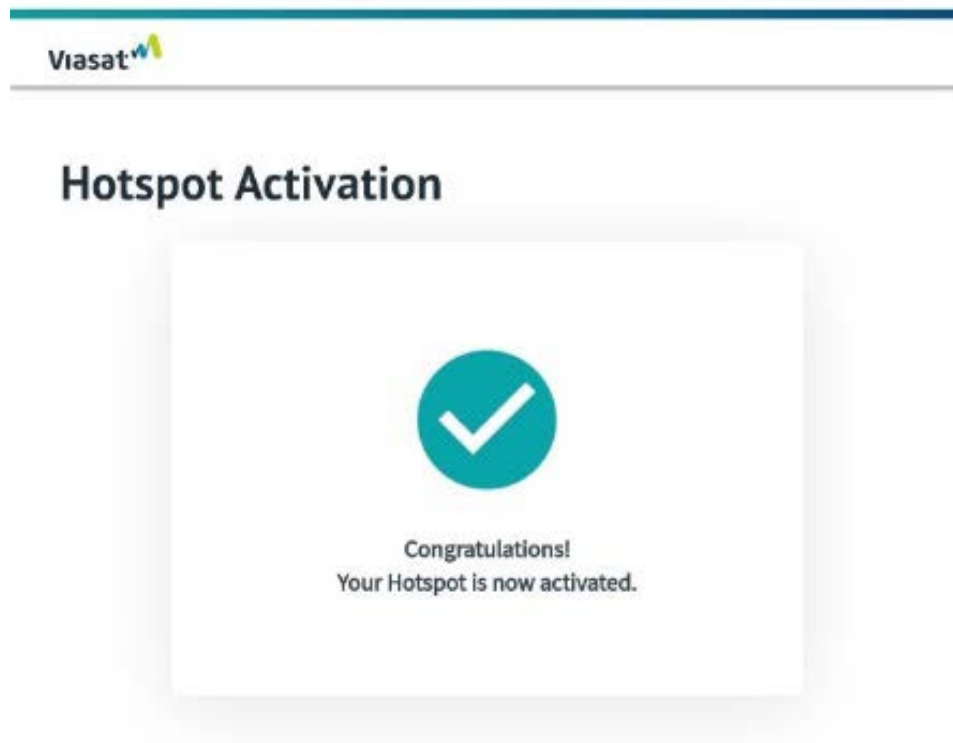


21. Once the Hotspot Activation page is reached, then press “Activate” on the Hotspot Activation page. Activation may take up to 10 minutes to complete.



**NOTE:** If an error message is received during Hotspot Activation, try re-entering the serial numbers and MAC addresses for the NC and AP. If this issue persists, contact Support.

22. Once activation is successful, you will see confirmation as shown in the image below. Congratulations, the Wi-Fi hotspot is now active!



23. Before disconnecting the NC and AP, verify the following SSIDs appear in your laptop or smart device's list of available Wi-Fi networks and click on each to ensure they can be connected to successfully and that their portals load properly:

- a. Retailer SSID: "Viasat POS"
- b. Customer SSID: "Viasat WiFi"

**NOTE:** It can take 10 to 20 minutes for these network names to appear. If these do not load after 20 minutes OR if the portals/network do not load successfully, run a powercycle on the UPS to reset all devices following the procedure below:

**NOTE:** A future update will make the Viasat POS SSID hidden. If the Viasat WiFi SSID appears but not Viasat POS try typing in and searching for the SSID "Viasat POS".

**TROUBLESHOOTING NOTE:** *If the devices have issues connecting you may need to PowerCycle the UPS located in the inside equipment.*

*To do this, press and hold the POWER button on the UPS for at least 2 seconds. At the first beep, release the button and the UPS will turn off.*

*Wait 30 seconds then press the POWER button (no need to hold). A light will illuminate green and a single short beep will indicate the UPS is powered back on.*

Once you've confirmed both Viasat portals load properly, activation is complete!