Technician instructions
Business Hotspots

Network installation

Access the **Installation Guide** on the Viasat Field Support eGuide (Advanced Products / Business Hotspots / Installation) for complete instructions on:

› Network installation

› Equipment auto-configuration setup (you will need your FSM tech ID, Order ID, and MAC address on the controller)

› Basic network and auto-configuration troubleshooting

Final steps

To finish the installation:

› Test the Wi-Fi networks (public and private)

› Complete LiveQC documentation

› Review and leave the enclosed **Quick Start Guide** with the customer. It includes important information regarding their Wi-FI network and customer management portal

IR support

For any installation issues, please contact **IR Support** at **888-278-6869** (select **Option 1**).

Business Voice instructions on reverse side.

Technician instructions
Business Voice

Network installation

Access the **Installation Guide** on the Viasat Field Support eGuide (Advanced Products / Voice / Commercial Voice) for complete instructions on:

> › Network installation

> › Equipment auto-provisioning

> › Basic network and auto-provisioning troubleshooting

Warning: The IP phone is powered by a PoE injector. Do not plug any power adapter into the IP phone as it will damage the phone and could pose a fire hazard.

Final steps

To finish the installation:

> › Test the phone service

> › Complete LiveQC documentation

> › Review and leave the enclosed **Quick Start Guide** with the customer. It includes important information regarding their Voice service and mobile dialer

IR support

For any installation issues, please contact **IR Support** at **888-278-6869** (select **Option 1**).

Business Hotspots instructions on reverse side.