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

Overview & Scope

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

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

REQUIRED ITEMS:

- One Mikrotik Network Controller (NC)
- One Mikrotik Access Point (AP)
- Two power cords (included with the AP and NC)
- Two PoE injectors (included with the AP and NC)
- One CAT5e Inline Coupler
- Any device with Wi-Fi capability and a web browser (smartphone, laptop, tablet, etc.)
  - NOTE: Do not use Internet Explorer as the web browser.
- 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

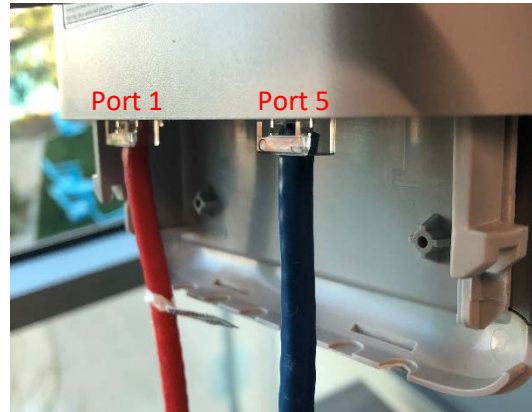| Network Controller (NC) | PoE Injector | Access Point (AP) | Viasat Data Modem | UPS (model may vary) |

NOTE: Different models may be used for the MikroTIK items pictured in this guide, but the process is identical.

<u>**Activation Instructions:**</u>

1. Connect loose ethernet cables to Port 1 and Port 5 of the NC as shown below.

2. Connect the NC Port 1 and AP ethernet cords to PoE injectors. It does not matter which PoE injector is used on which cable.

3. Connect the PoE injector attached to the NC Port 1 ethernet cable to the NC power cord and connect the PoE injector attached to the AP ethernet cable to the AP power cord.

Connect both power cords to Battery Backup outlets on the UPS.

NOTE: The correct power cords must be used on the correct devices.

NOTE: The Modem and Network Controller power cords must be plugged into one of the 4 "Battery Backup + Surge Protection Outlets" on the UPS. The image below shows where these outlets are located on the device.
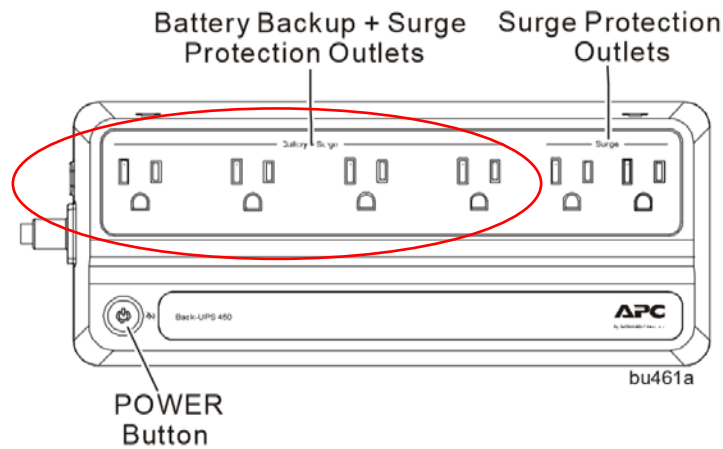
4. Connect the PoE injector from Port 1 of the NC to Port 1 of the Viasat Modem (circled in red below) located inside the building.

Note: Modem model may vary

5. Connect the ethernet plug of the AP's PoE injector and ethernet cable from Port 5 of the NC together using the CAT5e inline coupler.
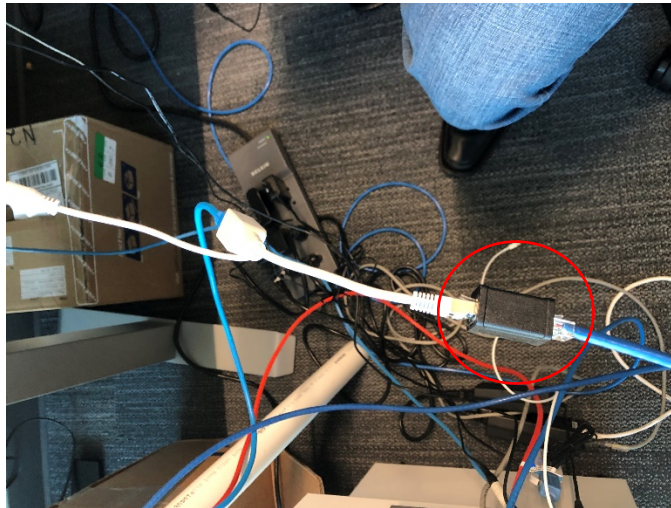
6. On the NC, verify green lights turn on for Power, Port 1, and Port 5 as shown below. These indicate successful connections.

7. On the AP, verify the bottom green light turns on as shown below. This indicates successful power connection.

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.

To turn it back on, 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.

Here is a block diagram of the required device connections.
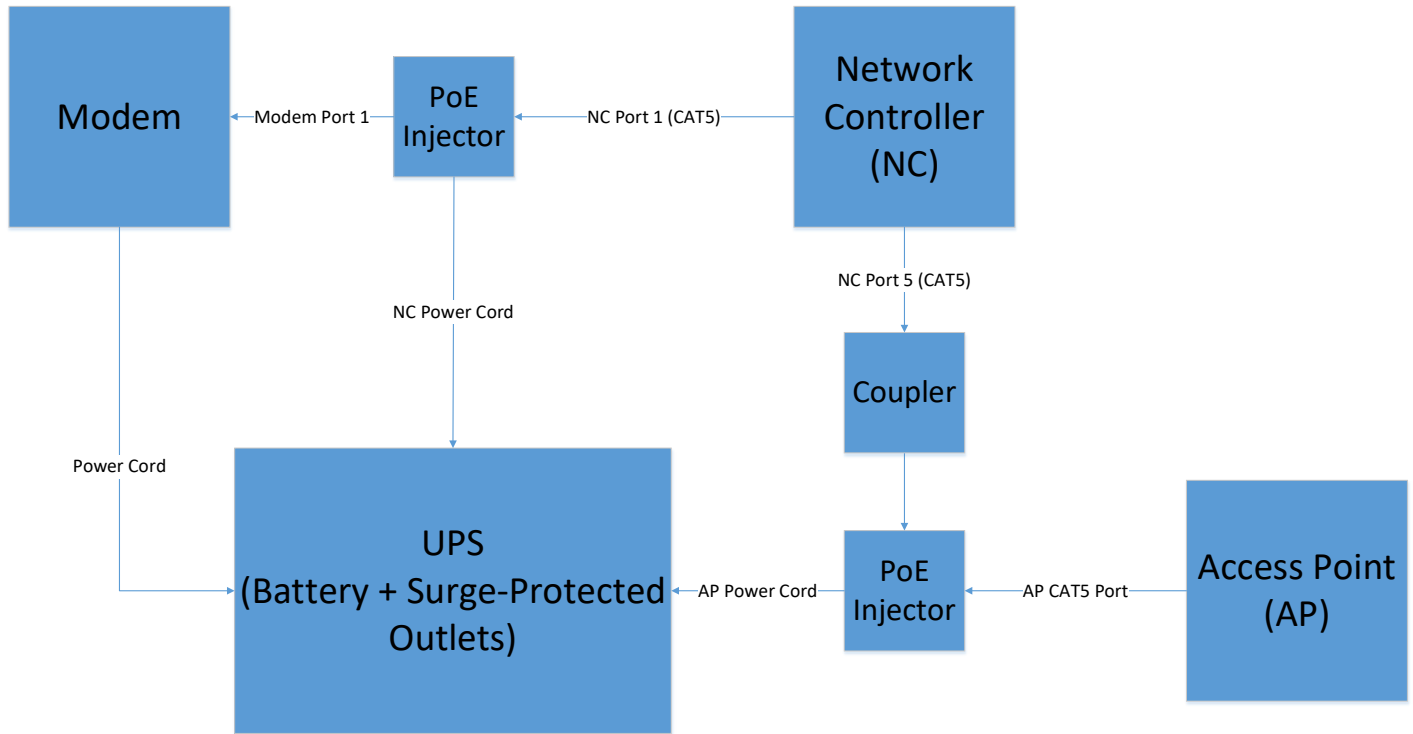
8. Attach the small antenna to the top of the AP by <u>gently twisting the textured nut at the bottom of the antenna</u> (circled in red) so it resembles the below picture. **DO NOT TWIST THE ANTENNA ON OR IT MAY BREAK.**
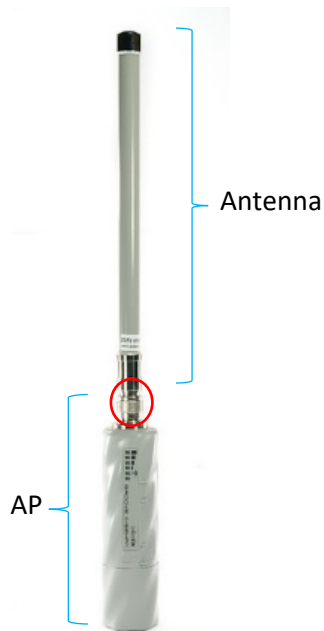
9. Connect your smartphone, tablet, or laptop to the Wi-Fi network that uses the <u>last 6 digits</u> of the AP's **W01** MAC Address (circled below).
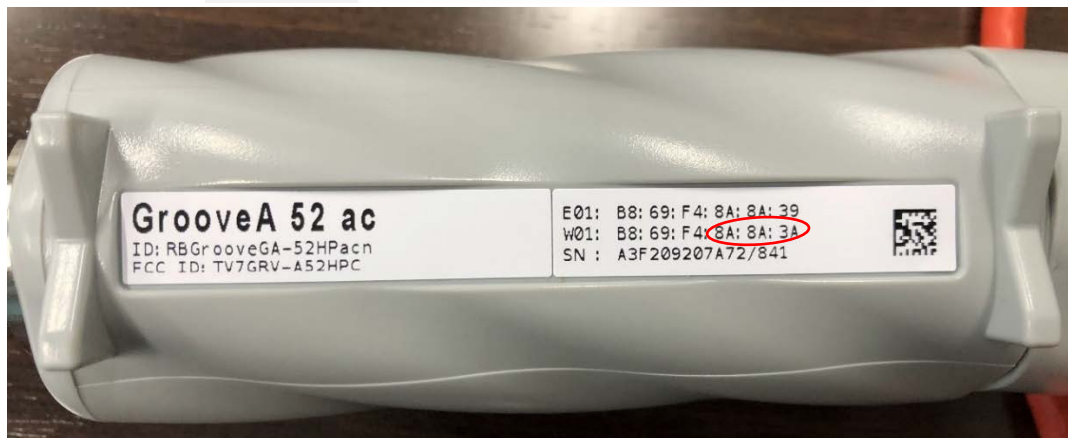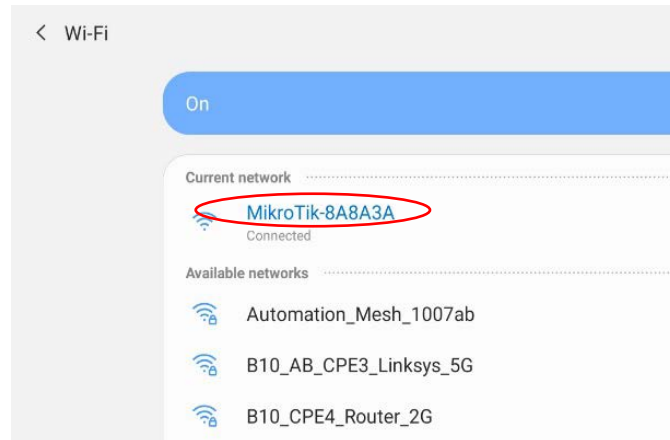
10. Once connected to the AP, open the Chrome Browser and go to the Installer Portal url: https://install.viasat.com/

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.
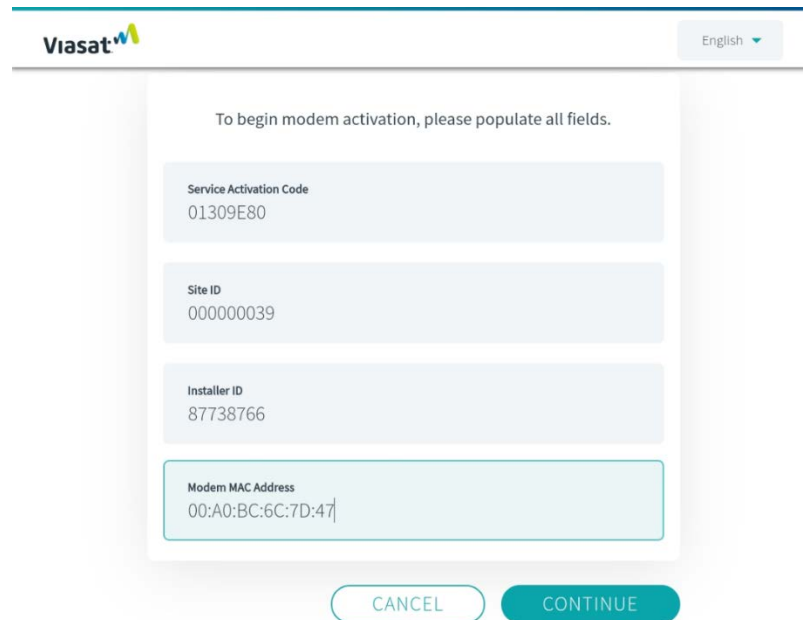
11. The Service Activation Page will load. Use the drop-down lists to change the installation type from "Residential" to "Community Wifi" and select the country you are working in. <u>This will update the language on the portal</u>. Press "**Continue**" to proceed.

12. Use information from the Work Order to fill in the Service Activation Code (this is the same as "Customer Code/SAC" 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 complete.
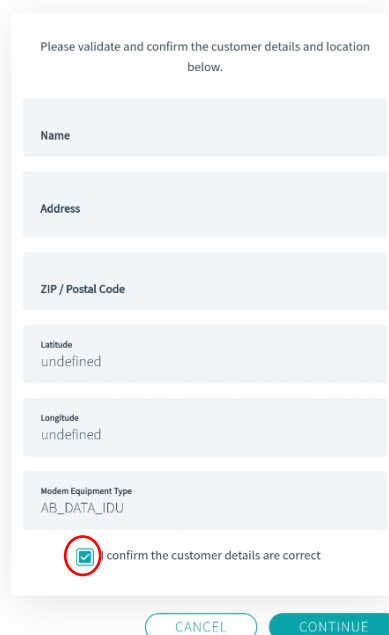

13. The Customer Details on the next page will fill automatically from the work order. Check the Confirmation Box at the bottom and press "Continue".

14. Customer Contact Details will also fill automatically. Press "Continue".

Viasat

Customer Contact Details

Please validate the Customer contact details below

Email

Primary phone number

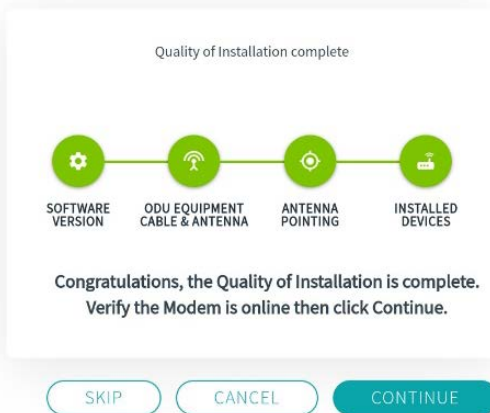WhatsApp number

CANCEL   CONTINUE

15. 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

Validating the Quality of Installation...

SOFTWARE VERSION   ODU EQUIPMENT CABLE & ANTENNA   ANTENNA POINTING   INSTALLED DEVICES

SKIP   CANCEL   CONTINUE

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

Quality of Installation

Quality of Installation complete

SOFTWARE VERSION   ODU EQUIPMENT CABLE & ANTENNA   ANTENNA POINTING   INSTALLED DEVICES

Congratulations, the Quality of Installation is complete.
Verify the Modem is online then click Continue.

SKIP   CANCEL   CONTINUE

17. The Service Activation process will begin automatically. This step can take up to 5-10 minutes to complete.

Service Activation

Activating services, please wait while the modem reboots,
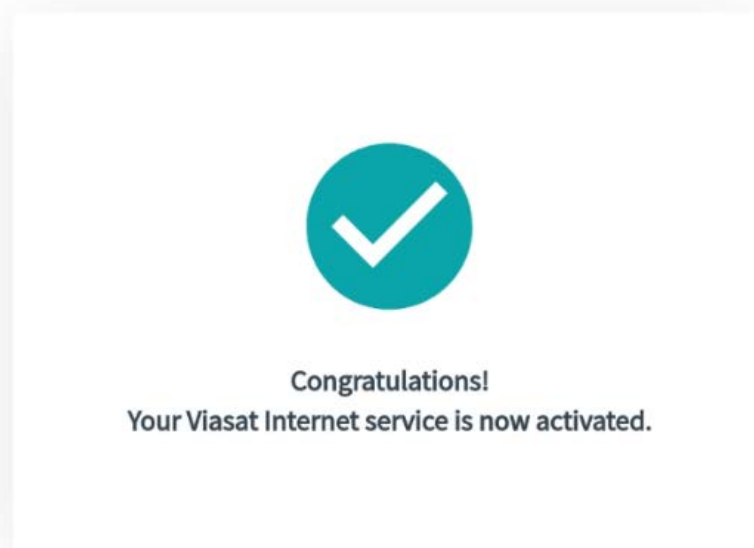This may take several minutes...
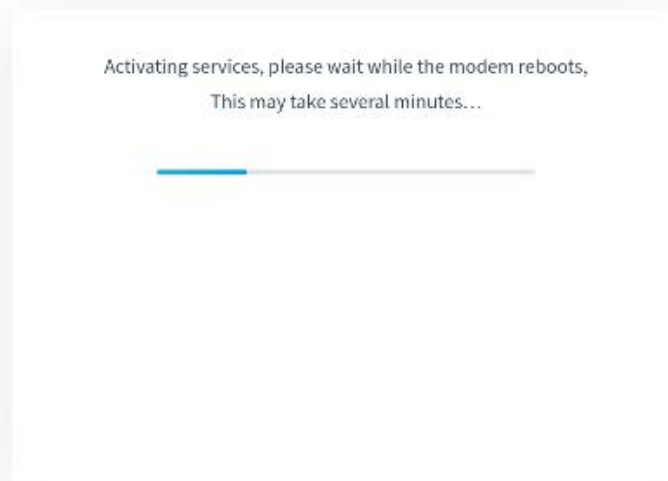
CANCEL

NOTE: If an error message is received during activation, verify that the modem is online, then wait at least 30 seconds, and then press "RETRY". If this retry is unsuccessful, contact Support.

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

Service Activation Status

Congratulations!
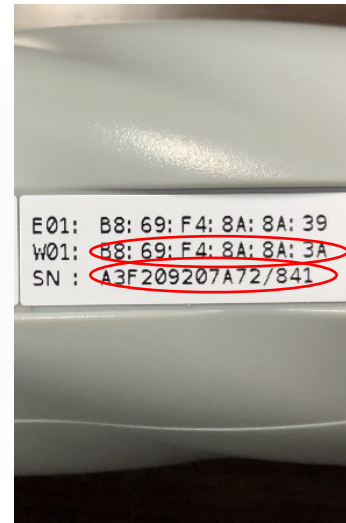Your Viasat Internet service is now activated.

CONTINUE

19. Enter the Serial Number and MAC Address for the AP located on the back of the device (and circled below). **NOTE: For the MAC address, you must use the W01 number not the E01 AND include the colons as shown in the image below**. Once the information is complete, Press "Continue".
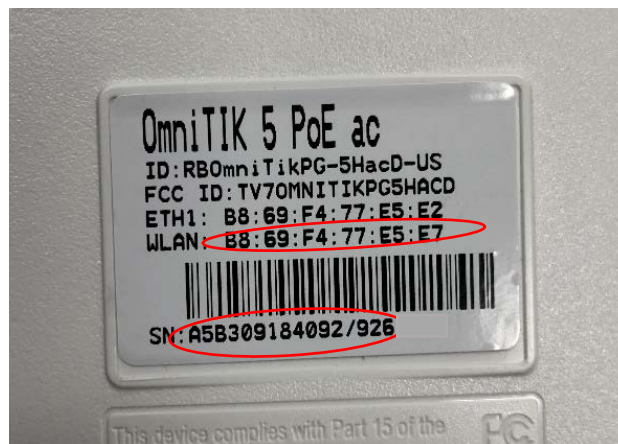

20. On the next page, enter the Serial Number and MAC Address for the NC located on the back of the device (and circled below). **NOTE: For the MAC address, you must use the WLAN number not the ETH1** AND you must include the colons as shown in the image below.Once the information is completepress "Continue".
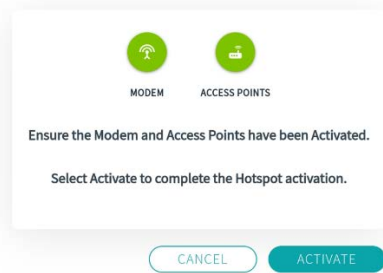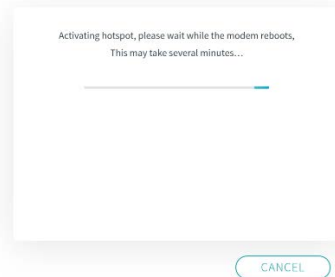
21. Once the Hotspot Activation page is reached, then press "Activate" on the Hotspot Activation page. Activation may take up to 5-10 minutes to complete.
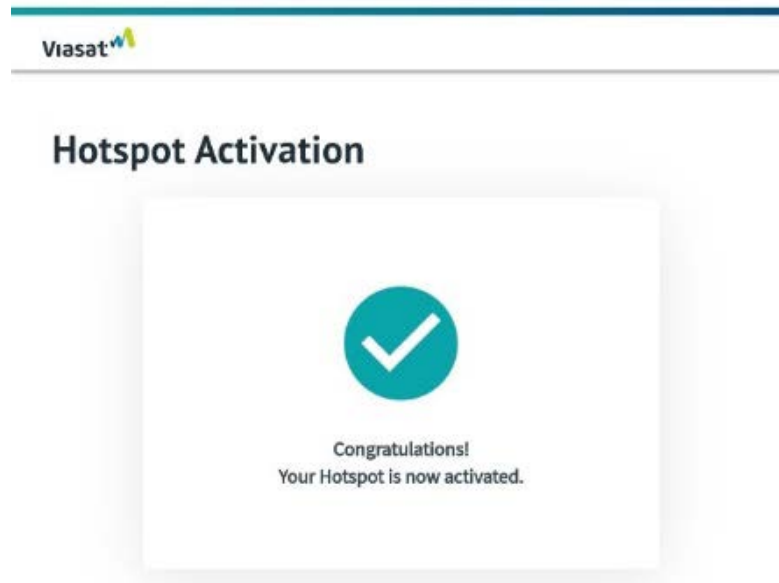

NOTE: If an error message is received during Hotspot Activation, try re-entering the serial numbers and MAC addresses for the NC and AP. If this issue persists, contact Support.

22. Once activation is succesful, 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 SSID's appear in your laptop or smart device's list of available Wi-Fi networks:
    a. "Viasat POS"
    b. "Viasat WiFi" (may be titled after the site)

    NOTE: It can take 10 to 20 minutes for these network names to appear.

Once these SSID Networks are verified, activation is complete!