

Network Controller Staging Guide

Viasat Community Internet

Revision – 2020.12.04



Overview

This guide provides instructions on factory resetting and staging the Network Controller (NC) so that it can connect to the Viasat Network once activated.

The NC must be factory reset and staged before installation deployment. To ensure it is staged with up-to-date software, it should be staged directly prior to shipment for installation (as part of the pre-installation process) with the latest version of the staging application.

The Network Controller **MUST NOT** be connected to an internet source during staging.

REQUIRED ITEMS:

- One Mikrotik Network Controller (NC)
- One NC power cord
- One NC PoE injector
- SSO/OPPO (Single Sign-On/Viasat Operator Portal) login credentials
 - These are required to download the latest version of the staging application located at: <https://mobileapp.vci.viasat.io/index.html>
- One **5GHz** Android smartphone with **802.11 a/b/g/n or ac** WiFi (dual-band) capability and with the [latest version](#) of the VCI Staging Application installed.
 - **The Android smartphone must be Android OS version 8.0 or higher.**
 - iPhones CANNOT be used for staging.
- One pre-tested Ethernet cord
- Working power outlet
- Paperclip or other fine-pointed object

NOTE: If you run into issues installing the Staging Application to your device, follow the steps on this link: <https://www.lifewire.com/install-apk-on-android-4177185>



Network Controller (NC)



PoE Injector

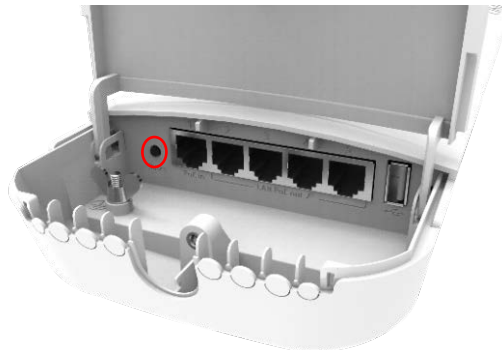
NOTE: A different model may be used for the MikroTIK items pictured in this guide, but the process is identical.

NC Factory Resetting Instructions:

1. Plug the NC power cord into the PoE injector and connect the power cord to a functioning power outlet.
2. Plug an ethernet cable to the other end of the PoE injector, a light on the injector indicates successful connection to power. **DO NOT CONNECT THE PoE TO A MODEM OR ANY OTHER INTERNET SOURCE.**



3. Perform a Factory Reset on the NC: Hold down the Reset button (circled below) on the NC.



4. **WHILE STILL HOLDING DOWN THE RESET BUTTON**, insert the other end of the ethernet cable connected to the PoE injector into Port 1 of the NC.



5. Continue holding down the reset button until the blue power light flashes (this will happen 5 seconds after the ethernet cable is plugged into the NC).



6. **As soon as the power light flashes, release the reset button.**

NOTE: The reset button should never be pressed for more than 10 seconds otherwise another factory reset is required. If the LED turns solid while still pressing the reset button, it was held for too long. If this happens, unplug the ethernet cable and perform another factory reset per the above steps.

NC Staging Instructions:

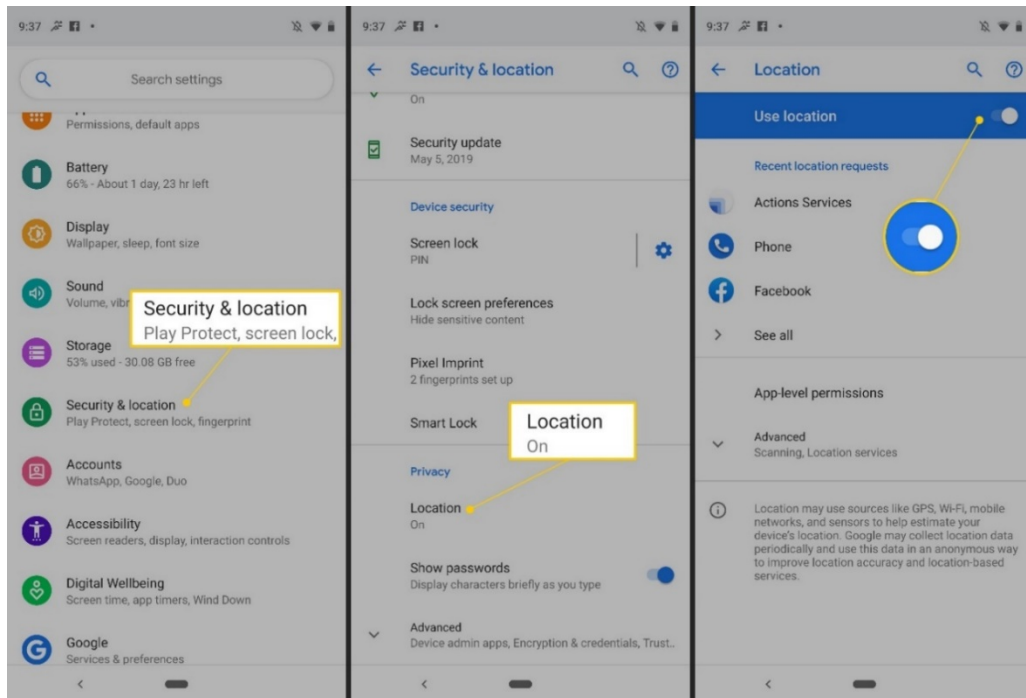
7. Plug the NC power cord into the PoE injector as shown below and connect the power cord to a functioning power outlet. Plug an ethernet cable to the other end of the PoE injector, a light on the injector indicates successful connection to power. **DO NOT CONNECT THE PoE TO A MODEM OR ANY OTHER INTERNET SOURCE.**



8. Plug the ethernet cord into Port 1 of the NC and verify the Power light is on for the NC. If this does not happen, try repeating the above steps.



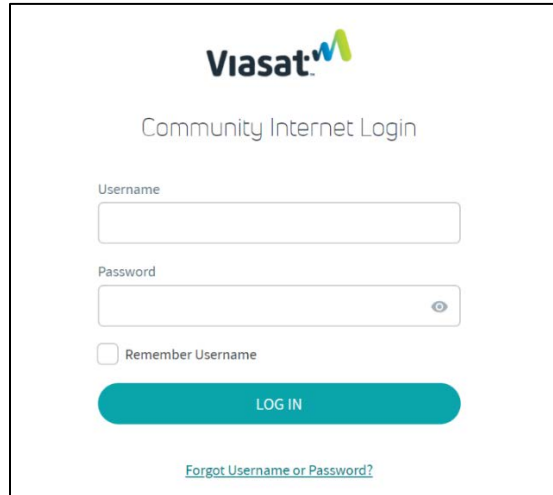
9. On your 5GHz Android smartphone, go to settings and verify Location Services is set to **On** using the below image as reference.



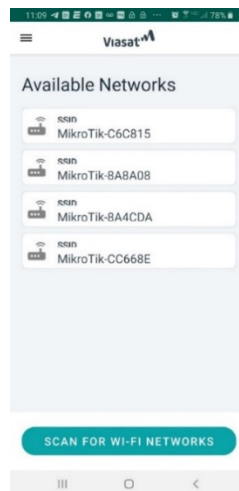
10. Open the VCI Staging Application or download and install the latest version at:

<https://mobileapp.vci.viasat.io/index.html> (SSO/OPPO credentials required).

When the app opens, you may be redirected to the below webpage if your version of the Staging App is out-of-date. If this happens, use your SSO/OPPO credentials to login and install the most recent version of the app.



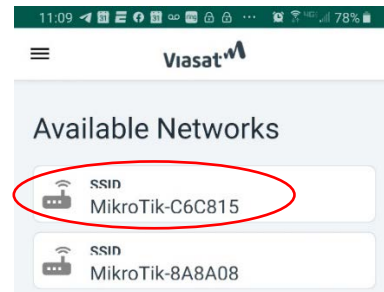
11. The below screen will load. If no Available Networks appear then press “SCAN FOR WI-FI NETWORKS”.



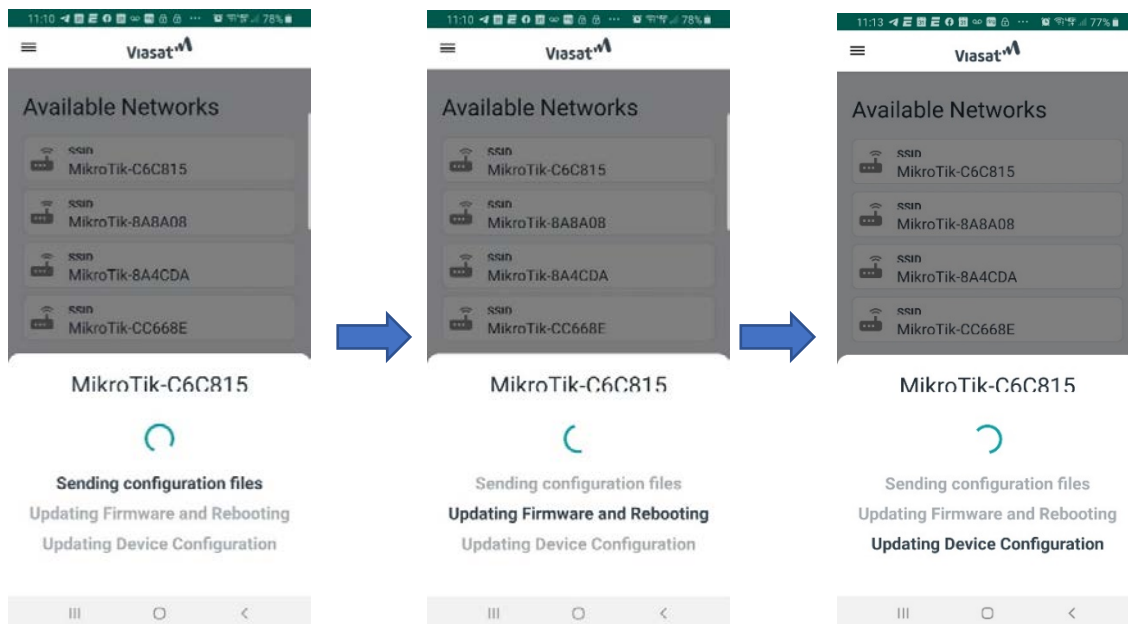
NOTE: The Mikrotik Networks will not show if Location Services is disabled or if devices are not powered on. If the issue persists, try using a different 5GHz Android device and/or check a different network controller. contact Support.

NOTE: If the NC SSID will not appear on the Staging App then the NC will need to be Normalized by following the NC Normalization Instructions on the eGuide and then staged.

12. Connect to the Network Controller (NC) Wi-Fi by selecting the Available Network that matches the last 6 digits of the WLAN MAC ID number (circled below) on the back of the NC. The actual 6 digits will differ from the ones shown below.



13. Press **“CONFIRM”**/**“CONNECT”** on the pop-up screens.
14. The Staging App will complete the below processes. This may take up to 15 minutes and the devices may reboot several times. To ensure the device does not enter Sleep Mode during this process, **tap the screen** every 15 to 20 seconds or change your device settings to Never Sleep.



15. If a pop-up screen appears during this process, press **“CONNECT”** again.

NOTE: If the NC repeatedly fails to stage successfully then it will need to be **Factory Reset**, Normalized, and staged again. All documentation for these procedures is captured on the eGuide.

16. A Successful Configuration will be confirmed by displaying the screen shown below on the Android smartphone. Congratulations, NC Staging is complete! The devices are now ready for deployment to the installation site.

