

# *Network Controller Staging Guide*



## Overview

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

**The NC must be staged before installation deployment.** In order 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 login credentials
  - These are required to download the latest version of the staging application located at: <https://mobileapp.vci.viasat.io/index.html>
- One 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 Staging Instructions:**

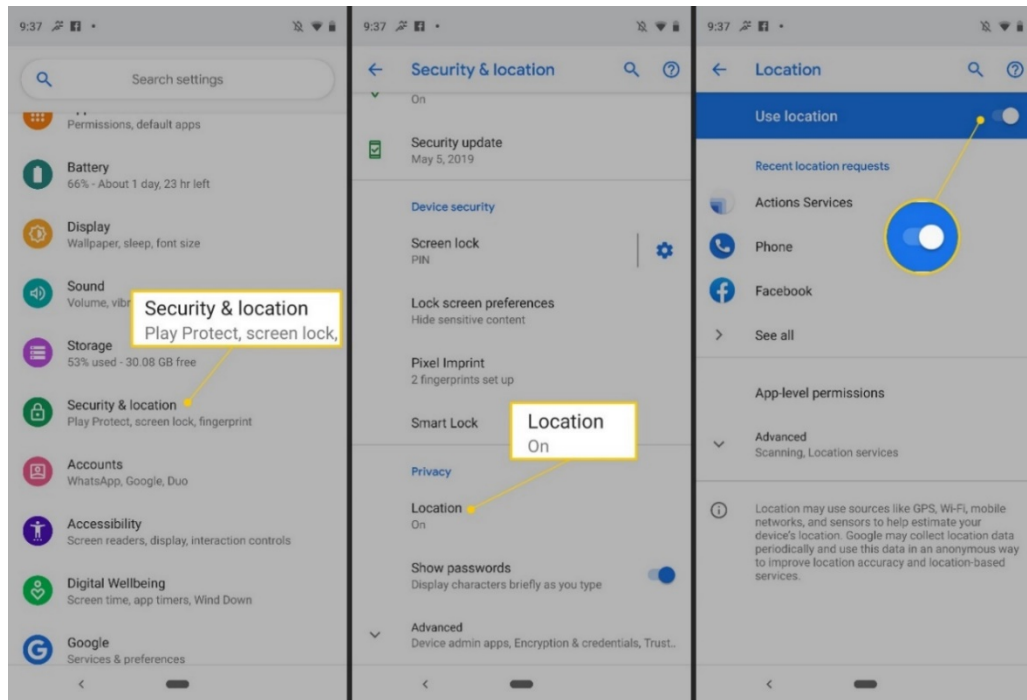
1. Plug the NC power cord into the PoE injector as shown below and connect the power cord to a functioning power outlet. Plug an ethernet cable to the other end of the PoE injector, a light on the injector indicates successful connection to power. **DO NOT CONNECT THE PoE TO A MODEM OR ANY OTHER INTERNET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



2. 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.



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

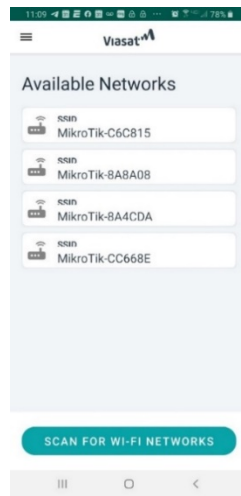


4. Open the VCI Staging Application or download and install the latest version at: <https://mobileapp.vci.viasat.io/index.html> (SSO/OPPO credentials required).

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.

The image shows a login page for Viasat Community Internet. At the top is the Viasat logo. Below it is the text 'Community Internet Login'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember Username'. At the bottom is a teal 'LOG IN' button and a link that says 'Forgot Username or Password?'.

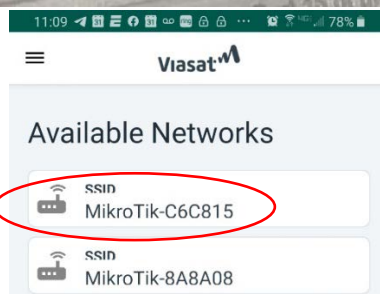
5. The below screen will load. If no Available Networks appear then press “SCAN FOR WI-FI NETWORKS”.



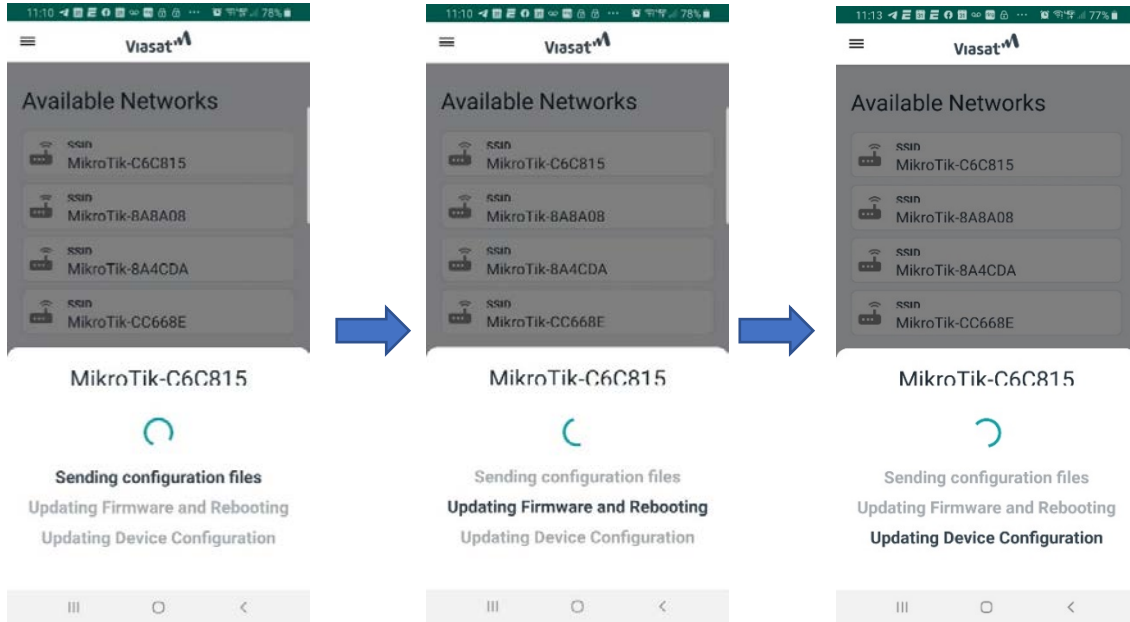
**NOTE: Available Networks will not show if Location Services is disabled or if devices are not powered on. If the issue persists, try using a different 5GHz Android device contact Support.**

**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 again.**

6. Connect to the Network Controller (NC) Wi-Fi by selecting the Available Network that uses the last 6 digits of the **WLAN** number (circled below) on the back of the NC. Your 6 digits will differ from the ones shown below.



- Press **“CONFIRM”/“CONNECT”** on the pop-up screens.
- 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**.



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

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

- 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.

