Troubleshooting Guide

Troubleshooting/Repair Required Equipment List

The required tools and equipment depend on the repair needed, refer to the equipment list on the eguide.

Troubleshooting Steps

1. When there is an issue, first try to determine the cause of the issue by carefully reviewing the relevant sections of the WiFi Installation Manual.

2. **Modem Issues**: There may be issues with the modem if it will not stay "Online" on the modem GUI or if it is delivering poor speeds.
   a. First, review the relevant page of the [Satellite Install Troubleshooting](#) section of the e-Guide.
   b. eSVT is also a resource for troubleshooting the modem.
   c. If the issue cannot be resolved, call Support. A modem swap may be required.

3. **Connection Issues on the WiFi Devices:** There may be a connection issue with the WiFi devices if the devices are both powered on but the Viasat POS or Captive Portal networks do not appear or cannot be connected to stably.
   a. First try running a PowerCycle on the UPS using the below instructions.

> ***PowerCycling:*** *If the Wi-Fi 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 power the UPS back on by holding the POWER button for another 2 seconds. A light will illuminate green and a single short beep will indicate the UPS is powered back on.*

   b. If this does not fix the issue, contact Support. Restaging may be required.

4. **Cabling Issues**: There may be a cabling issue if a device will not power on or has trouble staying powered on.
   a. Try replacing the cables connected to the device having these issues. Refer to the Termination Guides for how to generate replacement cables. **NOTE:** make sure to test these cables if a cable tester is available.
   b. If new cables do not fix the issue, call Support.

5. **Tablet Issues**: For any issue on the tablet first try restarting by holding the power button, pressing "Power Off", and holding the power button again to turn it back on. If issues persist, contact Support.

6. **Power Outages**: The customers should be made aware that if there is a sudden power outage that causes the WiFi networks to disappear, it will take up to 15 minutes for active PINs to become usable again.
   a. **NOTE:** This waiting time counts towards the allotted amounts for time-based plans.
   b. **DO NOT** issue new PIN codes during this 15-minute wait time.

7. **Document** any new issues and resolutions on the Post-Install Document so they may be added to this guide for future use.