

Viasat Wi-Fi Services

Installer Portal for Business Hotspots

Equipment Auto-configuration

October 2019



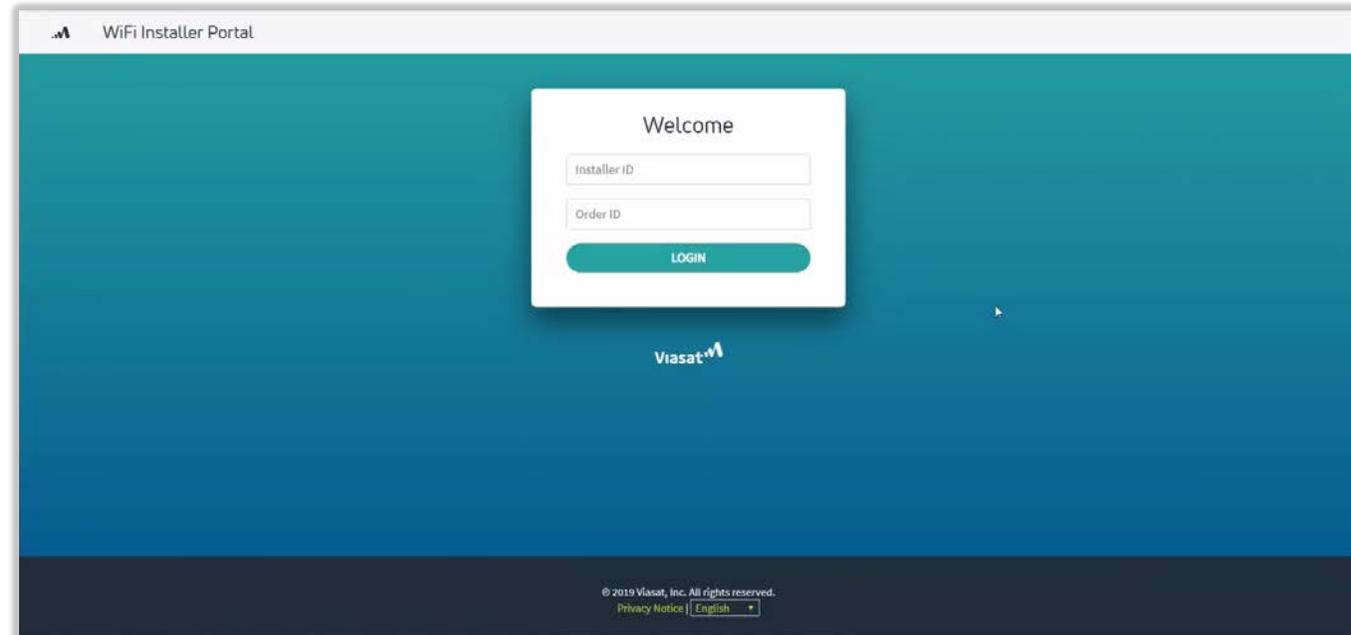
Contents

- > [Installer portal](#)
- > [Log in](#)
- > [Order confirmation](#)
- > [Initiate install](#)
- > [Auto-configure](#)
- > [Status messages](#)
- > [Troubleshooting](#)
- > [Error status](#)
- > [Check Wi-Fi signal](#)
- > [Enter area of placement](#)

Installer portal

The equipment is set up to automatically configure and register with Viasat. To initiate this process using your smartphone, open a web browser to <https://partners.wifi.viasat.com/install/bhlogin>.

NOTE: If the customer location is in an area with limited cell phone coverage, use your laptop and connect to Port 10 on the controller to start the configuration process. During the process, the internet access will be interrupted. If the progression appears to have stalled, unplug the network cable to the laptop and plug it back in. Then refresh the browser. If this does not resolve the issue, contact Installer Relations at **(888) 278-6869, Option 1** for Hotspots.

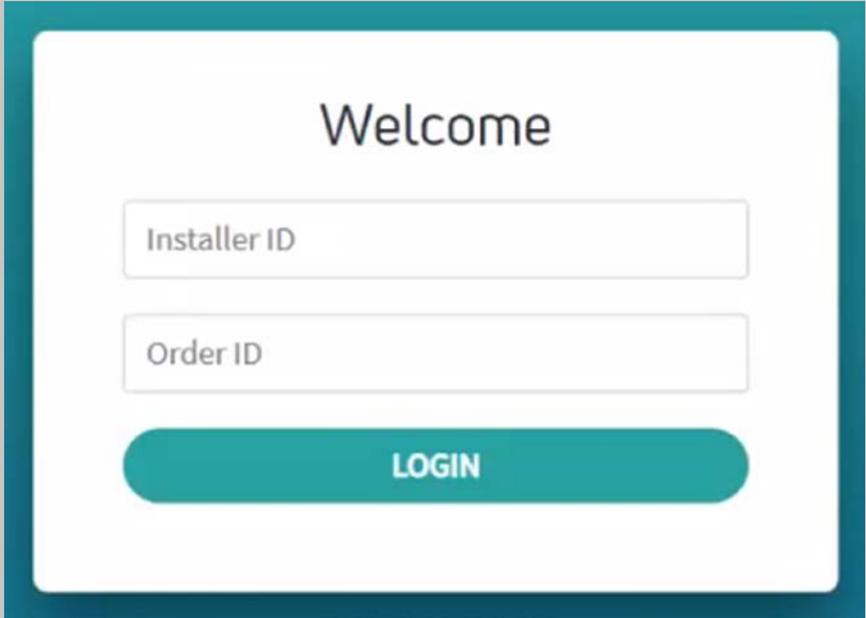


The screenshot shows a web browser window titled "WiFi Installer Portal". The page has a dark teal background. In the center, there is a white login form titled "Welcome". The form contains two input fields: "Installer ID" and "Order ID". Below these fields is a green "LOGIN" button. The Viasat logo is centered below the form. At the bottom of the page, there is a dark footer with the text "© 2019 Viasat, Inc. All rights reserved." and a link for "Privacy Notice | English" with a dropdown arrow.

Log in

Enter your **FSM tech ID** and the **order ID** found in FSM and click **login**.

NOTE: The order ID is listed in the **notes** field in FSM.



The image shows a login interface with a white background and a teal border. At the top, the word "Welcome" is centered. Below it are two input fields: "Installer ID" and "Order ID". At the bottom is a teal button with the text "LOGIN" in white.

Order confirmation

Once logged in, the order confirmation appears.

The **order details** section lists the network equipment information. Confirm the equipment listed matches what was shipped to the customer. If there is a discrepancy, contact Installer Relations. The equipment shipped must match the order for installation to occur (no partial Wi-Fi installations).

Click **next** to confirm the order details.

WiFi Installer Portal Logout →

Home

Order Confirmation

Installation Address:

[Blurred Address]

Order Details:

Part Type	Part Name	Part Description	Model	Quantity
Controller	Mikrotik Controller	Mikrotik Controller for Business Hotspot Installation	Mikrotik-MikroTik RB3011UIAS-RM	1
Access Point	Outdoor Access Point	Ruckus Outdoor Access Point	Ruckus-Ruckus ZoneFlex T300	1
Access Point	Indoor Access Point	Ruckus Indoor Access Point	Ruckus-Ruckus ZoneFlex R310	1

[Next](#)

Initiate install

Enter the **MAC address** for the controller. The MAC address can be found on the back of the controller. It will be the first of the two listed. The other will not work with the Installer Portal.

NOTE: After entering information in the required field(s) on each page, click outside the field, and then click **next** to proceed.

The screenshot shows the 'WiFi Installer Portal' interface. The page title is 'Initiate Install'. It displays the device model 'MikroTik RB3011UiAS-RM' and its description 'Business Hotspot Controller'. Below this, there is a text prompt 'Enter the MAC address for the Controller' followed by an empty input field. An orange arrow points from the input field to the device label overlay. The label overlay shows the MikroTik logo, FCC and CE marks, and the model 'RB3011UiAS-RM'. It lists two MAC addresses: 'E4:8D:8C:7D:FC:BF' (indicated by an orange arrow) and 'E4:8D:8C:7D:FC:C9'. A barcode and serial number 'SN: 5D6A05D9FBDF/623' are also visible. The page includes 'Back' and 'Next' buttons at the bottom.

Auto-configure

Once auto-configuration begins, the status changes. The controller progression is: **discovering**, **configuring**, **qoi**, **configuring**, and **installed**. The AP progression is **discovering**, **configuring**, and **installed**. The equipment will show as **pending** until it begins the discovery process.

NOTE: Discovering takes approximately 2-3 minutes for each device. **Configuring** the controller takes 5-10 minutes, and the AP(s) can take 15-20 minutes while the firmware updates. The AP(s) will configure while the controller is in qoi status. Then the controller will return to configuring status for up to one minute before showing as installed.

The screenshot shows the WiFi Installer Portal interface. The 'Configuring' section displays a table with the following data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Microtik Controller			Discovering		Controller		
Indoor Access Point			Pending		Access Point		
Outdoor Access Point			Pending		Access Point		

An orange arrow points to the 'Discovering' status of the Microtik Controller. A green 'Done' button is visible at the bottom.

The screenshot shows the WiFi Installer Portal interface. The 'Configuring' section displays a table with the following data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Microtik Controller			Configuring	Get mikrotik server command	Controller		
Indoor Access Point			Pending		Access Point		
Outdoor Access Point			Pending		Access Point		

An orange arrow points to the 'Configuring' status of the Microtik Controller. A green 'Done' button is visible at the bottom.

The screenshot shows the WiFi Installer Portal interface. The 'Configuring' section displays a table with the following data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Microtik Controller			Qoi		Controller		
Indoor Access Point			Discovering	Contacting discovery server	Access Point		
Outdoor Access Point			Discovering	Contacting discovery server	Access Point		

An orange arrow points to the 'Qoi' status of the Microtik Controller. A green 'Done' button is visible at the bottom.

The screenshot shows the WiFi Installer Portal interface. The 'Configuring' section displays a table with the following data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Microtik Controller			Installed		Controller		
Indoor Access Point			Installed		Access Point		
Outdoor Access Point			Installed		Access Point		

An orange arrow points to the 'Installed' status of the Microtik Controller. A green 'Done' button is visible at the bottom.

Status messages

The **message** column provides more detailed information on what each device is doing during the discovering, configuring, and qoi phases. The status messages will indicate how the configuration is progressing.

Each message should display from a few seconds to 5 minutes.

If the same message displays for more than 5 minutes or the configuring phase takes more than 20 minutes, note the message and begin [troubleshooting](#).

NOTE: Take note of the status message before troubleshooting. If it fails and you have to contact support, this message will be helpful in determining the issue.

The screenshot shows the 'WiFi Installer Portal' interface. At the top, there is a 'Home' link and a 'Logout' button. Below this, the page is titled 'Configuring'. A table displays the status of various devices. An orange arrow points to the 'Message' column of the table.

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller	XXXXXXXXXX		Qoi		Controller	<input type="text"/>	
Indoor Access Point			Discovering	Contacting discovery server	Access Point	<input type="text"/>	
Outdoor Access Point			Discovering	Contacting discovery server	Access Point	<input type="text"/>	

* Required Field

Done

Troubleshooting

If the **controller** is stuck in the **discovering** status:

- » Verify power is turned on
- » Verify cable connected to Port 1 is seated tightly
- » Verify status light for the port is illuminated

If an **AP** is stuck in the **discovering** status for more than five minutes:

- » Verify it has power (check for lights on the AP)
- » Test the cable
- » Reboot the AP

If the process doesn't start again automatically, refresh the browser. If that doesn't update the status, then log out and log back in to the portal. Confirm the order and re-enter the MAC address. The configuration should resume from the point it stopped previously.

The screenshot shows the WiFi Installer Portal interface. At the top, there is a 'Logout' button. Below the 'Home' header, the 'Configuring' section contains a table with the following data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller	[REDACTED]		Discovering		Controller	<input type="text"/>	
Indoor Access Point			Pending		Access Point	<input type="text"/>	
Outdoor Access Point			Pending		Access Point	<input type="text"/>	

An orange arrow points to the 'Discovering' status of the Mikrotik Controller. Below the table, there is a 'Done' button and a note: '* Required Field'.

The screenshot shows the WiFi Installer Portal interface after a refresh. The table now displays the following data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller	[REDACTED]		QoI		Controller	<input type="text"/>	
Indoor Access Point			Discovering	Awaiting device response	Access Point	<input type="text"/>	
Outdoor Access Point			Discovering	Awaiting device response	Access Point	<input type="text"/>	

An orange arrow points to the 'Discovering' status of the Indoor Access Point. Below the table, there is a 'Done' button and a note: '* Required Field'.

Error status

If you receive an error message, click the **retry** button to start the configuration process again for that device.

If that doesn't work or you continue to receive an error, log out and then log back in. Confirm the order and enter the MAC address again to resume the configuration. Depending on where in the process the error occurred, it may successfully configure. If not, contact Installer Relations at **(888) 278-6869, Option 1** for Hotspots technical assistance.

The screenshot shows the WiFi Installer Portal interface. At the top, there is a header with the signal strength icon, the text "WiFi Installer Portal", and a "Logout" button with a right-pointing arrow. Below the header is a navigation bar with the text "Home". The main content area is titled "Configuring" and contains a table with the following columns: Devices, MAC, IP Address, Status, Message, Device Type, Area of Placement, and Actions. The table has three rows: 1. Mikrotik Controller, with a greyed-out MAC address, an empty IP Address field, a status of "Error", a message "Get mikrotik tunnel command", a device type of "Controller", an empty "Area of Placement" field, and a blue "Retry" button. An orange arrow points from the "Error" status to the "Retry" button. 2. Indoor Access Point, with an empty MAC address, an empty IP Address field, a status of "Pending" with a circular arrow icon, an empty message field, a device type of "Access Point", an empty "Area of Placement" field, and an empty "Actions" column. 3. Outdoor Access Point, with an empty MAC address, an empty IP Address field, a status of "Pending" with a circular arrow icon, an empty message field, a device type of "Access Point", an empty "Area of Placement" field, and an empty "Actions" column. Below the table, there is a footnote: "* Required Field". At the bottom center of the main content area, there is a green "Done" button.

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller			Error	Get mikrotik tunnel command	Controller		Retry
Indoor Access Point			Pending		Access Point		
Outdoor Access Point			Pending		Access Point		

* Required Field

Done

Check Wi-Fi signal

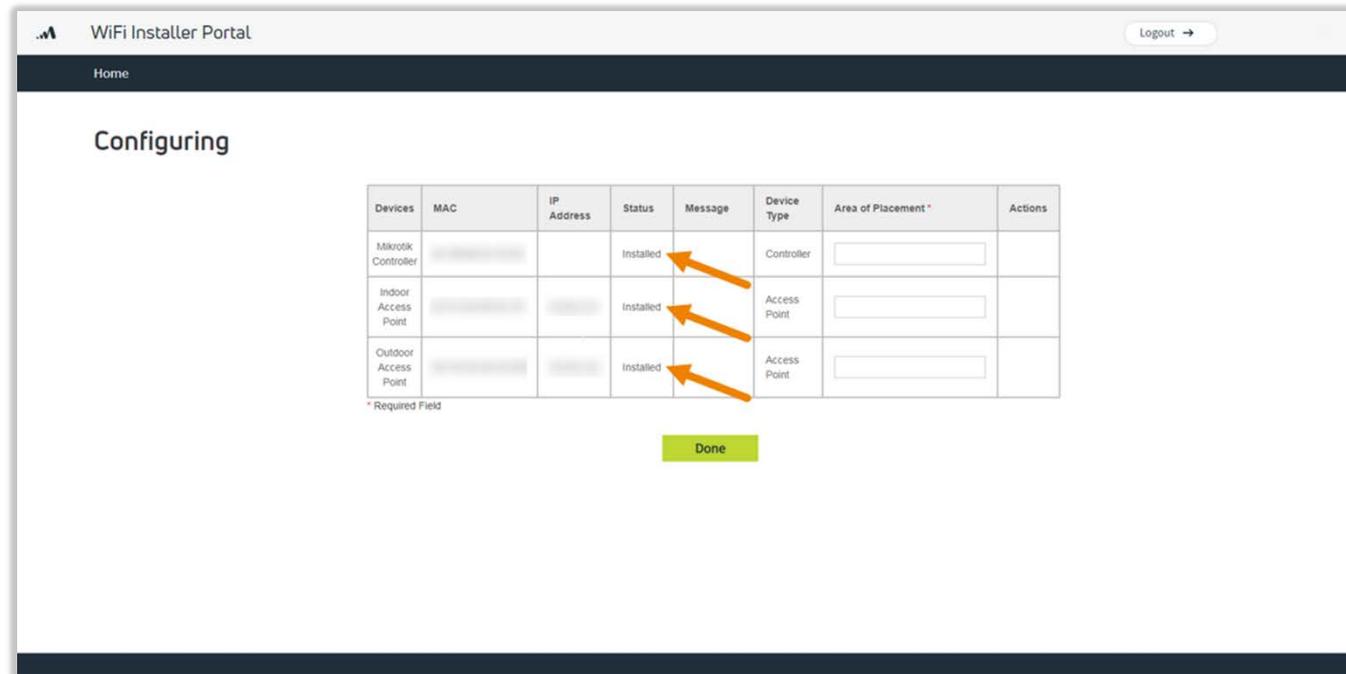
When the status for all equipment changes to installed, check the Wi-Fi signal on a mobile device.

Both the private and public SSIDs should be visible when selecting a network on the mobile device.

The SSIDs are set to the following defaults:

- » Public: **GUEST WIFI**
- » Private: **BUSINESS**
- » Password: **private1**

NOTE: Advise the customer to change the SSIDs and private network password on their management portal when reviewing the Quick Start Guide with them.



The screenshot shows the 'WiFi Installer Portal' interface. At the top, there is a 'Home' link and a 'Logout' button. The main heading is 'Configuring'. Below this is a table with the following columns: Devices, MAC, IP Address, Status, Message, Device Type, Area of Placement *, and Actions. The table contains three rows of data:

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller	[blurred]	[blurred]	Installed		Controller	[input field]	
Indoor Access Point	[blurred]	[blurred]	Installed		Access Point	[input field]	
Outdoor Access Point	[blurred]	[blurred]	Installed		Access Point	[input field]	

Three orange arrows point to the 'Installed' status in the Status column for each row. Below the table, there is a small asterisk and the text '* Required Field'. At the bottom center of the page, there is a green 'Done' button.

Enter area of placement

Once the status for all equipment changes to installed and the Wi-Fi signals are tested, enter the **area of placement** for each device.

The area of placement is the physical location where the equipment was installed (i.e., “in closet with modem” or “dining room ceiling mount”).

This information **must** be entered to complete the installation process, otherwise the customer’s management portal will not work correctly.

Click **done** when finished, and then a confirmation message will display indicating the installation is complete. Close the message and **log out** to exit the portal, or simply close the browser.

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller			Installed		Controller	<input type="text"/>	
Indoor Access Point			Installed		Access Point	<input type="text"/>	
Outdoor Access Point			Installed		Access Point	<input type="text"/>	

* Required Field

Done

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller			Installed		Controller	lab	
Indoor Access Point			Installed		Access Point	lab	
Outdoor Access Point			Installed		Access Point	lab	

* Required Field

Installation Complete!