Viasat Wi-Fi Services

Installer Portal for Business Hotspots

Equipment Auto-configuration

October 2019

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Contents

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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.
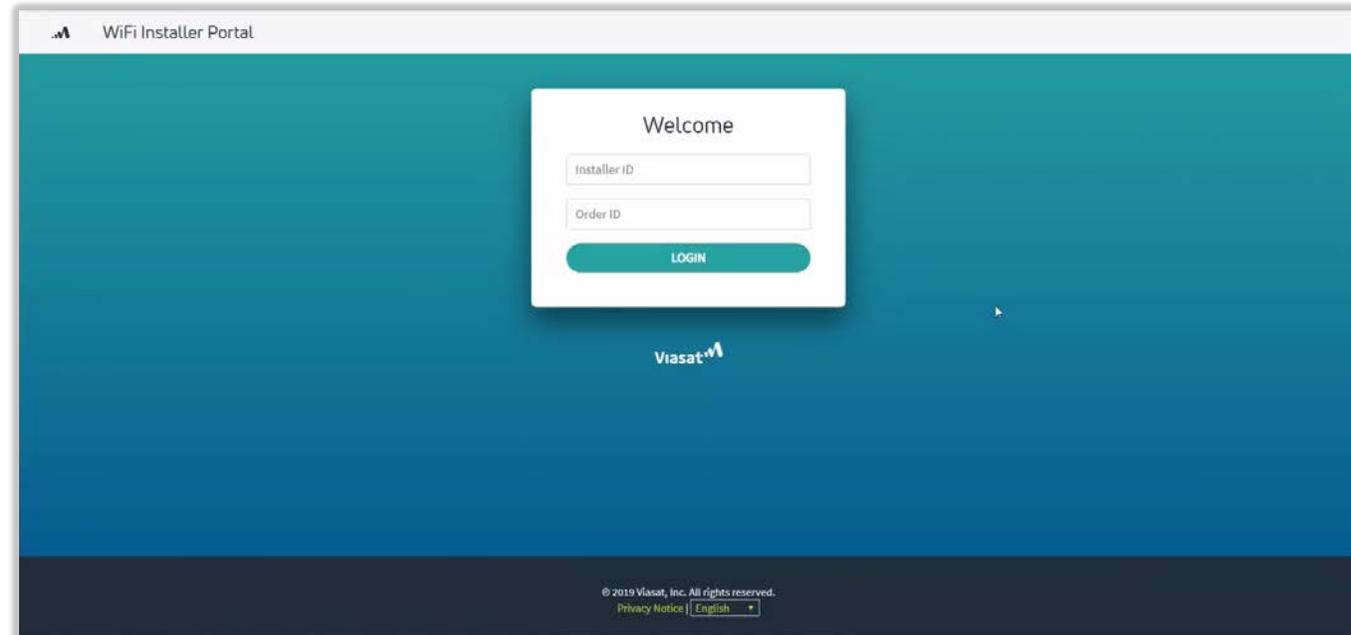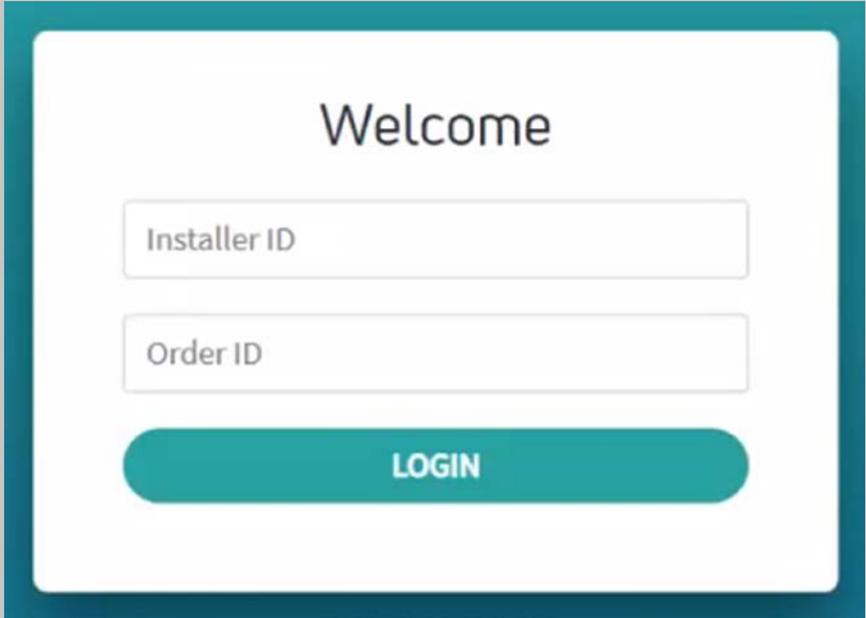
Log in

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.

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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.

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.

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.

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.

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.

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.
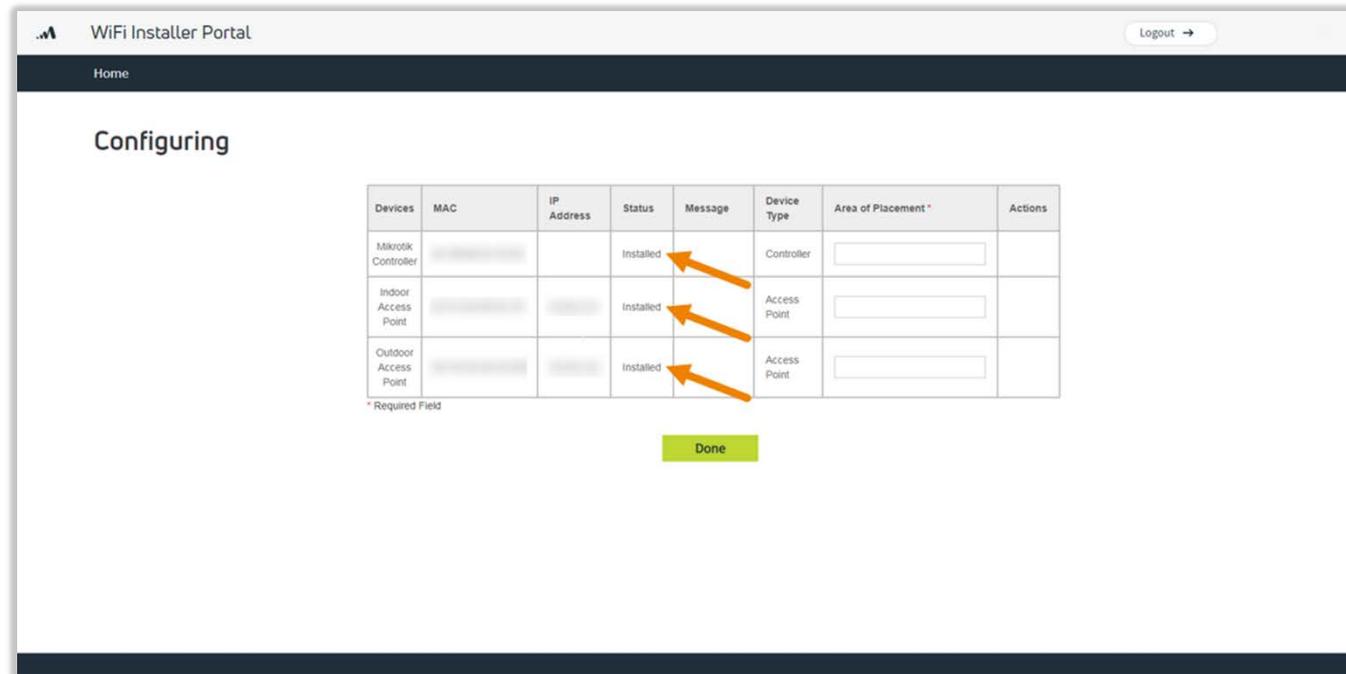
Check Wi-Fi signal

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.

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.