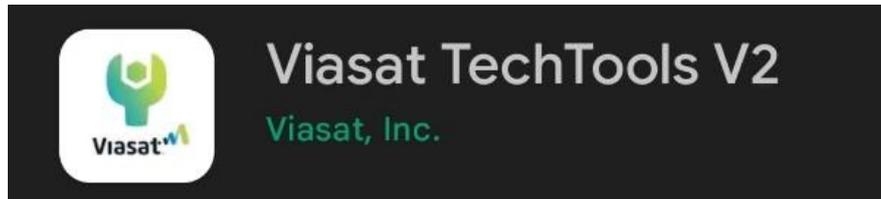


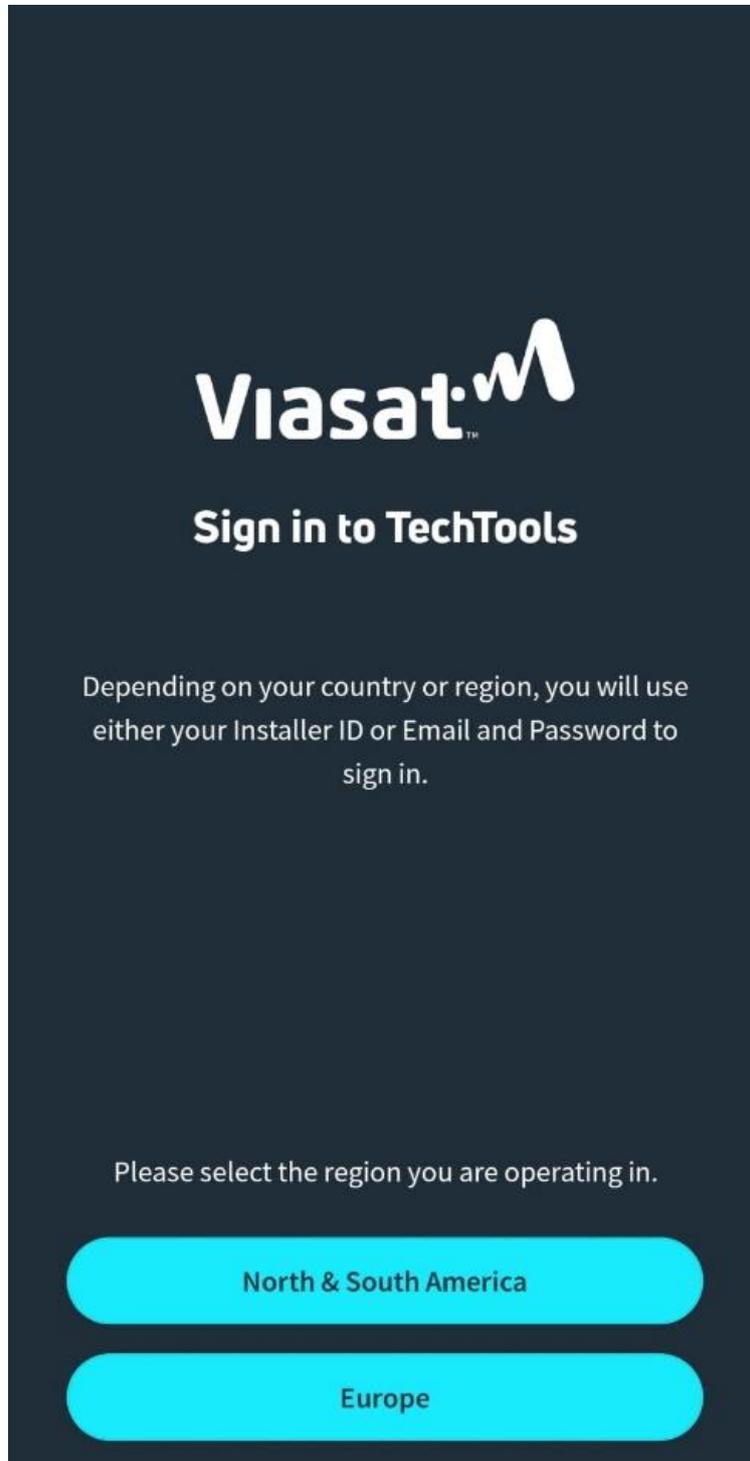
# VIASAT TechTools V2

## Quick Guide

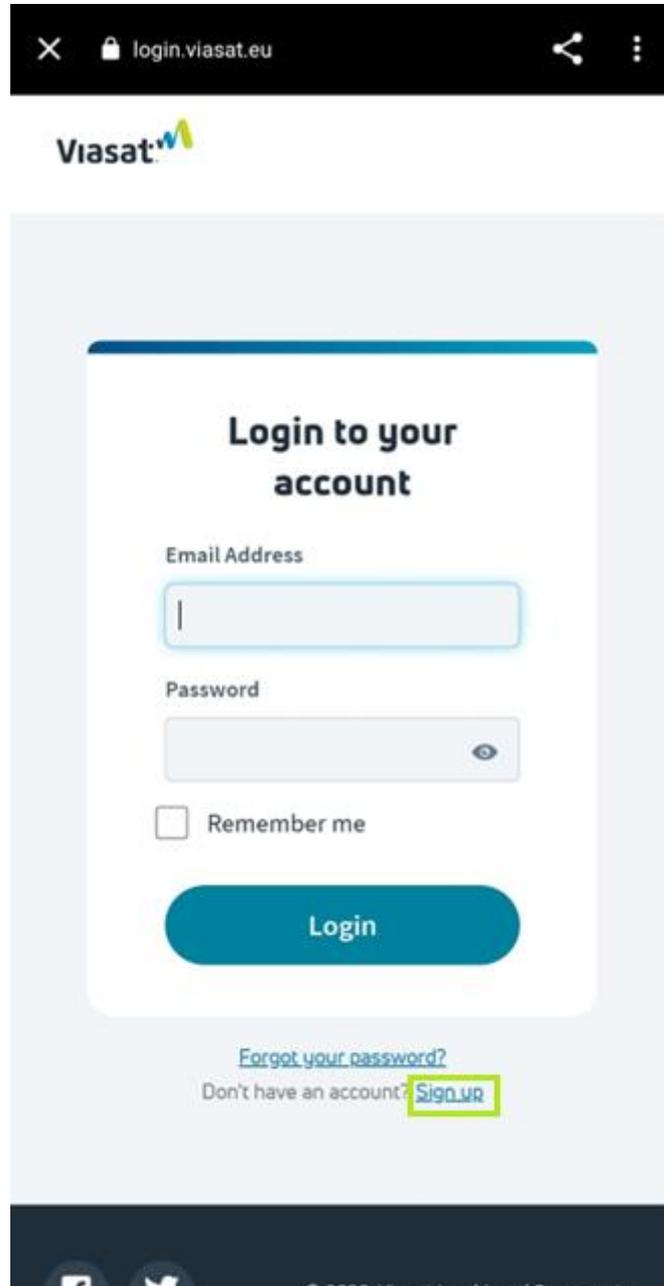


<b>Document Name</b>	Viasat TechTool V2
<b>Information Classification</b>	General
<b>Version Number</b>	1.1
<b>Version Date</b>	17/05/2023
<b>Authors</b>	Viasat

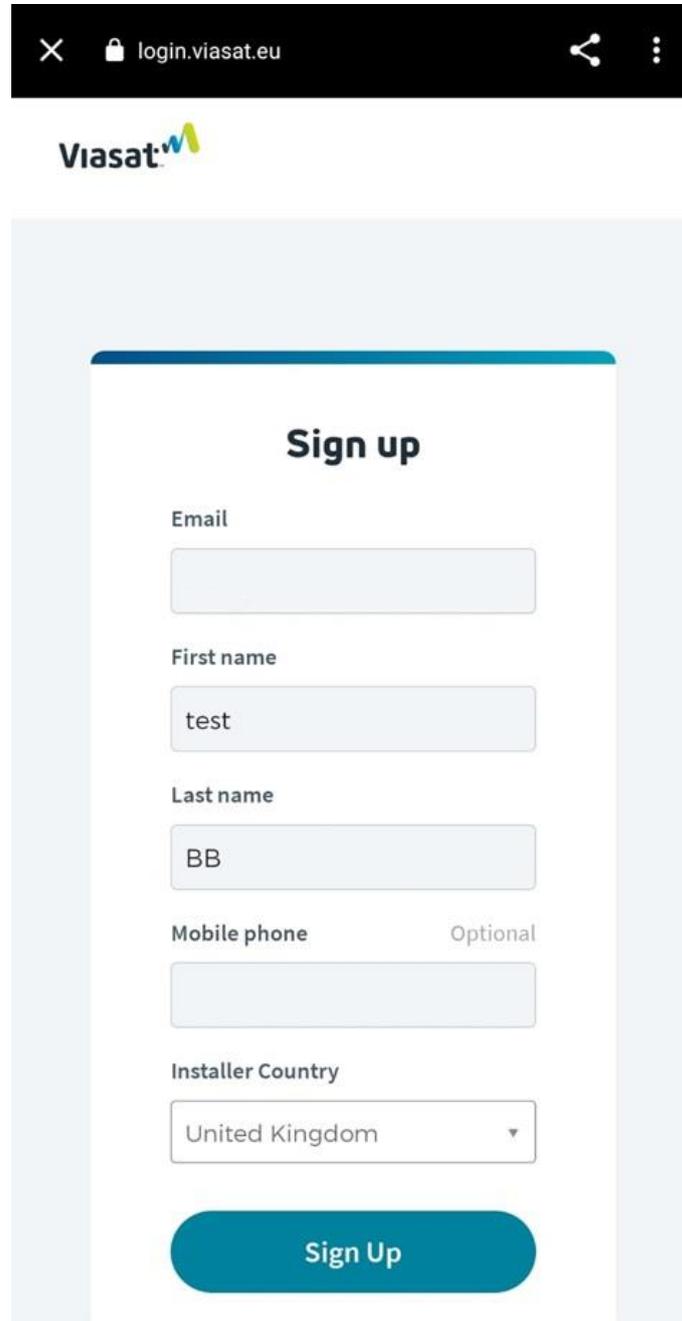
Start by downloading and installing the **Viasat TechTools V2** application from the **Apple App Store** or from **Google Play**. Once installed you will need to open the app and select the region that applies to you.



Once this has been selected, you will need to sign in using your credentials. If you do not have an account then you can click the [sign up](#) link to create a new account.

A screenshot of a mobile browser displaying the Viasat login page. The browser's address bar shows "login.viasat.eu". The page features the Viasat logo at the top left. The main content is a white card with a teal header and footer. The card is titled "Login to your account" and contains two input fields: "Email Address" and "Password". Below the password field is a "Remember me" checkbox. A teal "Login" button is positioned below the checkbox. At the bottom of the card, there are two links: "Forgot your password?" and "Don't have an account? Sign up". The "Sign up" link is highlighted with a yellow box. The bottom of the page shows social media icons for Facebook and Twitter, and a copyright notice for 2022 Viasat Inc. and its subsidiaries.

Fill in the required information and click sign up.

A screenshot of a mobile browser displaying the Viasat sign-up page. The browser's address bar shows "login.viasat.eu". The page features the Viasat logo at the top. The sign-up form is titled "Sign up" and includes the following fields: "Email" (empty), "First name" (filled with "test"), "Last name" (filled with "BB"), "Mobile phone" (empty, with "Optional" text to its right), and "Installer Country" (a dropdown menu currently showing "United Kingdom"). A teal "Sign Up" button is positioned at the bottom of the form.

login.viasat.eu

Viasat

### Sign up

Email

First name

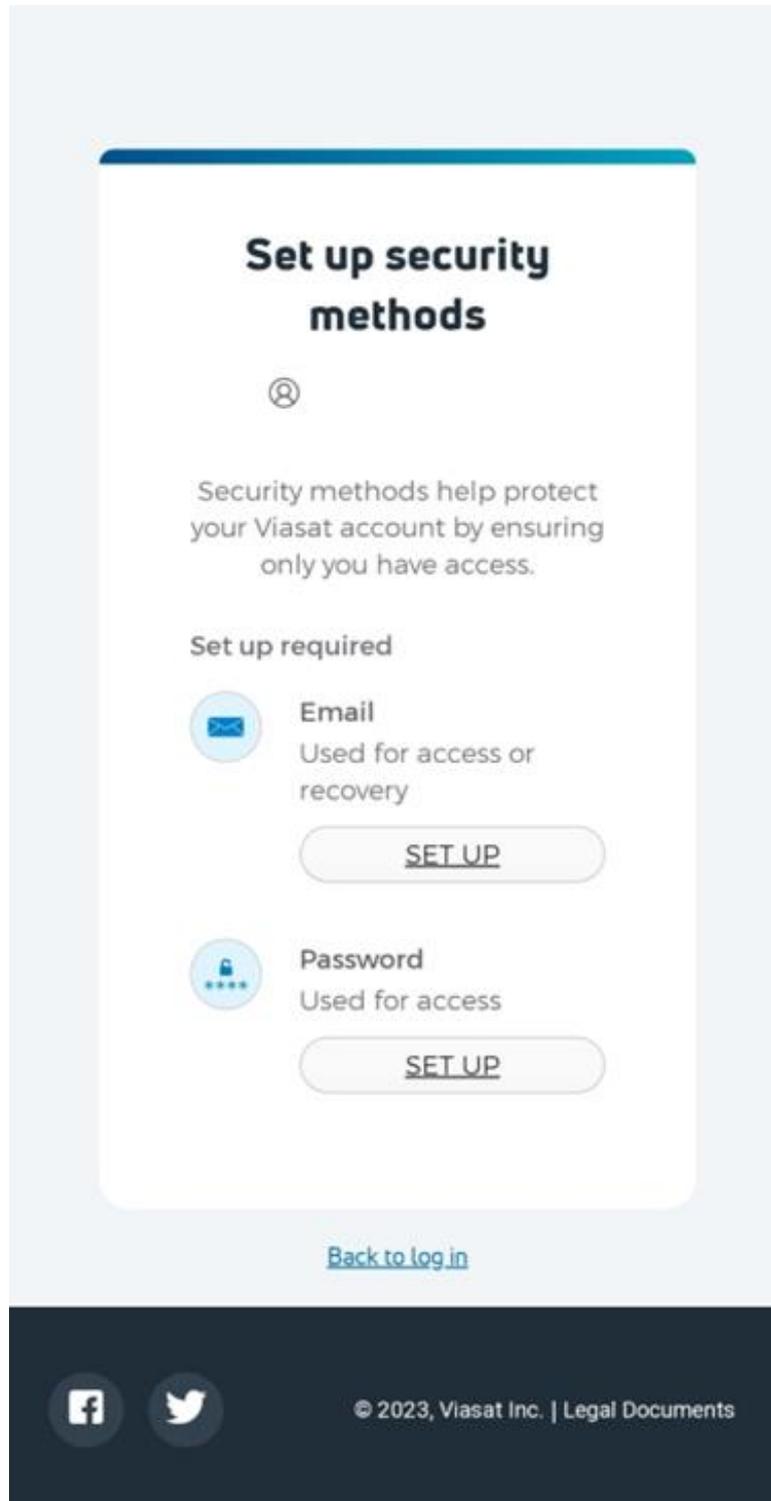
Last name

Mobile phone Optional

Installer Country

Sign Up

You will need to verify the account by selecting the preferred method shown below.

A mobile app screen titled "Set up security methods" with a white background and a light blue border. It features a lock icon, explanatory text, and two options: "Email" and "Password", each with a "SET UP" button. A "Back to log in" link is at the bottom. The footer contains social media icons and copyright information.

## Set up security methods



Security methods help protect your Viasat account by ensuring only you have access.

**Set up required**

 **Email**  
Used for access or recovery

[SET UP](#)

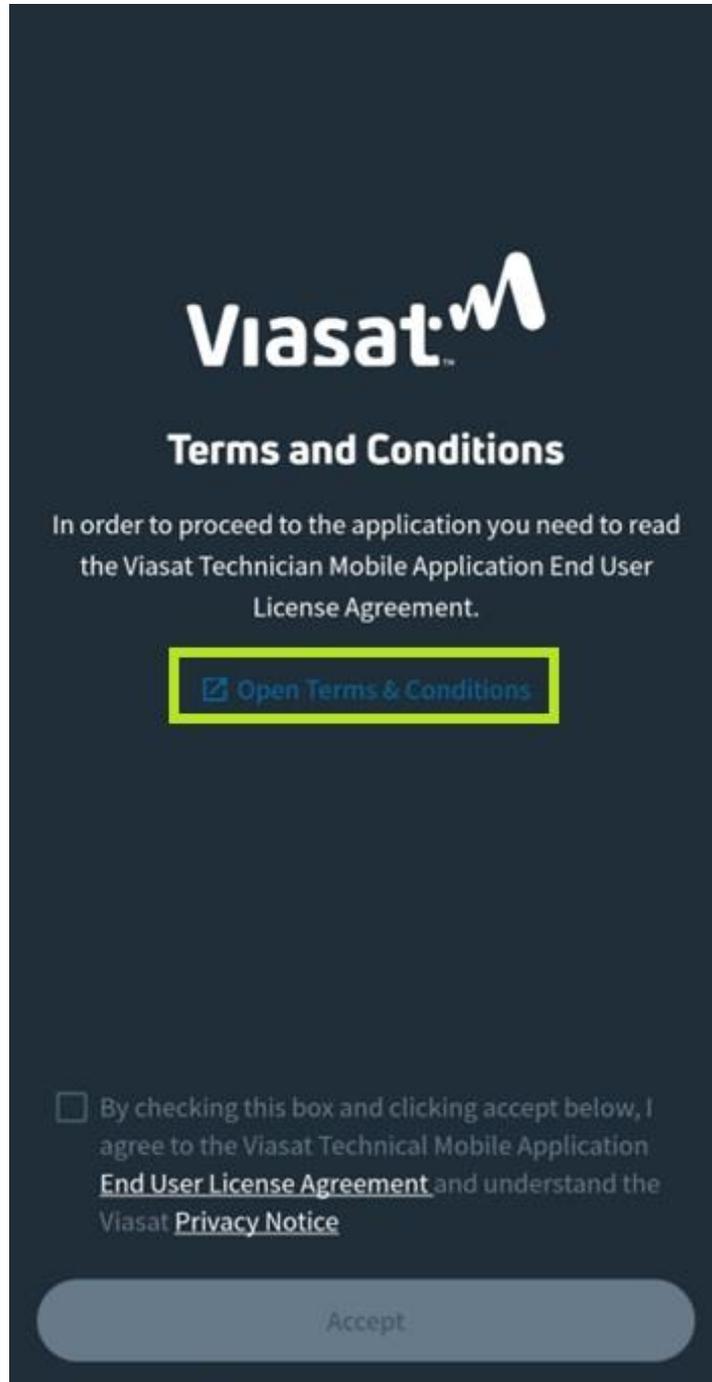
 **Password**  
Used for access

[SET UP](#)

[Back to log in](#)

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Once the account has been created and verified, you will be brought to the terms and conditions section, you will be required to click the link which will open the terms & conditions page.

A screenshot of a mobile application screen with a dark blue background. At the top center is the Viasat logo in white. Below it is the title "Terms and Conditions" in white. A paragraph of text in white reads: "In order to proceed to the application you need to read the Viasat Technician Mobile Application End User License Agreement." Below this text is a button with a white border and the text "Open Terms & Conditions" in blue. At the bottom, there is a checkbox followed by the text: "By checking this box and clicking accept below, I agree to the Viasat Technical Mobile Application End User License Agreement and understand the Viasat Privacy Notice". At the very bottom is a large, rounded, grey button with the word "Accept" in white.

## Terms and Conditions

In order to proceed to the application you need to read the Viasat Technician Mobile Application End User License Agreement.

[Open Terms & Conditions](#)

By checking this box and clicking accept below, I agree to the Viasat Technical Mobile Application End User License Agreement and understand the Viasat Privacy Notice

Accept

from there, you will need to read and scroll down to the bottom of the page to acknowledge you have read the T&C's, once this is completed you will then be able to tick the box confirming that you accept the terms and condition, now you will be able to proceed to the next page.

The Viasat logo is displayed in white on a dark blue background.

## Terms and Conditions

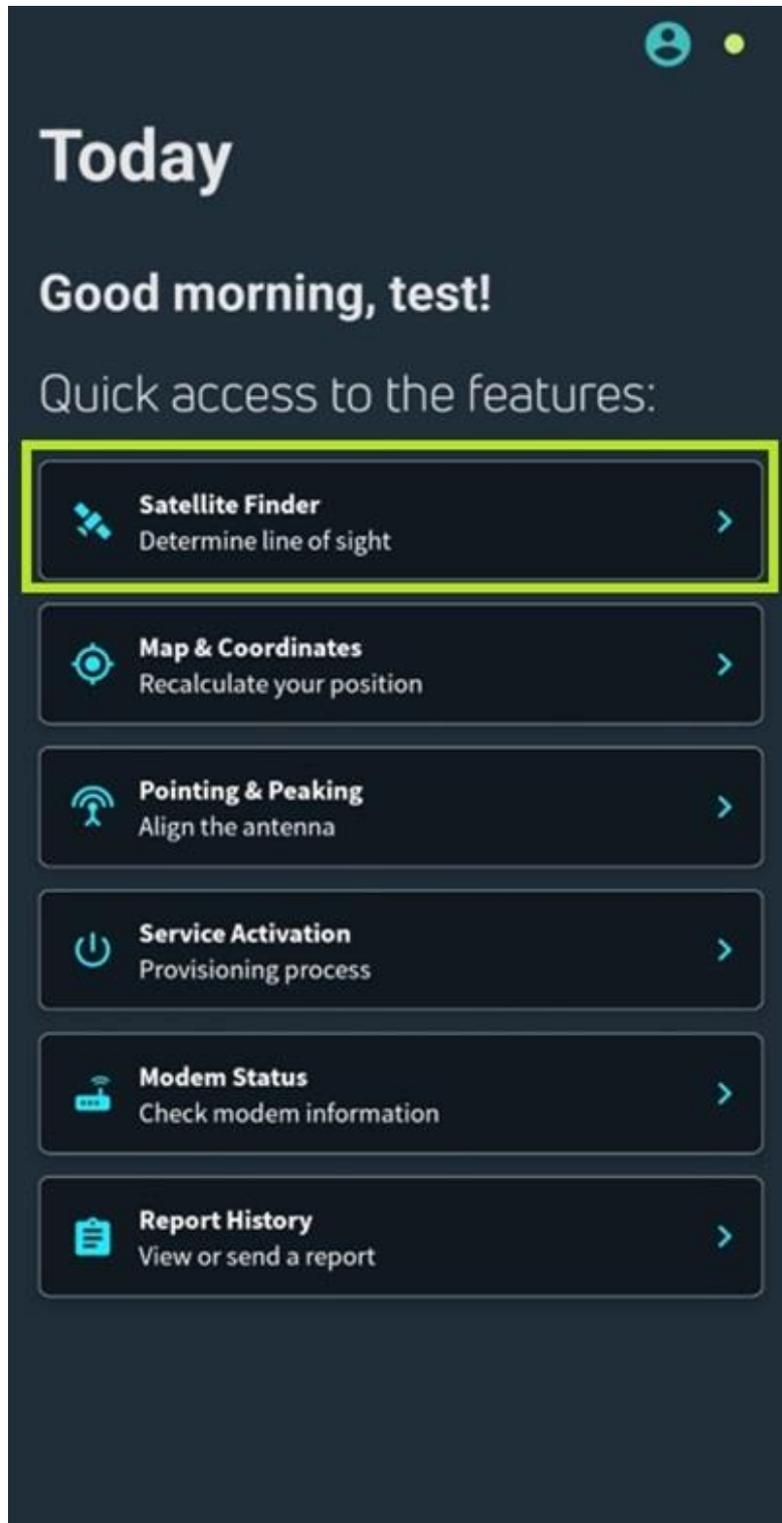
In order to proceed to the application you need to read the Viasat Technician Mobile Application End User License Agreement.

[Open Terms & Conditions](#)

By checking this box and clicking accept below, I agree to the Viasat Technical Mobile Application [End User License Agreement](#) and understand the Viasat [Privacy Notice](#)

Accept

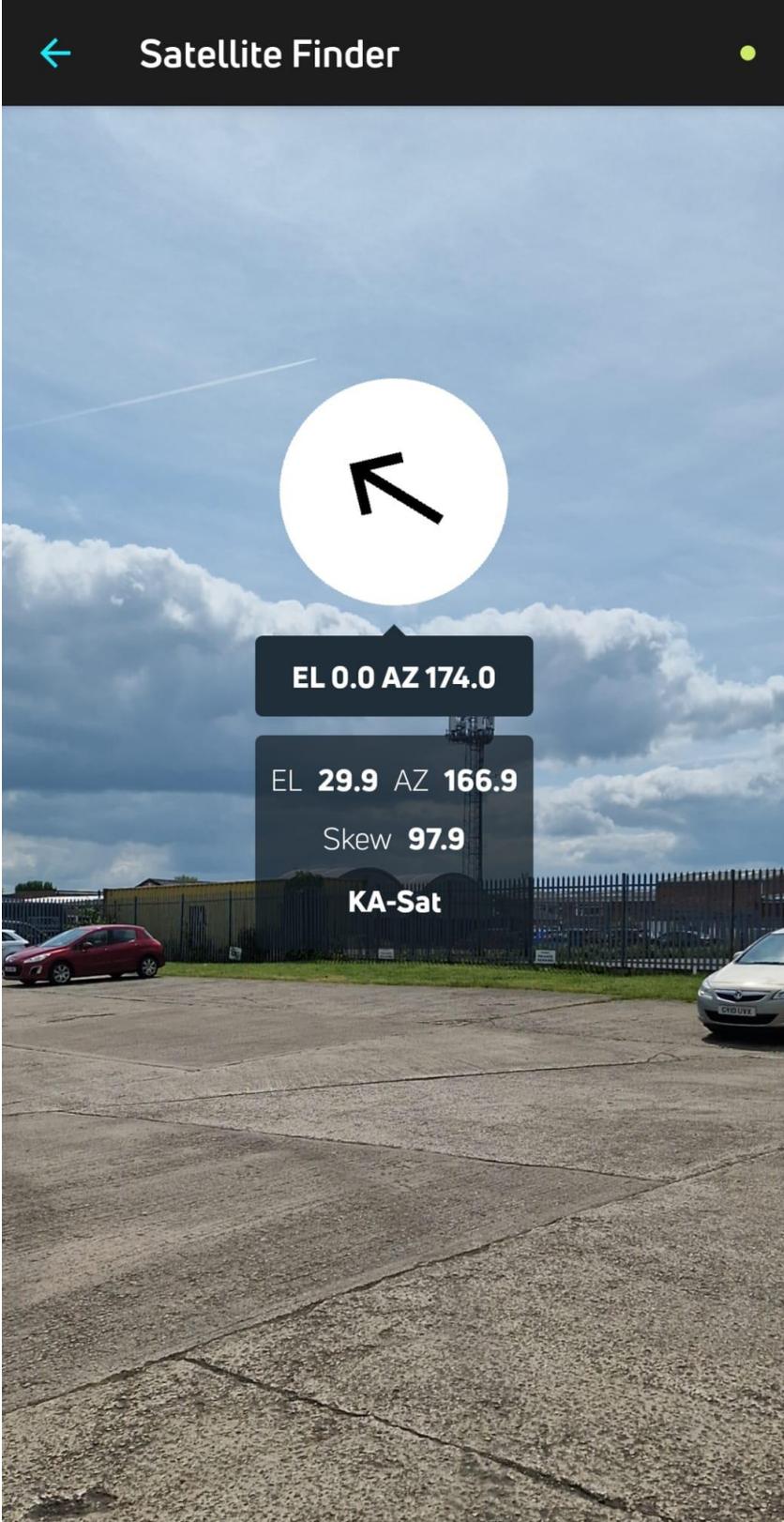
Now that this process has been completed, you should now have access to the Quick access features and can begin installing your dish equipment. In order to determine the line of sight you will need to select the Satellite Finder option. This will allow you to use your phone to locate the general area of the satellite.



Select your required satellite, (the KA-Sat satellite is the recommended choice). The arrow needs to be pointing 'upward' to find the general direction of where the satellite is roughly located.

Select satellite

- Anik-F2
- KA-Sat**
- Viasat-1
- Viasat-2
- Wildblue
- SGDC
- Cancel

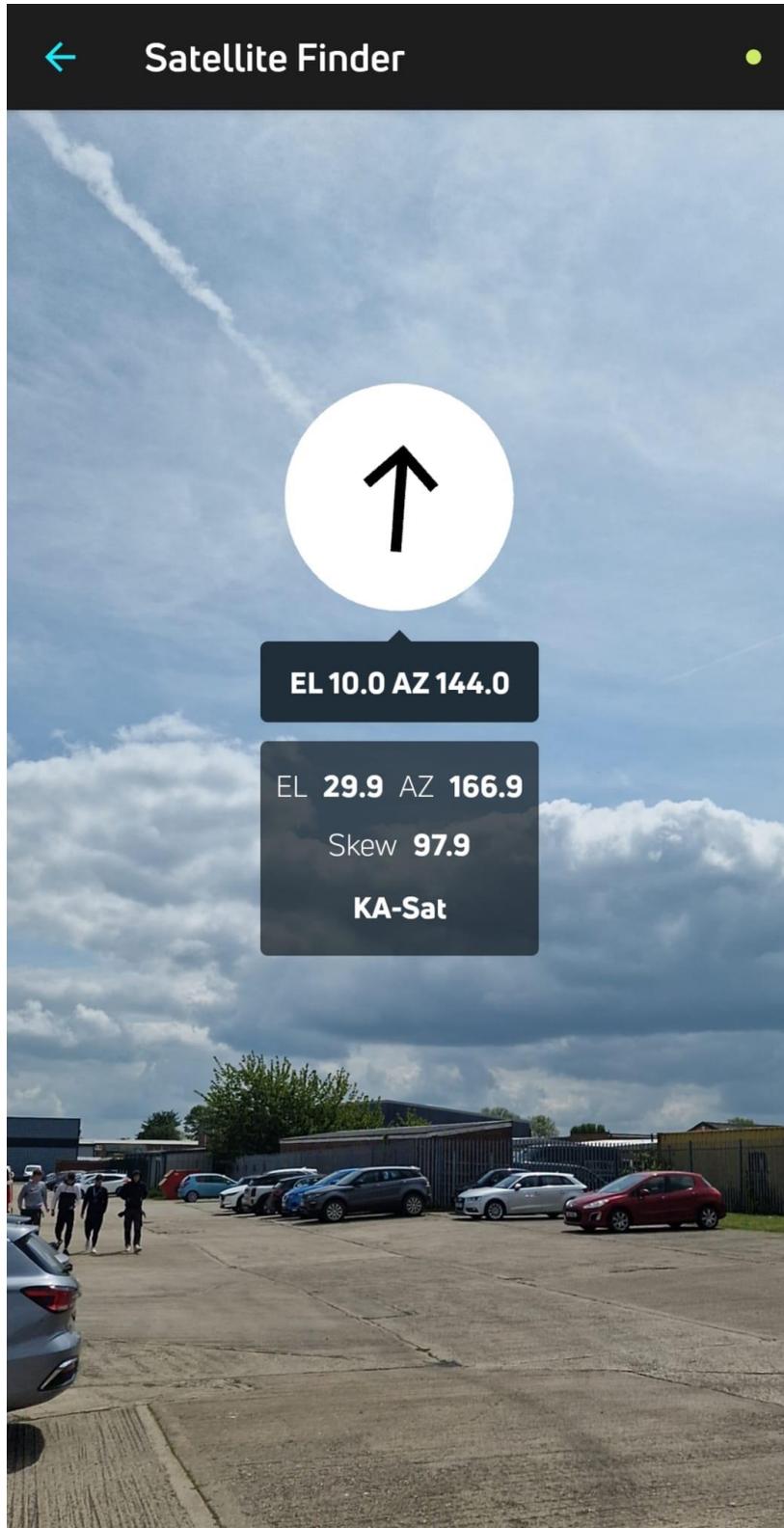


Satellite Finder

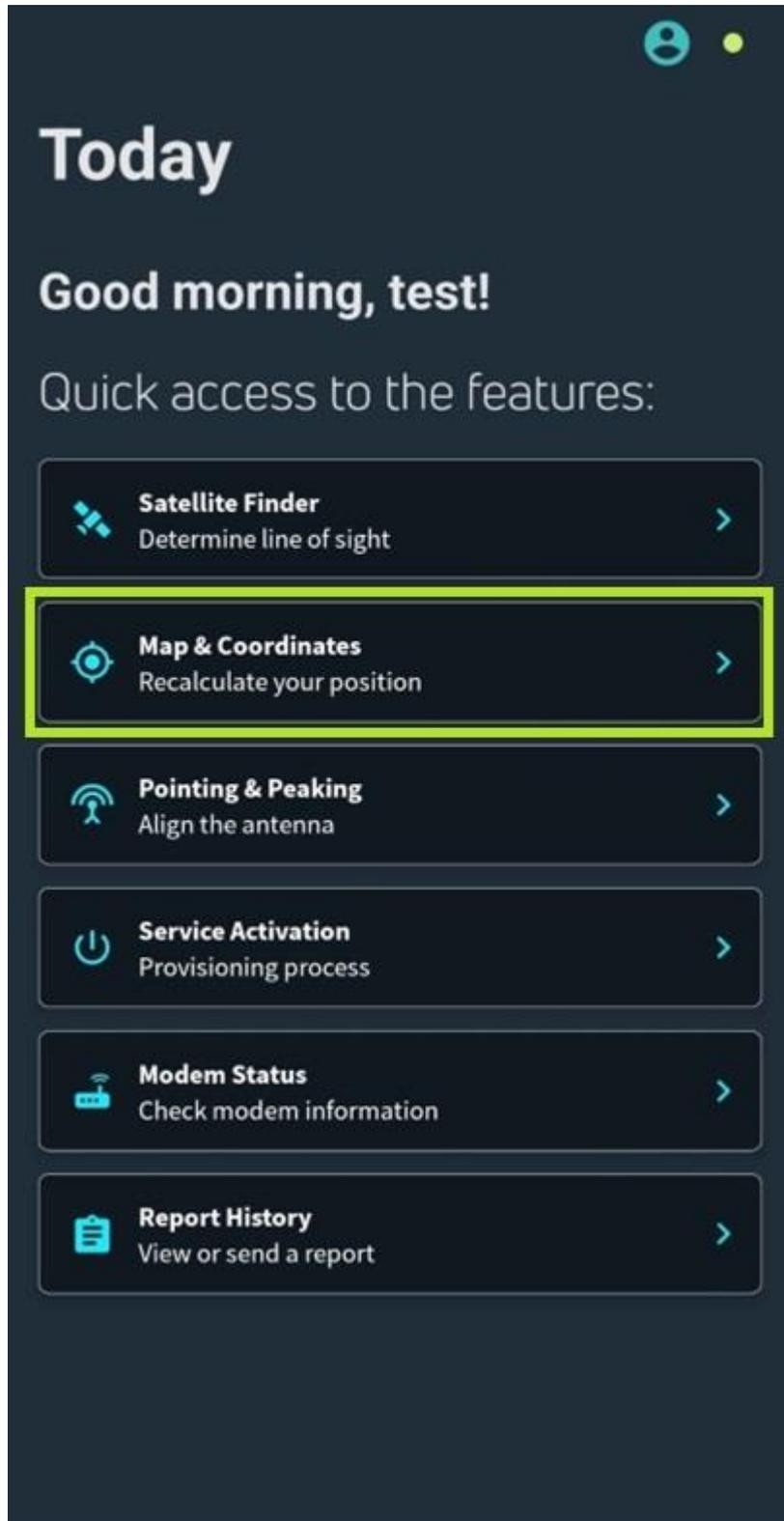
EL 0.0 AZ 174.0

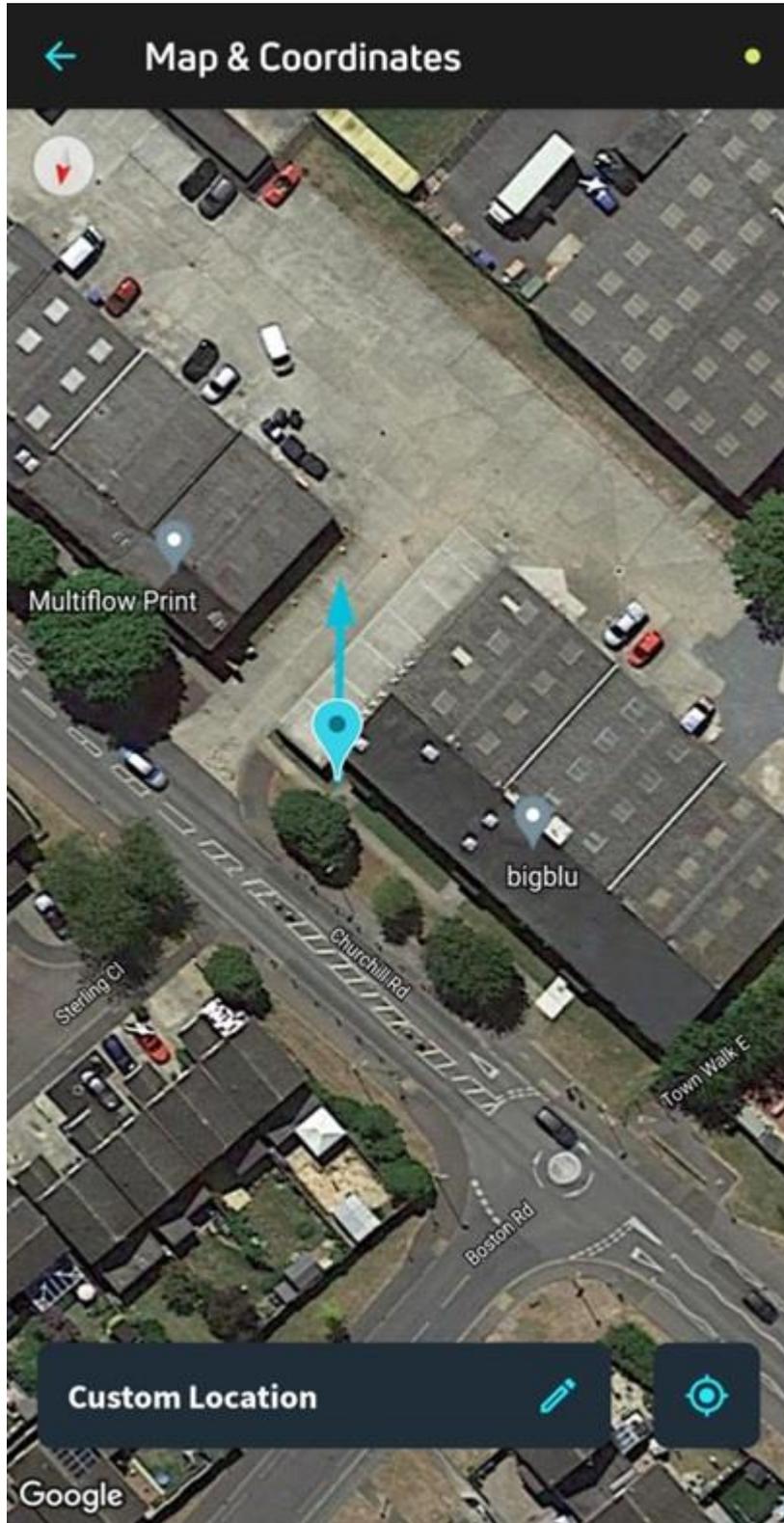
EL 29.9 AZ 166.9  
Skew 97.9  
KA-Sat

The Satellite Finder option will also provide you with the Elevation (EL) and Azimuth (AZ) results as well as Skew (if required)

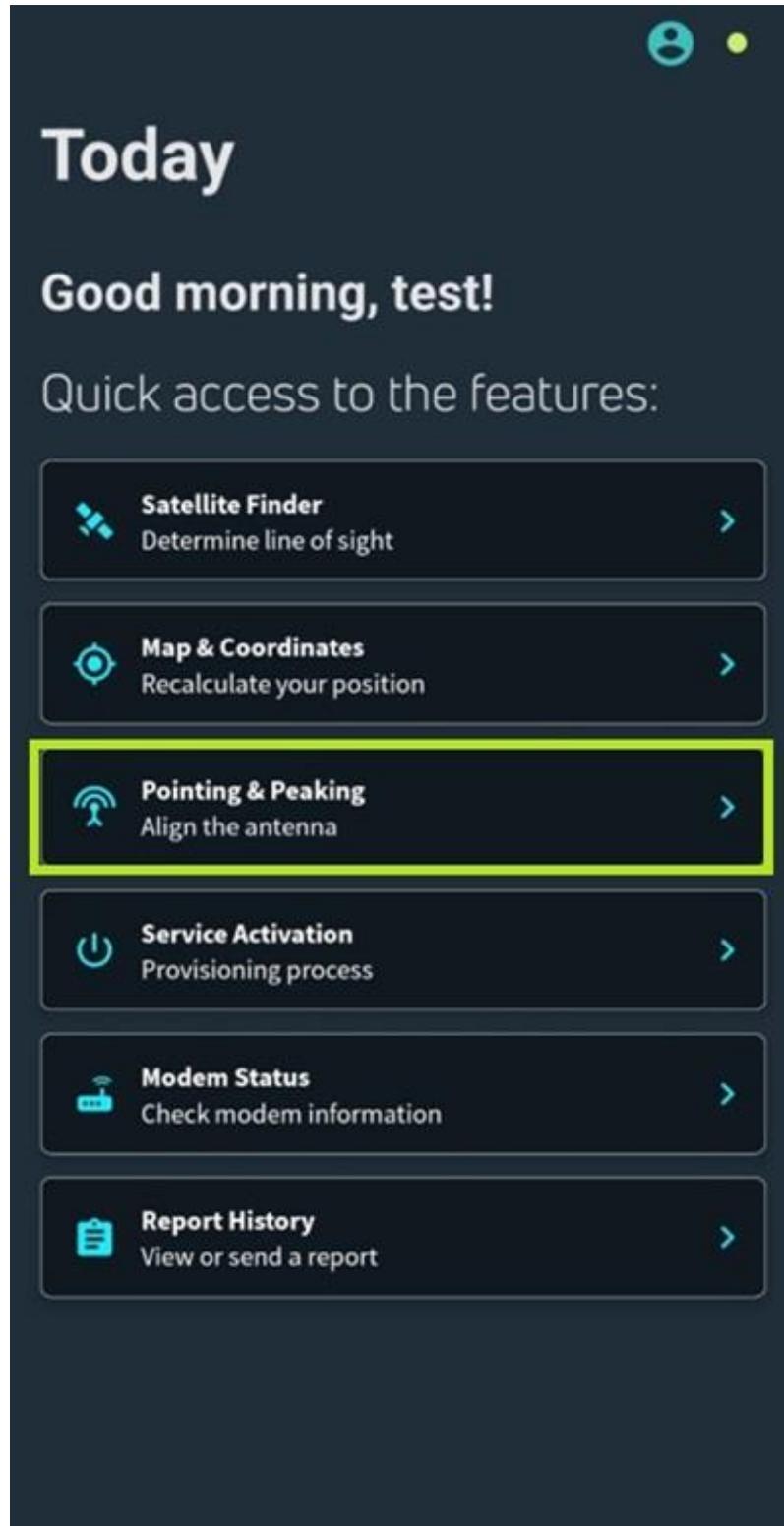


You can also utilize the Map & Coordinates option to recalculate your position.

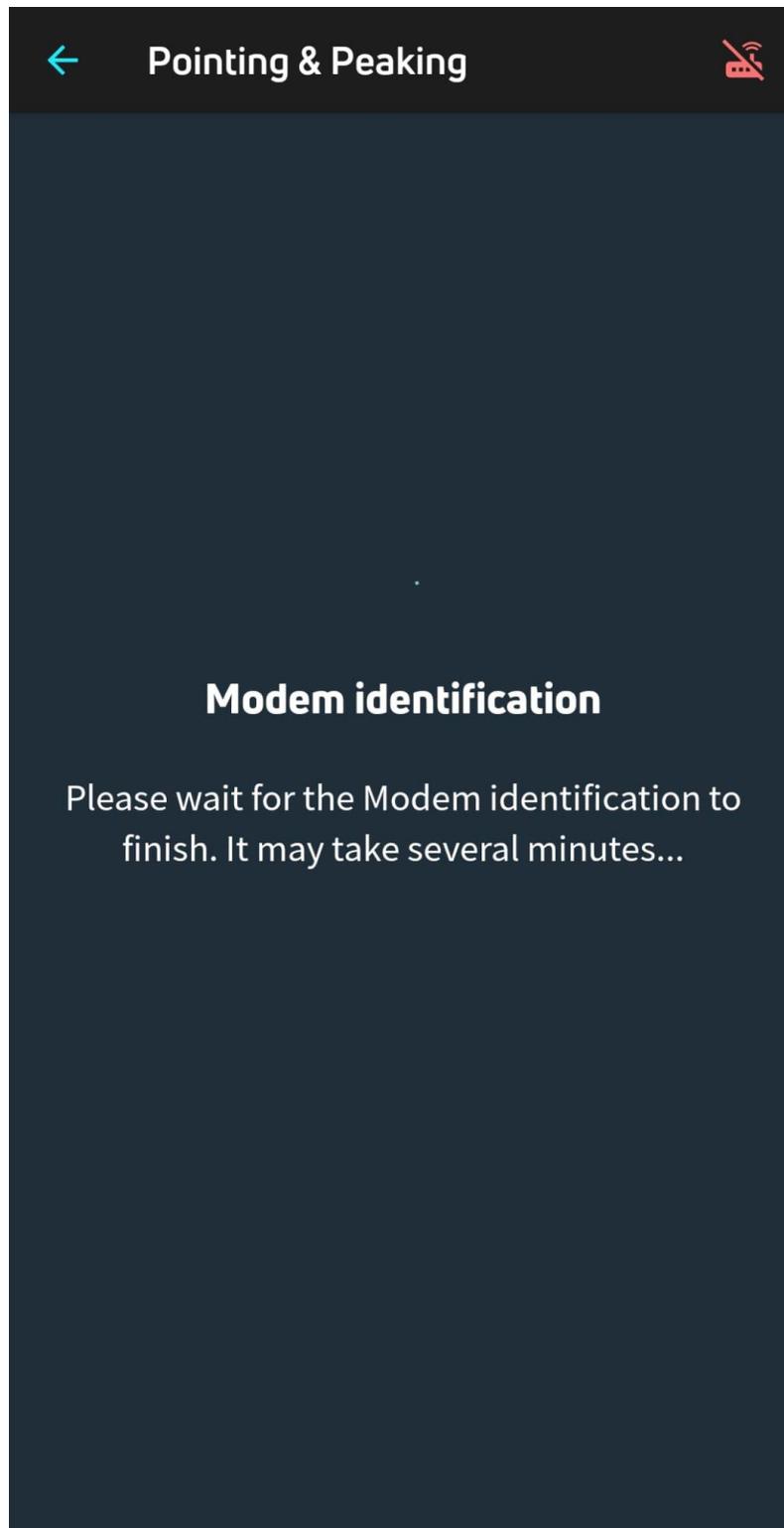




Once the general location of the satellite has been found, you can now open the Pointing & Peaking option to align the dish.

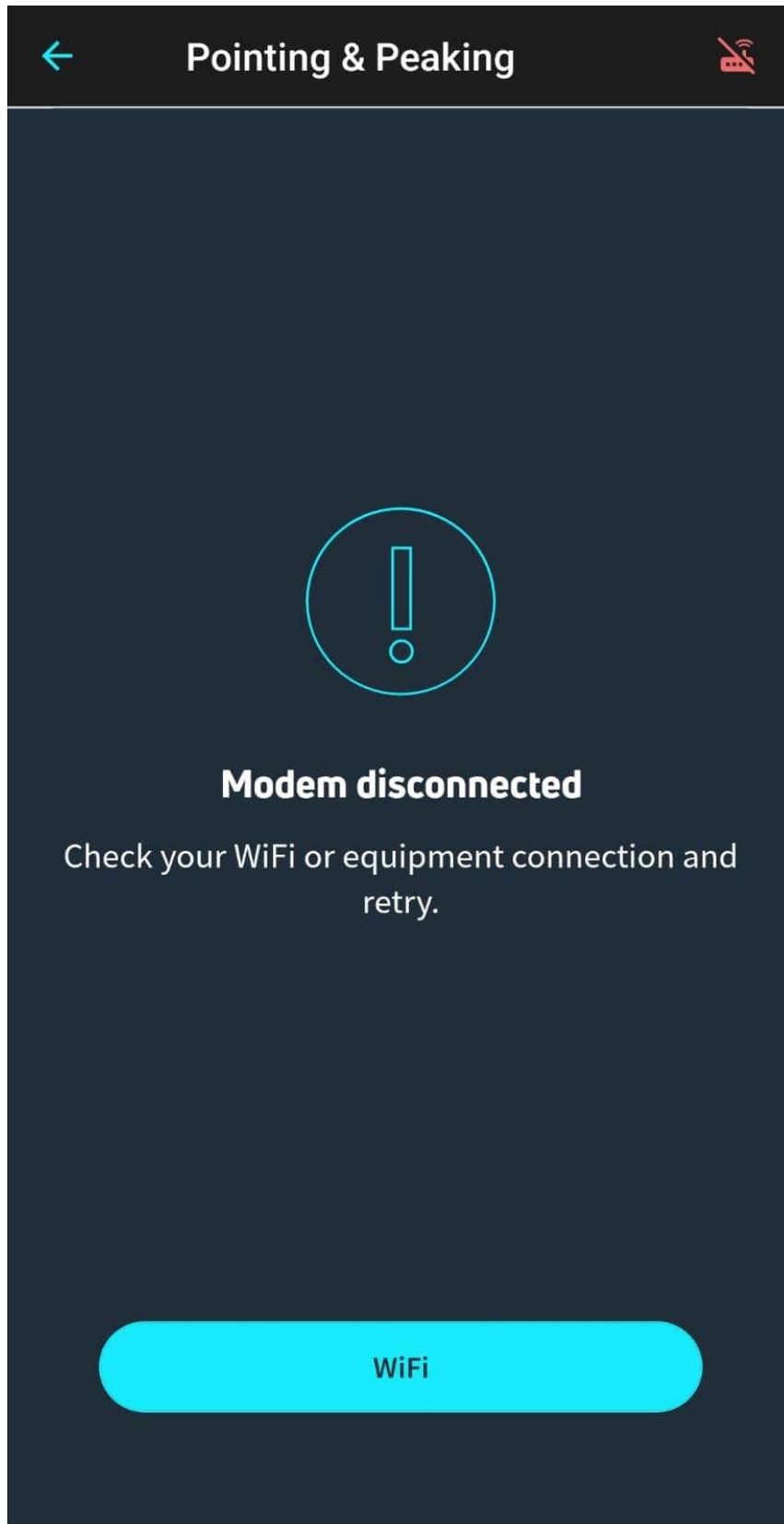


The application will attempt to identify that the modem is connected to initiate the installation process.

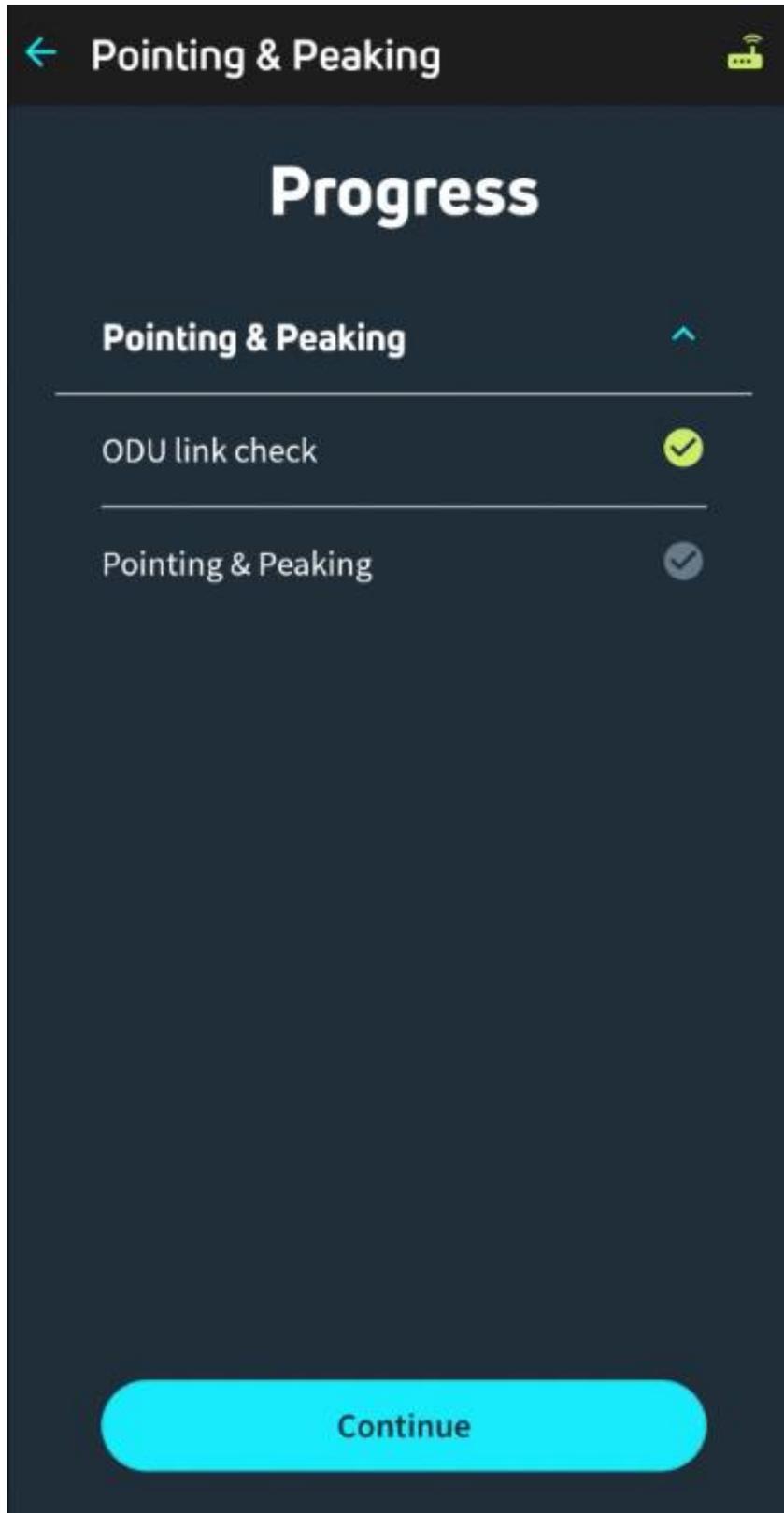


If the modem is not connected, you will receive the following message.

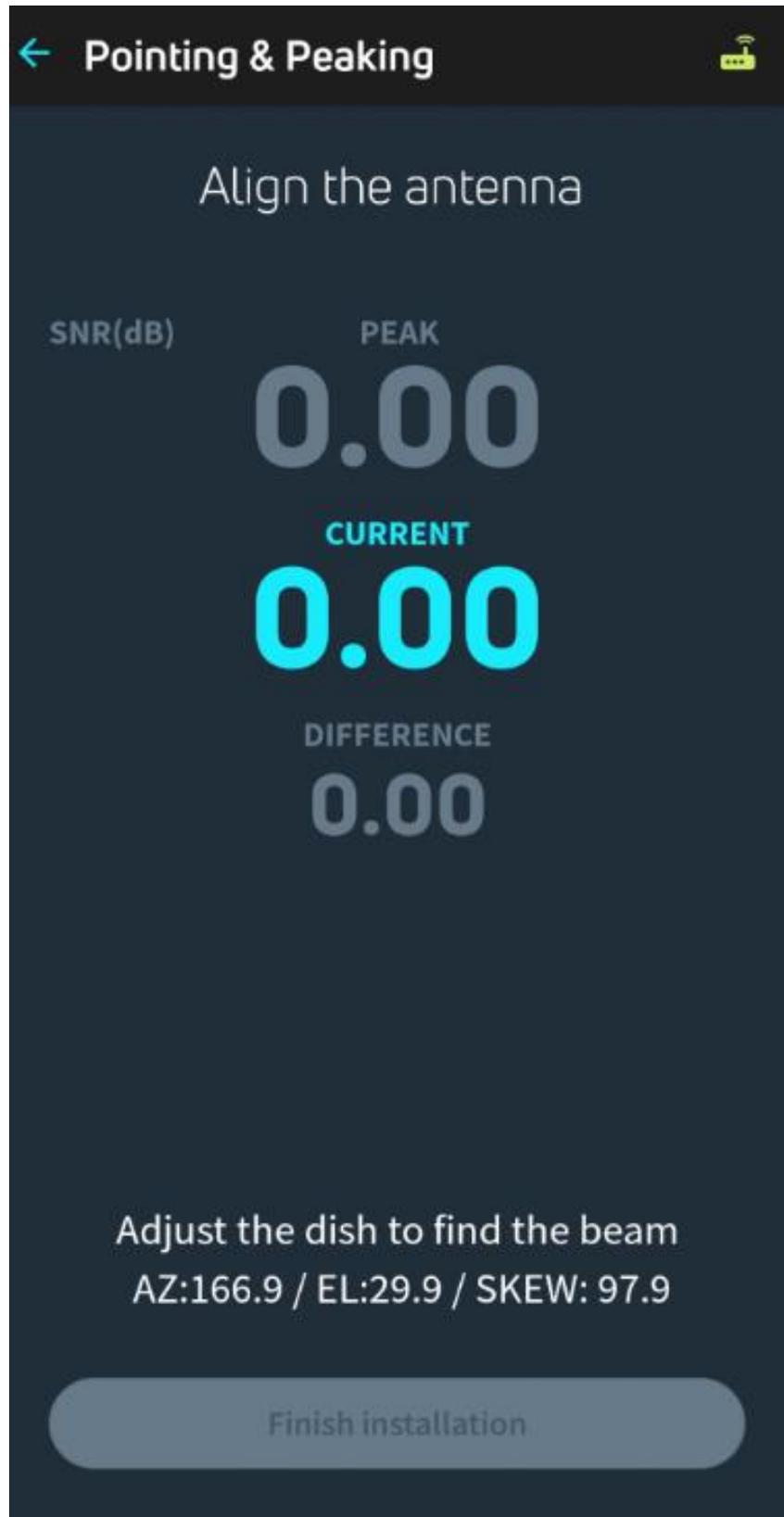
**Modem disconnected** – Check your WiFi or equipment connection and retry. You will need to check the connections and make sure you are connected to the modems WiFi network.



Once the modem has successfully connected, you will receive a tick on the (Out Door Unit) ODU link check, this will confirm that the etria has been identified. Click continue for the Pointing & Peaking menu.



The Dish is now ready to be aligned and the etria will automatically start beeping, this will confirm that the tria is searching for the satellite signal. The application will provide the azimuth, elevation, and skew details for more accurate pointing.



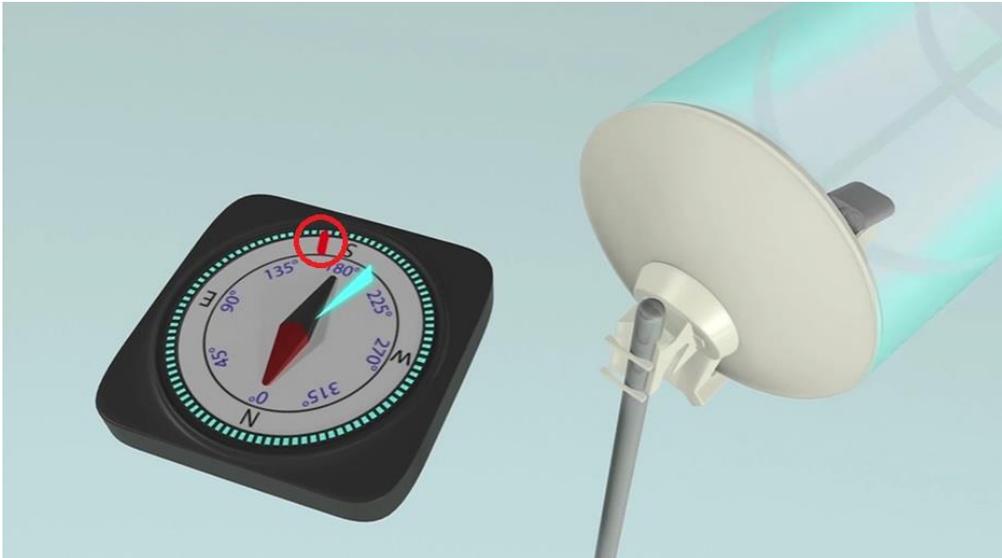
The etria (dish receiver) will 'beep' in 2 second intervals. This will continue until you have locked on to the signal carrier.



When aligning the dish, start by checking the elevation results and adjust the dish bracket accordingly.



Once the elevation is set, proceed with moving the dish in the direction towards the azimuth results until you notice the 'beeps' become faster and higher pitched, keep moving in this direction until you reach a solid tone, this will indicate that you have locked on to the satellite.



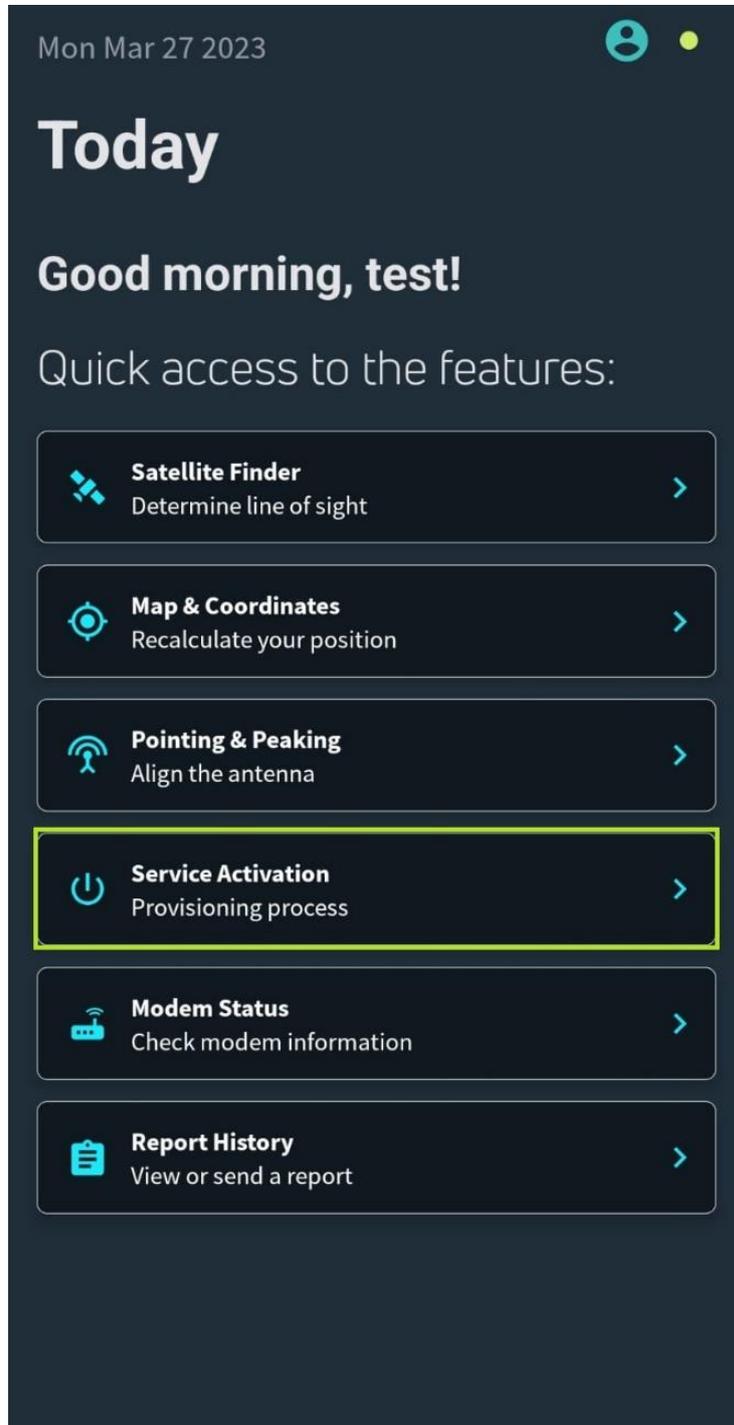
Check the dish signal strength to confirm you have a signal of 10dB or higher, once this is confirmed tighten the bolts to make the dish secure.

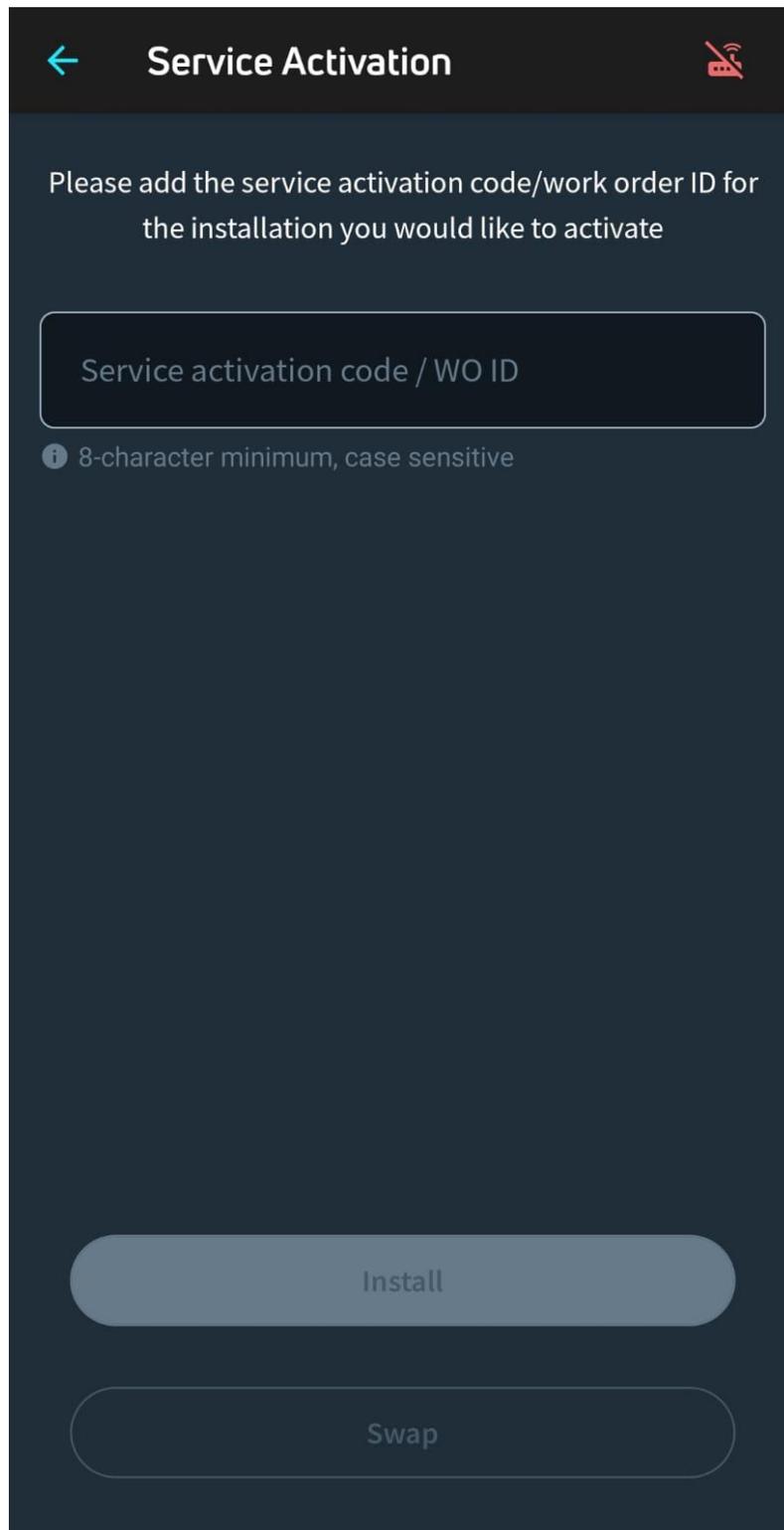




Click Finish Installation to finish the alignment process.

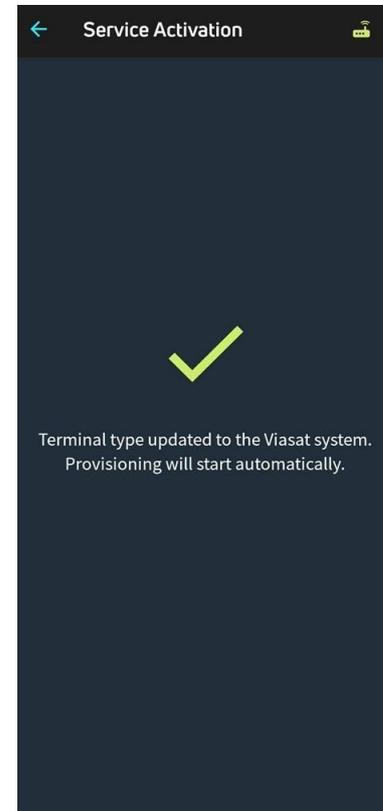
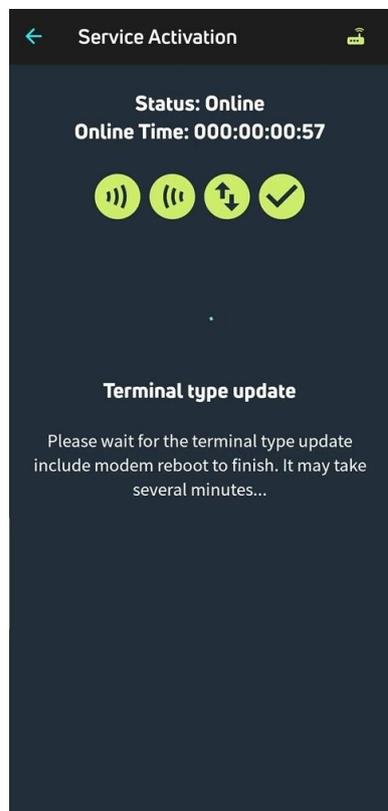
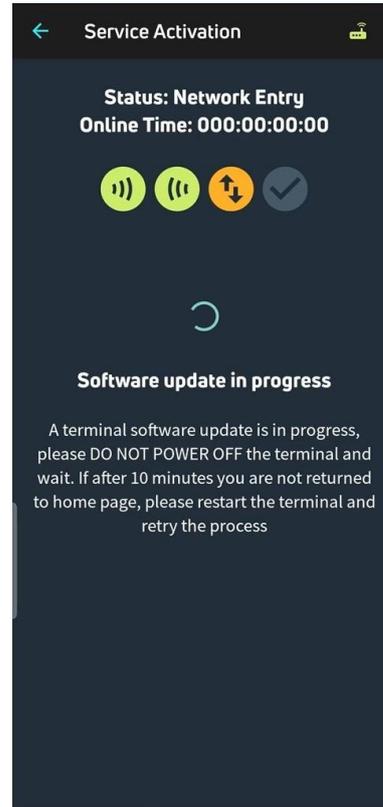
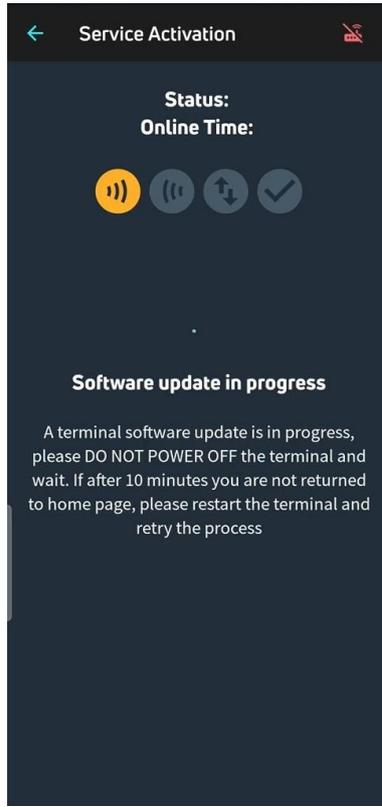
you may be required to enter your unique activation key. This information should have been supplied to you prior, however, if this has not been supplied, please contact our customer services team and we will be glad to provide this for you.



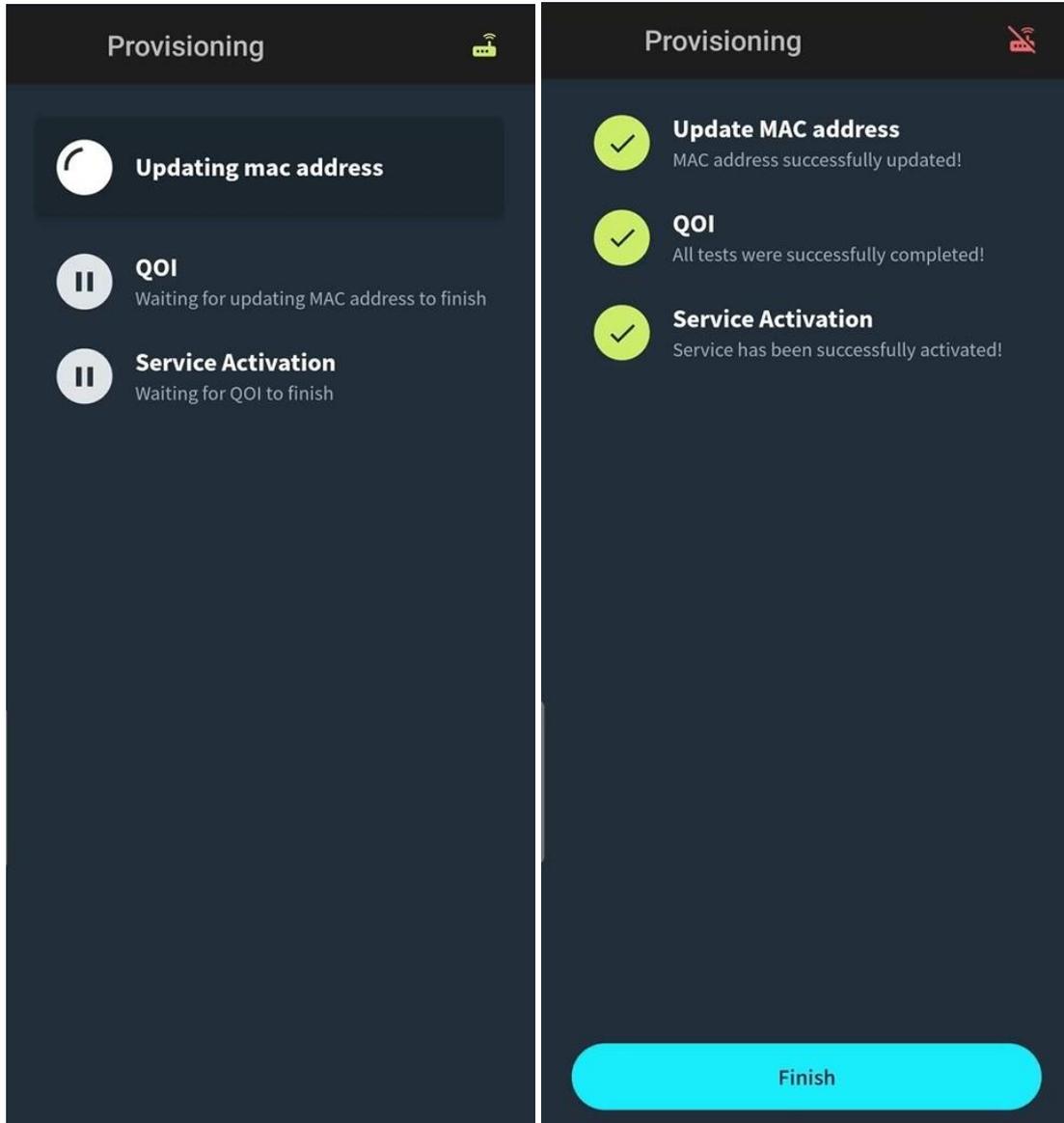
A mobile application screen titled "Service Activation" with a dark blue background. At the top left is a back arrow icon, and at the top right is a red icon of a crossed-out mobile phone. The main text reads: "Please add the service activation code/work order ID for the installation you would like to activate". Below this is a white text input field with the placeholder text "Service activation code / WO ID". Underneath the input field is a small information icon followed by the text "8-character minimum, case sensitive". At the bottom of the screen are two large, rounded buttons: "Install" (dark blue) and "Swap" (light blue).

Once key in entered click Install and this should complete the installation process.

If a software update is required, the app will complete this automatically for you.



Once completed the modem will perform the Quality of Installation (QOI) checks.



Now click Finish on the app, the modem will proceed with the connection and will complete the network entry process to the satellite. This may take a few minutes to complete.

← 

**Status: Ranged**  
Online Time: 000:00:00:00

**MODEM STATUS** 

---

 FL (RX) SNR: **12.50 dB**

---

 FL (RX) Power: **-27.4 dB**

---

 Cable Resistance: **0.5 Ohms**

---

 Cable Attenuation **0.0 dBm**

---

 Modem Up Time **000:00:00:00**

---

 GPS Lock: **N/A**

---

 IDU-ODU Comm Status: **Connected**

[Send report](#)

[Done](#)

← 

**Status: Network Entry**  
Online Time: 000:00:00:00

**MODEM STATUS** 

---

 FL (RX) SNR: **12.50 dB**

---

 FL (RX) Power: **-27.9 dB**

---

 Cable Resistance: **1.5 Ohms**

---

 Cable Attenuation **8.5 dBm**

---

 Modem Up Time **000:00:00:00**

---

 GPS Lock: **N/A**

---

 IDU-ODU Comm Status: **Connected**

[Send report](#)

[Done](#)

When this is complete you will get the online status with all 4 green Icons indicating that you should now be able to access the internet in full.

