Viasat WiFi Modem

Self-Installation Guide

Ready to get connected? Here are the steps for getting your Viasat WiFi Modem up and running.
Approximate time to complete: 20-30 minutes

Important customer information: You will need the customer information below to complete
certain fields in the Install Portal described in this Self-Installation Guide

1. Read Self-Installation Guide
   (this document) and perform
   self-installation

2. Read User Guide

Definitions

Important safety information

To reduce the risk of serious injury or death due to electric shock or fire, read and follow this safety information.

Exposed coax hazard — When the modem is powered on, there is DC voltage present in the coax cable connector and any coax cable that is plugged in. Do not touch an exposed coax cable when the system is powered on.

Keep away from children and pets — Keep children and pets away from the modem, AC power adapter and coax cable, and do not allow them to bite or chew on it.

Do not open modem — Do not open the modem or attempt to service interior parts. There are no user-serviceable parts inside the modem. The modem should only be opened by a qualified service professional.

Keep modem dry — Keep the modem away from water. Keep the modem in a spot away from open windows. Do not place cups or other containers of liquid near the modem. Do not use cleaning fluids or sprays, or use forced air to remove dust.

To avoid equipment damage, only wipe the modem housing with a clean and dry cloth.

Satellite dish hazard

The transmitting equipment located outside of your home is capable of generating RF levels above the maximum permissible uncontrolled exposure level. Do not place head or other body parts in the radiation beam pattern of the transmitter feed horn and/or antenna when the transmitter is on. Unplug the modem before performing maintenance to any satellite dish components. Maintenance of the outdoor satellite dish should only be performed by a licensed technician.

Electric shock hazard from improperly grounded system

To reduce the risk of electric shock, before installing the modem, be sure the electrical and cable system is properly grounded. Viasat expects that this modem will be installed where:

› Electrical outlets are properly wired and grounded.

› All computer equipment attached to the modem is properly grounded.

› The cable distribution system is grounded in accordance with ANSI/NFPA 70, the National Electrical Code (NEC)—in particular, Section 820.93: Grounding of Outer Conductive Shield of a Coaxial Cable.

› **If you are unsure whether your system is properly grounded, consult with a licensed electrician.**

When installing the modem, make sure it is properly grounded.

› The Viasat three-prong power cord must be connected to a properly grounded three-prong AC outlet.

› Do not use adapter plugs or remove the grounding prong from the plug.

PROP 65 WARNING: This product, including electrical wiring, contains chemicals, including lead, known to the State of California to cause cancer, birth defects or other reproductive harm. Wash hands after use.

Installation instructions

The modem lights will assist you in completing the set-up. When the modem's connection status changes, so does the light color. We refer to these colors in the instructions that follow.

1 | Make sure you have a MyViasat account

To complete the installation of your new modem, you will need to log in to MyViasat. If you have not created an account, go to **http://My.Viasat.com**.

2 | Disconnect your old modem

1. Locate your current Viasat modem.

2. Unplug the modem's power supply. Do **not** use the old power supply with the new modem.

3. Unscrew and disconnect the coax cable. Save this cable for use with your new modem.

4. Unplug any Ethernet cables from the modem.

5. Set the old modem and power supply cord aside. You are not required to return your old modem. Please recycle responsibly.
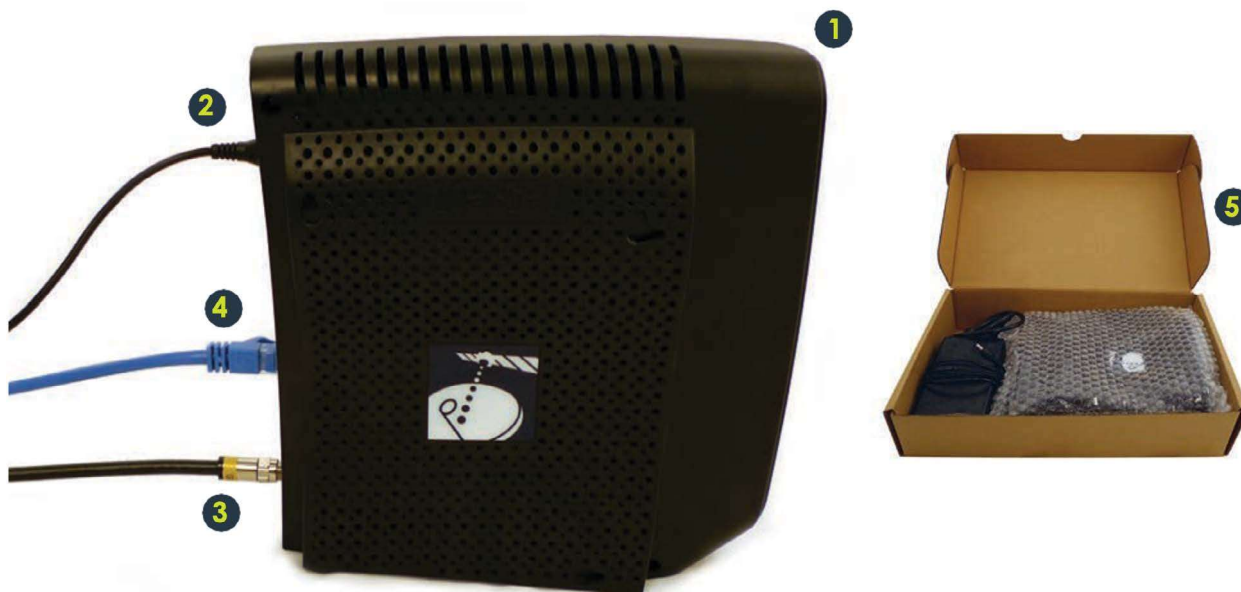
3 | What's in the box

Your Viasat WiFi Modem includes everything shown here:

1. Viasat WiFi Modem

2. Viasat WiFi Modem stand

3. Ethernet cable for connecting your modem to your computer

4. Power supply and three-prong cord
   (for use with Viasat WiFi Modem only)

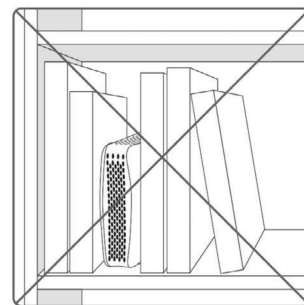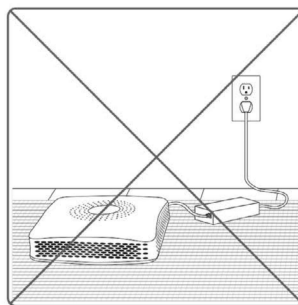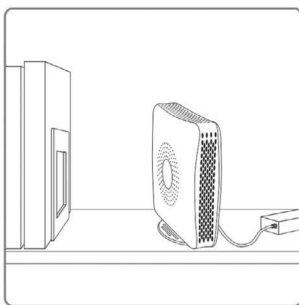5. Coax cable connector

4 | Instructions for positioning your modem

For additional information on positioning your modem, see User Guide.

1. Attach the stand to the modem and place near your computer.

2. Make sure the modem stands upright and isn't crowded by other objects.

NOTICE

Always use the stand. The modem must be placed vertically for adequate ventilation. Ventilation keeps the modem cooler and is necessary for proper operation.

✅ Place your modem on a hard surface. Soft surfaces like a rug or carpet may cause your modem to tip over and may block ventilation.

✅ Make sure there is at least 3 inches of clearance around the modem.

🚫 Do not keep your modem in an enclosed space.

🚫 Do not position your modem near heat sources, such as ventilation openings on televisions and electronic devices.

🚫 Keep your modem away from heating vents and direct sunlight.

5 | Connect your new Viasat Modem

⚠ **To reduce the risk of serious injury or death from electric shock, postpone modem installation until there is no risk of lightning activity in the area.**

1. **Connect the coax cable to your Viasat WiFi Modem**

   › Take the coax cable that you disconnected from your old Viasat modem and connect it to the **male-end of the new coax cable connecter (included in the box)**.

   › Attach the female-end of the coax cable connecter to your Viasat WiFi Modem, and twist to tighten.

   › The Viasat WiFi Modem, including the coax cable connector, may become warm. Always use the provided coax cable connector to attach the coax cable to the modem. Avoid touching the coax cable connector unless the power adapter has been unplugged for at least one minute.

2. **Connect the Ethernet cable to Port 1**

   › **Important!** You must be connected to Port 1 in order to complete the process.

   › Connect the Ethernet cable from your laptop or desktop computer to Ethernet Port 1 on the Viasat WiFi Modem.

Protect the modem from shocks and surges. Install an AC surge protector to the modem's power supply.

3. **Assemble the new power adapter and plug it in to your Viasat WiFi Modem**

   › Assemble the power adapter by connecting the three-prong cord to the power supply.

   › Attach the AC power adapter to the back of your modem.

   › Plug the cord into a standard AC power outlet.

⚠ **To reduce the risk of electrical shock, do not connect the plug into an extension cord or other outlet unless the plug can be fully inserted.**

Only use the Viasat AC power adapter with the Viasat WiFi Modem. Using the Viasat AC power adapter with other equipment can damage that equipment.

Do **not** use an AC power adapter other than the one supplied with the Viasat WiFi Modem. Do **not** use the power adapter from your old Viasat modem. It will result in poor performance of your service.

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4. **Wait approximately two minutes for the Viasat WiFi Modem to power on**

   › The modem light will cycle through several colors (white, orange, white again) and then power off for about 30 seconds.
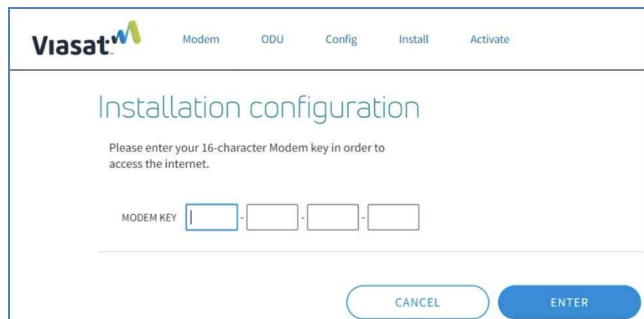
   › The light will then begin to pulse white.

5. **Turn on your computer and open your web browser (Google Chrome, Internet Explorer, Safari, Firefox)**

   › Turn on the computer that is connected to the Viasat WiFi Modem via Ethernet Port 1.

   › Open your web browser.

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6 | Connect to the satellite & update software

1. **Go to the Modem home page using Chrome**

   › Type **https://192.168.100.1/install** into the Chrome web browser. You may use an alternate web browser if you do not have Chrome.

   › Refer to the **Important Customer Information** on the cover of this Self-Installation Guide and enter your **Beam Key** four characters at a time. Then, click **Enter**.
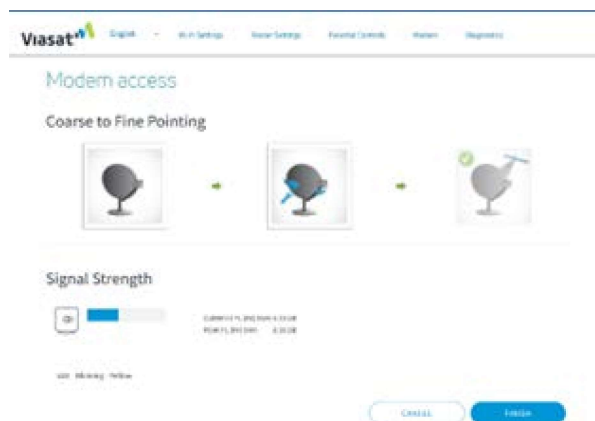

   › You'll notice the modem light is now blinking orange.
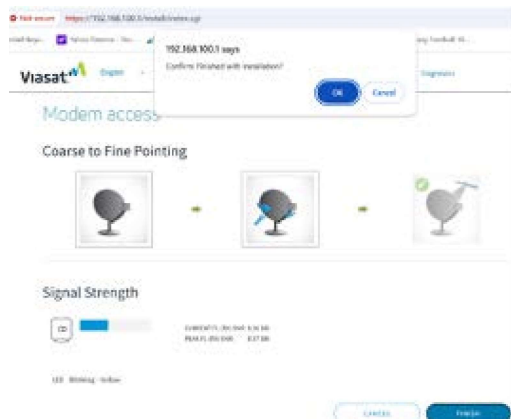
2. **Verify signal strength**

   › The signal strength indicator bar will begin to fill. The bar will stop about halfway. Click **Finish**.

   › A message asking you to finish the installation will appear at the top of the screen. Click **OK**.

   › The modem will complete the installation automatically. Watch for the lights to change colors. Wait until the modem light turns solid blue, which can take up to five minutes. This means the modem is fully online.
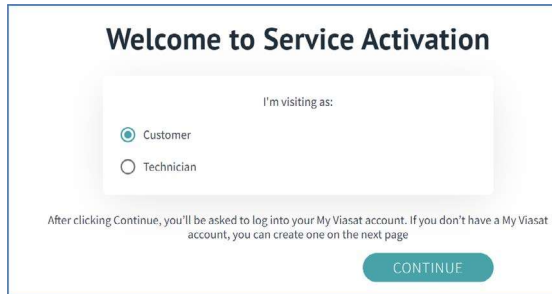
3. **Software update (automatically)**

   › Once the modem reconnects to the internet, it will start updating the software. The modem's light will blink blue. The software update can take up to five minutes or more to complete. **Do not interrupt this process or unplug the modem**.

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4. **Allow the modem to reboot (automatically)**
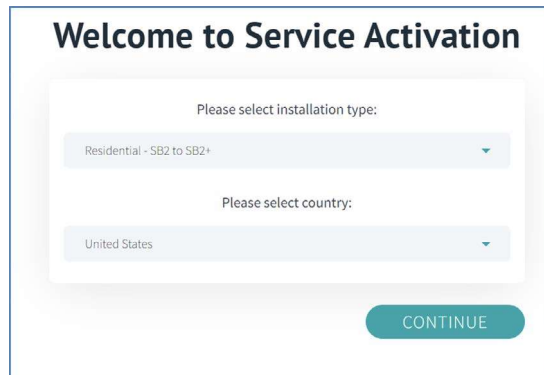
    › Immediately after updating the software, the modem light will briefly turn red, and the modem will reboot.

    › Once the modem light turns blue again, proceed to **7 – Activate your Viasat WiFi Modem**.
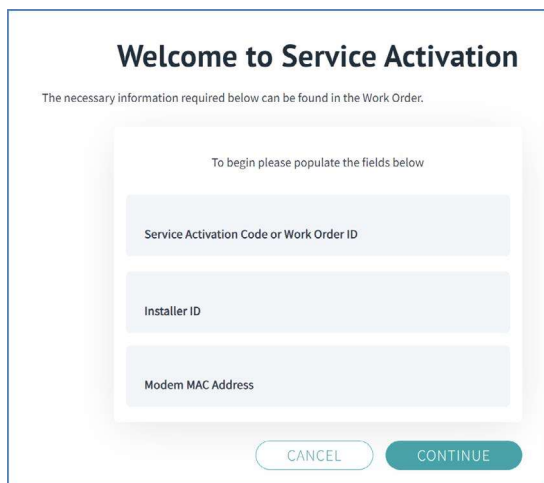
7 | Activate your Viasat WiFi Modem

1. Type **install.viasat.com** into your web browser.

2. When you reach the Install Portal, follow the onscreen instructions.
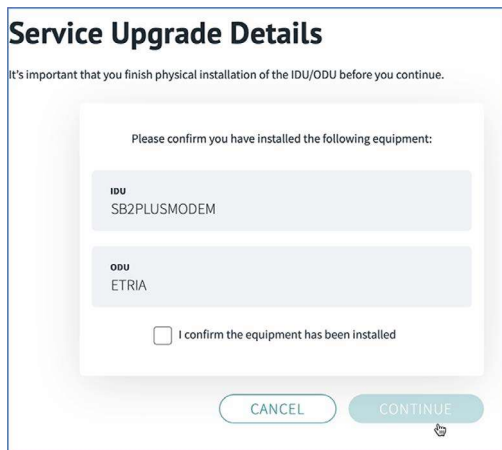
    › Select **Customer** and click **Continue**.

    › Log in with your MyViasat username and password.

    › Select **Residential - SB2 to SB2+** and **United States**. Then, click **Continue**.

    › Refer to the **Important Customer Informatio**n on the cover of this Self-Installation Guide and enter your **Service Activation Code**, **Installer ID**, and **Modem MAC Address** (found on the bottom of the Viasat WiFi Modem).

› The following few pages will show the information that Viasat has listed on your account. This is to confirm you are installing on your account. Please verify the details and click **Continue** through the Customer Details pages.

› A page will load asking you to confirm that you have installed the Viasat WiFi Modem. Check the **checkbox**, then click **Continue**.

Service Upgrade Details

It's important that you finish physical installation of the IDU/ODU before you continue.
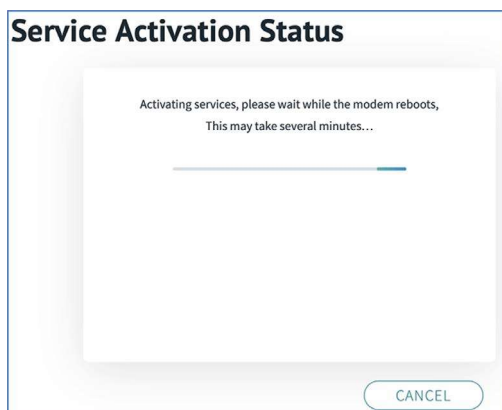
Please confirm you have installed the following equipment:

IDU
SB2PLUSMODEM

ODU
ETRIA

☐ I confirm the equipment has been installed

CANCEL   CONTINUE

› The Service Activation Status screen will load. This screen will load for up to five minutes. During this process, your new modem will be activated.
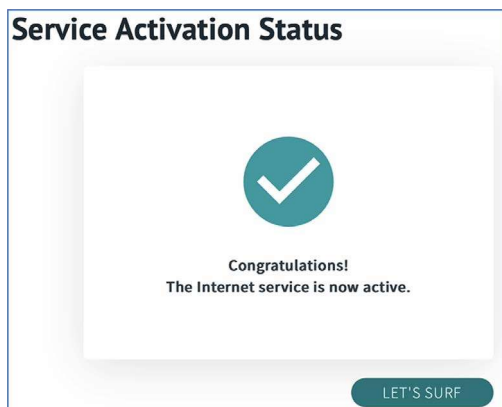
Service Activation Status

Activating services, please wait while the modem reboots,
This may take several minutes…

CANCEL

› Once you receive the Congratulations! screen, you have successfully activated your new modem. Click Let's Surf. You are now able to use your internet freely.

Service Activation Status

✓

Congratulations!
The Internet service is now active.

LET'S SURF

Need help?

If you need help installing your Viasat WiFi Modem or received an error screen during installation,

Call us at 855-463-9333

You are not required to return your old modem. Please recycle responsibly.