



Viasat<sup>™</sup>

## Welcome guide

▶ Be sure to view our welcome video at [viasat.com/welcome](https://viasat.com/welcome)

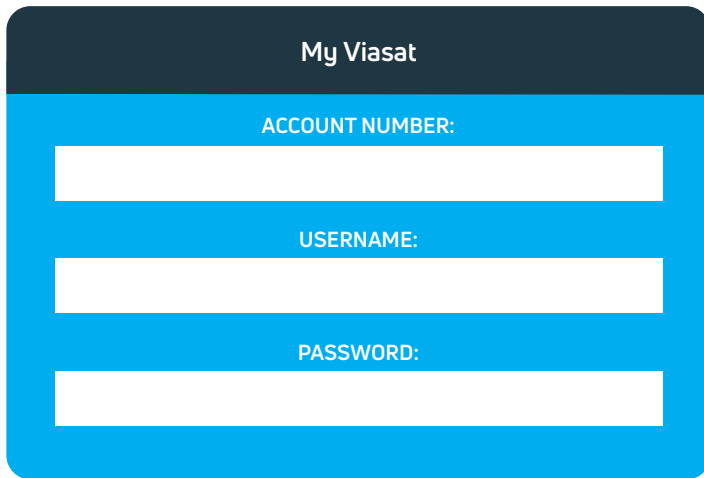
# Welcome to Viasat Internet!

It's our mission to connect you to the things you care about without a lot of hassle, so let's get down to business: This guide will help you set up your Viasat Internet account, show how to get the most out of your service, and answer some common questions.

If you'd like more information about a certain topic, visit [help.viasat.com](http://help.viasat.com). Otherwise, enjoy your Viasat experience, and know that we are thrilled to have you as a customer.

## *The Viasat Internet Team*

The Viasat Internet Team

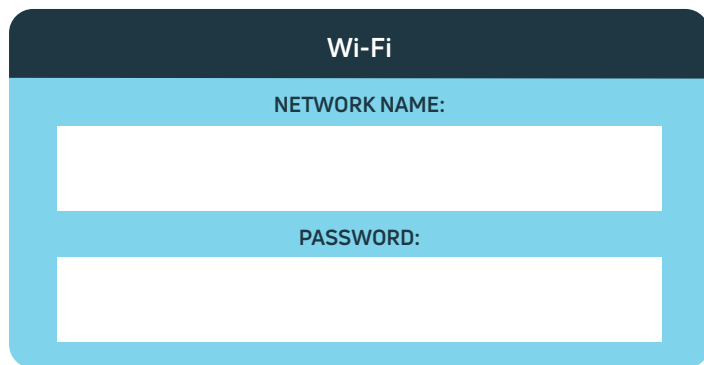


The image shows a screenshot of the 'My Viasat' login form. It has a dark blue header with the text 'My Viasat'. Below the header are three input fields, each with a label above it: 'ACCOUNT NUMBER:', 'USERNAME:', and 'PASSWORD:'. The input fields are white with a light blue border.

### **My Viasat – [my.viasat.com](http://my.viasat.com)**

My Viasat is the online consumer portal where you'll manage your Viasat Internet service. Once you set up your account, write your login information here for future reference.

**Note: For information on setting up your account, refer to page 2 of this guide.**



The image shows a screenshot of the 'Wi-Fi' form. It has a dark blue header with the text 'Wi-Fi'. Below the header are two input fields, each with a label above it: 'NETWORK NAME:' and 'PASSWORD:'. The input fields are white with a light blue border.

### **Wi-Fi network name and password**

Your network name and password can be found on the bottom or side of your modem. Write them down here for future reference.

# Manage your My Viasat account

## Logging in for the first time?

To create your account, go to **my.viasat.com** and use the account number Viasat emailed to you to create a username and password to access your account. If your technician helped you do this, we sent you an email with the username created for your account.

## My Viasat

Log in to **my.viasat.com** via the app or computer for instant, anywhere access to:

- › Pay your bill
- › See account/payment history
- › View network activity
- › View service plan details
- › Update service plan and contact information
- › Check data usage
- › Change bill cycle date

Text **JOIN** to **20715** to access many of the account management features via text for FREE!

## Access your account

### Mobile App



For on-the-go account access, download the My Viasat app in the App Store or Google Play, or scan the QR codes below to find the app.



App Store



Google Play

### Computer/Desktop



Type **my.viasat.com** in your browser address bar. You will need your account number to register. You can find your account number on any email from Viasat. Make sure to bookmark it for easy access later.

## About your bill

Nobody likes paying bills, but we try to make paying for your Viasat Internet service as simple as possible. Here's how it works:

- › **Your first bill will arrive within 4 days of your installation date and is typically bigger than your future monthly bills.** It will include the charge for your first full month of service (in advance), the first few days before the billing date, plus any one-time fees related to your setup and installation. It will be due 10 days later.
- › **Viasat is a paperless company.** You won't get a paper bill — just the email billing notice. That's why it's important to make sure we always have your current email address. You can update your email address in your account.
- › **Viasat uses autopay.** All fees are automatically charged to the payment method you gave us when first ordering your service on the same day every month. You can change your payment method at any time using **my.viasat.com** or the mobile app.
- › **Bundled customers receive separate bills.** If you bundled Viasat Internet with a TV service, you will receive separate bills for each service.

# Connecting to the internet

To connect your devices to the internet you will need to use either an Ethernet cable or Wi-Fi.

## Connect via Ethernet

Plug one end of your Ethernet cable into your modem and the other end into an Ethernet port on your device.

## Connect via Wi-Fi

- › Open the Wi-Fi menu on your device (sometimes called network preferences, network settings, etc.) and locate your Viasat modem's Wi-Fi network. You can find your WiFi network name and password printed on the sticker on your modem.
- › Connect to the network using the WiFi password found on the sticker on your modem.

# Troubleshooting

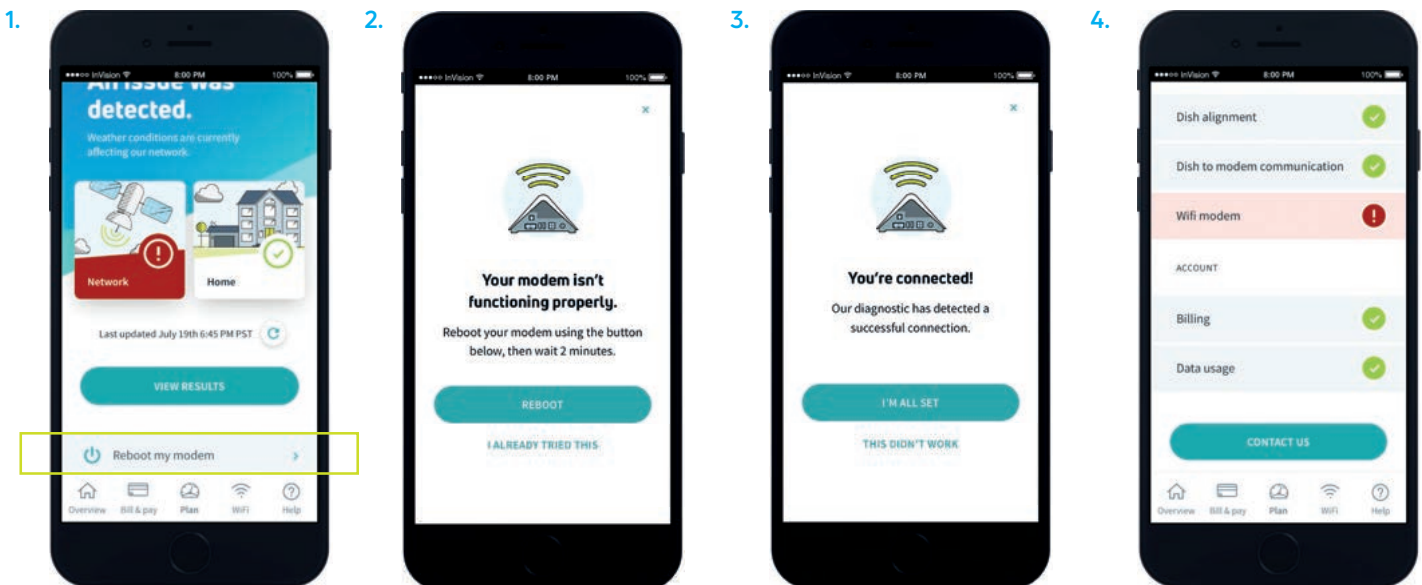
## Having difficulties? Reboot your modem.

You can resolve many service issues simply by rebooting your modem. There are three ways to do this.

### 1. Unplug it (Best option)

Unplug the modem's power cord from the wall. Wait 30 seconds and then plug it back in. This will reboot the modem. You may need to wait a few minutes for your device to reconnect.

### 2. Use the My Viasat app to reboot your modem



└ Only available if modem is online ┘

### 3. Reboot your modem by text



Sign up for free text service by texting **JOIN to 20715**, then text **RBT to 20715** and your modem will automatically reboot.

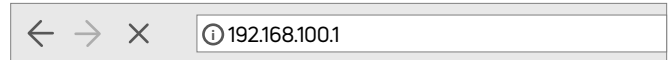
# Customizing your Wi-Fi network name and password

Your modem comes with a default network password, but you may decide to change it to make the network more secure and the password easier to remember. Make sure to write down your login information in the boxes on page 1.

## 1. Make sure you are connected to the network, either via Ethernet or Wi-Fi (See page 3)

## 2. Access the router dashboard.

Type **192.168.100.1** in your browser address bar and hit enter.



## 3. Log in to access your modem's Wi-Fi settings

Click **Wi-Fi settings** in the navigation menu and log in using the default username and password.

USERNAME

PASSWORD

Remember Username

Viasat WiFi Modem



Wireless Gateway Modem



If you are using the:

<b>Viasat WiFi Modem</b> Username: admin Password: admin	<b>Wireless Gateway Modem</b> Username: admin Password: [admin password on the sticker]
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## 4. Create a new password

**Tip!** If you previously had a Wi-Fi network set up, you may choose to use the same network name and password with your new Viasat modem. This will allow any wireless devices to connect to your new Viasat network automatically.

**Viasat WiFi Modem**

**Wi-Fi Network**

NETWORK NAME (SSID)

SECURITY MODE

PASSWORD

SSID BROADCAST  PUBLIC  PRIVATE



**Create a new, secure password, then save settings**

**“Public” makes the name of your Wi-Fi network visible to any device in the area, but people will still need the password to connect.**



# Customizing your Wi-Fi network continued

If you have the Wireless Gateway Modem

**Wireless Gateway Modem**

**Wi-Fi Network**

**5GHz Wireless Network**

NETWORK NAME (SSID)

SECURITY MODE

PASSWORD

SSID BROADCAST  PUBLIC  PRIVATE

**2.4GHz Wireless Network**

NETWORK NAME (SSID)

SECURITY MODE

PASSWORD

SSID BROADCAST  PUBLIC  PRIVATE

**SAVE SETTINGS**



**Create a new, secure password. Use this same password for both 5GHz and 2.4GHz, then save settings.**

**Note: For security, your Wi-Fi network name and password should be different from your customer account username and password.**

## Forgot your Wi-Fi network password?

If you can't remember your network password, you can reset it to the defaults shown on the sticker.

To do this, make sure the modem is powered on. Locate the physical reset button (see right), then press and hold the button for ten seconds. Your network settings will reset to the factory defaults.



Viasat WiFi Modem

Reset



Wireless Gateway Modem

**Note: Devices connected to your network via Wi-Fi will disconnect when you reset your modem.**

# Self service options

We offer many ways to get help with your account.



Troubleshoot using the My Viasat app. Download for free from Google Play or the App Store.



Use Agent Chat on our website. Go to **[viasat.com/agentchat](https://viasat.com/agentchat)** and enter your information.



Check data usage, troubleshoot, pay your bill, and get real time texts about your service.

**Text JOIN to 20715**



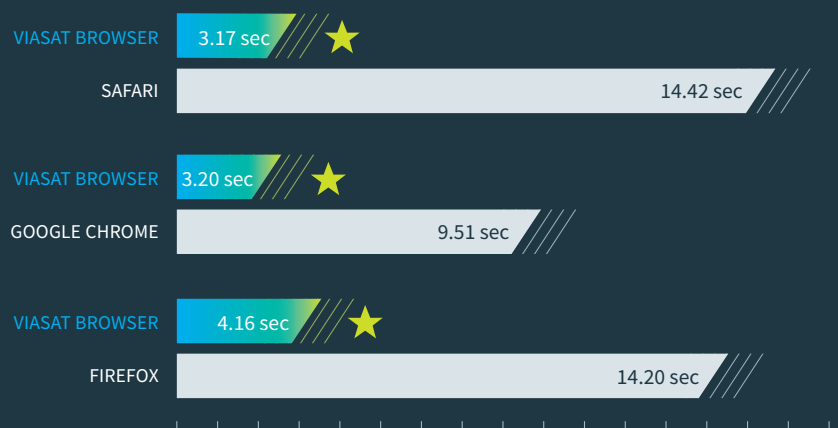
Search for articles and get help from the Viasat community. Visit **[help.viasat.com/internet](https://help.viasat.com/internet)**

# Download the fastest browser for Viasat Internet today!



Viasat Browser is the fastest way to use the web on Viasat Internet. It loads pages quicker than other leading browsers on the Viasat network – and it gets faster the more you use it.

## Average page load time results



See these results for yourself at [browser.viasat.com/fast](http://browser.viasat.com/fast)

### Why is Viasat Browser better?

- › **It's faster** - Faster on average, than any other leading browser on the Viasat network.
- › **It's more secure** - Helps block pop-ups, skip unwanted ads, and protect your privacy.
- › **It's more efficient** - Streamlining your online experience by blocking ads, auto-play videos, and web trackers.
- › **It's easy to use** - Transfer your bookmarks and preferences from your current browser with just a few clicks.

Google Play



App Store



Get Viasat Browser at [browser.viasat.com](http://browser.viasat.com) today!