



Viasat WiFi Gateway 3

User manual

Welcome to Viasat Internet

Lets get you connected!

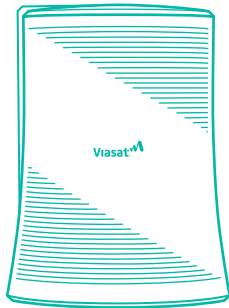
Before you begin

To connect your Viasat WiFi Gateway 3, you'll need Viasat Internet service installed at your home or business, and the Viasat network power adapter. For more information on the Viasat network power adapter, click [here](#).

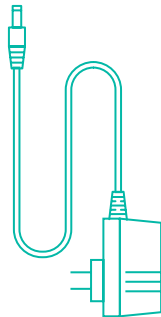
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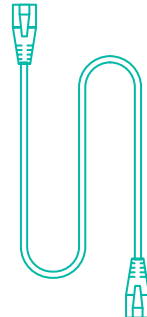
WHAT'S IN THE BOX



VIASAT WIFI GATEWAY 3



POWER CORD



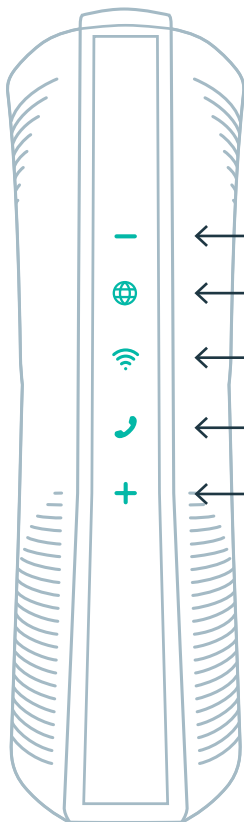
ETHERNET CABLE



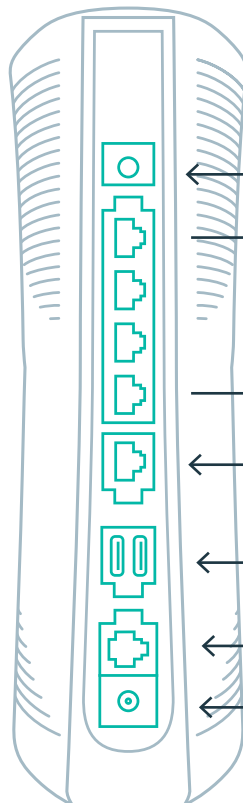
NETWORK
POWER ADAPTER

(Required, but not
included in box.
Tech will provide.)

VIASAT WIFI GATEWAY 3 OVERVIEW



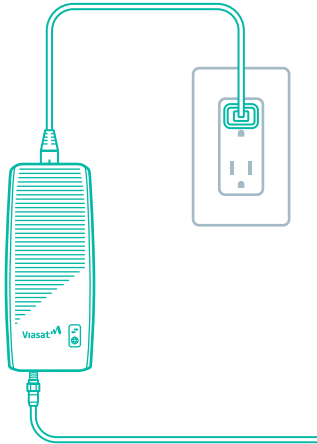
- ← Status
- ← Internet
- ← Wi-Fi
- ← Voice
- ← Auxilliary



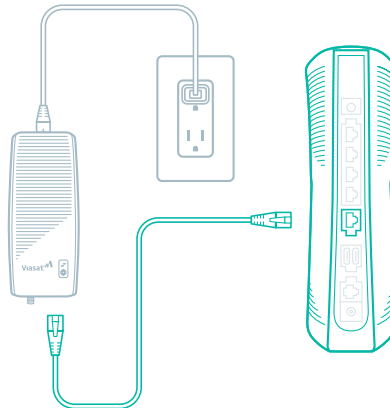
- ← Reset button
- ← Local Area Network (LAN)
Ethernet ports
- ← Wide Area Network (WAN)
Ethernet port
- ← USB3.0 ports
- ← Voice port
- ← Power connector

CONNECTING THE VIASAT WIFI GATEWAY 3

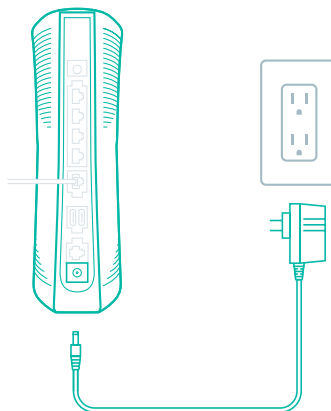
- 1 Ensure the network power adapter is plugged into an outlet and connected to the outdoor equipment via its coaxial cable. A technician may have already done this for you.



- 2 Connect the blue port of the network power adapter to the blue port on the Viasat WiFi Gateway 3 using the provided blue Ethernet cable.



- 3 Plug the Viasat WiFi Gateway 3 into an electrical outlet.



For the best experience:

- › Place the Viasat WiFi Gateway 3 on a hard surface.
- › Make sure there are at least 3 inches of clearance around the unit to ensure proper ventilation.
- › Keep the Viasat WiFi Gateway 3 in a location with temperatures between 0-40°C (32-104°F).
- › Keep the Viasat WiFi Gateway 3 feet away from heating vents and direct sunlight.
- › Do not paint or stick decals on the Viasat WiFi Gateway 3.
- › Do not put the Viasat WiFi Gateway 3 near heat sources and/or by electronic devices, like a microwave.

To improve Wi-Fi speed and range:

- › For best results, install your Viasat WiFi Gateway 3 near the center of your home.
- › Avoid placing the Viasat WiFi Gateway 3 on or near metal objects (such as file cabinets and metal furniture), reflective surfaces (such as glass or mirrors), or walls. Obstructions can weaken the wireless signal.
- › Place the gateway in a location away from other electronics, motors, and fluorescent lighting.

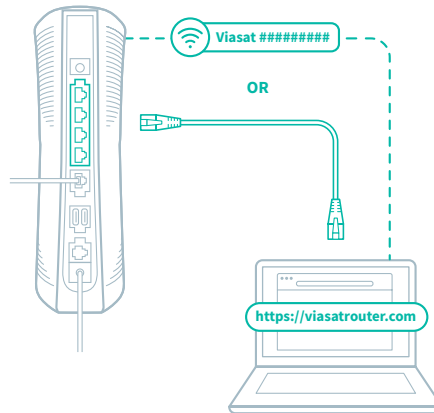
- 4 Connect to the network either via Wi-Fi or Ethernet.

Connecting via Wi-Fi:

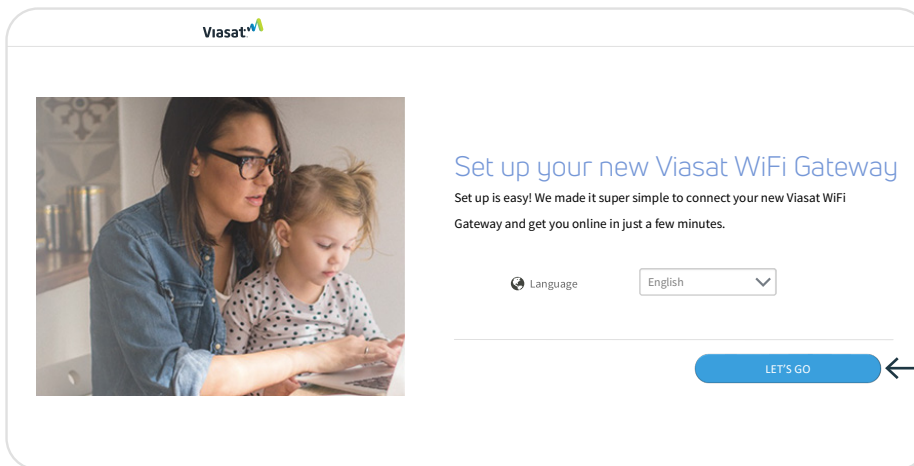
On your device, select your Viasat network name. Your network name will begin with “viasat”. You can also check the sticker at the bottom of the Viasat WiFi Gateway 3 for your network name.

Connecting via Ethernet:

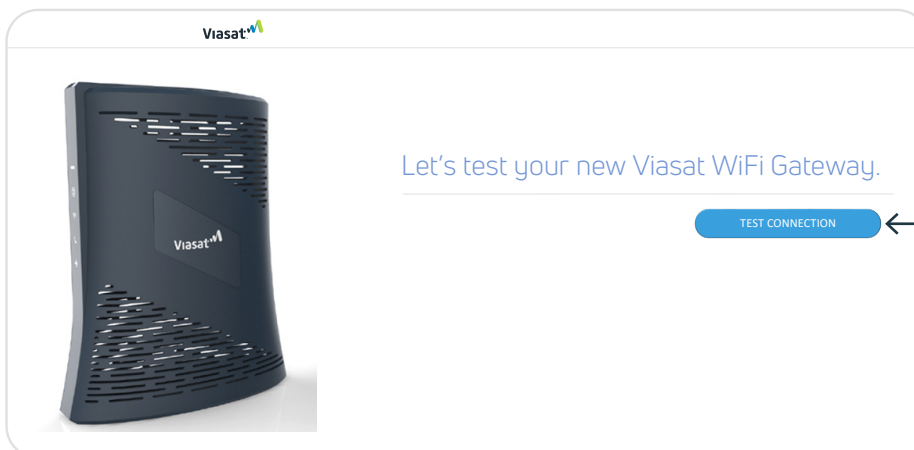
Using an Ethernet cable, connect your device to the Viasat WiFi Gateway 3. Your device will automatically connect to the network.



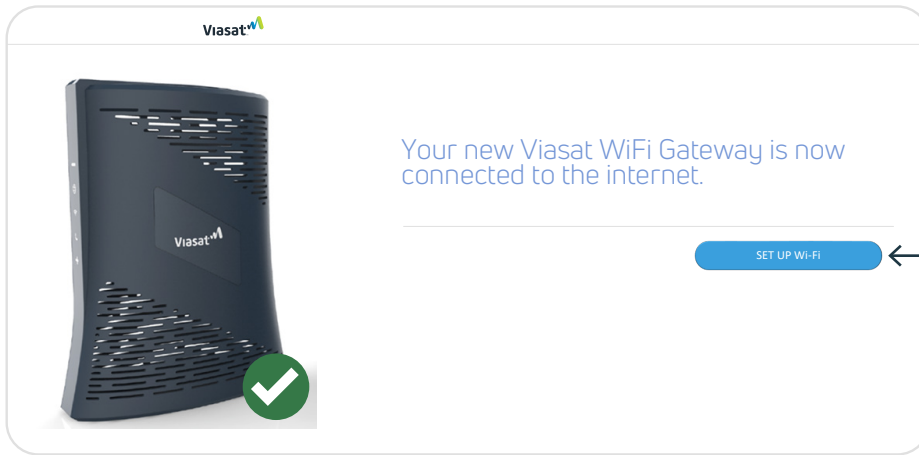
- 5 Once you are connected to the “Viasat” wireless network, open a browser and enter the following URL into the address bar: <https://viasatrout.com>. The window below will pop up:



← Once you’ve selected your language, click “Let’s Go”



← Next, select “Test Connection”

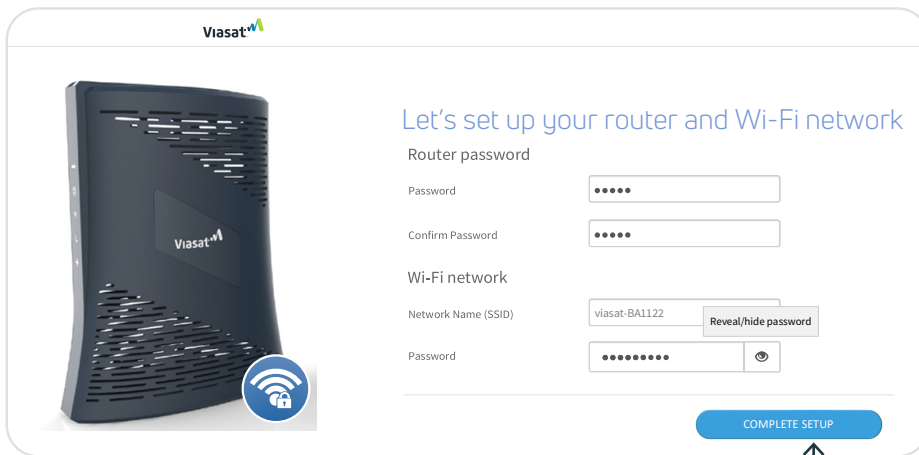


Next, click “Set Up Wi-Fi”

Set up your personal router and Wi-Fi network passwords.

Note: The router password is NOT the same as the Wi-Fi network password.

- › Both passwords should be at least eight characters and need to be different.
- › The router password is only used when logging into the router to make network changes.
- › The Wi-Fi network password is used when adding new devices to the network.



Once you are done, click “Complete Setup”

ACCESS VIASAT WIFI GATEWAY 3 SETTINGS

By typing <https://viasatrout.com> into your browser, you can access your router settings.

Before you can access settings, you will need to login with your router username (admin) and password.

This password is not your Wi-Fi network password, it is the router password you created while connecting your Viasat WiFi Gateway 3.

ROUTER LOGIN

User Name

Password

☒ Remember User Name

Once you are logged into your settings, some of the common functions you'll have access to are:

Status

Includes router information, and MAC and IP addresses.

Wi-Fi settings

Includes the name of your wireless network and network security options.

To change password:

Click on the “Wi-Fi network” tab. Here you can change your Wi-Fi network name (SSID) and password. Remember to click “save changes.”

Note: Once you change your Wi-Fi password, the new password will need to be re-entered on all your connected devices.

The screenshot shows the Viasat Wi-Fi Settings page with the 'Wi-Fi network' tab selected and circled in green. The page has a top navigation bar with links: Status, Wi-Fi Settings, Router Settings, System, Parental Controls, Diagnostics, and Logout. Below the navigation bar is a sub-header 'Wi-Fi Settings' with a help icon. The main content area contains the following fields: 'Network Name (SSID)' with the value 'viasat-BA1122', 'Security Mode' set to 'WPA3/WPA2 Mixed Mode', 'Password' with masked characters and an eye icon, 'SSID Broadcast' with 'Public' selected, and 'VLAN ID' set to 'None'. At the bottom right are 'CANCEL CHANGES' and 'SAVE CHANGES' buttons.

To create a guest network:

Click on the “Guest Access” tab. From this screen you can create a password separate from your primary network to give to guests and set a device limit.

The screenshot shows the Viasat Wi-Fi Settings page with the 'Guest access' tab selected and circled in green. The page has the same top navigation bar as the previous screenshot. Below the navigation bar is a sub-header 'Wi-Fi Settings' with a help icon. The main content area contains the following fields: 'Allow Guest Access' with 'No' selected, 'Guest Network Name' with the value 'viasat-BA1122-guest', 'Guest Password' with masked characters and an eye icon, 'Total Guests Allowed' set to '5', and 'SSID Broadcast' with 'Enabled' selected. At the bottom right are 'CANCEL CHANGES' and 'SAVE CHANGES' buttons.

To block devices from joining your network (MAC filtering):

To only allow certain devices to join your network, navigate to “Wireless user filter.” From there, only add the device MAC IDs that you want to be able to join your network.

The screenshot shows the Viasat Wi-Fi Settings page with the 'Wireless user filter' tab selected and circled in green. The page has the same top navigation bar as the previous screenshots. Below the navigation bar is a sub-header 'Wi-Fi Settings' with a help icon. The main content area contains the following fields: 'MAC Address Filter' set to 'Allow listed only', 'MAC List' with a dropdown showing '00:E0:4C:68:06:C5' and a 'DELETE' button, and a list of MAC addresses: '00:E0:4C:68:06:C5', 'D2:C5:25:DA:E3:0E', and '-- Custom --'. At the bottom right are 'CANCEL CHANGES' and 'SAVE CHANGES' buttons.

Router settings

Bridge mode is an advanced setting that allows the Wi-Fi connection to bypass the Viasat WiFi Gateway 3, meaning you won't be able to connect wirelessly. Only enable bridge mode if you're connecting to Wi-Fi using a different Wi-Fi router than your Viasat router.

Parental controls

Parental Control restricts internet access for up to five devices.

To set Parental Controls, navigate to the Parental Controls tab in the menu. From the parental controls tab, you can access schedules, block specific websites, or block internet access altogether.

Viasat Status Wi-Fi Settings Router Settings System **Parental Controls** Diagnostics Logout

Parental Controls

Policy Name: Unnamed

Parental Controls: ☒ Enabled ☐ Disabled

Target Device: [Dropdown] [ADD]

Block Internet Access: ☒ Never ☐ Always ☐ Specific Time

Block Specific Sites: [Text] [ADD]

[BACK TO OVERVIEW] [CANCEL CHANGES] [SAVE CHANGES]

- 1 First, create a policy name, such as “Kid’s Bedtime.” Then select the MAC IDs of the devices you would like added to this policy.

Note: The MAC ID of your device can usually be found within the “Settings” section of your device.

Viasat Status Wi-Fi Settings Router Settings System Parental Controls Diagnostics Logout

Parental Controls

Policy Name: test

Parental Controls: ☒ Enabled ☐ Disabled

Target Device: [Dropdown] [ADD]

Block Internet Access: ☐ Never ☐ Always ☒ Specific Time

Block Specific Sites: [Text] [ADD]

[BACK TO OVERVIEW] [CANCEL CHANGES] [SAVE CHANGES]

- 2 Next, select how frequently you would like access blocked. If during a specific time, input the time for weeknights and weekends. Lastly, add specific sites you would like blocked. When you are done editing your policy, click “Save Changes.”

Viasat Status Wi-Fi Settings Router Settings System Parental Controls Diagnostics Logout

Parental Controls

Policy Name: test

Parental Controls: ☒ Enabled ☐ Disabled

Target Device: [Dropdown] [ADD]

Block Internet Access: ☐ Never ☐ Always ☒ Specific Time

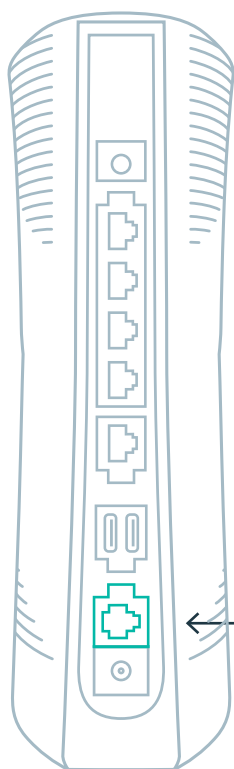
School Nights: Afternoon [Dropdown] to Afternoon [Dropdown]

Week Nights: Afternoon [Dropdown] to Afternoon [Dropdown]

Block Specific Sites: [Text] [ADD]

[BACK TO OVERVIEW] [CANCEL CHANGES] [SAVE CHANGES]

SETTING UP VIASAT VOICE HOME PHONE SERVICE (OPTIONAL)



Connect your telephone to the standard phone jack on the rear of the Viasat WiFi Gateway 3 using a phone cable with RJ11 connectors.

Phone cord

TROUBLESHOOTING

ISSUE	SOLUTION
How do I reset the Viasat WiFi Gateway 3?	Press and hold the reset button on the back of the Viasat WiFi Gateway 3. › Press & hold for less than 5 seconds: This will reset the Viasat WiFi Gateway 3 but retain all your settings such as your router and Wi-Fi passwords. › Press and hold for more than 5 seconds: This will reset the Viasat WiFi Gateway 3 back to its original configuration before your equipment was installed. This will clear all your settings and it will ask you to set new router and Wi-Fi passwords.
What if resetting the Viasat WiFi Gateway 3 did not solve the issue?	If resetting doesn't fix the issue, unplug the wall power supply for the Viasat WiFi Gateway 3 and also unplug power to the network power adapter. After waiting 30 seconds, first plug back in the network power adapter, then plug back in the Viasat WiFi Gateway 3.
What if there's no Wi-Fi signal from the Viasat WiFi Gateway 3?	First check to make sure your Wi-Fi signal is active. If you cannot see your Viasat Wi-Fi network name from your smartphone or computer, then the Viasat WiFi Gateway 3 may need to be reset per the instructions in step 1.

State	Status	Internet WAN	Wi-Fi	VoIP	Aux
Power Off	 Off	 Off	 Off	 Off	 Off
Booting	 Blinking white	 Red	 Off	 Off	 Off
Not setup	 Blinking white	 Blinking white	 Blinking white	 Off	 Off
Setup and online	 White	 White for 10sec then off	 White for 10sec then off	 White for 10sec then off (if enabled)	 Off
Reset button pressed (White pressed)	 Red	 Red	 Red	 Red	 Red
Reset button released	 Off and then blinking white as it boots	 Off and then red as it boots	 Off	 Off	 Off
Configuration reset via reset button. Pressed for >20 seconds.	 Alternates red then white	 Alternates red then white	 Alternates red then white	 Alternates red then white	 Alternates red then white
Trying to connect to internet	 White	 Blinking white	N/A	N/A	 Off
Failed to connect to Internet (Link down)	 White	 Red	N/A	N/A	 Off
Wi-Fi is disabled	 White	N/A	 Red	N/A	 Off
Wi-Fi is enabled	 White	N/A	 White for 10sec then off	N/A	 Off
VoIP is enabled	 White	N/A	N/A	 White for 10sec then off	 Off
VoIP – Phone call in progress	 White	N/A	N/A	 Blinking white	 Off
VoIP – Phone call ended	 White	N/A	N/A	 White for 10sec then off	 Off
VoIP failed to connect to VoIP server or diagnostic failed	 White	N/A	N/A	 Red	 Off
Raven is in a failed state	 Red	 Red	 Off	 Off	 Off
Raven is updating software	 Blinking white	 Red	 Off	 Off	 Off

If you still have issues, please contact Viasat Customer Care [here](#).

VIASAT WIFI GATEWAY 3 SPECIFICATIONS

PARAMETER	SPECIFICATION
Wi-Fi	2.4GHz: WiFi 4/5/6 4x4 MU-MIMO 5GHz: WiFi 4/5/6 4x4 MU-MIMO Dual-band, dual-concurrent
Processor	Quad-core
Wired connections	LAN: Four 1Gbps Ethernet ports (yellow) WAN: One 1Gbps Ethernet port (blue) USB3.0: Two ports (pink) Voice: One RJ11 FXS port (gray)

SAFETY DETAILS

Exposed coaxial cable handling

Do not disconnect the coaxial cable before unplugging the power supply. To prevent any potential electrical arcing or sparks when removing the coaxial cable from the Viasat WiFi Gateway 3, first unplug the power cord from the electrical outlet. Doing so will ensure the unit is fully powered down and ready to be disconnected and/or moved. When the modem is powered on, there is DC voltage present in the Outdoor Unit (ODU) coaxial cable connector and any coaxial cable that is plugged in. Do not touch an exposed coaxial cable when the system is powered on.

Do not open the Viasat WiFi Gateway 3

Do not open the Viasat WiFi Gateway 3 or attempt to service interior parts. There are no user-serviceable parts inside the Viasat WiFi Gateway 3. The Viasat WiFi Gateway 3 should only be opened by a qualified service professional.

Keep the Viasat WiFi Gateway 3 dry

Keep the Viasat WiFi Gateway 3 away from water. Keep the gateway in a spot away from open windows. Do not place cups or other containers of liquid near the gateway. Do not use cleaning fluids or sprays, to remove dust.

To avoid equipment damage, only wipe the Viasat WiFi Gateway 3 housing with a clean and dry cloth.

NOTICE

Electric shock hazard from improperly grounded system

To reduce the risk of electric shock, before installing the Viasat WiFi Gateway 3, be sure the electrical and cable system is properly grounded. Be sure that:

- › Electrical outlets are properly wired and grounded.
- › All computer equipment attached to the gateway is properly grounded.

- › The Viasat three-prong power cord is connected to a properly grounded three-prong AC outlet.
- › You don't use adapter plugs or remove the grounding prong from the plug.
- › 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 if your system is properly grounded, consult a licensed electrician.

WARRANTY, ENVIRONMENTAL, AND OTHER INFORMATION

Warranty Notice Viasat, Inc. ("Viasat"), the provider of Viasat Internet, does not provide a warranty to the end user for this product. Any such warranty from Viasat, including the implied warranty of merchantability or fitness for a particular purpose, is hereby disclaimed.

Environmental Alerts

WEEE: Viasat has marked this product with the Waste Electrical and Electronic Equipment (WEEE) symbol as a convenience to its customers for environmental responsibility per European Union Directive 2012/19/EU. This product should be collected and disposed of in accordance with national and local laws and regulations. Waste electrical and electronic products must not be disposed of with household waste.

RoHS/REACH: This product is in compliance with European Directives governing hazardous materials.

Energy Efficiency: The external power supply complies with US Department of Energy, Level VI, energy efficiency requirements.

Environmental Compliance Contact Information: For more information regarding environmental compliance, please send correspondence to Compliance-ProductEnvironmental@Viasat.com.

Open Source Software Information: This product incorporates various open source software packages that are distributed under license terms as described at <http://www.Viasat.com/FOSS-Usage>.

Other Notices

- › Viasat declares that the Viasat WiFi Gateway 3 is listed and is in compliance with Canadian, U.S. safety standards, NOM (Mexico), and CE (EU).
- › Viasat declares that the Viasat WiFi Gateway 3 is in compliance with the essential requirements and other relevant provisions of European Union Directive.
- › The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. In addition, such unauthorized modification may void the user's authority to operate the Viasat WiFi Gateway 3. Correction of interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.
- › The Viasat WiFi Gateway 3 was qualified under test conditions that included the use of the supplied cable between system components. To be in compliance with regulations, the installer or user must use this cable and install it properly.

FCC Statement

The Viasat WiFi Gateway 3 complies with 47 CFR FCC Rules and Regulation Part 15, Satellite Communications, and Part 15 Subpart B, Class B Digital Device. Operation of the WiFi functionality of the Viasat WiFi Gateway 3 is subject to the following two conditions: (1) it may not cause harmful interference, and (2) it must accept any interference received, including interference that may cause undesired operation

The Viasat WiFi Gateway 3 contains a Wi-Fi wireless LAN radio transmitter and accordingly has been certified as compliant with 47 CFR Part 15 of the FCC Rules for intentional radiators. Products that contain a radio transmitter operating under 47 CFR Part 15 are labeled with FCC ID and FCC logo.

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- › Reorient or relocate the receiving antenna.
- › Increase the separation between the equipment and receiver.
- › Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- › Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

This device is restricted for indoor use.

IMPORTANT NOTE:

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 26cm between the radiator and your body.

IC Statement: This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

IMPORTANT NOTE:

IC Radiation Exposure Statement This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 31 cm between the radiator & your body.

The FCC’s Enhanced 911 (“E911”) obligations require interconnected VoIP providers to:

- i. Specifically advise every subscriber, both new and existing, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service or may be in some way limited by comparison to traditional E911 service. Such circumstances include, but are not limited to, relocation of the end user’s IP-compatible customer premises equipment (“CPE”), use by the end user of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making a subscriber’s Registered Location or dispatchable location available in or through the automatic location information (“ALI”) location database;
- ii. Obtain and keep a record of affirmative acknowledgment by every subscriber, both new and existing, of having received and understood the advisory described above; and
- iii. (1) Distribute warning stickers or other appropriate labels warning subscribers that E911 services may be limited or not available and instructing them to place the stickers on or near the equipment used with the interconnected VoIP service, (2) notify subscribers by other conspicuous means if E911 service may be limited or not available.

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