

# ViaSat®

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# ViaSat WiFi Gateway

## USER GUIDE



Read entire user guide for additional instructions and product information.

WELCOME TO

# ViaSat® Satellite Internet

Whether you're streaming your favorite videos, downloading important files or connecting with friends and family, the ViaSat WiFi Gateway brings the best of the internet to you in one simple device.

Your residential terminal system could consist of the following items shown below:



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## SECTION 1

## What's In the Box

Your ViaSat WiFi Gateway includes everything shown here:



**ViaSat WiFi Gateway**



**Power supply, AC power cord, and four prong DC power connector and cord**  
(for use with ViaSat WiFi Gateway only)



**Ethernet cable** for connecting your ViaSat WiFi Gateway to your computer



To reduce the risk of serious injury or death due to electric shock or fire, read and follow this safety information. The following are definitions for important icons.

**⚠ WARNING** WARNING indicates a hazardous situation which, if not avoided, could result in serious injury or death.

**NOTICE** NOTICE is used to address practices not related to physical injury. NOTICE is used for procedures or practices that, if not followed, could result in equipment damage.

#### **Exposed Coax Hazard**

When the ViaSat WiFi Gateway 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.

#### **Do Not Open the ViaSat WiFi Gateway**

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

#### **Keep ViaSat WiFi Gateway Dry**

Keep the ViaSat WiFi Gateway 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.

**NOTICE** To avoid equipment damage, only wipe the ViaSat WiFi Gateway housing with a clean and dry cloth.

#### **Satellite Dish Hazard**

The transmitting equipment 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 ViaSat WiFi Gateway before performing maintenance to any satellite dish components.

#### **Electric Shock Hazard from Improperly Grounded System**

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

- Electrical outlets are properly wired and grounded.
- All computer equipment attached to the Gateway 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.
- 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.

## SECTION 3

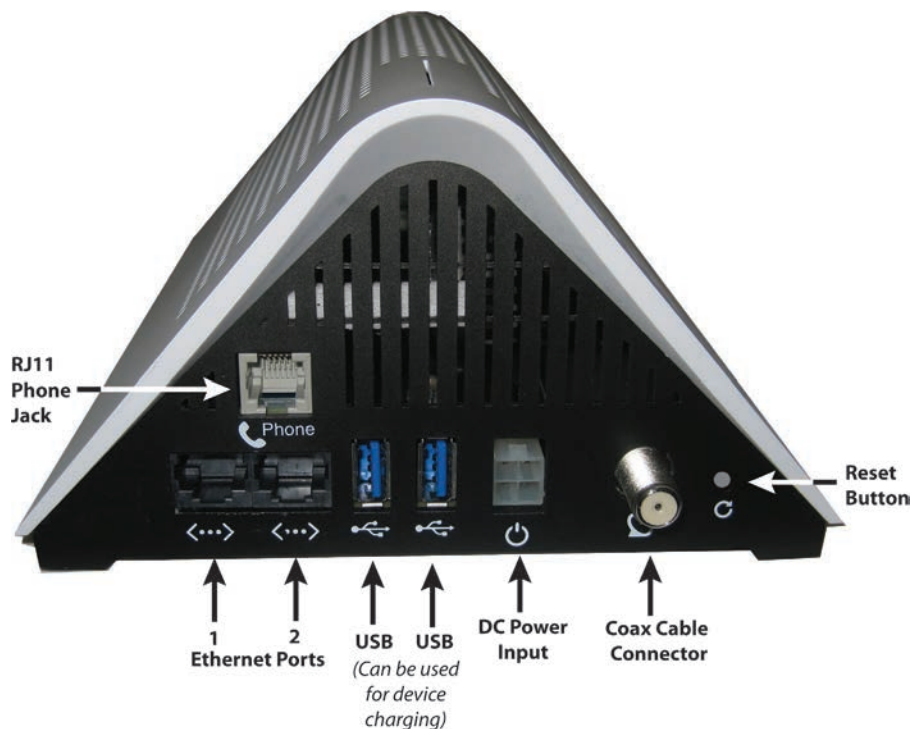
## Connecting the ViaSat WiFi Gateway

**⚠ WARNING** To reduce the risk of serious injury or death from electric shock, do not install the ViaSat WiFi Gateway if there is risk of lightning activity in the area.

**⚠ WARNING**

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.**

- 1 Attach the coax ODU cable connector to the ViaSat WiFi Gateway identified in the photo below. Also shown are the phone jack, USB and Ethernet ports, and power input.



- 2 Place your ViaSat WiFi Gateway near your computer so you can make the Ethernet and USB connections. Avoid placing near mirrors, metal cabinets, or Bluetooth devices. For the best experience:

- ✔ Place the ViaSat WiFi Gateway on a hard surface. Soft surfaces like a rug or carpet may block ventilation to the unit.
- ✔ Make sure there are at least 3 inches of clearance around the unit.
- ✔ Make sure there is adequate ventilation for the unit to avoid overheating.
- ✔ Keep the ViaSat WiFi Gateway in a climate-controlled location between 0-40°C (32-104°F).
- ✘ Do not paint or adhere decals to the ViaSat WiFi Gateway housing. This can block ventilation holes in the ViaSat WiFi Gateway housing.
- ✘ Do not position the ViaSat WiFi Gateway near heat sources, such as ventilation openings on televisions and electronic devices like microwaves.
- ✘ Keep the ViaSat WiFi Gateway away from heating vents and direct sunlight.

**3** Tips to improve your wireless network's connection speed and range:

- ✓ Make sure that your gateway is in a good location:
- ✓ For the widest coverage area, install your gateway near the center of your home.
- ✓ Avoid placing the gateway on or near metal objects (such as file cabinets and metal furniture), reflective surfaces (such as glass or mirrors), or masonry walls.
- ✓ Any obstruction can weaken the wireless signal (even non-metallic objects), so the fewer obstructions between the gateway and the wireless device, the better.
- ✓ Place the gateway in a location away from other electronics, motors, and fluorescent lighting.
- ✓ Many environmental variables can affect the gateway's performance, so if your wireless signal is weak, place the router in several locations and test the signal strength to determine the ideal position.
- ✓ If possible, upgrade wireless network interfaces (such as wireless network cards in computers) from older wireless standards to 802.11n. If a wirelessly networked device uses an older standard, the performance of the entire wireless network may be slower.

**4** Connect one end of an Ethernet cable to the back of the ViaSat WiFi Gateway and the other to the Ethernet jack on your computer. The ViaSat WiFi Gateway includes two Ethernet connections, you can use either one. For wireless connections see Section 6.

**5** Attach the DC power adapter to the back of your ViaSat WiFi Gateway, and then plug the cord into a standard AC power source.

A professional installer, or a service help desk, will help you provision your gateway so you may begin your service.

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

**NOTICE** Only use the provided AC Power Adapter with the ViaSat WiFi Gateway.

**Note:** You can record your default WiFi password and a user's updated password here:

Provided WiFi Password: \_\_\_\_\_ New WiFi Password: \_\_\_\_\_

You can also remove the peelable top label that shows the default factory set WiFi Name and Password and stick it here for safe keeping. Store this user manual in a safe place for future reference.



**Additional information:**

Installer's name: \_\_\_\_\_

Installer's phone number: \_\_\_\_\_

## SECTION 4

### ViaSat WiFi Gateway Specifications

<b>WiFi type:</b>	802.11 ac 3x3 MU-MIMO 2.4/5.0 GHz Dual-band, Dual-concurrent WiFi router.
<b>Ports &amp; Processor:</b>	2 Gigabit Ethernet ports; Quad-core processor, Coax connection to satellite dish; universal power supply
<b>Wireless security:</b>	Supports WEP, and WPA security standards.
<b>Other features:</b>	RJ11 phone jack (for ViaSat Voice only), 2 USB 3.0 ports (can be used for charging devices), Guest access network capability, Parental controls, universal AC power supply

## SECTION 5

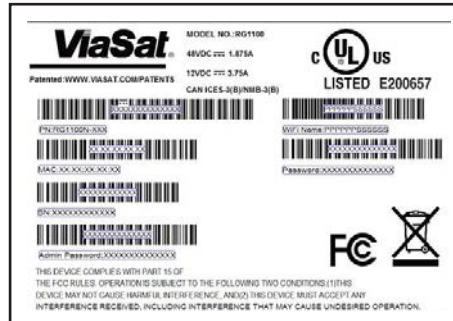
### Setting up ViaSat Voice telephone service

Now that your ViaSat WiFi Gateway is fully connected, it's time to set up your optional Voice telephone service, if you have ordered it.

- 1** Connect your computer to the ViaSat WiFi Gateway using WiFi or an Ethernet cable.
- 2** Connect your telephone to the standard phone jack on the rear of the ViaSat WiFi Gateway using phone cable with RJ11 connectors.

## SECTION 6

## Connecting your WiFi devices



### Activating your wireless network:

The ViaSat WiFi Gateway already has a secure, randomly assigned WiFi network name and password. You can find this information printed on a label on the bottom of your gateway device (sample shown above), as well as an easily accessible and more readable removable label on the top of the gateway (shown below).



If you would like to use this network name and password, no further action is needed on your part.

This label can be removed and inserted in this manual on the back of the front page so that it is not easily visible, but is available for future reference. Store this manual in a safe place.

Find your WiFi name in the list of available WiFi networks on your PC or mobile device.

Enter the password. If your ViaSat system is online you will be able to connect to the internet.

### Changing Network Name (SSID) and password

URL links to help you change your WiFi settings will be supplied at a later date.

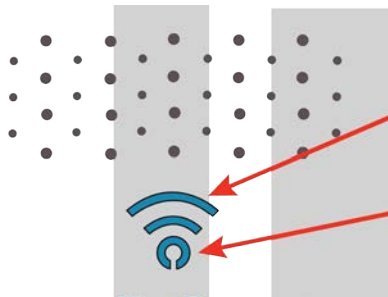
These settings include options such as:

- Changing your network name and password
- Setting up Parental Controls
- Advanced settings



## SECTION 7








## Indicator Lights



This WiFi indicator light on your ViaSat WiFi Gateway will light up blue when WiFi is available. It is not lit when WiFi is not active.

This LED indicator shows the status of the ViaSat WiFi Gateway.

**Here's what all those LED colors mean:**

	<b>NO LIGHT</b>	No power
	<b>SOLID PURPLE</b>	Ranging, attempting network entry, DHCP
	<b>BLINKING PURPLE</b>	Installation mode (pointing and peaking)
	<b>SOLID BLUE</b>	Online
	<b>BLINKING BLUE</b>	Software upgrade
	<b>SOLID RED</b>	Offline
	<b>BLINKING RED</b>	Fault detected

Please note that it is normal for the indicator light to flash numerous colors or go dark for a few seconds when it is first powered on. Allow three to five minutes for your ViaSat WiFi Gateway to fully connect.



**No light:** WiFi is OFF

**Solid blue light:** WiFi is active

## SECTION 8

## Troubleshooting

If your ViaSat WiFi Gateway is not performing as expected:

- 1** First check to make sure your WiFi signal is active. If you have connected the gateway to your computer with an Ethernet cable and do not have Internet service (and the WiFi LED on the Gateway is not lit), the problem could lie with the gateway. Resetting the gateway may be required.
- 2** Use a paperclip, or pen tip, to press the reset button on the side of the gateway (caution: do not press and hold the reset button for more than five seconds, this will restore the IDU factory settings, i.e., the original password provided for your gateway that is printed on the top and bottom labels.) After about a minute, you should see the WiFi LED on the gateway light up and have an active WiFi signal.
- 3** If resetting doesn't fix the issue, unplug the IDU and plug it back into the electrical outlet for a full reboot of power to both the IDU and the ODU.
- 4** URLs for additional troubleshooting tips will be supplied at a later date.

## SECTION 9

## 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 Compliant

This product is in compliance with European Union Directive 2011/65/EU.

### REACH Compliant

This product is in compliance with European Union Directive 1907/2006/EU.

### 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 is  Listed and is in compliance with Canadian, U.S. safety standards, and NOM (Mexico).
- ViaSat declares that the ViaSat WiFi Gateway is in compliance with the essential requirements and other relevant provisions of European Union Directive 1999/5/EC.
- The ViaSat WiFi Gateway 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 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 contains a WiFi 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.

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. Correction of interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

- The ViaSat WiFi Gateway 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:

### 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 & 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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

Pour les produits disponibles aux États-Unis / Canada du marché, seul le canal 1 à 11 peuvent être exploités. Sélection d'autres canaux n'est pas 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.

les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

**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.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de **31 cm** de distance entre la source de rayonnement et votre corps.

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