

Required information to provide support. MVS CANNOT provide help without this information.

1. What is the SIM card Number?
2. What type BGAN or FBB are you using the SIM card in?
3. Do you have GPS lock? What is lat/long? or your general physical location? If FBB vessel name/call sign.
4. Does your PC handshake with the BGAN/FBB and register for voice, text & data? If not what indications are displayed?
5. If your PC can recognize the BGAN connection and is registered send a copy of the "Diagnostic Report" as seen in Launchpad toolbar "Help", or from the web interface GUI dashboard.
6. What is your signal strength (steady or varying)?
What LED indications are seen on terminal(color,steady,blinking)?
7. Are you using Launchpad or the web interface to monitor BGAN functions?
8. Have you updated your terminal with the latest firmware? and PC with latest Launchpad: www.inmarsat.com/Support
9. What APN is in use, set for mvs.bgan.inmarsat.com or uss.bgan.inmarsat.com depending on SIM card in use.
10. What is the operating system being used by your PC interfaced by LAN cable?