

# Inmarsat LaunchPad

## Help File

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[inmarsat.com/bgan](http://inmarsat.com/bgan)

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# Introduction

## 1 Inmarsat LaunchPad Help File

### 1.1 Purpose of this document

This document provides help scripts for the features of Inmarsat LaunchPad that are common to all BGAN and FleetBroadband terminals (unless otherwise stated) and explains how to use each of the available menu options.

Additional features that are specific to individual or a small number of terminals are provided in the terminal-specific user guides available for download from [www.inmarsat.com/support](http://www.inmarsat.com/support).

The help scripts are intended for first time end-users, Distribution Partners, Service Providers and anyone who is using LaunchPad and wants in-context help to use their BGAN or FleetBroadband terminal.

A previous knowledge of satellite communications is useful, but not essential.

### 1.2 Scope

This document gives detailed instructions on each function or menu option that is common to all BGAN and FleetBroadband terminals. It does not give help on how to use specific applications over the Inmarsat network. For this information, refer to the solutions guides, available for download from [www.inmarsat.com/support](http://www.inmarsat.com/support).

The functions and menu options described in this document are common to all Operating Systems, although actual screen displays differ between Microsoft Windows and Macintosh OSX platforms.

### 1.3 How to access help

To access help from within LaunchPad either select **Help > LaunchPad help** from the file menu to view a copy of this document beginning at the title page, or click on **Help** whenever this is provided in the dialogue box you are viewing to see in-context help scripts. From this point you can also navigate through the entire document but are initially positioned at the information relevant to your current LaunchPad selection.

### 1.4 Assumptions

- You have installed your BGAN or FleetBroadband terminal and SIM card as described in the documentation supplied with your terminal.
- You have a connection already set up between the terminal and your computer.
- Inmarsat LaunchPad has been installed on your computer.

### 1.5 Terminology

When you see the term "LaunchPad" in this guide, this refers to Inmarsat LaunchPad.

### 1.6 Useful references

Other documentation on BGAN, FleetBroadband and LaunchPad is available for download from the Inmarsat website at [www.inmarsat.com/support](http://www.inmarsat.com/support).

# Getting started

The following help is available in this section:

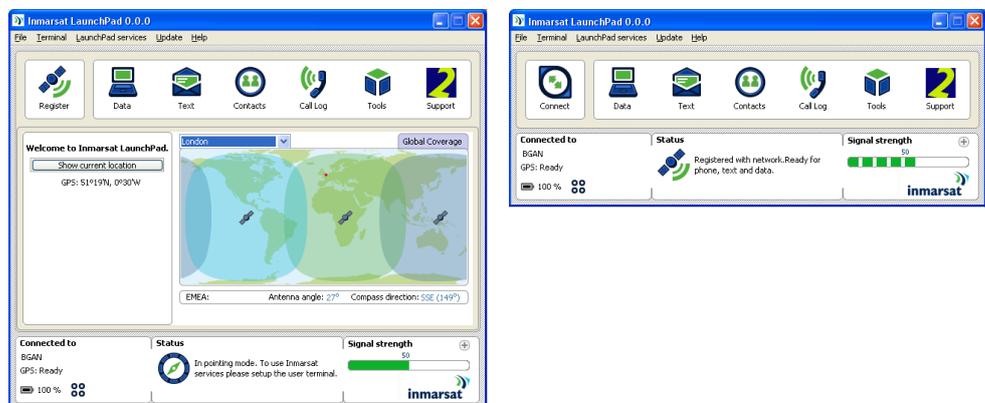
- **Opening Inmarsat LaunchPad:**
  - Differences between initial displays for BGAN and FleetBroadband.
  - Differences between Microsoft and Macintosh screens.
  - About Inmarsat LaunchPad.
  - LaunchPad screen features.
  - Opening LaunchPad and the initial sequence of screens.
- **Pointing and registering with the network:**
  - Pointing a portable BGAN terminal.
  - Registering with the network.
- **Selecting language**
- **Creating a user GPS location**
- **Closing Inmarsat LaunchPad**
  - Managing data connections on close down.

## 2 Opening Inmarsat LaunchPad

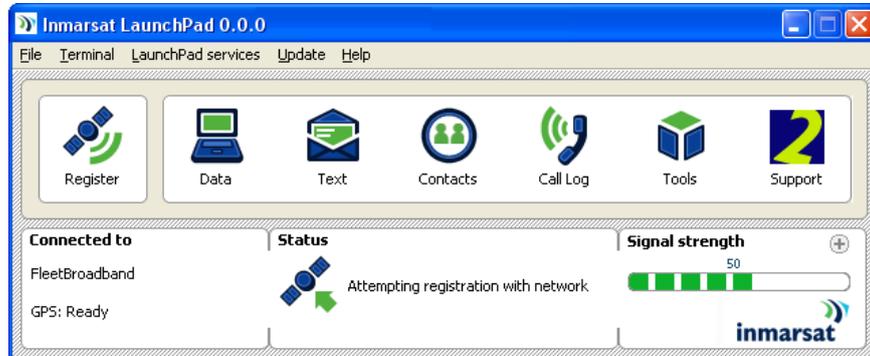
### 2.1 Initial LaunchPad displays for BGAN and FleetBroadband

The functions and menu options described in this help file are common to BGAN and FleetBroadband terminals. However, the following differences apply to the first screen displayed when opening LaunchPad:

- The initial LaunchPad screen for *portable* BGAN terminals displays the world map as shown in the screen below, left. Once the BGAN terminal has registered with the network, the screen contracts to show the file structure, function icons and status bar as shown in the screen below, right. The world map is not displayed again but can be retrieved from **Tools**.



- The initial LaunchPad screen for FleetBroadband and *vehicular* BGAN terminals shows the file structure, function icons and status bar.



## 2.2 LaunchPad on Microsoft and Macintosh Operating Systems

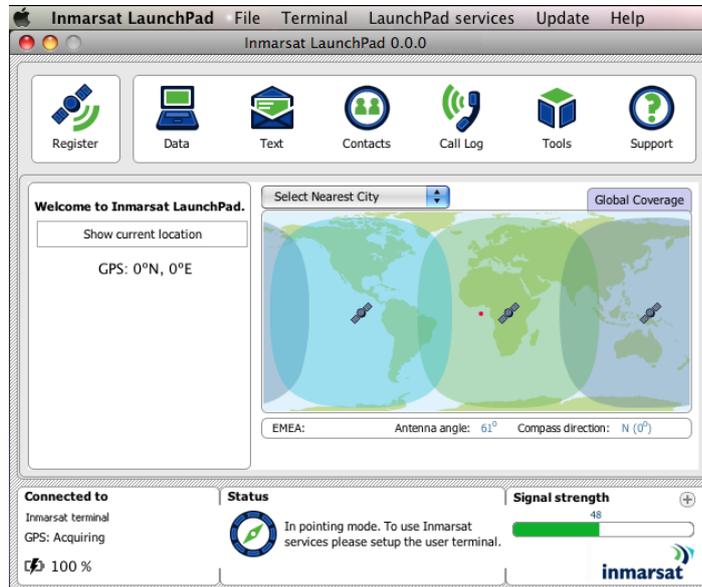
The functions and menu options described in this help file are common to all Operating Systems. However, actual screen displays differ between Microsoft and Macintosh platforms, principally in the use of the banner and positioning of the menu structure.

The following two screens demonstrate the differences between operating systems.

LaunchPad initial portable BGAN screen on Microsoft XP:



LaunchPad initial portable BGAN screen on Macintosh:



### 2.3 About Inmarsat LaunchPad

Inmarsat LaunchPad is a software interface that enables you to manage your BGAN or FleetBroadband terminal from any connected computer. Using Inmarsat LaunchPad you can:

- Get assistance with pointing a *portable* BGAN terminal.
- Register with the Inmarsat network.
- Open and close data connections using a simple point and click interface.
- Enable TCP Accelerator, which improves the performance of TCP applications over BGAN and FleetBroadband.
- Monitor the log of received, dialled and missed calls.
- Send and receive text messages (SMS).
- Manage your contacts list.
- Select language.
- Check for and download software updates.
- Access diagnostic reports and log files and view service provider support information.
- Perform management functions such as creating dedicated data connections and resetting the configuration to factory defaults.

### 2.4 LaunchPad screen features

LaunchPad has five zones:

- a. **Banner.** The banner displays the title **Inmarsat LaunchPad**, the **version number** of the software being used, and the operating system window control tools.

**Note:** Screens in this help file show the version number 0.0.0. See **Update > Versions and availability** to ensure you have the latest version of LaunchPad.



b. **File structure.** Use the file structure to access additional features.



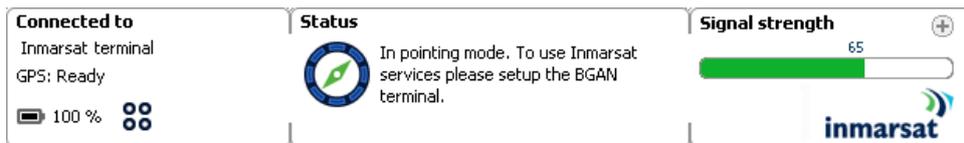
c. **Function icons.** Click on an icon to use the required function.



d. **Operational panel.** This changes depending on what function is selected.



e. **Status Bar.** This is divided into three sections as shown in the following display: **Connected to**, **Status** and **Signal strength**. Each is described below:



- **Connected to.** Displays the actual BGAN or FleetBroadband model currently connected to LaunchPad.

Depending on your model, this section may also display:

Battery level icon: 100 %

Temperature icon: Hot

GPS validity icon:

- **Status.** Shows the current status of your terminal, eg **In pointing mode**, **Registered with network**, **Standard data connection open**, **Streaming data connection open**, etc.
- **Signal strength.** A horizontal bar shows the current signal strength (0 – 100%). Use the symbol to open a graphical display of signal strength over time. To close the graph use .

## 2.5 Opening Inmarsat LaunchPad

You can open Inmarsat LaunchPad before registering with the network and use LaunchPad to help you point a portable BGAN antenna and register with the Inmarsat service.

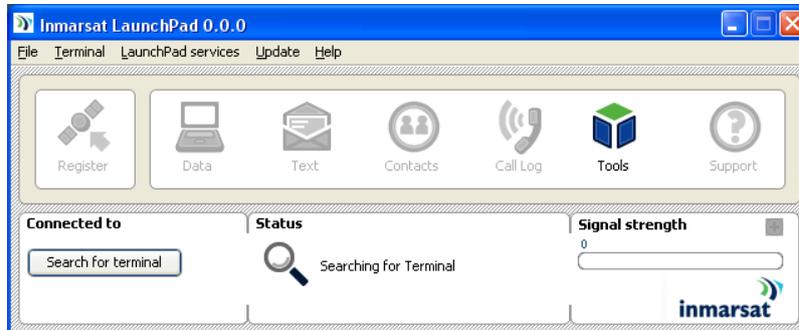
To open Inmarsat LaunchPad:

- Double-click on the following desktop icon or select **Inmarsat LaunchPad** from the program list on your operating system:



Inmarsat  
LaunchPad

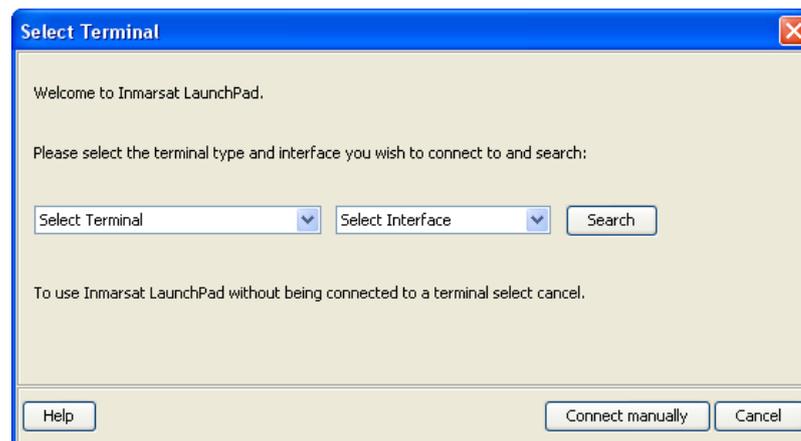
The following status bar is displayed at the bottom of the main screen as LaunchPad searches for the terminal:



Note: Depending on your terminal's configuration, you may be asked to enter a SIM PIN. If so, enter the SIM PIN provided by your Service Provider and click on **OK**.

**b. Either**

- If this is the first time you have connected to the terminal, the following screen is displayed:

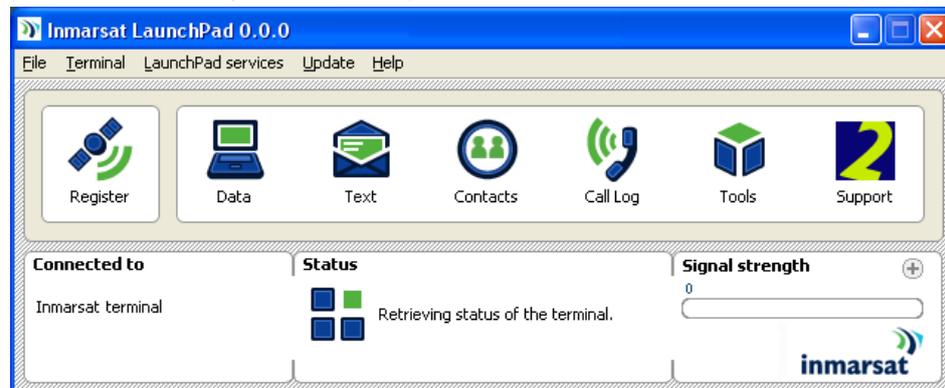


- Select the correct terminal type and interface from the drop-down lists and click on **Search**.

Note: If you subsequently connect from LaunchPad to the same terminal over the same interface, you do not have to complete this screen again.

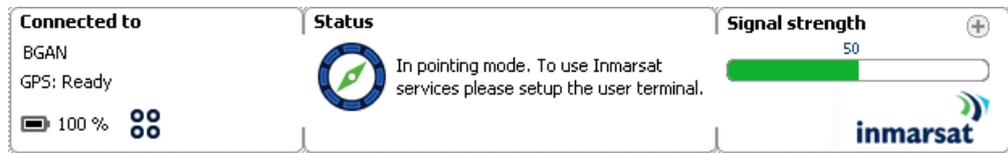
Or

The **Status** bar changes to **Retrieving status of the terminal**.

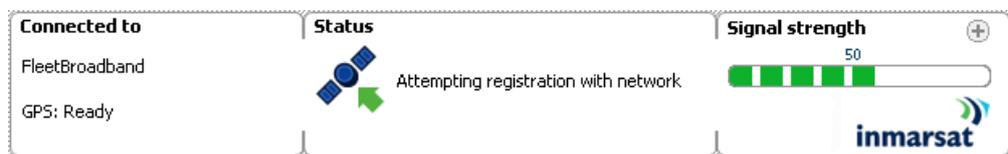


c. When LaunchPad finds the terminal, the status bar is updated.

BGAN *portable* terminals will display **In pointing mode** until the terminal is successfully pointed at the satellite and then **Attempting registration with network**.



FleetBroadband and *vehicular* BGAN terminals are automatically pointed to the satellite and only display **Attempting registration with network**.



### 3 Pointing and registering with the network

#### 3.1 Pointing a portable BGAN terminal

To register successfully with the Inmarsat network and establish a data connection, you will need to orientate your portable BGAN terminal as accurately and as precisely as you can towards the satellite to achieve a strong signal. A badly-pointed antenna can reduce the data rate achievable over the network, or even restrict access to services.

You can use Inmarsat LaunchPad to help you point the antenna before registering with the network. Depending on your model you may configure the terminal to automatically register with the network using **Terminal > Auto start mode**.

a. Use the world map provided on LaunchPad to help you orientate and point your terminal:

- Click on **Tools** and then click on the world map, if it is not already displayed in the operational panel.
- Either:
  - i. Identify your nearest town either by using the **Select nearest city** drop-down list above the map (note that the most recently-used town may be showing rather than the **Select nearest city** prompt), or by clicking on the map in your current location. Your location is shown on the map by a red dot; or
  - ii. Select a user-defined GPS location if one has been set up (see [Creating a user GPS location](#) from the **Select nearest city** drop-down list.
- The area below the map is updated with information about your location that you can use to help you point the antenna: satellite name (Americas, Asia-Pacific, EMEA), antenna angle and compass direction.
- Selecting a city or user GPS location in the overlap coverage area from two satellites results in the display of both satellites with their corresponding angles and elevation.

The example below demonstrates selection of **Brasilia** located in the Americas and EMEA satellite overlap zone.



- b. Monitor the signal strength on the right of the status bar as you point the terminal to the recommended antenna angle and compass direction. When you have obtained the maximum possible signal strength, proceed to registration.

Note: Most portable BGAN models have audio and/or visual aids to help you with pointing. Refer to the documentation supplied with your terminal for details.

### 3.2 Registering your terminal with the network

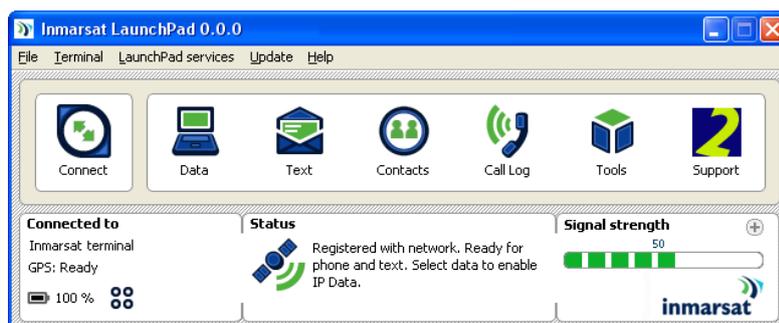
FleetBroadband and vehicular BGAN terminals automatically attempt to register with the network.

Once a portable BGAN terminal has been optimally pointed, click on **Register**.



The terminal attempts to register with the Inmarsat network.

When the terminal has registered successfully, the following screen is displayed:

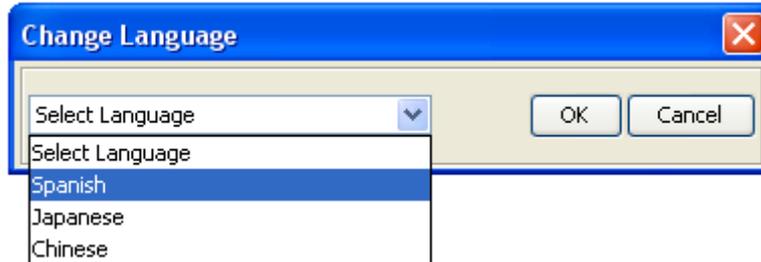


The terminal is now ready to use with the Inmarsat network.

## 4 Selecting language

LaunchPad is delivered in English by default but may be configured for a number of languages. Select **File > Change Language** to change LaunchPad to your preferred language.

- a. Select your preferred language from the **Select language** drop-down list.



- b. Click on **OK** to set your preferred language on LaunchPad. You will be advised that a restart of LaunchPad is required in order to set the new configuration.



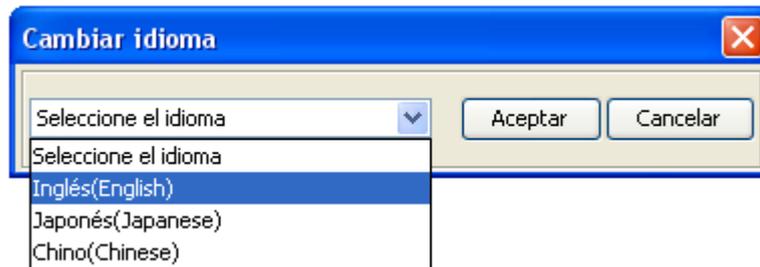
- c. Click on **Yes** to shut down LaunchPad. LaunchPad automatically re-opens in your selected language.



Note: If any data connections are open, you will be offered the option to close these on shut down. Refer to [Closing Inmarsat LaunchPad](#), below.

Note: If you click on **No** it will abort both the PC shutdown and the language change and return you to the **Change Language** screen. Click on **Cancel** to return to LaunchPad.

Once a new language has been set, LaunchPad may be returned to English by repeating this procedure and selecting English.



#### 4.1 Language-specific help file

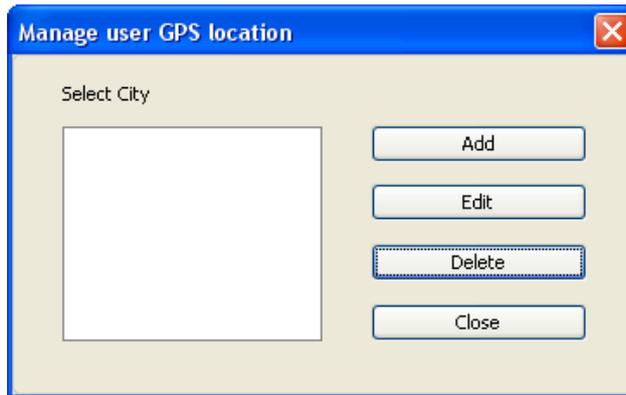
Once a new language has been set, a language-specific help file may be downloaded if this is available. Refer to [Updating Software](#).

## 5 Creating a user GPS location

You may create user-defined GPS locations to identify the position of your user terminal rather than use a city.

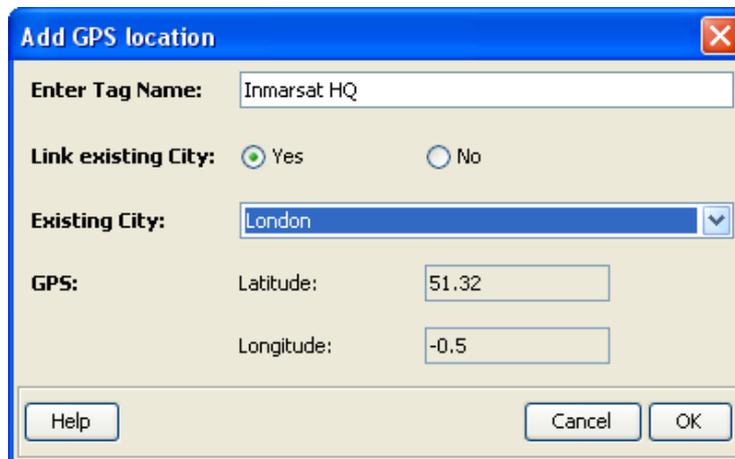
To create a user GPS location:

- a. Select **LaunchPad Services > Add GPS Location**. The **Manage user GPS location** dialogue box is displayed:



From here you can **Add**, **Edit** or **Delete** a user GPS location.

- b. Click on **Add** to create a GPS location. The **Add GPS location** dialogue box is displayed:



- c. Provide information about your location:

Enter the location name of your choice in the **Enter Tag Name** text box.

If you want to link your location to an existing city, check **Yes** against the **Link existing City:** prompt then select **Existing City** from the drop-down list. The GPS coordinates of your chosen city will be automatically entered in the **Latitude** and **Longitude** text boxes.

If you do not want to link your location to an existing city, check **No** against the **Link existing City:** prompt then manually enter the GPS coordinates of your location in the **Latitude** and **Longitude** text boxes.

- d. Click on **OK** to save the details of your user GPS location. The next time you open the world map (select the **Tools** icon) the location will be available for selection from the drop-down list.

## 6 Closing Inmarsat LaunchPad

To close Inmarsat LaunchPad, select **File > Exit LaunchPad** or select  from the banner. You are prompted to confirm the close down.

### 6.1 Managing data connections on closedown

If you have any data connections open when you try to exit LaunchPad, a screen similar to the following is displayed:



In this screen you can do the following:

- Click on **Exit and leave IP Data connections open** to exit LaunchPad and leave all the listed data connections open. This option is recommended if you intend to use the terminal without LaunchPad.
- Click on **Close all IP Data connections and Exit** to close all the listed data connections and exit LaunchPad. This action will close data connections for all users sharing the terminal. This option is recommended if you intend to switch off the terminal.

## Data connections

The following help is available in this section:

- **Opening and closing data connections:**
  - Opening a standard IP data connection.
  - Opening a streaming IP data connection including identification of the streaming connections available.
  - Setting/unsetting the standard IP data connection to open automatically.
  - Setting a different default data connection
  - Closing an IP data connection.
- **Monitoring data connections**
  - Viewing data connection details.
  - Managing data connections.

## 7 Opening and closing data connections

This section explains how to use LaunchPad to open and close an IP data connection. It also explains how to use streaming IP connections.

### 7.1 Opening a standard IP data connection

The standard IP data connection is the connection that is best suited to most basic data requirements, for example web browsing and sending and receiving emails. Standard IP is charged by the amount of data sent and received and is a best-effort connection. This means that the quality of service and priority given to data is not guaranteed and is dependent on the current network traffic load. The standard connection is shared between all users connected to the terminal.

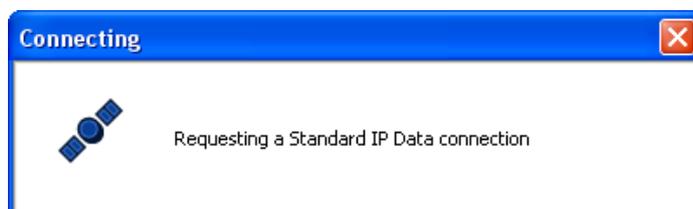
You may configure your LaunchPad to automatically open a standard IP data connection after registration (see [Setting/Unsetting the standard IP data connection to open automatically](#)).

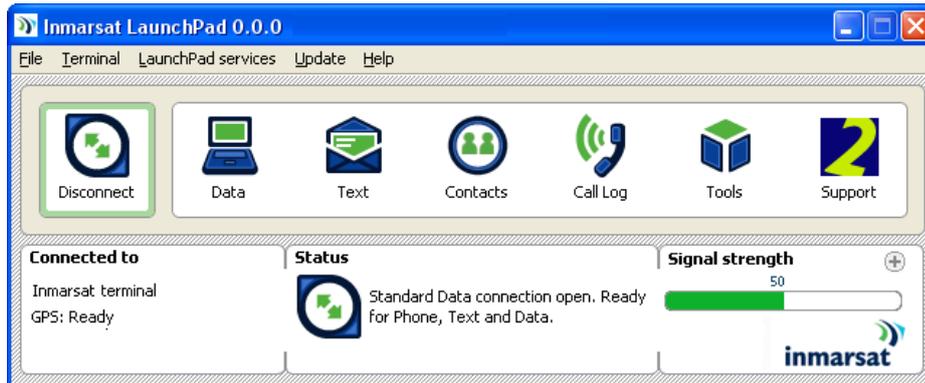
To manually open a standard IP data connection:

Click on the **Connect** icon:



A message is briefly displayed informing you that LaunchPad is requesting a standard IP data connection, the **Connect** icon changes to **Disconnect** and the **Status** panel is updated to show **Standard Data connection open. Ready for Phone, Text and Data.**





You are now ready to open a web browser, read and send emails and perform other basic data functions.

## 7.2 Opening a streaming IP data connection

Streaming IP data connections are optimised for use with time-critical applications such as audio and video. There are a number of pre-configured streaming IP data connections supplied with LaunchPad which you can open as an alternative to the standard IP data connection.

**Note:** The streaming IP data connections are charged by the length of time they are open rather than the amount of data transferred. Therefore only use this connection type when needed for audio or video data transfer.

Streaming connections are available at one of the following guaranteed data rates:

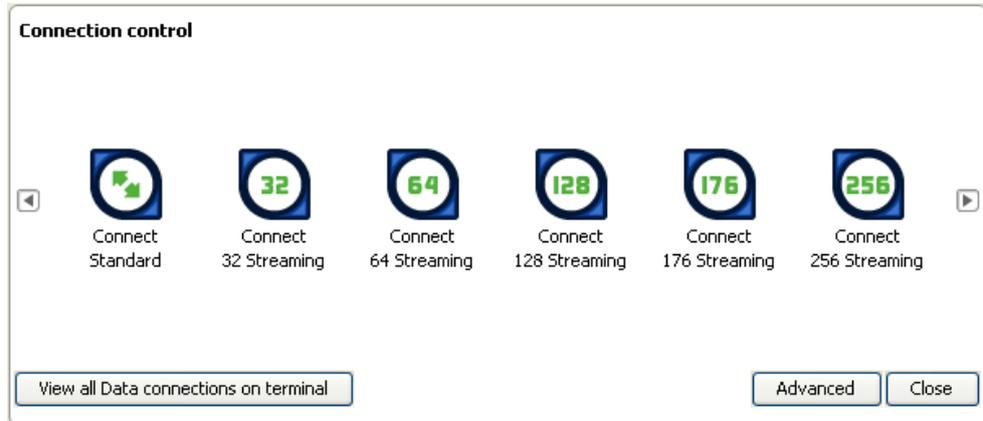
- 8 kbps (shown as **Connect 8 Streaming**). (FleetBroadband terminals only)
- 16 kbps (shown as **Connect 16 Streaming**). (FleetBroadband terminals only).
- 32 kbps (shown as **Connect 32 Streaming**).
- 64 kbps (shown as **Connect 64 Streaming**).
- 128 kbps (shown as **Connect 128 Streaming**). This connection is not available on all terminals.
- 176 kbps (shown as **Connect 176 Streaming**). This connection is not available on all terminals.
- 256 kbps (shown as **Connect 256 Streaming**). This connection is not available on all terminals.
- 384 kbps (minimum) up to approximately 450 kbps (shown as **Connect BGAN X-Stream**). This connection is only available on Hughes 9201 and Thrane Explorer 700 terminals.

To open a streaming connection:

- a. Click on the **Data** icon.



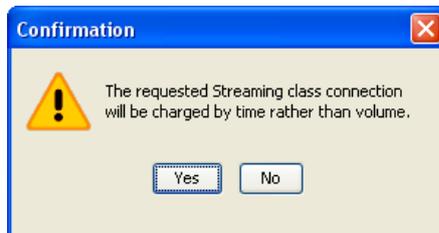
The **Connection Control** panel is opened showing the standard IP data connection and all available streaming connections:



Note: LaunchPad displays all services that a particular terminal type is capable of supporting. However, your individual subscription will dictate which services are available to you.

Note: Depending on what services your terminal supports, you may, or may not be able to see all available connections on one screen. If there are additional connections available, as in the land mobile screen above, right and left arrows will appear so that you may scroll sideways.

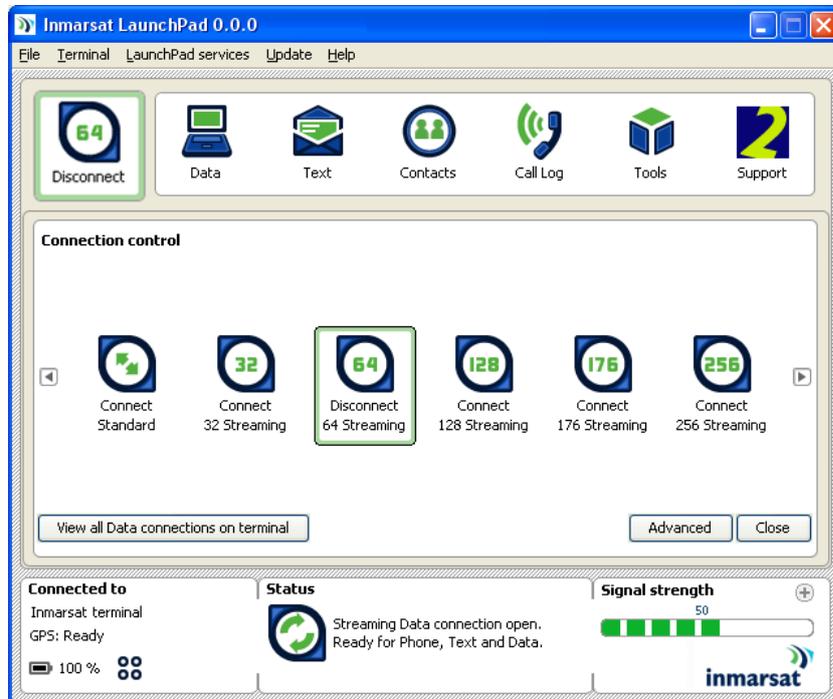
- b. From the **Connection control** panel, click on the required streaming IP data connection icon eg **Connect 64 Streaming**.
- c. A message is displayed, informing you that the connection will be charged by time rather than volume. Click on **Yes**.



A message confirms the 64 Kb streaming data connection is being requested.



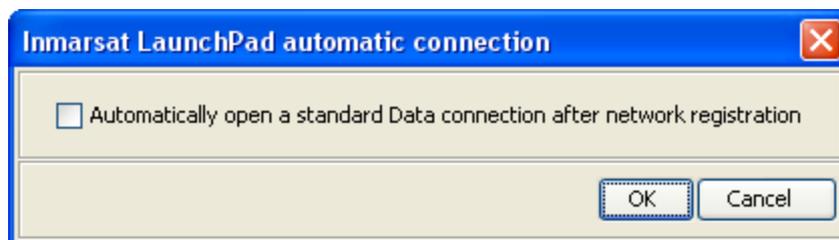
After successful connection, the **Connect** icon changes to **Disconnect** with your selected data rate and the requested streaming calls connection now displays as **Disconnect 64 Streaming**.



Note: **Dedicated streaming IP data connections.** On most terminals (except Hughes), a pre-configured streaming IP data connection is shared between all terminal users. To maximise the performance of your audio and video applications, Inmarsat recommends that you configure your own streaming IP data connections, each one dedicated to a specific application. You can open these dedicated connections in addition to the standard IP data connection. Use **LaunchPad services > Data connection options** (or click on **Advanced** in the **Connection control** panel).

### 7.3 Setting/Unsetting the standard IP data connection to open automatically

- a. Select **LaunchPad services > Automatic Connection**. The **Inmarsat LaunchPad automatic connection** dialog box is displayed:



- b. Check **Automatically open a standard Data connection after network registration** to enable automatic connection or uncheck to disable automatic connection.
- c. Click on **OK** to save the settings, or **Cancel** to exit without saving.

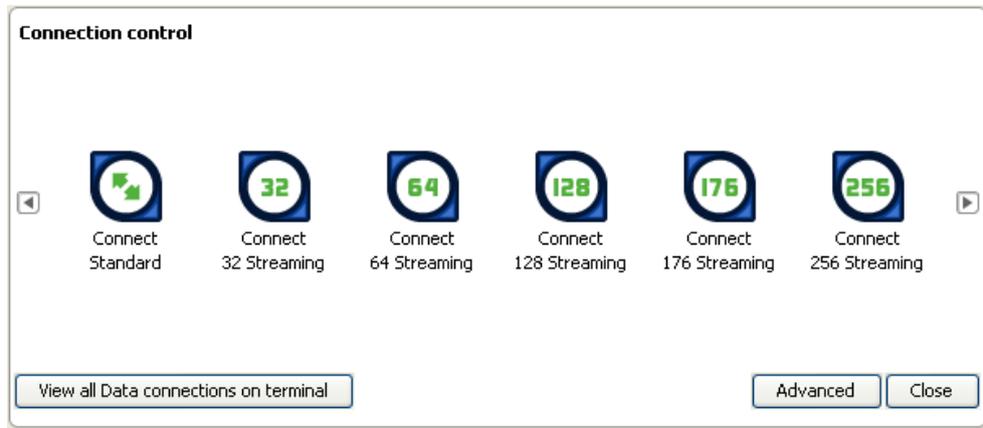
The next time you open LaunchPad, the standard IP connection will open automatically if the above box is checked, without you needing to click on **Connect**. Otherwise it will need to be manually opened as detailed in [Opening a standard IP data connection](#).

Note: There is a minimum charge when an IP data connection is opened (unless you are using a lease package). Data may be transferred across the connection even if you are not actively using an application (for example, your computer may be receiving automatic updates). If you do not want to have data transferred across the connection, Inmarsat recommends that you do not switch on automatic connection using LaunchPad, or that you close the data connection when you are not using it.

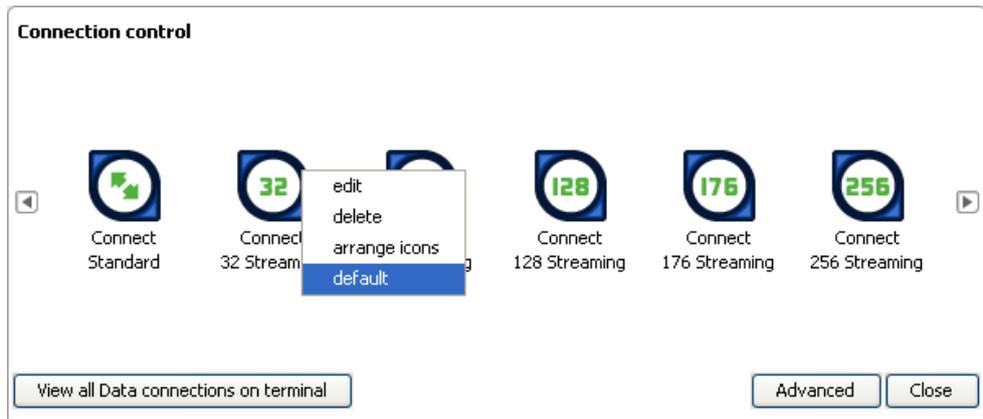
#### 7.4 Setting a different default data connection

When LaunchPad is opened for the first time, standard IP data is the default data connection. The default can be changed to any data connection type associated with your model and subscription:

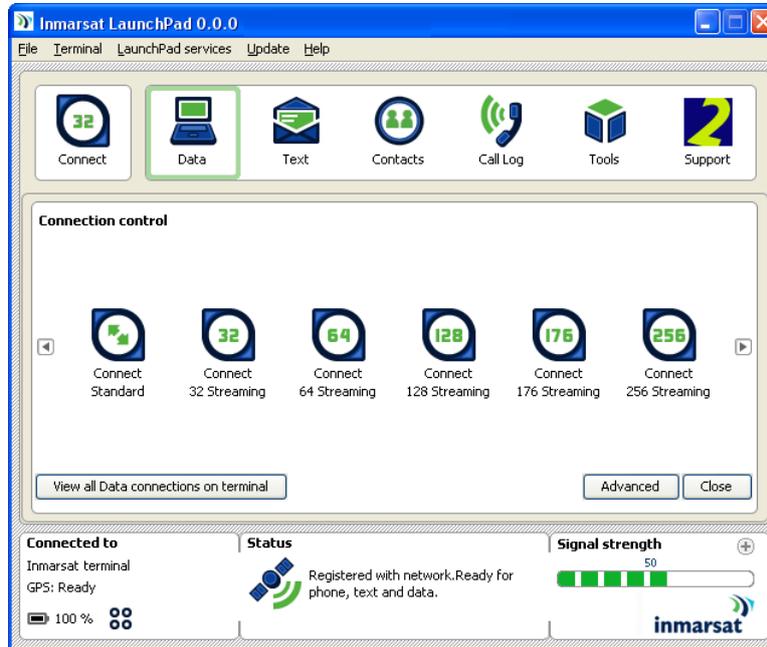
- a. Click on the **Data** icon to display the **Connection Control** panel:



- b. Right click the data connection that you want to make the default setting (eg 32 Streaming). A sub-menu is displayed:

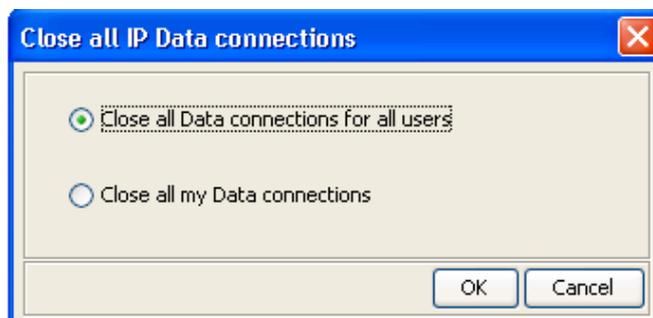


- c. Select **default**. The selected data connection becomes the default connection and the **Connect** icon updates to identify the specific data stream (32):



## 7.5 Closing an IP data connection

- To close the active data connection *and any dedicated streaming IP data connections associated with it* (see [Creating a dedicated streaming IP data connection](#)), click on the **Disconnect** icon.
- To close an individual connection without disturbing dedicated connections, click on the **Data** icon to open the connection control panel and click on the open connection to close it. Open connections display with the word **Disconnect** as shown in [Opening a streaming IP data connection](#).
- To close all data connections for yourself or all users select **LaunchPad services > Close all satellite connections**. The **Close all IP Data connections** screen is displayed:



You can either:

- Check **Close all Data connections for all users** and click on **OK**, which will close every open data connection on the terminal.
- Check **Close all my Data connections** and click on **OK**, which only closes the connections that you opened.

## 8 Monitoring data connections

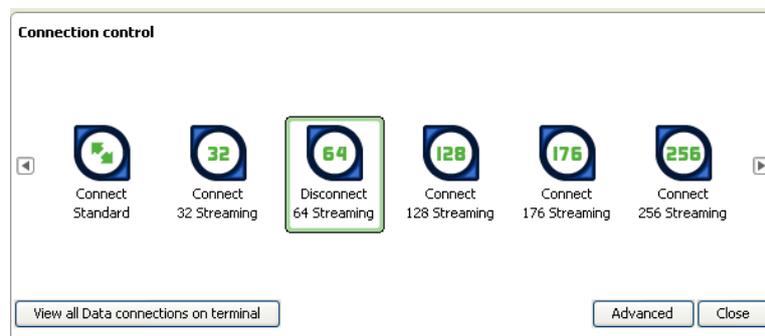
### 8.1 Viewing data connection details

You can view information on open data connections from the **Data** tab. To do this:

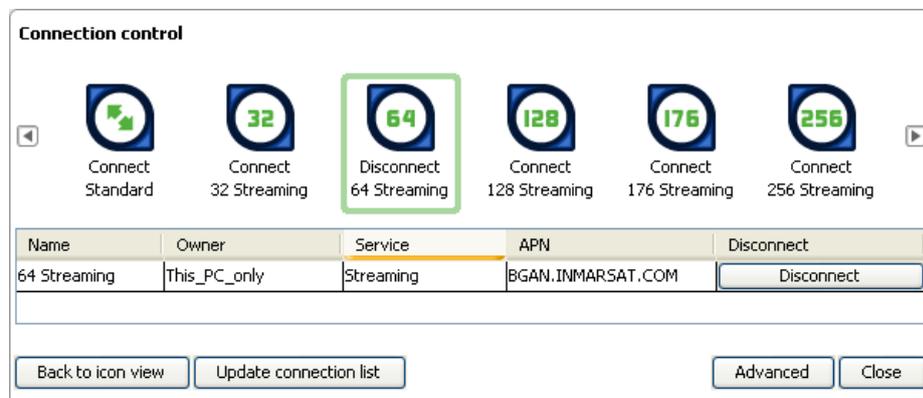
- a. Click on the **Data** icon:



The **Connection control** panel is displayed with the data connections available with your terminal model and subscription:



- b. Click on **View all Data connections on terminal**. Details of open connections display beneath the connection icons:



- c. The displayed details include the **Name** of the connection, **Owner**, connection **Service** type and **APN**.

Options available on this screen:

**Disconnect** – To disconnect a data connection.

**Back to icon view** – To return to viewing the data connection icons only.

**Update connection list** – To refresh the displayed information.

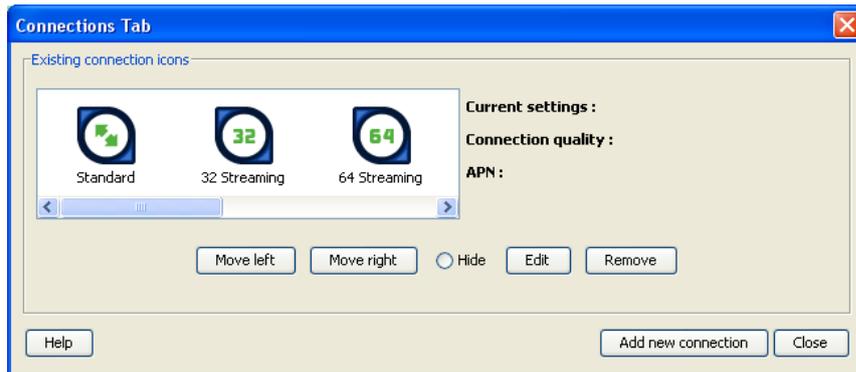
**Advanced** – To access the management functions for data connections. Refer to [Managing data connections](#) for details on **Advanced** options.

## 8.2 Managing data connections

The available data connections display in the **Connection control** panel. You can change the sequence in which the icons display, remove a connection from the display, or delete a connection.

To make any of these changes:

- a. Select **LaunchPad services > Data connection options** (or click on **Advanced** from the Connection control window). The **Connections Tab** screen is displayed:



- b. The following actions are available:

- To move an icon so that it is displayed in a different position in the **Connection control** panel, select the icon you want to move and click on **Move left** and **Move right** to move the icon to its new position in the sequence.  

Note: If you want to move an icon more than one place to the right or left, you must select the icon each time before using the arrow keys.
- To remove an icon from the display list without deleting it, select the icon and click on **Hide**. The icon appears greyed out in the **Connections Tab** screen and does not display at all in the **Connection Control** panel.
- To delete an icon, select the icon and click on **Remove**. Click on **Yes** to confirm the deletion.

## 9 Using TCP Accelerator

### 9.1 About TCP Accelerator

TCP Accelerator enhances the performance of TCP over a satellite network such as the Inmarsat network by providing:

- Fast start - useful for transferring small amounts of data, since traditional TCP is often slow with smaller data transfers.
- Increased window size - improves TCP performance in larger bandwidth applications.
- Delay based congestion control – ensures high transfer rates and less delay.

TCP accelerator can be used on standard IP or streaming data connections and will enhance the performance of BGAN or FleetBroadband when your computer is sending data from TCP applications only. Streaming-based applications such as video and audio streaming are not enhanced by TCP Accelerator because these are UDP (User Datagram Protocol) based applications.

Typical TCP applications include:

- File transfer.
- Email.
- Web browsing.
- Webmail.
- VPN with Checkpoint, Nortel, Cisco and Netscreen. Other VPN applications may work but they have not been tested by Inmarsat.

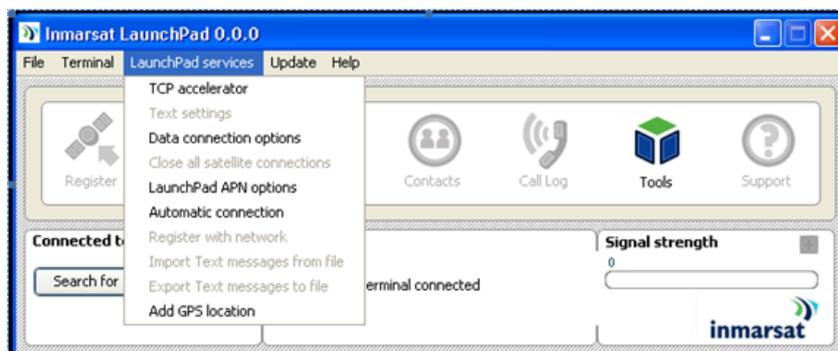
### 9.2 Installing TCP Accelerator

TCP Accelerator is free software that is supplied on your product CD and can also be downloaded using the **Update** option in LaunchPad (use **Update > Versions and availability**), or downloaded from the Inmarsat web site at [www.inmarsat.com/support](http://www.inmarsat.com/support). Follow the on-screen instructions to install TCP Accelerator.

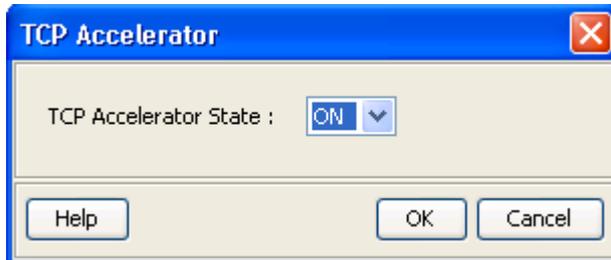
### 9.3 Activating TCP Accelerator

TCP Accelerator may only be activated and deactivated via LaunchPad.

- a. Select **LaunchPad Services > TCP Accelerator**.



b. The following screen is displayed:



1. Select **ON** from the **TCP Accelerator State** drop-down list to enable TCP Accelerator, then click on **Apply**. If the settings have been successfully changed the following screen will



To turn TCP Accelerator off, repeat steps a. and b. then select **OFF** from the **TCP Accelerator State** drop-down list.

## Phone services

The help available in this section includes:

- **Call Log:** view the history of all calls
  - Missed calls.
  - Dialed calls.
  - Received calls.

Each history allows for caller information to be added to your contacts list or exported to an external file.

- **Telephony Settings:** set up and edit supplementary phone services using LaunchPad
  - Telephone numbers.
  - Call barring.
  - Call forwarding.
  - Caller ID.
  - Call waiting.
  - Incoming calls.
  - Outgoing calls.

### 10 Call log

Call logs can be opened and managed from the **Call Log** tab. To open the **Call Log** tab, click on the **Call Log** icon:

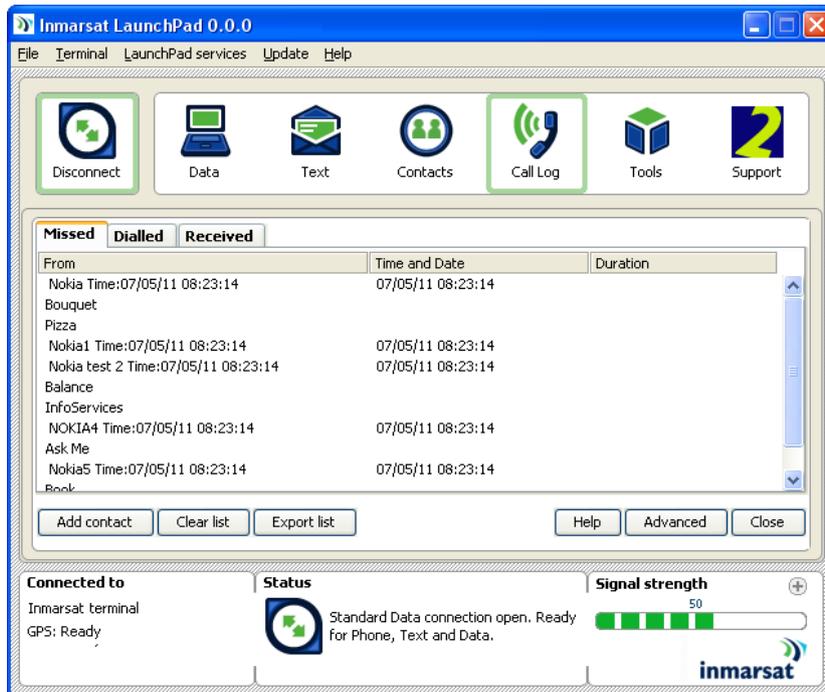


Call Log

The **Call Log** panel opens, initially displaying all **Missed** calls:

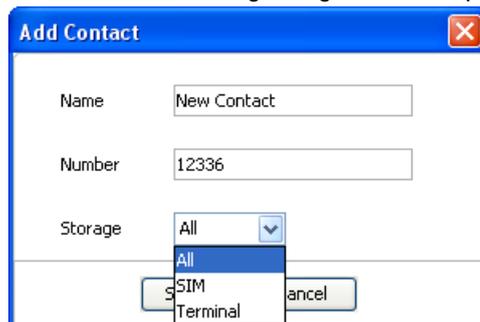
## 10.1 Missed calls

To view the missed calls history, click on **Missed** in the **Call Log** panel. A window similar to the following is displayed, showing the telephone number if the contact is not in your contacts list, or the contact name if it is, together with the date and time of the call:



From this screen you can:

- **Add contact:** click on the details to be added to your contacts list then click on **Add contact**. The following dialogue box is displayed:

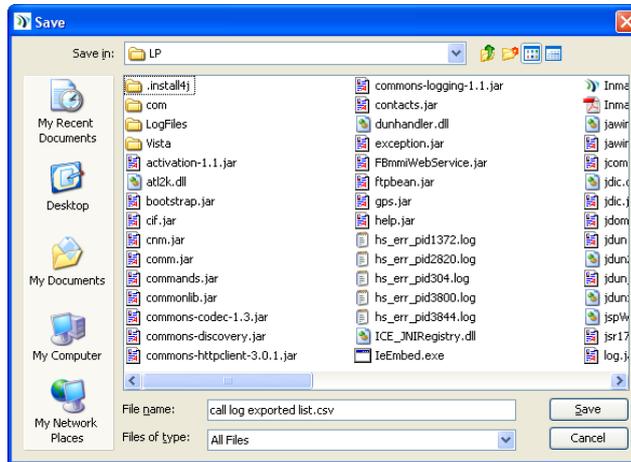


The **Number** is already added to the contact details. Enter **Name** of the contact and select **Storage** (All, SIM or Terminal) from the Storage drop-down list, then click on **Save**.

- **Clear list:** (function not available on all models). This function will clear the list of missed calls from LaunchPad.

**Note:** There is no prompt to confirm that you wish to clear the list.

- **Export list:** opens the operating system **Save** function and saves a .csv file into a folder of your choice on your PC.



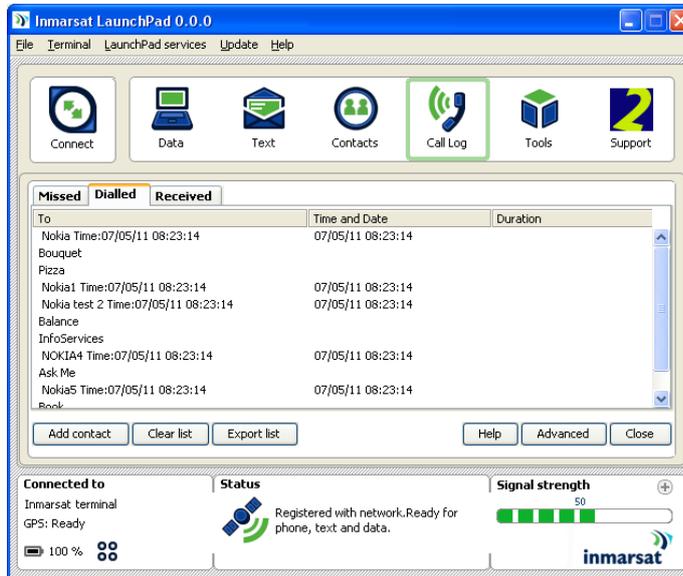
The file can be opened using spreadsheet software.

	A	B	C	D	E	F	G	H
1	Nokia Time:07/05/11 08:23:14	07/05/2011 08:23						
2	Bouquet							
3	Pizza							
4	Nokia1 Time:07/05/11 08:23:14	07/05/2011 08:23						
5	Nokia test 2 Time:07/05/11 08:23:14	07/05/2011 08:23						
6	Balance							
7	InfoServices							
8	NOKIA4 Time:07/05/11 08:23:14	07/05/2011 08:23						
9	Ask Me							
10	Nokia5 Time:07/05/11 08:23:14	07/05/2011 08:23						
11	Book							
12	MovieTicket							
13								

- **Advanced:** allows a number of **Telephony Settings** to be created, depending on your terminal (see [Telephony settings](#)).

## 10.2 Dialed calls

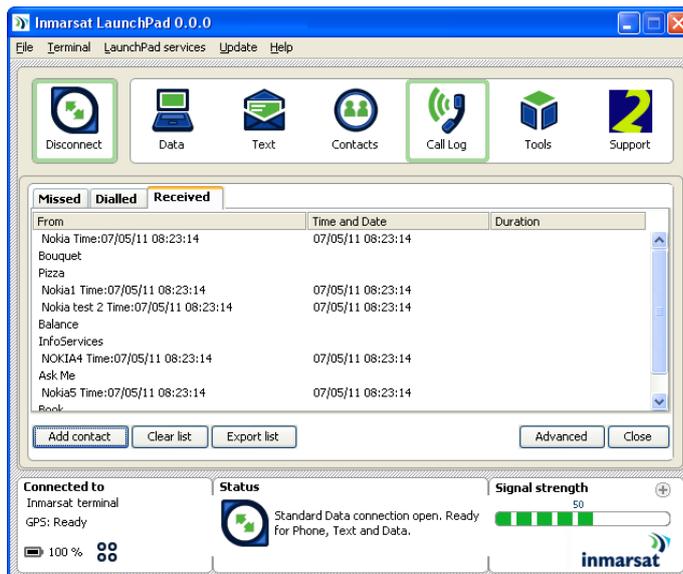
To view the dialed call history, click on **Dialed** in the **Call Log** panel. A window similar to the following is displayed, showing the telephone number if the contact is not in your contacts list, or the contact name if it is, together with the date and time of the call:



This screen has the same additional functionality (**Add contact**, **Clear list**, **Export list** and **Advanced**) as described in **Missed calls** above.

## 10.3 Received calls

To view the received calls history, click on **Received** in the **Call Log** panel. A window similar to the following is displayed, showing the telephone number if the contact is not in your contacts list, or the contact name if it is, together with the date and time of the call:



This screen has the same additional functionality (**Add contact**, **Clear list**, **Export list** and **Advanced**) as described in **Missed calls** above.

## 11 Telephony settings

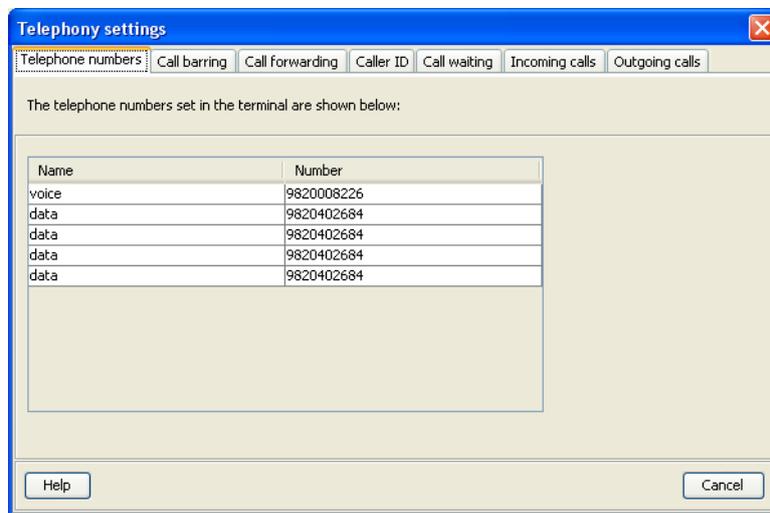
A number of **Telephony Settings** are available depending on your terminal model.

You can use LaunchPad to set up phone settings such as call forwarding and call barring. Each of the available options are described in the following sections.

### 11.1 Viewing telephone numbers

You can display the terminal's telephone numbers and ISDN numbers in LaunchPad, if they have been supplied by your service provider. To do this:

- a. Select **LaunchPad services > Telephony Settings** (or click on **Advanced** in the **Call Log** window). The **Telephony Settings** window is displayed.
- b. Select the **Telephone numbers** tab. A window similar to the following is displayed:



The voice and data numbers available to you are displayed in the **Telephone numbers** tab.

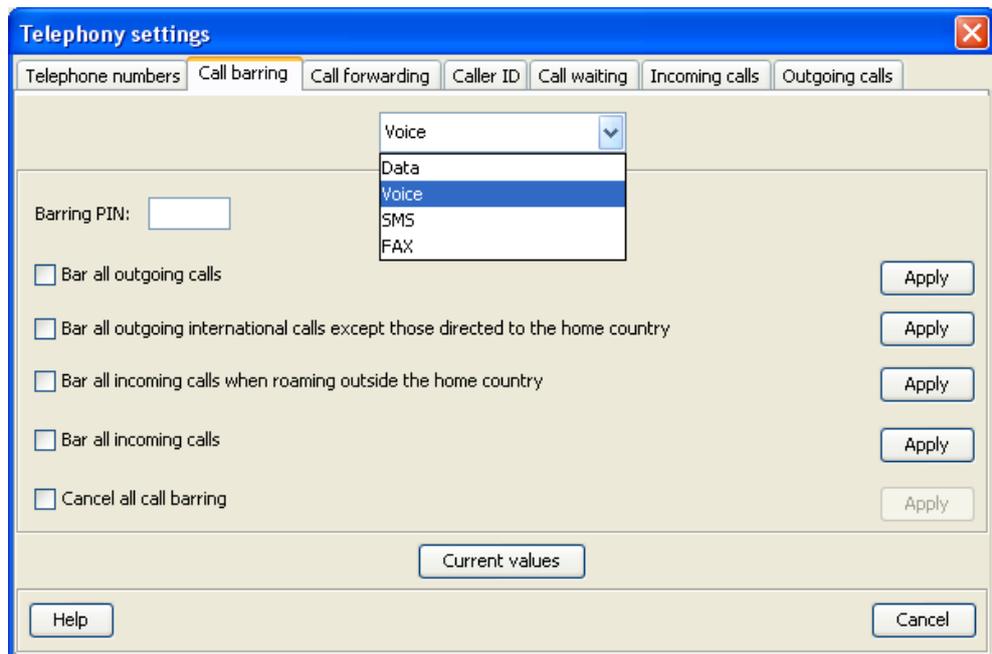
## 11.2 Call barring

You can bar selected types of outgoing or incoming call using the **Call Barring** options.

**Note:** As part of the call barring process, you must enter the **PIN** supplied by your Service Provider.

To select call barring options:

- a. Select **LaunchPad services > Telephony Settings** (or click on **Advanced** in the **Call Log** window). The **Telephony Settings** window is displayed.
- b. Select the **Call Barring** tab. The following window is displayed:

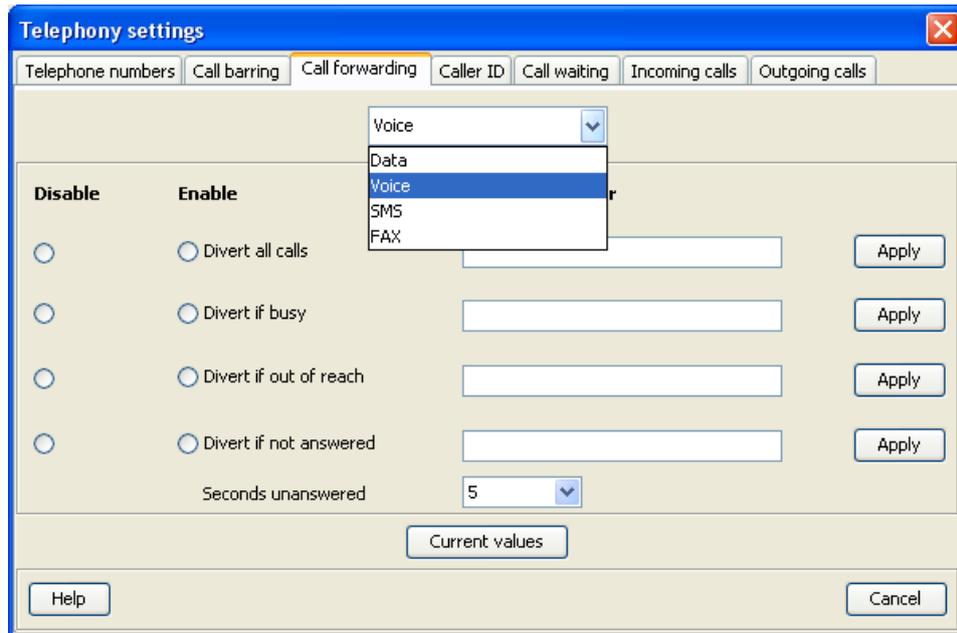


- c. From the drop-down list, select the service on which you want to set up call barring: **Data**, **Voice**, **SMS** or **Fax**.
- d. In the **Barring PIN** text box, enter the **PIN** supplied by your Service Provider.
- e. Check any box if you want to activate a call barring service. If you choose **Cancel all call barring**, no other services are available to you. You must uncheck this box again to have access to the other services.
- f. If required, click on **Current Values** to display the current network settings for this service.
- g. Click on **Apply** to save the displayed configuration, or click on **Cancel** to exit without saving.

### 11.3 Call forwarding

You can forward incoming calls to another phone using the **Call Forwarding** options.

- a. Select **LaunchPad services > Telephony Settings** (or click on **Advanced** in the **Phone** window). The **Telephony Settings** window is displayed.
- b. Select the **Call Forwarding** tab. The following window is displayed:



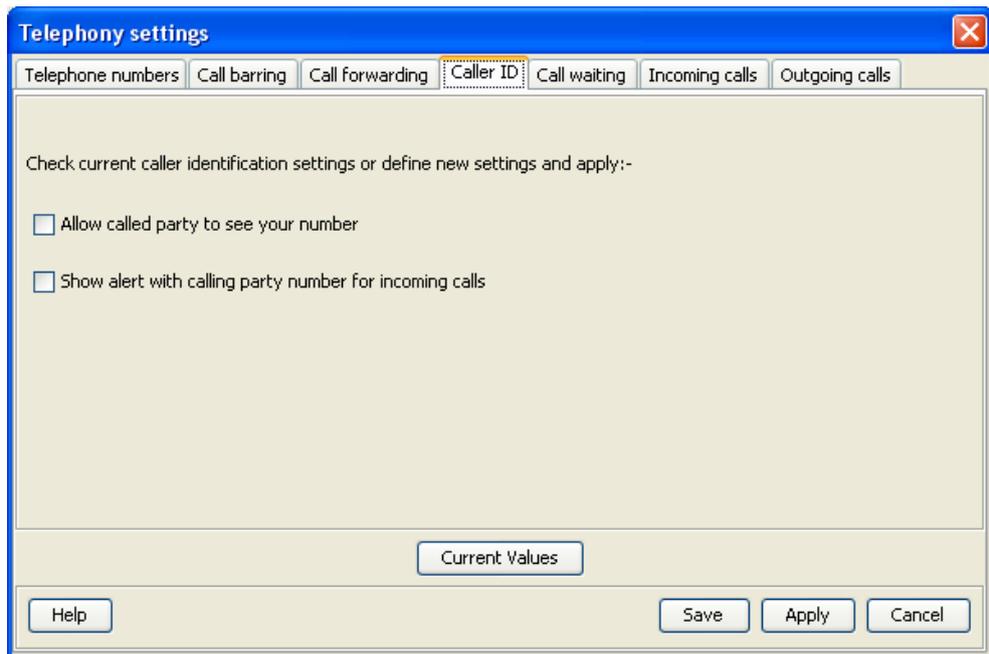
- d. From the drop-down list, select the service on which you want to set up call forwarding: **Data**, **Voice**, **SMS** or **Fax**.
- e. Check **Disable** or **Enable** for each call forwarding option as required. If you enable a call forwarding option, enter the number of the telephone to which you want to forward the call in the text box alongside your selection. If you check **Divert if not answered**, enter the amount of time you want the phone to ring unanswered before the call is diverted (options are between 5 and 30 seconds in increments of 5 seconds), in the **Seconds unanswered** text box.
- f. If required, click on **Current Values** to display the current network settings for this service.
- g. Click on **Apply** to save the displayed configuration, or click on **Cancel** to exit without saving.

## 11.4 Caller ID

You can enable **Caller ID** if you want to see the number of an incoming caller, or allow a caller to see your number.

To set up **Caller ID**:

- a. Select **LaunchPad services > Telephony Settings** (or click on **Advanced** in the **Call Log** window). The **Telephony Settings** window displays.
- b. Select the **Caller ID** tab. The following window is displayed:



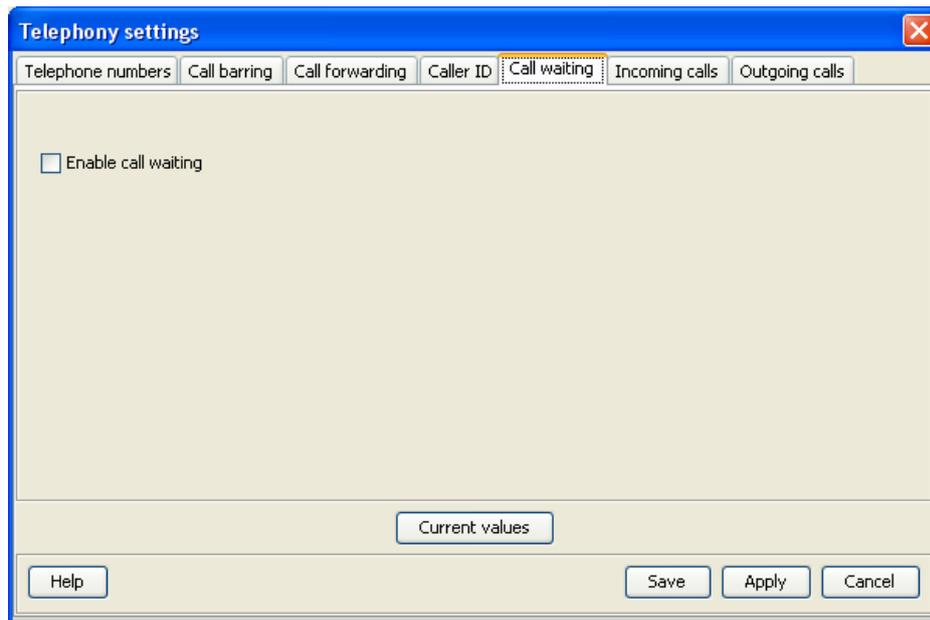
- c. Check **Allow called party to see your number** if you want to allow the caller to see your number.
- d. Check **Show alert with calling party number for incoming calls** if you want to see the number of an incoming caller.
- e. If required, click on **Current Values** to display the current network settings for this service.
- f. Click on **Apply** to save the displayed configuration, and select another **Telephony settings** tab, click on **Save** to save the displayed configuration and exit the **Telephony settings** screen, or click on **Cancel** to exit without saving.

## 11.5 Call waiting

You can enable **Call waiting** if you want to be notified that another caller is waiting which you are on a call.

To set up **Call waiting**:

- a. Select **LaunchPad services > Telephony Settings** (or click on **Advanced** in the **Phone** window). The **Telephony Settings** window is displayed.
- b. Select the **Call Waiting** tab. The following window is displayed:



- c. Check **Enable call waiting** to activate call waiting, or uncheck to turn **call waiting** off.
- d. If required, click on **Current values** to display the current network settings for this service.
- e. Click on **Apply** to save the displayed configuration, and select another **Telephony settings** tab, click on **Save** to save the displayed configuration and exit the **Telephony settings** screen, or click on **Cancel** to exit without saving.

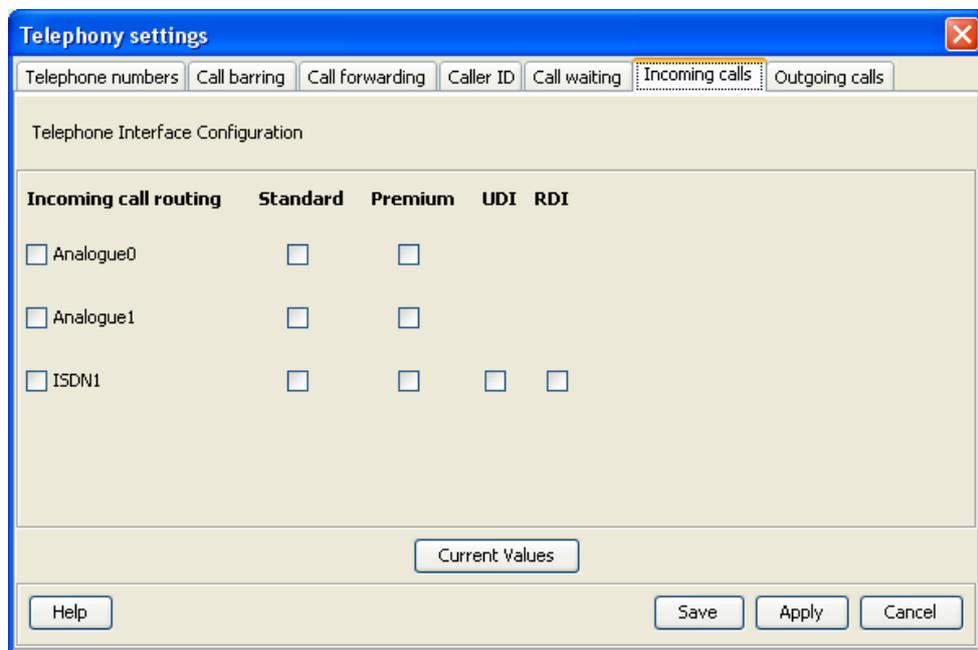
## 11.6 Incoming calls

Premium voice and Standard voice have separate phone numbers. This way, a person calling a phone connected to the terminal can select whether to use Premium or Standard voice simply by using one of the two phone numbers.

You can also set the default call quality for the analogue interface using the **Incoming Calls** tab.

To select the default voice quality for incoming calls,:

- a. Select **LaunchPad Services > Telephony Settings** (or click on **Advanced** in the **Phone** window). The **Telephony Settings** window displays.
- b. Select the **Incoming Calls** tab. A window similar to the following is displayed, depending on the functionality of your terminal:



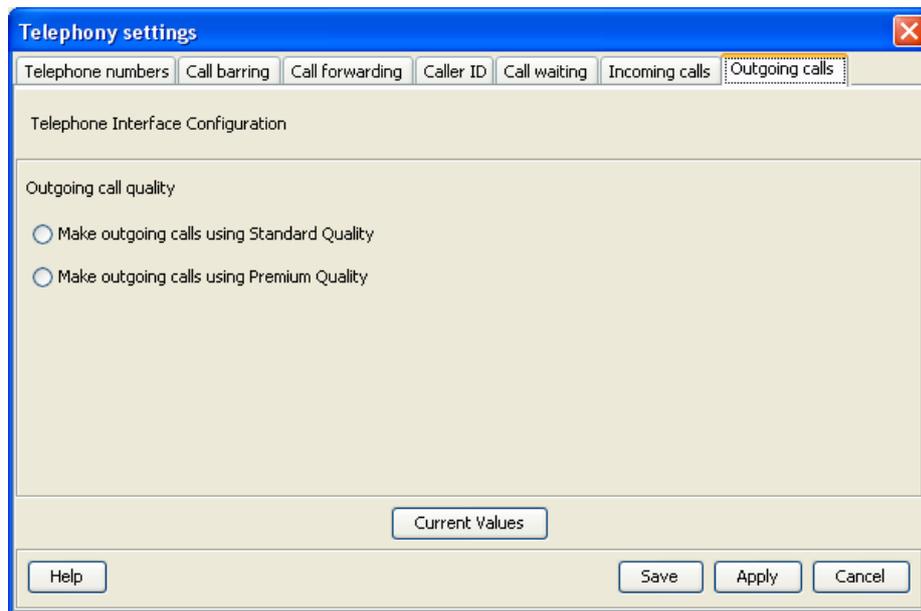
- c. Check **Standard** or **Premium** for each interface, or check both. For example, to set the phone/fax interface to **Premium**, check **Premium** on the Analogue row.
- d. If required, click on **Current values** to display the current network settings for this service.
- e. Click on **Apply** to save the settings and continue editing the **Telephony Settings** screen, click on **Save** to save the settings and close the screen down, or click on **Cancel** to exit without saving.

## 11.7 Outgoing calls

The phone connection can be either a Standard voice connection or a Premium voice connection. In LaunchPad, you can set up which type of connection to use as default when you make or receive a call from the phone/fax interface or from the Bluetooth interface if one exists on your model.

To select the default voice quality for outgoing calls:

- a. Select **LaunchPad Services > Telephony Settings** (or click on **Advanced** in the **Phone** window). The **Telephony Settings** screen is displayed.
- b. Select the **Outgoing calls** tab. The following screen is displayed:



- c. Check either **Make outgoing calls using Standard Quality** or **Make outgoing calls using Premium Quality**.
- d. If required, click on **Current values** to display the current network settings for this service.
- e. Click on **Apply** to save the settings and continue editing the **Telephony Settings** screen, click on **Save** to save the settings and close the screen down, or click on **Cancel** to exit without saving.

# Text messaging

The help available in this section includes:

- **Receiving and sending text messages**
  - Receiving, replying to, forwarding and deleting a text message.
  - Writing and sending a text message; saving a draft.
- **Configuring text options**
  - Setting up a service centre.
  - Setting default message options.

## 12 Receiving and sending text messages

You can use LaunchPad to read, reply, forward, write and send text messages. You can send text messages from one terminal to another and from a user terminal to a mobile phone. You can also send text messages from a mobile phone to a user terminal, but only on those networks with which Inmarsat has an agreement.

Note: You do not have to have a data connection open to use text messaging but you must be registered with the Inmarsat network.

### 12.1 Receiving and replying to or forwarding a message

LaunchPad advises you with a pop-up message when a new text has been received.



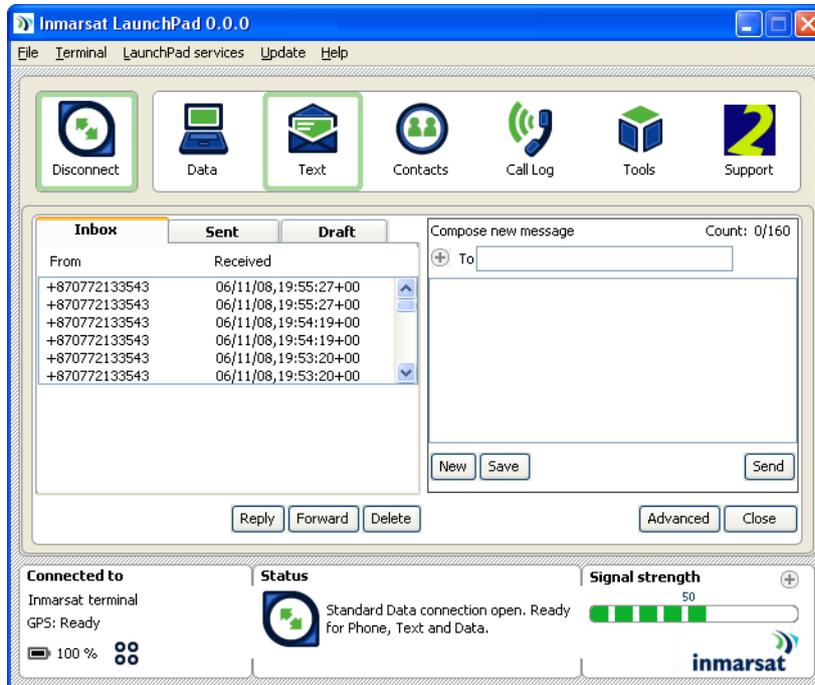
To view a text message:

- a. Click on the **Text** icon:



Text

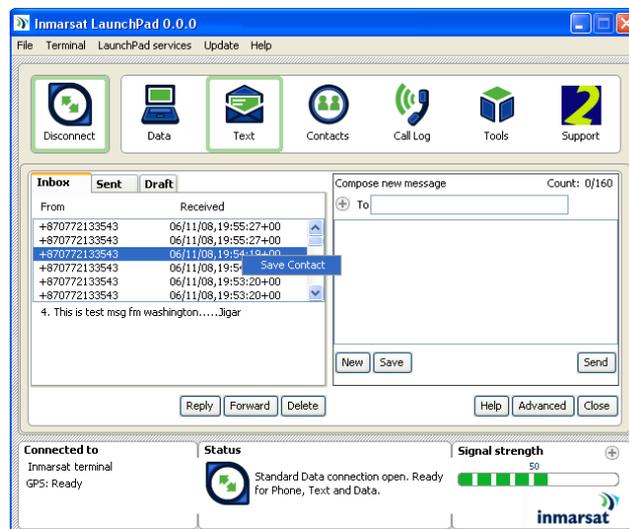
A window similar to the following is displayed:



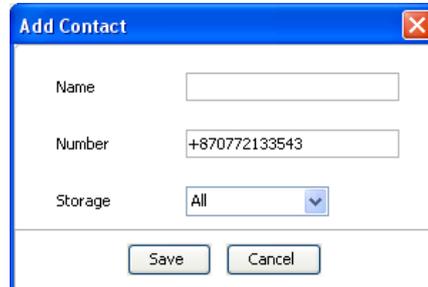
b. In the **Inbox**, click on the text message you want to read.

c. You can do any of the following:

- **Reply to the message.** Click on **Reply**. The sender's name is displayed in the **To** field of the **Compose new message** panel. Write the text of your reply (up to 160 characters) below and click on **Send**.
- **Forward the message.** Click on **Forward**. The text of the message is displayed in the Compose new message panel. Select the recipient(s) of the message in the **To** field and click on **Send**.
- **Delete the message.** Click on **Delete**.
- **Save contact:**
  - a. Right click on the contact details you want to save to your **Contacts** then click on **Save Contact**.



- b. The **Add Contact** dialogue box is displayed with the **Number** automatically filled in. Type in the **Name** of your contact and select **All**, **SIM** or **Terminal** from the **Storage** drop-down list.



- c. Click on **Save** to save the contact details or on **Cancel** to abort.

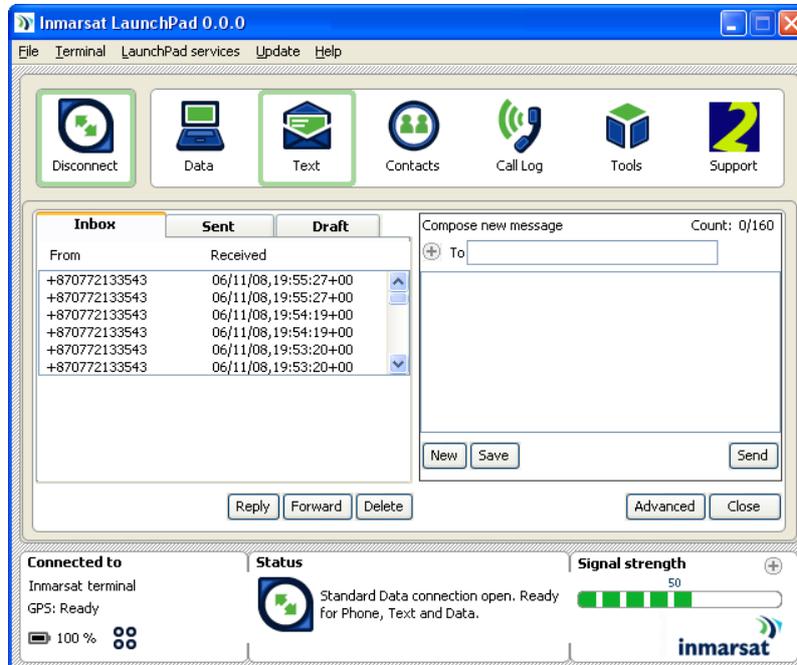
## 12.2 Writing and sending a text message

- a. Click on the **Text** icon:



Text

A screen similar to the following is displayed:



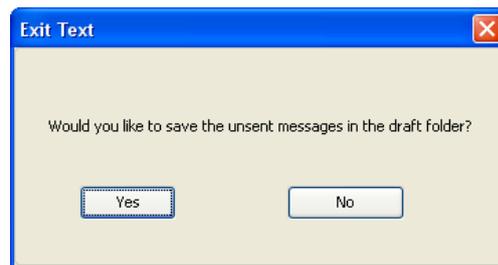
- b. In the **Compose new message** panel, complete the **To** field with the contact number of the recipient. You can do this either:
- By typing in the number in full, or
  - By clicking on **+** to access your **Contacts** list. Click on the number required and then click on **OK**.

c. Add the message text to the area below the **To** field.

**Note:** text messages have a limited size of 160 characters. A character **Count** is included in the top right hand corner of the **Compose new message** panel for your assistance.

d. Click on **Send** to send the message. The message is saved in the **Sent** folder. Alternatively, you can click on **Save** to save the message in the **Draft** folder to send later, or click on **New** to start again.

If you exit **Text** without sending or saving your message, LaunchPad will offer to save your message to the **Draft** folder.



## 13 Configuring text options

To do this, select **LaunchPad services > Text settings**. The **Configure Text** screen is displayed:

The screenshot shows the 'Configure Text' dialog box with the following settings:

- Service Centres:** Current service centre: +881662900005. A button labeled 'Manage service centre address' is present.
- Default Message Options:** Validity: maximum. Class: Use default mode. Checkboxes for 'Use same centre for reply', 'Request status report', 'Send unicode message', and 'Add signature' are all unchecked. A 'Specify signature' text field is empty.
- SIM Caching:** SIM Caching is set to 'On'.

From this screen you can:

- Select **Service Centres** – The service centre is the network device that distributes text messages. If you are unable to send text messages, check that the service centre is set correctly.
- Set up the **Default Message Options** – these include the **Validity** and **Class** of the message.
- Set **SIM Caching** on or off

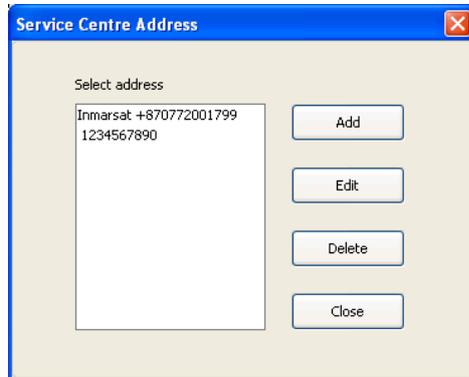
### 13.1 Setting up a service centre

**The service centre is stored on your SIM and is used to forward your outgoing text messages.** Use the default number +870772001799, unless you have been advised to use a different number by your service provider. You can add a new number using the **Manage service centre address** button.

To select the currently active service centre, select the required service centre from the **Current service centre** drop-down list.

To add, edit or delete a service centre number:

- a. Click on **Manage service centre address**. The **Service Centre Address** dialog box is displayed:



- b. Click on one of the following, as required.
- Click on **Add** to display the **Add New Service Centre** dialog box. Type in the address and operator name and click on **Add**. Only add a new service centre if advised to do so by your service provider.
  - Select an address from the list and click on **Edit** to edit a service centre address. Click on **Change** to save the new address. Do not edit the default address.
  - Select an address from the list and click on **Delete** to delete an address. You will be prompted to confirm the deletion. Do not delete the default address.

### 13.2 Setting default message options

The default message options enable you to manage how you display and store your text messages.

To set default message options:

- a. Select a message validity period from the **Validity** drop-down box. If the text message has not been delivered within the set time, the message is deleted. The available options are: 1 hour, 6 hours, 1 day, 1 week, or maximum.
- b. Select a message class from the **Class** drop-down box. This controls how the message is displayed. The available options are: **On recipient phone screen**, **In recipient phone memory**, **In recipient SIM memory**, or **Use default mode**.
- c. Check any or all of the following check boxes, as required:
- **Use same centre for reply**. This ensures that the service centre displayed in the **Current service centre** drop-down list is used for the reply to a message.
  - **Request status report**. This displays a status report when the text message is delivered.
  - **Send unicode message**. This enables the use of unicode characters in a message.
  - **Add signature**. To add a signature to your text messages, type the text of the signature in the **Specify signature** text box.  
**Note:** The signature is included in the maximum 160 characters allowed.
- d. Click on **Apply** to save the current configuration or on **Cancel** to abort.

### 13.3 Set SIM Caching on or off

**On** – Inmarsat LaunchPad will load all contacts and text messages during the startup process. Once loaded, LaunchPad will not access SIM memory each time the **Text** tab is clicked but will read and fill the **Inbox**, **Draft** and **Sent** folders from LaunchPad local memory. When a new message is received, sent or saved, the display will be updated. The User Terminal will also be updated for sent and saved messages. Setting SIM caching on will enhance the performance of LaunchPad.

**Off** – Inmarsat LaunchPad will not load contacts and text messages during startup but will read these from the SIM each time the **Text** or **Contacts** tab is clicked. All text messages will be re-displayed whenever a message is sent, received or saved.

## Managing contacts

The help available in this section includes:

- **Managing contacts**
  - Adding.
  - Editing.
  - Deleting.
  - Exporting.
  - Importing.

### 14 Managing contacts

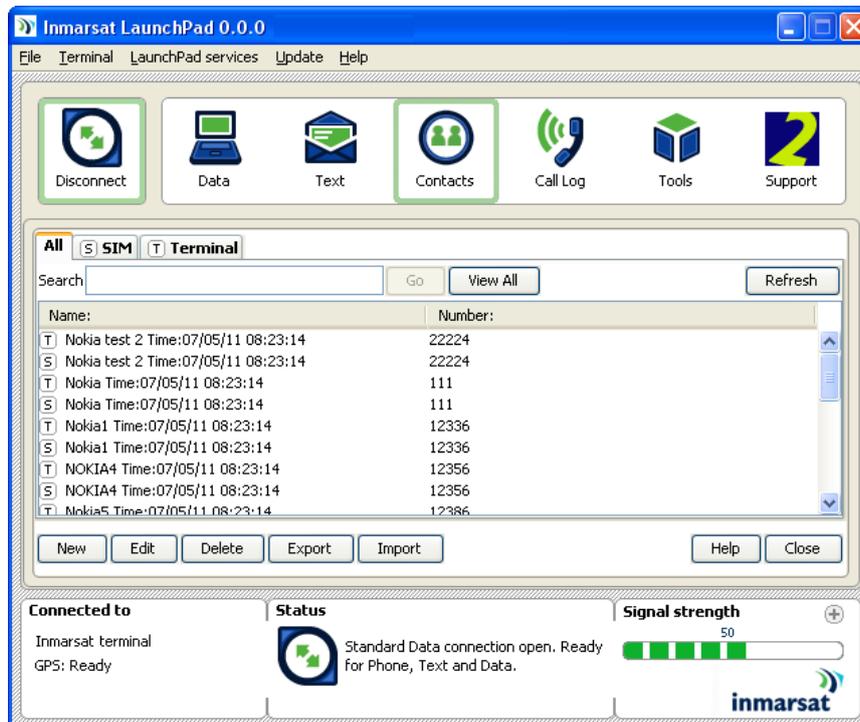
The **Contacts** tab enables you to manage your **Call Log** and **Text** contacts. You can add a new contact, edit a contact or delete a contact. In addition, you can export a contact to a file on your computer, or import a contact from a file on your computer.

The **Contacts** tab is accessed by clicking on the **Contacts**:



Contacts

A screen similar to the following is displayed:

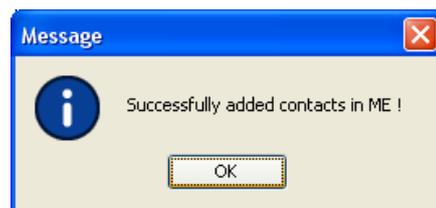


## 14.1 Adding a contact

- a. Click on **New**. The **Add Contact** dialogue box is displayed.



- b. Type in the name of the contact you want to add. The length of the contact name is limited to 16 characters.
- c. Press the tab key to move the cursor into the **Number** field.
- d. Type in the number of the contact you want to add, then select **Save** from the drop-down list or select **Cancel** from the drop-down list to abort.



## 14.2 Editing a contact

- a. Click on the contact to be edited and click on **Edit**.
- b. Edit the **Name** and/or **Number** of the contact as required and click on **Save**.

## 14.3 Deleting a contact

Click on the contact and click on **Delete**. You will be prompted to confirm the deletion.

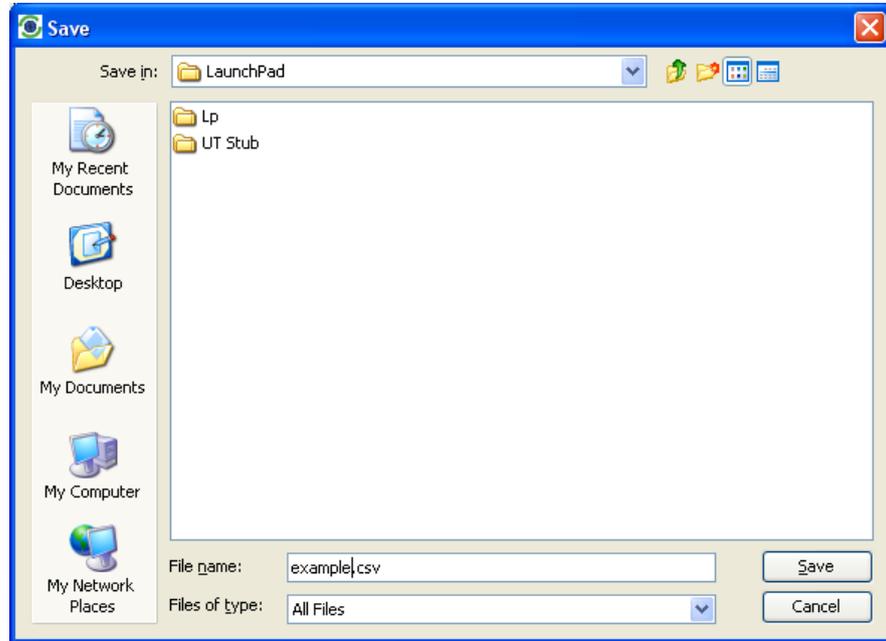
## 14.4 Exporting a contact

You can export a contact or contacts to a file on your computer, or to a contacts list on your SIM or terminal. To do this:

- a. Click on the contact(s) to be exported and click on **Export**. The **Choose Export Type** dialog box is displayed:



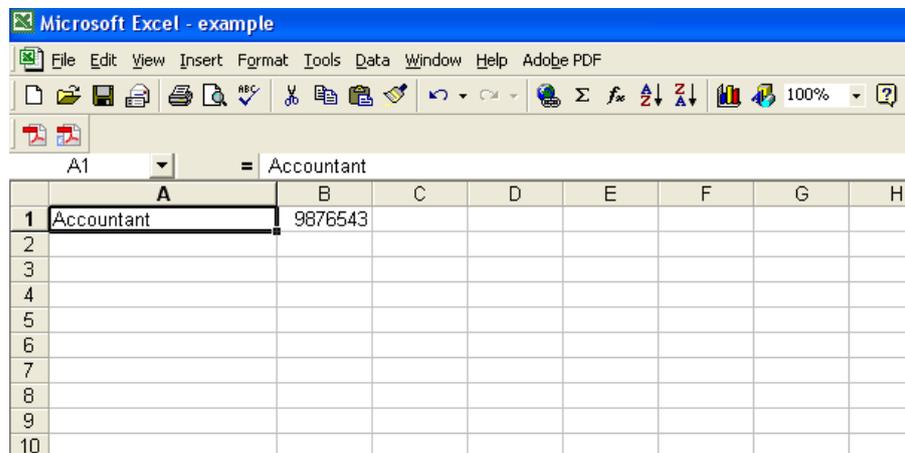
- b. You can elect to export the selected contacts to a file on your computer and/or the contacts list on your SIM or terminal.
- Check **File** to export the contact to a file on your computer, then click on **Continue**. The **Save** dialog box is displayed.



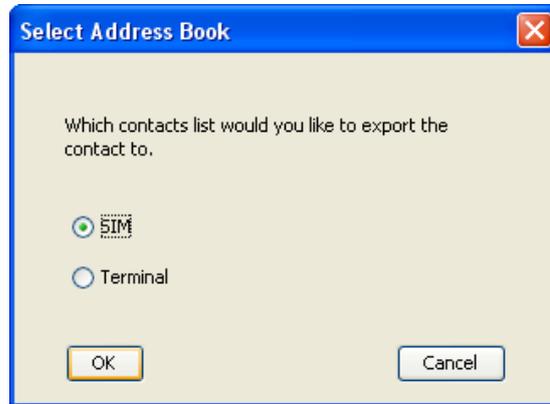
Navigate through your computer's file structure using this window and click on **Save** to save the contact details.



The file is saved as an Excel document, in the following format.



- Check **One of the BGAN contacts list** to save your contact(s) to the SIM or terminal and then click **Continue**. The **Select Address Book** dialogue box is displayed:



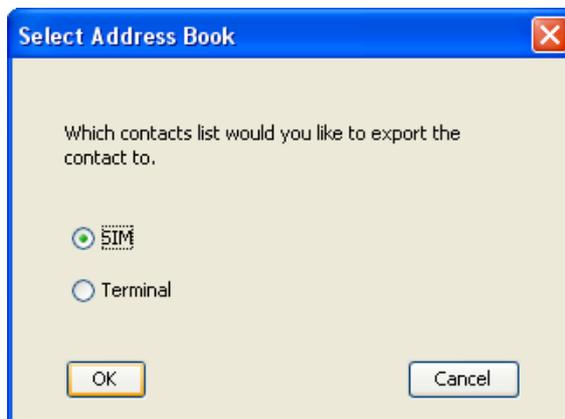
- Check **SIM** or **Terminal** and then click on **OK**.

#### 14.5 Importing a contact

You can import a contact into an address book from a file on your computer. The format should be the same as output from an exported contact. See [Exporting a contact](#).

To import a contact or list of contacts:

- a. Click on **Import**. The **Open** dialog box is displayed.
- b. Navigate through your computer's file structure using this window and click **Open** to select the contact details you want to import. The **Select Address Book** dialog box is displayed:



- c. Check **SIM** or **Terminal** then click on **OK** to import.

## Managing terminal connections

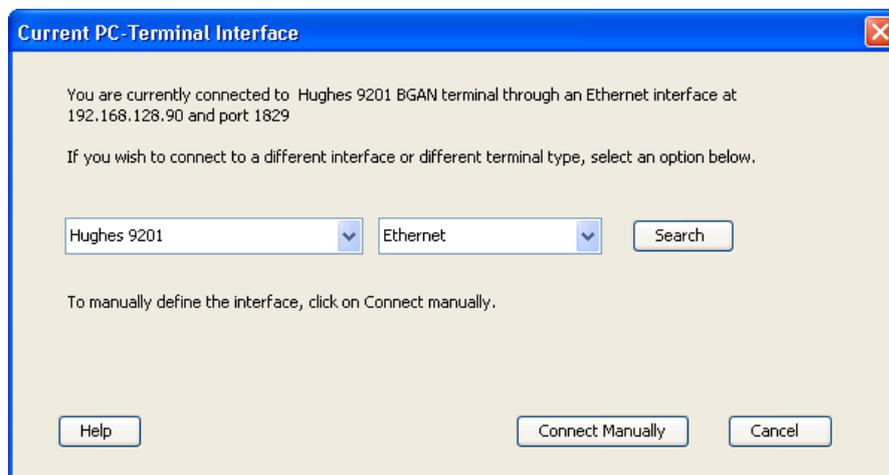
### 15 Changing the current PC-terminal interface

You can display the current terminal and interface details from LaunchPad and do the following:

- Change the terminal and interface that you are connected to.
- Change the interface that you are connected to on the current terminal.
- Connect manually to an interface using the IP address or serial port connection details.

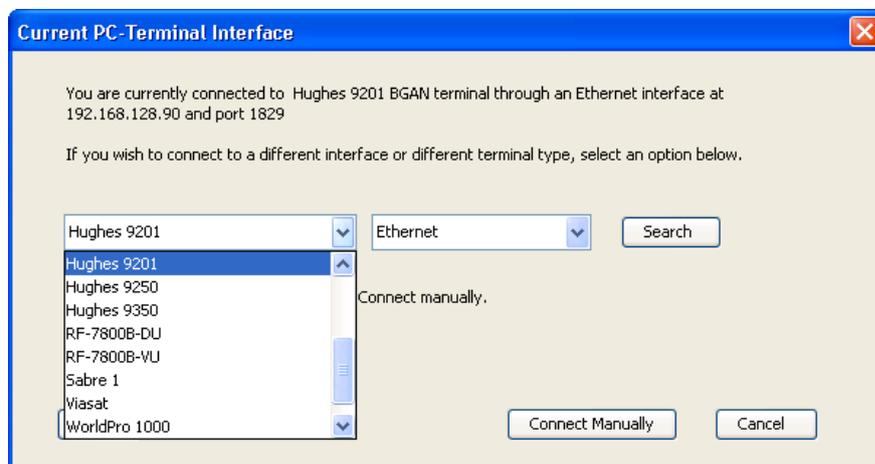
#### 15.1 Changing the terminal type

- a. Select **Terminal > Current PC/Terminal Interface**. The **Current PC-Terminal Interface** dialog box is displayed:



The current terminal (and interface) details are displayed. (The above example shows a Hughes 9201 terminal connected over Ethernet. The terminal type and interface type shown will depend on the particular terminal and interface you are using).

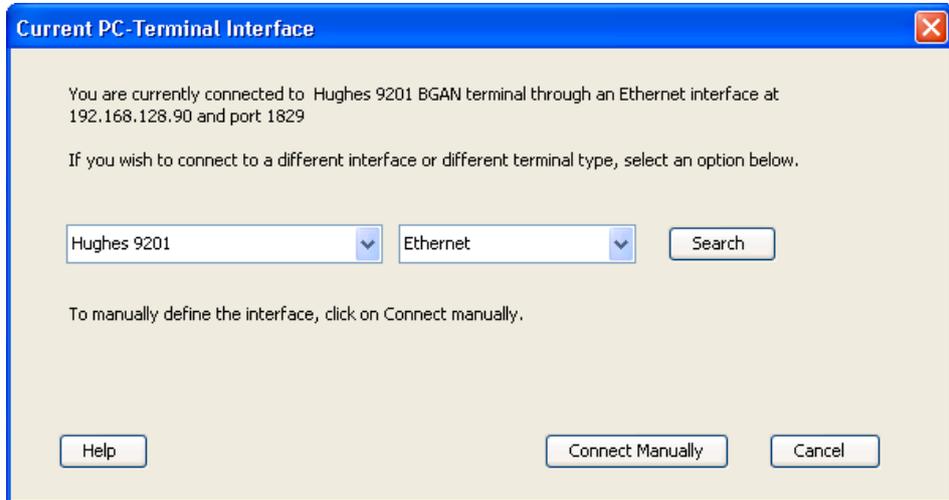
- b. If you want to connect to a different terminal, choose the required terminal and interface from the drop-down list and click on **Search**. LaunchPad searches for the required terminal and interface and, if found, connects your computer.



#### 15.2 Changing the interface on the current terminal

To stay connected to the same terminal, but change to a different interface:

- a. Select **Terminal > Current PC/Terminal Interface**. The **Current PC-Terminal Interface** dialog box is displayed:

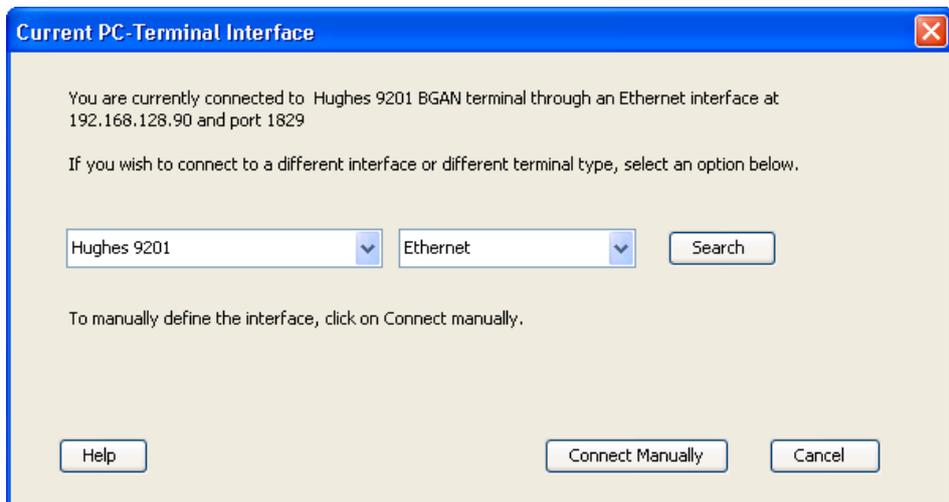


- b. To connect to a different interface, select the required interface from the drop-down list and click on **Search**. LaunchPad searches for the required interface and, if found, connects your computer.

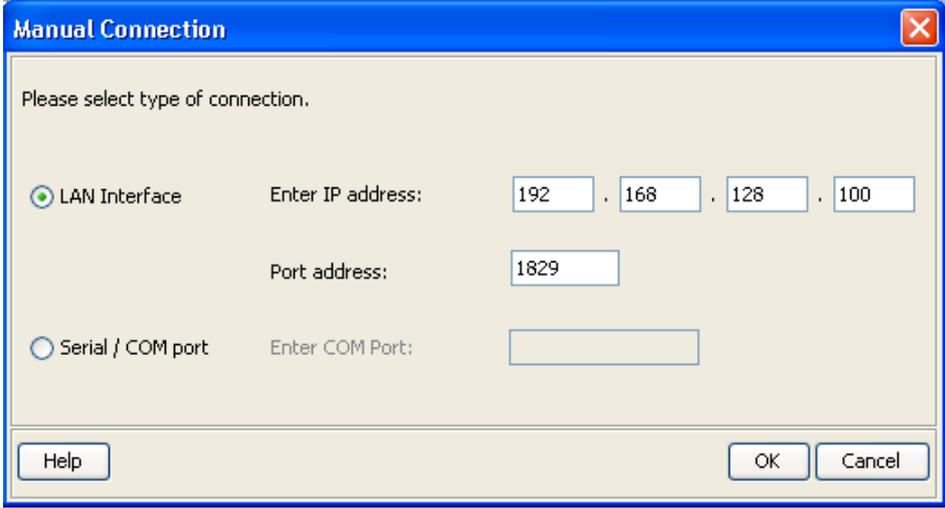
### 15.3 Changing the interface connection details

To manually set or change the interface connection details:

- a. Select **Terminal > Current PC/Terminal Interface**. The **Current PC-Terminal Interface** dialog box is displayed:



- b. Click on **Connect manually**. The **Manual Connection** dialog box is displayed:



The image shows a dialog box titled "Manual Connection" with a blue title bar and a close button (X) in the top right corner. The main area is light beige and contains the text "Please select type of connection." Below this, there are two radio button options. The first option, "LAN Interface", is selected (indicated by a green dot). To its right, the text "Enter IP address:" is followed by four input boxes containing the numbers 192, 168, 128, and 100, separated by dots. Below this, the text "Port address:" is followed by an input box containing the number 1829. The second option, "Serial / COM port", is unselected. To its right, the text "Enter COM Port:" is followed by an empty input box. At the bottom of the dialog, there are three buttons: "Help" on the left, and "OK" and "Cancel" on the right.

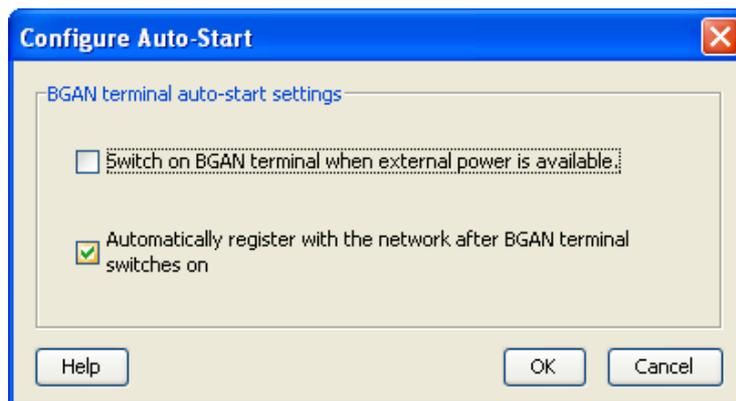
- c. Either:
- Click on **LAN Interface** and enter the required **IP address** and **Port address**, or
  - Click on **Serial/COM port** and enter the **COM Port** number, or
- d. Click on **OK** to save the displayed information, or click on **Cancel** to exit without saving.

## 16 Setting the terminal to automatically register with the network

Depending on your BGAN model, you may be able to configure the terminal to bypass the pointing procedure and register automatically with the Inmarsat network after the terminal is powered on. You can only use this feature if the terminal has a valid GPS fix, ie if you have not moved location since you last registered or if the terminal is in a fixed position.

To enable automatic registration:

- a. Select **Terminal > AutoStart mode**. The **Configure Auto-Start** screen is displayed:

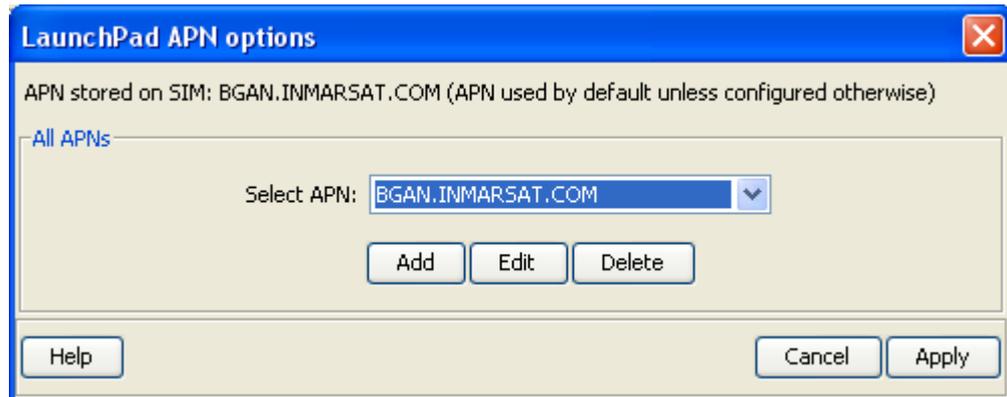


- b. Check **Automatically register with the network after BGAN terminal switches on** and then click on **OK**.

## 17 Viewing the APN

An Access Point Name (APN) identifies the external network that is accessible from the BGAN terminal and defines how you access that network. By default, the SIM card in your terminal is configured with the APN of your service provider. You can configure further APNs if you have arranged with your service provider to use more than one SIM card, or to use your SIM card on several APNs. To view the currently active APN, do the following:

Select **LaunchPad services > LaunchPad APN Options**. The following screen is displayed:



This screen shows the **Current default APN**. The default APN is the APN stored on the SIM card (you can make sure of this by clicking on **Fetch from SIM**).

A Username and Password can be associated with each APN. Use **LaunchPad Services > LaunchPad APN options**.

## 18 Security

The help available in this section includes:

- Changing the SIM PIN and Facility Password.
- Enabling or disabling a PIN.
- Require use of Username and Password with APNs.

### 18.1 Changing the SIM PIN and facility password

To change the SIM PIN or the Facility Password:

- a. Select **Terminal > Change PINs**. The following screen is displayed:

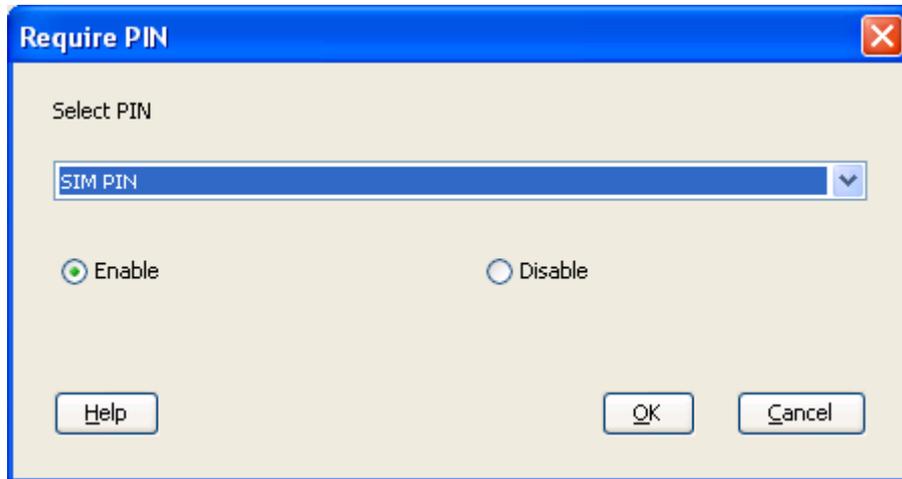
The screenshot shows a dialog box titled "Change PINs". It has a blue header bar with a close button (X) in the top right corner. The main area is light beige. At the top, there are two radio buttons: "Change SIM PIN" (which is selected, indicated by a green dot) and "Change Facility Password" (which is unselected). To the right of the "Change Facility Password" radio button is a dropdown menu labeled "Select facility". Below these radio buttons is a text field labeled "Control surface Password" with a dropdown arrow on the right. Underneath are three text input fields: "Existing PIN/Password", "New PIN/Password", and "Confirm PIN/Password". At the bottom of the dialog are three buttons: "Help", "OK", and "Cancel".

- b. Check either **Change SIM PIN** or **Change Facility Password**.
- c. Enter the **Existing PIN** or **Password**.
- d. Enter the **New PIN** or **Password**.
- e. Re-enter the new PIN or Password in the **Confirm PIN/Password** text area.
- f. Click on **OK** to save the changes.

## 18.2 Enabling or Disabling a PIN

Using LaunchPad you can enable or disable a configured PIN:

- a. Select **Terminal > Require PINs**. The **Require PIN** dialog box is displayed:

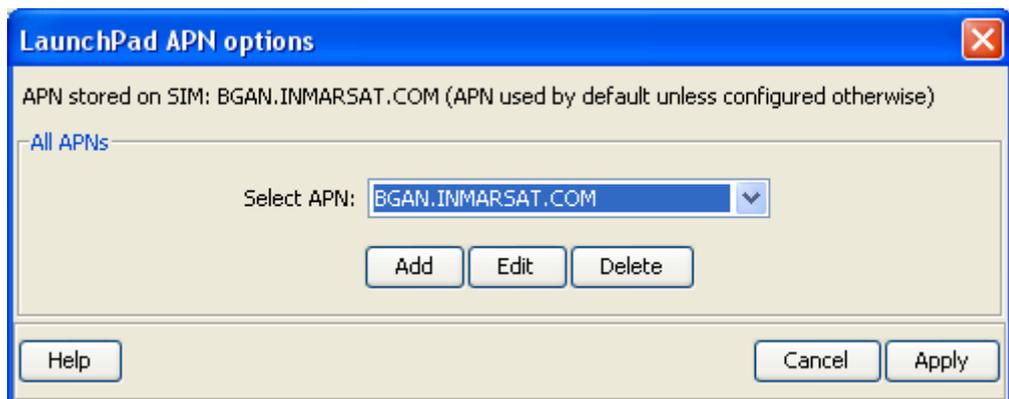


- b. From the **Select PIN** drop-down list, select the facility for which you want to enable or disable the PIN.
- c. Check **Enable** to enable the PIN, or check **Disable** to disable the PIN. Before you can disable the PIN, you must enter the current PIN in the **Enable PIN** tick box.
- d. Click on **OK** to save the changes and exit, or click on **Cancel** to exit without saving the changes.

## 18.3 Require use of Username and Password with APNs

It is possible to associate a Username and Password with each APN used by the terminal and to prompt for entry of credentials.

- a. Select **LaunchPad Services > LaunchPad APN Options**. The **APN Configuration** screen is displayed:



- e. Click on **Edit** to add Username and Password to the current APN, or click on **Add** to create a new APN with Username and Password. The following screen is displayed:

The screenshot shows a dialog box titled "APN Configuration". At the top, there is a text input field labeled "APN" containing the text "BGAN.INMARSAT.COM". To the right of this field is a checkbox labeled "Prompt for credentials" which is currently unchecked. Below the text field is a table with four columns: "Username", "Password", "Confirm Password", and "Delete". The table is currently empty. At the bottom of the dialog, there are three buttons: "Add", "Submit", and "Cancel".

- f. Click on **Add** and then enter the **Username**, **Password** and **Confirm Password**.
- g. Check **Prompt for credentials**.
- h. Click on **Submit** to make the Username and Password active, or click on **Cancel** to abort the process.

## Updating software

Once LaunchPad has been launched and associated with a terminal, you can use LaunchPad to check for the availability of software updates and choose which software updates you want to install. Software updates available from LaunchPad include:

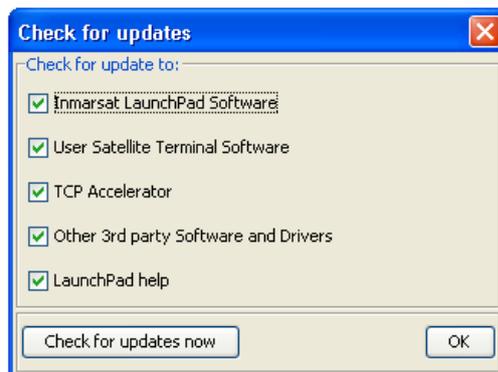
- LaunchPad software.
- Terminal software (firmware and drivers) for the terminal type associated with LaunchPad.
- TCP Accelerator software.
- Other 3rd party software and drivers.

### 19 Checking for software updates

You can set the types of upgrade you want LaunchPad to check for and download a language-specific help file if this is available. Note that LaunchPad has to be set for the preferred language first. Refer to [Selecting language](#).

To do this:

- a. Select **Update > Check for Updates**. The **Check for updates** screen is displayed:

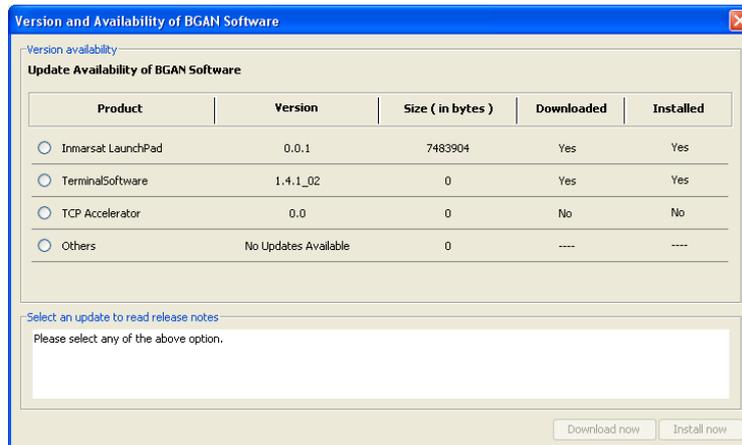


- b. From this screen you can select the types of software you want to check for by checking the box next to the software type, then click on **Check for updates now**.

## 20 Updating software

To update to a new version of software using LaunchPad:

- a. Select **Update > Versions and Availability**. The **Version and Availability of BGAN Software** screen is displayed:



This screen shows the product type, current version, file size and whether the software has been downloaded and installed. Before downloading or installing new software, release notes for the update are displayed in the text area at the bottom.

**Note:** If TCP Accelerator software has not been installed, **Version** is set to 0.0.

- b. Check the software type(s) for which you want to receive release notes, downloads or installations.
- c. To update to the listed version, click on **Download now** if the software has not already been downloaded, followed by **Install now**.

## Support services

Help in this section includes:

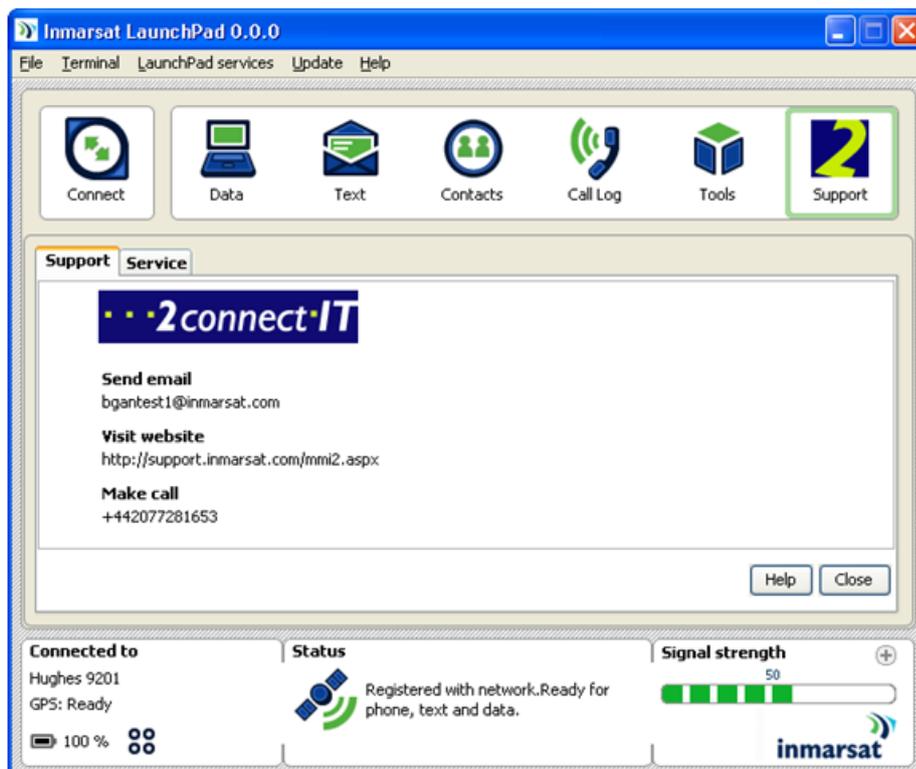
- Off-line and on-line service provider support
- Diagnostics
- Tools
- Log files
- Usage

### 21 Accessing service provider support

You can access off-line support and your service provider's on-line support information by clicking the **Support** icon (the **Support** icon you see may be different, depending on your service provider):



If you do not have an internet connection, off-line support will be displayed in the **Support** panel:



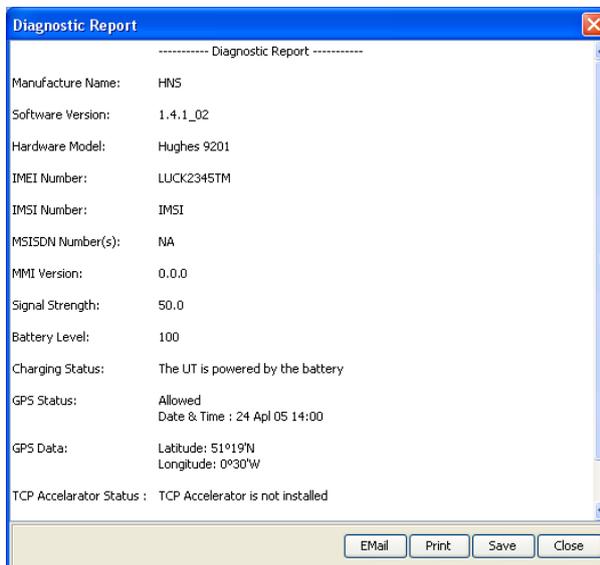
If you have an Internet connection, your service provider's web site is displayed in the **Service** panel as shown below:



## 22 Viewing diagnostics

You may need to refer to LaunchPad's diagnostics if requested by support personnel.

Select **Help > Diagnostic Report**. A screen similar to the following is displayed:



This screen gives you the following options:

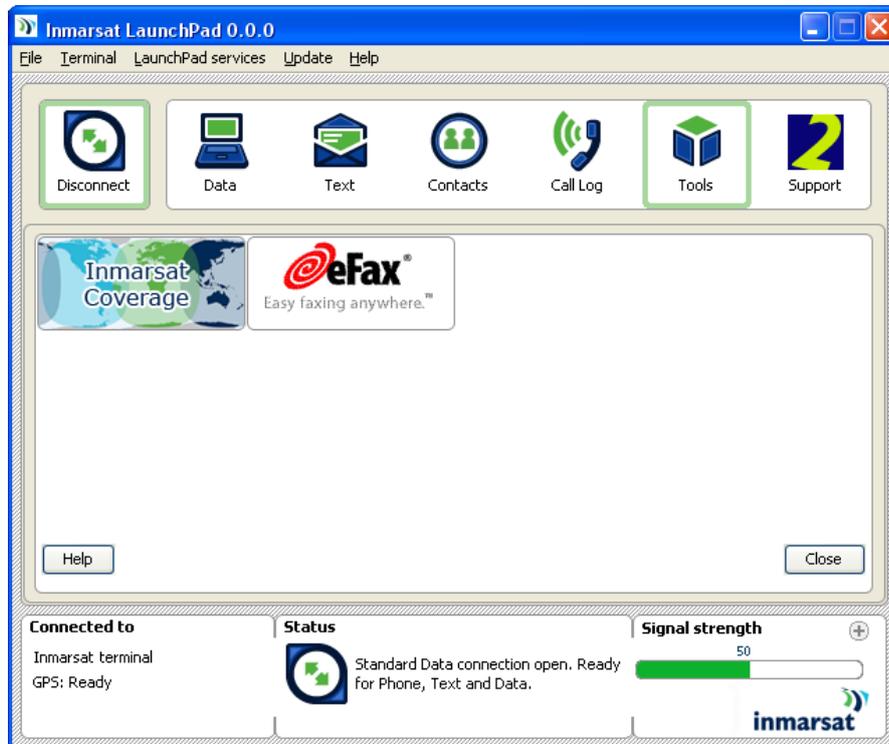
- **Email** the report, for example to support personnel.
- **Print** the report.
- **Save** the report in a file on your computer.

## 23 Tools

Software tools are provided with LaunchPad to help you maximise your use of the Inmarsat service. To access these tools, click on the **Tools** icon:



A screen similar to the following screen is displayed, depending on the available tools:



At the time of publication, **Inmarsat Coverage** and **eFax** are the only tools supplied by default with LaunchPad.

For details on using **Inmarsat Coverage** see [Pointing and registering with the network](#).

For details on using eFax, refer to the document [Using eFax over FleetBroadband](#), available for download from the Inmarsat web site at [www.inmarsat.com/support](http://www.inmarsat.com/support). Click on **FleetBroadband**, then click on **User guides**.

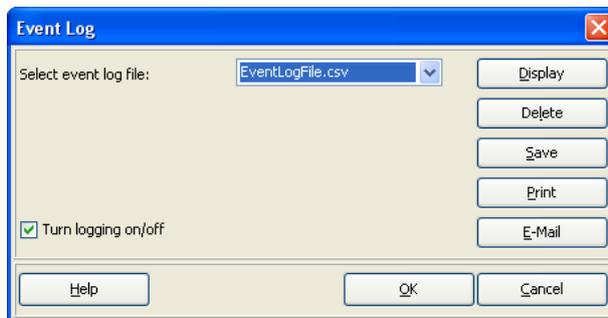
## 24 Viewing log file information

You may need to refer to LaunchPad's log files if requested by support personnel.

Select **File** then select:

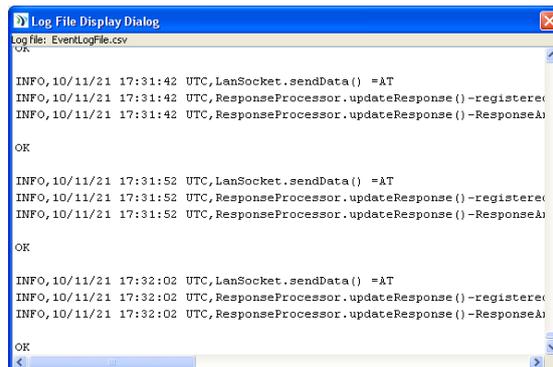
- **LaunchPad Network log** - reports network activity-related information, such as network usage, QoS information and unsolicited alerts reported by the network.
- **LaunchPad Event log** - reports details of all command and responses exchanged between LaunchPad and the terminal.
- **LaunchPad Debug log** – report status and error messages which can later be used in debugging.
- **LaunchPad Terminal log file** - generated by the terminal and can be accessed from LaunchPad.

A screen similar to the following is displayed (Event Log is shown as an example):



From here, you can do any of the following:

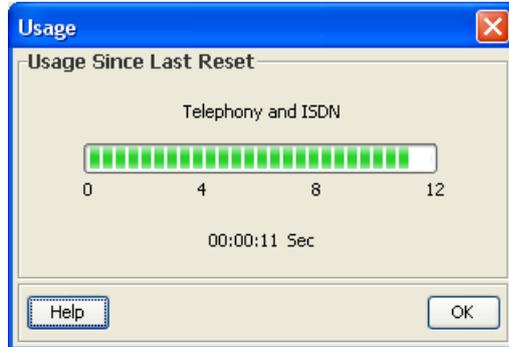
- Click on **Display** to display the log file details. To do this, select the log file you want to display from the drop-down list, then click on **Display**. The details display in a separate window:



- **Delete** the displayed log file – Select a log file from the drop-down list and click on **Delete**.
- **Save** a log file to a file on your computer, for later reference – Select a log file from the drop-down list, click on **Save**, then navigate to the save location.
- **Print** a log file – Select a log file from the drop-down list and click on **Print**. Select a printer from the displayed print dialog box.
- **Email** a log file to, for example, support personnel – Select a log file from the drop-down list and click on **Email**. Complete the email details in the email template displayed.

## 25 Monitoring usage

You can view the telephony and ISDN usage (by time) by selecting **Terminal > Usage** from the file menu. The **Usage** panel displays information for your terminal since it was last reset:



**Note:** Usage information is provided for guidance only and may differ from that used by your Service Provider for billing purposes.

## Advanced features

Help in this section includes:

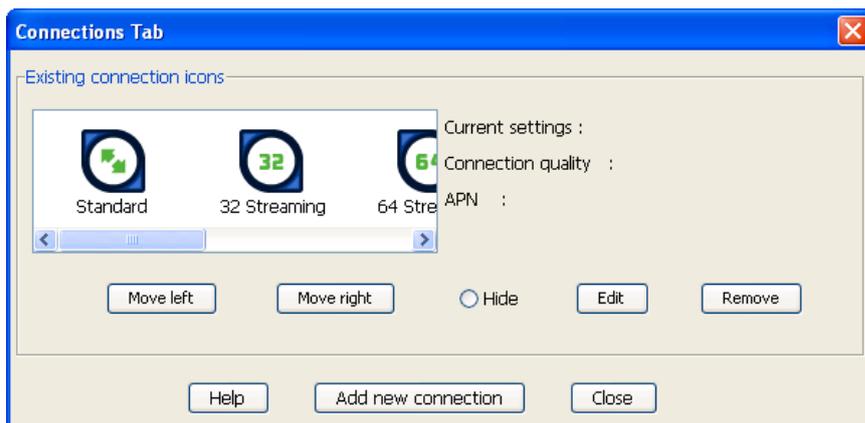
- Creating a new primary connection.
- Creating a dedicated streaming IP data connection.
- Opening a dedicated streaming IP data connection.

### 26 Creating a new primary connection

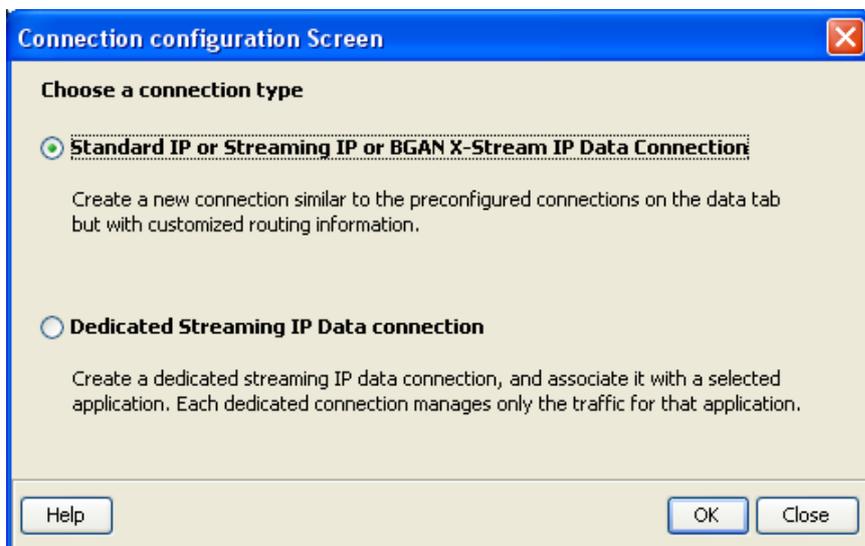
If required, you can set up one or more additional standard or streaming IP data connections eg to add a new data connection icon if your choice of LaunchPad installation has not configured this for you.

To create a new primary connection:

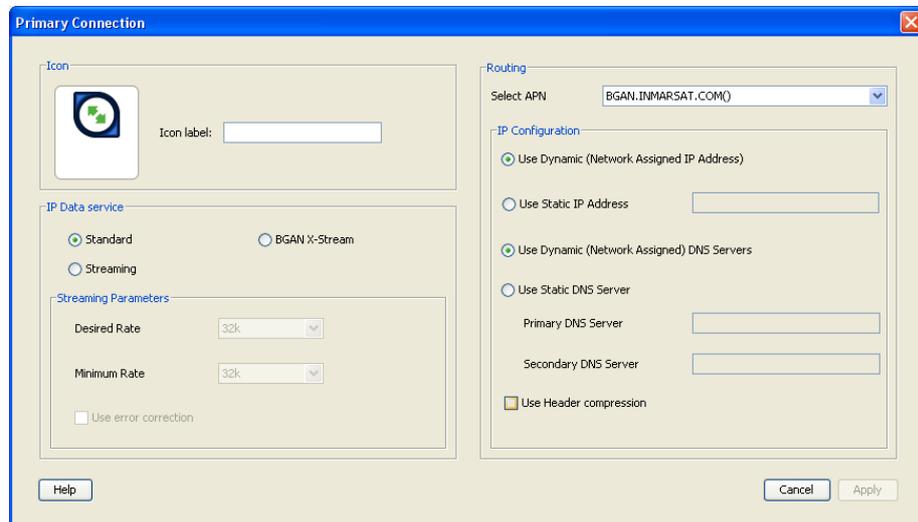
- a. Select **LaunchPad services > Data Connection Options** (or click on **Advanced** in the Connection control window). The **Connections Tab** screen is displayed:



- b. Click on **Add new connection**. The following screen is displayed:



- c. Check **Standard IP or Streaming IP or BGAN X-Stream Data Connection** and click on **OK**. The **Primary Connection** screen is displayed:



- d. Type in a name for the primary connection in the **Icon label** text box. The name and icon combination will be displayed when you open the **Data** tab in LaunchPad.
- e. Check the IP Data service required: **Standard** or **Streaming** or **BGAN X-Stream**.
- f. For **Streaming** select the speed from the **Desired Rate** drop-down list in the **Streaming Parameters** dialog box.
- g. Check **Use error correction** to turn on error correction or leave blank to keep it turned off.
- Note: Error correction is turned on by default on standard IP data connections because TCP applications have re-transmission built-in.
- Note: Error correction is turned off by default on streaming IP data connections because UDP applications do not require re-transmission.
- h. By default, BGAN.INMARSAT.COM is configured for routing, however you may select an alternative APN from the **Select APN** drop-down list if one has been pre-configured.
- i. By default, IP Configuration is set to use dynamic (ie network-assigned) IP addresses and DNS servers. However either setting may be changed to static:
- Checking the **Use Static IP Address** box and entering the IP address
  - Checking the **Use Static DNS Server** box and completing the Primary and Secondary DNS Server information.
- j. Click on **Apply** to save the configuration. Confirmation is provided that a new primary connection icon has been created.



- k. Click on **OK**, then either click on **Close** to return to LaunchPad or repeat steps c. through k. to create further primary connections.

The new icon will be available in the **Connection control** panel the next time you click on **Data**, positioned to the far right of existing icons. To move the connection to a preferred position within the panel use **LaunchPad services > Data connection options** (or click on **Advanced** from the Connection control window).

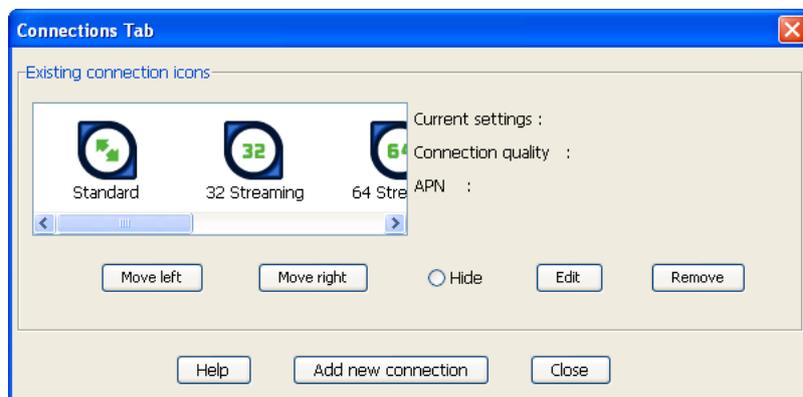
## 27 Creating a dedicated streaming IP data connection

If required, you can set up one or more dedicated streaming IP data connections for applications such as Streambox, WinMedia and QuickTime Media. A dedicated IP data connection ensures that a selected application does not have to share the connection with any other traffic. In addition, you can open more than one dedicated streaming IP connection at a time, if required. The standard IP connection or one of the pre-configured streaming IP connections must be open before you can open a dedicated streaming IP connection. This is because the dedicated streaming IP connection shares the APN and routing information of the open standard IP or streaming IP connection.

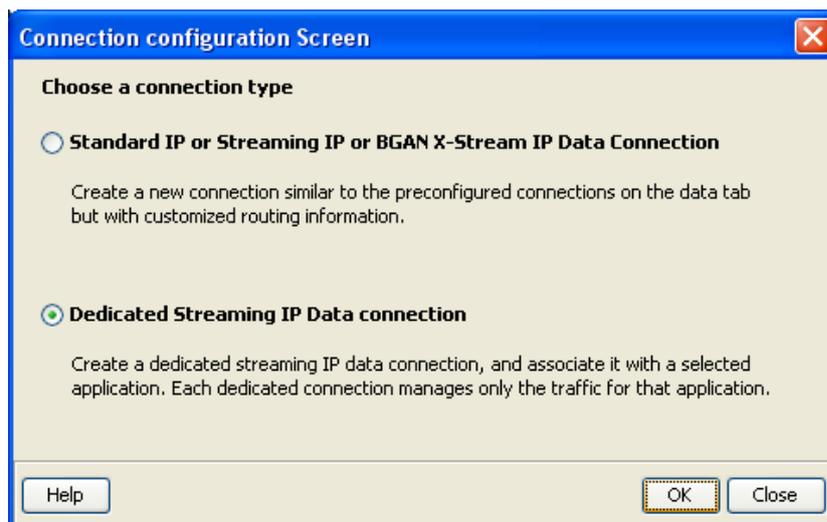
LaunchPad displays an information note if you are about to open a dedicated streaming IP connection.

To create a dedicated IP data connection:

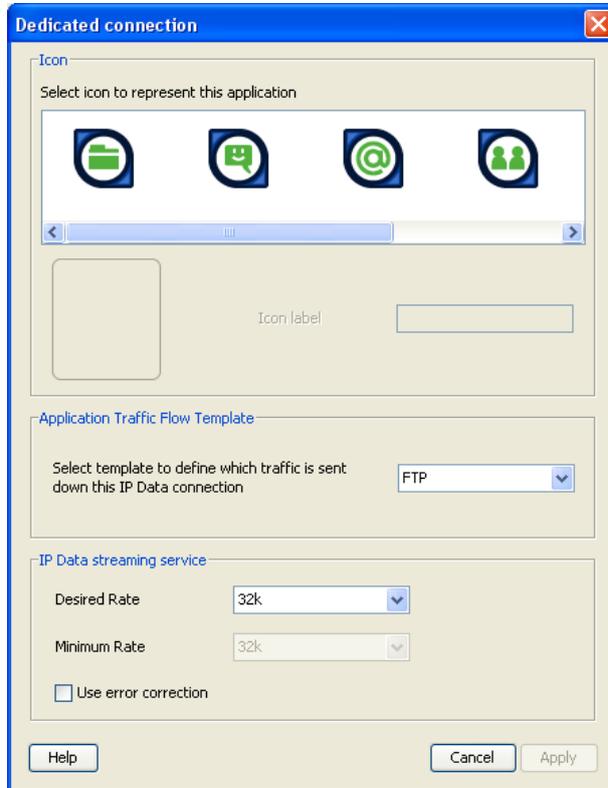
- a. Select **LaunchPad services > Data connection options** (or click on **Advanced** in the **Connection control** panel). The following screen is displayed:



- b. Click on **Add new connection**. The following screen is displayed:



- c. Check **Dedicated Streaming IP Data connection** and click on **OK**. The **Dedicated connection** screen is displayed:



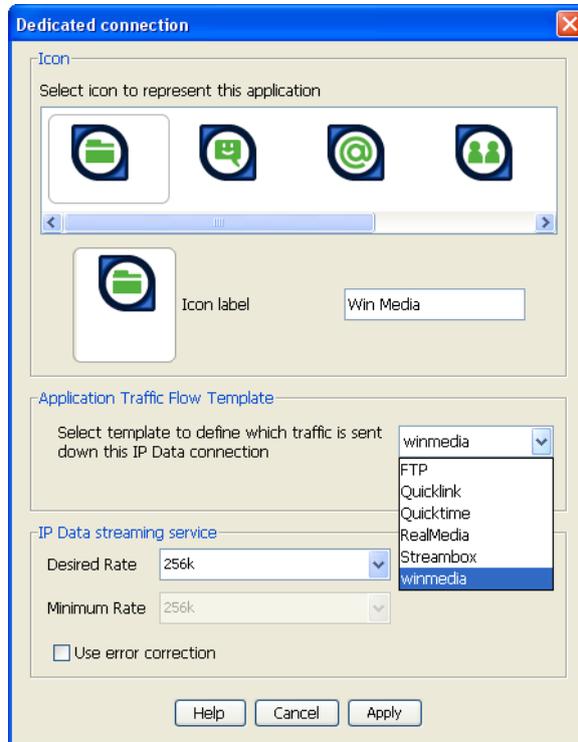
- d. Click on the icon you want to use for this application. The chosen icon is then displayed in the box next to the **Icon label** text box.
- e. Type in a name for the connection in the **Icon label** text box. The name and icon that you select here will be displayed when you open the **Data** tab in LaunchPad.
- f. Select the application you want to associate with this icon and icon label from the **Application Traffic Flow Template** check box. The traffic flow template ensures that only traffic associated with the application can use this dedicated connection.

Note: LaunchPad supports a number of pre-configured Traffic Flow Templates (TFTs), any one of which can be selected when you configure a dedicated streaming connection to ensure that the defined traffic has its own dedicated connection.

If you want to define your own TFT for another application, contact your service provider for assistance.

**WinMedia** has been used as the **Icon label** and **TFT** in this example.

- g. Select the **Desired Rate** from the drop-down list. This is the Quality of Service (QoS) that you want to use for this connection.



- h. Check **Use error correction** to turn on error correction or leave blank to keep it turned off.

Note: Error correction is turned on by default on standard IP data connections because TCP applications have re-transmission built-in.

Note: Error correction is turned off by default on streaming IP data connections because UDP applications do not require re-transmission.

- i. Click on **Apply** to save the displayed configuration and exit the configuration screen, or click on **Cancel** to edit without saving. Confirmation is provided that a new dedicated icon has been created.



Repeat steps c. through i. to add further dedicated IP data connections. You can configure as many dedicated IP data connections as you require or click on **Close** to return to LaunchPad.

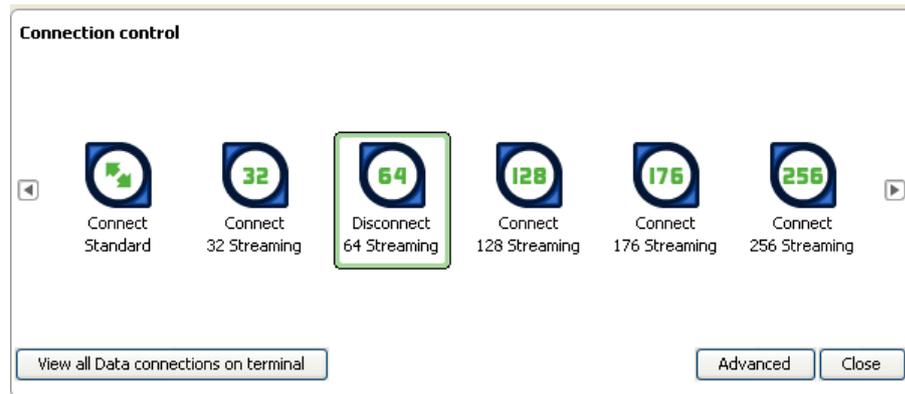
Your new dedicated streaming connection will be available in the **Connection Control** panel the next time you click on **Data**, positioned to the far right of existing icons. To move the connection to a preferred position within the panel, use **LaunchPad services > Data connection options** (or click on **Advanced** from the Connection control window).

## 27.1 Opening a dedicated streaming IP data connection

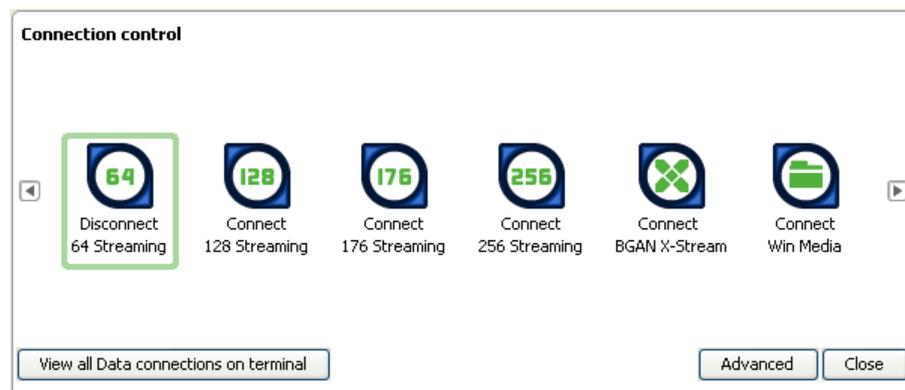
- a. Click on the **Data** icon:



The **Connection control** window opens:



The newly-created dedicated streaming IP data connection (WinMedia) has been added to the list of available connections on the far right hand side. It may be necessary to click on the right arrow to reveal **Connect WinMedia**.



- b. Make sure that the standard IP data connection is open. The standard IP data connection (or any primary streaming connection) must be open before you can open a dedicated IP data connection.

- c. Click on the required dedicated streaming IP data connection. The following screen is displayed:



- d. Click on **OK**.

Only the application associated with the dedicated IP data connection uses this connection. All other traffic uses the standard IP data connection.

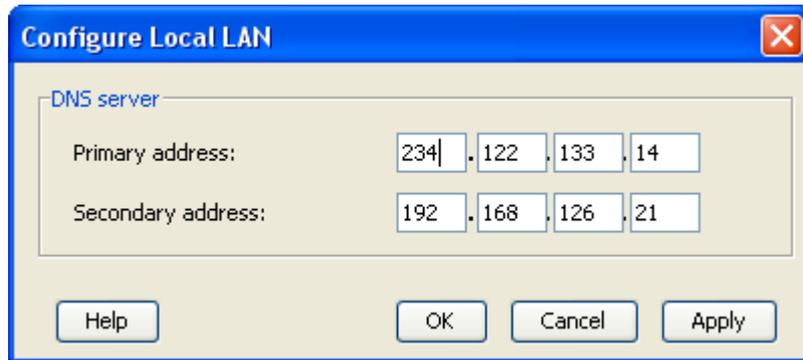
Note: Dedicated streaming IP data connections are normally charged by the length of time they are open rather than the amount of data transferred. Therefore only use this connection type when needed for audio or video data transfer.

Note: If required, you can open more than one dedicated streaming IP data connection at the same time.

## 28 Defining DNS settings

If your Distribution Partner or Service Provider has supplied you with DNS server settings, you can enter these into LaunchPad. To do this:

- a. Select **Terminal > IP Configuration**. The **Configure Local LAN** dialog box is displayed:



- b. Type in a **Primary Address** for the DNS Server, as supplied by your Distribution Partner or Service Provider. The DNS Server matches a web site address (such as **www.inmarsat.com**) with its corresponding IP address, so that you do not have to enter an IP address to access Web data.  
  
*Note:* The DNS server address for the default Inmarsat APN is 172.30.66.7.
- c. If required, type in a **Secondary Address** for another DNS Server. This gives you the option of using a backup server.
- d. Click on **Apply**, then click on **OK** to save the changes, or click on **Cancel** to exit without saving.

## Troubleshooting

This section provides some basic troubleshooting information. For more detailed troubleshooting, refer to the Troubleshooting solutions guide, available for download from [www.inmarsat.com/support](http://www.inmarsat.com/support).

### 29 Can't open a data connection?

There are several reasons why you might not be successful in opening a data connection when you double-click on a connection icon. When this happens an error message is displayed:



Make a note of the error code (CME\_number) given on the bottom line as this will be needed by your service provider to diagnose the problem:

- CME\_100 An unrecognised error relating to network connection has been received.
- CME\_122 The network is busy.
- CME\_157 The network is temporarily busy.
- CME\_158 The network is temporarily busy.

#### 29.1 Subscription does not include data connection

LaunchPad displays all the possible data connections that an individual terminal can support. However, it is your subscription that determines which of the connections are available to you.

If you attempt to use a service for which you have not subscribed, you will receive an error message similar to the following:

- IERROR\_1133 Requested service option not subscribed.

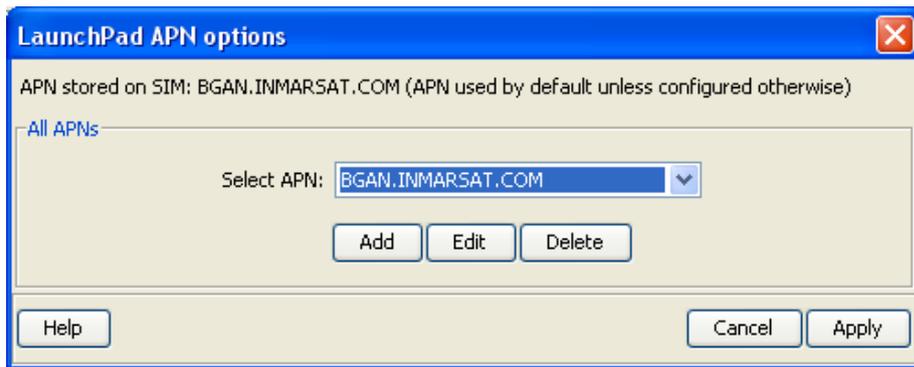
Make a note of the error number and contact your service provider to determine which connections are associated with your subscription.

## 29.2 Check the Access Point Name (APN)

An Access Point Name (APN) identifies the external network that is accessible from a terminal. By default, the SIM card in your terminal is configured with the APN of your Service Provider and the terminal reads this information from the SIM card. Your SIM card needs to be provisioned to use the APN.

To check the APN configuration of your SIM card and data connection:

- a. Select **LaunchPad services > LaunchPad APN options**. The **APN Configuration** screen is displayed:



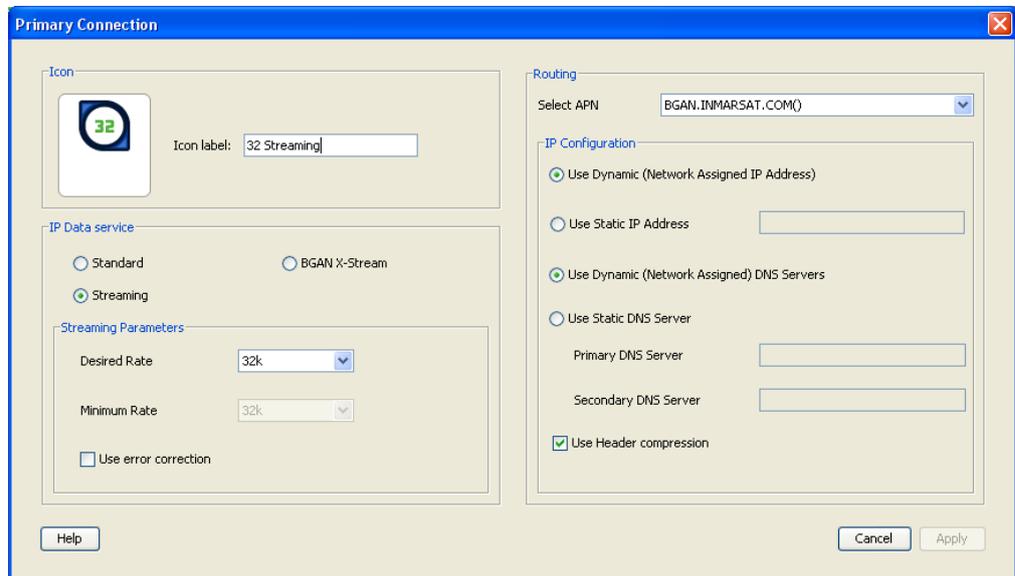
This screen shows the APN stored on the SIM in the **Current default APN** field. Make a note of this APN, then click on **Cancel**.

- b. Click on the **Connection** icon to open the **Connection control** panel.
- c. Make sure that the data connection you want to check is not active, then right-click on the icon of the data connection you are trying to open. A sub-menu is displayed:



- d. Select **edit**.

The **Primary Connection** window is displayed (the following is the configuration window for the **Connect 32 Streaming** data connection):



- e. Verify the APN listed in the **Select APN** drop-down list. If it is not the same as the APN you noted in step a. select the correct APN and try to open the data connection again. If this action is not successful, contact your service provider to check your subscription.

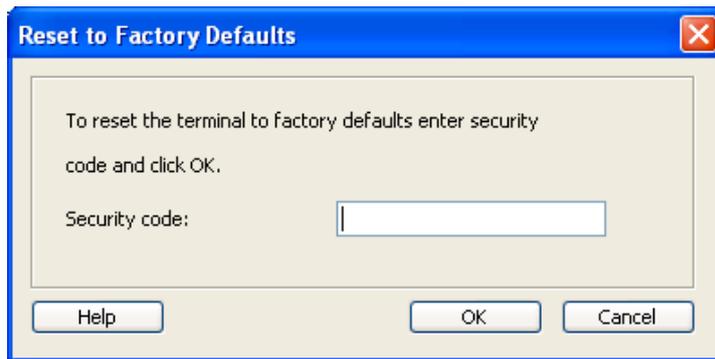
Note: You may have to repeat steps b. to e. for each data connection you want to open.

### 30 Need to reset to factory defaults?

You can reset all the configuration settings of some terminals to the factory defaults if your model has this function and if you have the required access privileges. Note that your current settings are lost during the reset.

To reset the terminal to factory default:

- a. Select **Terminal > Reset to Factory Defaults**. The **Reset to Factory Default** dialog box is displayed:



- b. Enter the security code in the **Security Code** text box.
- c. Click on **OK** to reset the terminal, or click on **Cancel** to exit without resetting.