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Using BGAN for the first time

Prior to using your BGAN unit operationally, we suggest that you try out different procedures in your office environment first to become familiar with the different procedures. Given below are the steps to activate the unit and then try some of these procedures.

Unit Activation

You should connect the BGAN, fully charged, to your laptop using both the Ethernet and USB cables. Then take the following steps:

1. Turn on the unit on the back side.
2. Turn on LaunchPad.
3. Allow LaunchPad to search for BGAN.
4. Find a position with line of sight to the satellite.
5. Obtain a GPS fix. This is not necessary if you are getting a connection from the same position. It is recommended that you obtain a fresh GPS fix when it is a different position or if you have not used the last fix for a while.
6. Register with the network through the LaunchPad.

SMS

From BGAN: using the text icon on the Launchpad, you can successfully send a SMS to a cell phone. It will arrive very fast at the receiving end.

To BGAN: To send a text message from a mobile or a fixed line to a BGAN terminal, the operator must have a call handling agreement in place with Inmarsat, and Inmarsat's call aggregating partner. At present, this is AT&T, Bellsouth, Cingular, MCI, Sprint and Verizon. A full list of mobile operators with whom these agreements are in place are published on BGAN web site:

http://support.inmarsat.com/interconnect/carriers.aspx?top_level_id=11&sub_level_id=1&language=EN&textonly=False

Calls

From BGAN: attach a simple regular telephone to the BGAN unit. This worked very well. We called from the BGAN to landlines and cell phones and the connection was fast and clear. (Note: Press the # key after dialing the number).

To BGAN: To call from a landline, you need to dial 011 870 7721... - from a cell phone either that same way or +870 7721

Comment: The quality of the voice on the BGAN side was very clear. However, reception on the non-BGAN side had an echo. Echo's may happen with VoIP so the cause is most probably land routing of the signal.

Voicemail

From BGAN: we were able to get a clear voicemail to a cell phone.

To BGAN: from the handset connected to the terminal you can dial 57# or type, +870772001899 and follow the menu guidelines. Also refer to Troubleshooting Guide.

Email

From BGAN: In order to send an email from the laptop via BGAN, you need to log on to your regular email subscriber. It is important to point out that users should turn off anything that pulls up ads etc. If you just access your email provider you can click on Usage on the Launchpad and actually see how much activity there is. We successfully sent emails from the laptop.

To BGAN: Once you log on to your regular email subscriber, you can access your emails via BGAN.

Data transfer

From BGAN: In order to make a data transfer via BGAN, you need to log on to your regular email subscriber. We successfully sent an email with an attached EXCEL spreadsheet from the laptop. It was received complete.

To BGAN: You can make a data transfer to your laptop via BGAN by logging on to your regular email subscriber. We successfully sent an email with an attached EXCEL spreadsheet and downloaded it via BGAN from the laptop. It was received complete.

Website searching

You can log on to Internet Explorer via BGAN and successfully surf websites.

Streaming Data Connection

You will need a plan that includes Streaming.

Video

You can go to for example the CNN website to try to download a video using the standard data connection. It was a slow process and most of the time it gets hung up. The throughput depends on how many users are in the same channel and general Internet throughput.