



Using BGAN LaunchPad

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Contents

Introduction	1	
1	Introducing BGAN LaunchPad	1
1.1	Purpose of this manual	1
1.2	Scope	1
1.3	Assumptions	1
1.4	Terminology	1
1.5	Useful references	1
Getting started	2	
2	Opening BGAN LaunchPad	2
2.1	About BGAN LaunchPad	2
2.2	Opening BGAN LaunchPad	3
3	Registering with the network	4
4	Closing BGAN LaunchPad	5
4.1	Managing data connections on closedown	5
5	Menu options	6
Data connections	7	
6	Opening and closing data connections	7
6.1	Opening a standard IP data connection	7
6.2	Opening a streaming IP data connection	8
6.3	Setting the standard IP data connection to open automatically	9
6.4	Closing an IP data connection	10
7	Using TCP Accelerator	10
7.1	About TCP Accelerator	10
7.2	Installing TCP Accelerator	11
7.3	Activating TCP Accelerator	11
8	Monitoring data connections	12
8.1	Viewing data connection details	12
8.2	Managing data connections	13

Call logging	14
9 Monitoring calls	14
9.1 Monitoring dialled calls	15
9.2 Monitoring received calls	15
9.3 Monitoring missed calls	16
10 Transferring a call log number to your contacts list	16
Text messaging	17
11 Sending and receiving text messages	17
11.1 Writing and sending a text message	17
11.2 Receiving and replying to or forwarding a message	18
12 Transferring a text number to your contacts list	19
13 Configuring text options	20
13.1 Setting up service centre options	20
13.2 Setting default message options	21
Managing contacts	22
14 Adding, editing or deleting contacts	23
14.1 Adding a contact	23
14.2 Editing a contact	23
14.3 Deleting a contact	23
15 Exporting and importing contacts	23
15.1 Exporting a contact	23
15.2 Importing a contact	24
Managing the terminal connections	25
16 Changing the terminal or terminal interface	25
16.1 Changing the terminal type	25
16.2 Changing the interface on the current terminal	26
16.3 Changing the interface connection details	26
17 Setting the terminal to automatically open a data connection	27
18 Viewing the APN	28
19 Security	29
19.1 Changing the SIM PIN and facility password	29
19.2 Enabling a PIN	30
Updating software	31
20 Checking for software updates	31
21 Updating software	32

Support services	33
22 Monitoring usage	33
23 Viewing diagnostics, log file information and properties	34
23.1 Viewing diagnostics	34
23.2 Viewing log file information	35
23.3 Viewing BGAN properties	36
24 Accessing service provider support	37
Using Services	38
Advanced features	39
25 Creating a dedicated IP data connection	39
25.1 Opening a dedicated streaming IP data connection	41
26 Defining DNS settings	43
Troubleshooting	44
27 Can't open a data connection?	44
28 Slow throughput on data connection?	46
29 Need to reset to factory defaults?	46

Introduction

1 Introducing BGAN LaunchPad

1.1 Purpose of this manual

This document describes the features of BGAN LaunchPad that are common to all terminals (unless otherwise stated), and explains how to use each of the available menu options.

It is intended for first time end-users, Distribution Partners, Service Providers and anyone who wants to use a BGAN terminal to connect to the BGAN network and manage network services using LaunchPad. A previous knowledge of satellite communications is useful, but not essential.

1.2 Scope

This document gives detailed instructions on every function or menu option available in LaunchPad that is common to all BGAN terminals. It does not describe how to use menu options that are specific to a particular terminal. For this information, refer to the supplementary guide "Using BGAN LaunchPad on the <terminal name>", where <terminal name> is the name of your terminal.

This document also does not describe how to use specific applications over the BGAN network. For this information refer to the BGAN solutions guides and solutions sheets, available for download from www.inmarsat.com/support

1.3 Assumptions

- You have installed your BGAN terminal, as described in the documentation supplied with your terminal.
- You have a connection already setup between the terminal and your computer.

1.4 Terminology

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

1.5 Useful references

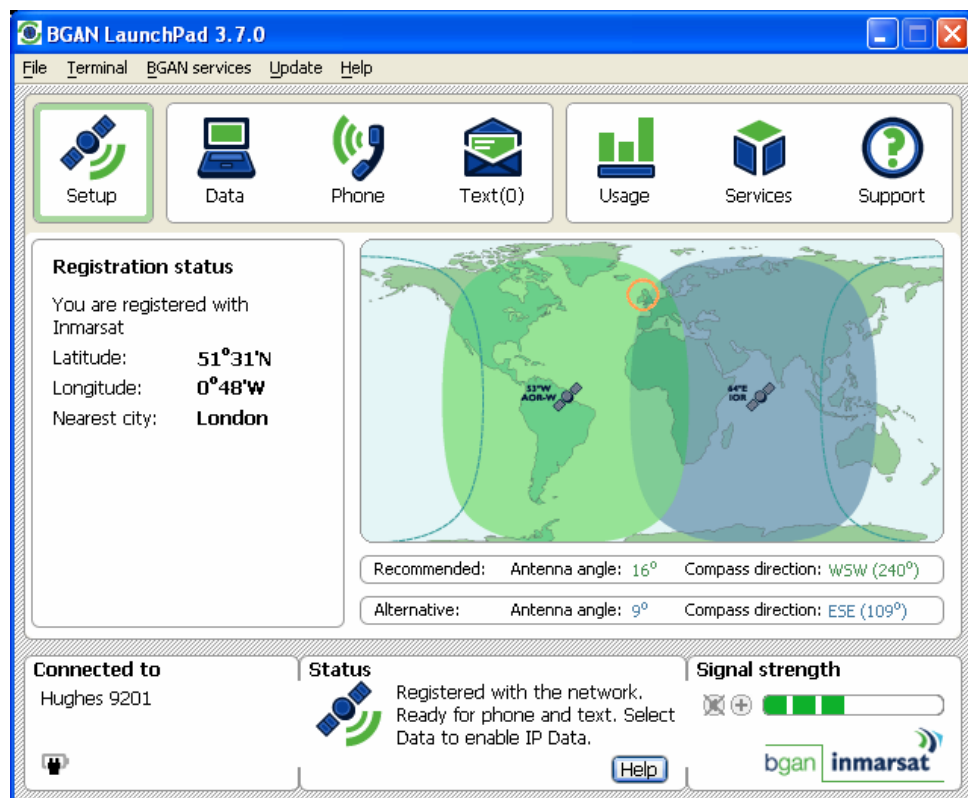
- Other documentation on BGAN and LaunchPad is available for download from the BGAN web site at www.inmarsat.com/support

Getting started

2 Opening BGAN LaunchPad

This section introduces the options available to you through LaunchPad, and how to open LaunchPad.

2.1 About BGAN LaunchPad



BGAN LaunchPad is a software interface that enables you to manage the BGAN terminal from any connected computer. Using BGAN LaunchPad, you can:

- Register with the BGAN network.
- Open and close data connections using a simple point and click interface.
- Turn on TCP Accelerator, which improves the performance of TCP applications over BGAN.
- Monitor the logs of received, dialled and missed calls.
- Send and receive text messages (SMS).
- Manage your contacts list.
- Check for and download software updates.
- Access diagnostic reports and log files, and view service provider support information.
- Perform management functions such as setting up new data connections and managing the interface between LaunchPad and the terminal.

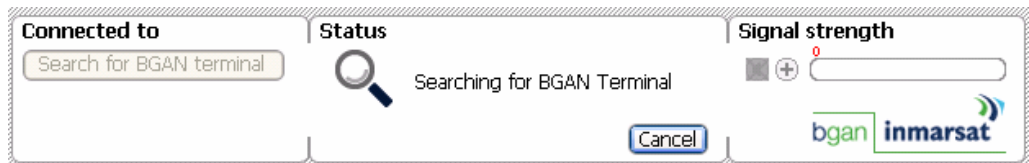
2.2 Opening BGAN LaunchPad

You can open BGAN LaunchPad before registering with the network, and use LaunchPad to help you register. To open BGAN LaunchPad:

- a. Double-click on the desktop icon:

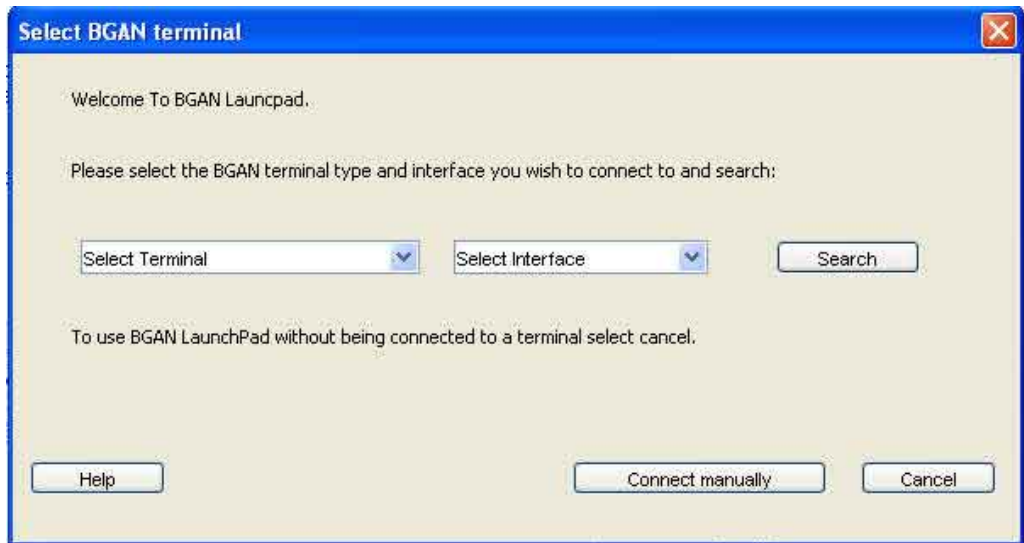


The following panel displays on the main screen as LaunchPad searches for the terminal:



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

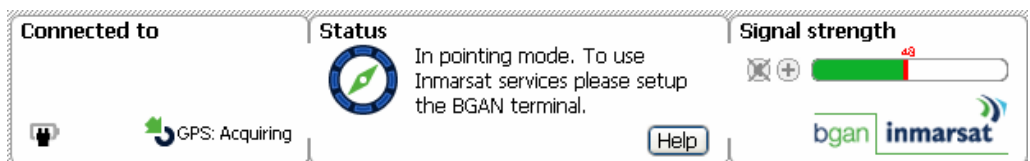
- b. If this is the first time you have connected to the terminal, the following screen displays:



- c. 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.

- d. When LaunchPad finds the terminal, the following panel displays on the main screen:



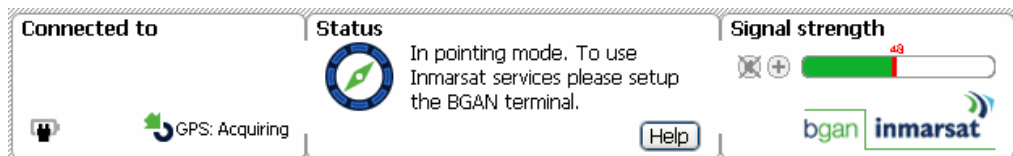
Refer to "[Registering with the network](#)" on page 4 for details on registering with the BGAN network.

3 Registering with the network

Establishing a connection and registering successfully with the network requires the careful orientation of the BGAN terminal towards the satellite, a process called pointing. Accurate and precise pointing is important, because a badly-pointed antenna can reduce the data rate achievable over the network.

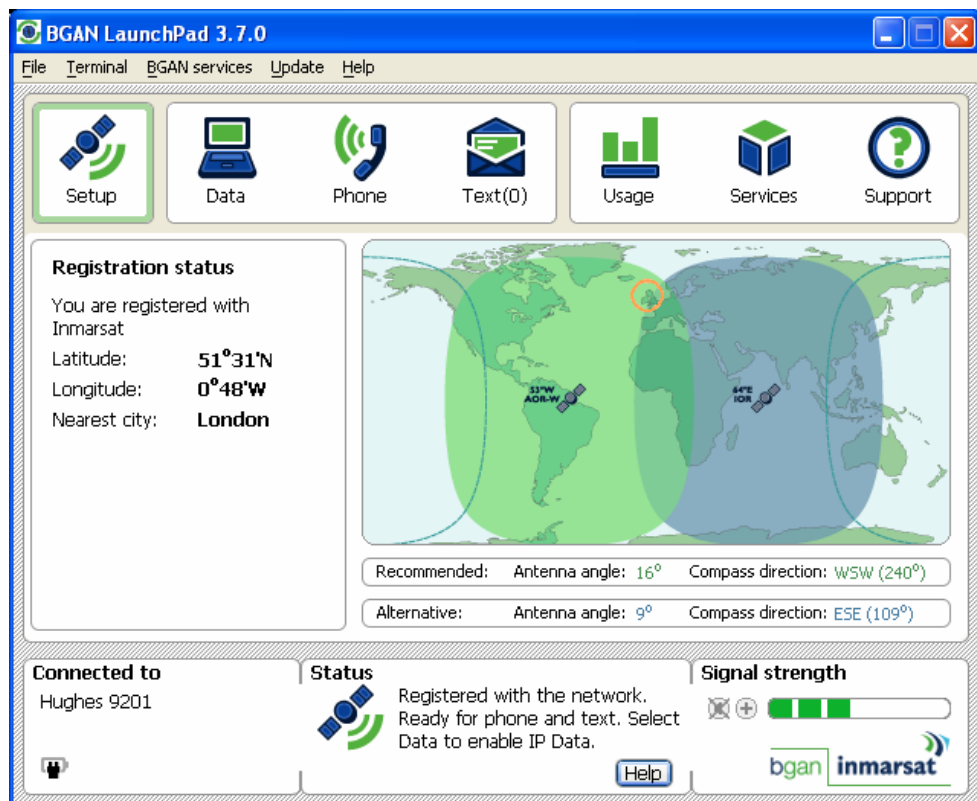
If you have not yet registered the terminal with the network, you can use BGAN LaunchPad to help you point the terminal and register. To do this:

- In BGAN LaunchPad, click on **Help me setup BGAN**. The first page of an on-screen wizard displays.
- Follow the instructions given, and move through the steps of the wizard. Monitor the signal strength on the right of the status bar as you point the terminal



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

- When you have obtained the maximum possible signal strength, click on **Register with network now**. The BGAN terminal now tries to register with the BGAN network. When the terminal has registered successfully, the following screen displays:



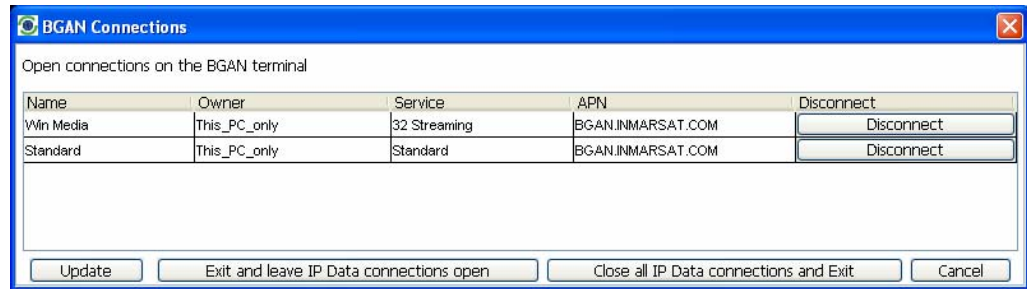
LaunchPad is now ready to use.

4 Closing BGAN LaunchPad

To close BGAN LaunchPad, select **File > Exit BGAN LaunchPad** from the BGAN LaunchPad main menu. You are prompted to confirm the close down.

4.1 Managing data connections on closedown

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



In this screen you can do the following:

- Click on **Close all IP Data connections and Exit** to close all the listed data connections, and exit LaunchPad.
- Click on the **Disconnect** button alongside a particular data connection to close that particular connection, but leave other connections open.
- Click on **Exit and leave IP Data connections open** to exit LaunchPad, but leave all the listed data connections open.

5 Menu options

The following table shows the menu options available for all terminals, and where in this guide to look for information on the options. If you want information on a menu option other than those listed, refer to the supplementary guide for your particular terminal.

Menu > Sub menu	Refer to
File > BGAN Properties	“Viewing BGAN properties” on page 36.
File > LaunchPad Event log	“Viewing log file information” on page 35.
File > LaunchPad Network log	“Viewing log file information” on page 35.
File > Terminal log file	“Viewing log file information” on page 35.
File > Exit BGAN LaunchPad	“Closing BGAN LaunchPad” on page 5.
Terminal > Current PC/Terminal Interface	“Changing the terminal or terminal interface” on page 25.
Terminal > Change PINs	“Changing the SIM PIN and facility password” on page 29.
Terminal > Require PINs	“Enabling a PIN” on page 30.
Terminal > Reset to Factory Defaults	“Need to reset to factory defaults?” on page 46.
BGAN services > LaunchPad Data Tab Options	“Managing data connections” on page 13. “Creating a dedicated IP data connection” on page 39.
BGAN services > LaunchPad APN Options	“Viewing the APN” on page 28. “Can’t open a data connection?” on page 44.
BGAN services > LaunchPad Automatic Connection	“Setting the standard IP data connection to open automatically” on page 9.
BGAN services > TCP Accelerator	“Using TCP Accelerator” on page 10.
BGAN services > Register with Network	“Registering with the network” on page 4.
BGAN services > Close all Data Connections	“Closing an IP data connection” on page 10.
Update > Check for updates	“Checking for software updates” on page 31.
Update > Versions and Availability	“Updating software” on page 32.
Help > Diagnostic Report	“Viewing diagnostics” on page 34.

Data connections

6 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.

6.1 Opening a standard IP data connection

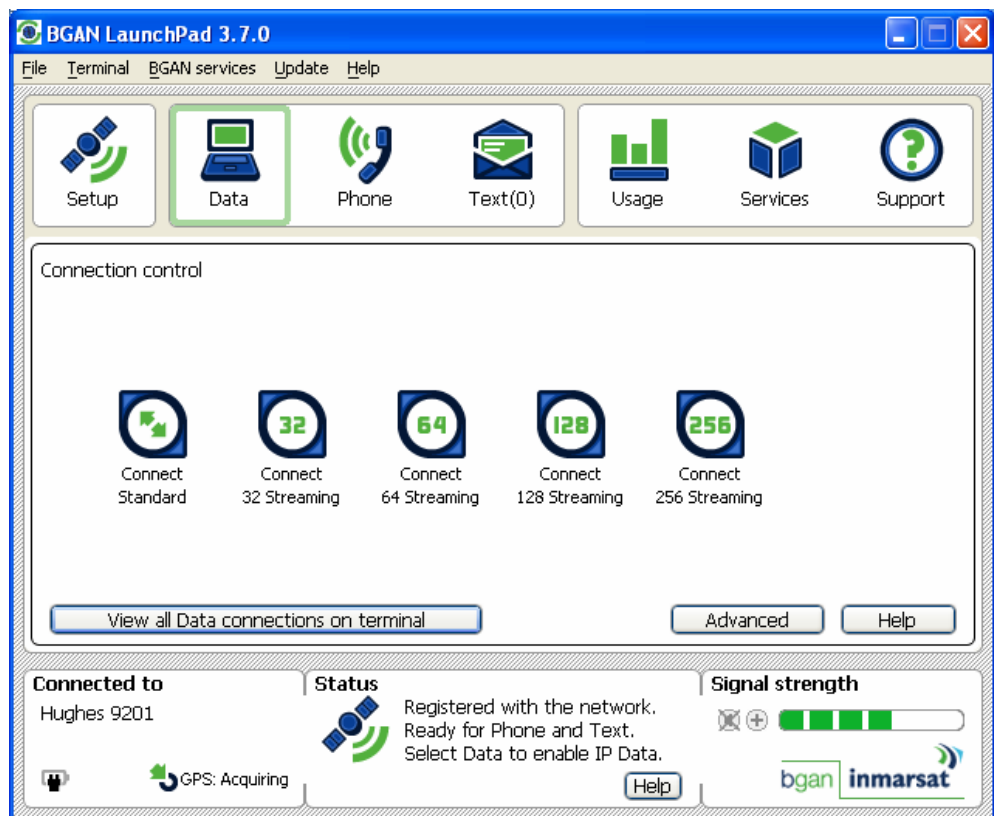
The standard IP data connection is the connection that is best suited to most of your basic data requirements, for example web browsing, and sending and receiving emails. Standard IP is charged by the amount of data sent and received, and is a best effort connection, which means that the quality of service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

By default, LaunchPad does not automatically open a standard IP data connection. Therefore, you must manually open a connection before you can use data services. To do this:

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



A screen similar to the following displays:



- b. Click on **Connect Standard**. A message displays informing you that LaunchPad is opening a data connection, and the connection icon displays as follows:



In addition, the **Status** message reads "Standard Data connection open. Ready for Phone, Text and Data."

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

6.2 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.

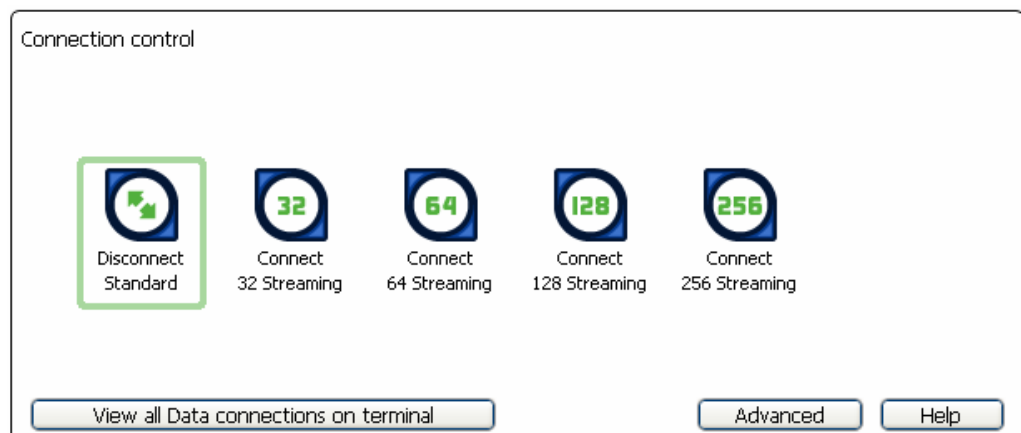
Note: The streaming IP data connections are normally charged by the length of time they are open rather than the amount of data transferred. Therefore only use this connection type when needed for audio or video data transfer.

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

- 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.
- 256 kbps (.shown as **Connect 256 Streaming**). This connection is not available on all terminals.

To open a streaming connection:

- a. From the Connection control window, simply click on the required streaming IP data connection to close the standard IP data connection, and open your chosen streaming IP data connection.



For example, click on **Connect 64 Streaming** to open the 64kbps streaming connection.

- b. A message displays, informing you that the connection will be charged by time rather than volume. Click on **OK**.

About dedicated streaming IP data connections

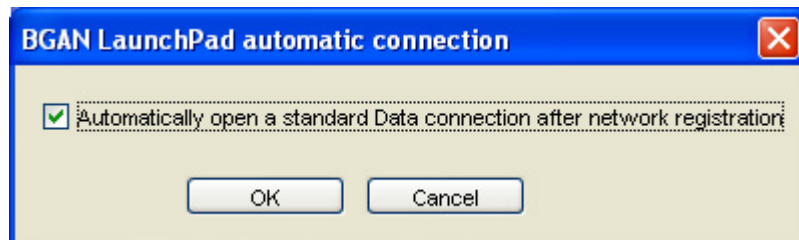
Note that a pre-configured streaming IP data connection is shared between all terminal users. To maximise the performance of your audio and video applications, Inmarsat recommends that you configure your own streaming IP data connections, each one dedicated to a specific application. You can open these dedicated connections in addition to the standard IP data connection.

Refer to "[Creating a dedicated IP data connection](#)" on page 39 for details.

6.3 Setting the standard IP data connection to open automatically

You can configure LaunchPad to automatically open a data connection each time you make a connection with the terminal. To do this:

- a. From the LaunchPad main menu, select **BGAN services > LaunchPad Automatic Connection**. The **BGAN LaunchPad automatic connection** dialog box displays:



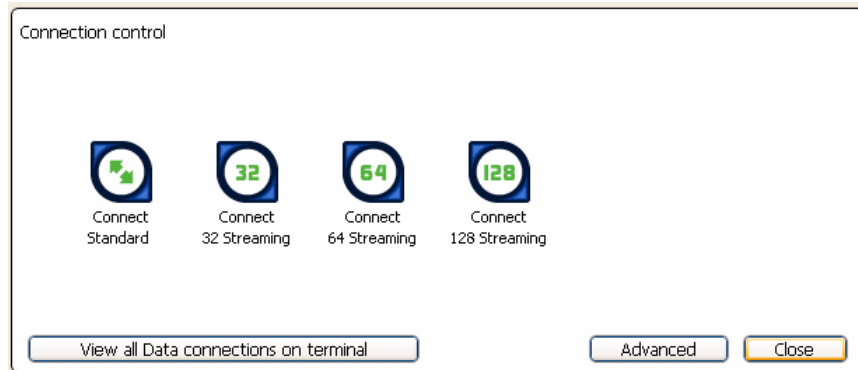
- b. Check the **Automatically open a standard Data connection after network registration** check box to enable automatic connection (or uncheck the check box to enable automatic connection).
- c. Click on **OK** to save the settings, or **Cancel** to exit without saving.

The next time you open LaunchPad, the standard IP connection opens automatically, without you needing to click on **Connect**.

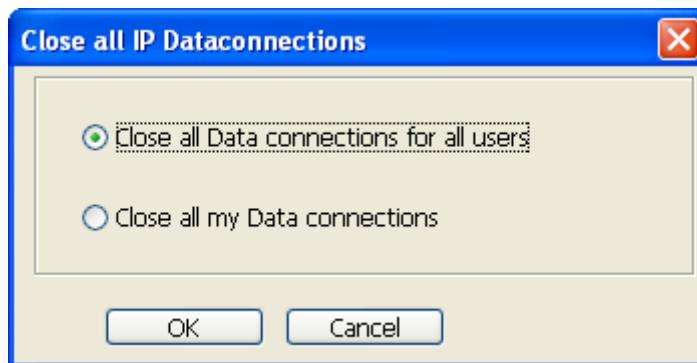
Note: There may be a minimum charge when an IP data connection is open, and data may be transferred across the connection even if you are not actively using an application (for example, your computer may be receiving automatic updates). If you do not want to incur these charges, Inmarsat recommends that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

6.4 Closing an IP data connection

- To close an individual connection, simply click on the individual data icon that you want to close.



- There are a number of ways to close all open IP data connections. The simplest is to click on the **BGAN services > Close all data connections** option in BGAN LaunchPad main menu. The following screen displays:



You can either:

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

7 Using TCP Accelerator

7.1 About TCP Accelerator

TCP Accelerator enhances the performance of TCP over a satellite network such as the BGAN 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.

The TCP accelerator will enhance the performance of BGAN when your computer is sending data from TCP applications ONLY. 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.

TCP Accelerator will not enhance performance when you are using any streaming based application including video streaming and audio streaming, because these are UDP based applications.

7.2 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, or downloaded from the Inmarsat web site at www.inmarsat.com/support

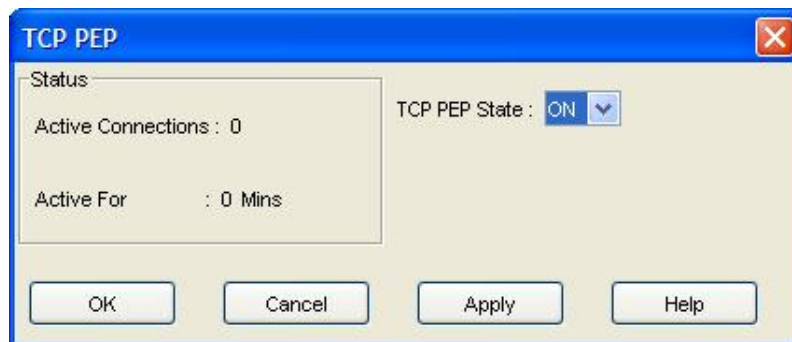
Follow the on-screen instructions to install TCP Accelerator.

7.3 Activating TCP Accelerator

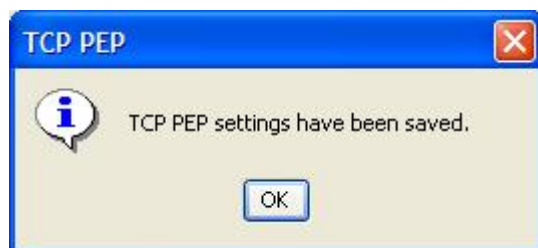
You must use BGAN LaunchPad to activate the TCP Accelerator (also known as TCP PEP).

After initial installation, TCP Accelerator is switched off. You can only switch TCP Accelerator on after the terminal is registered with the network. After you have registered:

- a. Select **BGAN Services > TCP Accelerator** from the LaunchPad main menu. The following screen displays:



Select **ON** from the drop down list to enable TCP Accelerator, then click **Apply**. The following screen will display if the settings have been successfully changed.



To turn TCP Accelerator off, repeat step a., and set the TCP PEP State to **OFF**.

8 Monitoring data connections

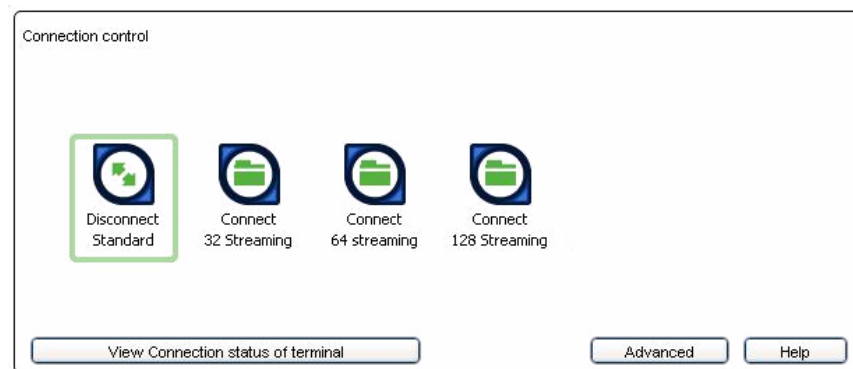
8.1 Viewing data connection details

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

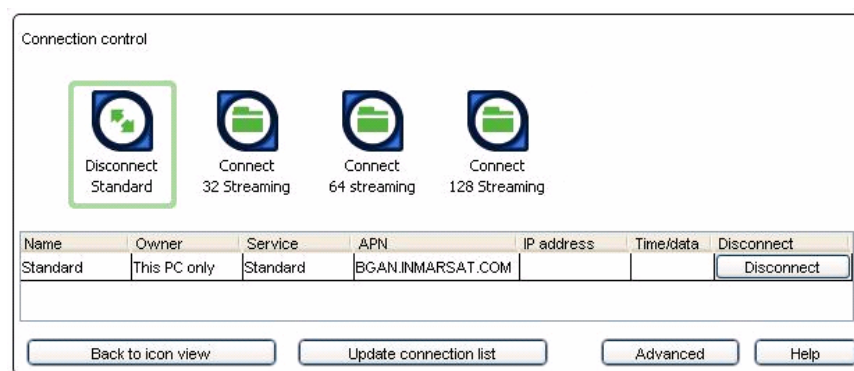
- a. Click on the **Data** icon:



The following screen displays:



- b. Click on **View Connection details of terminal**. Details of the currently open connections display beneath the connection icons, as shown below:



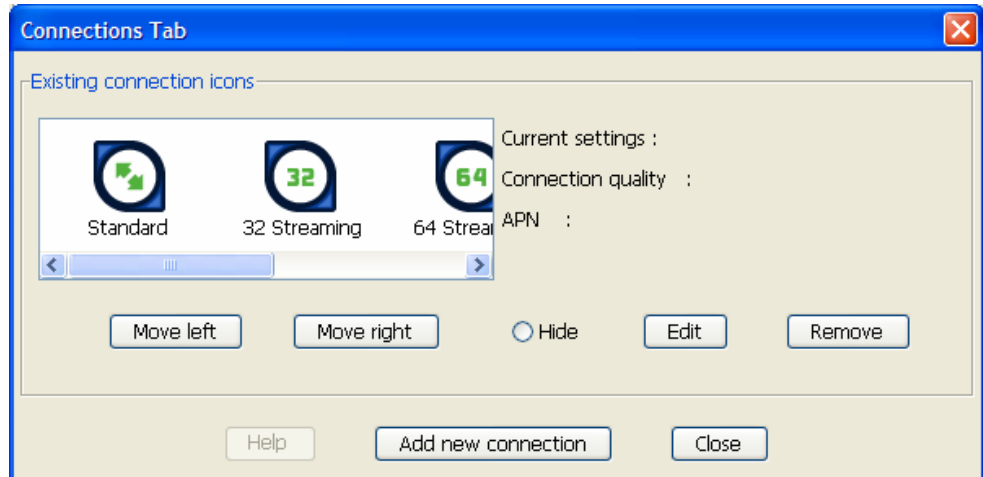
The displayed details include the **Name** of the connection, the **Owner**, the connection **Service** type, the **APN**, the **IP address**, the length of **time** the connection has been open and the **data** sent and received.

- c. To disconnect a data connection, click on **Disconnect**.
To return to viewing the data connection icons only, click on **Back to icon view**.
To refresh the displayed information, click on **Update connection list**.
To access the management functions for data connections, click on **Advanced**. Refer to [“Managing data connections”](#) on page 13 for details on Advanced options.

8.2 Managing data connections

The available data connections display in the **Connection control** window. 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. Click on **BGAN services > LaunchPad Data Tab Options**. (If you have the Connection control window open, you can click on **Advanced**.) The **ConnectionsTab** screen displays, as shown below:



- b. Do any of the following
 - To move an icon so that it displays in a different position in the **Connection control** window, select the icon you want to move, and use the **Move left** and **Move right** buttons 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** window.
 - To delete an icon, select the icon and select **Remove**. Click on **Yes** to confirm the deletion.

Call logging

Using BGAN LaunchPad, you can view the call history of dialled calls, received calls and missed calls.

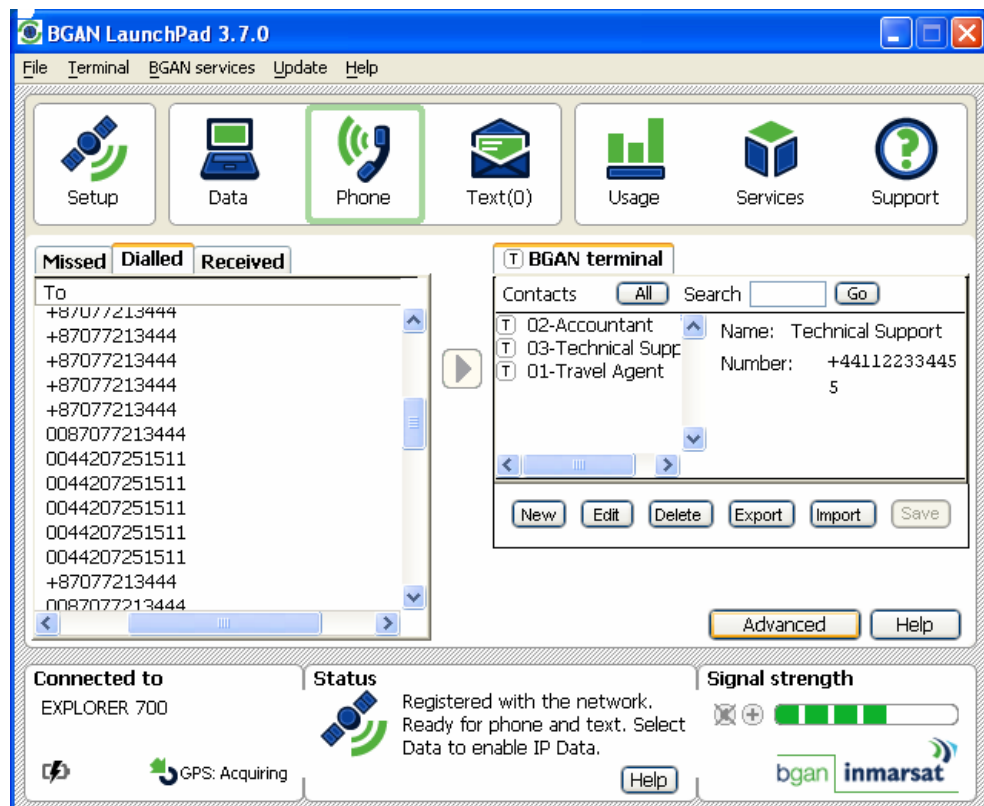
Note: You can also set up and edit a number of supplementary phone services using LaunchPad. These include services such as call barring, call waiting, call forwarding and so on. The supplementary phone services available to you depend on your terminal. Refer to the document "Using BGAN LaunchPad on the <terminal name>", available for download from www.inmarsat.com/support.

9 Monitoring calls

Call logs can be opened and managed from the Phone tab. To open the Phone tab, click on the **Phone** icon in launch bar.



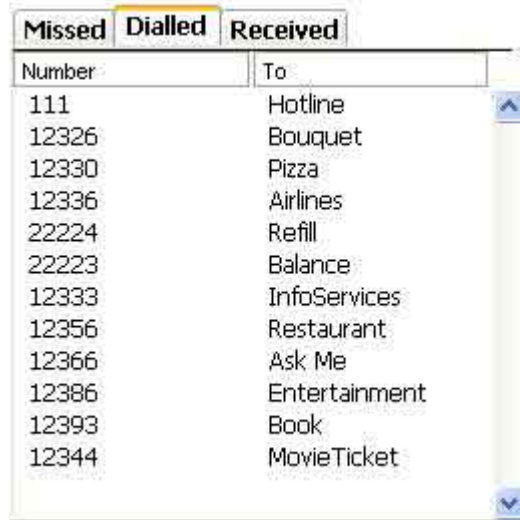
The Phone tab opens, as shown below:



You can view the call history of calls made from the terminal, calls received by the terminal and missed calls.

9.1 Monitoring dialled calls

To view the dialled call history, click on the **Dialled** tab in the Phone window. The following window displays, showing the telephone number and contact name (if any):



Number	To
111	Hotline
12326	Bouquet
12330	Pizza
12336	Airlines
22224	Refill
22223	Balance
12333	InfoServices
12356	Restaurant
12366	Ask Me
12386	Entertainment
12393	Book
12344	MovieTicket

9.2 Monitoring received calls

To view the received calls history, click on the **Received** tab in the Phone window. The following window displays, showing the telephone number and contact name (if any):



Number	From
111	Hotline
12326	Bouquet
12330	Pizza
12336	Airlines
22224	Refill
22223	Balance
12333	InfoServices
12356	Restaurant
12366	Ask Me
12386	Entertainment
12393	Book
12344	MovieTicket

9.3 Monitoring missed calls


To view the missed calls history, click on the **Missed** tab in the Phone window. The following window displays, showing the telephone number and contact name (if any):

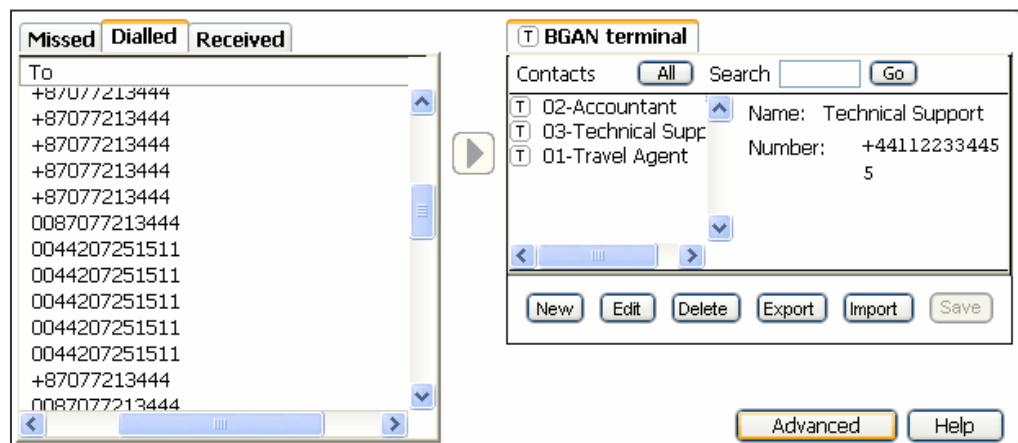


Number	From
111	Hotline
12326	Bouquet
12330	Pizza
12336	Airlines
22224	Refill
22223	Balance
12333	InfoServices
12356	Restaurant
12366	Ask Me
12386	Entertainment
12393	Book
12344	MovieTicket

10 Transferring a call log number to your contacts list

To transfer one of the numbers from the call log to your contacts list do the following:

- Select the call record whose details you want to transfer.
- Click on the right arrow symbol  to transfer the record to the contacts list.



- Edit as required.

Refer to "[Adding, editing or deleting contacts](#)" on page 23 for further details on managing your contacts list.

Text messaging

11 Sending and receiving text messages

You can use LaunchPad to write and send text messages, and receive and reply to text messages. You can send text messages from a BGAN terminal to another BGAN terminal and from a BGAN terminal to a mobile phone. You can also send a text messages from a mobile phone to a BGAN 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.

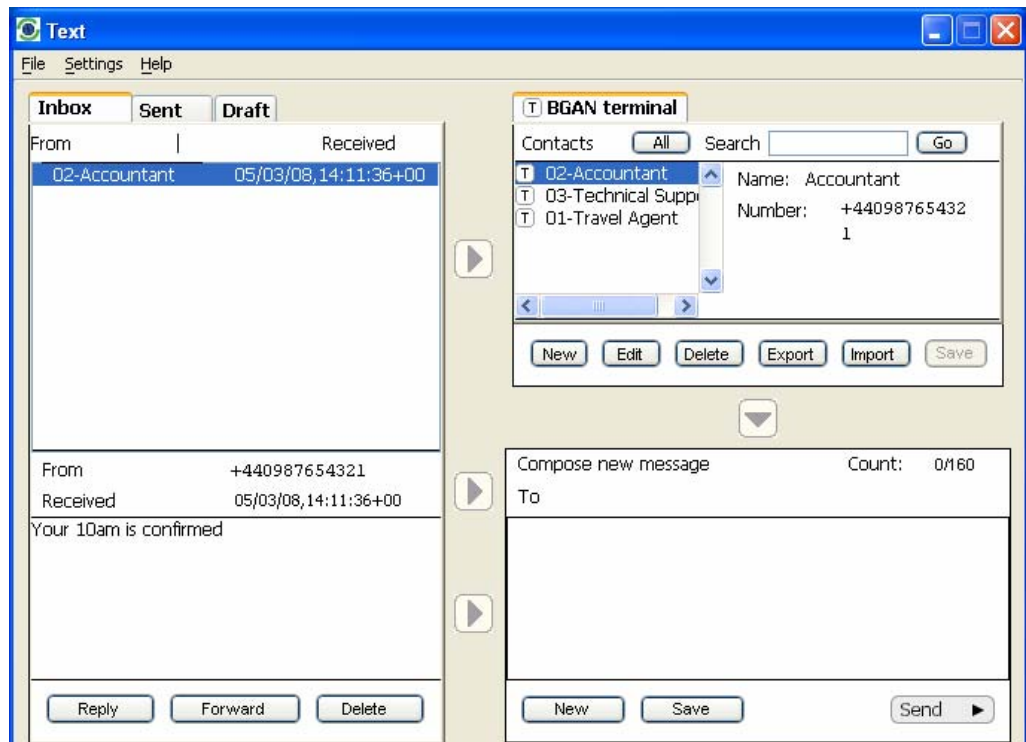
11.1 Writing and sending a text message


To write and send a text message:



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



The following screen displays:



- 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 scrolling through the list of contacts above the Compose new message panel, selecting the required contact and clicking on the  symbol to transfer the contact into the **To** field, or

- By scrolling through the Inbox, Sent box or Draft box, selecting a message, and clicking on the  symbol to the left of the **Compose new message** panel to transfer the contact into the **To** field.
- c. Add the message text to the area below the **To** field. You can do this either:
- By typing in the message in full, or
 - By scrolling through the Inbox, Sent box or Draft box, selecting a message, and clicking on the  symbol to the left of the Message text area to transfer the text of the stored message into the message area.
- d. Click **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.

11.2 Receiving and replying to or forwarding a message

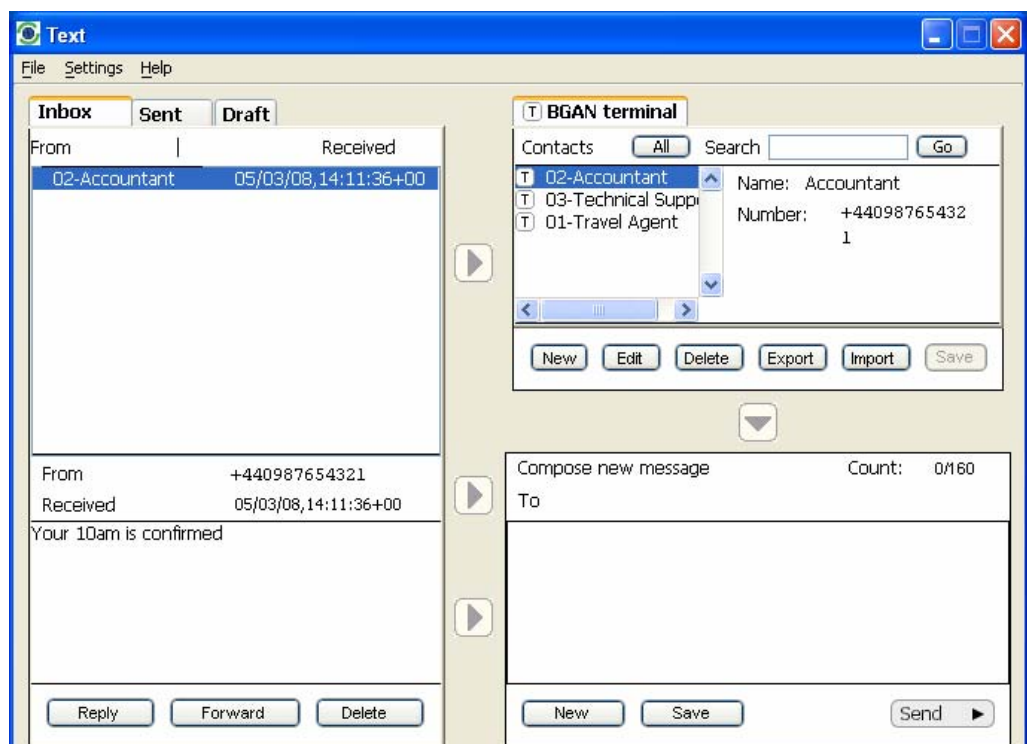
You can see at a glance if you have any unread text messages. The figure in brackets alongside the Text icon on the launch bar indicates how many unread text messages are in the text inbox.

To view a text message:

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




The following screen displays:




- b. In the **Inbox**, double click on the text message you want to read. New messages display in **Bold**.

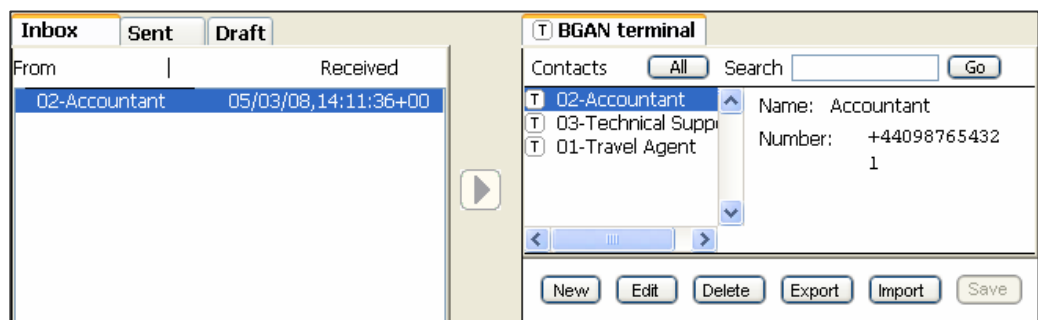
c. You can do any of the following:

- To reply to the message, click on **Reply**. The sender's name displays in the **To** field of the Compose new message panel. Write the text of your reply below, and click on **Send**.
- To forward the message, click on **Forward**. The text of the message displays in the Compose new message panel. Select the recipient(s) of the message in the **To** field, and click on **Send**.
- To delete the message, click on **Delete**.
- To add the contact to your contacts list, click on the  symbol to the left of the Contacts list.

12 Transferring a text number to your contacts list

To transfer one of the numbers from a text to your contacts list, do the following:

- Select the text message whose details you want to transfer.
- Click on the right arrow symbol  next to the Contacts window to transfer the name and number to the contacts list.

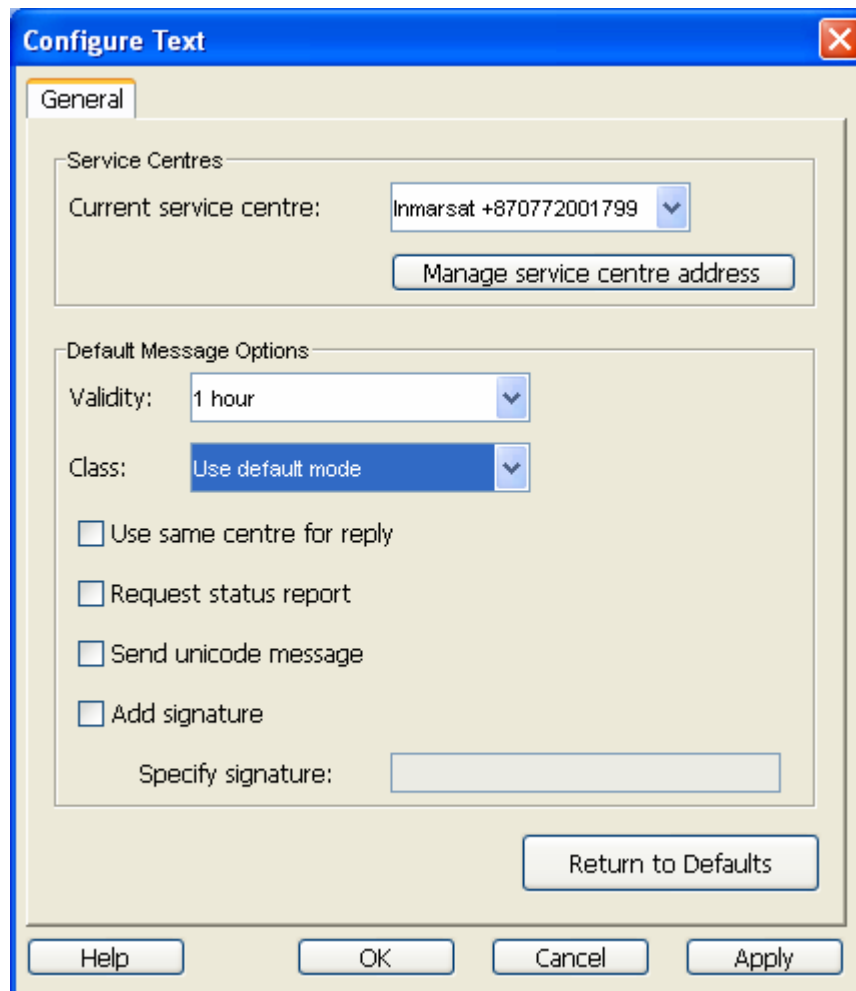


c. Edit as required.

Refer to "[Adding, editing or deleting contacts](#)" on page 23 for further details on managing your contacts list.

13 Configuring text options

You can configure the settings of the Text feature. To do this, in the **Text** window click on **Settings** > **Configure Text**. The **Configure Text** screen displays:



You can do the following from this window:

- Select the **Service Centres** – the service centre is stored on your SIM and is used to forward your outgoing text messages. The default is +870772001799. 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.

13.1 Setting up service centre options

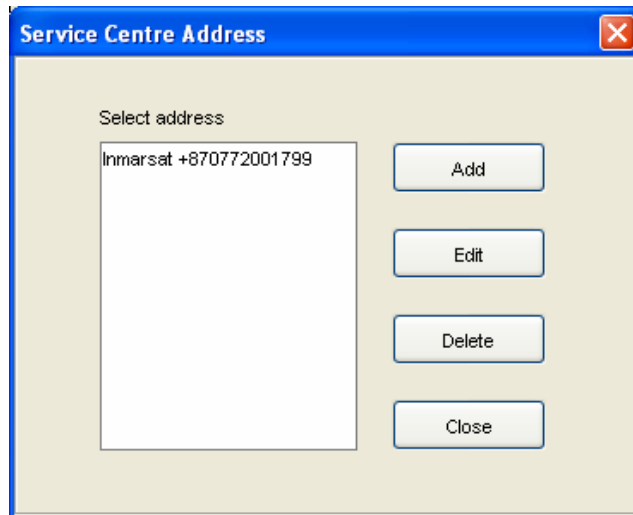
The service centre is the network device that distributes text messages. Use the default number, unless you have been advised to use a different number by your service provider. You can add a new number using the **Manage service centre address** button.

To select the currently active service centre:

- a. Click on the **Current service centre** drop-down list.
- b. Click on the required service centre.

To add, edit or delete a service centre number:

- a. Click on **Manage service centre address**. The **Service Centre Address** dialog box displays, as shown below:



- 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 the 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: No class, 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** – check this box to ensure that the service centre displayed in the Current service centre drop-down list is used for the reply to a message.
 - **Request status report** – check this box to display a status report when the Text message is delivered.
 - **Send unicode message** – check this box to enable the use of unicode characters in a message.
 - **Add signature** – check the Add Signature option if you want to add a signature to your Text messages. Type the text of the signature in the **Specify signature** text box.

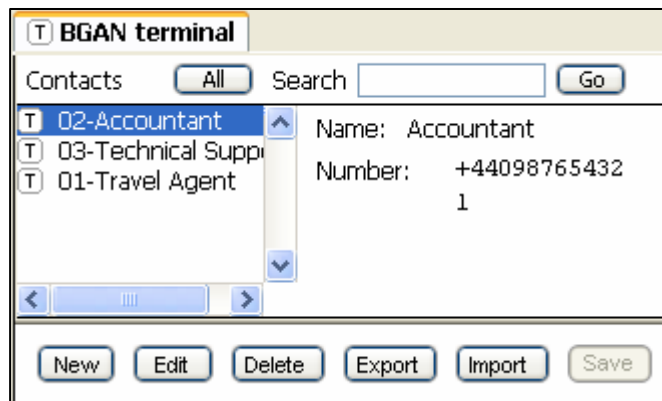
Managing contacts

The Contacts window enables you to manage your Phone 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 window displays when you click on the **Phone** icon or the **Text** icon on the launch bar, and contacts can be managed in either screen. To open the Contacts window, click on either the **Phone** or **Text** icon:



The following window displays within the Phone or Text screen:



Refer to [“Adding, editing or deleting contacts”](#) on page 23 for details on using the **New**, **Edit** and **Delete** buttons.

Refer to [“Exporting and importing contacts”](#) on page 23 for details on using the **Export** and **Import** buttons.

14 Adding, editing or deleting contacts

In the Contacts window, you can add a new contact, or edit or delete an existing contact.

14.1 Adding a contact

To add a contact to an address book:

- Click on **New** in the Contacts window. The cursor flashes next to the **Name:** prompt.
- Type on the name of the contact you want to add.
- Press the tab key to move the cursor into the **Number** field.
- Type in the number of the contact you want to add, and click on **Save**.

Note: You can transfer a contact's details either from one of the Phone call log folders, or from one of the Text folders. To do this, refer to "[Transferring a call log number to your contacts list](#)" on page 16, or "[Transferring a text number to your contacts list](#)" on page 19.

14.2 Editing a contact

To edit an existing contact:

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

14.3 Deleting a contact

To delete an existing contact, simply select the contact and click on **Delete**. You are prompted to confirm the deletion.

15 Exporting and importing contacts

This section explains how to export a contact or contacts to a file on your computer, and how to import a contact or contacts from a file on your computer.

15.1 Exporting a contact

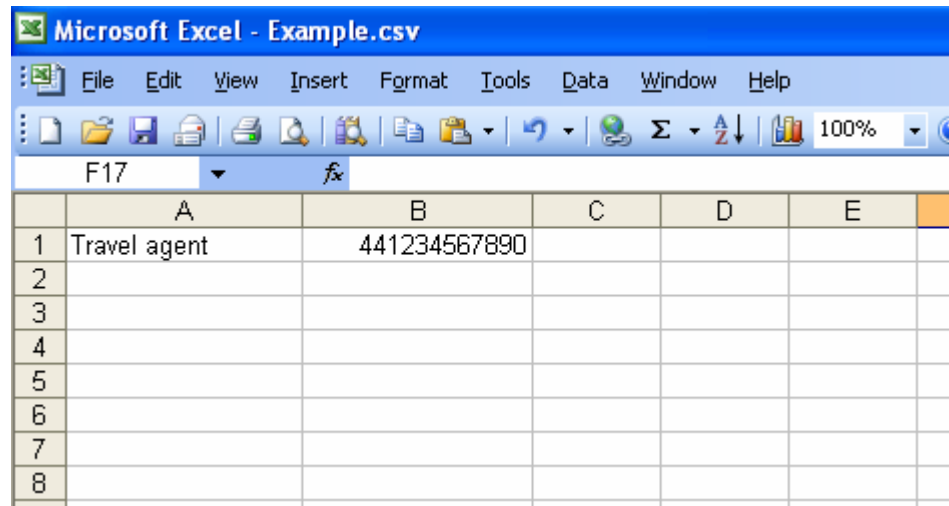
You can export a contact or contacts to a file on your computer. To do this:

- Select the contact(s) to be exported and click on **Export**. The **Choose Export Type** dialog box displays, as shown below:



- b. Check the **File** check box to export the contact to a file on your computer, then click on **Continue**. The **Open** dialog box displays.
- c. Navigate through your computer's file structure using this window, and click **Open** to save the contact details.

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



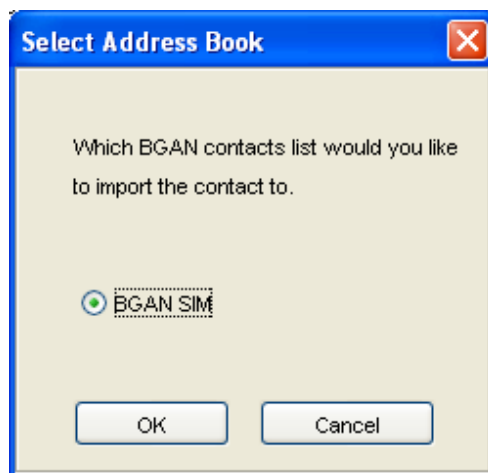
Note that if you want to import a current contact list into LaunchPad, you must store the contact names and details in this format and import them as described in “Importing a contact” below.

15.2 Importing a contact

You can import a contact into an address book from a file on your computer. For details on the format of the file to be imported, refer to “Exporting a contact” on page 23.

To import a contact or list of contacts,:

- a. Click on **Import**. The **Open** dialog box displays.
- 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 displays, as shown below:



- c. Click on **OK** to import.

Managing the terminal connections

16 Changing the terminal or terminal interface

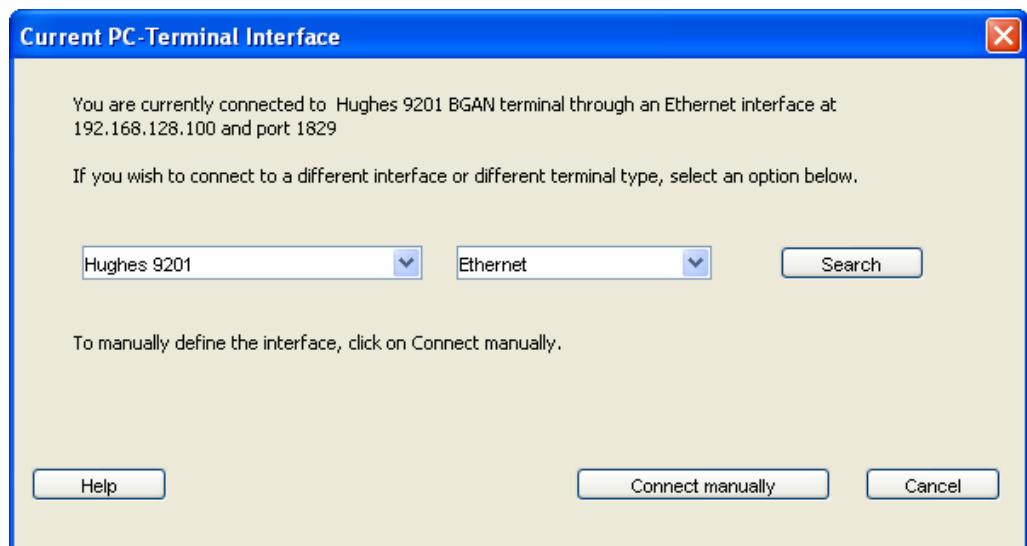
You can display the current terminal and interface details from BGAN LaunchPad, and do the following:

- 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, serial port or Bluetooth connection details.

16.1 Changing the terminal type

To connect to a different terminal type:

- a. From the BGAN LaunchPad main menu, select **Terminal > Current PC/Terminal Interface**. The **Current PC-Terminal Interface** dialog box displays, as shown below:



The current terminal (and interface) details are displayed.

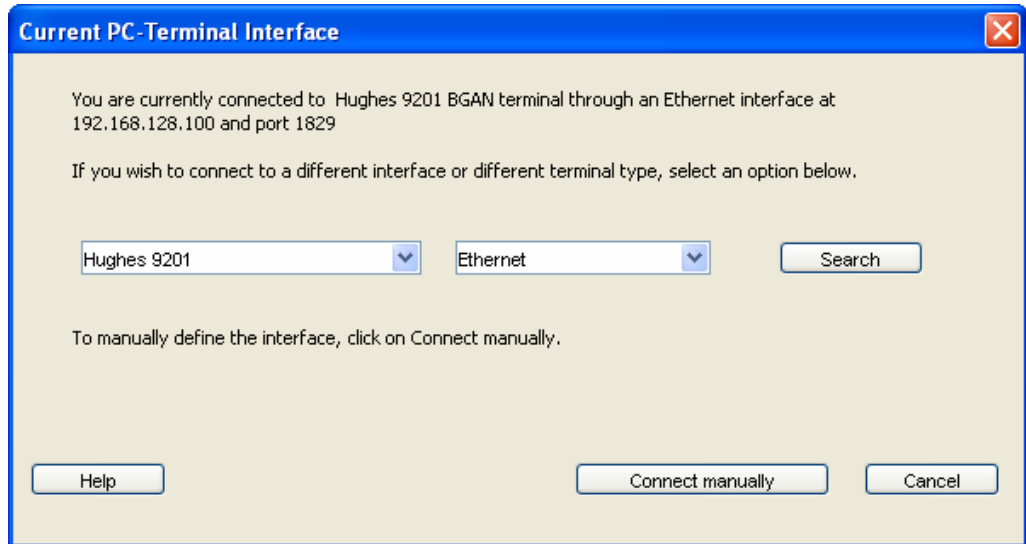
(The above example shows a Hughes 9201 terminal connected over Ethernet. The terminal type and interface type shown will depend on the particular terminal and interface you are using).

- 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**. BGAN LaunchPad searches for the required terminal and interface and, if found, connects your computer.

16.2 Changing the interface on the current terminal

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

- a. From the BGAN LaunchPad main menu, select **Terminal > Current PC/Terminal Interface**. The **Current PC-Terminal Interface** dialog box displays, as shown below:



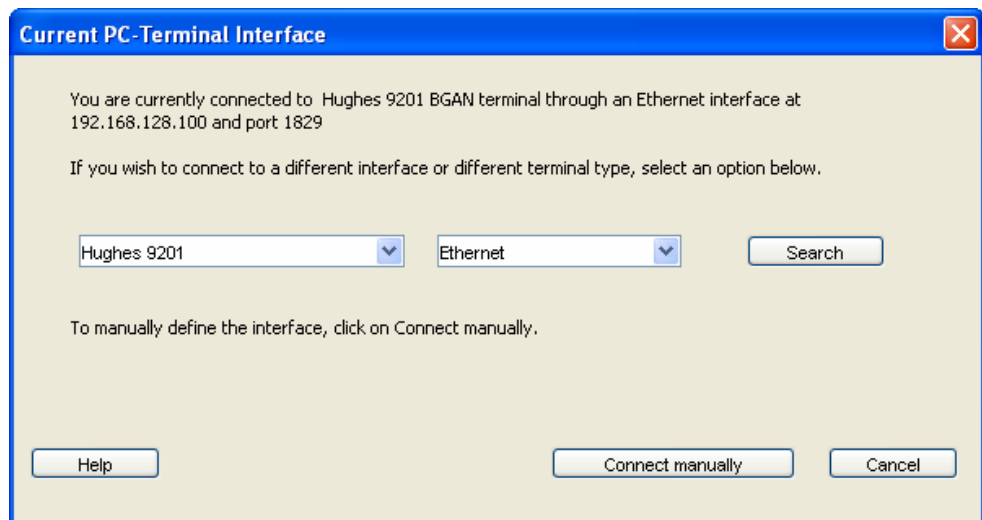
The current terminal and interface details are displayed.

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

16.3 Changing the interface connection details

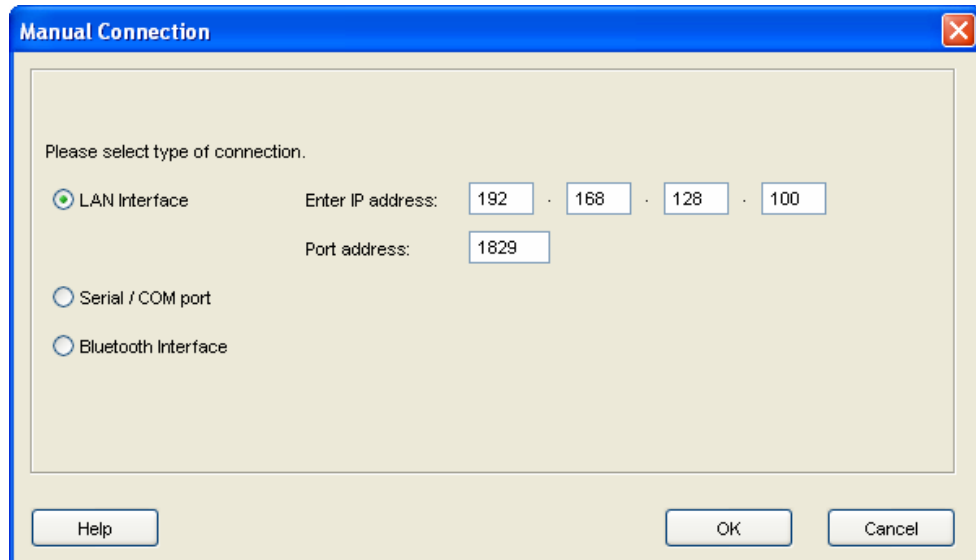
To manually set or change the interface connection details:

- a. From the BGAN LaunchPad main menu, select **Terminal > Current PC/Terminal Interface**. The **Current PC/Terminal Interface** dialog box displays, as shown below



The current terminal and interface details are displayed.

- b. Click on **Connect manually**. The **Manual Connection** dialog box displays, as shown below:



Note: The options available to you depend on the terminal you are using. For example, if your terminal does not offer Bluetooth connectivity, this option will not display.

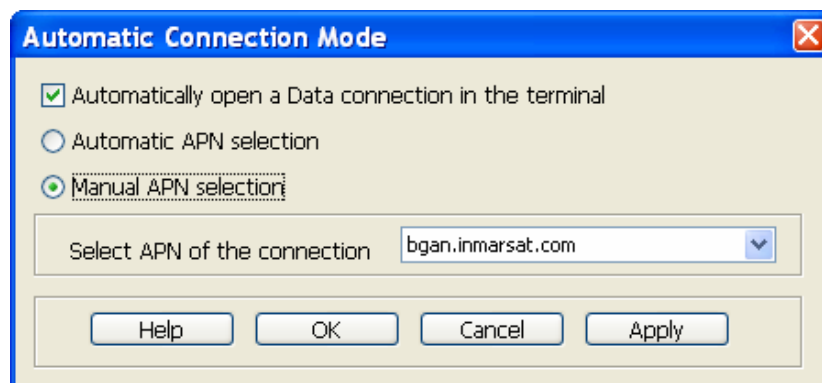
- c. Either:
- Click on **LAN Interface** and enter the required **IP address** and **Port address**, or
 - Click on **Serial/COM port** and enter the **COM Port** number, or
 - Click on **Bluetooth Interface**, enter the **COM Port** number and then select the required modem from the **Select Modem** drop-down list.
- d. Click **OK** to save the displayed information, or click **Cancel** to exit without saving.

17 Setting the terminal to automatically open a data connection

You can configure the terminal to bypass the pointing procedure and register automatically on the BGAN network after the terminal is powered on. You can only use this feature if the terminal has a valid GPS fix, that is if you have not moved location since you last registered.

To enable automatic registration, do the following:

- a. In BGAN LaunchPad, select **Terminal > Automatic Connection Mode**. The following screen displays:

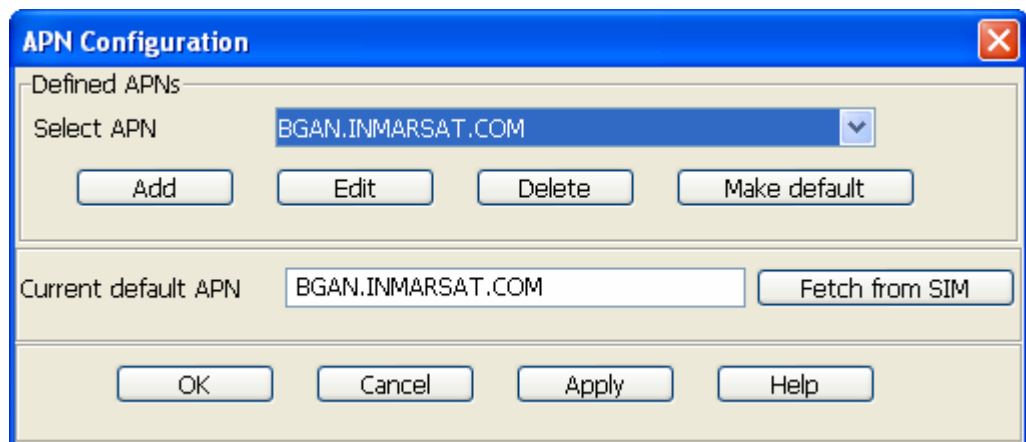


- b. Select the **Automatically open a Data connection in the terminal** check box. You now have the option of selecting the method of APN selection.
- c. Either:
 - Click on **Automatic APN selection** to configure the terminal to automatically use the default APN. Or
 - Click on **Manual APN selection** to configure a specific APN. Select the APN from the **Select APN of the connection** drop-down list.
- d. Click on **Apply** to save the changes, then click on **OK** to exit the screen.

18 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:

- e. In the LaunchPad menu, select **BGAN services**, then from the drop down menu select **LaunchPad APN Options**. The following screen displays:



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**).

19 Security

Using BGAN LaunchPad, you can change the SIM PIN and facility password, and enable a PIN to give a high level of management control over security.

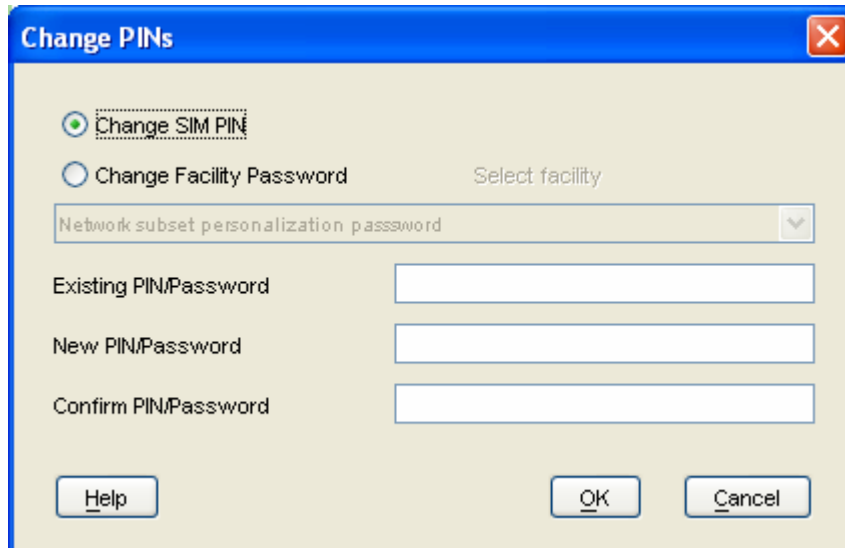
The Security and Control options are as follows:

- Changing the SIM PIN and Facility Password.
- Enabling a PIN.

19.1 Changing the SIM PIN and facility password

To change the SIM PIN or the Facility Password:

- a. From the LaunchPad main menu, select **Terminal > Change PINs**. The following screen displays:



The screenshot shows a dialog box titled "Change PINs" with a close button in the top right corner. The dialog contains two radio buttons: "Change SIM PIN" (which is selected) and "Change Facility Password" (which is unselected). To the right of the "Change Facility Password" radio button is the text "Select facility". Below the radio buttons is a dropdown menu with the text "Network subset personalization password". There 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".

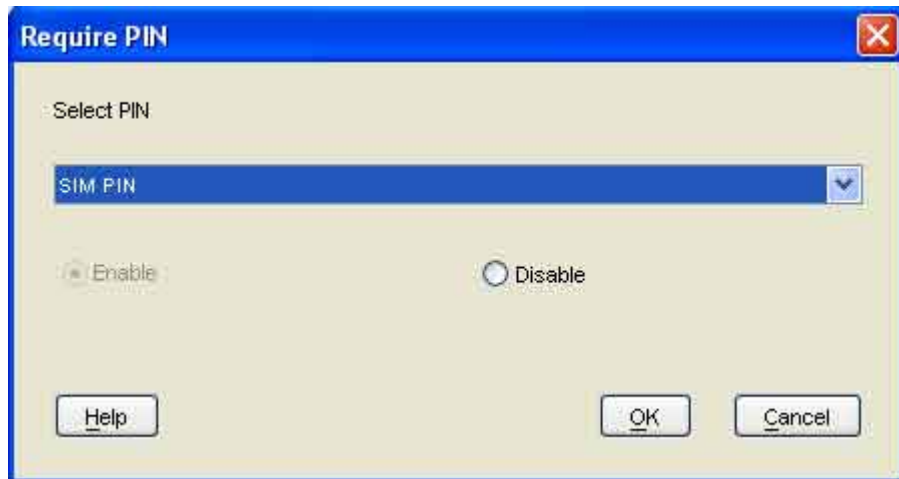
- b. Select either **Change SIM PIN** or **Change Facility Password**.
- c. Enter the **Existing PIN** or **Password**.
- d. Enter the **New PIN** or **Password**.
- e. Re-enter the new PIN or Password in the **Confirm PIN/Password** text area.
- f. Click on **OK** to save the changes.

19.2 Enabling a PIN

Using BGAN LaunchPad you can enable or disable a configured PIN.

To enable a PIN:

- a. From Launch Pad main menu, select **Terminal > Require PINs**. The **Require PIN** dialog box displays:



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

Updating software

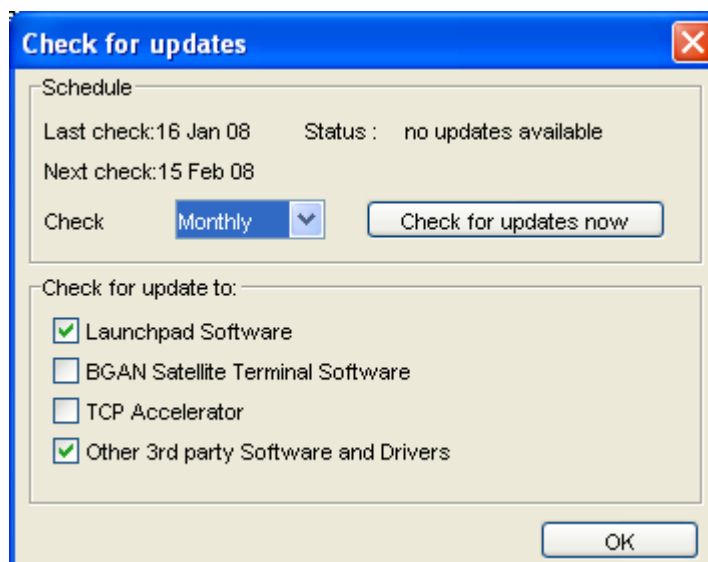
You can use LaunchPad to check for the availability of software updates, and choose which software updates you want to install. Software updates available from BGAN LaunchPad include:

- a. LaunchPad software.
- b. Terminal software.
- c. TCP Accelerator software.

20 Checking for software updates

You can set the types of upgrade you want BGAN LaunchPad to check for, and how you want to check. To do this:

- a. From LaunchPad main menu, select **Update > Check for Updates**. The **Check for Updates** screen displays:

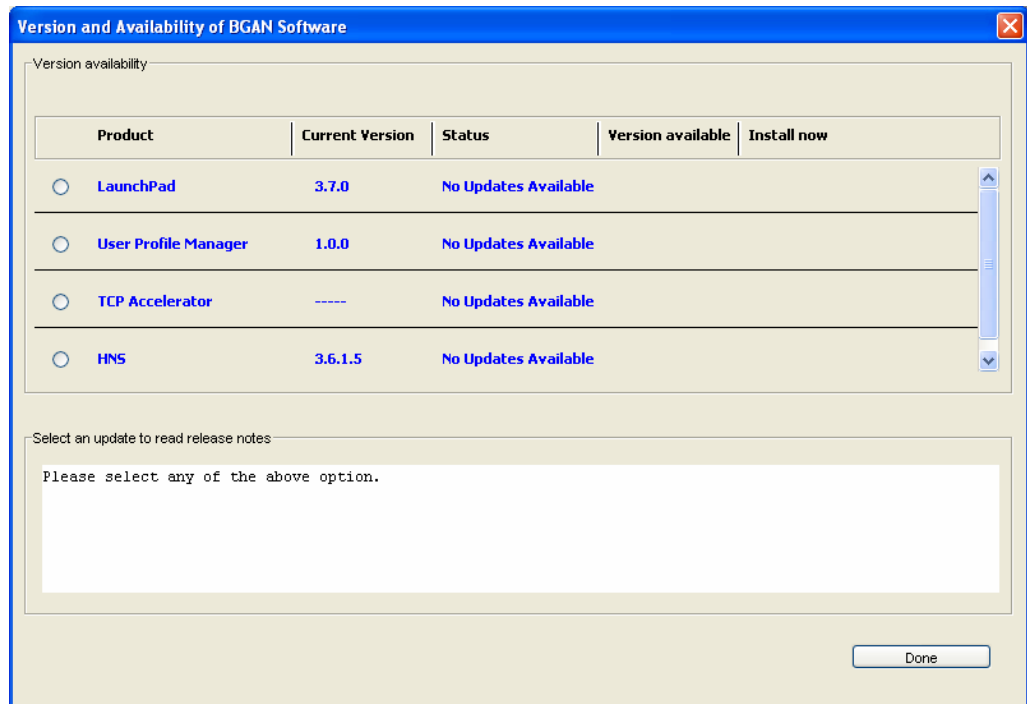


- b. From this screen you can
 - Set how often you want LaunchPad to automatically check for updates in the **Check** drop-down list, or click on the **Check for updates now** button.
 - Select the types of software you want to check for, by selecting the check box next to the software type.
- c. Click on **OK** to save the settings.

21 Updating software

To update to a new version of software using LaunchPad:

- a. From the LaunchPad main menu select **Update > Versions and Availability**. The **Version and Availability of Software** screen displays:



This screen shows the product type, current version, whether an update is currently available and, if it is, the available version. When you select an update, the release notes for the update are displayed in the text area below.

- b. To update to the listed version, click on **Install now** alongside the update version you want to install.

Support services

There are a number of LaunchPad features that can help you monitor terminal usage and performance, and provide information that may be useful if you need support.

22 Monitoring usage

You can view the data usage (by amount), and the telephony and ISDN usage (by time) by clicking on the **Usage** icon on launch bar. The usage panel displays information for this terminal session, and also shows the cumulative total.

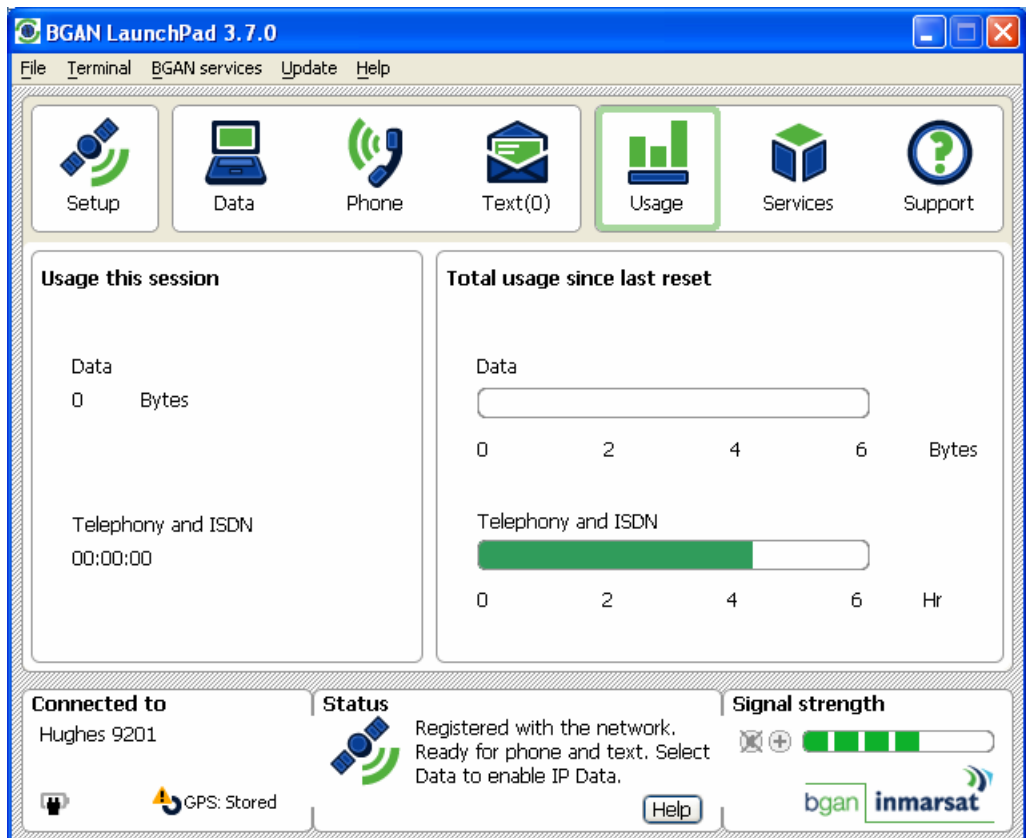
Note: The information displayed depends on the terminal. Not all terminals will record all the information described in this section.

To view data information, and/or telephony and ISDN information

- a. Click on the **Usage** icon on the launch bar:



The following screen displays:



The screenshot shows the BGAN LaunchPad 3.7.0 interface. The 'Usage' icon in the launch bar is highlighted. The main window displays the following information:

- Usage this session:**
 - Data: 0 Bytes
 - Telephony and ISDN: 00:00:00
- Total usage since last reset:**
 - Data: 0 Bytes (range 0 to 6)
 - Telephony and ISDN: 4 Hr (range 0 to 6)
- Connected to:** Hughes 9201
- Status:** Registered with the network. Ready for phone and text. Select Data to enable IP Data.
- Signal strength:** Indicated by a green bar graph.

- b. The data usage, and telephony and ISDN usage is displayed. The **Usage this session** is displayed in the left panel, the **Total usage since last reset** is shown in the right panel. The units of measure adjust depending on the accumulated total. For example, data units are first measured in bytes, then kilobytes and so on; telephony usage is first measured in seconds, then minutes and so on.

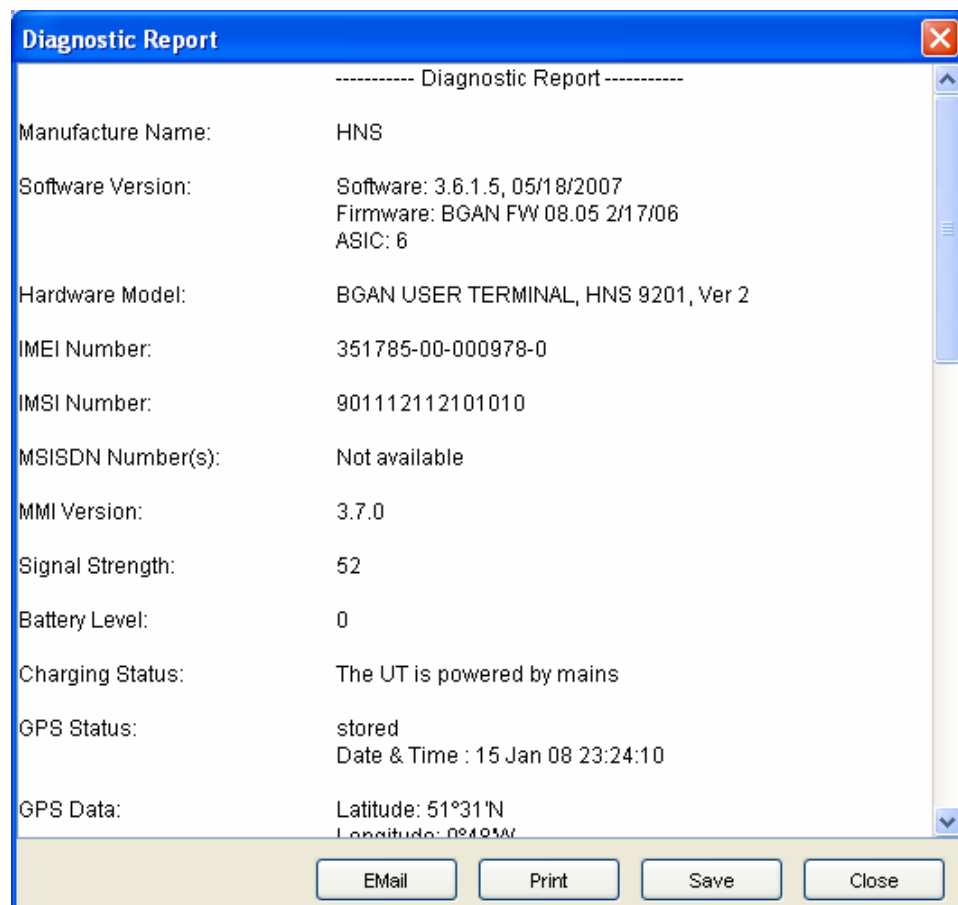
Note: This information is provided for guidance information only, and may differ from that used by your Service Provider for billing purposes.

23 Viewing diagnostics, log file information and properties

You may need to refer to LaunchPad's diagnostics, log file information and properties if requested by support personnel. This information is available as described in the following sections.

23.1 Viewing diagnostics

For diagnostics information, click on the **Help** menu in LaunchPad, then click on **Diagnostic Report**. A screen similar to the following displays:



This screen gives you the following options:

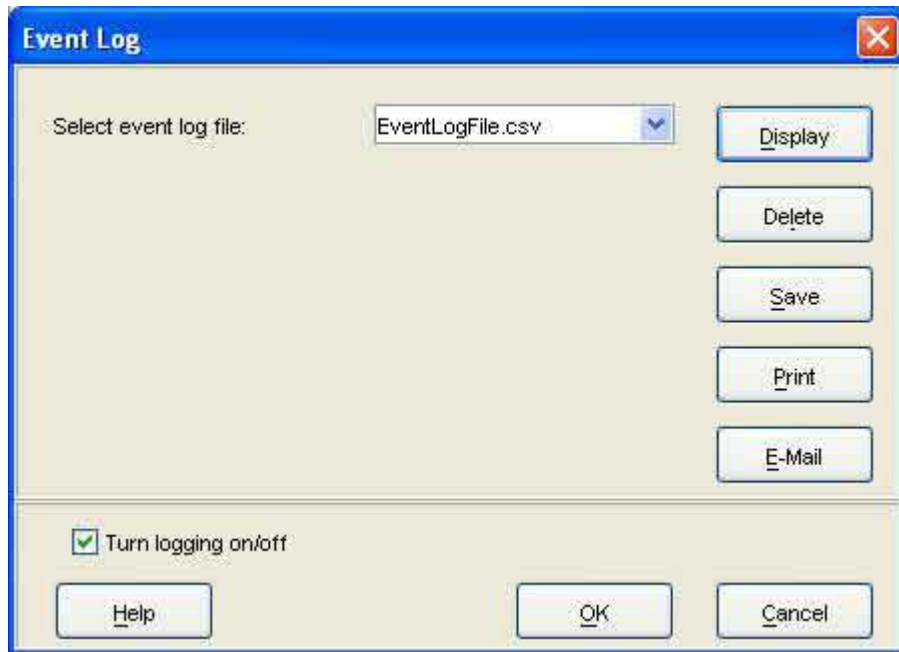
- **Email** the report, for example to support personnel.
- **Print** the report.
- **Save** the report in a file on your computer.

23.2 Viewing log file information

For log files, click on the **File** menu in LaunchPad, then click on one of:

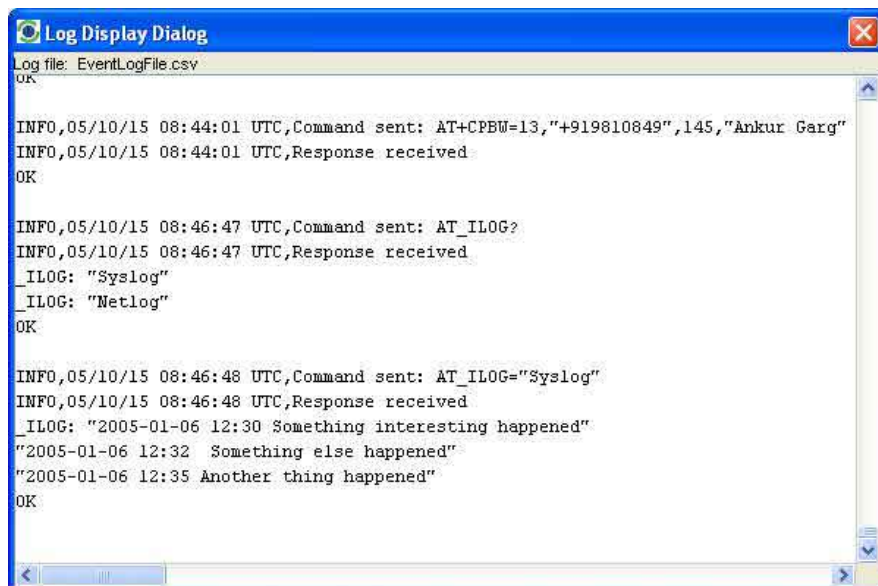
- **LaunchPad Event log** - reports details of all command and responses exchanged between LaunchPad and the terminal.
- **LaunchPad Network log** - reports network activity-related information, such as network usage, QoS information, and unsolicited alerts reported by the network.
- **Terminal log file** - generated by the terminal, and can be accessed from LaunchPad.

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



From here, you can do any of the following:

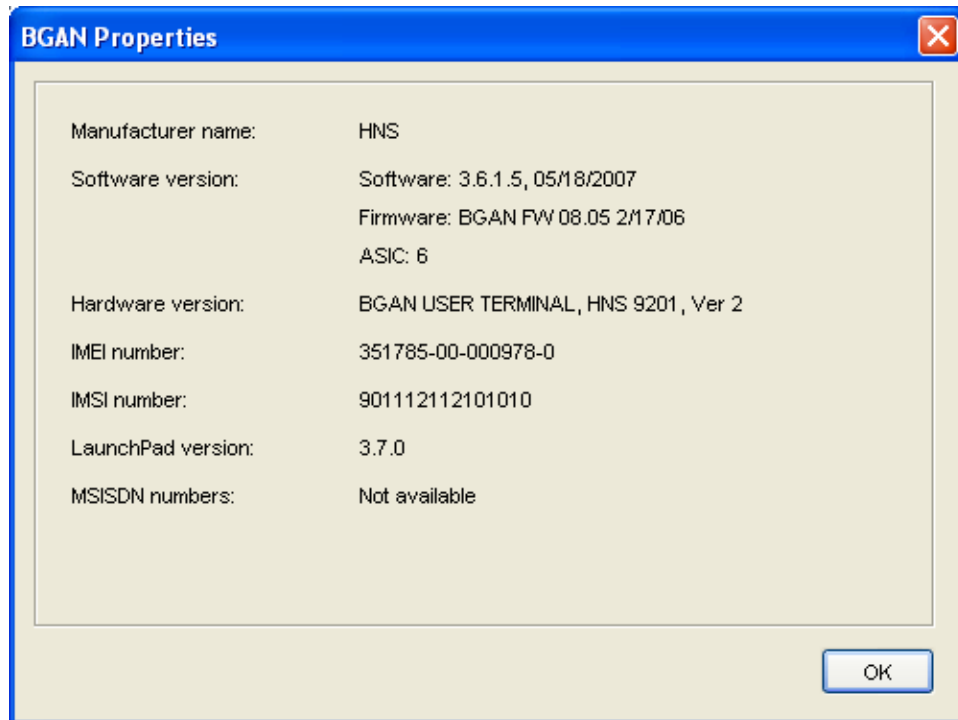
- Click on **Display** to display the log file details. To do this, select the log file you want to display from the drop-down list, then click on **Display**. The details display in the following format:



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

23.3 Viewing BGAN properties

For BGAN properties, click on the **File** menu in LaunchPad, then click on **BGAN Properties**. A screen similar to the following displays:



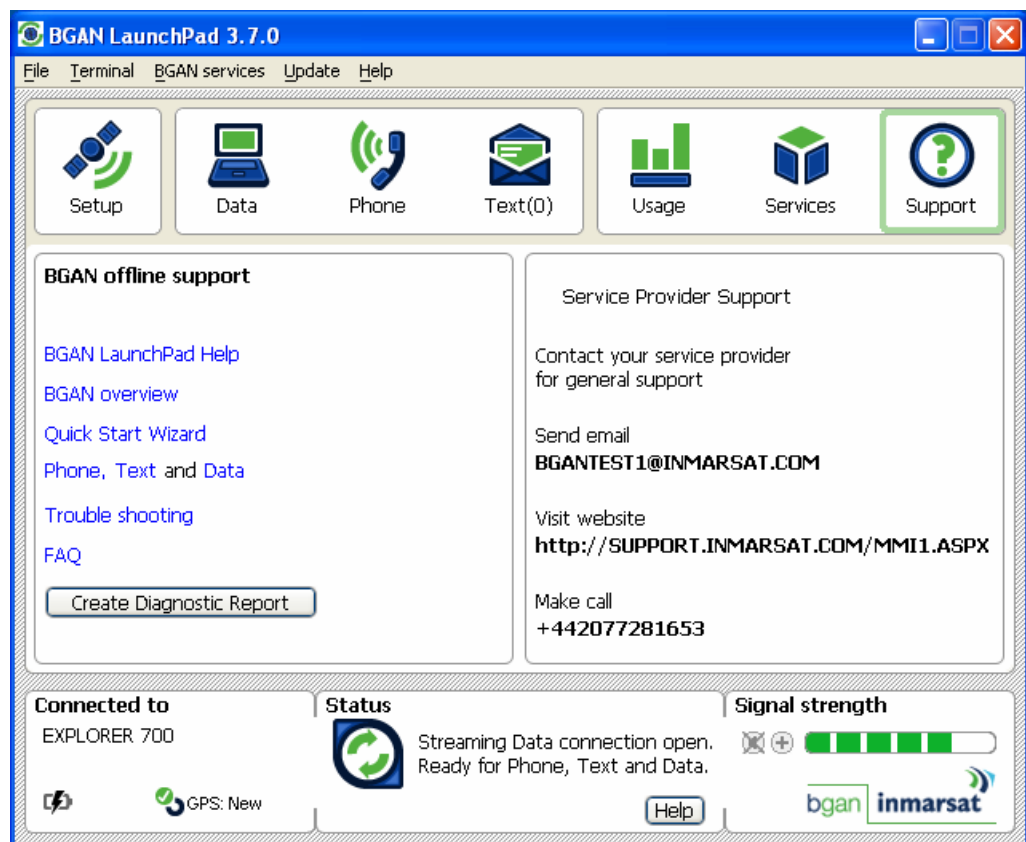
This screen displays information such as the terminal's software and hardware versions, the IMEI number and IMSI number, and the LaunchPad version.

24 Accessing service provider support

You can access your service provider's support information simply by clicking the **Support** icon on the launch bar (the support icon you see may be different, depending on your service provider).



A screen similar to the following displays, listing support information for your service provider:



If you have an Internet connection, your service provider's web site displays in the left panel on the screen shown above.

Note: If you do not have an Internet connection, the BGAN offline support panel displays, offering links to BGAN LaunchPad Help. Note that Help is not currently available in BGAN LaunchPad.

Using Services

To view the services available from your service provider, click on the **Services** icon:



A screen similar to the following screen displays, depending on the available services:



Note: You can only access Services if you have a data connection open.

Advanced features

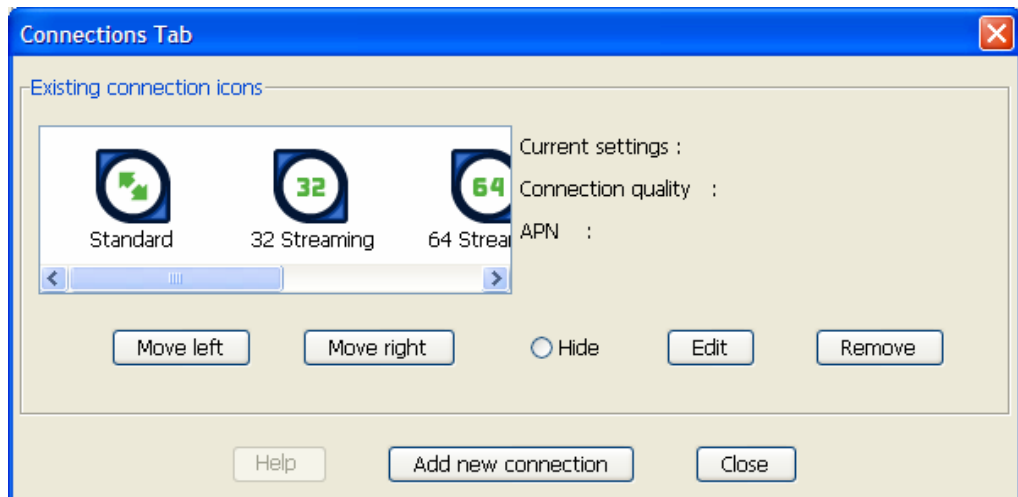
25 Creating a dedicated IP data connection

If required, you can set up one or more dedicated streaming IP data connections for applications such as Streambox, Win Media and Quick Time 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.

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

To create a dedicated IP data connection:

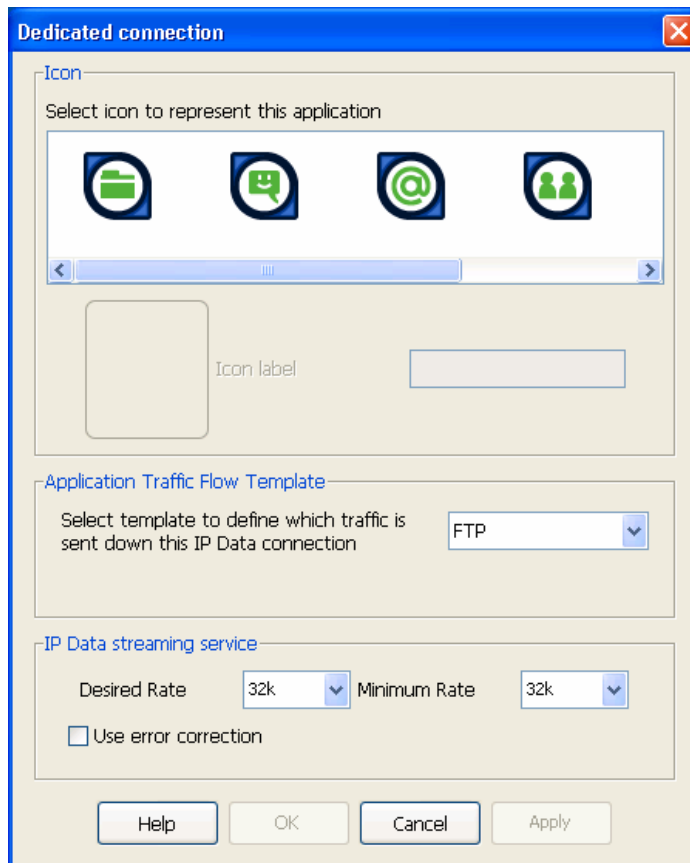
- a. Click on **BGAN services > LaunchPad Data Tab Options** (or click on **Advanced** in the Connection control window). The following screen displays:



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



- c. Select **Create new Dedicated Streaming IP Data connection**, and click on **OK**. The following screen displays:



- d. Click on the icon you want to use for this application. The icon displays 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 display when you open the Data tab in BGAN 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 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.

- 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. Select the **Minimum Rate** from the drop-down list. This is the minimum QoS that you will accept for this connection. Inmarsat recommends that you set the Minimum Rate to the same as the Desired Rate, to ensure that you are allocated the data rate that you require.
- i. Check the **Use error correction** check box to turn on error correction. Error correction is turned off by default because TCP applications have re-transmission built-in, and UDP applications do not require re-transmission.
- j. Click on **Apply** to save the displayed configuration, and continue editing the connection, click on **OK** to save the displayed configuration and exit the configuration screens, or click on **Cancel** to edit without saving.

Repeat steps d. to j. to add further dedicated IP data connections. You can configure as many dedicated IP data connections as you require.

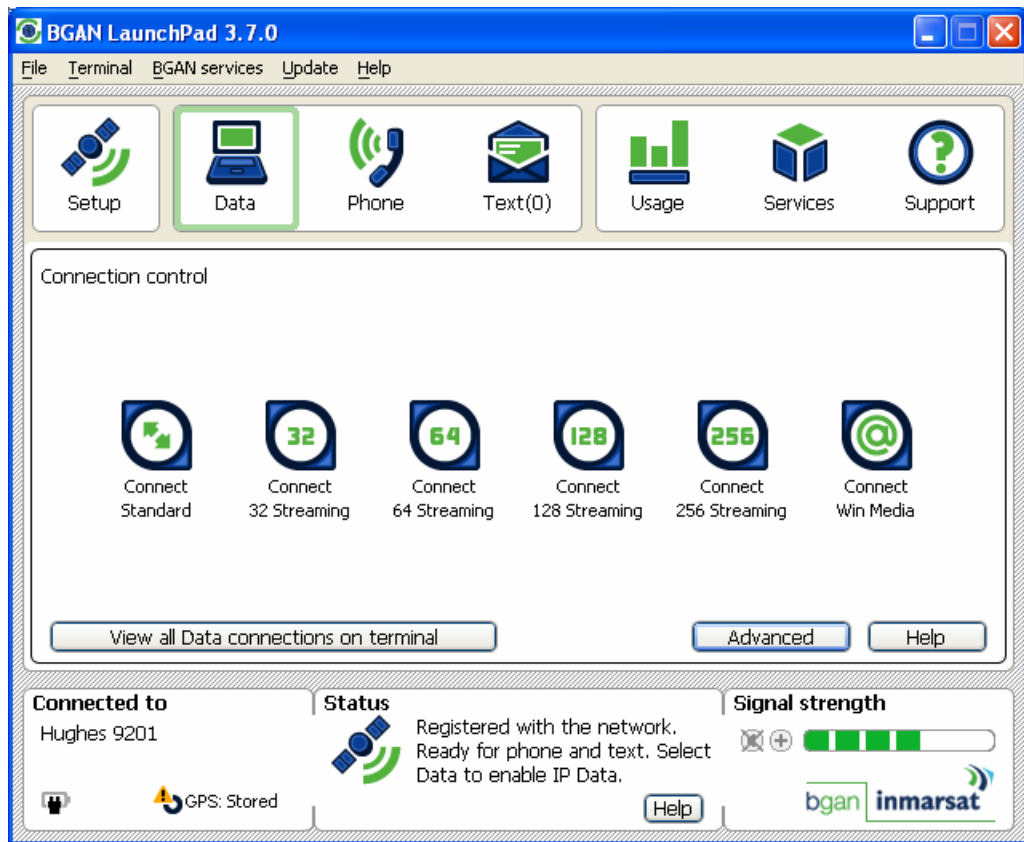
25.1 Opening a dedicated streaming IP data connection

To open a dedicated streaming IP data connection:

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



The **Connection control** window opens, as shown below:



- b. Make sure that the standard IP data connection is open. The standard IP data 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 displays:



- 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.

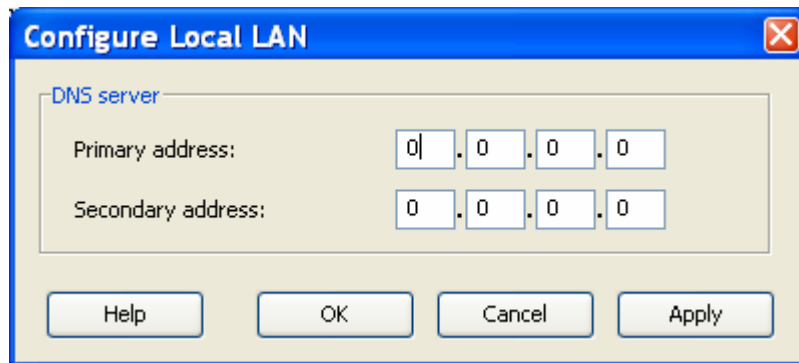
Note: Dedicated streaming IP data connections are normally charged by the length of time they are open rather than the amount of data transferred. Therefore only use this connection type when needed for audio or video data transfer.

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

26 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. From the LaunchPad main menu, select **Terminal > IP Configuration**. The **Configure Local LAN** dialog box displays, as shown below:



- 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 sever.
- d. Click **Apply**, then **OK** to save the changes, or **Cancel** to exit without saving.

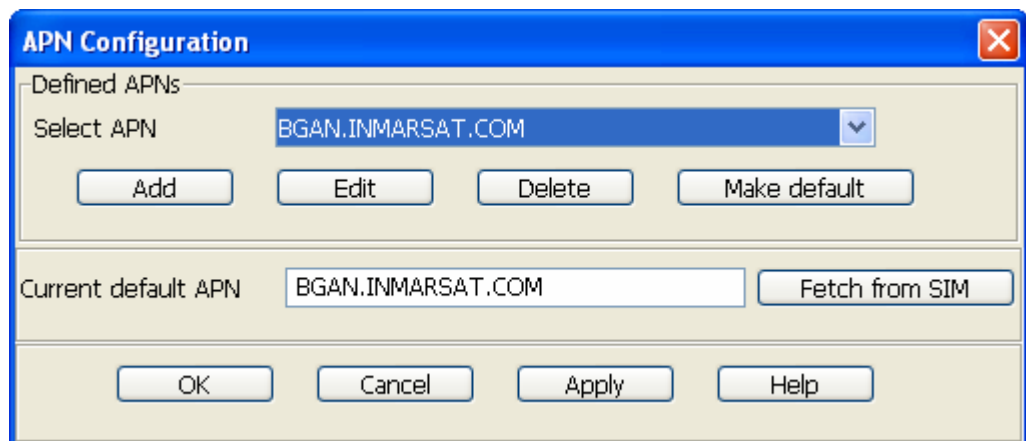
Troubleshooting

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

27 Can't open a data connection?

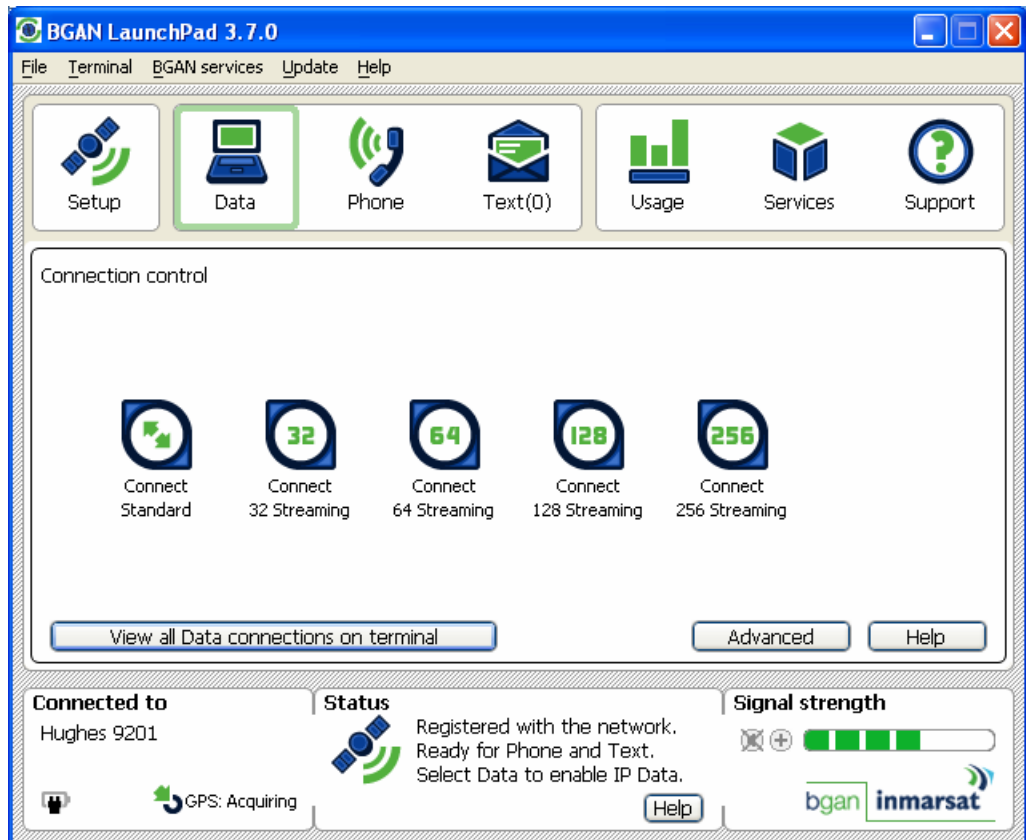
If you can't open a data connection, check the Access Point Name (APN) settings. An Access Point Name (APN) identifies the external network that is accessible from a terminal. By default, the SIM card in your terminal is configured with the APN of your Service Provider, and the terminal reads this information from the SIM card. The data connection must be set to the same APN as the SIM card. To check this:

- a. In the LaunchPad menu, select **LaunchPad services**, then from the drop down menu select **APN options**. The following screen displays:



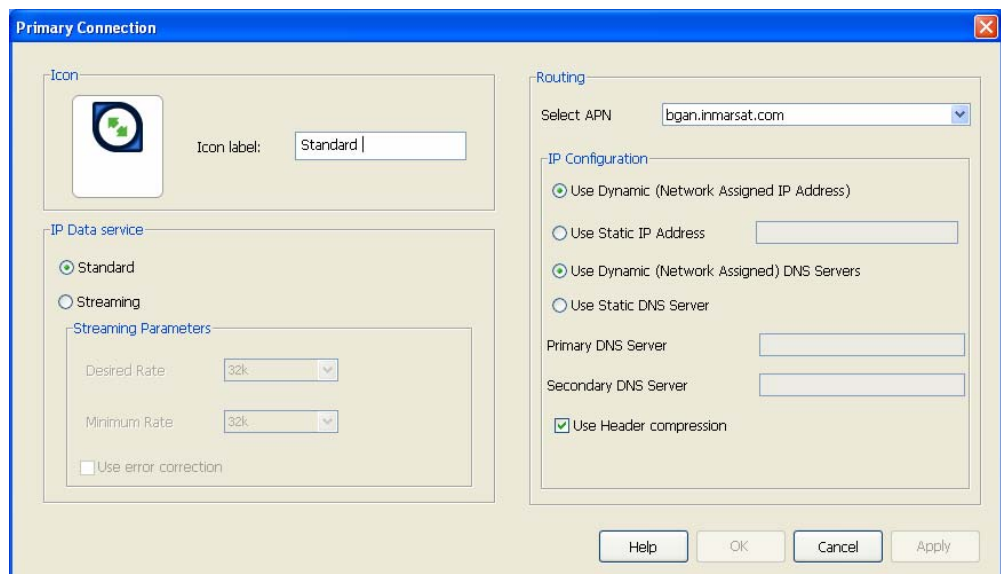
This screen shows the APN stored on the SIM in the **Current default APN** field. Make a note of this APN, then click on **Cancel**.

- b. Click on the **Data** icon to open the Connection control panel.



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 displays.

- c. Click on **edit**. The data connection configuration window displays (the following is the configuration window for the standard IP data connection):



- d. Check 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.

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

28 Slow throughput on data connection?

If your data connection is running slower than expected, try using TCP Accelerator. TCP Accelerator is a free software download that enhances the performance of TCP over the BGAN network by ensuring high transfer rates and less delay. Either install TCP Accelerator from CD supplied with your terminal, or download it from the Inmarsat Web site at **www.inmarsat.com/support**

Once you have downloaded TCP Accelerator, make sure it is switched on in BGAN LaunchPad. To do this, select **LaunchPad services** from the LaunchPad main menu, then select **TCP Accelerator**. Make sure that the **TCP PEP state** drop-down list is set to ON.

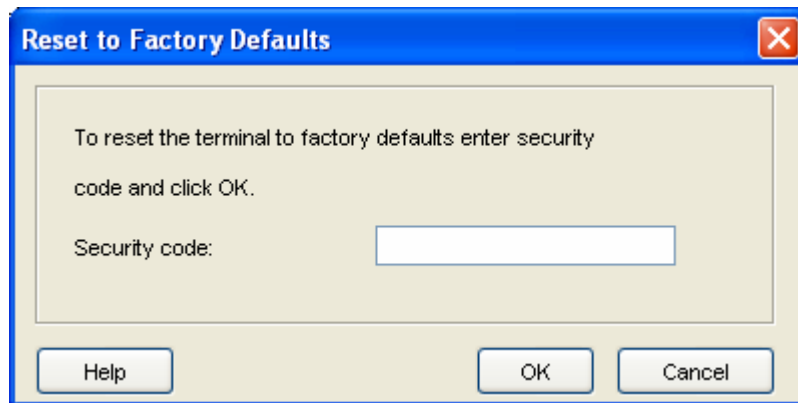
Note: TCP Accelerator currently works in the send direction only.

29 Need to reset to factory defaults?

You can reset all the configuration settings of the terminal to the factory default, 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 the **Terminal > Reset to Factory Defaults** option on BGAN LaunchPad main menu. The **Reset to Factory Default** dialog box displays, as shown below:



- 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.