

Getting started with FleetBroadband LaunchPad

Version 1.0
19.11.2007

inmarsat.com/fleetbroadband

Whilst the information has been prepared by Inmarsat in good faith, and all reasonable efforts have been made to ensure its accuracy, Inmarsat makes no warranty or representation as to the accuracy, completeness or fitness for purpose or use of the information. Inmarsat shall not be liable for any loss or damage of any kind, including indirect or consequential loss, arising from use of the information and all warranties and conditions, whether express or implied by statute, common law or otherwise, are hereby excluded to the extent permitted by English law. INMARSAT is a trademark of the International Mobile Satellite Organisation, Inmarsat LOGO is a trademark of Inmarsat (IP) Company Limited. Both trademarks are licensed to Inmarsat Global Limited. © Inmarsat Global Limited 2007. All rights reserved.

Contents

1	Introduction	1
	1.1 Purpose of this manual	1
	1.2 Scope	1
	1.3 Assumptions	1
	1.4 Useful references	1
2	Getting started	2
	2.1 About FleetBroadband LaunchPad	2
	2.2 Getting started	2
3	Opening and closing data connections	3
	3.1 Opening a standard IP data connection	3
	3.2 Opening a streaming IP data connection	4
	3.3 Closing an IP data connection	5
4	Sending and receiving text messages	6
	4.1 Writing and sending a text message	6
	4.2 Receiving and replying to or forwarding a message	7
5	Managing contacts	8
	5.1 Adding a contact	9
	5.2 Editing a contact	9
6	Updating software	10
	6.1 Checking for updates	10
	6.2 Updating software	11
7	Support services	12
	7.1 Monitoring usage	12
	7.2 Viewing diagnostics and log file information	13
	7.3 Accessing service provider support	14
8	Using Tools	15
9	Troubleshooting	16
	9.1 Can't open a data connection?	16
	9.2 Slow throughput on data connection?	18

1 Introduction

1.1 Purpose of this manual

This document introduces LaunchPad for FleetBroadband, and explains the main functions of LaunchPad and how you can use it to manage your data connections, send and receive text messages and maintain your contacts lists.

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

1.2 Scope

This document provides an overview of getting started with LaunchPad over FleetBroadband. It does not give detailed instructions on every function or menu option available in LaunchPad. For this information refer to the "FleetBroadband LaunchPad User Guide", available for download from www.inmarsat.com/support

1.3 Assumptions

- You have installed your FleetBroadband terminal, and are registered with the network.
- You have a connection already setup between the terminal and your computer.

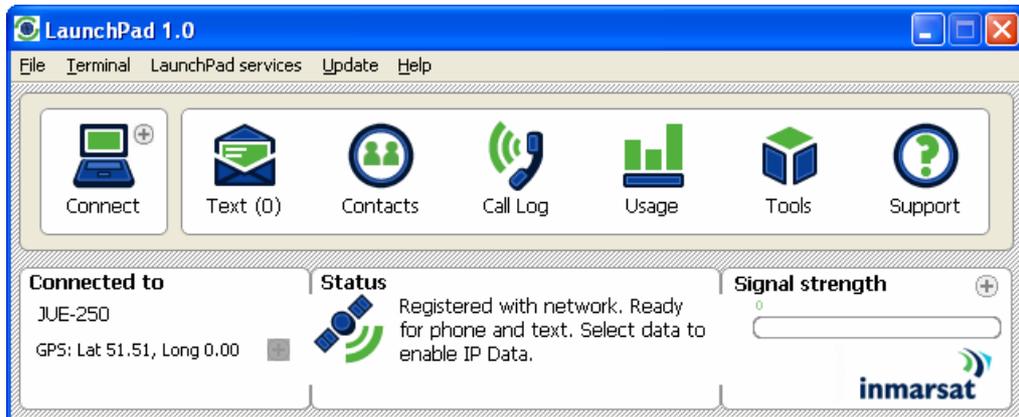
1.4 Useful references

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

2 Getting started

This section explains some of the options available to you through LaunchPad, and how to open LaunchPad.

2.1 About FleetBroadband LaunchPad



FleetBroadband LaunchPad is free software that enables you to manage the FleetBroadband terminal from any connected computer. Using LaunchPad, you can:

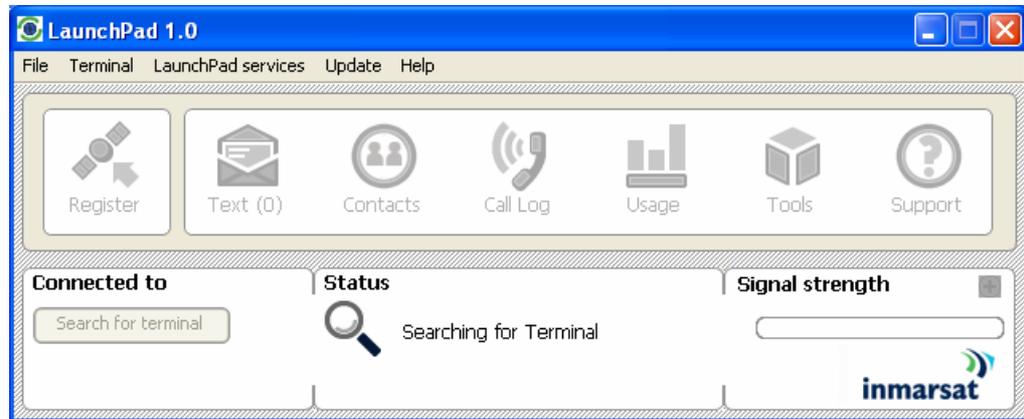
- Open and close data connections using a simple point and click interface.
- Send and receive text messages (SMS).
- Manage your contacts lists, both on the SIM card and in the terminal.
- Monitor usage of phone services, access diagnostic reports and log files, and view service provider support information.

2.2 Getting started

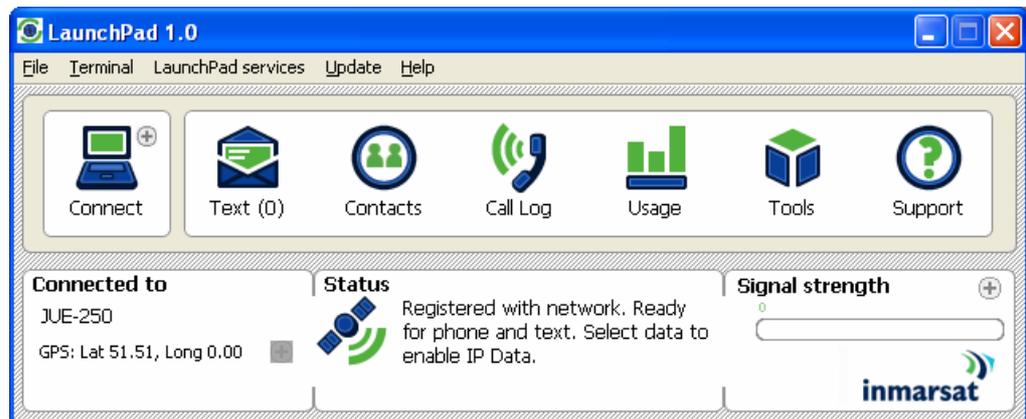
After your terminal has registered with the network, open LaunchPad by double-clicking on the desktop icon:



The following screen displays as LaunchPad searches for the terminal:



This is replaced by the following screen when the terminal is located:



LaunchPad is now ready to use.

3 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.

3.1 Opening a standard IP data connection

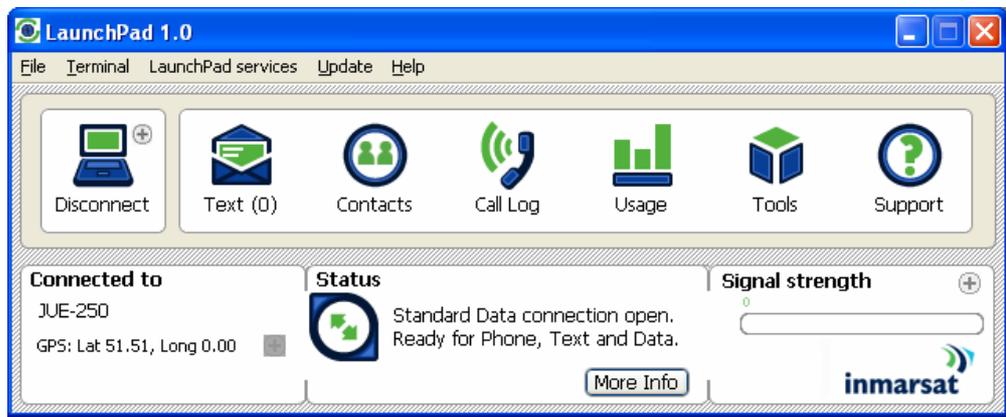
The standard IP data connection is the connection that is best suited to most of your basic data requirements, for example web browsing, and sending and receiving emails. It is a shared connection, which means that all terminal users share the connection. Standard IP is charged by the amount of data sent and received, and is a best effort connection.

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 **Connect** icon in LaunchPad.



A message displays informing you that LaunchPad is opening a data connection, then the following screen displays:



Note that the Connect icon has changed to **Disconnect**, and the **Status** message reads "Standard Data connection open. Ready for Phone, Text and Data."

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

3.2 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.

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

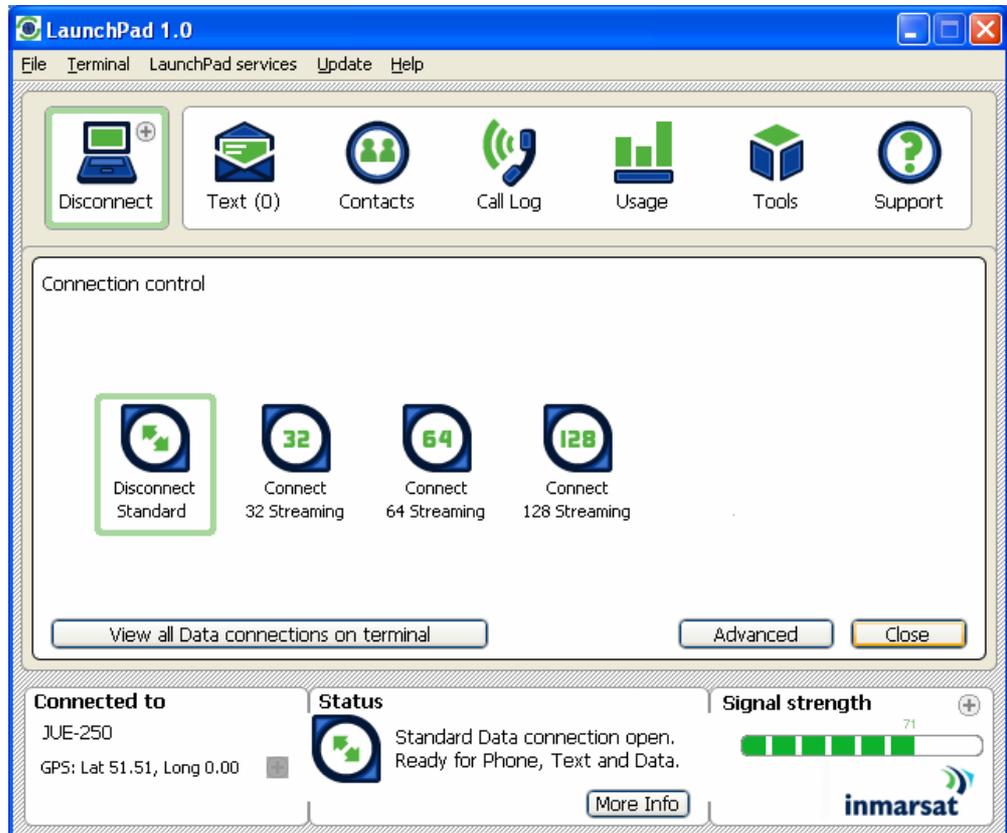
- 32 kbps (shown as **Connect 32 Streaming** in LaunchPad).
- 64 kbps (shown as **Connect 64 Streaming**)
- 128 kbps (shown as **Connect 128 Streaming**).

To open a streaming connection:

- a. Click on the  symbol next to the Connect icon:



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



- b. Simply click on the required streaming IP data connection to close the standard IP data connection, and open your chosen streaming 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.

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.

3.3 Closing an IP data connection

To close an IP data connection, simply click on the **Disconnect** icon on the launch bar.



4 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.

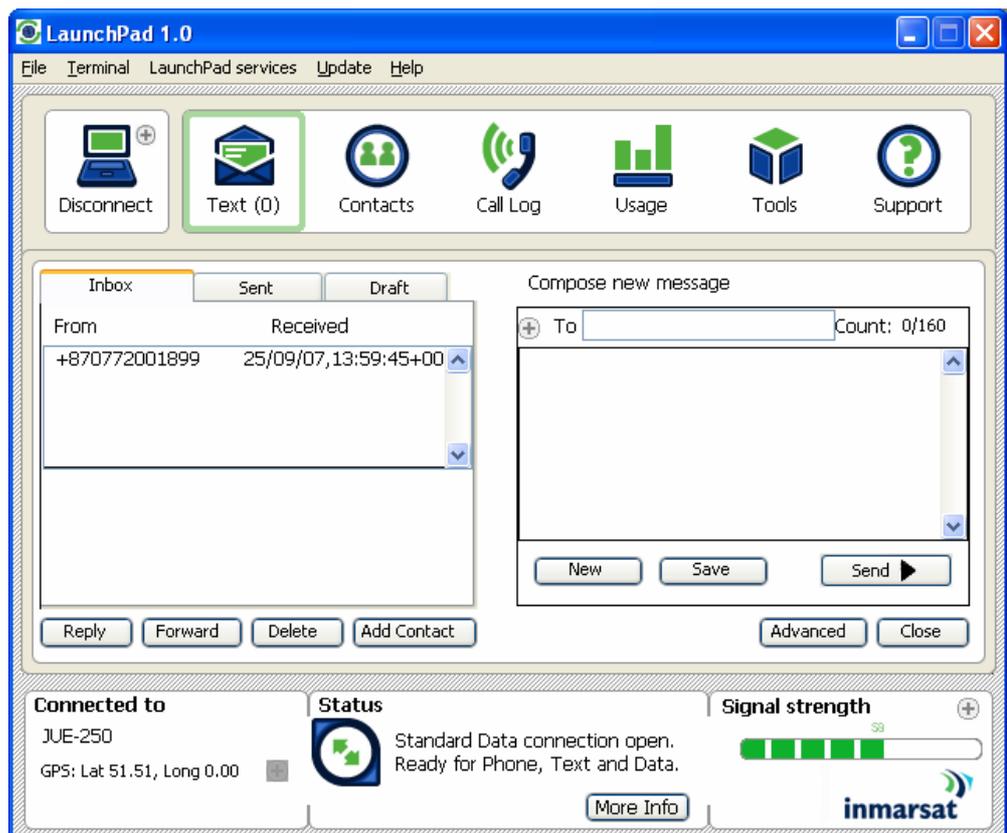
4.1 Writing and sending a text message

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 clicking on the **+** symbol to display your list of contacts. Then select the recipient from the list.

- c. Write the message in the text area below the **To** field.
- d. Click **Send** to send the message.
Alternatively, you can click on **Save** to save the message in the draft folder to send later, or click on **New** to start again.

4.2 Receiving and replying to or forwarding a message

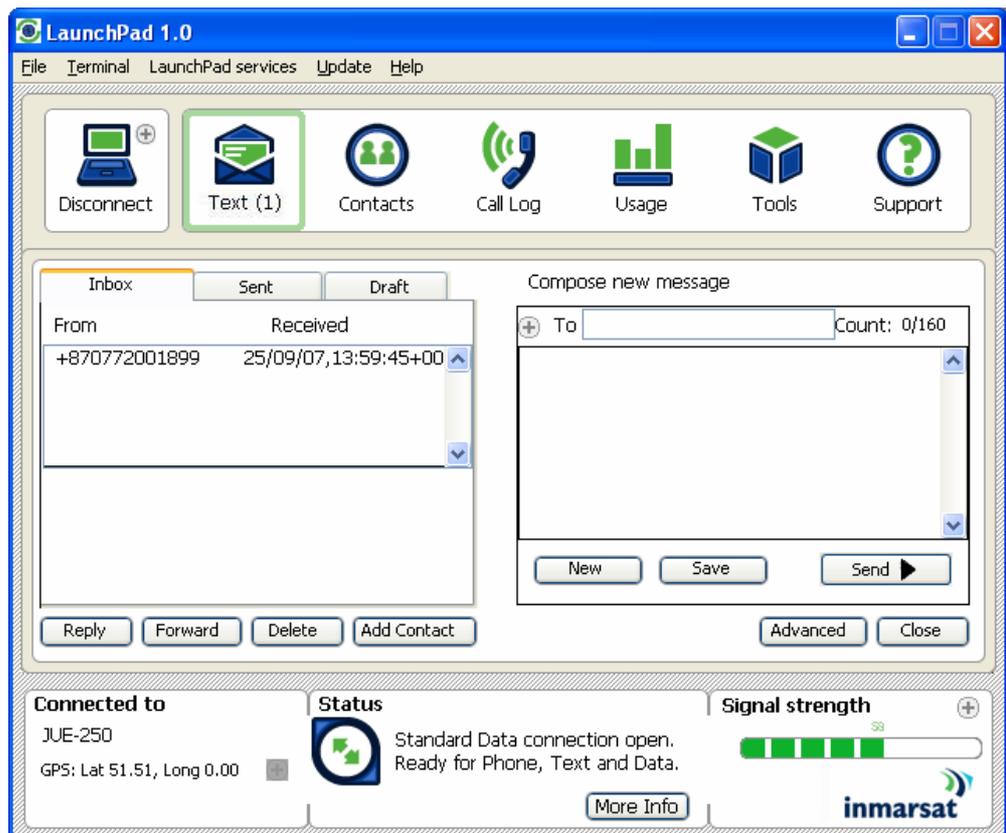
You can see at a glance if you have any unread text messages. The figure in brackets alongside the Text icon on the launch bar indicates how many unread text messages are in the text inbox.

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 in the area 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 **Add Contact**.

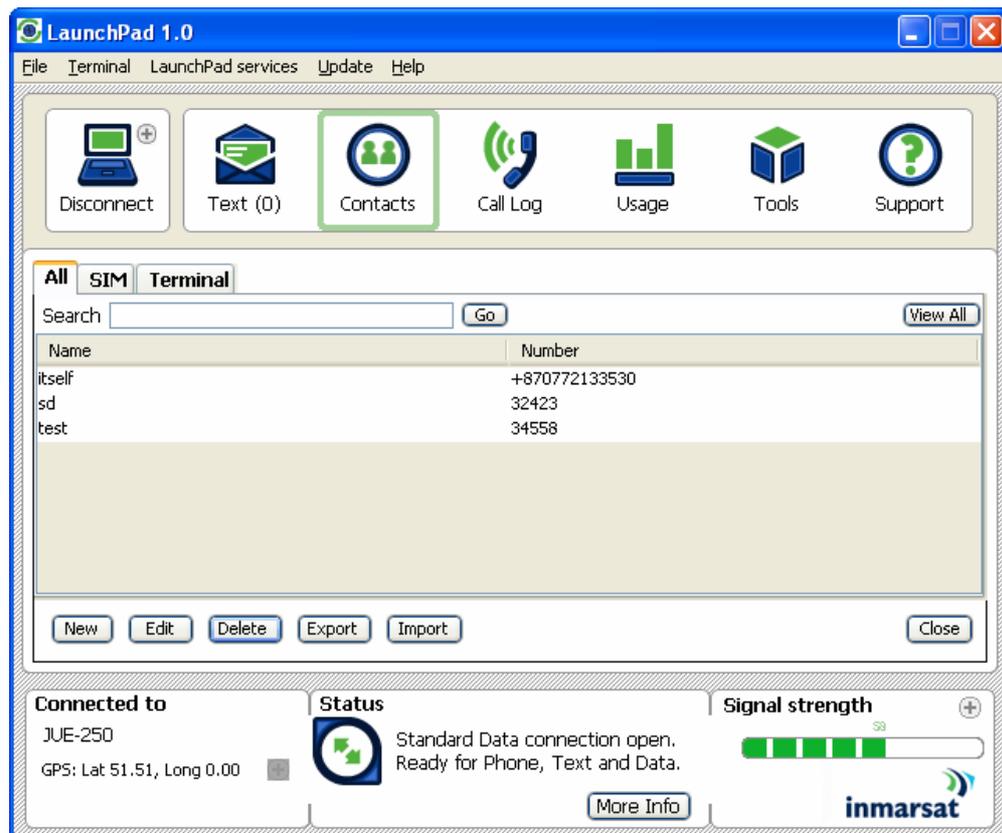
5 Managing contacts

The Contacts window enables you to manage your Text contacts. You can add a new contact, or edit or delete an existing contact.

To open the Contacts window, click on the **Contacts** icon:



The following screen displays:

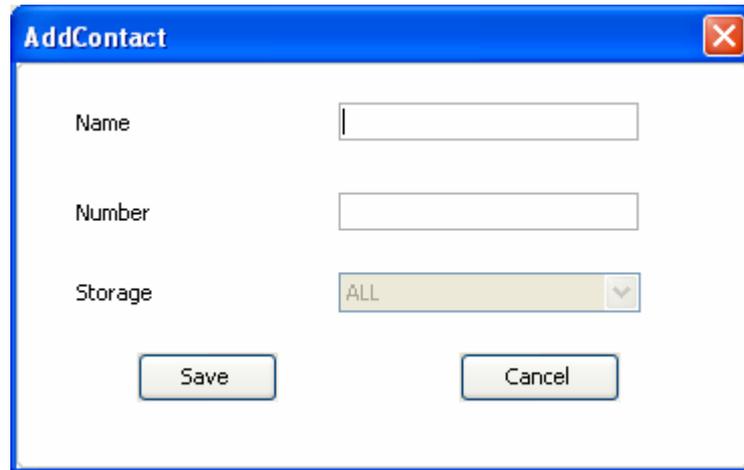


5.1 Adding a contact

To add a contact to an address book:

- a. Select the Address book to which you want to add a contact. You can choose the **SIM** address book, **Terminal** address book or **All** for both.

Click on **New** in the Contacts window. The following screen displays:



The screenshot shows a dialog box titled "AddContact" with a blue header and a close button (X) in the top right corner. The dialog contains three input fields: "Name" (a text box), "Number" (a text box), and "Storage" (a dropdown menu with "ALL" selected). At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

- b. Enter the **Name** and the contact **Number**, and click on **Save**.

5.2 Editing a contact

To edit an existing contact:

- a. Select 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**.

6 Updating software

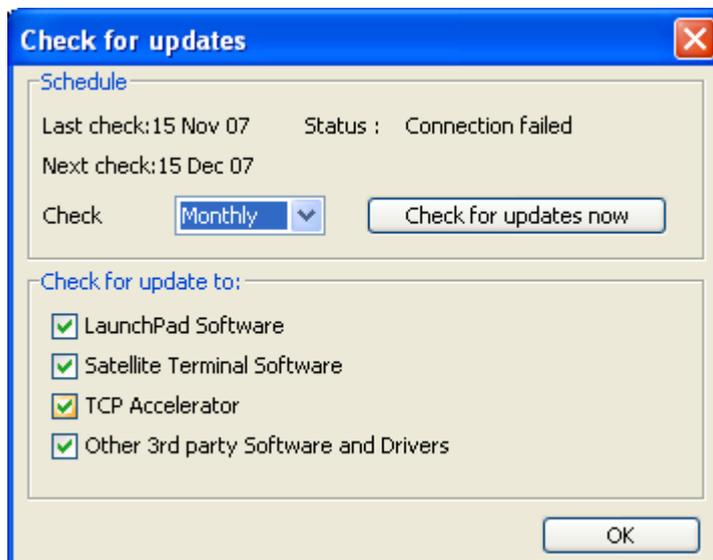
You can use LaunchPad to check for the availability of software updates, and choose which software updates you want to install. Software updates available from FleetBroadband LaunchPad include:

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

6.1 Checking for 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:

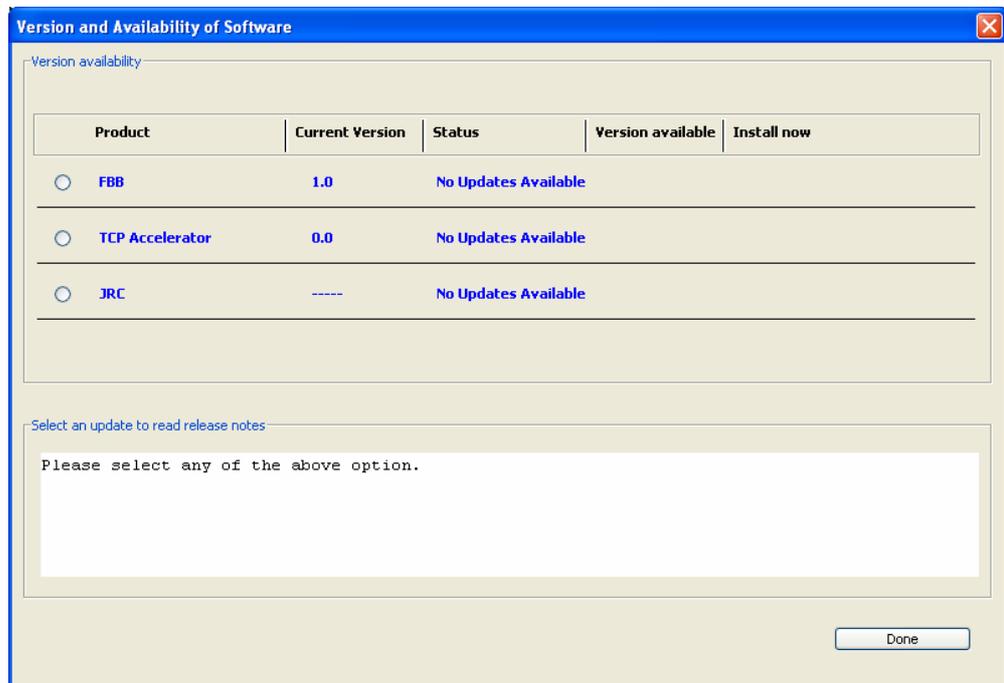


- b. From this screen you can
 - Set how often you want LaunchPad to automatically check for updates in the **Check** drop-down list, or click on the **Check for updates now** button.
 - Select the types of software you want to check for, by selecting the check box next to the software type.
- c. Click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

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

7 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.

7.1 Monitoring usage

You can view the usage of telephony and ISDN (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.

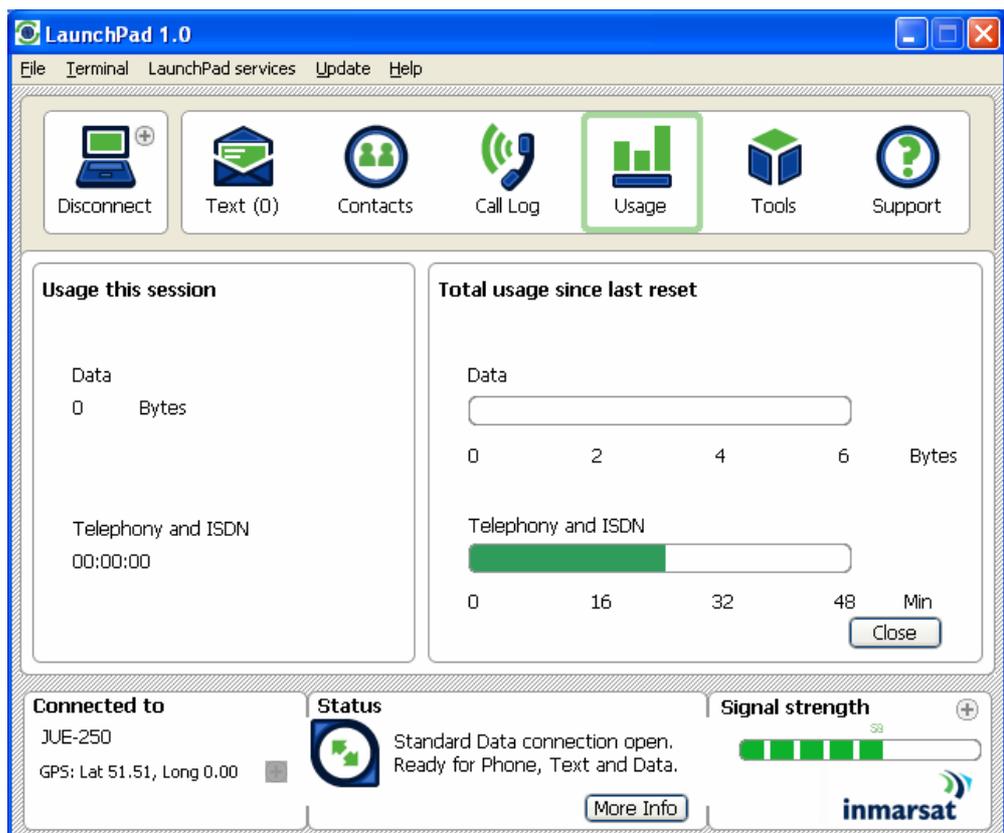
Note: The JUE terminals do not record data usage information.

To view the telephony and ISDN information

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



The following screen displays:



The 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: units are 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.

7.2 Viewing diagnostics and log file information

You may need to refer to LaunchPad's diagnostics and log file information if requested by support personnel. This information is available as follows:

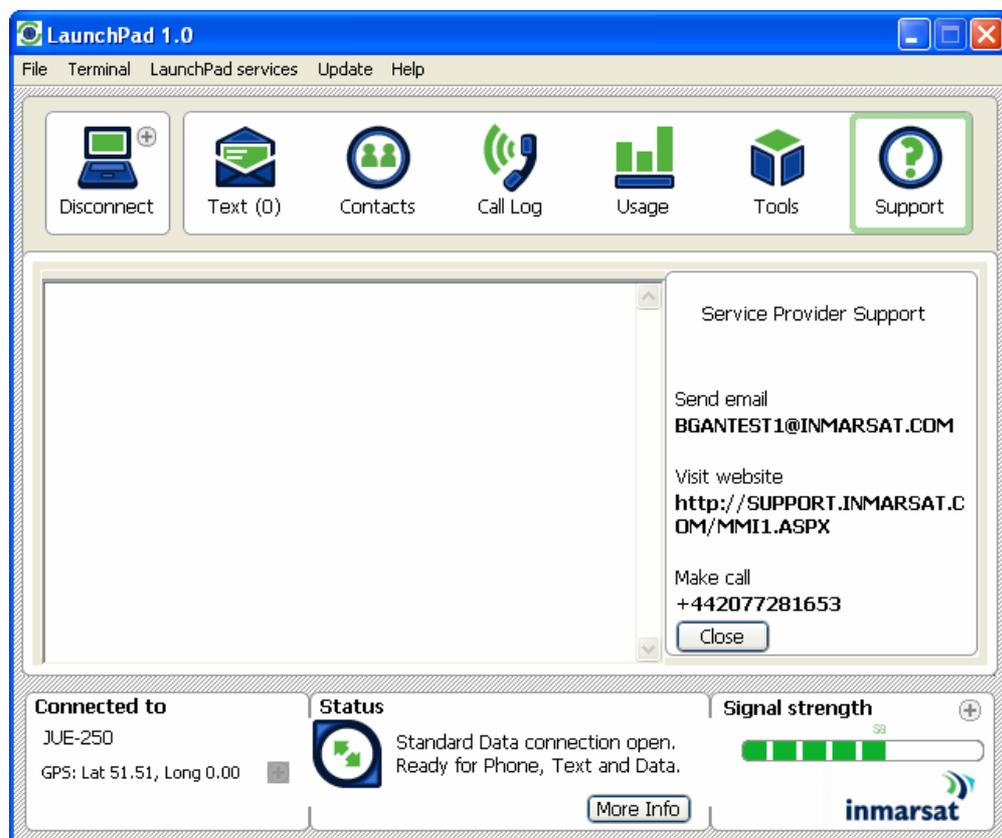
- For diagnostics, click on the **Help** menu in LaunchPad, then click on **Diagnostic report**.
- For log files, click on the **File** menu in LaunchPad, then click on one of:
 - **LaunchPad error reporting log** - reports details of all command and responses exchanged between the LaunchPad and the terminal.
 - **LaunchPad network activity log** - reports network activity-related information, such as network usage, QoS information, and unsolicited alerts reported by the network.
 - **LaunchPad terminal log** - generated by the terminal, and can be accessed from LaunchPad.

7.3 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:



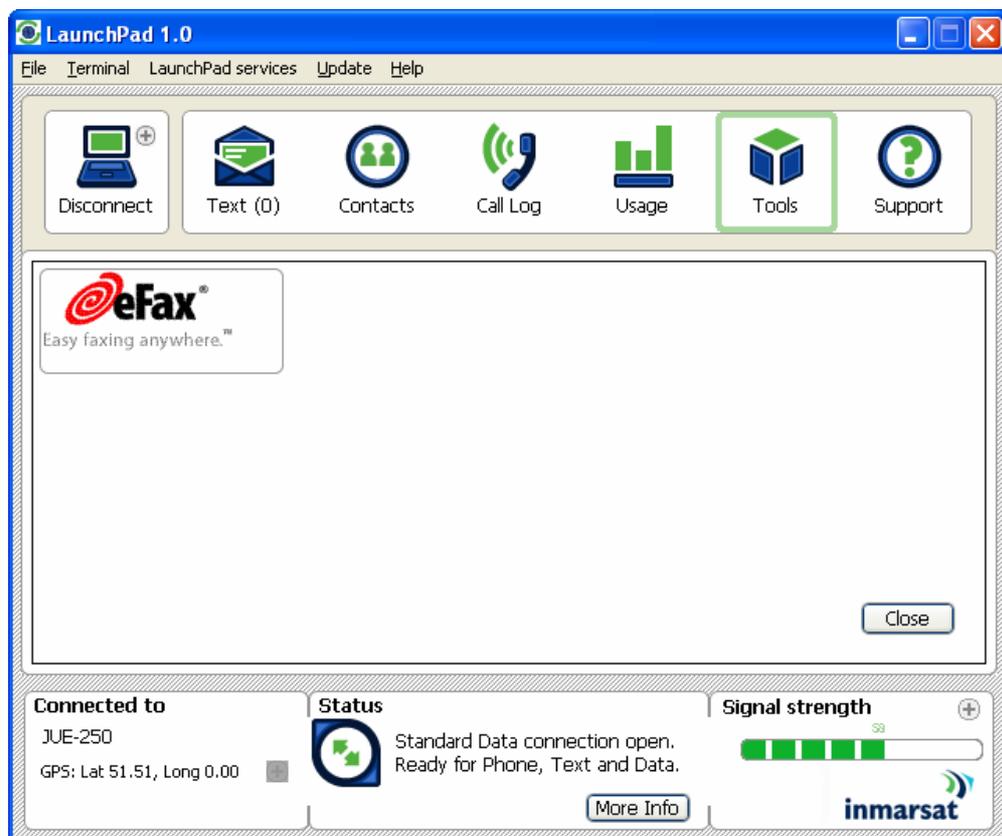
If you have an Internet connection, your service provider's web site displays in the blank screen area shown above.

8 Using Tools

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



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



Click on the required tool to launch the application.

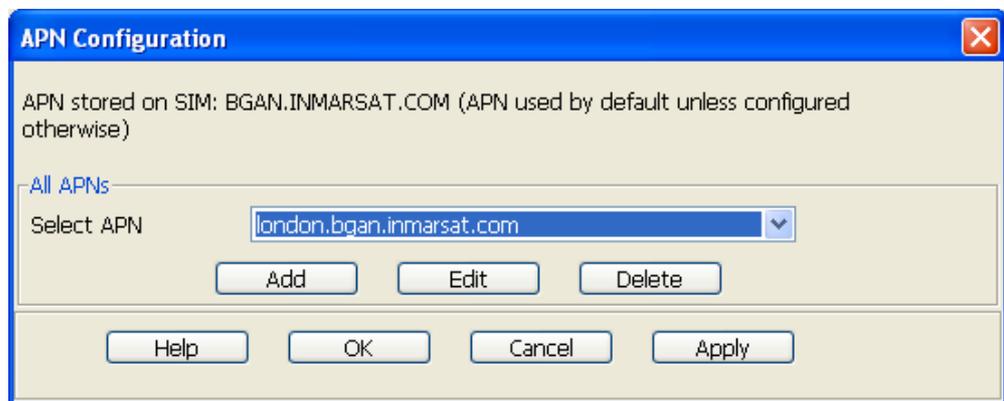
9 Troubleshooting

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

9.1 Can't open a data connection?

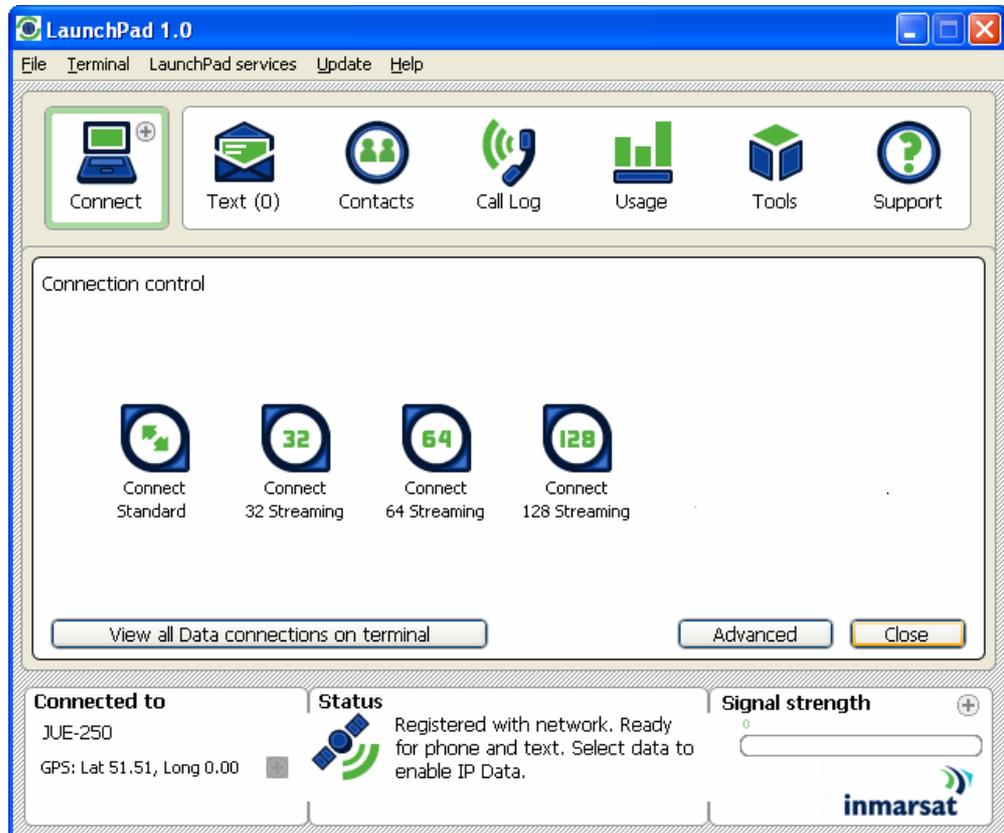
If you can't open a data connection, check the Access Point Name (APN) settings. An Access Point Name (APN) identifies the external network that is accessible from a terminal. By default, the SIM card in your terminal is configured with the APN of your Service Provider, and the terminal reads this information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



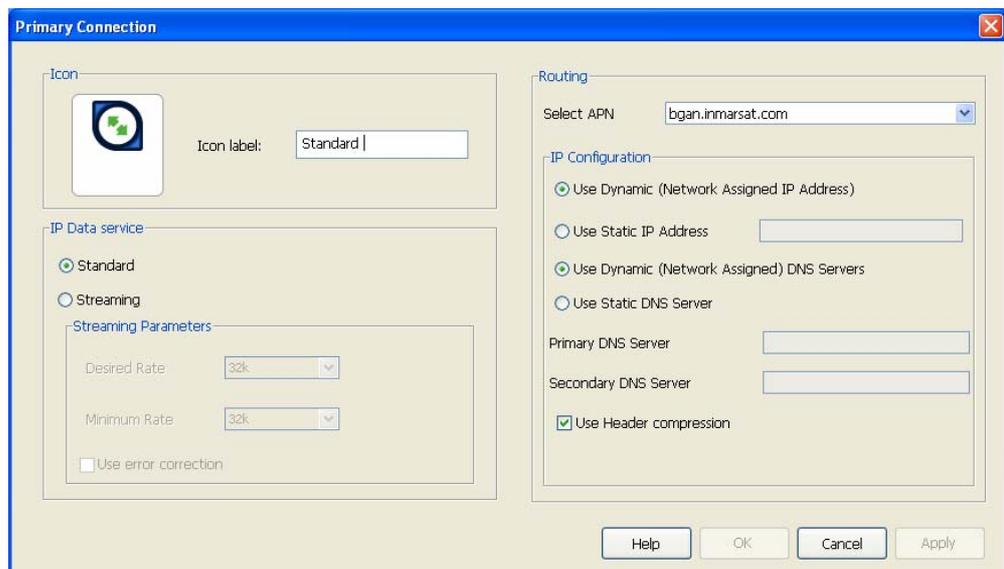
This screen shows the APN stored on the SIM in the **Select APN** drop-down list. Make a note of this APN, then click on **Cancel**.

- b. Click on the  icon next to **Connect** or **Disconnect** 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.

9.2 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 FleetBroadband 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.