



Customer Information Letter

Sky Connect LLC

Letter Number: SC2005-001

Category: Marine Units
Topic: DISCUSSION ON SIM CARDS

Definition of terms;

Acronym	Explanation
IMEI	International Mobile Equipment Identifier
PUK	Personal Unblocking Code
SIM	Subscriber Identity Module

FOREWORD: Sky Connect manufactures many different types of products. Systems are generally shipped with a SIM card installed, with the PIN code disabled, and the service active. Some systems are sold through distributors like Marlink. In this a Sky Connect SIM card will not be installed and a Marlink card will. Marlink is primarily a marine distributor, and the units are used for phone communication. To insure the phone is used by a person as directed by the phone owner, the SIM card will have an active PIN. Marlink will be responsible for the activation.

Contact Marlink or Sky Connect if you intend to change SIM cards. Sky Connect recommends against customer replacement of SIM cards as it affects unit serviceability.

INFORMATION: Until the Iridium L-Band Transceiver has been registered on the network, there is very little you can do to test its operation. The SIM card is the identity of the user, and thus must travel with the user. In this case, the user's SIM card is installed in the Sky Connect transceiver or a SIM card reader associated with the intelligent handset.

The intelligent handset is a very important part of the Sky Connect system. The intelligent handset **MUST** be connect to remove a PIN.

After user activation, the phone will function. Should the unit need to be replaced, or transferred to another party, or in the event that a SIM card requires replacement, return unit to Sky Connect or a qualified Sky Connect service center to have the SIM card replaced in order to keep the SIM card account matched with the user.

IMPORTANT

In SSAS applications, the PIN must be disabled if the system is to be reliable. If the PIN is not disabled and there is a power interruption, the system will reset and look for the PIN to be entered again. The system will be inoperative for SSAS functions.

Prior to Operation

1. A SIM card must be installed either inside the Sky Connect Marine unit or inserted in the optional external SIM card reader. If the external reader is used, the SIM card must be installed with the gold surface down and away from you. Push it all the way down in the slot. The optional external SIM card reader must be connected to either one of the two RJ-45 jacks before power up. If there is no internal SIM card, removing the external SIM card prevents unauthorized calls.
2. Any ordinary telephone or cordless phone base station may be connected to the RJ-11 jack located on the left side of the slot on the bottom of the unit. There are no practical distance limitations for this connection. This line can be used for PBX systems. Up to five telephones may be connected at once.
3. The optional Intelligent Handset may be plugged into either one of the two RJ-45 jacks on the unit. The Intelligent handset does not ring when an incoming call is received. An ordinary telephone or an optional external ringer must be connected to the RJ-11 jack if incoming calls are expected when using the Iridium handset. The Intelligent Handset offers expanded menu access to the transceiver as well as the ability to enter and disable SIM PIN numbers. Signal Strength and status are indicated at all times on the handset.
4. The external Iridium antenna must be connected to the TNC connector on the top of the unit.
5. A source of DC power in the range of 10-32 volts must be connected to the DC power cable supplied with the unit. On DC power cables, the WHITE wire goes to the POSITIVE power source and the black wire goes to ground. The unit will power up when power is applied. To insert the DC power connector, hold the blue portion of the connector and push it into the receptacle and then turn it **clockwise** to lock it in. To remove it, slide the gray sleeve back, and rotate the connector counterclockwise and pull. Indoors units come with an external AC/DC converter. All that is required is a mating line cord.

Entering a PIN

1. If your SIM card has the PIN protection feature enabled, you must enter the PIN code when “Enter PIN” appears on the Iridium handset. This PIN is normally defaulted to “1111”, but may have been set to another number by your service provider.
2. For an RJ11 handset, lift the handset. If you hear no dial tone, and instead hear 3 repetitive melodic tones, a PIN Code is on your SIM card. You can enter the PIN Code by dialing “*1* followed by the PIN Code, followed by the # key. For example, *1*1111#. Upon successful entry, the melodic tone will change to a steady dial tone. The PIN will be back in place at the next power up. Disabling the PIN requires an Intelligent Iridium handset. Request a SIM card with a disabled PIN from your service provider if you do not have access to an Intelligent handset.
3. In either case, entering a pin 3 times incorrectly will Lock the SIM card and require a PUK code obtained from your service provider. Entering a PUK code requires an Intelligent Handset, or the assistance of your service provider.

Disabling a PIN

1. If your SIM card has the PIN protection feature enabled, you must enter the PIN code when prompted. This PIN may be active from the service provider, and will always be active when a SIM card other than from the factory is initially inserted, but can be disabled by the service provider prior to shipping the card if requested. SIM PINs may be disabled using the Intelligent handset, a Motorola 9505, or even some GSM mobile phones. The SIM card must be installed into any GSM phone, PIN removed and placed back into the SIM card reader connected to our equipment. This is a last resort tactic when an intelligent handset is not available.
2. On Marine/Indoors systems using the RJ11 port, the prompt for the PIN is a melodic, repetitive, three tone sequence. On an Intelligent handset display, you will be prompted to “Enter Pin.” You will be prompted for the PIN each time the system is started unless the PIN is disabled.
3. Disabling the PIN can be done on the Intelligent handset by pressing “Menu,” selecting “Phone Setup,” then “OK.” Pressing “Menu” to select “Require SIM Card,” then “OK.” Pressing “Menu” to select “Off,” then “OK.”
4. A PIN code may be entered on either the Intelligent handset or the regular telephone connected to the RJ-11 port, but only the Intelligent handset can disable the PIN code. Unless disabled, the PIN will always be present when power is cycled.

Making a Call

1. To dial a call on a regular RJ11 telephone, dial “00”, country code, and number followed by the # key. To dial a call on the Intelligent handset, dial “00”, country code, number and then the green “OK” key. Be sure that the signal strength bars on the top of the display show three or more bars before dialing a call.
2. You will hear call progress tones and then the party will answer.
3. To terminate a call, press the “OK” key in response to the “End Call” display, or place the handset in the hang-up cup. On a regular telephone, simply hang up.
4. To redial the last dialed number on the RJ45 handset, press “OK” twice.

TROUBLESHOOTING THE SKY CONNECT SYSTEMS

Description of Problem	Possible Causes
Unit has no external indication of power	Check power and ground connections for proper polarity, and to ensure no shorts or opens. Verify 11-33 Vdc at the 62 pin connector. Check connector seating. Contact Technical Support
Power light comes on, but register light remains blinking	Check all antenna connections and cable. Verify customers service plan is fully activated with service provider. Verify SIM Card PIN is deactivated. Verify that Inmarsat system, if on is deactivated or properly filtered. Verify cable length and type is appropriate to achieve not more than 3dB loss at 1.6 GHz. Check antenna placement on vehicle/vessel to be free of obstructions or shadowing.
Handset keeps repeating 3 melodic tones when I go “off	A PIN code is still on the SIM card contact SIM card supplier before any attempt to dial is made.

Description of Problem	Possible Causes
hook.”	
Handset played 3 repeating tones and my call attempts failed, even though melodic I now hear a dial tone instead of the 3 melodic tones.	<p>A PIN code is still on the SIM card, and you have locked the phone by entering invalid codes.</p> <p>Contact SIM card supplier</p>
I dial numbers hear a pause, and then a repetitive sound consisting of two quick dial tones and a pause.	Hit a # to start the call sequence
I dial numbers, hear call progress tones or a pause followed by a return to dial tone.	<p>Your call did not complete for some reason, no socket established, try again.</p> <p>Check signal strength by dialing *4*</p> <p>1 beep—no signal strength</p> <p>6 beeps—full signal strength</p>
Handset says “Enter PIN”	<p>A PIN code is still on the SIM card.</p> <p>Contact SIM card supplier</p>
Handset says “BLOCKED”	<p>A PIN code is still on the SIM card, and you have locked the phone by entering invalid codes.</p> <p>Contact SIM card supplier for PUK</p>
I can make calls out, but not to the phone when calling from a shore-line.	<p>The dialing sequence is different.</p> <p>Verify that you are dialing an international access code followed by the Iridium number, or that you are following the proper Two-Stage-Dialing procedures.</p> <p>Contact your Service Provider.</p>