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Pivotel COBHAM BGAN
Quick User Guide

Contents

This document serves as a reference only to provide a quick guide to the terminal's configuration settings, to ensure the BGAN service is ready for use and how to perform the basic functionality such as making phone calls. Please refer to the manufacturer's installation guide and user manual for more detailed configuration to meet your business rules and applications. Pivotel shall not be held liable for any losses or damages incurred by users of this guide. This guide is designed as generic as possible to cover the Cobham BGAN mobile and vehicular terminals. Please note that some sections are only applicable to mobile terminals and not the vehicular terminal and vice-versa. The user interface images in this document are based on the Cobham Explorer 510 terminal and might differ from another Cobham BGAN terminal user interfaces.

To use the terminal, please ensure:

1. The Inmarsat BGAN SIM card is inserted in the SIM slot.
2. Battery is attached to the mobile terminal (Explorer 710) or the power supply cable is connected between the vehicular terminal and the power supply (Explorer 323, Explorer 325 and Explorer 727). Note: Explorer 510 has an internal battery
3. The mobile terminal's antenna is attached and pointed in the correct direction with good signal strength. Refer to section 3 below to assist you with audio assisted pointing.
4. A computer with web browser to access the terminal's web user interface. The computer can be connected to the terminal using a RJ45 cable or via the terminal Wireless LAN (WLAN) interface. The terminal web user interface can be accessed by entering the IP address 192.168.0.1 (in the address bar to access the web user interface.
   OR
   A smartphone app, **EXPLORER Connect**, available for iPhone and Android phones, that provides built-in web user interface of the terminal and satellite phone function to make and receive calls via the terminal WLAN interface.

1. Connect to WLAN

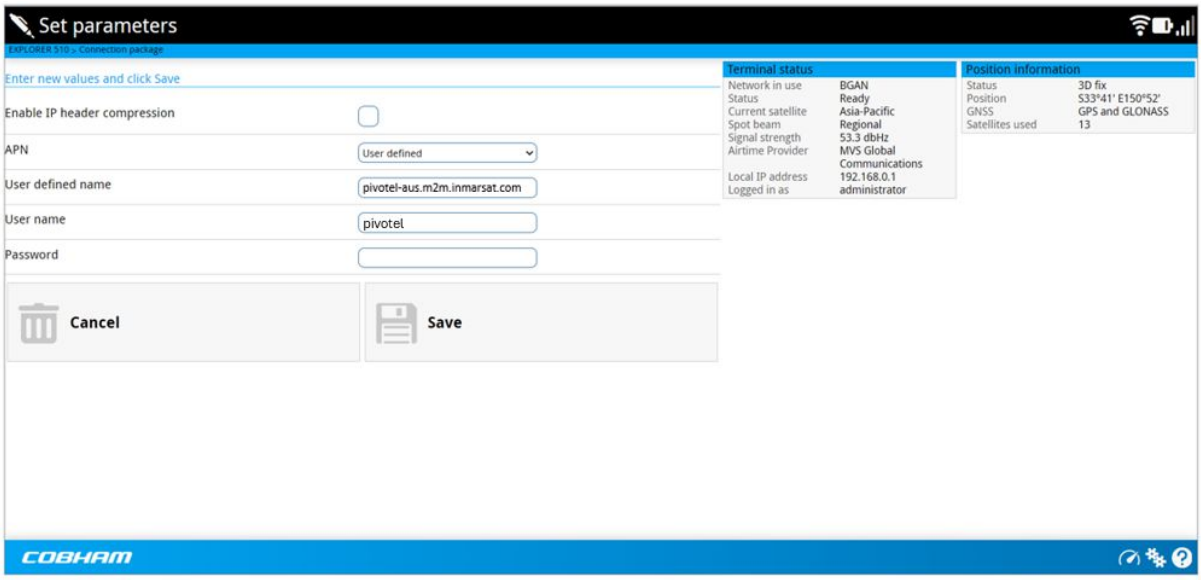
WLAN provides an interface between your WLAN-enabled device (e.g. computer or smartphone) and the Cobham BGAN Explorer.
To connect to the Cobham BGAN Explorer via WLAN:

a) Search for available WLAN networks from your WLAN-enabled device.
b) Select the Cobham BGAN Explorer WLAN access point. The default name is **EXPLORER<*terminal model*>**
c) Enter a password for the first time connection. By default the password is the serial number of your terminal. *Note: The serial number can be found on the label at the back of the terminal*

2. Set up the Pivotel APN (must do)

Before you can use the terminal to register to the network, the Pivotel APN must be configured correctly in the unit.
To configure the APN:

a) Select **Terminal access**. (only if you use **EXPLORER Connect** app)
b) Identify which connection package to be configured.
c) Click ⚙ of the connection package.
d) Select **Parameters**.
e) On the **APN**, select **User defined**.
f) On the **User defined name,** enter ***pivotel-aus.m2m.inmarsat.com***.
g) On the **User name,** enter ***pivotel***
h) Leave **Password** blank.
i) Click **Save** to save the setting.



3. Audio Assisted Pointing (Mobile Terminal Only)

Audio assisted pointing is a feature that provides a sound indication of the signal level throughout the pointing of the antenna to help you to find the optimal antenna direction for the maximum signal strength possible at your location. The sound pattern is as follows:

- Poor signal strength: • • • •
- Good signal strength: ••••••••••••••••••
- Optimum signal strength: ▬▬▬▬▬▬▬▬▬▬ (continuous sound instead of single "beeps").

To configure the audio assisted pointing:

a) Select **Terminal Access**. (only if you the use the **EXPLORER Connect** app)

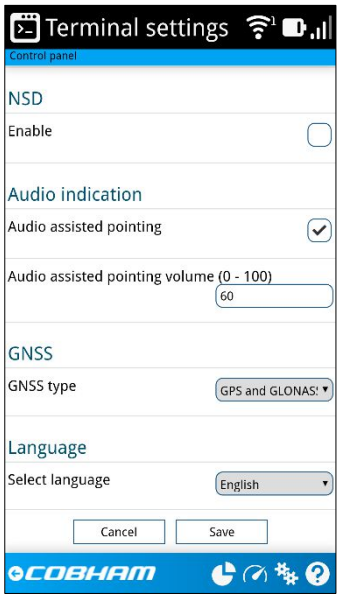
b) Select ⚙ at the bottom right corner of the screen.

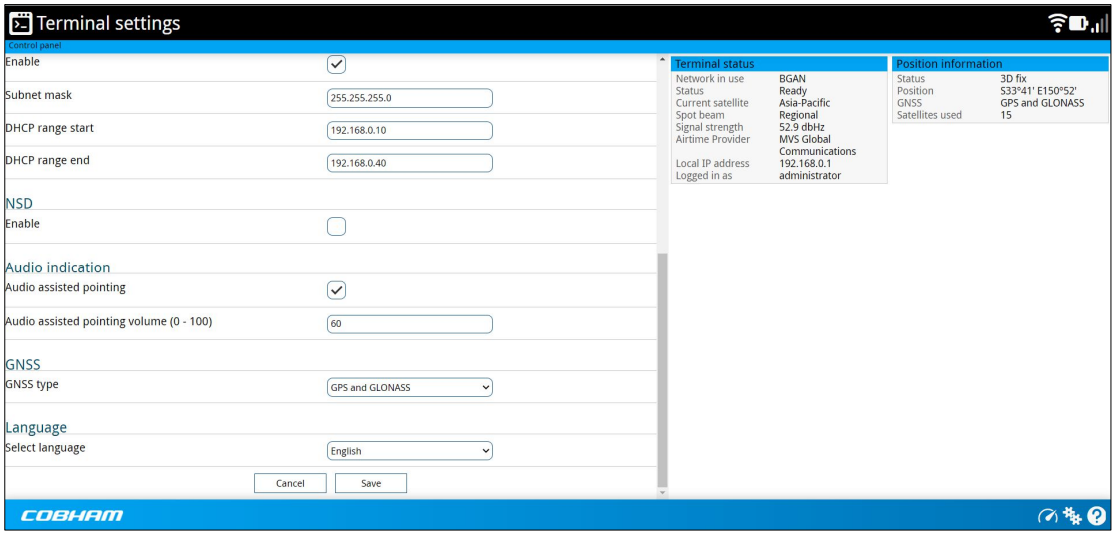
c) Select **Terminal Settings.**

d) On the **Audio assisted pointing**, click the checkbox. A tick in the checkbox means you want to use a pointing sound to assist your pointing process. Otherwise, click the checkbox to untick.

e) You can configure the volume level (0 – 100) of the audio assisted pointing by entering the volume level.

f) Click **Save** to save the setting.

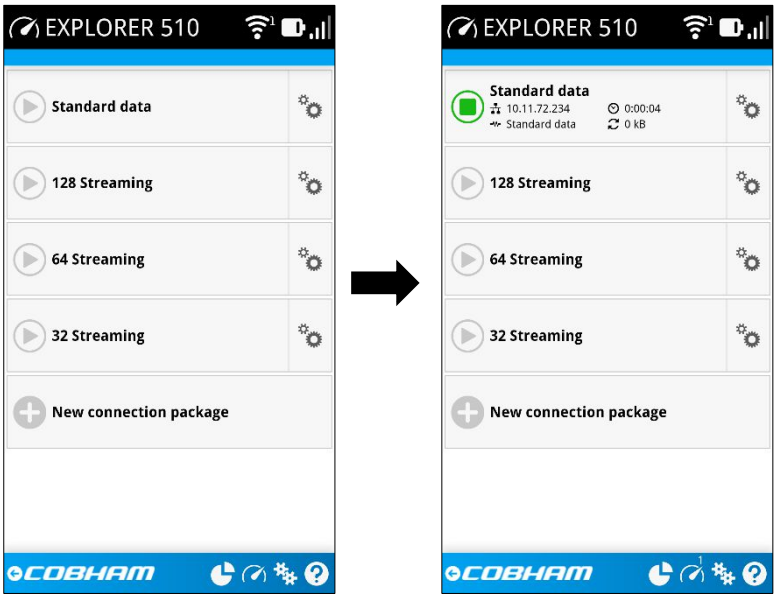


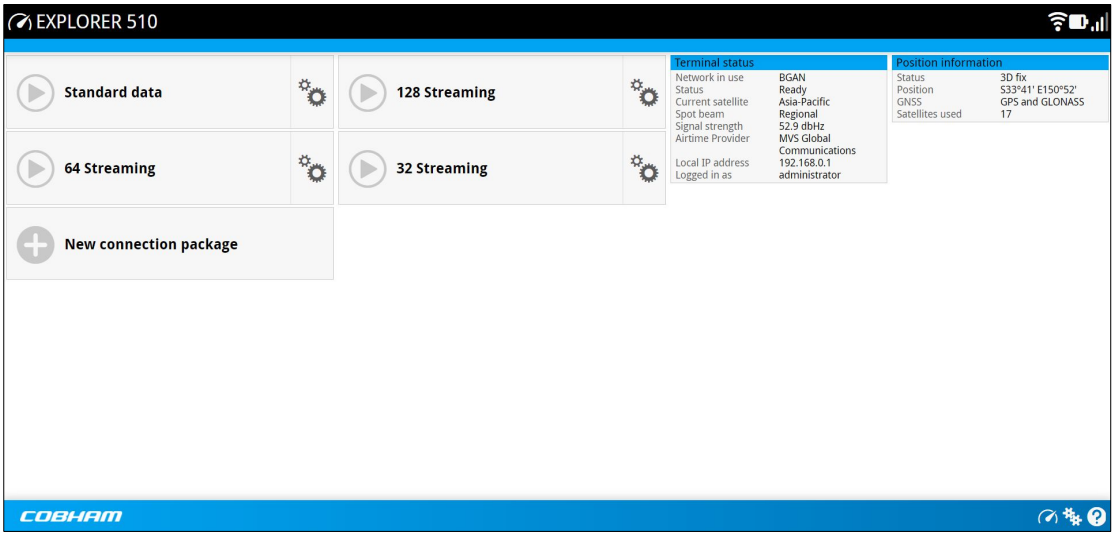


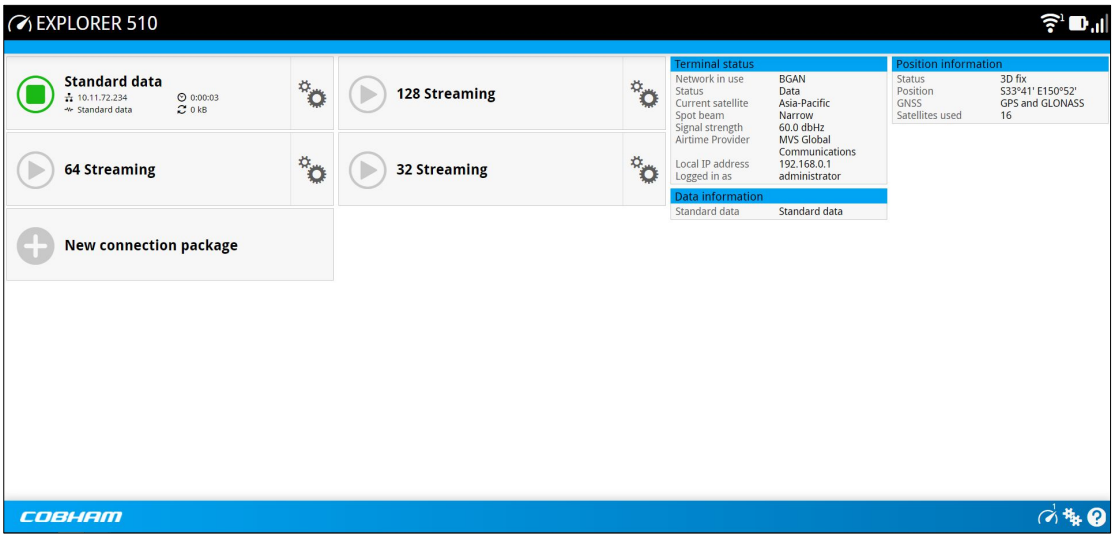
4. Manual Start and Stop Data Connection

Before you can access the internet, you need to activate your data connection.
To start and stop a data connection:

a) Select **Terminal Access**. (only if you use the **EXPLORER Connect** app)
b) Identify which connection package you want to start or stop.
c) To start a data connection, click ▶. When the connection is active, the icon changes to ■ and you will be provided with the information of the IP address on this session, transferred data, connection duration and the bit rate.
d) To stop a data connection, click ■. When the connection is disconnected, the icon changes to ▶ and all the session information will disappear.


EXPLORER 510
Standard data
128 Streaming
64 Streaming
32 Streaming
New connection package
COBHAM
EXPLORER 510
Standard data
10.11.72.234
0:00:04
Standard data
0 kB
128 Streaming
64 Streaming
32 Streaming
New connection package
COBHAM


EXPLORER 510
Standard data
128 Streaming
64 Streaming
32 Streaming
New connection package
Terminal status
Network in use BGAN
Status Ready
Current satellite Asia-Pacific
Spot beam Regional
Signal strength 52.9 dbHz
Airtime Provider MVS Global Communications
Local IP address 192.168.0.1
Logged in as administrator
Position information
Status 3D fix
Position S33°41' E150°52'
GNSS GPS and GLONASS
Satellites used 17
COBHAM


EXPLORER 510
Standard data
10.11.72.234
Standard data
0:00:03
0 kB
128 Streaming
64 Streaming
32 Streaming
New connection package
Terminal status
Network in use BGAN
Status Data
Current satellite Asia-Pacific
Spot beam Narrow
Signal strength 60.0 dbHz
Airtime Provider MVS Global Communications
Local IP address 192.168.0.1
Logged in as administrator
Data information
Standard data Standard data
Position information
Status 3D fix
Position S33°41' E150°52'
GNSS GPS and GLONASS
Satellites used 16
COBHAM

5. Automatic Context Activation for Standard IP

Automatic Context Activation allows your terminal to activate your standard IP data connection when it successfully registers to the satellite network.
To configure the Automatic Context Activation of standard IP data:

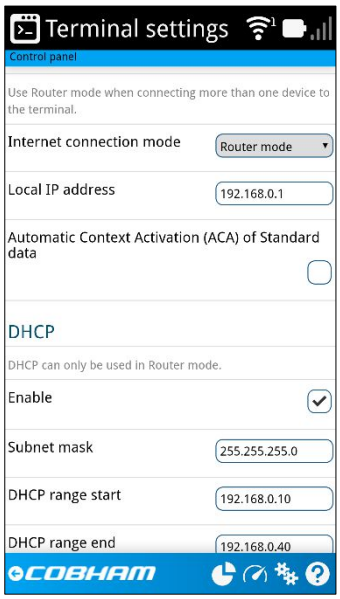
a) Select **Terminal Access**. (only if you use the **EXPLORER Connect** app)

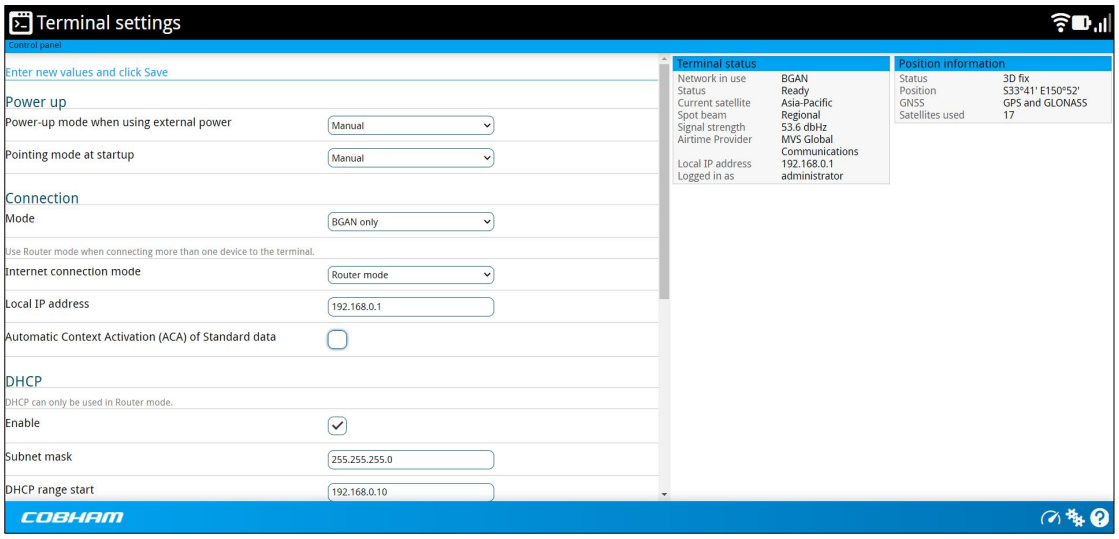
b) Select  at the bottom right corner of the screen.

c) Select **Terminal Settings**.

d) On the **Automatic Context Activation (ACA) of Standard Data**, click the checkbox. A tick in the checkbox means you want to enable the automatic context activation. Otherwise, click the checkbox to untick.

e) Click **Save** to save the setting.





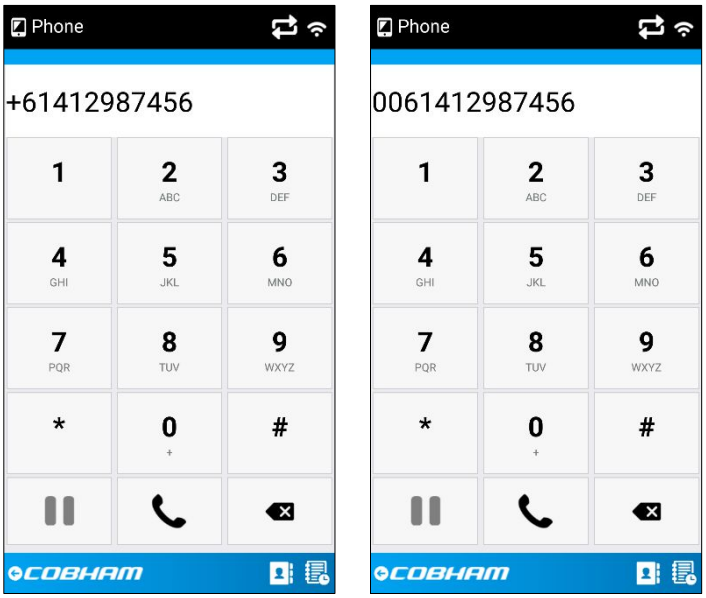
6. Making a Voice call

The BGAN service provides a circuit switched voice capability. You can make or receive voice calls by using the **EXPLORER Connect** app. For Explorer 325 and Explorer 727, you can make and receive calls using the Cobham IP handset.

6.1 To make a national or international voice call from the **EXPLORER Connect** app:

a) Select **Satellite Phone**.

b) Dial 00<country code><phone number> or dial +<country code><phone number>



6.2 To make a national or international voice call using the Cobham IP Handset:

a) Make sure the Cobham IP handset is completely initialised with a symbol in the upper right corner of the screen

b) Dial 00<country code><phone number> or dial +<country code><phone number>

6.3 To make a call to the **EXPLORER Connect** app:

You will be provided with 2 service numbers when you subscribe to Pivotel BGAN plans.

- Inmarsat service number (+8707xxxxx)
- Local cellular service number

c) To dial your Inmarsat service number, dial +<country code><phone number> or 00<country code><phone number>

d) To dial your local cellular number, dial the cellular phone number directly in the same manner you usually dial other cellular numbers

Note: The **EXPLORER Connect** app can receive incoming calls when running in the background, but **Enable Reception of Incoming Calls** needs to be enabled. Please be aware that enabling this feature will increase your battery consumption.

To **Enable Reception of Incoming Calls** on the **EXPLORER Connect** app:

- Select  at the bottom right corner of the screen.
- On the **Enable Reception of Incoming Calls,** click the checkbox. A tick in the checkbox means you want to enable incoming calls when **EXPLORER Connect** app is running at the background. Otherwise, click the checkbox to untick.