**Checks and Questions Inmarsat C**

**Questions**

* Terminal brand and model.
* What is your mobile’s IMN, ISN, and Serial Number (S/N)?
* Where are you located?
* In which ocean region is your terminal logged?
* Which LES code is used?
* Is your antenna signal strong and stable? How many bars?
* Did the terminal work before?
* What kind of service is not working and since when?
* Which direction (ship to shore/ shore to ship/ both)?
* What is the error code or error message?
* Which software is used (Easymail)?
* If using a connected PC:
  + Which operating system is used on the computer?
  + What link of interface are you using between the terminal and the PC (if any)?
  + How is the PC connected to the terminal?

**Checks**

* Check the Mobile status in **ESAS**, **The Source**, **TMS** (E&E only), **OPIF+** (Inmarsat C only), **MMI MPDS**.
* Check Call records in **The Source**, **TMS** (E&E only), **OPIF +** (Inmarsat C only).
* Check the antenna signal with the customer.
* Perform a test message (to and from mobile).
* What can the customer see on the LCD handset when he/she is dialing?