**Checks and Questions Iridium Certus**

* What is the SIM card number?
* What is the IMEI?
* Is the activation correctly done in **The Source**?
* Is the activation correctly done in **SPnet Pro**?
* Please advise each color of each LED.
* Ask the customer to do a hard reset by removing power supply for 30 minutes.
  + Is it working? Please answer Yes or No.
* Please advise brand and model.
* Please advise Firmware version.
* Voice
* Direction on issue? (shore to ship / ship to shore / both directions)
* Advise called phone number and Certus MSISDN used
* Is phone connected directly to Certus or behind the XChange box?
* Check if dialing is correct (example from shore 008816… / from ship dial international number)  
  [Related Article: [Make an outgoing call from a Certus device](https://kb.marlink.com/marlink/document/Make%20an%20outgoing%20call%20from%20a%20Certus%20device)]
* If issue ship to shore - SD to do a test call to the number which Certus tries to call to ensure it is working from shore
* Double check the called numbers in CDRS (error? Typo?)
* Data
* check firewall (is customer action allowed by the firewalling?)
* Do you see data sessions in the CDRs?
* Is it a Standalone (not linked to XChange box) or Sealink+ or customer Hardware backup (another Package than Sealink+)?
* Any additional information you may share?