**Checks and Questions Iridium Handheld**

**Questions**

* Please identify your mobile (Card ICCID, MSISDN)?
* Please describe, step by step: what you are doing, what is not working, and at which moment.
* What is the terminal manufacturer and model?
* What is the software version used?
* Do you use an additional hardware? Which one?
* What is the power source (power adapter, battery, solar panel)?
* Is the GPS position up to date?
* Is your antenna signal strong and stable? How many bars?
* Did the terminal work before?
* Which service is not working and since when?
* Did you test the phone outside and in an open area?
* What is the error code or error message?
* Is the error message on the display or do you hear it?
* If the problem is shore to the Sat phone, which mobile operator is used?
* Data Usage:
  + Which operating system is used on the computer?
  + What link of interface are you using between the terminal and the PC (if any)?
  + How do you access the internet (dial up / Direct Internet)?

**Checks**

* Check the mobile status in **SPNET**, **The Source**.
* Check Call records in **The Source**.
* Check the antenna signal with the customer.
* Check that the number the customer is dialing is correct.
* Perform a test call (to and from mobile).

**Quick Sheet for Troubleshooting**

Graphical user interface, table

Description automatically generated with medium confidenceDefault settings after activation to be checked within **The Source**:

* Voicemail and call forwarding must be enabled to have voicemail working.
* Data must be enabled to have data services working.
* RUDICS should be enabled with group selected as *SkyFile STD*.