**Checks and Questions IOP**

* What is the SIM card number?
* Is the activation correctly done in **The Source**?
* Is the activation correctly done in **SPnet Pro**?
* What is the color of the Power LED? Please select ‘Green Amber Off.’
* Green - ok
* Amber - ask the customer to remove the SIM cover and switch on the terminal by pressing the On/Off button
* Off - no power supplied to the BDE. they need a qualified person to check the power.
* What is the color of the Status LED? Please select ‘Green Amber Red Flashing Off.’
* Green - ok.
* Amber - ask the customer to check if something might be blocking the signal.
* Red Flashing - ask user to check the cables between the ADE and the BDE.
* Off - connected to the Iridium network, but no traffic made at the moment.
* What is the color of the Signal LED? Please select ‘Green Amber Red.’
* Green – ok.
* Amber (Weak signal) - ask the customer to check if something might block the signal.
* Red (No signal) - ask the customer to check if something might block the signal. It is normal for the LED to go Red sometimes but for short period of time.
* What is the color of the GPS LED? Please select ‘Green Red.’
* Green – ok.
* Red (No GPS signal) - ask the customer if they can move the vessel as they might be in a place where the GPS cannot be received.
* Using a small pin, ask the customer to do a factory reset by pressing the button (located under the hole on the right side of the SIM card) for 30 seconds.
  + Is it working? Please select Yes or No.
* Ask the customer to do a hard reset by removing power supply for 30 minutes.
  + Is it working? Please select Yes or No.
* Ask the customer to send us the results of site survey (attached .zip file, to be unzipped on board and instructions included to be followed by the user (Password is “tier2”)
* Was the Survey Tool returned by the customer? Please select Yes or No.
* Any additional information?