**Checks and Questions Iridium SBD or Pager**

**Questions**

* What is the IMEI of the terminal used?
* Which addresses/IP should be registered to receive the Short Burst Data?
* What is the manufacturer and model of the hardware?
* Are there any other types of RF (Radio Frequency) equipment in use? Yes or No (may create interferences)?

For example: The mini-m or another SatCom device

* + If yes, which ones please?
* When did the problem start (date/time in UTC)?
* Where are you located?
* Please describe the signal strength and environmental conditions for both phones and pager (i.e., wooded area, foggy, etc.).
* How many attempts did you make?
* Which error message can you see on the display?
* Which error message can you hear via the phone?
* In case of programming the SBD, what command is sent?

**Checks**

* Check the activation/registration in **The Source**.
* Check the activation/registration in **SPNET**.
* *Inform them that pagers exist to forward directly to the Admin team.*