**Checks and Questions SkyFile Mail**

* What is the exact problem?
* What are the symptoms?
* What is the terminal used?
* Is the data connection of the terminal working?
* Are there any filters on the SIM card?
* What is the SIM card number?
* What is the username of the SkyFile Mail account?
* Which version of SkyFile Mail is installed?
  + Check this with the customer in the properties of SkyFile Mail or on Shamrock using the host logs.
* What type of SkyFile Mail account: SkyFile Mail Classic or SKyFile Mail Premium AtSeamail?
* Is the connection set up correctly?
  + Check in account and dial parameters with the customer.
* Are there subaccounts configured?
  + Check in Subaccount configuration.
* Are they using a third-party software? If yes, which one (Outlook, thunderbird, etc.)?