



# IsatHub FAQ

## Hardware

### H1 **What terminals can access the IsatHub service?**

Currently only the iSavi terminal from Addvalue will be able to access the IsatHub service.

### H2 **Where can partners get the iSavi terminal?**

Distribution Partners can order terminals directly from Addvalue. Addvalue will supply hardware to DPs under the terms of their own hardware distribution agreement. Service Providers will not be able to purchase hardware directly from Addvalue but will be able to order the iSavi terminal from Distribution Partners.

### H3 **Is the iSavi waterproof?**

The iSavi is splash proof with an IP (ingress) rating of IP65.

### H4 **What is the operating / stand-by time?**

The operating time for iSavi is 2.5 hours with the standard battery: 1 hour of voice calls and 1.5 hours of data transfer. Stand-by time is 12 hours. A long life battery will be available from Addvalue at a later date.

### H5 **What is the WiFi range?**

The inbuilt WiFi is capable of a range of 30 meters (100 feet). However the user experience may vary depending on physical conditions (walls, etc) as well as the capability of the WiFi in each connected device.

### H5 **Is the WiFi password protected?**

The WiFi is password protected. Out of the box, the password for the iSavi terminal can be found on the label on the back of the terminal. The password can be changed at any time using the Control App or Web Console UI. The password will be reset to the original one following a factory reset.

### H6 **Can the user change the WiFi channel if the IsatHub WiFi network is not at full strength?**

Users are able to change the WiFi channel. More information on this can be found in the user guide.



**H7 What is the Web Console UI?**

The Web Console User Interface and it is a web page to be browsed locally from the iSavi terminal with a manufacturer-specific local IP address. The Web Console UI allows users to configure the iSavi terminal. It can be accessed via the Internet browser on a smart device or laptop or via a link in the Control App.

**H8 Are SD cards supported?**

SD cards are not supported.

**Service**

**S1 What data speeds is the IsatHub service capable of?**

IsatHub supports background IP with speeds of up to 384kbps (to the terminal) and 240kbps (from the terminal).

**S2 How do users access their IsatHub service?**

Inmarsat offers two bespoke apps for accessing the IsatHub service: A Control App for set up assistance, control over sharing and usage counters, and a Voice App to enable voice calling and text messaging. Both apps are available in iOS and Android versions.

**S3 Where do users go to download these apps?**

Both the Control App and the Voice App are available to download free of charge from App Store and Google Play.

**S4 Can more than one smart device connect to one terminal?**

The IsatHub service has been designed to make sharing easy. This is enabled via WiFi which may be password protected (see H5).

**S5 Does each smart device need both Apps?**

Only one user needs the Control App on their device. Other devices that want to share the data service just need the WiFi password, and devices that want to use voice or text will each need to download the Voice App to access the dedicated circuit switched voice and text services.

**S6 Can a Blackberry work on an IsatHub?**

The Control App and Voice App will not work with Blackberry devices. However once an IsatHub link is up and running, users can connect to the IsatHub WiFi and send data over the satellite link.



- S7 How many devices can be connected simultaneously?**  
Multiple devices may be connected at the same time but the speed of the connection will become less useful as the number of simultaneous users goes up. We expect a good user experience for up to 4 simultaneous users in most conditions.
- S8 Can each connected device be billed separately?**  
There is only one Inmarsat SIM per iSavi terminal so itemised billing per individual connected device / user is not supported.
- S9 How many voice calls can be made simultaneously?**  
Using the Inmarsat Voice App, only one voice call can be made at once, as there is only one dedicated circuit switched channel per terminal.
- S10 If more than one phone is connected, and there is an incoming voice call, which phone will ring?**  
All phones connected using the Inmarsat Voice App will ring and the first to answer will be connected.
- S11 If more than one phone is connected, which can send or receive text messages?**  
Only the device connected with the Control App can send or receive texts. Texts can be sent also from the Web Console UI.
- S12 What happens if more than one user has a Control App?**  
Only one user can "control" the terminal at once. If a user is operating an iSavi terminal with a Control App and then another user opens a Control App on a second device and knows the admin or user password for that terminal (see C8 and C10), then the second user will be in control of the satellite terminal. The first device will still be connected to the WiFi and can use the IsatHub service, but their Control App will no longer be managing the terminal.
- S13 Will a VoIP app work over the background IP connection?**  
If a user wants to use an end-to-end VoIP app, then the voice quality cannot be guaranteed as it will be over a best effort traffic connection. However, it is worth noting that some VoIP apps, including Skype, can be very data intensive and so may not work very well over the background IP connection and may result in a larger than expected invoice for the end user. It is for this reason that we recommend using the Inmarsat Voice App to ensure high quality voice calls over the dedicated circuit-switched channel.



**S14 How can a partner test whether their apps work with IsatHub?**

By default, all apps will work the way they work over any WiFi connection. Those partners who want to offer an integrated user experience may want to work through the Enterprise Certified Application Partner (CAP) program to get access to terminal commands for integration. For example: a partner would like to develop middleware between the user device and IsatHub to offer enhanced firewalling, controlled Internet access, their own VoIP app, etc.

**S15 Will Inmarsat certify third party apps for use with IsatHub?**

To check if the Control App will work with a partner's middleware, partners should work through the Enterprise CAP program to get it certified.

**S16 Is it possible to co-brand the Control App and Voice App?**

The Control App and Voice App are proprietary Inmarsat apps and therefore cannot be branded with a partner's logo.

**Control**

**C1 How will IsatHub manage apps which use a lot of data without the user knowing?** The iSavi terminal offers different firewall settings to prevent certain types of data being sent over the satellite connection. However this will not prevent high volumes of data being sent in all cases. Users and partners should take action themselves to manage the risk of bill shock: see [Guidelines for Partners for Optimum Data Usage](#) for more information.

**C2 How can a user manage their data usage levels?**

A user can track their usage via the usage counters that are available in the Control App. This includes the ability for a usage limit or time limit to be set by the user themselves. In addition, it may be possible to set some apps to non-push mode to reduce the amount of data that is sent: see [Guidelines for Partners for Optimum Data Usage](#) for more information. IMPORTANT: Counters available on the control app (individual and/or global) are not the actual bill: they are an estimated value calculated by the terminal based on the traffic sent and received.

**C3 Does the Control App provide visibility of data usage for each smart device connected?**

The Control App has counters for each device connected to the WiFi LAN as well as a global counter. If the user sets a data limit, the counters will be reset.



**C4 How can a partner manage their users' data levels?**

A partner may set usage limits or alerts in their own billing system which could trigger a message to the satellite terminal. This message will appear the next time the user opens the Control App (see C5-C7 below).

**C5 How does a partner forward alert emails to the IsatHub user?**

Alerts can be sent by emailing the IsatHub SIM using the following address: +87077 [MSISDN]@messages.inmarsat. Messages are limited to a maximum 160 characters.

**C6 Can partners use the usage alert feature for other purposes, e.g. to advise end users of firmware upgrades?**

The alert message from the partner can contain any information that they want to include. The Control App just presents the contents of the message, provided it is up to 160 characters.

**C7 Do all connected devices receive the email alerts?**

The device connected to the terminal with the Control App will receive the alert message. This message will also be visible in the SMS Inbox of the Web Console UI. Partners might want to think about setting up the alert message to go to multiple recipients, i.e. the bill payer / administrator in HQ.

**C8 How is the admin password set?**

Out of the box, the user profile is the same as the administrator profile and the admin password is a default - 1234. When the terminal is used for the first time, the user will be prompted via the Control App to change the admin password. The admin password can also be changed at anytime on the Web Console UI. The password will be reset to the default one following a factory reset.

**C9 What do administrator rights allow?**

Administrator rights allow the user to customise firewall settings and select the firewall profile. It also allows the user to set and change the WiFi and admin passwords, and create a user password (see C10). If the person in the field is not the administrator, then they will only be able to select from the settings that have been preconfigured by the administrator. In most cases, the administrator, field operative and bill payer will all be the same person but it might be the case that they are separate entities, in which case it is recommended that there is only one person with administrator rights.



**C10 What is a user password for?**

If a user who is not the administrator needs to set up and use an iSavi terminal, then the administrator may create a user profile via the Web Console UI, accessed with a user password. The user password can also be changed anytime on the Web Console UI. Any user passwords will be deleted following a factory reset.