



# Oceana 400 (OC 400) FAQ

## Powering Up/Restarting

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**The Oceana/Terra terminal appears to be turning ON/OFF and is not registering.**

Ensure the power supply is adequate according to the user manual.

If power is being supplied from a battery, ensure the connections are tight and the contacts are clean.

Check for short-circuit on antenna cables.

**Can I use a Link Sim Card in my Oceana Terminal or IsatDOCK?**

No, you cannot. A Link Sim Card is designed for global fixed Inmarsat Link satellite phone service.

As such a Link Sim Card will only work successfully in a Terra Unit.



## DATA

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### **How do I use Data with my Inmarsat device?**

To enable your Inmarsat device for the data service:

1. Connect the docking station to your PC using the USB cable.
2. Initially you will need to install a standard USB Modem Driver to work with the Docking station. To do this, on your PC go to Control Panel > Phone and Modem options and select the Modem Tab. Select Add > make sure you tick Don't detect modem I will select from list then NEXT >. Select the Standard Modem type and 2400bps Modem. Click on NEXT > It will prompt you know to select the Comport that it is attached to.
3. Highlight the modem driver you have just created and click on PROPERTIES > ADVANCED. In the Extra initialization command key in the following: &#x0000&D2 OK>
4. Place your phone into the Docking Station ensuring it has signal when inserted and ready for service. (If Applicable)
5. Identify the modem COM port to which your device is connected for the data service. The COM port number will be needed when you are using your data application. To do this, on your PC go to Control Panel > Phone and Modem options and select the Modem tab. You will see Standard 2400bps Modem and the COM port eg. COM6. Or, go to Control Panel > System and select the Hardware Tab. Click on Device Manager and scroll down to Modems. If your USB drivers are installed, you will see Standard 2400 bps Modem. Right click on Standard 2400 bps Modem and select Properties. You will see the Com port eg. COM6.
6. If you have not already done so, install your chosen data application and follow the on screen instructions.

### **Unable to make a data call or get 'No Carrier' when using SkyFile Mail**

Ensure the SIM is correctly provisioned to make mobile originated data calls. Signal strength must be adequate, and the registration obtained with the Provider's network. On initial power up, registration normally takes about 20 to 40sec, and may vary. Please ensure that SIM PINs are correctly entered, and prompting is disabled if not required

### **Why does my Internet connection keep dropping while I am using the Internet?**

This problem occurs when signal quality is an issue. Users who are attempting data calls from inside of a building also tend to have this difficulty. When your call drops, look at the signal strength indicator in the corner of the LCD on the phone or your PC and verify that your signal is in the range of 4 to 5 bars. If you are not getting 4 to 5 bars of signal, you may want to adjust your antenna to get a better view of the sky. If the problem persists, please contact the dealer through whom you purchase service.



### **Call Processing does not work when making data calls?**

Call Processing is a feature that only applies to the RJ11/POTS port, which only applies to VOICE calls made from this interface. To dial data calls, the full international and area codes are required.

### **Can I use data with my Oceana/Terra/IsatDOCKunits?**

Yes, you can. You will need to ensure that you have successfully downloaded the Falcon Tool and accompanying drivers. Your Beam Unit can be used as a modem to send and receive low rate data.

Typical low rate data applications include plain text email and small file attachments. Some Inmarsat service providers offer proprietary applications which have been optimized to operate with your phone. Contact your service provider for details.

To enable your unit for data service:

1. Connect the Beam Unit to your PC using the USB cable.
2. Initially you will need to install a standard USB Modem Driver to work with the Beam Unit. To do this, on your PC go to Control Panel > Phone and Modem options and select the Modem tab. Select Add > make sure you tick Don't detect modem I will select from list then NEXT > Select the Standard Modem type and 2400bps Modem. Click on NEXT > It will prompt you know to select the Comport that it is attached to.
3. Highlight the modem driver you have just created and click on PROPERTIES > ADVANCED. In the Extra initialization command key in the following: &FE0&D2 OK>
4. Ensure the Beam Unit has signal and ready for service.
5. Identify the Inmarsat Beam data port COM port to which your unit is connected for the data service. The COM port number will be needed when you are using your data application. To do this, on your PC go to Control Panel > Phone and Modem options and select the Modem tab. You will see Standard 2400bps Modem and the COM port eg. COM6. Or, go to Control Panel > System and select the Hardware tab. Click on Device Manager and scroll down to Modems. If your USB drivers are installed you will see Standard 2400 bps Modem. Right click on Standard 2400 bps Modem and select Properties. You will see the Com port eg. COM6.
5. If you have not already done so, install your chosen data application and follow the onscreen instructions.

### **What are the Supervisor PIN, and the Security Code numbers?**

The supervisor PIN for ALL Beam products is set to the default '3170'. The PIN can be changed on the 'Programming - Security' tab in the relevant Management System software. Take care in changing this code, and be sure to remember the new code.



## **FIRMWARE / SOFTWARE / CONFIGURATION**

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### **Why am I having trouble upgrading firmware?**

Please ensure you have downloaded the latest version of the Beam Management System software from our support website for your specific product.

Extreme DOCK = Eagle

PotsDOCK / IntelliDOCK= PDMS

SatDOCKG = SDMS

IsatDOCK / Oceana & Terra = Falcon

RST100 = BMS

IridiTRAK - IMS

In addition please try the following process:

- Restart the PC
- Removing the USB cable from the device to the PC
- Power cycle the device
- Reconnect the USB cable from the device to the PC
- Retry upgrading firmware

### **Can I use the Falcon tool with Windows 8?**

There is a way to get the Falcon tool working on Windows 8:

The steps to install an unsigned driver on windows 8 is as follows.

1. From windows 8 control panel choose General -> Under "Advanced Startup" -> Restart now.

Once the system has restarted it may take a few minutes for the boot menu to display.

Once displayed the boot menu should provide you with the following options:

1. Continue
2. Troubleshoot
3. Turn off

Choose (2) Troubleshoot

Then the following menu appears.

- \* Refresh your PC
- \* Reset your PC
- \* Advanced Options

Choose "Advanced Options"

Then the following menu appears

- \* System Restore
- \* System Image Recovery
- \* Automatic Repair
- \* Command Prompt
- \* Windows Startup settings

Choose Windows Startup Settings, then click "Restart" or choose select.

Now the computer will restart and the boot menu appears.



Choose "Disable Driver Signature Enforcement" from the menu.  
Windows should now load and you can commence installation of the unsigned driver.

Disclaimer: Disabling the Windows driver signature enforcement is undertaken at your own risk, doing so may allow malicious software to compromise your system.

### **How do I upgrade the firmware on my Beam satellite device?**

To upgrade the Firmware on all of our products you must first download the Management System designed for your specific device

Extreme DOCK = Eagle

PotsDOCK / IntelliDOCK= PDMS

SatDOCKG = SDMS

IsatDOCK / Oceana & Terra = Falcon

RST100 = BMS

IridiTRAK - IMS

These can all be found under the Support Section of each product and then Resources.

In addition, please try the following process:

- \* Restart the PC
- \* Removing the USB cable from the DOCK to the PC
- \* Power cycle the DOCK
- \* Reconnect the USB cable from the DOCK to the PC
- \* Retry upgrading firmware

### **What are the err (error) codes in the Log?**

Refer to the Beam Management System Software Help tool. Click on "Help?" then 'Status'.

### **How do I know what firmware is running on my terminal or docking unit?**

Use the relevant Beam Management system available from the support page under "Resources" on the support page via the Log / Data USB Port. The Status tab will display firmware versions.



## **SIGNAL / ANTENNA**

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### **Can I use any kind of cable in combination with my Inmarsat Active/Passive Antenna?**

Only cable kits supplied by Beam will operate correctly with the Inmarsat antennas. Each cable kit has been made to meet the specific specifications of the antenna and Inmarsat network. The cable kit not only provides Satellite connectivity but also GPS which is required for the Inmarsat service to function correctly. In the case of Active Antennas, then the cable kit also provides power to the antenna as well. You must use Passive cable kits with the ISD700 and Active cable kits with the ISD710/715 and 720. Failure to use the correct Beam cables can damage the antenna, stop the service from performing properly and void your warranties.

### **What is the maximum length of antenna cable I can use with my Active Inmarsat Antenna?**

Antenna cables for the Active Inmarsat Antenna start at a length of 6 meters and go up to 100 meters. Custom cables can be made longer if required. Please see your Beam Authorized Reseller.

### **I am using the Beam recommended antenna cable with an Active antenna, yet I don't get a proper connection, what can I do?**

Make sure that the cable is correctly connected to both the antenna and the unit. Also, please check whether there are no kinks in the cable. See the cable kit specifications to ensure the maximum bend radius has not been exceeded anywhere. Also check the cable kit has not be altered in anyway, the cable kits CANNOT be shortened.

Check that the antenna is positioned properly, has a clear view of the horizon and there are no other obstacles or RF interference. Also check the Inmarsat coverage map to ensure coverage is available at your location.

### **Beeping sound coming from Docking Station**

The beeping noise usually indicates a short on the antenna cables which can be caused by a cut or break in the antenna cable or caused by metal debris inside a connector. Please disconnect the antenna cables from point where they (gps and Inmarsat) connect to the docking station. When completed, please power cycle the unit and see if the noise continues.

If it stops, please inspect the antenna connectors and ensure they are clear and that there are no cuts or sharp bends on the cables. Also check the connectors as they screw into the antenna and ensure both connector ends are clear and free of anything that may cause a short from the central pin to the connectors metal casing.



### **Does RF Interference affect the satellite signal?**

All wireless devices, including satellite telephones, are susceptible to RF (Radio Frequency) interference from other electronic devices. This problem is especially evident when numerous antennas and broadcasting devices are located within close proximity to each other. A good example would be onboard a ship. It is important that certain considerations be taken into account for best performance when an Iridium system is installed.

Causes of RF Interference:

Some subscribers have contacted Iridium regarding the loss of signal quality when they operate their equipment near active INMARSAT terminals. The power with which INMARSAT units transmit can overpower the Iridium unit's ability to properly maintain a quality connection with the Iridium satellite constellation. INMARSAT terminals are often found in the same locations as Iridium subscribers, such as harbors, airports and especially onboard ships.

The location of the INMARSAT unit's antenna in relation to the Iridium unit's antenna plays a significant role in determining the degree of signal degradation that an Iridium subscriber can expect to experience. All Iridium units are susceptible to this interference, regardless of the type of antenna being used.

Generally speaking, an Iridium unit, be it a handset using its integral antenna or a fixed terminal when attached to an externally mounted antenna and located within 15 and 45 meters (50 to 150 feet, respectively) of an operating INMARSAT Mini-M / GPS / Fleetphone / IsatPhone link or Standard-C terminal, will likely experience degraded performance.

Inmarsat antennas can experience interference from other Inmarsat devices as well as radar or broadcast services and other RF transmitting devices.

Other sources of RF interference such as Globalstar units, radar devices and broadcast stations can provide interference for Iridium units, but usually are not encountered as frequently as INMARSAT terminals.

Refer also to Inmarsat/Iridium Antenna User Guide.

### **What is the difference between a Passive and Active Antenna?**

The exact difference is the Passive antenna is a non-powered Directional antenna that can ONLY be used in fixed applications where the antenna will never move. This antenna does require to be manually pointed at the Inmarsat satellite when initially installed.

The Active antenna is a Powered omni directional antenna that can be used for mobile applications where the antenna will move like on a ship or vehicle. The antenna doesn't require manual pointing to the satellite. The power to the antenna is provided by the docking unit and does not require an additional power source.

Any Beam Inmarsat Dock or Terminal can support any Active or Passive Inmarsat antenna.

### **How do I know if my TR400/OC400 is registered on the Inmarsat network?**

The signal LED on the terminal will change to GREEN (Good Signal Registered) or YELLOW (poor signal registered) when it is able to make calls on the network.



**The signal bars are low or fluctuating and call quality is poor on my Inmarsat Service.**

Ensure all antenna connectors are tight.

Make sure the antenna is operating in a location where it can see the satellite and there are no obstructions.

Ensure that BEAM certified antenna cabling is being used and that there are no sharp bends or cuts in the cable, and the cable has not been modified in anyway.

If using a fixed passive antenna, ensure it is orientated correctly and pointing at the satellite.

**The Satellite device fails to register with the Satellite service after 60 seconds.**

Check power connection

Check antenna connection and location

Check whether the antenna cable is connected properly

Check cable specs to ensure that your system is operating within the required network specifications

Ensure SIM is inserted and correctly provisioned

Check whether correct power supply is being used





## **SIMPIN / PUK / PHONE LOCKING**

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### **Why doesn't my SIM card work?**

Is the card inserted the correct way?

Is the gold chip visibly damaged or scratched? If so, return the card to your service provider.

Check the SIM and phone contacts. If they are dirty, clean them with an antistatic cloth

### **What is a SIM PIN?**

The Subscriber Identity Module (SIM) often referred to as a simcard, typically is provisioned and issued by a Service Provider (SP) with an associated Personal Identification Number (PIN), sometimes referred to as PIN1. It is possible to request simcards without PINs. When the satellite device first powers on, if the unit is set to request that the user enters the PIN code then until this has been successfully completed, the unit will not register, place calls or receive calls.

### **My SIM PIN is blocked?**

If you enter the PIN incorrectly 3 times, the SIM card locks, and you need to enter the PUK. You must use the PUK code supplied by your Service Provider to unlock the SIM. If you don't have a PUK code, please contact your Service Provider.

### **The Terminal / Phone or SIM has been lost or stolen.**

Contact your service provider as soon as possible so your terminal / phone or SIM can be barred.

### **Your PIN2 is locked**

Enter the PIN2 unblocking key (PUK2) or contact your service provider.



## **VOICE**

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### **Why is there extreme echo on the RJ11/POTS call?**

The POTS interface has a configurable impedance and adaptive hybrid machine. Try alternate impedance settings in the Beam Falcon Management software. Check the volume of the terminal is not on the highest setting as this will create echo, try turning it down a little.

### **Why is voice quality poor?**

Ensure the signal strength is at 4-5 bars.  
Check antenna and cable - ensure all connections are correct and intact.  
Check your location and for interference.  
Satellite networks have a slight delay in processing the call.

### **Party B cannot hear your voice**

Privacy Handset must be docked in its cup when not in use (if applicable).  
Check that MUTE is not ON (indicated by turning RED).  
Check the signal strength on the handset.  
Check external microphone connection (if applicable).  
Ensure the Headset connector at the base of the Isatphone is not obstructed and there is no dust or foreign objects in the connector socket (if applicable).  
Ensure you have the latest firmware version on the handheld device (if applicable).  
Ensure you have the latest firmware version on the Beam terminal.

### **Dropped Calls**

Due to how a satellite network is configured, if you are in motion, the satellite signal may become obstructed (such as buildings, bridges tunnels, larger vehicles, valleys, large trees)  
Check the antenna connections.  
Ensure the antenna cable has not been damaged.  
Ensure that only approved antenna cable is being used.  
Refer to Antenna Installation Guide on Beam website support.  
If problem persists, contact your service provider



### **My terminal/IsatDOCK cannot make or receive calls.**

Ensure the SIM card is inserted in the phone and is fully provisioned by your service provider.

For IsatDOCK units ensure the USB symbol can be seen on the IsatPhone display

Check whether you have a valid GPS fix.

If the phone has sufficient signal strength and cannot make or receive calls, check if Call barring, diverting calls or Fixed number dialing have been activated.

If you have a prepay subscription, check your prepay balance to ensure you have sufficient credit to make a call.

Contact your service provider if you are unable to resolve the problem.

There is no Audio from external Speaker.

Check that the speaker connector is installed directly to the HFI or speaker port on the docking unit.

Check that the interface cable from the HFI to the DOCK is connected (if applicable).

Check the signal strength of the intelligent handset or satellite phone.

### **How do I set Impedance on the RJ11 port?**

The RJ11 Impedance is configured in the "Settings – Analog RJ11 – Line Setting – Impedance" tab within the Beam Management System software.

### **How do I change dial tone settings (e.g. a constant tone)?**

To change the nature of the dial tone cadence, use the Beam Management System software in the "Settings – Analog RJ11 – Line Setting – Tones – DialTone". Setting the Off time to 0 will set a constant dial tone. The Unavailable (busy) tones and Ringer cadences are also configurable in this "Settings – Analog RJ11 – Line Setting – Tones" tab.

### **I am unable to make a call.**

Check that the antenna is properly mounted.

Check the phone is registered onto the network.

Do you have a clear view of the sky?

Did you enter the number in international format?

All calls made from the Iridium® System require a special calling sequence; please refer to your Service Provider for these details.

Check the signal strength meter. If the signal is weak, move the vehicle to a more open area.

Check the Network Selection settings.

Check your Operator coverage map.

Is Restricted displayed? Check the Call Barring setting.

Has a new SIM card been inserted?

### **You can't receive calls?**

Check to see your phone is powered on.

Is the phone registered onto the network?

Check the Antenna. Is it mounted properly.

Do you have a clear view of the sky?

Check the signal strength. If the signal is weak, move the unit to a more open area.

Check all forwarding and call barring settings.

Check the ringer setting.



**You cannot make international calls.**

Have you included the relevant codes? Press and hold the (+) key to display the international dialing prefix (+), and then enter the appropriate country code, followed by the phone number. Check the Call-Processing settings in the Beam Management System if applicable. All calls made from the Iridium® System require a special calling sequence, please refer to your Service Provider for these details. Did you enter the number in international format? Check the signal strength meter. If the signal is weak, if possible, move the antenna to a more open area. Is Restricted displayed? Check the Call Barring setting. Has a new SIM card been inserted? Is it active?