



# FleetBroadband LaunchPad

## User Guide

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[inmarsat.com/fleetbroadband](http://inmarsat.com/fleetbroadband)

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# Introduction

## 1 Introducing FleetBroadband LaunchPad

### 1.1 Purpose of this manual

This document describes the main functions of FleetBroadband LaunchPad and explains how to use each of the available menu options.

It is intended for first time end-users, Distribution Partners, Service Providers and anyone who wants to use a FleetBroadband terminal to connect to the FleetBroadband network and manage network services using LaunchPad. A previous knowledge of satellite communications is useful, but not essential.

### 1.2 Scope

This document gives detailed instructions on installation of FleetBroadband LaunchPad and the main functions available. It does not describe how to use specific applications over the FleetBroadband network. For this information refer to the FleetBroadband solutions guides, available for download from [www.inmarsat.com/support](http://www.inmarsat.com/support).

### 1.3 Assumptions

- You have installed your FleetBroadband terminal and are registered with the network.
- You have a connection already set up between the terminal and your computer.
- FleetBroadband LaunchPad has been installed on your computer. If not, follow the installation instructions in "[FleetBroadband LaunchPad Installer](#)" on page 42.

### 1.4 Terminology

When you see the term "LaunchPad" in this guide, this refers to FleetBroadband LaunchPad.

### 1.5 Useful references

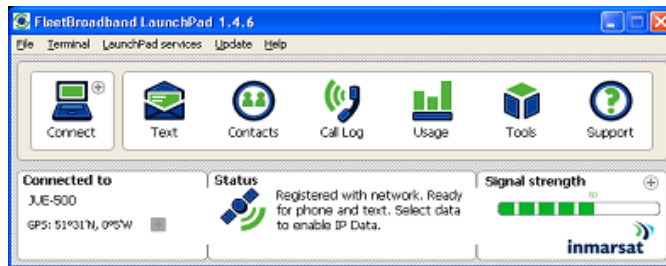
- Other documentation on FleetBroadband and LaunchPad is available for download from the FleetBroadband web site at [www.inmarsat.com/support](http://www.inmarsat.com/support).

# Getting Started

## 2 FleetBroadband LaunchPad

This section explains some of the options available to you through LaunchPad, and how to open LaunchPad.

### 2.1 About FleetBroadband LaunchPad



FleetBroadband LaunchPad is free software that enables you to manage the FleetBroadband terminal from any connected computer. Using LaunchPad, you can:

- Open and close data connections using a simple point and click interface.
- Send and receive text messages (SMS).
- Manage your contacts list.
- Check for and download software updates.
- Monitor usage of phone services, access diagnostic reports and log files, and view service provider support information.
- Turn on TCP Accelerator, which improves the performance of TCP applications over FleetBroadband.
- Perform management functions such as setting up new data connections and managing the interface between LaunchPad and the terminal.

Note: Some FleetBroadband terminals give you information on usage of data services and on call history.

### 2.2 Opening FleetBroadband LaunchPad

After your terminal has registered with the network, do the following:

- a. Open LaunchPad by double-clicking on the desktop icon:

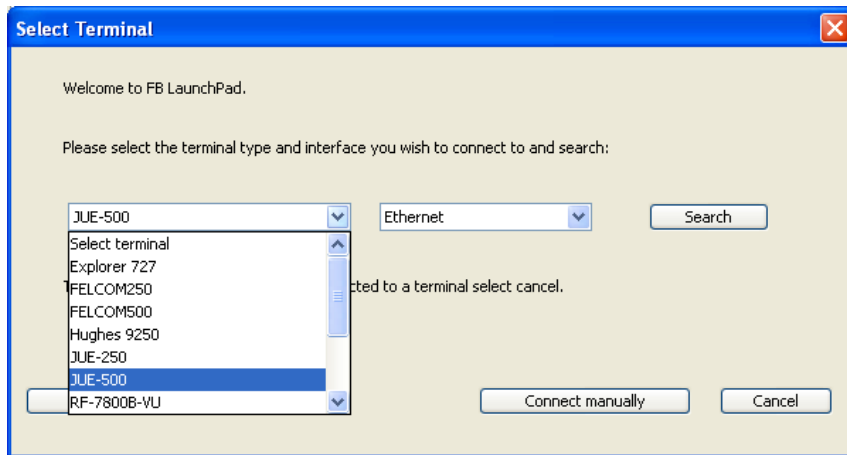


FB LaunchPad

The following screen is displayed as LaunchPad searches for the terminal:



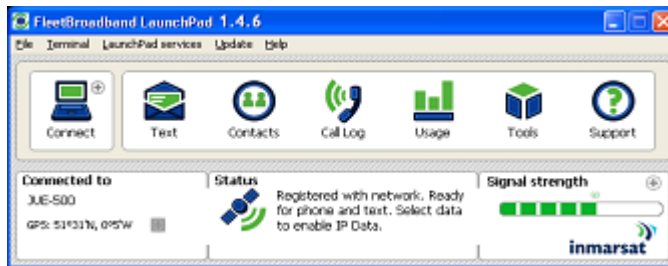
- b. If this is the first time you have connected to the terminal, the following screen is displayed:



Select the correct terminal type and interface from the drop-down lists and click on **Search**.

Note: If you subsequently connect from LaunchPad to the same terminal over the same interface, you do not have to complete this screen.

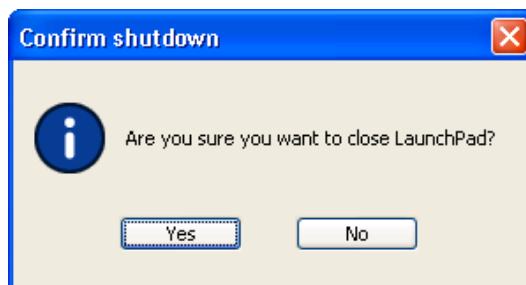
- c. When LaunchPad finds the terminal, the following screen is displayed:



LaunchPad is now ready to use.

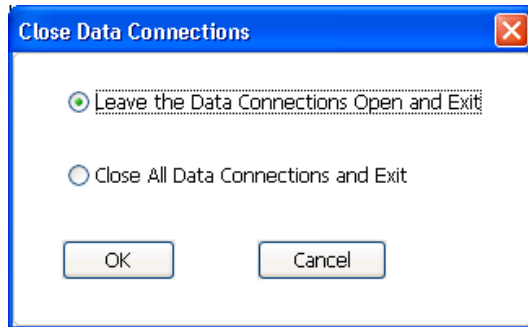
### 2.3 Closing LaunchPad

To close LaunchPad, select **File > Exit**. You are prompted to confirm the close down.



Click on **Yes** to continue.

If you have any data connections open when you try to exit LaunchPad, the **Close Data Connections** screen will be displayed:



In this screen you can do the following:

- Check **Leave the Data Connections Open and Exit** then click on **OK** to exit LaunchPad, leaving all data connections active.
- Check **Close all IP Data connections and Exit** then click on **OK** to close all data connections, and exit LaunchPad. Note that this action will close data connections for all users sharing the FleetBroadband terminal.
- Click on **Cancel** to stop exiting and return to LaunchPad.

# Data connections

## 3 Opening and closing data connections

This section explains how to use LaunchPad to open and close an IP data connection. It also explains how to use streaming IP connections.

### 3.1 Opening a standard IP data connection

The standard IP data connection is the connection that is best suited to most of your basic data requirements, for example web browsing, and sending and receiving emails. Standard IP is charged by the amount of data sent and received, and is a best effort connection, which means that the quality of service and priority given to data is not guaranteed and is dependent on the current network traffic load. Note that the standard connection is shared between all users connected to the terminal.

By default, LaunchPad does not automatically open a standard IP data connection, although you can configure LaunchPad to automatically open the connection as described in [“Setting the standard IP data connection to open automatically”](#) on page 7. Therefore, you must manually open a connection before you can use data services. To do this:

- a. Click on the **Connect** icon:



A message displays informing you that LaunchPad is opening a data connection, then the following screen is displayed:



Note that the Connect icon has changed to **Disconnect** and the **Status** message reads **“Standard Data connection open. Ready for Phone, Text and Data.”**

- b. You are now ready to open a web browser, check and send emails and perform other basic data functions.

### 3.2 Opening a streaming IP data connection


Streaming IP data connections are optimised for use with time-critical applications such as audio and video. There are a number of pre-configured streaming IP data connections supplied with LaunchPad, which you can open as an alternative to the standard IP data connection.

Streaming connections are available at one of the following guaranteed data rates:

- 8 kbps (shown as **Connect 8 Streaming** in LaunchPad).
- 16 kbps (shown as **Connect 16 Streaming**)

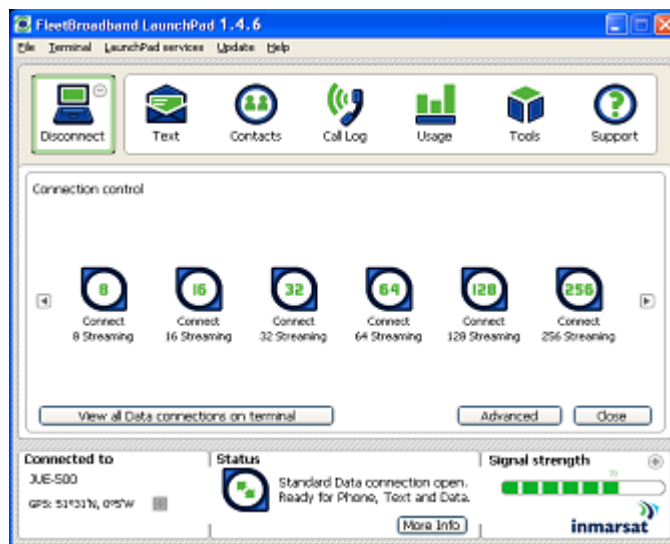
- 32 kbps (shown as **Connect 32 Streaming**).
- 64 kbps (shown as **Connect 64 Streaming**)
- 128 kbps (shown as **Connect 128 Streaming**).

To open a streaming connection:

- Click on the  symbol next to the Connect icon:



The **Connection control** window opens:



To navigate through each of the available data connections, click on the right and left arrows at each side of the screen.

- Click on the required streaming IP data connection to close the standard IP data connection and open your chosen streaming IP data connection. A message displays, informing you that the connection will be charged by time rather than volume. Click on **OK**.

**Note:** The streaming IP data connections are normally charged by the length of time they are open rather than the amount of data transferred. Therefore only use this connection type when needed for audio or video data transfer.

#### **About dedicated streaming IP data connections**

Note that a pre-configured streaming IP data connection is shared between all terminal users. To maximise the performance of your audio and video applications, Inmarsat recommends that you configure your own streaming IP data connections, each one dedicated to a specific application. You can open these dedicated connections in addition to the standard IP data connection.

Refer to "[Creating a dedicated IP data connection](#)" on page 35 for details.

### 3.3 Setting the standard IP data connection to open automatically

You can configure LaunchPad to automatically open a data connection each time you make a connection with the terminal. To do this:

- a. Select **LaunchPad Services > Automatic Connection**. The LaunchPad automatic connection dialog box is displayed:



- b. Check **Automatically open a standard Data connection after network registration** to enable automatic connection (or uncheck the check box to disable automatic connection).
- c. Click on **OK** to save the settings, or on **Cancel** to exit without saving.

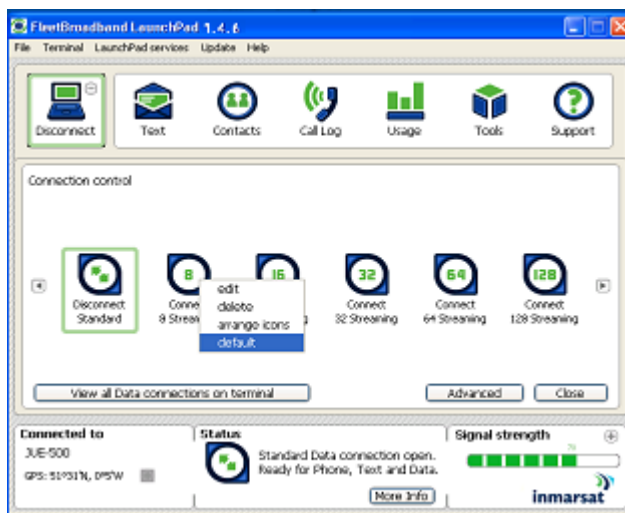
The next time you open LaunchPad, the standard IP connection opens automatically, without you needing to click on **Connect**.

Note: There is a minimum charge when an IP data connection is open (unless you are using a lease package). Data may be transferred across the connection even if you are not actively using an application (for example, your computer may be receiving automatic updates). If you do not want to have data transferred across the connection, Inmarsat recommends that you do not switch on automatic connection using LaunchPad, or that you close the data connection when you are not using it.

### 3.4 Setting the default connection

By default, the standard IP data connection opens when you request data services. If you want to select one of the other data connections to open by default, do the following:


- a. In the Connection control window, right-click on the icon that you want to select as the default connection:






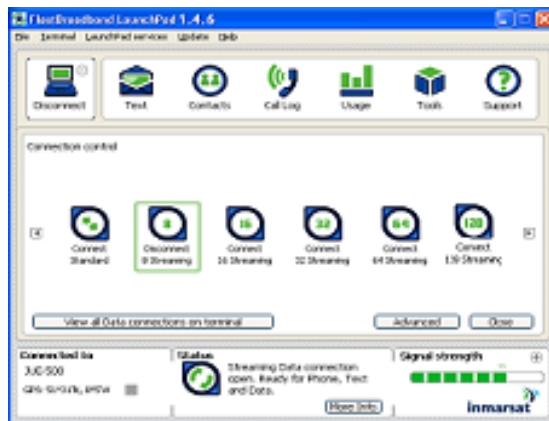
- b. Select **default** from the drop-down list. The selected connection will now open by default when you select data services.

If you want to check which connection is the default, right-click on each connection in turn. The default connection has the sub-menu option **default** greyed out.

### 3.5 Closing an IP data connection

To close an individual connection, click on the  symbol next to the **Disconnect** icon, and then click on the individual data icon that you want to close.

Note: If the **Disconnect** icon has a  symbol next to it, as shown in the following screen, first click on  and then on .



There are a number of ways to close all open IP data connections. The simplest is to click on the **Disconnect** icon on the launch bar.



## 4 Using TCP Accelerator

### 4.1 About TCP Accelerator

TCP Accelerator (also known as TCP PEP) enhances the performance of TCP over a satellite network such as the FleetBroadband network by providing:

- Fast start - useful for transferring small amounts of data, since traditional TCP is often slow with smaller data transfers.
- Increased window size - improves TCP performance in larger bandwidth applications.
- Delay-based congestion control - ensures high transfer rates and less delay.

The TCP accelerator will enhance the performance of FleetBroadband when your computer is sending data from TCP applications ONLY. Typical TCP applications include:

- File transfer.
- Email.
- Web browsing.
- Webmail.
- VPN with Checkpoint, Nortel, Cisco and Netscreen. Other VPN applications may work but they have not been tested by Inmarsat.

TCP Accelerator will not enhance performance when you are using any streaming based application including video streaming and audio streaming, because these are UDP based applications.

### 4.2 Installing TCP Accelerator

TCP Accelerator is free software that is supplied on your product CD, and can also be downloaded using the **Update** option in LaunchPad, or downloaded from the Inmarsat web site at [www.inmarsat.com/support](http://www.inmarsat.com/support)

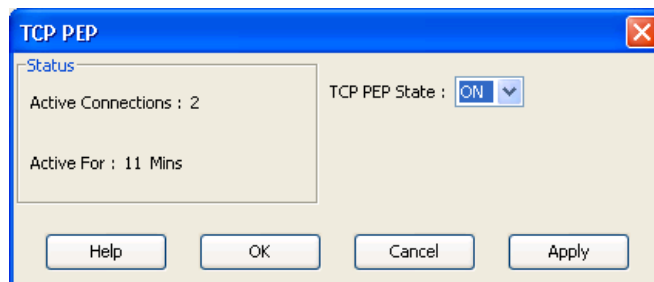
Follow the on-screen instructions to install TCP Accelerator.

### 4.3 Activating/deactivating TCP Accelerator

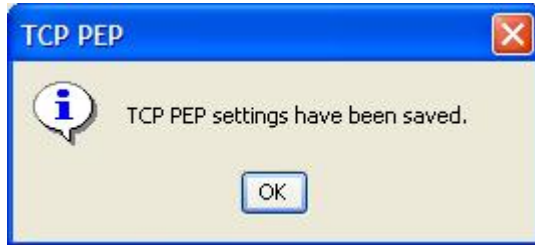
You can use FleetBroadband LaunchPad to deactivate TCP Accelerator (or activate it again).

After initial installation, TCP Accelerator is switched on. You can only switch TCP Accelerator off after the terminal is registered with the network. After you have registered:

- a. Select **LaunchPad Services > TCP Accelerator** from the LaunchPad main menu. The following screen is displayed:



- b. Select **OFF** from the drop-down list to disable TCP Accelerator, then click on **Apply**. The following screen will display if the settings have been successfully changed.




To turn TCP Accelerator on, repeat step a., and set the TCP PEP State to **ON**.

## 5 Monitoring data connections

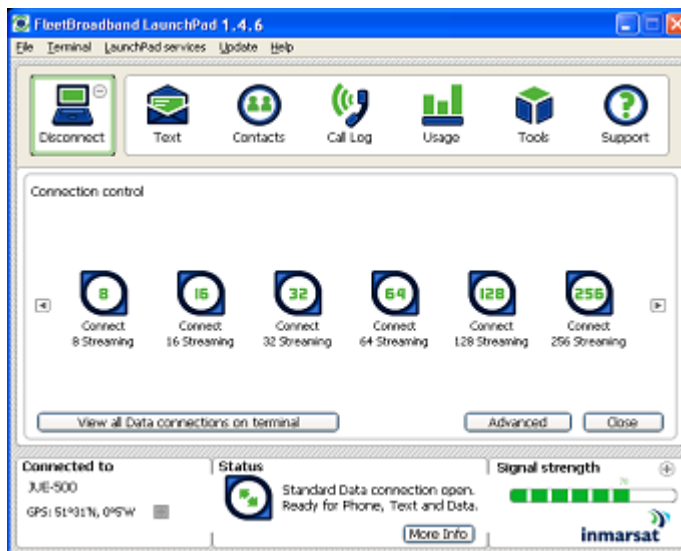
### 5.1 Viewing data connection details

You can view information on currently open data connections from the Data Connections tab. To do this:

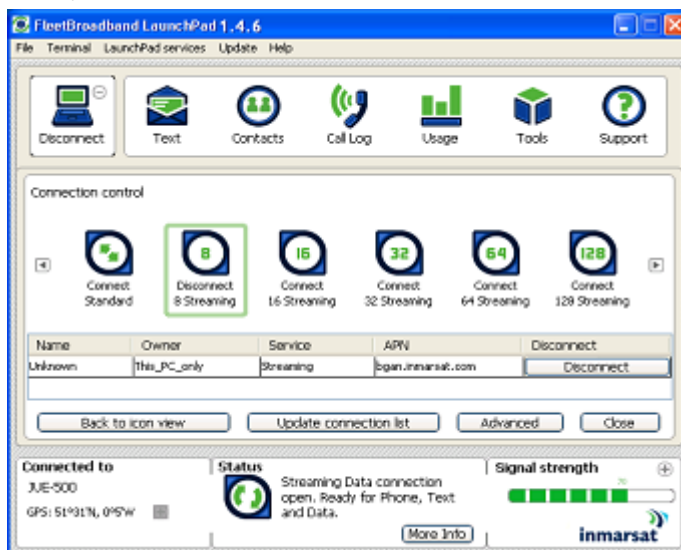
- a. Click on the  symbol next to the Connect icon:



The following screen is displayed:



- b. Click on **View all Data connections on terminal**. Details of the currently open connections display beneath the connection icons:




The displayed details include **Name** of the connection, **Owner**, connection **Service** type and **APN**.

- c. To disconnect a data connection, click on **Disconnect**.  
To return to viewing the data connection icons only, click on **Back to icon view**.  
To refresh the displayed information, click on **Update connection list**.  
To access the management functions for data connections, click on **Advanced**.

## 5.2 Changing the icon order, hiding or deleting a connection

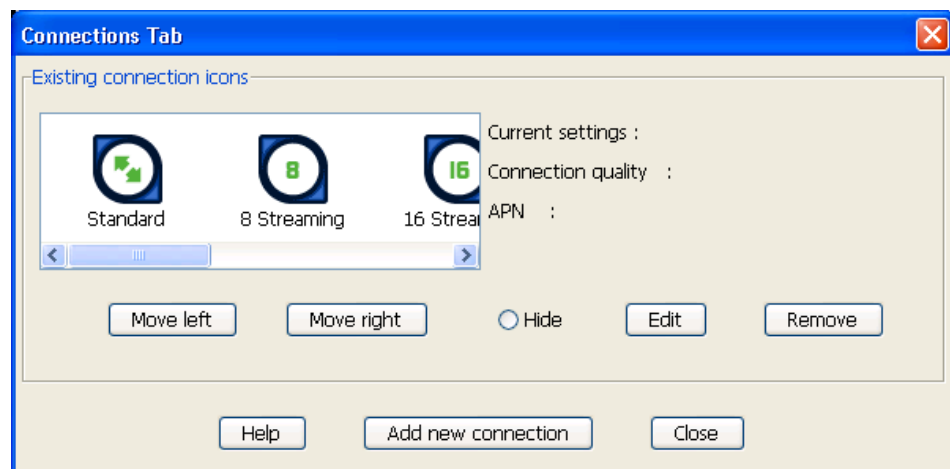
The available data connections display in the **Connection control** window. You can change the sequence in which the icons display, remove a connection from the display, or delete a connection. To make any of these changes:

- a. Click on the  symbol next to the Connect icon:



The **Connection control** screen is displayed.

- b. Click on **Advanced**. The **ConnectionsTab** screen is displayed:



- c. Available actions:

- To move an icon so that it displays in a different position in the connection control window, select the icon you want to move, and click on **Move left** and **Move right** to move the icon to its new position in the sequence.

**Note** If you want to move an icon more than one place to the right or left, you must select the icon each time before using the arrow keys.

- To remove an icon from the display list without deleting it, select the icon and click on **Hide**. The icon appears greyed out in the **Connections Tab Screen**, and does not display at all in the **Connection Control** window.
- To delete an icon, select the icon and click on **Remove**. Click on **Yes** to confirm the deletion.

## Text messaging

### 6 Sending and receiving text messages

You can use LaunchPad to write and send text messages and to receive and reply to text messages. You can send text messages from a FleetBroadband terminal to another FleetBroadband terminal and from a FleetBroadband terminal to a mobile phone. You can also send a text messages from a mobile phone to a FleetBroadband terminal, but only on those networks with which Inmarsat has an agreement.

Note: You do not have to have a data connection open to use text messaging.

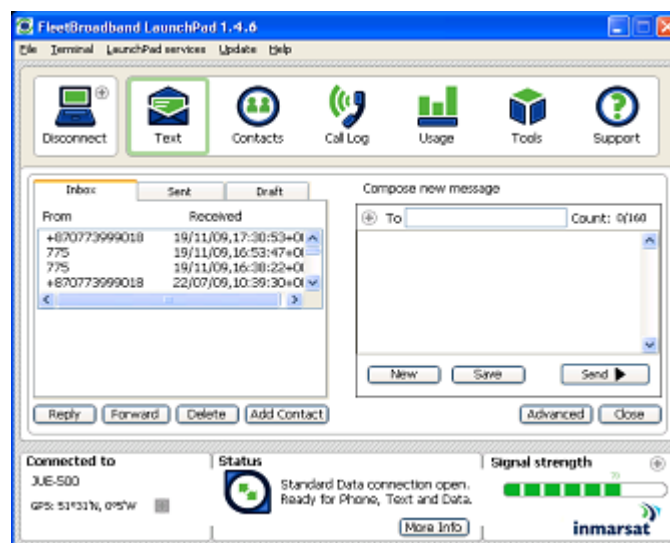
#### 6.1 Writing and sending a text message

To write and send a text message:

- a. Click on the **Text** icon:



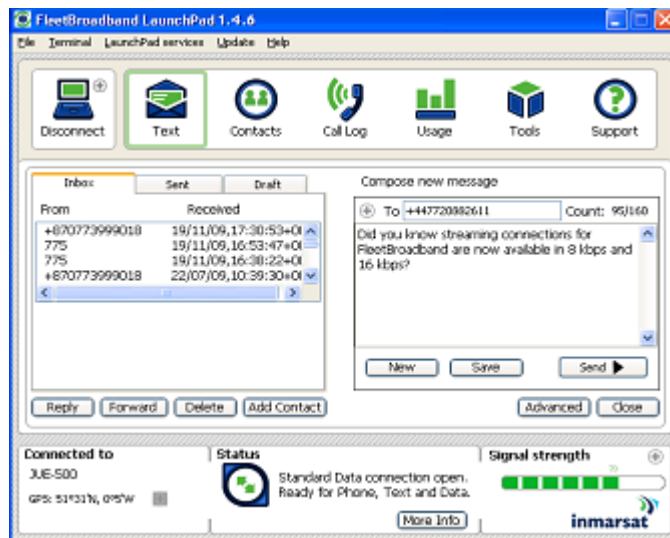
- 
- The following screen is displayed:



In the **Compose new message** panel, complete the **To** field with the contact number of the recipient. You can do this either:By typing in the number in full, or

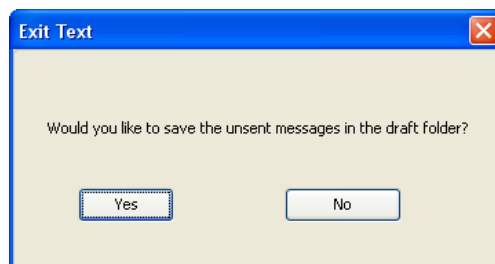
- 
- 
- By clicking on the **+** symbol to the left of the **To** field to display your list of contacts. Then select the recipient from the list.
- b. Write the message in the text area below the **To** field (or click on **Draft** and select a message that has been prepared and saved.)

Text messages have a limited size of 160 characters.



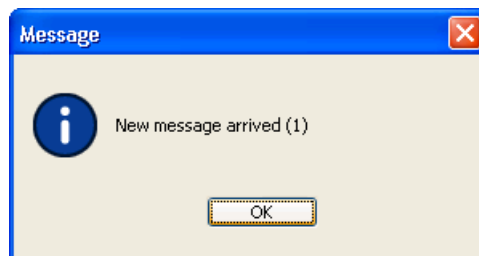
- c. Click on **Send** to send the message. The message is saved in the **Sent** folder. Alternatively, you can click on **Save** to save the message in the **Draft** folder to send later, or click on **New** to start again.

If you exit **Text** without sending or saving your message, LaunchPad will offer to save your message to the draft folder.



## 6.2 Receiving and replying to or forwarding a message

LaunchPad advises you with a pop-up message when a new text has been received.

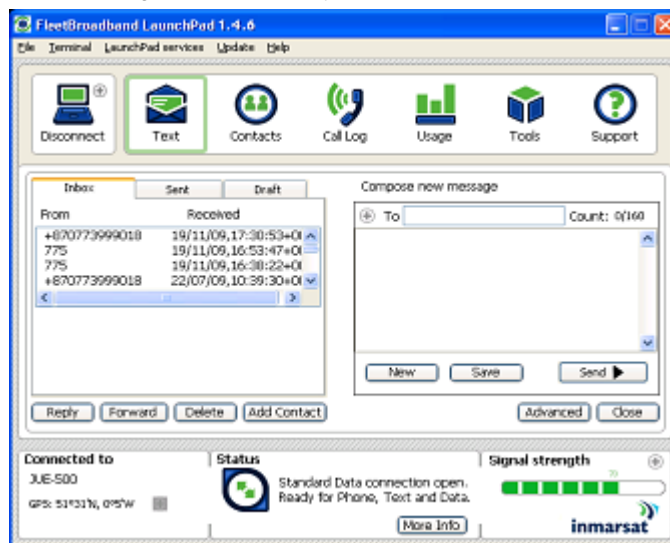


To view a text message:

- a. Click on the **Text** icon:



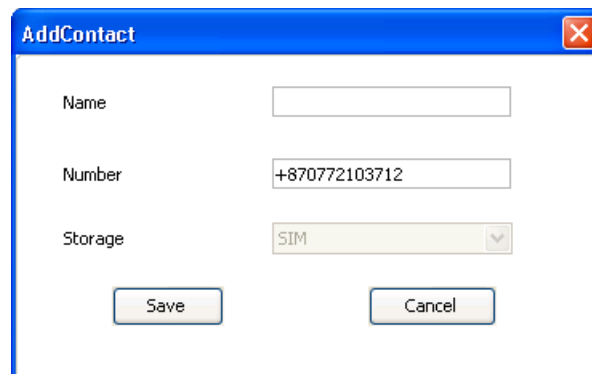
The following screen is displayed:



- b. In the **Inbox**, double click on the text message you want to read.

- c. You can do any of the following:

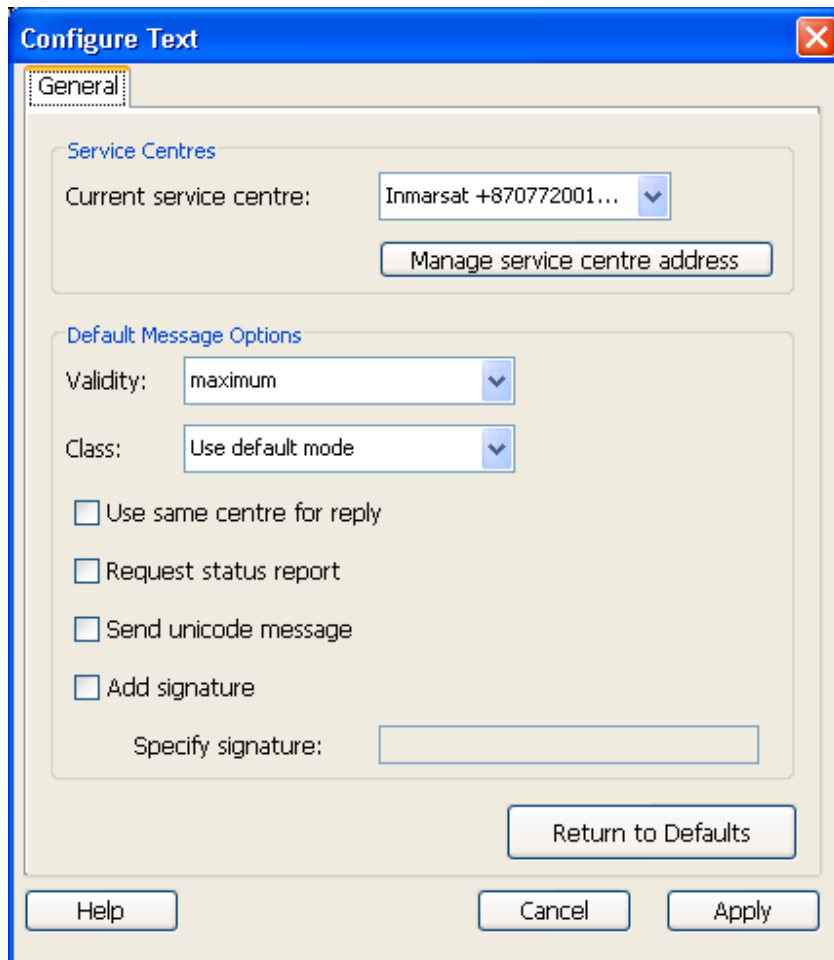
- **Reply to a message.** Click on **Reply**. The sender's name is displayed in the **To** field of the Compose new message panel. Write the text of your reply below, and click on **Send**.
- **Forward a message.** Click on **Forward**. The text of the message is displayed in the Compose new message panel. Select the recipient(s) of the message in the **To** field, and click on **Send**.
- **Delete a message.** Click on **Delete**.
- **Add contact to your contacts list.** Click on **Add Contact**. The **AddContact** screen is displayed:



Enter contact **Name** and click on **Save** to save contact or on **Cancel** to abort.

## 7 Configuring text options

You can configure the settings of the Text feature. Select **LaunchPad services > Text Settings** (or click on **Advanced** in the Text window). The **Configure Text** screen is displayed:



You can do the following from this window:

- Select **Service Centres**. The service centre is stored on your SIM and is used to forward your outgoing text messages. If you are unable to send text messages, check the service centre.
- Set up **Default Message Options**. These include the Validity and Class of the message.

### 7.1 Setting up service centre options

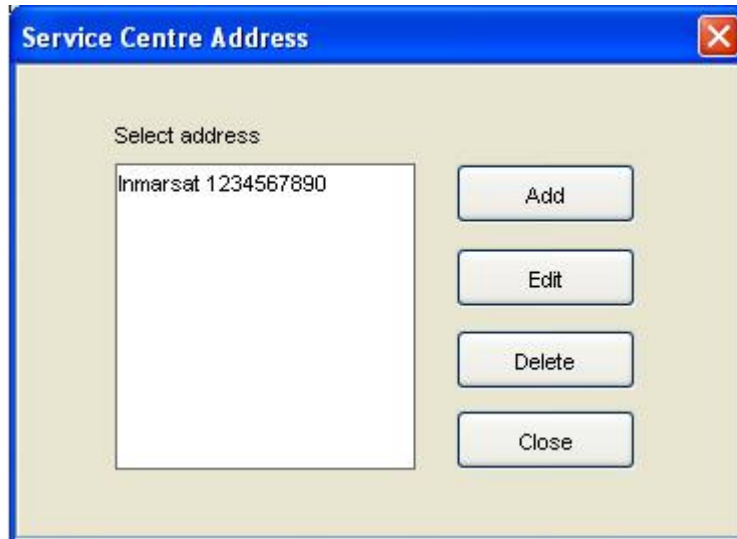
The service centre is the network device that distributes text messages. You can select the number of the currently active device in the **Current service centre** drop-down list and you can set up the available devices by clicking on **Manage service centre address**.

To select the currently active service centre:

- a. Select **Current service centre** drop-down list.
- b. Select the required service centre.

To add, edit or delete a service centre number:

- a. Click on **Manage service centre address**. The **Service Centre Address** dialog box is displayed:



- b. Click on one of the following, as required.
- Click on **Add** to display the **Add New Service Centre** dialog box. Type in the address and operator name, and click on **Add**.
  - Select an address from the list and click on **Edit** to edit a service centre address. Click on **Change** to save the new address.
  - Select an address from the list and click on **Delete** to delete an address. You will be prompted to confirm the deletion.

## 7.2 Setting default message options

The default message options enable you to manage how your text messages are displayed and stored.

To set the default message options:

- a. Select a message validity period from the **Validity** drop-down box. If the text message has not been delivered within the set time, the message is deleted. The available options are: 1 hour, 6 hours, 1 day, 1 week, or maximum.
- b. Select a message class from the **Class** drop-down box. This controls how the message is displayed. The available options are: On recipient phone screen, In recipient phone memory, In recipient SIM memory, or Use default mode.
- c. Check any or all of the following, as required:
  - **Use same centre for reply**. Check this box to ensure that the service centre displayed in the Current service centre drop-down list is used for the reply to a message.
  - **Request status report**. Check this box to display a status report when the text message is delivered.
  - **Send unicode message**. Check this box to enable the use of unicode characters in a message.
  - **Add signature**. Check **Add Signature** if you want to add a signature to your text messages. Type the text of the signature in the **Specify signature** text box.

## Managing contacts

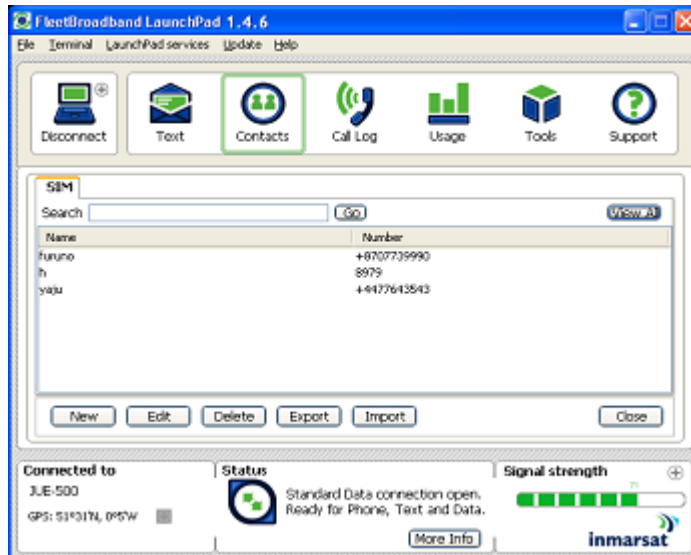
### 8 Adding, editing or deleting contacts

The Contacts window enables you to manage your list of contacts. You can add a new contact, edit or delete an existing contact.

To open the Contacts window, click on the **Contacts** icon:



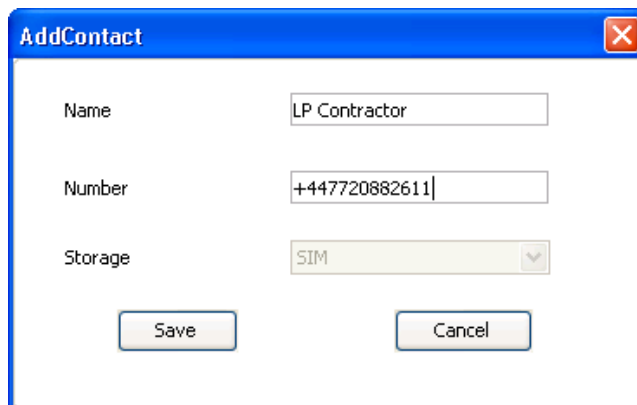
#### 8.1 The following screen is displayed:



#### Adding a contact

To add a contact to an address book:

- Click on **New** in the Contacts window. The following screen is displayed:



- b. Enter the **Name** and the contact **Number** and click on **Save**. Note that the length of the contact name is limited to 16 characters.

## **8.2 Editing a contact**

To edit an existing contact:

- a. Select the contact to be edited and click on **Edit**.
- b. Edit the **Name** and/or **Number** of the contact as required and click on **Save**.

## **8.3 Deleting a contact**

To delete an existing contact, select the contact and click on **Delete**. You are prompted to confirm the deletion.

## 9 Exporting and importing contacts

This section explains how to export a contact to a file on your computer. You can also import an address book from a file on your computer.

### 9.1 Exporting a Contact

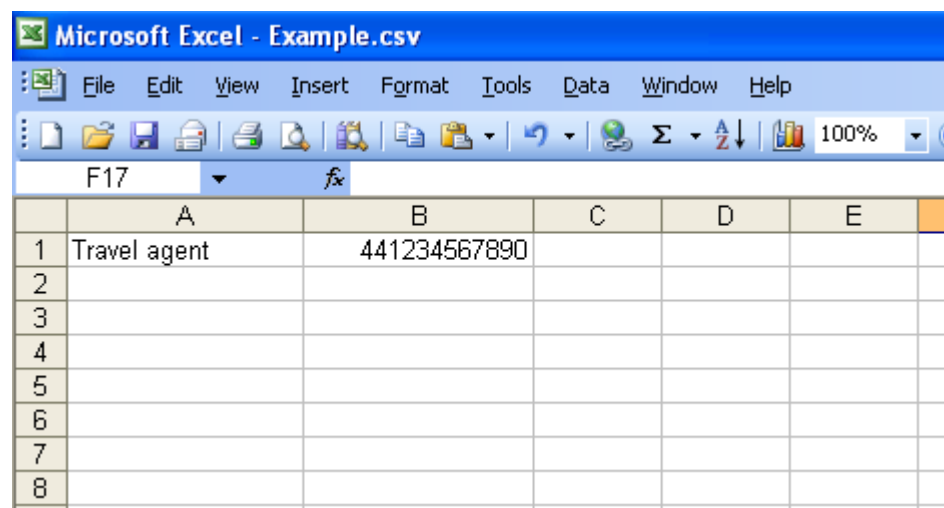
You can export a contact or contacts to a file on your computer. To do this:

- Select the contact to be exported and click on **Export**. The **Choose Export Type** dialog box is displayed:



- Check **File** to export the contact to a file on your computer, then click on **Continue**. The **Save** dialog box displays.
- Navigate through your computer's file structure using this window, and click on **Save** to save the contact details.

The file is saved as an Excel document, in the following format.



	A	B	C	D	E
1	Travel agent	441234567890			
2					
3					
4					
5					
6					
7					
8					

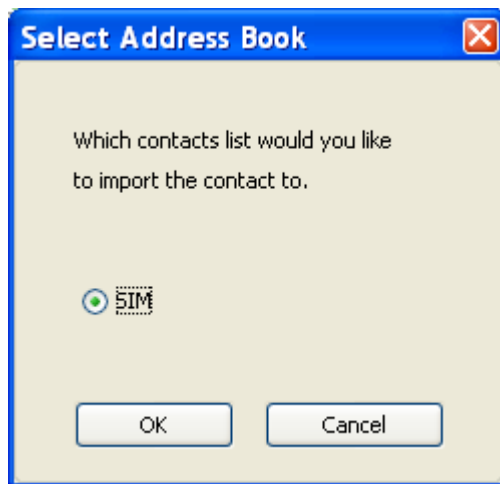
Note that if you want to import a current contact list into LaunchPad, you must store the contact names and details in this format and import them as described in ["Importing a Contact"](#) on page 21.

## 9.2 Importing a Contact

You can import a contact into an address book from a file on your computer. For details on the format of the file to be imported, refer to [“Exporting a Contact”](#) on page 20.

To import a contact or list of contacts,:

- a. Click on **Import**. The **Open** dialog box displays.
- b. Navigate through your computer’s file structure using this window, and click on **Open** to select the contact details you want to import. The **Select Address Book** dialog box displays:



- c. Click on **OK** to import.

# Managing the terminal connections

## 10 Changing the terminal and interface

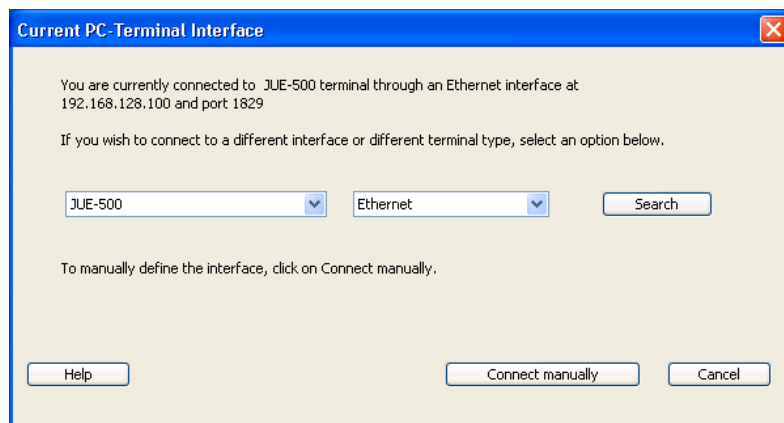
You can display the current terminal and interface details from LaunchPad and do the following:

- Change the terminal and interface.
- Change the interface connection details, for example the IP address.

### 10.1 Changing the terminal and interface

To change the terminal and Interface details:

- a. Select **Terminal > Current PC/Terminal Interface**. The **Current PC-Terminal Interface** dialog box is displayed:



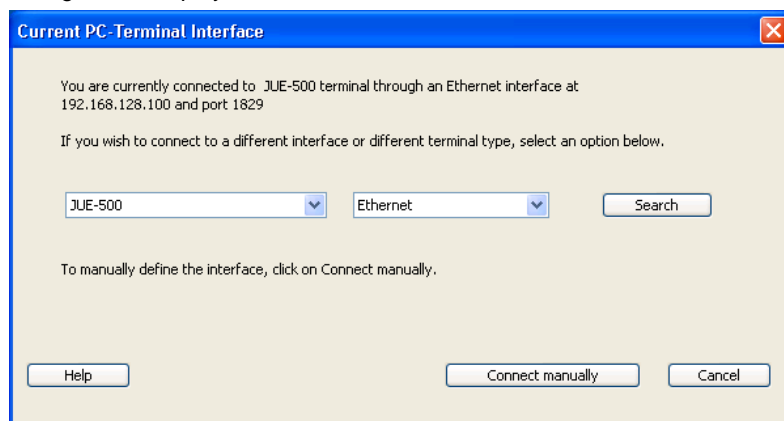
The current terminal and interface details are displayed.

- b. If you want to connect to a different terminal and interface, choose the required terminal and interface from the drop-down list, and click on **Search**. LaunchPad searches for the required terminal and interface, and, if found, connects your computer.

### 10.2 Changing the interface connection details

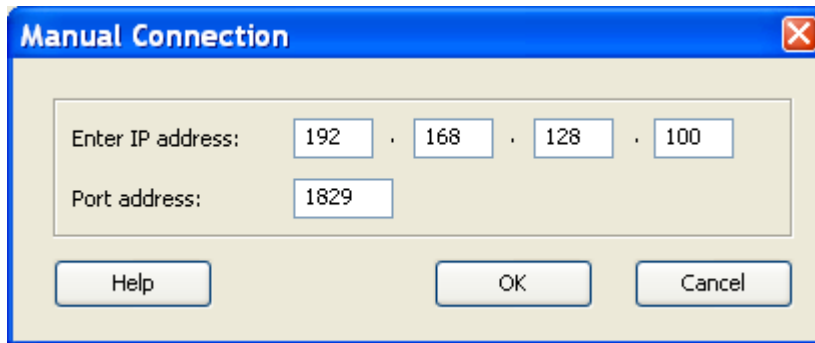
To manually change the interface connection details:

- a. Select **Terminal > Current PC/Terminal Interface**. The **Current PC/Terminal Interface** dialog box is displayed:



The current terminal and interface details are displayed.

- b. Click on **Connect manually**. The **Manual Connection** dialog box displays.

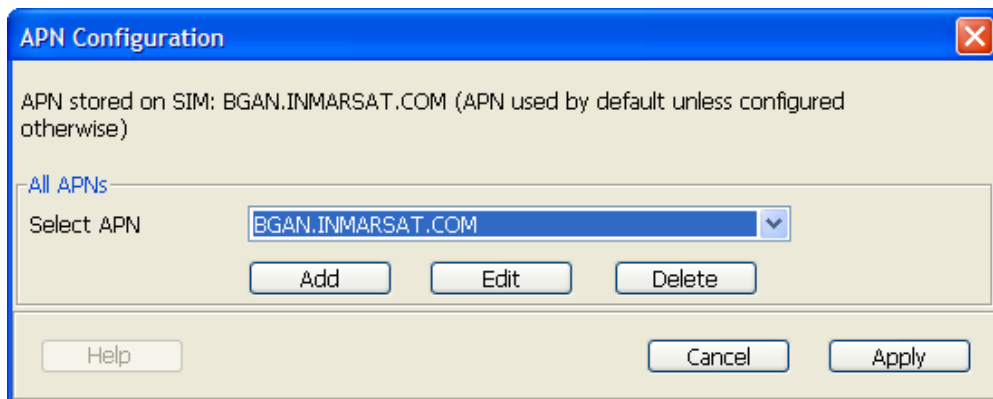


- c. Enter the required IP address and port number in the **Enter IP address** and **Port Address** text boxes,
- d. Click **OK** to save the displayed information, or click **Cancel** to exit without saving.

## 11 Setting up APN options


An Access Point Name (APN) identifies the external network that is accessible from a terminal. By default, the SIM card in your terminal is configured with the APN of your Service Provider, and the terminal reads this information from the SIM card. The APN of each data connection must be the same as the default APN, otherwise you cannot open the data connection. To check that the default APN and the APN assigned to a particular data connection are the same, do the following:

Select **LaunchPad services > APN options**. The following screen is displayed:

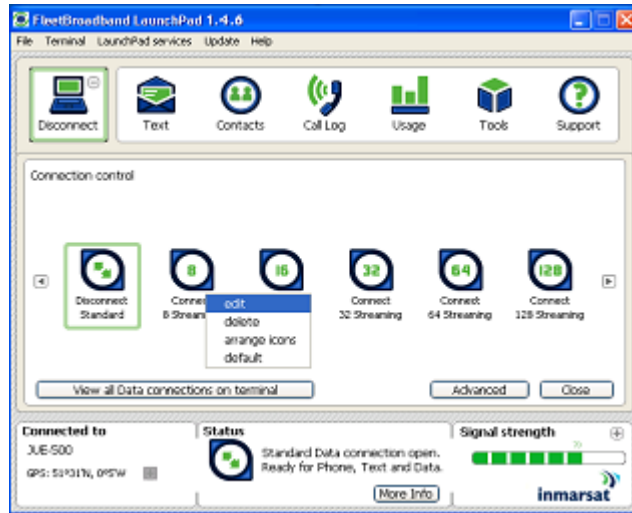


This screen shows the default APN in the **Select APN** drop-down list. The default APN is the APN stored on the SIM card. Make a note of this APN, then click on **Cancel**.

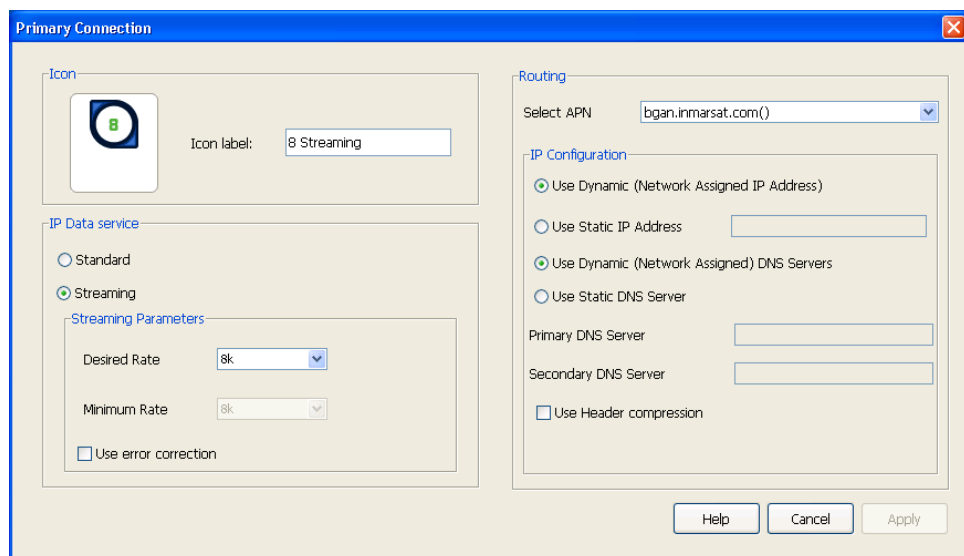
A Username and Password can be associated with each APN. See "[Security](#)" on page 25.

To check that a data connection is set to the default APN, Click on the  symbol next to **Connect** or **Disconnect** to open the Connection control panel.

- a. Make sure that the data connection you want to check is not active, then right-click on the icon of the data connection you want to verify. A sub-menu displays.



- b. Click on **edit**. The **Primary Connection** window is displayed (the following is the configuration window for a **Connect 8 Streaming** data connection):



- c. Check the APN listed in the **Select APN** drop-down list. If it is not the same as the APN you noted in step a. select the correct APN. You can now open the data connection.

Note: You may have to repeat steps for each data connection you want to check.

## 12 Security

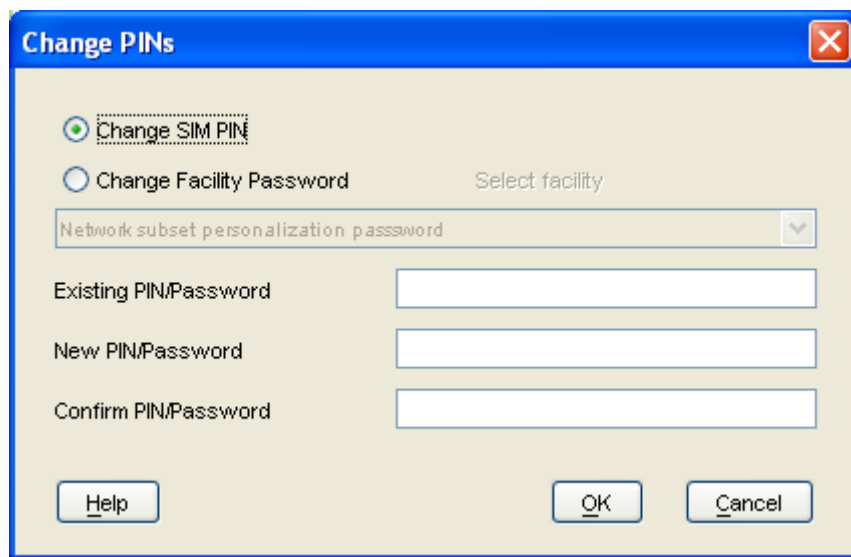
The Security and Control options are as follows:

- Changing the SIM PIN and Facility Password.
- Enabling a PIN.
- Require use of Username and Password with APNs.

### 12.1 Changing the SIM PIN and Facility Password

To change the SIM PIN or the Facility Password:

- a. Select **Terminal > Change PINs**. The following screen is displayed:



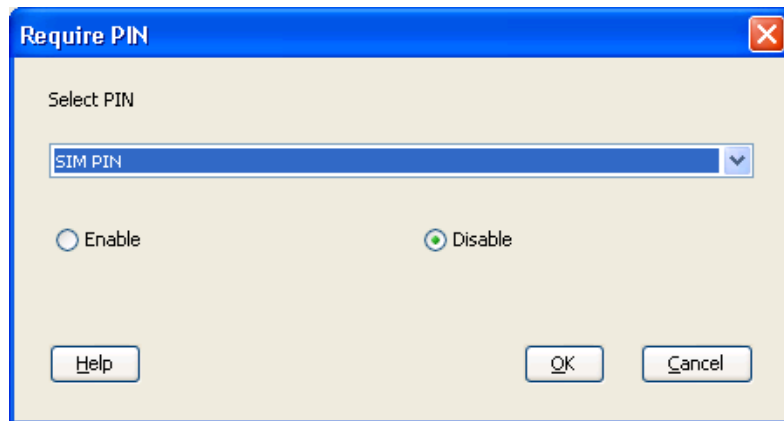
- b. Check either **Change SIM PIN** or **Change Facility Password**.
- c. Enter the **Existing PIN** or **Password**.
- d. Enter the **New PIN** or **Password**.
- e. Re-enter the new PIN or Password in the **Confirm PIN/Password** text area.
- f. Click on **OK** to save the changes.

## 12.2 Enabling a PIN

Using LaunchPad you can enable or disable a configured PIN.

To enable a PIN:

- a. Select **Terminal > Require PINs**. The **Require PIN** dialog box is displayed:

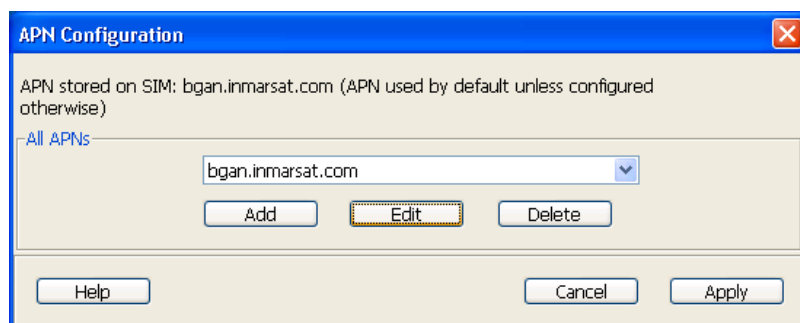


- b. From the **Select PIN** drop-down list, select the facility for which you want to enable or disable the PIN.
- c. Check **Enable** to enable the PIN, or check **Disable** to disable the PIN. Before you can disable the PIN, you must enter the current PIN in the **Enable PIN** text box.
- d. Click on **OK** to save the changes and exit, or click on **Cancel** to exit without saving the changes.

## 12.3 Require use of Username and Password with APNs

It is possible to associate a Username and Password with each APN used by the terminal and to prompt for entry of credentials.

- a. Select **LaunchPad Services > APN Options**. The **APN Configuration** screen is displayed:



- b. Click on **Edit** to add Username and Password to the current APN, or click on **Add** to create a new APN with Username and Password. The following screen is displayed:

APN Configuration

APN Name: bgan.inmarsat.com  Prompt for credentials

Username	Password	Confirm Password	Delete

Add Submit Cancel

- c. Check **Prompt for credentials**
- d. Click on **Add** to enter Username and Password. The following screen is displayed:

APN Configuration

APN Name: bgan.inmarsat.com  Prompt for credentials

Username	Password	Confirm Password	Delete
FleetBroadbandUser	*****	*****	<input type="checkbox"/>

Add Submit Cancel

- e. Enter **Username** and **Password** and reconfirm password in **Confirm Password**.
- f. Click on **Submit** to make the Username and Password effective. The **Edit Confirmation** screen is displayed:

Edit Confirmation

**i** APN is edited

OK

## Updating software

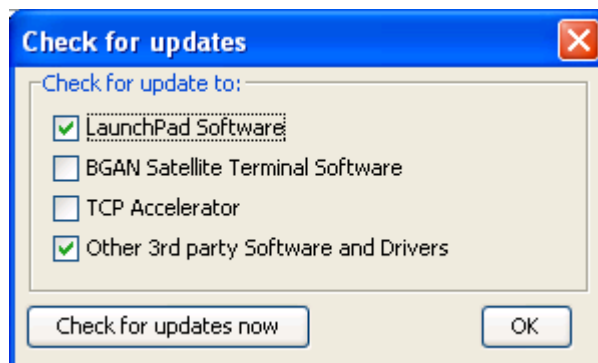
You can use LaunchPad to check for the availability of software updates, and choose which software updates you want to install. Software updates available from FleetBroadband LaunchPad include:

- a. LaunchPad software.
- b. Terminal software.
- c. TCP Accelerator software.

### 13 Checking for software updates

You can set the types of upgrade you want LaunchPad to check for and how you want to check. To do this:

- a. Select **Update > Check for Updates**. The **Check for Updates** screen displays:

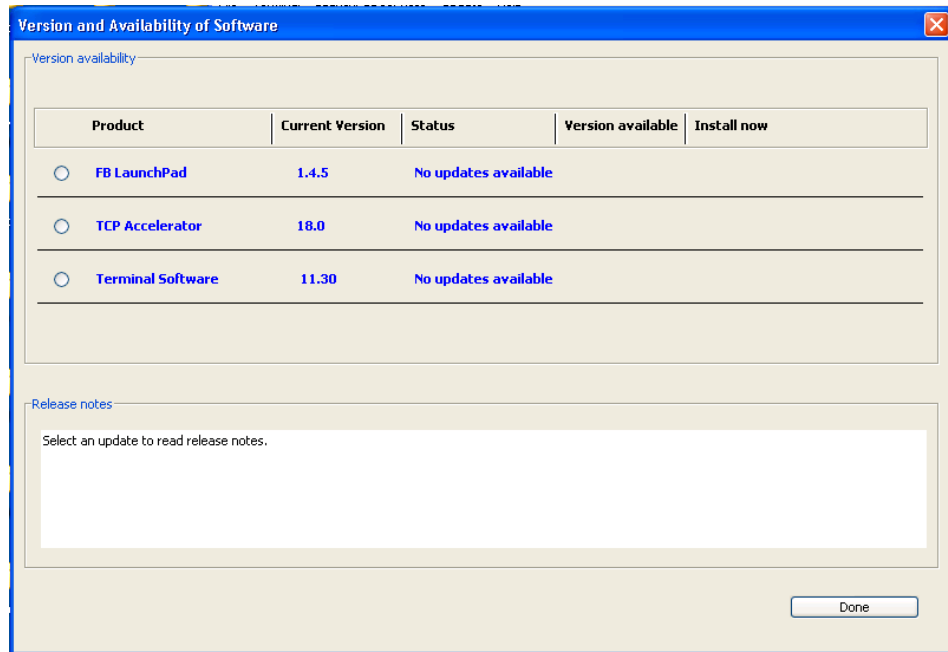


- b. From this screen you can select the types of software you want to check for, by checking the box next to the software type and then click on **Check for updates now** to look for updates.
- c. The host server is checked for the availability of software updates for the selections you have made.

## 14 Updating software

To update to a new version of software using LaunchPad:

- a. Select **Update > Versions and Availability**. The **Version and Availability of Software** screen is displayed:



This screen shows the product type, current version, whether an update is currently available and, if it is, the available version. To update to the listed version, click on **Install now** alongside the update version you want to install.

## Support services

There are a number of LaunchPad features that can help you monitor terminal usage and performance, and provide information that may be useful if you need support.

### 15 Monitoring usage

You can view the usage of telephony and ISDN (by time) by clicking on the **Usage** icon. The usage panel displays information for this terminal session, and also shows the cumulative total.

**Note:** The information displayed depends on the terminal. Not all terminals will record all the information described in this section.

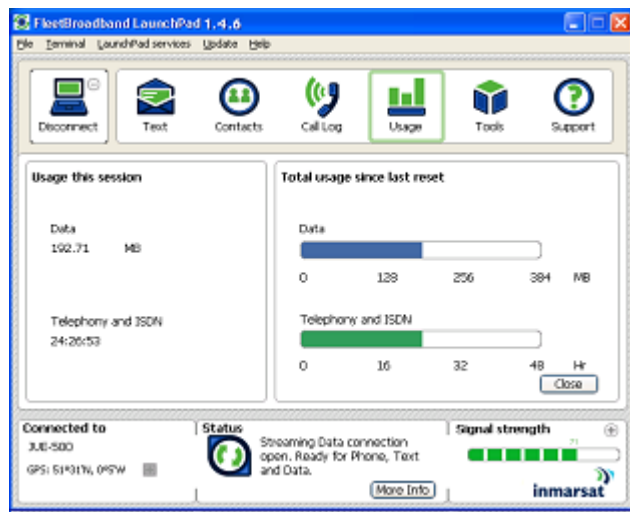
**Note:** This information is provided for guidance information only, and may differ from that used by your Service Provider for billing purposes.

To view telephony and ISDN information:

- a. Click on the **Usage** icon:



The following screen is displayed:



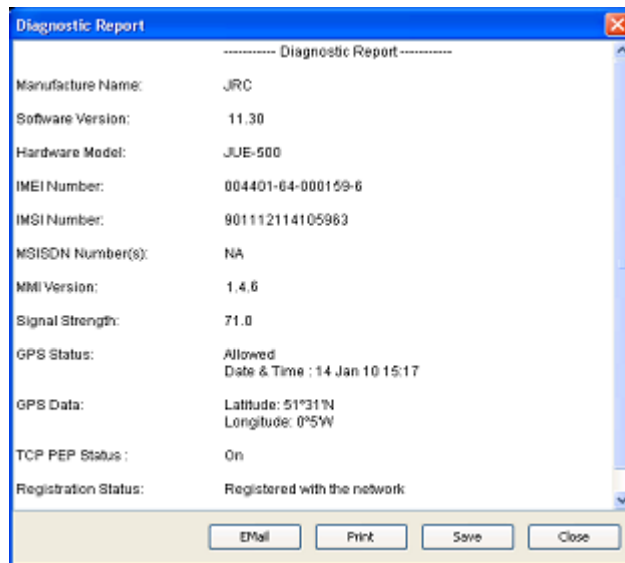
The telephony and ISDN usage is displayed. The **Usage this session** is displayed in the left panel, the **Total usage since last reset** is shown in the right panel. The units of measure adjust depending on the accumulated total: units are first measured in seconds, then minutes and so on.

### 16 Viewing diagnostics and log file information

You may need to refer to LaunchPad's diagnostics and log file information if requested by support personnel. This information is available as follows:

#### 16.1 Viewing diagnostics

Select **Help > Diagnostic report**. A screen similar to the following is displayed:



This screen gives you the following options:

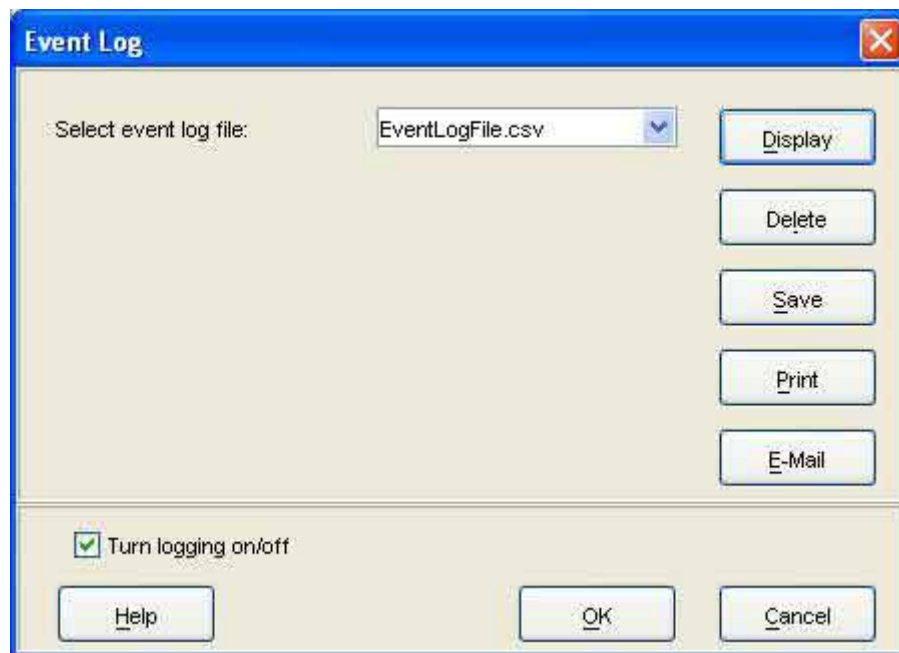
- **Email** the report, for example to support personnel.
- **Print** the report.
- **Save** the report in a file on your computer.

## 16.2 Viewing log file information

For log files, click on the **File** menu in LaunchPad, then click on one of:

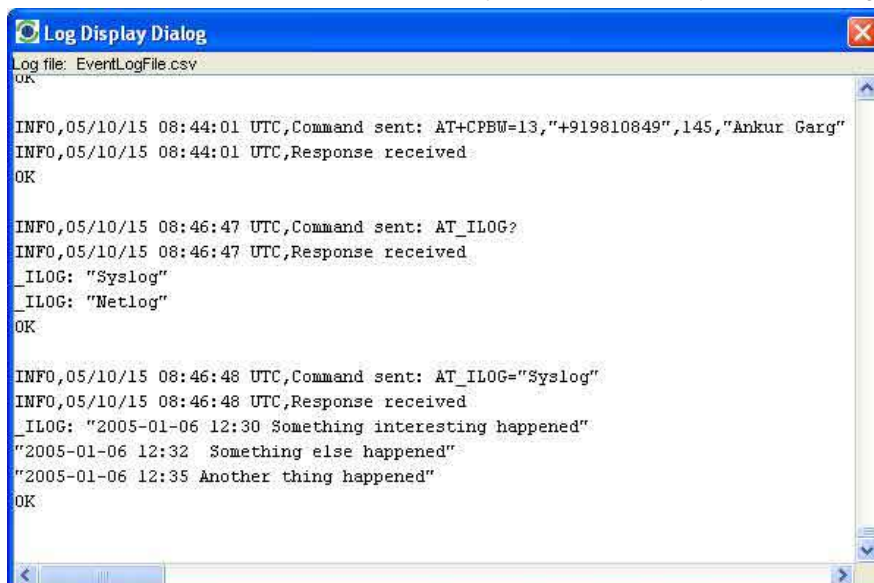
- **LaunchPad error reporting log.** Reports details of all command and responses exchanged between the LaunchPad and the terminal.
- **LaunchPad network activity log.** Reports network activity-related information, such as network usage, QoS information, and unsolicited alerts reported by the network.
- **LaunchPad terminal log.** Generated by the terminal, and can be accessed from LaunchPad.

A screen similar to the following is displayed (Event Log is shown as an example):



From here, you can do any of the following:

- Click on **Display** to display the log file details. To do this, select the log file you want to display from the drop-down list, then click on **Display**. The details display in the following format:



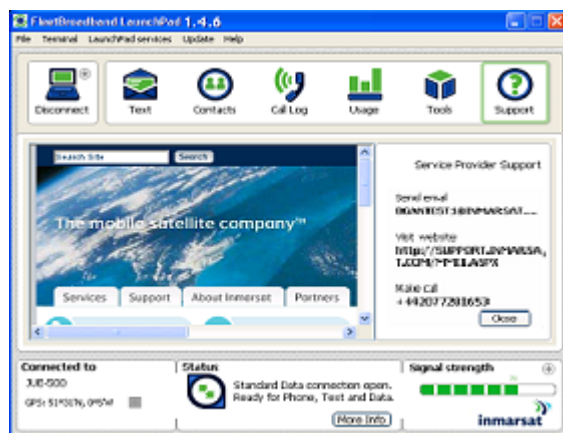
- Click on **Delete** to delete the displayed log file. To do this, select a log file from the drop-down list and click on **Delete**.
- Click on **Save** to save a log file to a file on your computer, for later reference. To do this, select a log file from the drop-down list, click on **Save**, then navigate to the save location.
- Click on **Print** to print a log file. To do this, select a log file from the drop-down list, and click on **Print**. Select a printer from the displayed print dialog box.
- Click on **Email** to email a log file to, for example, support personnel. To do this, select a log file from the drop-down list, and click on **Email**. Complete the email details in the email template displayed.

## 17 Accessing service provider support

You can access your service provider's support information simply by clicking the **Support** icon on the launch bar (the support icon you see may be different, depending on your service provider).



A screen similar to the following is displayed, listing support information for your service provider:



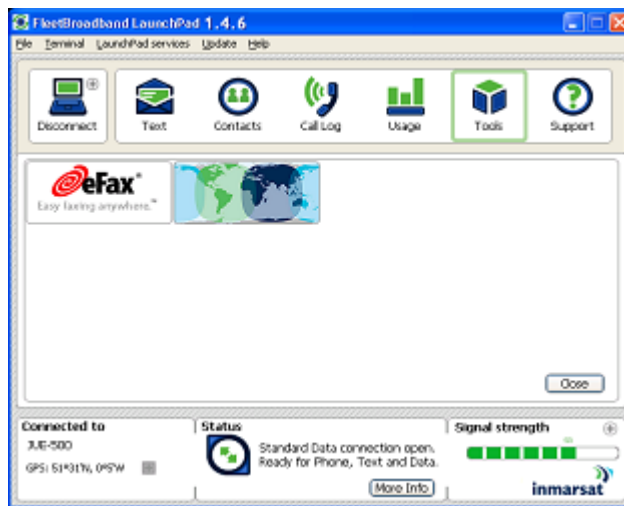
If you have an Internet connection, your service provider's web site displays in the blank screen area shown above.

## Using Tools

Software tools are provided with LaunchPad to help you maximise your use of the FleetBroadband service. To access these tools, click on the **Tools** icon:



A screen similar to the following screen is displayed, depending on the available tools:



Click on the required tool to launch the application.

At the time of publication, eFax is the only tool supplied by default with LaunchPad. For details on using eFax, refer to the document "[Using eFax over FleetBroadband](#)", available for download from the Inmarsat web site at [www.inmarsat.com/support](http://www.inmarsat.com/support), click on **FleetBroadband**, then click on **User guides**.

## Advanced features

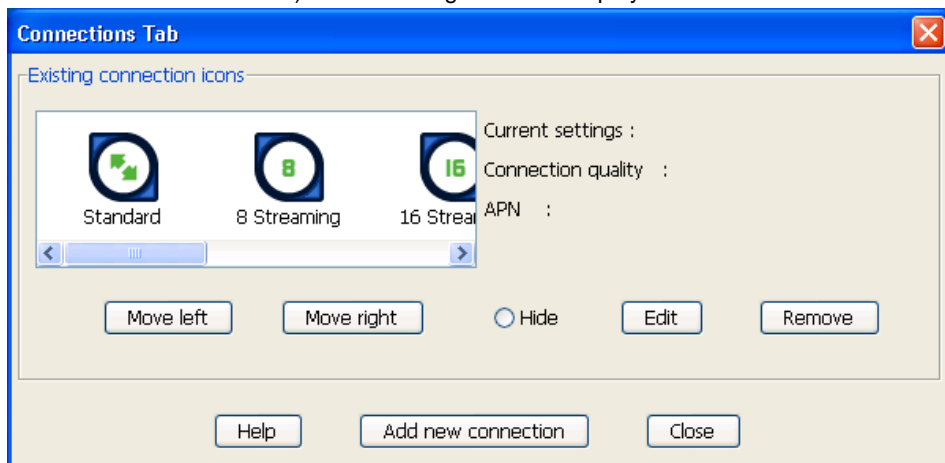
### 18 Creating a dedicated IP data connection

If required, you can set up one or more dedicated streaming IP data connections for applications such as Streambox, Win Media and Quick Time Media. A dedicated IP data connection ensures that a selected application does not have to share the connection with any other traffic. In addition, you can open more than one dedicated streaming IP connection at a time, if required. The standard IP connection or one of the pre-configured streaming IP connections must be open before you can open a dedicated streaming IP connection; this is because the dedicated streaming IP connection shares the APN and routing information of the open standard IP or streaming IP connection.

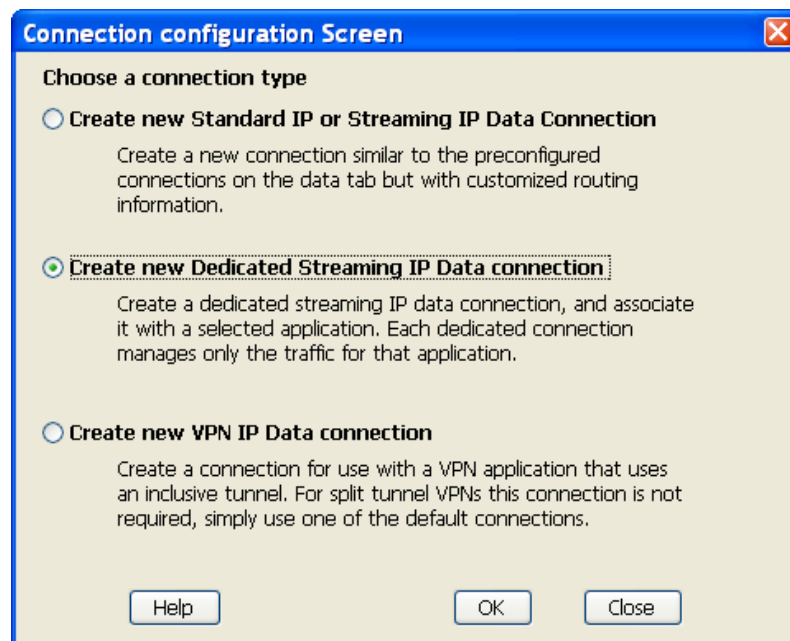
LaunchPad displays an information note if you are about to open a dedicated streaming IP connection.

To create a dedicated IP data connection:

- a. Select **LaunchPad services > Data Connection Options** (or click on **Advanced** in the Connection control window). The following screen is displayed:



- b. Click on **Add new connection**. The following screen is displayed:



- c. Check **Create new Dedicated Streaming IP Data connection**, and click on **OK**. The following screen is displayed:

**Dedicated connection**

Icon

Select icon to represent this application

Icon label

Application Traffic Flow Template

Select template to define which traffic is sent down this IP Data connection

FTP

IP Data streaming service

Desired Rate 8k Minimum Rate 8k

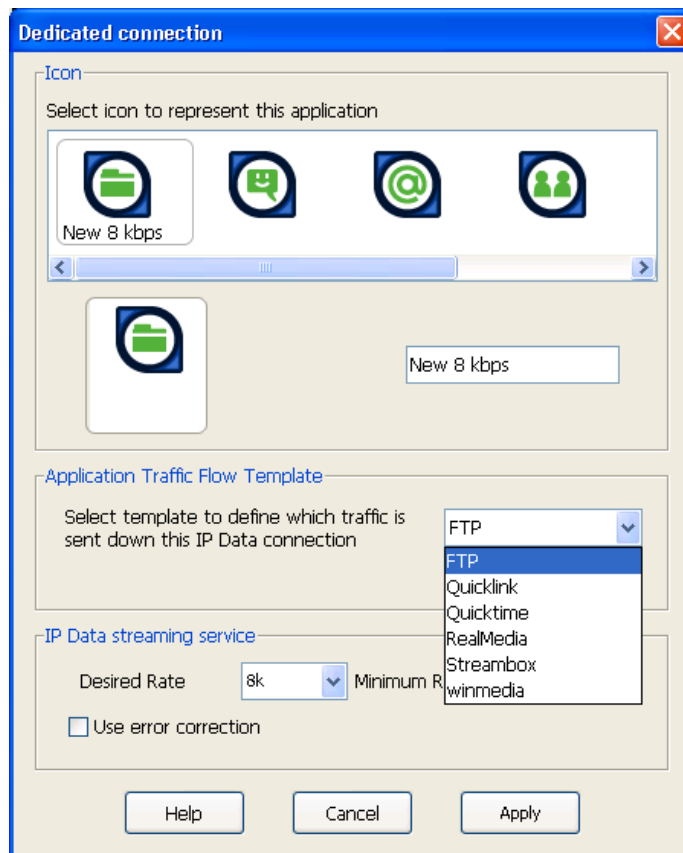
Use error correction

Help Cancel Apply

- d. Click on the icon you want to use for this application. The chosen icon is displayed in the box next to the **Icon label** text box.
- e. Type in a name for the connection in the **Icon label** text box. The name and icon that you select here will display when you open the Data tab in LaunchPad.
- f. Select the application you want to associate with this icon and icon label from the **Application Traffic Flow Template** drop-down list. The traffic flow template ensures that only traffic associated with the application can use this dedicated connection.

**Note:** LaunchPad supports a number of pre-configured TFTs, any one of which can be selected when you configure a dedicated streaming connection to ensure that the defined traffic has its own dedicated connection.

If you want to define your own TFT for another application, contact your Service Provider for assistance.




- g. Select **Desired Rate** from the drop-down list. This is the Quality of Service (QoS) that you want to use for this connection.
- h. Check **Use error correction** to turn on error correction. Error correction is turned off by default because TCP applications have re-transmission built-in, and UDP applications do not require re-transmission.
- i. Click on **Apply** to save the displayed configuration and continue editing the connection, then click on **OK** to save the displayed configuration and exit the configuration screens, or click on **Cancel** to edit without saving.

Repeat steps d. to i. to add further dedicated IP data connections. You can configure as many dedicated IP data connections as you require.

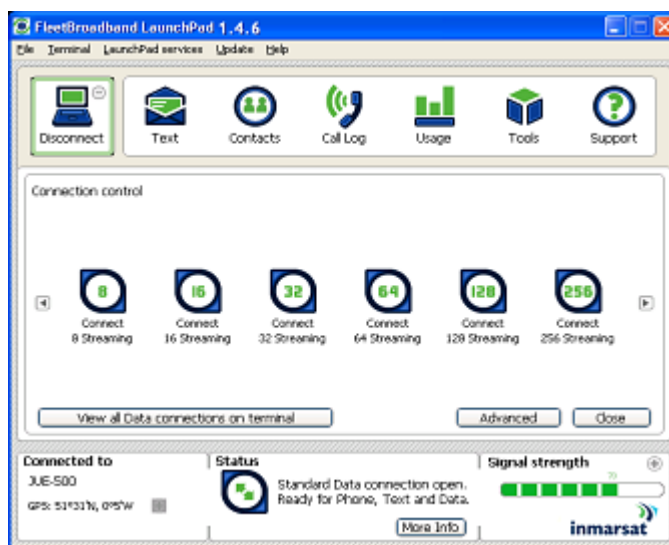
## 18.1 Opening a dedicated streaming IP data connection

To open a dedicated streaming IP data connection:

Click on the  symbol next to the Connect icon.

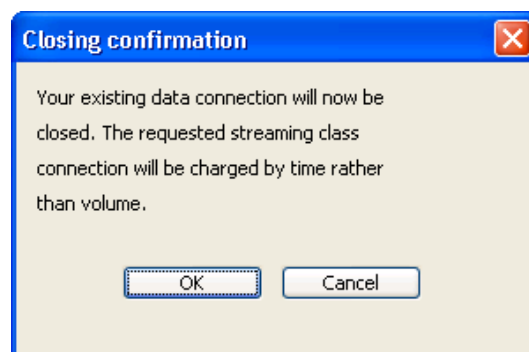


The **Connection control** window opens:



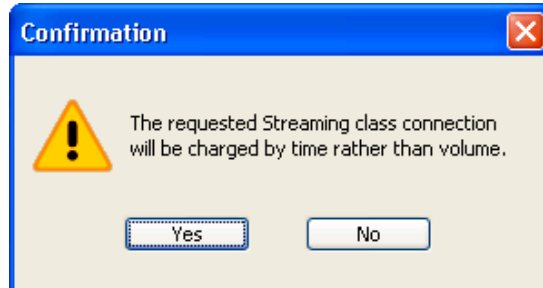
- a. Make sure that the standard IP data connection is open. The standard IP data connection must be open before you can open a dedicated IP data connection.

Click on the required dedicated streaming IP data. The following screen is displayed:



- b. Click on **OK**.

The standard data connection will now close. A further message is displayed confirming charge will be time rather than volume.



- c. Click on **Yes** to accept the Streaming class connection or on **No** to exit without making a connection.

Only the application associated with the dedicated IP data connection uses this connection. All other traffic uses the standard IP data connection.

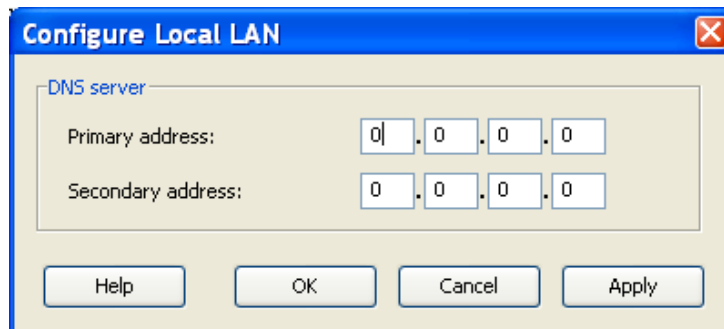
Note: Dedicated streaming IP data connections are normally charged by the length of time they are open rather than the amount of data transferred. Therefore only use this connection type when needed for audio or video data transfer.

Note: If required, you can open more than one dedicated streaming IP data connection at the same time.

## 19 Defining DNS settings

If your Distribution Partner or Service Provider has supplied you with DNS server settings, you can enter these into LaunchPad. To do this:

- a. Select **Terminal > IP Configuration**. The **Configure Local LAN** dialog box is displayed:



- b. Type in a **Primary Address** for the DNS Server, as supplied by your Distribution Partner or Service Provider. The DNS Server matches a Web site address (such as **www.inmarsat.com**) with its corresponding IP address, so that you do not have to enter an IP address to access Web data.

Note: The DNS server address for the default Inmarsat APN is 172.30.66.7.

- c. If required, type in a **Secondary Address** for another DNS Server. This gives you the option of using a backup server.
- d. Click on **Apply**, then on **OK** to save the changes, or on **Cancel** to exit without saving.

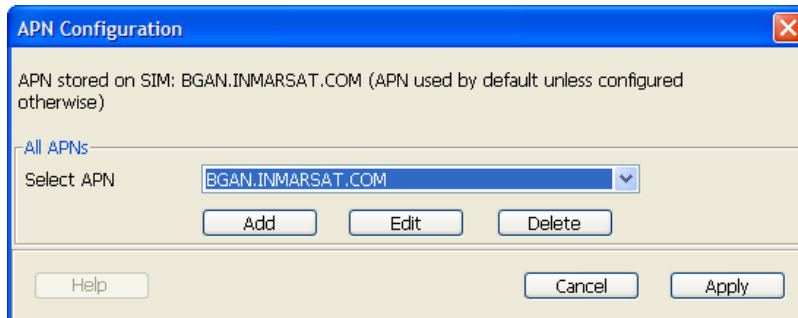
## Troubleshooting

This section provides some basic troubleshooting information. For more detailed troubleshooting, refer to the Troubleshooting solutions guide, available for download from [www.inmarsat.com/support](http://www.inmarsat.com/support)

### 20 Can't open a data connection?

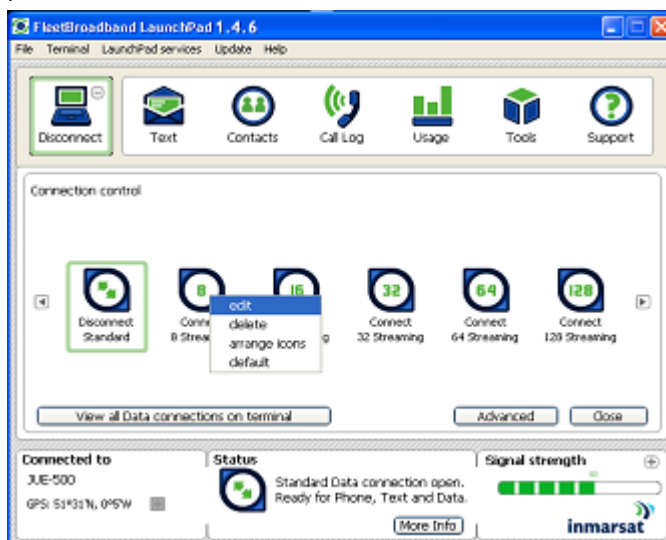
If you can't open a data connection, check the Access Point Name (APN) settings. An Access Point Name (APN) identifies the external network that is accessible from a terminal. By default, the SIM card in your terminal is configured with the APN of your Service Provider, and the terminal reads this information from the SIM card. The data connection must be set to the same APN as the SIM card. To check this:

- a. Select **LaunchPad services > APN options**. The following screen is displayed:



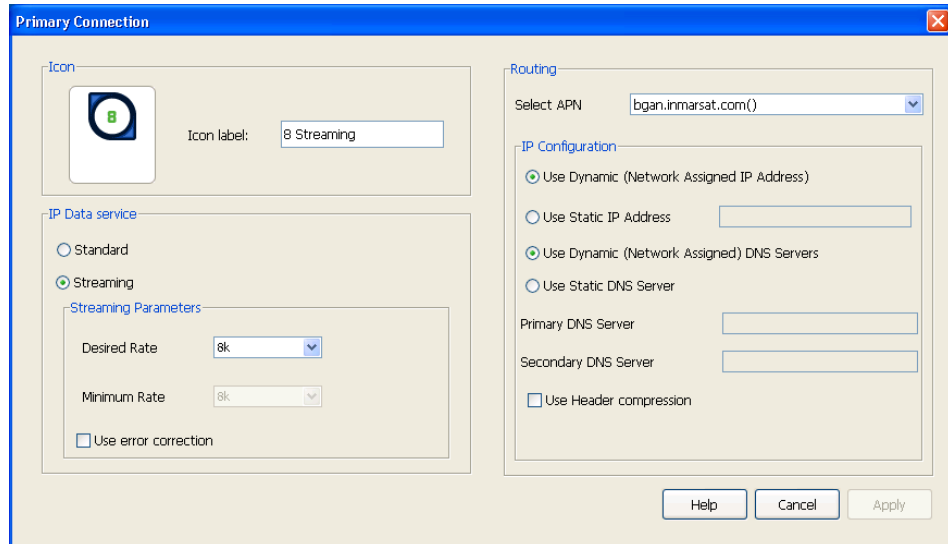
This screen shows the APN stored on the SIM in the **Select APN** drop-down list. Make a note of this APN, then click on **Cancel**.

- b. Click on the **+** symbol next to **Connect** or **Disconnect** to open the **Connection control** panel.



Make sure that the data connection you want to check is not active, then right-click on the icon of the data connection you are trying to open. A sub-menu displays.

- c. Click on **edit**. The **Primary Connection** window is displayed (the following is the configuration window for the Connect 8 Streaming data connection):



- d. Verify the APN listed in the **Select APN** drop-down list. If it is not the same as the APN you noted in step a. select the correct APN and try to open the data connection.

Note: You may have to repeat steps for each data connection you want to open.

## 21 Slow throughput on data connection?

If your data connection is running slower than expected, try using TCP Accelerator. TCP Accelerator is a free software download that enhances the performance of TCP over the FleetBroadband network by ensuring high transfer rates and less delay. Either install TCP Accelerator from CD supplied with your terminal, or download it from the Inmarsat Web site at [www.inmarsat.com/support](http://www.inmarsat.com/support)

Once you have downloaded TCP Accelerator, make sure it is switched on in FB LaunchPad. To do this, select **LaunchPad services** from the LaunchPad main menu, then select **TCP Accelerator**. Make sure that the **TCP PEP state** drop-down list is set to ON.

# Installing LaunchPad

## 22 Fleet Broadband Installer (Windows)

This section describes installation of FleetBroadband LaunchPad Version 1\_4\_6 onto a Windows XP operating system. The procedure for other operating systems is similar, however individual screen displays may be slightly different.

FleetBroadband LaunchPad Version 1\_4\_6 can be downloaded from the Inmarsat Web site at [www.inmarsat.com/support](http://www.inmarsat.com/support).

LaunchPad requires Java Runtime Environment (JRE) to be resident on your computer. The download process checks for the availability of the JRE on your computer and if necessary prompts you to download a copy.

The installation program additionally checks whether an existing version of LaunchPad is installed on your computer and, if it is, guides you through the process to un-install it before installing the current version. You may choose to retain or reject existing data as part of the upgrade process.

### 22.1 Installation

This section describes the various screens that appear during the installation process using FleetBroadband LaunchPad Installer.

#### 22.1.1 Java Runtime Environment Detection

At the start of installation, the application will search for Java Runtime Environment (JRE) at a pre-defined location on your machine. The pre-defined location is different for every operating system.

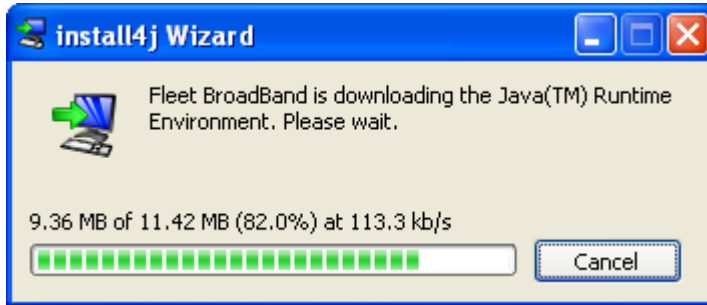
- If the application does not find the JRE, the following dialog box is displayed:



- Click on **Download** and continue the installation process as described in “[Run time download of JRE](#)” on page 43.
- If you do not want to download the JRE but prefer to use another version of JRE present on your PC, click on **Locate** and provide the path to Java.exe file. Go to “[Locate already-installed JRE](#)” on page 43.
- If the application finds a previously installed compatible version of JRE at the pre-defined location on your machine, then installation proceeds as described in “[Detection of an already-installed LaunchPad version](#)” on page 44.
- To cancel the installation process click on **Cancel**.

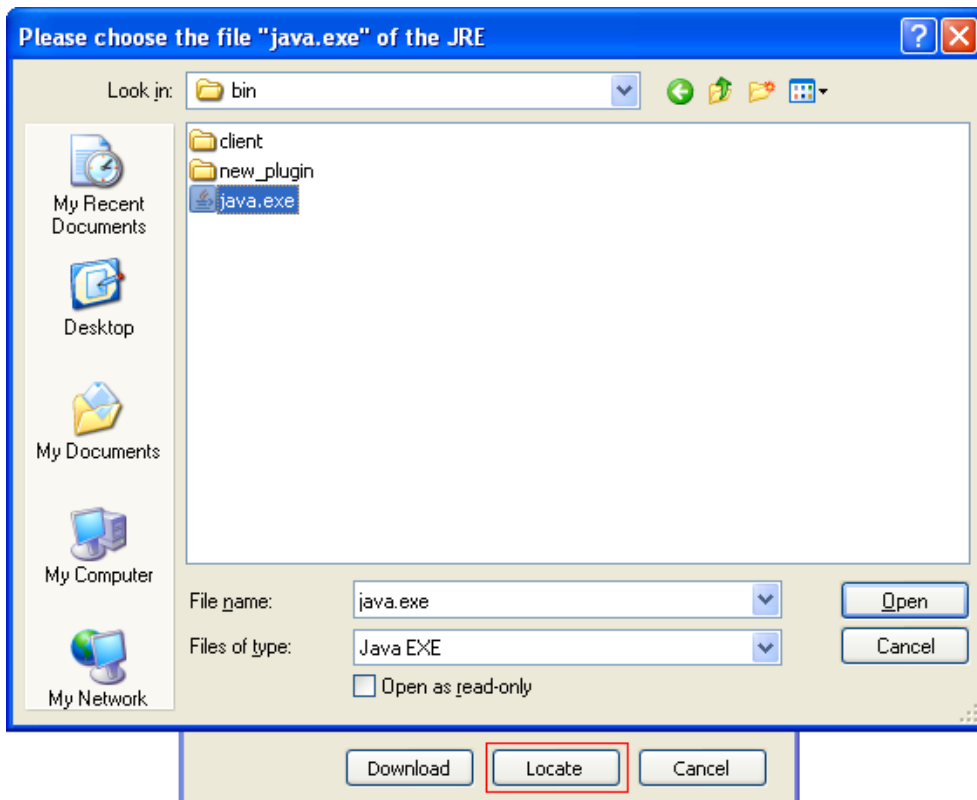
### 22.1.2 Run time download of JRE

The installer downloads the JRE from a pre-defined server location. A screen similar to the following is displayed. You may abort the download process any time during download by clicking on **Cancel**.



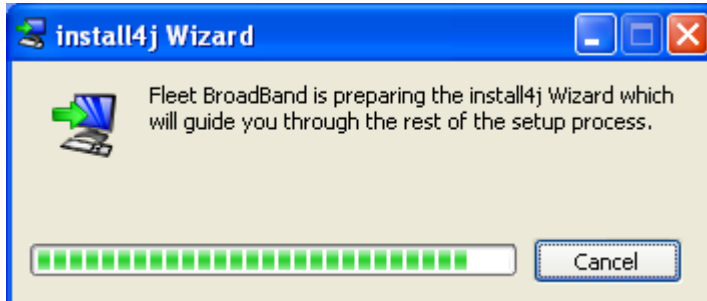
### 22.1.3 Locate already-installed JRE

If you directed the installer to use an already-installed JRE, a Windows browser is opened and you need to locate the JRE file from your local hard disk and click on **Open**.

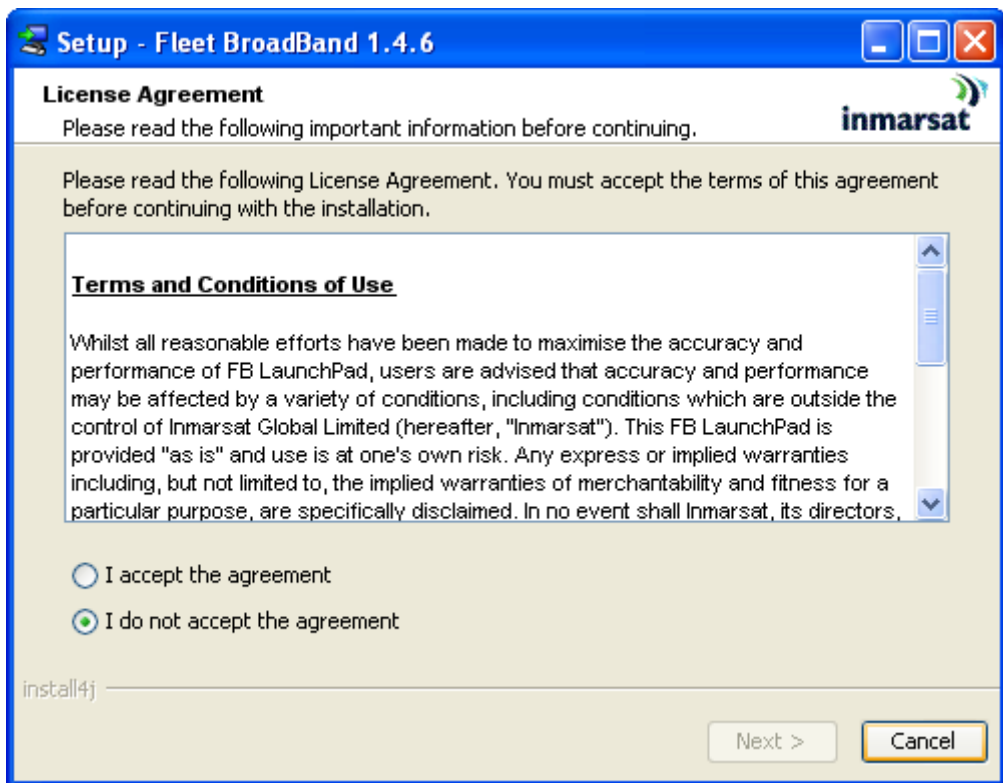


#### 22.1.4 Installing the JRE and application

Once the JRE is completely downloaded, the installer initiates the installation of the application and JRE.



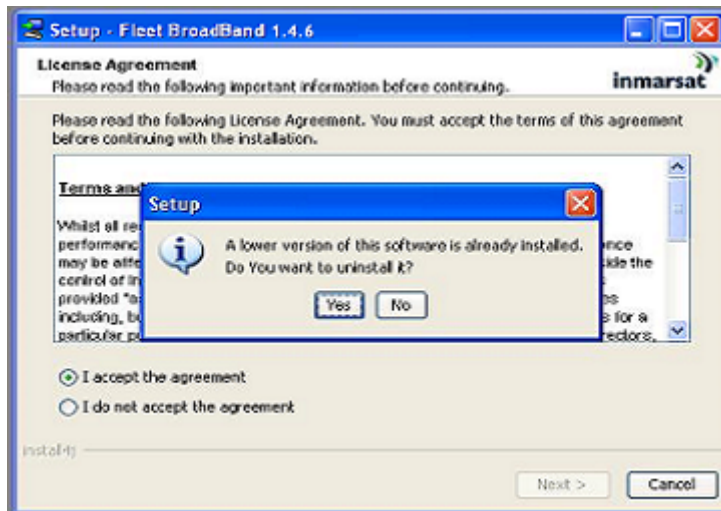
#### 22.1.5 Terms and Conditions



Check **I accept the agreement** then click on **Next**.

### 22.1.6 Detection of an already installed MMI version

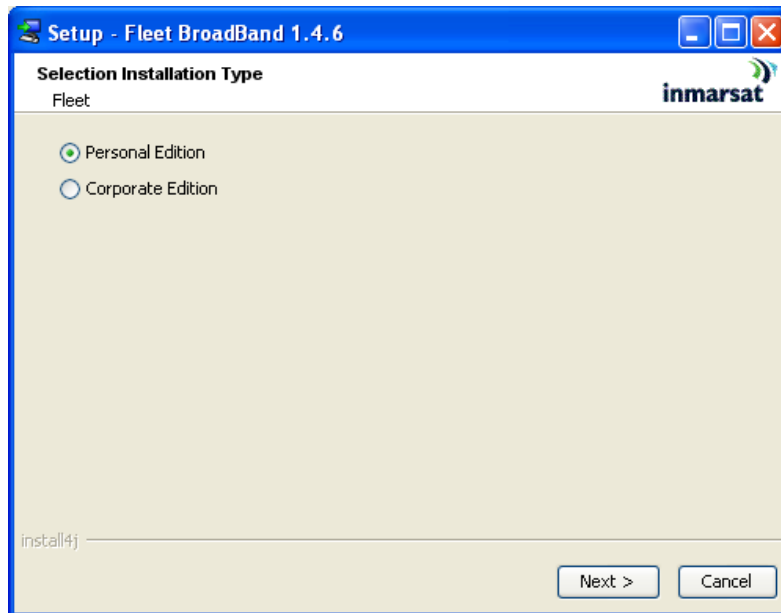
- a. If a version of LaunchPad is already installed, the Installer informs you about its existence and provides the opportunity to continue or abort the current process.



- b. The Installer prompts you to determine whether you wish to retain existing user data. Click on **Yes** to retain data in the application, otherwise the process removes all the previous user data during un-installation of the existing version of the application

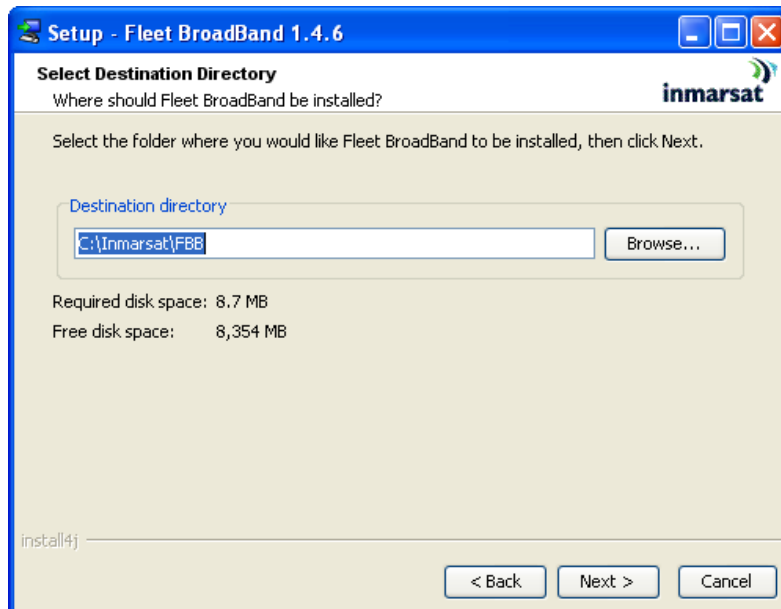


### 22.1.7 Selection of Edition



Check **Personal Edition** and click on **Next** to continue.

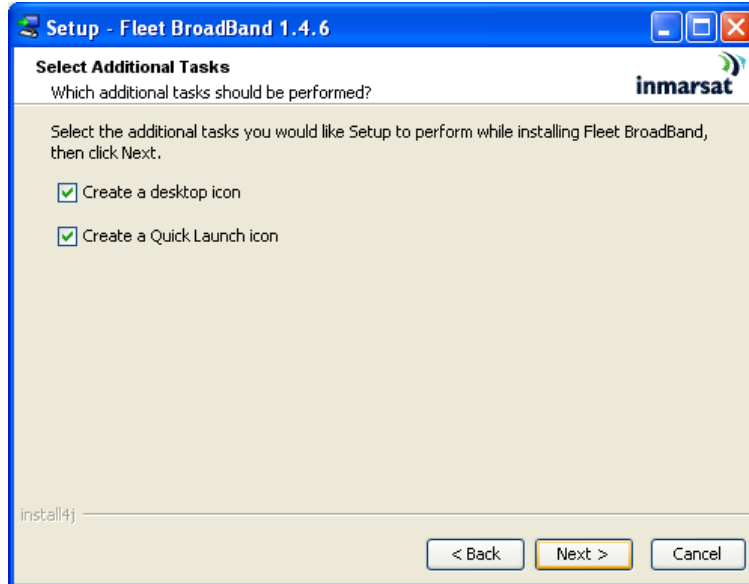
### 22.1.8 Destination Folder selection



The destination directory is automatically set to C:\Inmarsat\FBB. Click on **Next** to continue.

### 22.1.9 Shortcut Options

Create a desktop icon and a Quick Launch icon. By default, both the options are checked when installing for the first time.



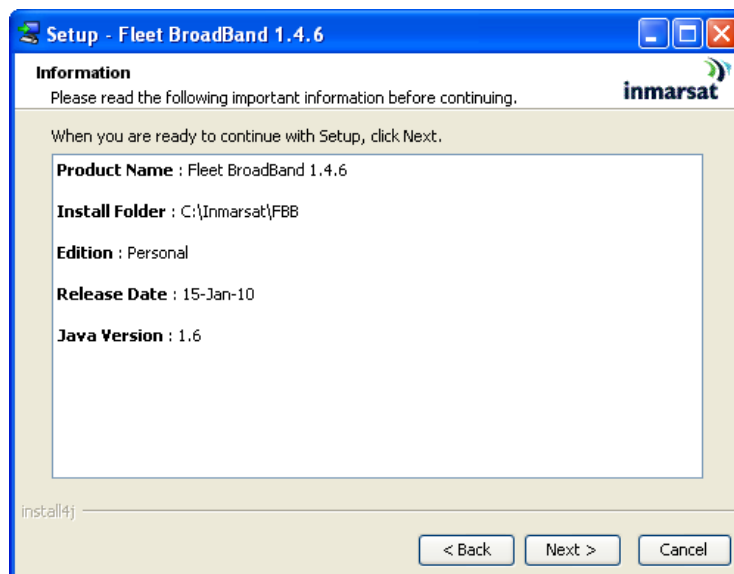
Click on **Next** to continue.

The following icon will be created on your desktop; when you are ready to open the LaunchPad, double click on the icon:



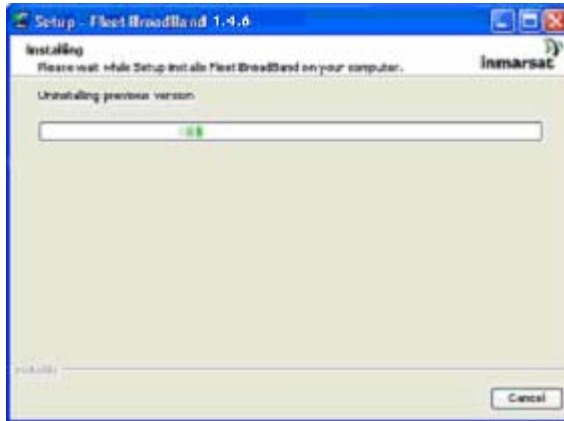
### 22.1.10 Summary

FleetBroadband LaunchPad Installer summarises the information provided. Click on **Next** to continue.



### 22.1.11 Uninstalling the Previous installed version

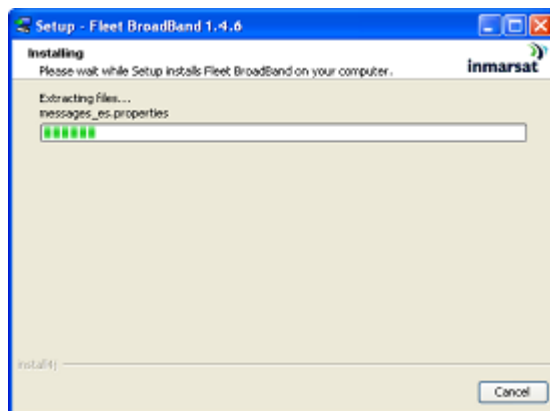
If FleetBroadband LaunchPad Installer detected a previously-installed version, it will now be un-installed before the new version is installed.



**Note:** this screen only appears if a previously-installed version needs to be un-installed

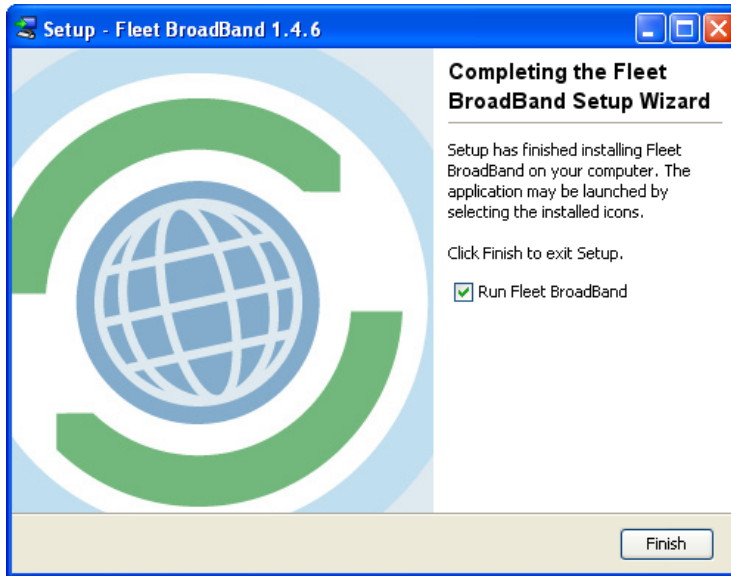
### 22.1.12 Installing

An interim screen displays the progress of LaunchPad installation. No action is necessary unless you wish to abort installation, in which case click on **Cancel**.



#### 22.1.14 Installation Complete

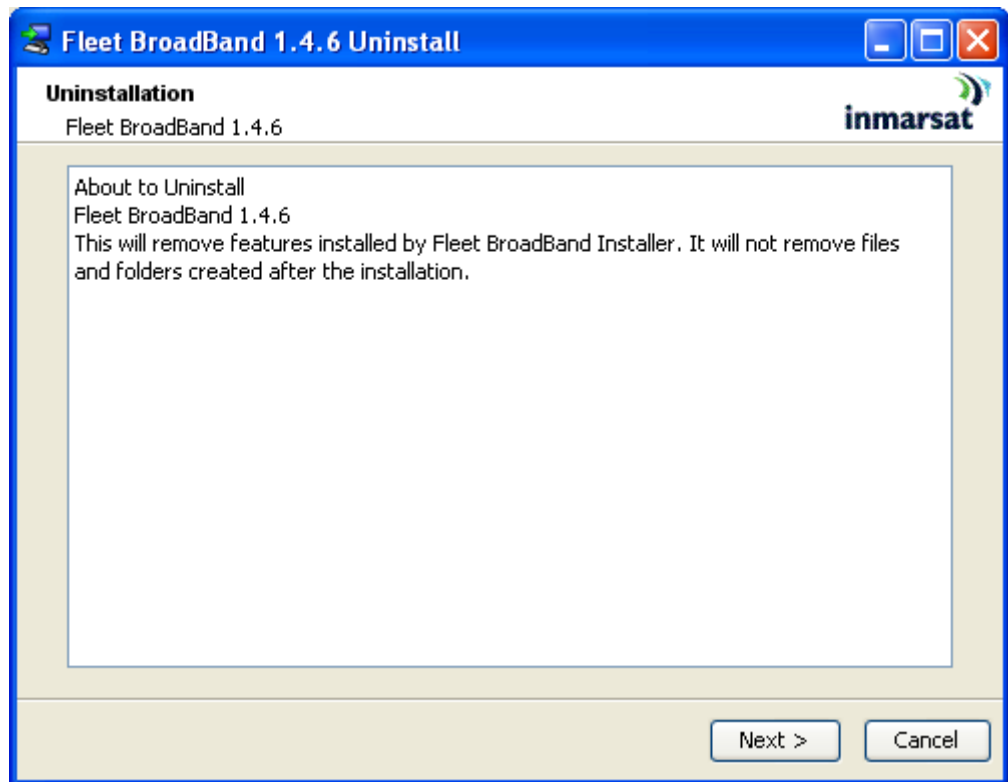
LaunchPad installation is complete when the following screen is displayed. The **Run FleetBroadband LaunchPad** box is automatically checked and the application will be loaded when you click on **Finish**.



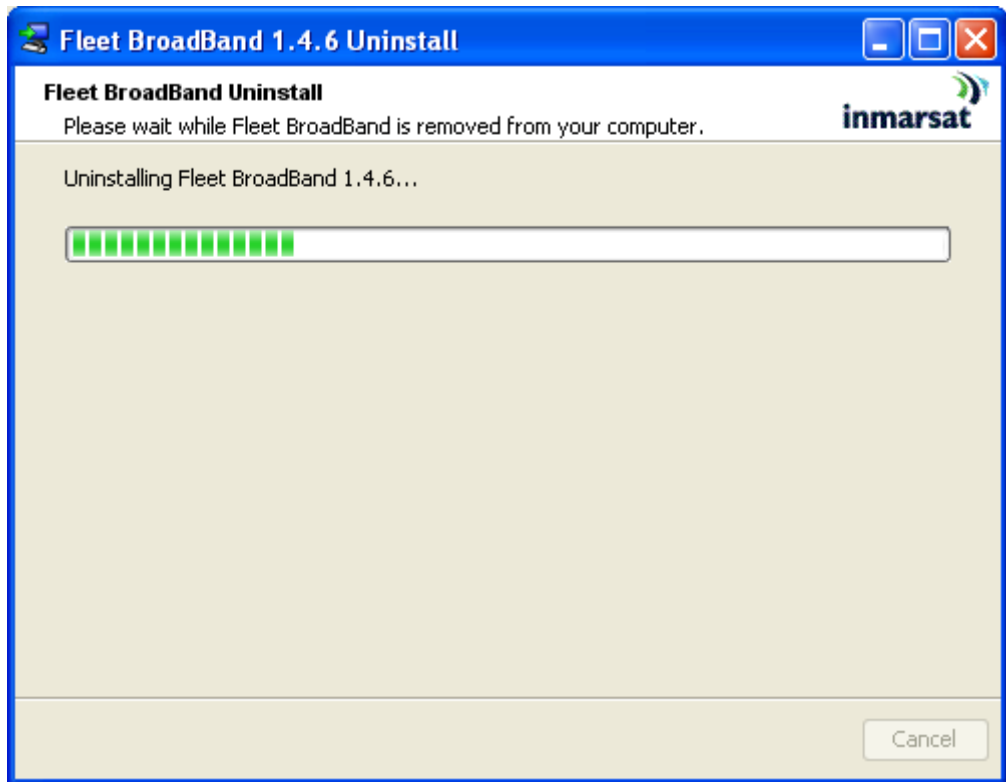
## 22.2 Un-installation Process

LaunchPad can be un-installed from your computer using the following process.

- a. Select **Start > All Programs > FleetBroadband LaunchPad > FleetBroadband LaunchPad Uninstaller**. The following screen is displayed:



- b. Click on **Next** to continue. A screen similar to the following is displayed:



- c. The following is displayed on successful un-installation. Click on **Finish**.

