

SKYLINK



User Guide

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SkyLink

User Guide

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ABOUT THIS USER GUIDE

Thank you for purchasing the SkyLink device! This easy-to-read User Guide is organized based on the steps needed to log in to and navigate the SkyLink Web Interface for singular device use. To manage a fleet of devices, please see the SkyLink Cloud Services User Guide.

We sincerely hope that SkyLink enhances your ability to monitor and configure your assets anywhere in the world. Please continue to read on or choose a starting point from the list below:

- [Connecting to the SkyLink device WiFi](#)
- [Changing your SkyLink device name and/or WiFi password](#)
- [Updating SkyLink and Iridium modem firmware](#)
- [Using your SkyLink device: making calls, connecting to the internet, and more](#)
- [Troubleshooting](#)
- [Frequently Asked Questions](#)

ABOUT SKYLINK

Introduction to SkyLink

SkyLink by Blue Sky Network is the inaugural Iridium Certus 100 mid-band solution for land mobile, aviation, IoT, and maritime markets. This small-form, multi-stack hardware is designed for any fixed-mount, portable, or mobile application and offers a range of service configurations.

Key features include:

- Remote device management
- Sensor/engine diagnostics
- Network services (VPN, IP, MQTT)
- IP65 Certified
- Health monitoring
- Data analytics/edge computing
- SkyRouter integration
- FCC Part 15 & 25 Certified

Compatibility and System Requirements

To access the SkyLink Web Interface, you will need 1) an internet connection and 2) a recent version of a web browser that supports HTML5.

The SkyLink Web Interface has been tested with the following recommended browsers:

- Google Chrome (Mac/Windows)
- Mozilla Firefox (Mac/Windows)
- Safari (Mac)
- Microsoft Edge (Windows)

GETTING STARTED

Connecting to Device WiFi

A label containing a QR code with a WiFi access point can be found on both the box of your SkyLink Data Gateway and on the back panel of the device itself. It is recommended that a wide screen device (e.g., laptop, PC, or tablet) be used for the initial configuration.



After properly installing and powering on the device (please see the SkyLink Installation Guide), you can connect to WiFi through one of two ways:

Option 1: Use a mobile device or tablet to scan the QR code. Your phone/tablet will then be automatically connected to the WiFi. **NOTE:** If using a cellular device, it may be helpful to first switch into airplane mode before connecting to the SkyLink WiFi.

Option 2: Use the WiFi SSID and password found on the label.

Connecting to the Network through Ethernet

If using an ethernet cable with your SkyLink device, simply plug the ethernet cable into the appropriate power source (e.g., a wall) and your device will automatically be configured via DHCP.

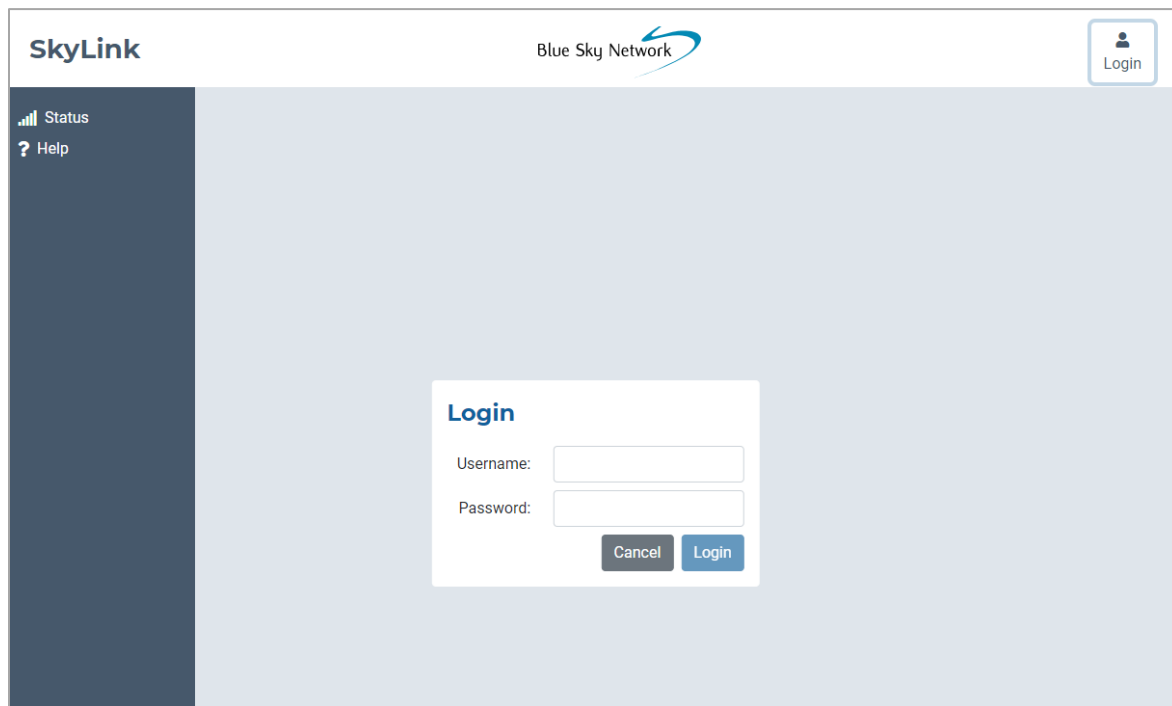
SKYLINK WEB INTERFACE

To connect to the SkyLink Web Interface, open a web browser, type the below IP address into the address bar, then press 'Enter' on your keyboard.

SkyLink IP address: 192.168.111.1

You will then be directed to the SkyLink Web Interface where you can view, configure, and manage your device settings.

The default User ID and Password are both 'admin.'



The screenshot displays the SkyLink Web Interface login page. At the top left is the 'SkyLink' logo. At the top center is the 'Blue Sky Network' logo. At the top right is a 'Login' button with a user icon. On the left side, there is a dark blue sidebar with 'Status' and 'Help' links. The main content area is light blue and features a central 'Login' form. The form has a title 'Login', a 'Username:' label with an input field, a 'Password:' label with an input field, and two buttons at the bottom: 'Cancel' and 'Login'.

Overview

The SkyLink Web Interface has several tabs displayed on the left-hand side for easy navigation to screens containing important information about your device. In order, the tabs are:

- [Status](#)
- [General Settings](#)
- [Network](#)
- [Firewall](#)
- [Calls](#)
- [Voice Extensions](#)
- [Advanced](#)
- [Remote Management](#)
- [Diagnostics](#)
- [Help](#)

To hide the tabs on the webpage, click on the triple bars above the tab listing. Click the 'Logout' button located on the top right-hand corner when you are ready to exit the SkyLink Web Interface.

The following sections describe the information that can be found on each screen as well as the configurations that can be made.

Status

When accessing the SkyLink Web Interface, you will automatically be directed to the Status screen. Here you will find information about your system as well as your satellite and cellular data usage.

The screenshot shows the SkyLink web interface. On the left is a navigation menu with options: Status, General Settings, Network, Firewall, Calls, Voice Extens, Advanced, and Remote. The 'Status' option is highlighted. A blue callout box points to the 'Status' option in the menu and contains the text: 'Current SkyLink hardware / firmware versions can be found here. Please see the [Diagnostics](#) screen for the current 9770 Certus modem firmware version.'

The main content area is titled 'System Information' and displays the following data:

Serial Number:	Sat. IMEI:	Cell. IMEI:
0000-0016	300058060001420	861364040178400
Model:	Sat. SIM:	Cell. SIM:
Skylink 5100	8988169771000113283	89883030000052347330
Versions:	Sat. Temp.:	CPU Temp.:
SYN267 REV F / 2.06-210910-2156	36.0°C	56.0°C
Capabilities:	Location:	WiFi SSID:
Voice & Data Gateway	32.77148, -117.15341	Skylink-c89c
System Time:	Asset Tag:	
Sep 10, 2021, 11:19:54 PM UTC	BSN-1337-42B	

Below the System Information section are two panels: 'Satellite' and 'Cellular'. Each panel shows signal strength, route, and network status, followed by a 'USAGE' table.

Satellite Usage:

	Bytes Sent	Bytes Received
Today	4,811	9,064
5-Day	4,811	9,064
30-Day	4,811	9,064

Cellular Usage:

	Bytes Sent	Bytes Received
Today	9,140	19,952
5-Day	9,140	19,952
30-Day	9,140	19,952

SYSTEM INFORMATION

These three columns contain identifying information about your SkyLink device, such as its serial and model number, current hardware and firmware versions, and capabilities. It also includes satellite and cellular IMEI/SIM card numbers and current temperatures.

SATELLITE & CELLULAR

Find the satellite and cellular modem signal strength and data information here. On net percent is the current percentage of data that has crossed the interface. It is calculated by adding satellite and cellular usage totals and dividing that number of bytes by the interface's number of bytes.

Each section shows a table with your device's 5-, 30-, and current day's data usage in terms of bytes sent and received. Usage tables are an estimate; minimum sessions are rounded to 5,000 bytes.

General Settings

This screen allows you to make setting configurations such as renaming your SkyLink device, changing the password, and turning your satellite, cellular, and WiFi capabilities on and off. Click 'Reboot' at the bottom of the screen to restart your device, if needed.

Remember to click the 'Save' button in the bottom right-hand corner to apply any changes.

SkyLink

Blue Sky Network

Logout

SkyLink

Asset Tag: 4321 tseT

Max Daily Usage: bytes

Data Routing: Cellular then Satellite

Serial Port: ☒

[Change Password](#)

Satellite

Satellite Enabled: ☒ Data Enabled: ☒

WiFi

SSID: DragonsInc


Mode: 5 GHz

Country: USA

Channel: 161

Security: WPA2-PSK

Password:



[Scan to Connect](#)

[Reboot](#)

Cellular

APN: em

Username: Optional

Password: Optional

IMEI: 861364040178400

SIM: 89883030000052347330

Network: T-Mobile

[Cancel](#) [Save](#)

Use this QR code to connect to the device's WiFi (e.g., in case you are using an ethernet port, need to share it with someone, or have updated the password).

SKYLINK

Edit your device name in the Asset Tag field. Use the Data Routing drop-down menu to prioritize data routing (Satellite Only, Cellular Only, Cellular then Satellite). Changes are applied immediately.

NOTE: Iridium QoS (also called Iridium secondary data flows) are not supported on Certus 100; therefore, BSN cannot offer per-stream priorities or VLANs over the Iridium link.

Set a maximum limit for the SkyLink device's daily data usage in the Max Daily Usage field. The Serial Port toggle button enables or disables the RS232 serial communication channel.

SATELLITE

The toggle button on the left allows you to switch satellite capabilities on and off. Once your satellite and cellular SIM cards are activated, you can freely switch back and forth between the two. The toggle button to the right will enable or disable data transferring.

NOTE: Satellite internet connection supports messaging apps, IoT data transfer, and mobile-optimized web surfing (visit Iridium.com/mobile for a list of mobile-optimized sites). It is not intended for general web browsing or high bandwidth applications.

WIFI & CELLULAR

Once you are connected to the SkyLink device's WiFi, and cellular is enabled, you can use your personal device to browse any website and use all of your applications.

The default mode (out-of-box) is 'all internet OFF'—users must explicitly enable internet access. You also have the option to keep the built-in WiFi disabled and connect your own WiFi to an existing ethernet port (e.g., in a building or ship-wide).

Enable or disable functionality here.

WiFi

SSID: DragonsInc

Mode: 5 GHz

Country: USA

Channel: 161

Security: WPA2-PSK

Password:

Scan to Connect

Cellular

APN: em

Username: Optional

Password: Optional

IMEI: 861364040178400

SIM: 89883030000052347330

Network: T-Mobile

NOTE: You do not need to remove satellite or cellular SIM cards to disable functionality; simply use the toggle buttons. Additionally, even if you are using ethernet, you can still keep WiFi enabled.

The WiFi section allows you to edit the SSID, Mode, Channel, and randomly generated Password fields. It also contains a scannable QR code for automatic connectivity. When set to 2.4GHz, the Mode field will default to the radio channel with the strongest WiFi signal, and you can select among 11 channels. Switching it to 5GHz will provide you with a new set of channels to choose from.

In the Cellular section, you can fill in the optional Username and Password fields. **NOTE:** Some carriers require a Username and Password. Please contact your carrier if you have questions.

Network

This screen provides multiple options to configure your network settings.

SkyLink Blue Sky Network Logout

LAN

IP Address: 192.168.111.1

Network Mask: 255.255.255.0

Primary DNS: 8.8.8.8 Secondary DNS: 8.8.8.4

DHCP

DHCP Range Start: 192.168.111.50 DHCP Range End: 192.168.111.100

Lease Validity: 1 day

Use this drop-down menu to choose from 5 minutes up to 1 year.

Cancel Save

LAN

Here you can change the gateway or internal IP address on your network and also set primary and secondary DNS addresses.

DHCP

In addition to choosing your lease validity, this section also allows you to configure a range of IP addresses that you would like to use. Use the toggle button to enable or disable DHCP.

Firewall

Here you can enable or disable applications from connecting to the internet by choosing from a compiled list of predefined rules (shown on the screen as “Firewall Profile”) or by creating your own set. We recommend contacting Blue Sky Network support for assistance with custom rule creation.

NOTE: When using the Firewall Profile, complete functionality may not be available on all apps (e.g., WhatsApp messaging will be unblocked, but not WhatsApp voice calling). These restrictions can be unblocked by creating a rule in the Advanced Rules section. You can also try making configurations in the app itself or reach out to your corporate MDM platform.

SkyLink Blue Sky Network Logout

Firewall Profile

SkyLink by default blocks most outside (Internet) network traffic, and needs to be told what traffic it should allow. Firewall Profiles are sets of predefined rules that allow common network traffic. These profiles are an easy way to setup your SkyLink. Select a profile to learn more about what traffic it allows. The profile won't be applied until you click Save.

Profile:

Description

Allows all outgoing (and response) network traffic to the Internet. This is the least restrictive option and is not recommended as it could incur high data usage fees.

Advanced Rules

You can define your own set of Firewall rules here. Be careful with creating these rules as they could open your network to malicious actors or cause you to lose connectivity. We recommend contacting our support team for assistance with defining custom rules.

Note: We currently only support port forwarding.

Action	Source	Destination	Source Port	Dest. Port	Protocol(s)	Comment
Forward	Internet	192.168.111.4	8080	80	tcp	Edit Delete
Forward	Internet	192.168.111.50	4200	4200	tcp	Angular Dev Edit Delete

FIREWALL PROFILE

View the current firewall profile, including its description and list of affiliated apps, here. Use the drop-down menu to choose between profile options and click 'Save' to apply its rules.

The screenshot shows the SkyLink web interface. The left sidebar contains navigation links: Status, General Settings, Network, Firewall (selected), Calls, Voice Extensions, Advanced, Remote Management, Serial to IP, Diagnostics, and Help. The main content area is titled "Firewall Profile" and includes a description of firewall profiles. A dropdown menu is set to "Unrestricted". A blue box highlights the dropdown arrow, with a callout box stating: "Click to see all profiles and their details." Below the main content, a modal titled "Profile Descriptions" is open, showing details for Blocked, Unrestricted, Email, Chatty, and Social profiles.

Firewall Profile

SkyLink by default blocks most outside (Internet) network traffic, and needs to be told what traffic it should allow. Firewall Profiles are sets of predefined rules that allow common network traffic. These profiles are an easy way to setup your SkyLink. Select a profile to learn more about what traffic it allows. The profile won't be applied until you click Save.

Profile: Unrestricted

Description

Allows all outgoing (and response) network traffic to the Internet. This is the least restrictive option and is not recommended as it could incur high data usage fees.

Cancel Save

Profile Descriptions

Blocked

Blocks all network traffic to the Internet.

Unrestricted

Allows all outgoing (and response) network traffic to the Internet. This is the least restrictive option and is not recommended as it could incur high data usage fees.

Email

Allows email (POP/IMAP/SMTP) network traffic to reach the Internet.

Chatty

Allows network traffic for the following chat apps:

- ESChat
- Signal
- Telegram
- WeChat
- WhatsApp
- Wire
- Zoom

Social

Allows network traffic for the following social networks and chat apps:

- Facebook
- Instagram
- LinkedIn
- TikTok
- Twitter
- ESChat
- Signal
- Telegram
- WeChat
- WhatsApp
- Wire
- Zoom

ADVANCED RULES

The SkyLink Web Interface allows you to create custom rules and block all network traffic from an app affiliated with a certain profile. This section shows all custom rules currently in the system.

NOTE: Use the SkyLink Online Portal to apply custom rules to a fleet of SkyLink devices.


Advanced Rules

You can define your own set of Firewall rules here. Be careful with creating these rules as they could open your network to malicious actors or cause you to lose connectivity. We recommend contacting our support team for assistance with defining custom rules.

Note: We currently only support port forwarding.

Action	Source	Destination	Source Port	Dest. Port	Protocol(s)	Comment
Forward	Internet	192.168.111.4	8080	80	tcp	
Forward	Internet	192.168.111.50	4200	4200	tcp	Angular Dev

[+ Add](#)

Press 'Add' to create a new rule or the  icon to edit an existing one. Fill out the open fields, then press 'Save.' If successful, it will appear in the table. Select the red trashcan icon to delete a rule.

- Status
- General Settings
- Network
- Firewall**
- Calls
- Voice Extensions
- Advanced
- Remote Management
- Serial to IP
- Diagnostics
- Help

Firewall Profile

SkyLink by default blocks most outside (Internet) network traffic, and needs to be told what traffic it should allow. Firewall Profiles are sets of predefined rules that allow common network traffic. These profiles are an easy way to setup your SkyLink. Select a profile to learn more about what traffic it allows. The profile won't be applied until you click Save.

Edit Rule

Action:

Forward

Source:

Internet

IP Address:

192.168.111.4

Source Port:

8080

Destination Port:

80

Protocol:

TCP

Comment:

(Optional)

Cancel

Save

Action	Source	Destination	Source Port	Dest. Port	Protocol(s)	Comment
Forward	Internet	192.168.111.4	8080	80	tcp	
Forward	Internet	192.168.111.50	4200	4200	tcp	Angular Dev

[+ Add](#)

Calls

A list of incoming and outgoing calls by line and extension number can be found on this screen. It also includes the day and time that the call was placed, its total vs. expected billable duration, and whether or not it was answered. **NOTE:** Internal calls will not generate an Iridium bill.

Each call is assigned a unique ID number that can be provided to the Blue Sky Network support team for troubleshooting purposes in the event that there is a call issue.

The screenshot displays the SkyLink web interface. On the left is a dark blue sidebar with a menu containing: Status, General Settings, Network, Firewall, Calls (highlighted), Voice Extensions, Advanced, Remote Management, Serial to IP, Diagnostics, and Help. The main content area has a header with the SkyLink logo, Blue Sky Network logo, and a Logout link. Below the header is a 'Call Log' section with a table of call records.

Date	Source	Destination	Line	Total Duration	Billable Duration	Disposition	Call ID
11/12/21 4:31 PM	510	777		00:00:04	00:00:03	ANSWERED	1636734696.12
11/12/21 4:28 PM	510	777		00:00:04	00:00:03	ANSWERED	1636734510.8
11/12/21 4:28 PM	510	717		00:00:08	00:00:08	ANSWERED	1636734499.4
11/12/21 4:28 PM	510	777		00:00:12	00:00:12	ANSWERED	1636734480.0

Voice Extensions

Find mobile and landline phone information and configuration settings here. The username and password are the respective extension number; these can be changed on this screen.

The Inbound Line(s) column shows the order in which line numbers ring when a call comes in. By default, the first extension (shown below as 510) allows calls to both Line 1 and Line 2, the next 10 extensions allow calls to Line 1 only, and the following 10 to Line 2 only. The Outbound Line column is set to Any Available by default.

The screenshot shows the SkyLink web interface for Blue Sky Network. The left sidebar contains navigation links: Status, General Settings, Network, Firewall, Calls, Voice Extensions (highlighted), Advanced, Remote Management, Serial to IP, Diagnostics, and Help. The main content area is divided into two sections: SIP Extensions and POTS Extensions.

SIP Extensions Table:

Extension	Description	Inbound Line(s)	Outbound Line	Username	Password	
510		Line 1 Line 2	Any Available	510	510	Edit
511		Line 1 Line 2	Any Available	511	511	Edit
512		Line 1 Line 2	Any Available	512	512	Edit
513		Line 1 Line 2	Any Available	513	513	Edit
514		Line 1 Line 2	Any Available	514	514	Edit
515		Line 1 Line 2	Any Available	515	515	Edit
516		Line 1 Line 2	Any Available	516	516	Edit
517		Line 1 Line 2	Any Available	517	517	Edit


POTS Extensions Table:

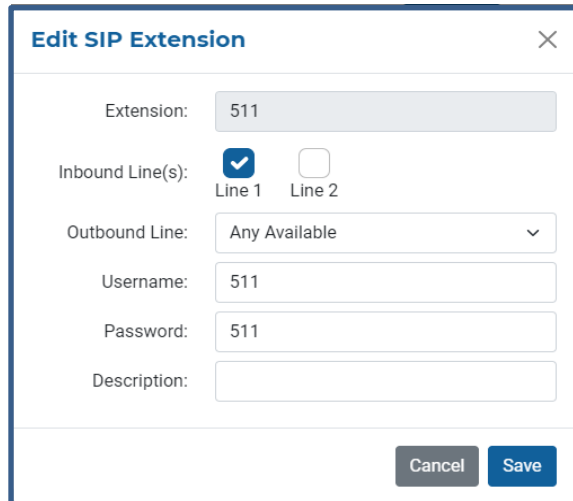
Region:

Line	Extension	Type	Description	Inbound Line(s)	Outbound Line	
1	500	N/A	POTS #1	Line 1 Line 2	Line 1	Edit
2	501	N/A	POTS #2	Line 1 Line 2	Line 2	Edit

A callout box points to the Region dropdown menu in the POTS Extensions section, stating: "Use this field's drop-down menu to select region-specific dial tones, ringing tones, etc."

EDITING A SIP OR POTS EXTENSION

Click the  icon next to the SIP or POTS extension that you would like to edit. In the pop-up window, complete the fields and add a description if desired, then press 'Save.'



Edit SIP Extension

Extension: 511

Inbound Line(s): ☒ Line 1 ☐ Line 2

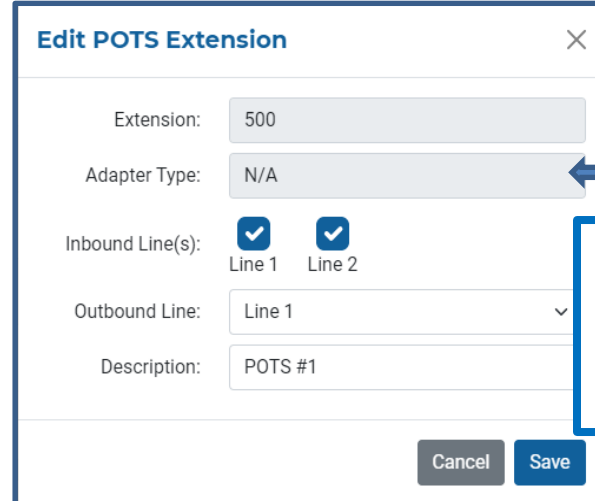
Outbound Line: Any Available

Username: 511

Password: 511

Description:

Cancel Save



Edit POTS Extension

Extension: 500

Adapter Type: N/A

Inbound Line(s): ☒ Line 1 ☒ Line 2

Outbound Line: Line 1

Description: POTS #1

Cancel Save

The SkyLink device will detect if an FXS or FXO adapter is being used.

Under the Inbound Line(s) field, tick each box to allow calls to both Line 1 and Line 2. Deselect both lines to block calls from ringing to an extension. **NOTE:** If you are not receiving calls to your extension, ensure one or both lines are selected here.

Use the drop-down menu in the Outbound Line field to choose whether Line 1, Line 2, or Any Available line can be used when making a phone call from this extension. A scenario for only selecting one line would be a ship captain who has Line 1 reserved, and the crew uses Line 2.

NOTE: Selecting only Line 1 or Line 2 in the Inbound Line(s) field along with the Any Available option in the Outbound Line field may cause issues when returning calls. For example, if only Inbound Line 1 is selected and you dial on Any Available Outbound Line, you may dial out on Line 2; this would leave someone unable to return your call.

Advanced

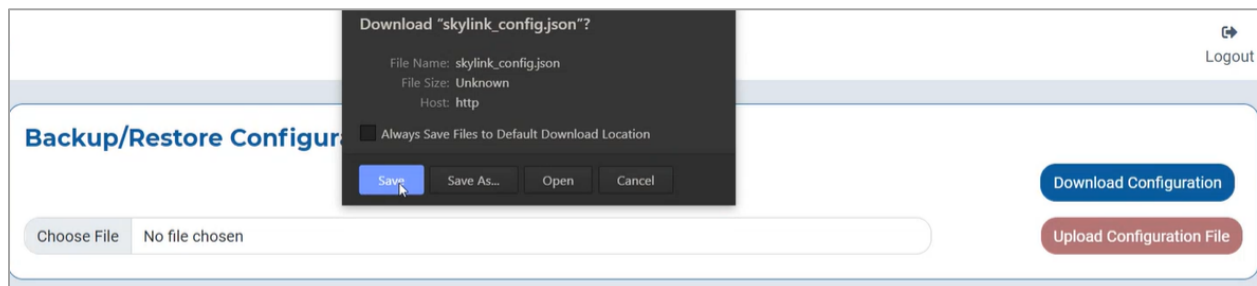
Use this screen to backup or restore a system configuration, or when the system is ready to be updated. SkyLink firmware includes the 9770 Certus modem firmware; appropriate versions will be upgraded or downgraded as needed.

NOTE: The [Status](#) screen will display the SkyLink's current firmware version, and the [Diagnostics](#) screen will display the current 9770 Certus modem firmware version.

The screenshot displays the SkyLink web interface. The left sidebar contains navigation links: Status, General Settings, Network, Firewall, Calls, Voice Extensions, **Advanced**, Remote Management, Serial to IP, Diagnostics, and Help. The main content area has two sections: "Backup/Restore Configuration" with "Download Configuration" and "Upload Configuration File" buttons, and "System Update" with "Upload Firmware" button. A "Factory Reset" button is located below the System Update section. A callout box points to this button with the text: "Click here if you would like to reset all settings to factory defaults. Type 'restore' in the pop-up box. Your device will then reboot." A blue arrow points from the callout box to the Factory Reset button. Another blue arrow points from the Factory Reset button to a "Factory Reset?" pop-up dialog. The dialog contains a warning: "Warning! All changes will be lost!", a description: "Factory Reset will reset all parameters back to factory defaults.", and a prompt: "Enter the word reset below to continue." with a text input field. At the bottom of the dialog are "Cancel" and "Reset" buttons.

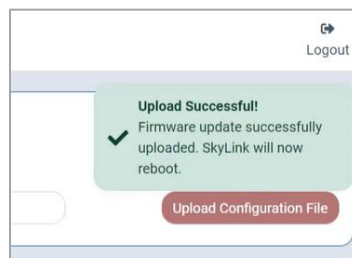
BACKUP/RESTORE CONFIGURATION

To back up a configuration, press 'Download Configuration' and wait for the device to reboot. To restore, click 'Choose File,' then select the appropriate .tpz file from your computer/personal device. Click 'Save' then 'Upload Configuration File.' Your SkyLink device will reboot.



SYSTEM UPDATE

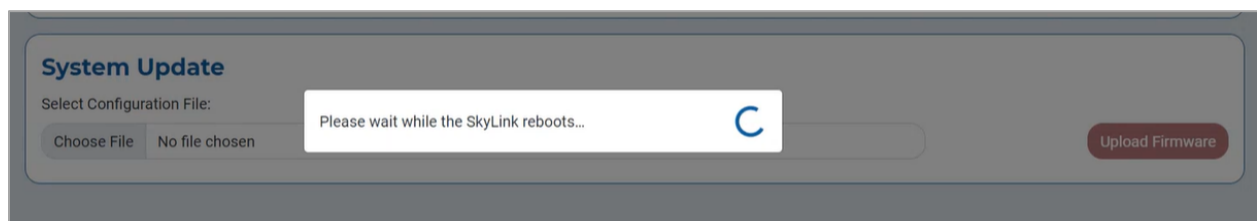
NOTE: If updating fleets of devices, you will want to use the SkyLink Online Portal. When the system is ready to be updated, click 'Choose File,' select the appropriate .tpz file, then press 'Upload Firmware.' Once it has updated, the below message will appear in the right corner.



NOTE: BSN will not downgrade the Certus 9770 modem firmware unless specifically required by Iridium.

You will then be prompted to wait while the SkyLink device reboots. This may take several minutes.

As it updates, the power LED indicator located on the top panel of the device will blink blue. A red blink indicates an Iridium firmware upgrade or downgrade. ***The SkyLink device should not be powered off while the power LED indicator is blinking blue or red.***



Once the web browser refreshes and the power LED indicator shows a steady blue light, the update has finished, and your device is ready to use.

Remote Management

This screen provides configuration options for IoT management, including enabling and disabling position reports, remote device management, and status reports, via the SkyLink Cloud Services online portal. Use the drop-down menus to set reporting, syncing, and check-in frequencies.

SkyLink Blue Sky Network Logout

Remote Management

Position Reports Enabled: ☒

Remote Management Enabled: ☒

Status Reports Enabled: ☒

Position Report Interval: 24 hours

Remote Management Interval: 24 hours

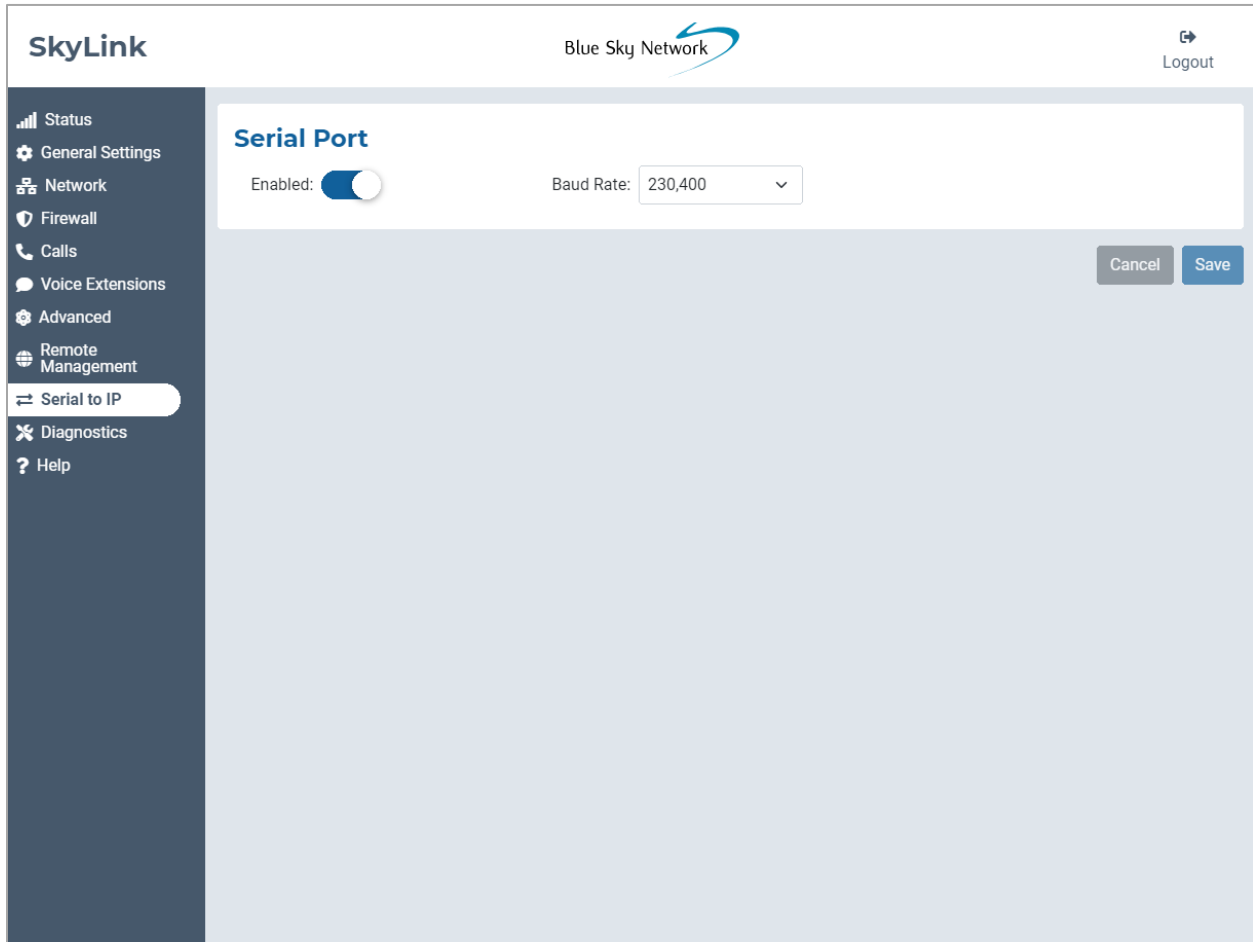
Status Report Interval: 24 hours

Configuration Sync Interval: 24 hours

These fields are set to 24 hours by default and can be adjusted to different intervals ranging from 1 minute to 7 days, depending on the menu. Some allow for custom frequencies as well.

Serial to IP

Enable or disable the serial port on this screen. Use the Baud Rate drop-down menu to choose from the following options: 1200, 2400, 4800, 9600, 19200, 38400, 57600, 115200, 230400. Click 'Save' to apply the changes.



The screenshot displays the SkyLink web interface for configuring the Serial Port. The interface includes a top header with the SkyLink logo, the Blue Sky Network logo, and a Logout button. A left sidebar contains a navigation menu with options: Status, General Settings, Network, Firewall, Calls, Voice Extensions, Advanced, Remote Management, Serial to IP (highlighted), Diagnostics, and Help. The main content area is titled 'Serial Port' and features a toggle switch for 'Enabled' (currently turned on) and a 'Baud Rate' drop-down menu set to '230,400'. At the bottom right of the configuration area are 'Cancel' and 'Save' buttons.

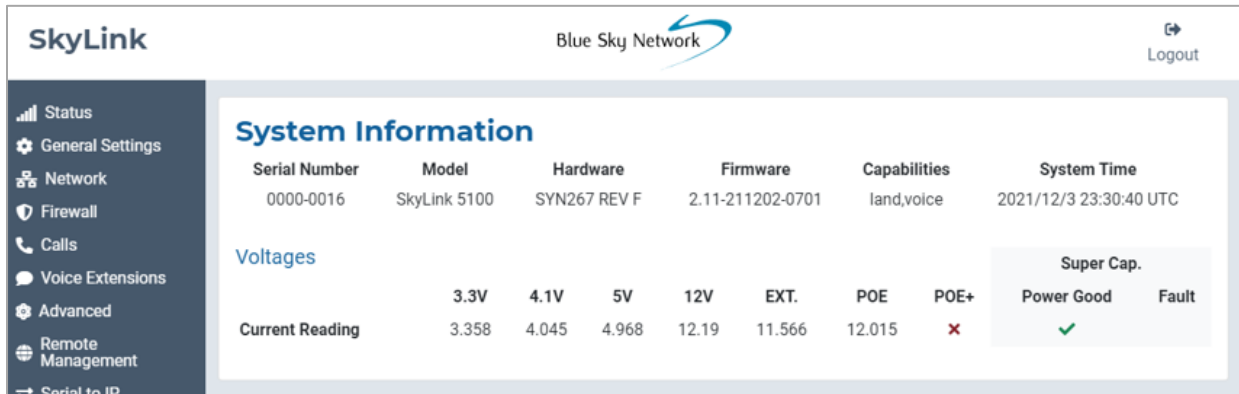
Diagnostics

Information to help you diagnose and resolve satellite and cellular issues can be found here.

SYSTEM INFORMATION

At the top of the screen, the System Information section provides diagnostics that you may be asked for in the event that you report a technical issue to the Blue Sky Network support team. Data points may be shown for POE only, EXT (external 12V power) only, or both.

Data points about the supercapacitor (Super Cap.) can be found here. A check mark under Power Good means good power is detected to charge the Super Cap. A red 'x' under Fault indicates a power fault in the unit.



SkyLink Blue Sky Network [Logout](#)

- Status
- General Settings
- Network
- Firewall
- Calls
- Voice Extensions
- Advanced
- Remote Management
- Serial to IP

System Information

Serial Number	Model	Hardware	Firmware	Capabilities	System Time
0000-0016	SkyLink 5100	SYN267 REV F	2.11-211202-0701	land,voice	2021/12/3 23:30:40 UTC

Voltages

	3.3V	4.1V	5V	12V	EXT.	POE	POE+	Super Cap.	
								Power Good	Fault
Current Reading	3.358	4.045	4.968	12.19	11.566	12.015	×	✓	

SATELLITE & CELLULAR INFORMATION

Use the check marks in these sections to verify that your satellite and cellular capabilities are enabled. Data related to the satellite and cellular modems, SIM cards, satellite provisioning, and cellular signal are available here as well.

Serial to IP
Diagnostics
Help

Satellite Information

Modem

Serial Number	Firmware Version	API Version	Enabled	Data Enabled	IMEI
y000dp	1.0.10	1.0.1	✓	✓	300058060001420

SIM

Present	Connected	ICCID
✓	✓	8988169771000113283

Provisioning

Valid	Fully Compatible	Messaging	Data	Voice
✗	✗	✗	✗	✗

Cellular Information

Modem

Enabled	Manufacturer	Model	IMEI
✓	Quectel	EM06-A	861364040178400

SIM

SIM Present	SIM ICCID	APN	IMSI	MCC	MNC	SPN
✓	89883030000052347330	em	295050900810292	295	05	EMnify

Signal

Connected	Network	Network Name	Strength	Quality	Technology
✓	310, 260	T-Mobile	-99 dBm	-7 dB	lte

NETWORK TROUBLESHOOTING

Network Troubleshooting

Operation
Ping

Network Interface
Cellular

Number of Pings
5

Network Address

Execute

Results:

System Log

Auto-Update ☒

```

c 3 23:21:31 tpb daemon.err pppd[6433]: Connect script failed
Dec 3 23:21:33 tpb local2.info chat[9256]: abort on (NO CARRIER)
Dec 3 23:21:33 tpb local2.info chat[9256]: abort on (ERROR)
Dec 3 23:21:33 tpb local2.info chat[9256]: report (CONNECT)
Dec 3 23:21:33 tpb local2.info chat[9256]: timeout set to 3 seconds
Dec 3 23:21:33 tpb local2.info chat[9256]: send (ATDT *99#*H)
Dec 3 23:21:33 tpb local2.info chat[9256]: expect (CONNECT)
Dec 3 23:21:33 tpb local2.info chat[9256]: NO CARRIER
Dec 3 23:21:33 tpb local2.info chat[9256]: -- failed
Dec 3 23:21:33 tpb local2.info chat[9256]: Failed (NO CARRIER)

```

Here you can use the Operation drop-down menu to perform pings and trace routing. Press the 'Execute' button to apply the configurations.

At the bottom of the screen, the information displayed in the System Log can be used by the BSN support team for diagnostic purposes. Use the toggle button to enable or disable automatic updates.

Help

This screen contains multiple resources, including the SkyLink User Guide and contact information for BSN Support, to help you troubleshoot hardware and firmware issues. A full list of FAQs can also be found at the end of this User Guide.

The screenshot displays the SkyLink web interface. On the left is a dark blue sidebar with a menu: Status, General Settings, Network, Firewall, Calls, Voice Extensions, Advanced, Remote Management, Serial to IP, Diagnostics, and Help (which is highlighted). The main content area has a light blue header with 'SkyLink' and 'Blue Sky Network' logos, and a 'Logout' link. Below the header, the 'Frequently Asked Questions' section is active, showing a list of questions under the 'Connectivity' category. To the right is a 'Resources' sidebar with links to the 'User Manual', 'Contact Support' (including a phone number and email), and a 'Help Center'.

SkyLink Blue Sky Network Logout

Help

Frequently Asked Questions

We have compiled answers to FAQs listed under their respective categories. If you are still unable to resolve your issue, please contact the Blue Sky Network Support team and we will be happy to help!

Connectivity

Why can I not connect to the SkyLink WiFi?

Verify that the WiFi SSID (located on the box and back panel of the device) matches the WiFi network shown on your personal device. If they match, try one (or all) of the following:

- If typing in the WiFi password, use the number zero instead of the letter "O".
- If you did not previously, use a phone or tablet to scan the QR code found on the label to automatically connect to the WiFi.
- If you used a mobile device, try using a tablet (or vice versa) to log on.

If you are still unable to connect to the SkyLink device's WiFi, please contact our support team for further assistance.

What are the cellular modem options? Can they be exchanged?

Yes, Blue Sky Network can support any Key B M.2 cellular card with advanced notice. Currently, the cellular modem options are:

- Quectel EM06-A (Americas/Global)
- Quectel EM06-E (Europe)
- Quectel EM12G (Brazil)

Which WiFi frequencies are used for the SkyLink Data Gateway and Communications Companion?

The WiFi uses 2.4Ghz and 5Ghz, and the channels depend on the regulatory domain selected. More information can be found in the User Guide under the WiFi & Cellular section. If using a more capable Companion WiFi option, you will want to disable the Gateway WiFi.

Resources

[User Manual](#)

Contact Support

+1 858-551-3894
support@blueskynetwork.com
[Help Center](#)

SKYLINK CAPABILITIES

Now that you are familiar with the SkyLink Web Interface, you are ready to use your device! The following describes the most common device capabilities.

Making Phone Calls

The SkyLink device supports 2 phone lines and a network connection that accepts SIP, providing users with multiple voice options. Each option offers 2 Iridium inbound and outbound lines. POTS customers also have FXS and FXO options to choose from.

Before making a phone call, ensure the following is completed:

- You have properly installed your activated Iridium SIM card.
- You have connected one of the following Iridium-approved antennas to the SkyLink device:
 - MARUWA (MHL-1621C)
 - High-Profile Maxtena (M1621HCT-HP)
 - Sensor Systems (S67-1575-414)
 - SCAN (65020-000)

NOTE: Please see the SkyLink Installation Guide for detailed information on installing the SIM card and antennas.

- You have enabled satellite capability by navigating to the General Settings screen on the SkyLink Web Interface and sliding the left-hand toggle button.

You are now able to make inbound/outbound calls via your landline phone or personal device, including third-party apps on computers, smart phones, or tablets. Use the Voice Extensions screen on the SkyLink Web Interface to configure line extensions and the Calls screen to view call details.

OPTIMIZING SIP PHONE APPS

Below are a few setup pointers for SIP phone apps (e.g., GS Wave, Linphone).

iPhone/Android settings:

- Airplane mode
- Smartphone Settings > Wave Lite App > Enable 'Local Network' access
- Smartphone Settings > Wave Lite App > Disable 'Cellular Data'

GS Wave settings:

- 'WiFi only' mode enabled
- Account Name: 510 (510-516 available default)
- SIP Server: 192.168.111.1 (unless SkyLink Web Interface IP has been changed)
- SIP User ID: 510
- Authentication ID: 510
- Password: 510


Additional settings for other SIP phone apps (Linphone, etc.):

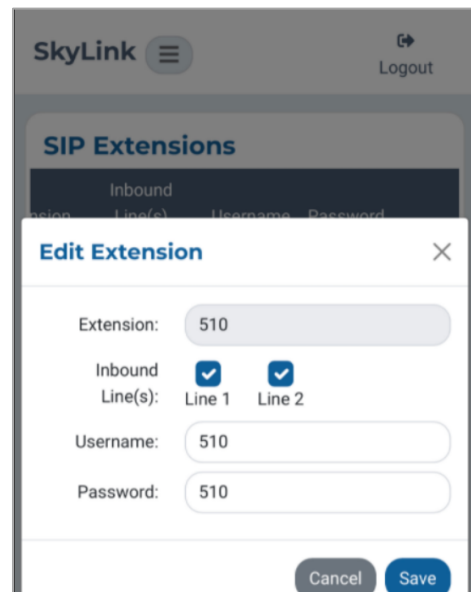
- Codecs (if setting is available): Enable – A-LAW, 722. Disable – U-LAW

NOTE: If using a physical SIP phone (not a SIP phone app), please see your SIP phone manufacturer's documentation for information on configuring the phone with your SkyLink device.

If you are not receiving incoming call notifications on SIP extensions, it may be that the SIP extension you are using is not configured to receive incoming calls from the Iridium line you are calling.

To configure both lines:

- 1) Navigate to the [Voice Extensions](#) screen.
- 2) Click the  icon next to the SIP or POTS extension that you would like to edit.
- 3) Ensure that both boxes in the Inbound Line(s) field are ticked, then click 'Save.'



The screenshot shows the 'Edit Extension' modal in the SkyLink app. The background shows the 'SIP Extensions' list. The modal has a close button (X) in the top right. It contains the following fields:

- Extension:** 510
- Inbound Line(s):** Two checkboxes, 'Line 1' and 'Line 2', both of which are checked.
- Username:** 510
- Password:** 510

At the bottom right of the modal are two buttons: 'Cancel' and 'Save'.

Connecting to the Internet

To connect to the internet, first ensure that:

- You have properly installed your activated Iridium and cellular SIM cards.
- You have connected the LTE antenna or an Iridium-approved antenna to the SkyLink device (full list included in above section on Making Phone Calls).
- You are connected to the SkyLink device WiFi or are using an ethernet cable.
- Satellite or cellular capabilities have been enabled via the toggle buttons on the General Settings screen of the SkyLink Web Interface.

You are now able to use your personal device to browse the internet and use mobile applications.

NOTE: Satellite internet connection supports messaging apps, mobile-optimized web surfing, and IoT data transfers. It is not intended for general web browsing or high bandwidth applications and may cause slow connection speed if used for these purposes. Please visit [Iridium.com/mobile](https://www.iridium.com/mobile) for a list of mobile-optimized sites.

Using the Serial Port

The SkyLink device supports AT Command Set emulation via the serial port, enabling legacy sensor connection to the cloud. Default port settings are 230400 8N1 (Baud: 230400; Data bits: 8; Parity: none; Stop bits: 1).

- You can dial an IP address by using one of the following formats:

Format:	Will Dial:
ATD1.2.3.4:777	IP 1.2.3.4 tcp port 777
ATD0100000000005068	IP 10.0.0.5 tcp port 68
ATD192168111003#777	IP 192.168.111.3 tcp port 777

- SSL/TLS are also supported (using ! operator), as shown below:

Format:	Will Dial:
ATD!192168111003#777	IP 192.168.111.3 TLS port 777

NOTE: Separator for 'port' can be ':' or '#'

- Other AT commands implemented include:
A, D, E, H, I, L, M, N, O, P, Q, T, V, X, Z, &C, &D, and &F
And S registers.

Default s registers are:

S0 = 0	S7 = 60
S1 = 0	S12 = 50
S2 = 43	S25 = 5
S3 = 13	S30 = 0
S4 = 10	S38 = 0
S5 = 8	

- To run a custom test command: +MARCO - returns "POLO"

Basic command functionality is available to query signal strength, connection strength, and model number. An unsupported command will return ERROR but can be implemented upon request.

SkyLink AT Command	Expected Response
D	Dial a number
+++	End your session
BREAK	Issue a new command
H	End a current call
#FACTORYRESET	Perform a factory reset of entire device configuration and reboot device
i0	Model
i1	"0000"
i2	"PASSED"
i3	"iridium"
i4	Make
i5	Software_version
i6	Hw_revision
"+CGMI"	"Iridium"
"+CGMM"	Make
"+CGMR"	"Software_version hardware_revision"
"+GMI"	"Iridium"
"+GMM"	Make
"+GMR"	"Software_version hardware_revision"
+GSN	Serial number
+CGSN	Serial number
+CGSN=n	See GSM docs, gives variously IMEI, software version, etc.
+CGDCONT	Ignored
+CSQ	Signal
+CSQF	Roughly same as signal

SKYLINK SPECIFICATIONS & INSTALLATION

Technical Specifications

CONNECTIVITY

Cellular

- LTE-A CAT 6 module with M.2 form factor
- Supports LTE-A carrier aggregation
- Worldwide LTE-A and 3G UMTS / HSPA(+) coverage
- 300 Mbps receive (DL) / 50 Mbps transmit (UL)
- User-accessible SIM

Iridium Certus® 100

- Simultaneous voice and IP data
- 88 Kbps receive (DL) / 22 Kbps transmit (UL)
- Frequency: 1616 MHz – 1626.5 MHz
- 2 high-quality voice channels
- User-accessible SIM

Positioning

- Multi-constellation GNSS receiver in cellular module:
 - GPS
 - GLONASS
 - BeiDou
 - Galileo
- 33 tracking channels
- 99 acquisition channels
- 210 PRN channels
- Anti-jamming and multi-tone active interference canceller
- < 2.5 m CEP horizontal position accuracy

WiFi

- 2.4 / 5 GHz
- IEEE 802.11 ac / a / b / g / n
- Certifications with multiple antennas:
 - FCC (USA)

MECHANICALS

Size & Weight

- Dimensions: 8.0 x 5.0 x 1.5 in. (12.7 x 20.3 x 3.2 cm)
- Weight: 1.6 lbs. (0.7 kg)

LEDs

- Single multi-purpose, multi-color LED:
 - Green = Initial Power On
 - Red = Unit in Bootloader Mode
 - Blue Blink = OS is Booting
 - Blue Steady = Device is Ready
 - Red Blink = Iridium Firmware Upgrade
 - Blue Blink = SkyLink Firmware Upgrade

Connectors

- 1x cellular SMA female connector
- 1x Iridium SMA female connector
- 2x M12 connectors (1x Ethernet & Power, 1x USB & RS232)

OPERATING PARAMETERS

Electrical

- External power:
 - 10 – 34 VDC
 - POE
- Power consumption:
 - 7W nominal power
 - 18W peak power

Environmental

- Operating temperature range: -40°C to +70°C
- Storage temperature range: -40°C to +85°C
- Operating humidity range: ≤ 75% RH
- Storage humidity range: ≤ 93% RH

Regulatory Standards and Compliance

- US (FCC)
- EU (CE MARK)
- Canada (IC)
- IP65 rating

Software Specifications

CONFIGURATION

- Local configuration of SkyLink devices using Wi-Fi or Ethernet
- Remote configuration of SkyLink devices, features, and settings
- Bulk device configuration
- DHCP server, client, or static IP address
- Wi-Fi SSID and password
- POTS and SIP voice extensions

Internet

- Cellular internet
- Satellite internet
- Ability to fail-over
- Ability to disable satellite data but not voice communication

Firewall

- Firewall Profiles for quick and easy firewall setup
- Ability to apply different profiles per interface (satellite vs. cellular)
- Advanced Rules that allow customers

Voice

- Support for up to 2 FXS / FXO USB adapters
- Support for up to 20 SIP clients
- Call logs

REPORTING

- Position and event reporting
- Device data usage
- Network-wide data usage
- Data usage by transmission type
- Data usage by device type
- Device health monitoring
- Network-wide health monitoring
- Device diagnostics
- Customizable report rate

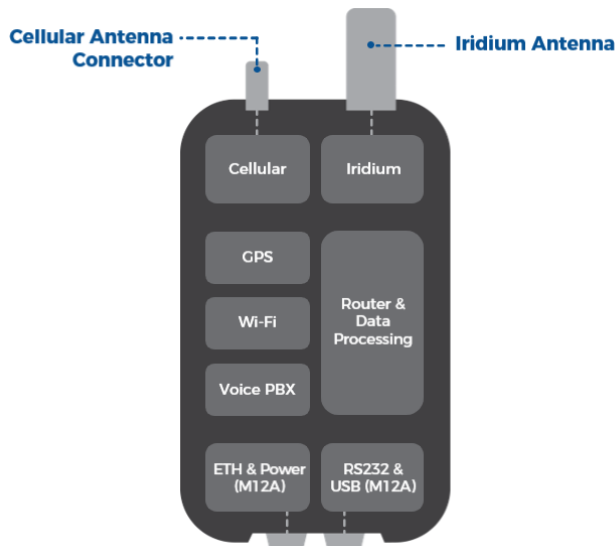
MONITORING

- Device CPU and modem temperatures in real time
- Modem signal strengths in real time
- Modem data usage
- Least-cost routing status
- Voice call logs
- Device location monitoring
- Device health monitoring

Device Management

- View status and customize settings in a Web UI
- Firmware upgrade
- Factory reset
- Customizable schedule

Diagram



Installation & Cable Diagrams

It is important that the Iridium-approved antennas be mounted with an unobstructed, full view of the sky and away from other radiating antennas that may cause interference. Please see the SkyLink Installation Guide for suggested device/antenna mounting locations, detailed steps on equipment installation, and a comprehensive list of cable diagrams.

Troubleshooting

The power LED indicator located on the top panel of the unit will cycle through multiple colors as it loads:

- Green = Initial Power On
- Red = Unit in Bootloader Mode
- Blue Blink = OS is Booting
- Blue Steady = Device is Ready
- Red Blink = Iridium Firmware Upgrade
- Blue Blink = SkyLink Firmware Upgrade

If the power LED indicator becomes stuck on red, remove the power cable from the power port and wait approximately 60 seconds, until the light fades from green to dark. Once the unit has completely shut down, reapply power. If the device continues to display red, please contact us for technical support.

PRODUCT WARRANTY

PLEASE READ -- THIS DOCUMENT CONTAINS IMPORTANT NOTICES, WARRANTY INFORMATION, AND LIMITATIONS ON YOUR RIGHTS.

Upon the signed verification of the attached Quotation (see Equipment Purchase & Service Agreement Terms & Conditions) by the Customer ("**Customer**"), the Quotation and these Terms and Conditions shall constitute a binding contract ("**Contract**") between Customer and Blue Sky Network, LLC, a Delaware limited liability company ("**Blue Sky**") for the purchase of the products and services described in the Quotation.

Product Terms and Conditions

Blue Sky Network, LLC ("Blue Sky") warrants that the Products it manufactured shall be free from defects in materials and workmanship. This warranty (i) shall apply to Customer (as named in the Quotation) only and no other and (ii) shall not apply to any Product which is not stored, handled, installed, or used in strict accordance with Blue Sky's specifications and instruction manuals, or which is altered without Blue Sky's express consent, or which has been subject to misuse, negligence, or accident.

Blue Sky's sole obligation shall be to replace or repair defective Products covered by this warranty provided that Customer returns such defective Product within two (2) years of the date of the Quotation. Customer hereby agrees that the replacement or repair of defective Products shall be Customer's sole remedy in the event of a breach of warranty and shall be in lieu of any other remedy. Except as provided above with respect to Products only, **Blue Sky makes no warranties relating to the Products (see section on Warranty Disclaimer/Limitation of Liability).**

Warranty Disclaimer/Limitation of Liability

EXCEPT AS EXPRESSLY SET FORTH HEREIN WITH RESPECT TO THE BLUE SKY PRODUCTS, NO WARRANTIES APPLY (AND BLUE SKY SPECIFICALLY DISCLAIMS ALL WARRANTIES), WHETHER EXPRESS, IMPLIED OR ARISING BY OPERATION OF LAW (INCLUDING, WITHOUT LIMITATION, THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE). IN NO EVENT, WHETHER DUE TO BREACH OF WARRANTY HEREUNDER OR ANY OTHER CAUSE WHATSOEVER, SHALL BLUE SKY BE LIABLE FOR OR OBLIGATED IN ANY MANNER TO PAY CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, COST OF SUBSTITUTE PRODUCTS AND PERSONAL INJURY OR PROPERTY DAMAGE, WHETHER SUCH CLAIM IS BASED ON CONTRACT OR TORT OR ANY OTHER THEORY OF LAW.

Blue Sky's only duties in connection with the sale of the Products shall be to honor the limited warranty for the Products as set forth herein. To the extent assignable, any manufacturer warranty

for Products other than the Products shall be assigned by Blue Sky and passed through to the Customer. Blue Sky's sole liability, if any, for loss or damage arising out of mistakes, omissions, interruptions, errors, or any other causes relating to the services, INCLUDING THE NEGLIGENCE OF BLUE SKY, shall be limited to the credit for service interruption for each separate period of interruption as described in the section on Availability of Service.

EXCEPT FOR THE FOREGOING, CUSTOMER WAIVES ANY RIGHT OF RECOVERY AGAINST BLUE SKY FOR ANY CLAIMS, DEMANDS, ACTIONS, LIABILITIES, LOSSES, COSTS OR EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES OR COSTS) ("**CLAIMS**") BY OR DUE TO THIRD PARTIES AND SUFFERED BY CUSTOMER, DIRECTLY OR INDIRECTLY RELATING TO OR ARISING FROM THE NEGLIGENCE OF BLUE SKY OR THE MANUFACTURE, DISTRIBUTION, SALE, USE OR INSTALLATION OF ANY PRODUCT OR THE PROVISION OF THE SERVICES. CUSTOMER SHALL INDEMNIFY, DEFEND AND HOLD HARMLESS BLUESKY AGAINST ANY AND ALL CLAIMS BY THIRD PARTIES RELATED TO OR ARISING FROM THE SALE OF THE PRODUCTS OR PROVISION OF THE SERVICES DESCRIBED HEREIN. The provisions of this section shall survive termination of services.

SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES OR LIMITS ON REMEDIES FOR BREACH; THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. THIS CONTRACT SETS FORTH SPECIFIC LEGAL RIGHTS AND CUSTOMER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

FREQUENTLY ASKED QUESTIONS

The following questions pertain only to the SkyLink device and Web Interface. Please see the SkyLink Cloud Services User Guide for questions related to the secure online portal.

If you are still unable to resolve your issue, please contact Blue Sky Network Technical Support and we will be happy to help!

Connectivity

1. Why is my SkyLink device not connecting to its WiFi?

- Verify that the WiFi SSID (located on the box or back panel of the device) matches the WiFi network shown on your personal device. If they match, try one (or all) of the following:
 - If typing in the WiFi password, use the number zero instead of the letter "O".
 - If you did not previously, use a phone or tablet to scan the QR code found on the label to automatically connect to the WiFi.
 - Switch your mobile device into airplane mode before connecting to the SkyLink WiFi.
 - If you used a mobile device, try using a tablet (or vice versa) to log on.

If you are still unable to connect to the SkyLink device's WiFi, please contact our support team for further assistance.

2. What are the cellular modem options? Can they be exchanged?

- Currently, the cellular modem options are:
 - Quectel EM06-A (Americas/Global)
 - Quectel EM06-B (Europe)
 - Quectel EM12G (Brazil)

Yes, Blue Sky Network can support any Key B M.2 cellular card with advanced notice.

3. What frequencies does the WiFi use for the SkyLink Data Gateway and Communications Companion?

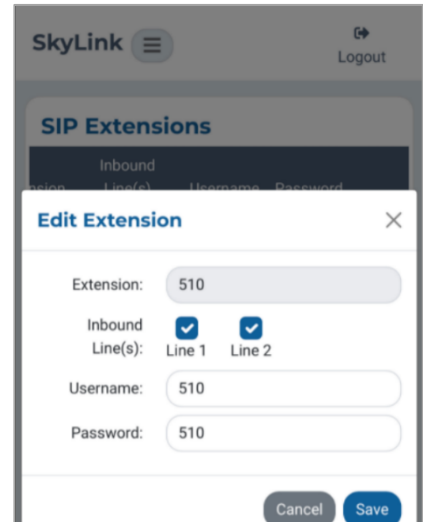
- The WiFi uses 2.4Ghz and 5Ghz, and the channels depend on the regulatory domain selected. More information can be found in the User Guide under the WiFi & Cellular section. If using a more capable Companion WiFi option, you will want to disable the Gateway WiFi.

4. I am not receiving incoming call notifications on SIP extensions.

- The SkyLink device has 2 incoming Iridium phone lines. It is possible that you are not receiving call notifications because the SIP extension you are using is not configured to receive incoming calls from the Iridium line you are calling.

In the SkyLink Web Interface:

- 1) Navigate to the [Voice Extensions](#) screen.
- 2) Click 'Edit' on your extension.
- 3) Ensure that both boxes in the Inbound Line(s) fields are ticked, then click 'Save.'



Antennas / Cables / Power Sources

5. Why did my device not power on after I connected the power cable?

- Confirm that the correct cable is attached to the power port located on the left-hand side of the device's bottom panel. Your SkyLink kit comes with one of the following power adapters:
 - 12V Cigarette Lighter
 - 12V DC Power Supply
 - POE Injector
 - AC/DC Power Adapter

After verifying the correct cable and port, disconnect and then re-apply the power cable into the port. Connect the adapter into the appropriate power source (e.g., a wall or vehicle outlet).

The power LED indicator located on the top panel of the device will show a steady blue light when the device is ready to use. For additional information, please see the SkyLink Installation Guide.

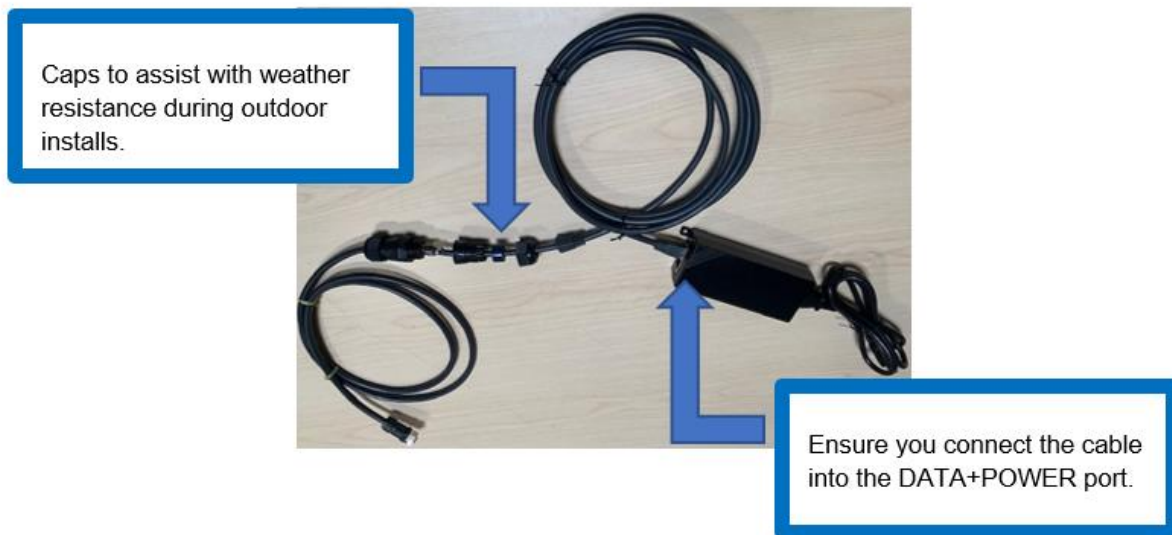
NOTE: If self-installing cellular and Iridium SIM cards, verify that they are in the correct holders. Additionally, ensure they are not placed in the micro SD slot also present in the connectivity port.

6. My kit came with a Power Over Ethernet (POE) power source. What is it and how do I use it?

- Power over Ethernet (POE) is a technology that passes electric power to your device over an Ethernet cable, powering it without the need for a traditional AC power supply.

To use this technology, you will need the POE Injector (which adds power to a non-powered ethernet connection) included in your kit or a POE enabled switch (which is a network switch that provides power to connected devices).

We support both common standards: regular POE (sometimes referred to as 802.3at) and POE+ (sometimes referred to as 802.3af).

**7. Can I use an alternative cellular antenna?**

- Yes. The SkyLink device has 3 antennas:
 - 1 internal GPS
 - 1 internal LTE diversity
 - 1 external LTE main

The LTE main antenna can be replaced with any proper LTE antenna that you wish to use.

8. Can I use the existing Iridium antenna installed in my building with my Data Gateway device?

- No, Certus antennas for SkyLink are required. The following are acceptable to use:
 - MARUWA (MHL-1621C)
 - High-Profile Maxtena (M1621HCT-HP)
 - Sensor Systems (S67-1575-414)
 - SCAN (65020-000)

9. What is included in an RS232 cable kit?

- The SkyLink RS232 cable kit comes with a DB9F connector and conforms to the RS232 standard pinout for a DB9. **NOTE:** RS232 cables for SkyLink are proprietary and available only from Blue Sky Network. Please contact sales@blueskynetwork.com or your reseller to purchase.

10. I received a SkyLink DC Pigtail Harness. What are its specs?

- This is the cable you receive if you request the currently labeled 'SL100-IS, SkyLink 10' Power Interface Cable with QuickPosition (QPos).' The specs are as follows:

OPERATING PARAMETERS**Electrical**

- External power:
 - 10-34 VDC (12V nominal power)
 - POE
- Power consumption

Function	Color
+Vin	Brown
GND	Green
SOS	White

Device Management**11. How do I prioritize data routing to use GSM or SAT first?**

- Navigate to the General Settings screen on the SkyLink Web Interface. Choose your desired configuration from the Data Routing drop-down menu and save your selection. Settings are applied immediately.

NOTE: Iridium QoS (also called Iridium secondary data flows) are not supported on Certus100, therefore, BSN cannot offer per-stream priorities or VLANs over the Iridium link.

12. Where can I find the current SkyLink and satellite firmware versions?

- The Status screen on the SkyLink Web Interface has the device's current hardware and software versions. 'SYN267 REV F' refers to the chipsets/hardware revision and '2.02-210627-0009' refers to the firmware revision/date/time. The Diagnostics screen contains the Certus 9770 modem's current version.

13. How can I manage a fleet of SkyLink devices?

- The SkyLink Cloud Services portal allows you to configure, monitor, and manage fleets of devices. Use the SkyLink Web Interface for local management of a particular device.

14. How do I set up my apps to low bandwidth?

- Navigate to the Settings page in the app and select the option to use less data. Please note that not all apps have this capability. On iPhone, 'Low Data Mode' is available on the WiFi Config screen for each WiFi network.

15. How can I optimize the use of my SIP phone apps (e.g., GS Wave, Linphone)?

- Below are a few setup pointers for SIP phone apps:

iPhone/Android settings:

- Airplane mode
- Smartphone Settings > Wave Lite App > Enable 'Local Network' access
- Smartphone Settings > Wave Lite App > Disable 'Cellular Data'

GS Wave settings:

- 'WiFi only' mode enabled
- Account Name: 510 (510-516 available default)
- SIP Server: 192.168.111.1 (unless SkyLink Web Interface IP has been changed)
- SIP User ID: 510
- Authentication ID: 510
- Password: 510

Additional settings for other SIP phone apps (Linphone, etc.):

- Codecs (if setting is available): Enable – A-LAW, 722. Disable – U-LAW

Other**16. What is the safety distance between the Data Gateway and human interaction?**

- To avoid exposure to antenna radiation, personnel should maintain a safe distance of 30 cm. (11.8 in.) minimum from the unit while it is in operation.

17. Will my device overheat if left outside for too long?

- The SkyLink device will operate normally in temperatures between -40°C - +70°C. Prolonged exposure to temperatures outside of this range may cause the device to lose functionality.

18. What is the battery performance of the SkyLink Backup Battery?

- The SkyLink Backup Battery will provide up to 48 hours of continuous power per charge.

19. Does the app-based PTT in the SkyLink Communications Companion use Iridium voice or data?

- The Communications Companion will use Iridium data.

TECHNICAL SUPPORT

Blue Sky Network is committed to providing the highest level of service and support. If you have any questions or concerns, please feel free to contact us by email or phone; contact information is available at the bottom of this page. For self-help, please visit <https://blueskynetwork.com/support>.

Thank you for choosing Blue Sky Network!



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Email: support@blueskynetwork.com | Website: www.blueskynetwork.com

