

1. PRINT ----- 2. COMPLETE ----- 3. SCAN/PHOTO ----- 4. SEND

Part I. Fault Details

- A. Date fault was detected: _____ (mm/dd/yyyy)
- B. Describe fault:

Part II. Product, Setup, and Service Information

- A. Product model: _____
- B. Serial number: _____
- C. IMEI number: _____ (if applicable)
- D. Service provider: _____
- E. SIM number: _____ (if applicable)
 - a. If applicable, Sim has been verified with service provider that (all) services are active? _____ (Yes or No)
 - b. If applicable, Sim has remaining/enough credits to make a call, send sms, or make a data call? _____ (Yes or No)
- F. Firmware
 - a. Unit firmware: _____
 - b. Transceiver/Handset firmware (if applicable): _____
- G. Antenna
 - a. Model Number: _____
 - b. Serial Number: _____
- H. Antenna Cable
 - a. Model Number: _____
 - b. Length: _____ meters or feet

Part III. Troubleshooting Details

Installation

- A. Date installation was completed: _____ (mm/dd/yyyy, N.A. if fault is discovered during installation)
- B. If installation was completed, was installation signed off as _____ (Pass or Fail)?
 - a. Call test successful after installation? _____ (Yes, No, or NA if not done)
 - b. SMS test successful after installation? _____ (Yes, No, or NA if not done)
 - c. Data call test successful after installation? _____ (Yes, No, or NA if not done)
- C. How long after installation was the setup operational? _____ (x days/months/years, or NA if Fail during/after installation)

Product

- D. If applicable: Is the handset charging whilst docked? (Battery icon animated) _____ (Yes or No)
- E. Provide photos and screenshots of the following:
 - a. Photo of handset/terminal display (if form is printed, attach photo to email with filename E.a1, E.a2, etc)
 - b. Screenshot of the Software Management tool (if form is printed, attach photo to email with filename E.b1, E.b2, etc)

- c. Photo of GPS menu (Only for Inmarsat docks and terminals) (if form is printed, attach photo to email with filename E.c1, E.c2, etc)

- d. Antenna installation (if form is printed, attach photo to email with filename E.d1, E.d2, etc)

- e. Surrounding antennas and types (if form is printed, attach photo to email with filename E.e1, E.e2, etc)

- f. Antenna cable is not damaged (bends/ kinks in the cables)? _____ (Yes or No)
- g. Are the connectors still connected to the cable? _____ (Yes or No)
- h. Are the connectors hand tight to the terminal and the antenna? _____ (Yes or No)
- i. Any dirt or foreign matter on the connectors? _____ (Yes or No)

Part IV. Logs

Download logs from the unit and along with this filled out form, email to support@beamcommunications.com