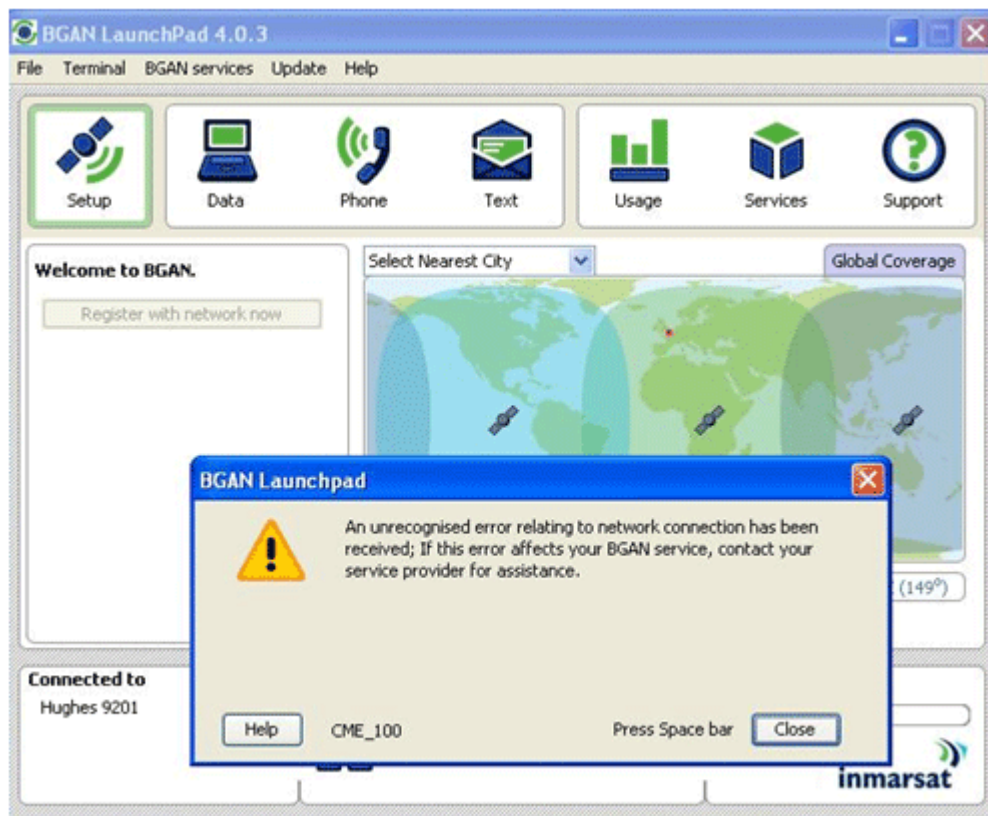


## Having problems opening a connection in LaunchPad?

If you are having trouble opening a data connection from LaunchPad there are several courses of action you can take.

Firstly, make a note of any error message that is generated (CME\_number) as this will be needed by your service provider to diagnose the problem:



The most common error messages are:

CME\_100 An unrecognised error relating to network connection has been received

CME\_122 The network is busy

CME\_157 The network is temporarily busy

CME\_158 The network is temporarily busy

### **Secondly, check your subscription.**

LaunchPad displays all the possible data connections that an individual terminal can support. However, it is your subscription that determines which of the connections are available to you.

If you attempt to use a service for which you have not subscribed, you will receive an error message similar to the following:

IERROR\_1133 Requested service option not subscribed.

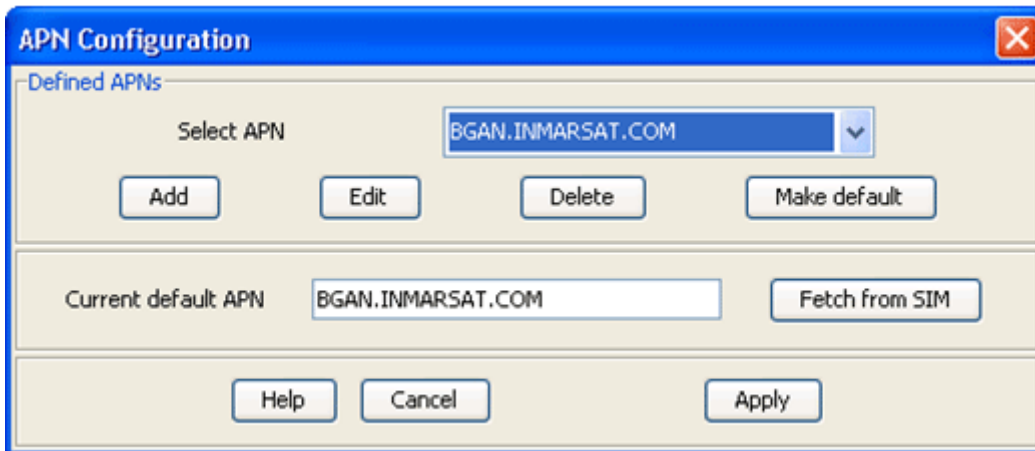
Make a note of the error number and contact your service provider to determine which connections are associated with your subscription.

### **Finally, check your Access Point Name (APN).**

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. Your SIM card needs to be provisioned to use the APN.

To check the APN configuration of your SIM card and data connection:

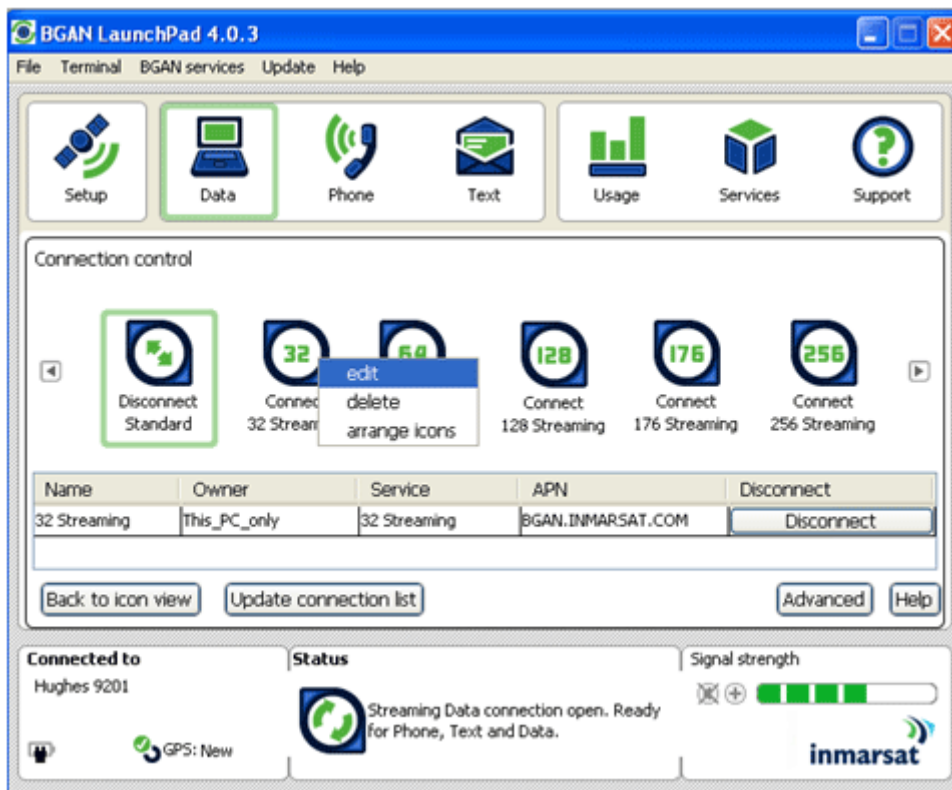
a. Select BGAN services > LaunchPad APN options. The APN Configuration screen is displayed:



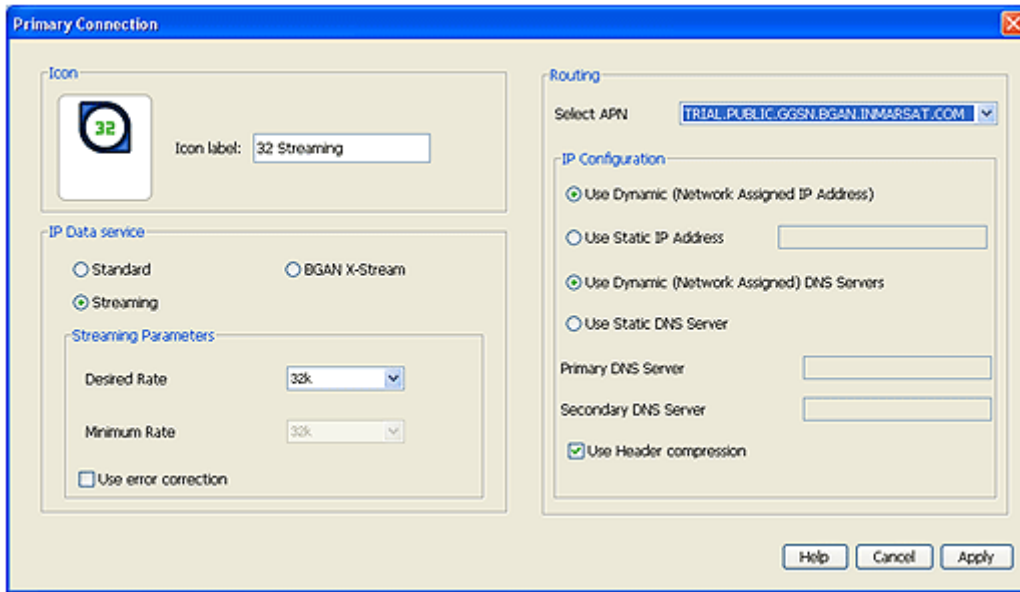
This screen shows the APN stored on the SIM in the Current default APN field. Make a note of this APN, then click on Cancel.

b. Click on the Data icon to open the Connection control panel.

c. Right-click on the icon of the data connection you are having difficulty opening. A sub-menu is displayed:



d. Select edit. The Primary Connection window is displayed (the following is the configuration window for the Connect 32 Streaming data connection):



e. 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 again. If this action is not successful, contact your service provider to check your subscription.

Note: You may have to repeat steps b. to e. for each data connection you want to open. For more information contact the Inmarsat Customer Service team.

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