



FleetBroadband FAQ

FleetOne
FleetBroadband 150 / 250 / 500

For FleetBroadband Multi-voice, how many calls can be achieved simultaneously?

FleetBroadband with Multi-voice offers one incoming call and up to 8 outgoing calls, depending on the User Terminal that is being used.

Will FleetBroadband Multi-voice have multiple MSISDNs?

At service launch, there will be one MSISDN available.

Which Inmarsat approved PBX system can be used with FleetBroadband Multi-voice?

Inmarsat has approved the Vocality Basics (Model 68890-01 & 68890-02) PBX system for the FleetBroadband Multi-voice service.

Are there specific requirements for an End Customer to use FleetBroadband Multi-voice?

An end-user customer will need to purchase a FleetBroadband UT that supports Multi-Voice, or upgrade their existing FleetBroadband User Terminal by obtaining the firmware from the specific FleetBroadband manufacturer, or connect an external FleetBroadband Multi-Voice PBX to their FleetBroadband User Terminal.

Which Distribution Partners offer the FleetBroadband Multi-voice service?

Any FleetBroadband Distribution Partner can offer the Multi-voice service, either as post-pay or through their prepaid platform.

Which FleetBroadband User Terminals support enhanced and/or standard Multi-voice service?

The Enhanced FleetBroadband Multi-voice option is only available for FleetBroadband users with a FleetBroadband 250 or a FleetBroadband 500 terminal. FleetBroadband150 terminals only support the standard FleetBroadband Multi-voice option.

What is enhanced FleetBroadband Multi-voice service?

Enhanced FleetBroadband Multi-voice provides the ability to scale up from the three additional voice lines provided in the Standard option, in increments of one voice line, up to a maximum of five lines, thus allowing a total of up to nine simultaneous voice calls.

What is standard FleetBroadband Multi-voice service?

Standard FleetBroadband Multi-voice provides the ability to choose three additional lines for any FleetBroadband terminal, thus allowing a total of four simultaneous voice calls.



Are all FleetBroadband User Terminals (UTs) be Multi-voice compatible?

The Inmarsat FleetBroadband Multi-voice service may be used with existing FleetBroadband terminals (which require either a firmware upgrade [T&T] and/or an external FleetBroadband Multi-voice Vocality PBX to support the service) or with newer terminals already designed to include Multi-voice.

How many additional voice calls can be made with FleetBroadband Multi-voice?

The FleetBroadband Multi-voice service offers up to eight additional voice calls, depending on the User Terminal being used with the Multi-voice Vocality PBX.

What is FleetBroadband Multi-voice?

The FleetBroadband Multi-voice service is offered to address the strong market demand for additional voice lines on FleetBroadband User Terminals, especially to meet the requirement to segregate bridge communication from other operational or crew calling traffic.

FleetBroadband LaunchPad Error Message: CME_3. Operation not allowed

If customer sees the following on their FleetBroadband LaunchPad: "Operation not allowed: Error processing request AT_ITSGLUSER=1" LaunchPad is not allowed to work with the terminals when the terminal is in multi-user mode. So for LaunchPad to work, RESET the User Terminal to factory default from the WEB MMI

Is 505 Emergency Calling via FleetBroadband available while using an ISDN connection?

No. ISDN uses a circuit-switched connection, and since FleetBroadband only allows one circuit-switched connection at a time, the ISDN connection must be ended for a 505 emergency call to be made.

Is 505 Emergency Calling via FleetBroadband available while using standard IP connection?

Yes. A 505 call can be made as FleetBroadband supports simultaneous voice and IP connections.

Is an IP data connection required for 505 Emergency Calling?

No. The FleetBroadband terminal only needs to be switched on and registered for a circuit-switched connection to be able to make a 505 emergency call.

Is 505 Emergency Calling GMDSS-compliant?

No, 505 Emergency Calling is not compliant with the Global Maritime Distress and Safety System (GMDSS). If the vessel is larger than 300GRT, it should be carrying equipment that is compliant with GMDSS. This equipment should be used in the first instance to contact a Maritime Rescue Coordination Centre (MRCC).

Which service is 505 Emergency Calling available on?

505 Emergency Calling is available with FleetBroadband 500, FleetBroadband 250, FleetBroadband150 and FleetPhone.

**What is the tariff for 505 Emergency Calling?**

This is a free facility provided by Inmarsat. The caller will not be charged for the call providing that the number is only used in emergency situations.

What is 505 Emergency Calling?

505 Emergency Calling allows vessels in an emergency situation to make voice calls directly to a Maritime Rescue Co-ordination Centre (MRCC) by calling the short code number 505.

Can a Bluetooth handset be used with a FleetBroadband 150 terminal?

A wireless connection is not possible with the FleetBroadband 150 terminal. However, FleetBroadband 150 can support RJ45 and RJ11 connections as well as Ethernet.

Is TCP Accelerator available for the FleetBroadband 150?

No. It is not available because the TCP Accelerator application is designed for terminals with an average throughput that exceeds 150kbps.

What factors should be considered when installing a FleetBroadband 150 antenna?

Set up requires the antenna to be aligned at the highest possible position on the vessel free from obstruction. This will achieve the optimal line of sight and subsequent performance.

How easy is it to install FleetBroadband 150?

One person with experience in fitting marine equipment can install a FleetBroadband 150 terminal.

Is a Streaming IP connection possible on the FleetBroadband 150?

A Streaming IP connection is not possible on the FleetBroadband 150 as the service is not offered.

Is it possible to run simultaneous data and voice sessions on FleetBroadband 150?

Yes.

What is the minimum signal strength required for the FleetBroadband 150?

For optimal performance a signal strength greater than 50dB is recommended.

What is the maximum data rate of the FleetBroadband 150 terminal?

Data speeds of up to 150kbps can be achieved.

What hardware is required with the FleetBroadband 150 terminal?

To access the internet and email a network cable and a suitably configured PC is required.

Which FleetBroadband services are available?

FleetBroadband 150: Standard IP up to 150kbps, voice at 4kbps AMBE + 2, SMS text up to 160 characters. FleetBroadband250: Standard IP up to 284kbps, Streaming IP at 32, 64, and 128kbps, voice at 4kbps and digital 3.1kHz audio, Group 3 fax via 3.1kHz audio, SMS text up to 160 characters. FleetBroadband500: Standard IP up to 432kbps, Streaming IP at 32, 64, 128, 256kbps, ISDN, Voice at 4kbps and digital 3.1kHz audio, Group 3 fax via 3.1kHz audio, and SMS text up to 160 characters.