

WorldPhone Service



Basic Troubleshooting

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- **The WorldPhone display does not light up:**
 - ☞ **Does the battery need recharging?**
 - **If needed, connect the universal adapter for powering/charging**
 - ☞ **Is the battery inserted properly, or contacts dirty or damaged?**
 - **Check the battery (accessible underneath the telephone unit).**

Basic Troubleshooting

- **The access PIN code appears to be invalid:**
 - ☞ **The access Phone PIN is reset to default by logging in as owner:**
 - * + owner's password**
- **The owner access PIN code appears to be invalid:**
 - ☞ **The owner access Phone PIN is reset to default by logging in with Backdoor key (Generated by Nera ASA):**
 - *** + Backdoor key**
- **Note! The SIM card can only be unblocked using a PUK code (Pin Unblock Key). Contact the agent or *ISP***

Basic Troubleshooting

- **The WorldPhone cannot find the satellite:**
 - ☞ **Check for correct position of the antenna. Check that no obstacles block the free sight to the satellite.**
 - ☞ **Be aware that a window glass may reduce the signal level significantly.**
 - ☞ **The signal strength indicator should preferably exceed 415.**
 - ☞ **Check that the coax cable is connected properly.**
 - ☞ **If accessible, try another antenna unit.**

Basic Troubleshooting

- **The WorldPhone functions abnormally:**
 - ☞ **Turn off power and disconnect power cable/battery.**
 - ☞ **Connect power cable/battery, and switch on again.**
 - ☞ **If continuous problem, send telephone for service**

Basic Troubleshooting

- **Unsuccessful call attempt:**
 - ☞ **The called party is busy ("Subscriber busy" appears on the display).**
 - ☞ **Call the Net service provider. If unsuccessful, wait for some time and try again..**
 - ☞ **The WorldPhone is not properly commissioned. Check with the Net service provider.**

Basic Troubleshooting

- **Problems with telefax:**
 - ☞ **Verify that the service is commissioned, see step 5.**
 - ☞ **Connect an external standard telephone to the FAX port and verify that you have a dial tone.**
 - ☞ **Try a different fax machine.**

Basic Troubleshooting

- **Problems with data communication:**
 - ☞ **Verify correct bit rate on PC and telephone unit, see chapter 2. Operation: Data/printer port setup.**
 - ☞ **Try to connect to the server through a terminal emulator.**
 - ☞ **Check the PC program settings, and if necessary extend the timeout intervals.**
 - ☞ **Contact the PC applications vendor for help.**