1. **COMPLETE ----- 2. SAVE ----- 3. SEND**

**Part I. Fault Details**

1. Date fault was detected: Click or tap to enter a date.
2. Describe fault:

Click or tap here to enter text.

**Part II. Product, Setup, and Service Information**

1. Product model: Choose an item.
2. Serial number: Click or tap here to enter text.
3. IMEI number: Click or tap here to enter text. (if applicable)
4. Satellite Network: Choose an item.
5. SIM number: Click or tap here to enter text. (if applicable)
	1. If applicable, Sim has been verified with service provider that (all) services are active? Yes [ ]  No [ ]
6. Firmware
	1. Unit firmware: Click or tap here to enter text.
	2. Transceiver/Handset firmware (if applicable): Click or tap here to enter text.
7. Antenna
	1. Model Number: Choose an item.
	2. Serial Number: Click or tap here to enter text.
8. Antenna Cable
	1. Model Number: Choose an item.
	2. Length: Click or tap here to enter text. meters [ ]  feet [ ]

**Part III. Troubleshooting Details**

**Installation**

1. Date installation was completed: Click or tap to enter a date. ( Leave blank if fault is discovered during installation)
2. If installation was completed, was installation signed off as Pass [ ]  Fail [ ]  NA [ ]
	1. Call test successful after installation? Pass [ ]  Fail [ ]  NA [ ]
	2. SMS test successful after installation? Pass [ ]  Fail [ ]  NA [ ]
	3. Data call test successful after installation? Pass [ ]  Fail [ ]  NA [ ]

How long after installation was the setup operational? Click or tap here to enter text. Days [ ]  Months [ ]  Years [ ]  or NA [ ]  if Fail during/after installation

**Product**

1. If applicable: Is the handset charging whilst docked? (Battery icon animated) Pass [ ]  Fail [ ]
2. Provide photos and screenshots of the following:
	1. Photo of handset/terminal display (Click the image in the center to upload a photo)

  

* 1. Screenshot of the Software Management tool (Click the image in the center to upload a photo)

  

* 1. Photo of GPS menu (Only for Inmarsat docks and terminals) (Click the image in the center to upload a photo)

  

* 1. Antenna installation (Click the image in the center to upload a photo)

  

* 1. Surrounding antennas and types (Click the image in the center to upload a photo)

  

* 1. Antenna cable is not damaged (bends/ kinks in the cables)? Yes [ ]  No [ ]
	2. Are the connectors still connected to the cable? Yes [ ]  No [ ]
	3. Are the connectors hand tight to the terminal and the antenna? Yes [ ]  No [ ]
	4. Any dirt or foreign matter on the connectors? Yes [ ]  No [ ]

**Part IV. Logs**

Download logs from the unit and along with this filled out form, email to requestor.