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.