



# **Hughes 9502 ATEX and C1D2 Compliant Terminal with Integrated Antenna**

## ***User Guide***

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# Understanding safety alert messages

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Safety alert messages call attention to potential safety hazards and tell you how to avoid them. These messages are identified by the signal words DANGER, WARNING, CAUTION, or NOTICE, as illustrated below. To avoid possible property damage, personal injury or in some cases possible death read and comply with all safety alert messages.

*Messages d'alerte de sécurité attirent l'attention sur les dangers potentiels et de vous dire comment les éviter. Ces messages sont identifiés par un signal mots DANGER, AVERTISSEMENT, ATTENTION, ou avis, comme illustré ci-dessous. Pour éviter des dommages matériels, des blessures ou la mort dans certains cas possible de lire et de respecter tous les messages d'alerte de sécurité.*

## Messages concerning personal injury / Messages concernant des blessures corporelles

The signal words DANGER, WARNING, and CAUTION indicate hazards that could result in personal injury or in some cases death, as explained below. Each of these signal words indicates the severity of the potential hazard.

*Le signal de DANGER mots, AVERTISSEMENT et ATTENTION indiquer les dangers qui pourraient entraîner des blessures ou, dans certains cas la mort, comme expliqué ci-dessous. Chacun de ces mots du signal indique la gravité du danger potentiel.*



DANGER indicates a potentially hazardous situation which, if not avoided, will result in death or serious injury.

*DANGER indique une situation potentiellement dangereuse qui, si elle n'est pas évitée, entraînera la mort ou des blessures graves.*

---



WARNING indicates a potentially hazardous situation which, if not avoided, could result in serious injury.

*AVERTISSEMENT indique une situation potentiellement dangereuse qui, si elle n'est pas évitée, pourrait entraîner des blessures graves.*

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 **CAUTION**

CAUTION indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.

*ATTENTION indique une situation potentiellement dangereuse qui, si elle n'est pas évitée, pourrait entraîner des blessures mineures ou modérées.*

---

## Messages concerning property damage / *Messages concernant des dommages matériels*

A NOTICE concerns property damage only.

**NOTICE**

NOTICE is used for messages concerning possible property damage, product damage or malfunction, data loss, or other unwanted results—but *not* personal injury.

*AVIS est utilisée pour les messages concernant les dommages matériels, des dommages au produit ou de dysfonctionnement, de perte de données ou d'autres résultats indésirables, mais des blessures non personnelle.*

---

## Safety symbols

The generic safety alert symbol



calls attention to a potential personal injury hazard. It appears next to the DANGER, WARNING, and CAUTION signal words as part of the signal word label. Other symbols may appear next to DANGER, WARNING, or CAUTION to indicate a specific type of hazard (for example, fire or electric shock). If other hazard symbols are used in this document they are identified in this section.

*Le symbole générique d'alerte suivant*



*attire l'attention sur un danger potentiel de risque de blessures. Il apparaît à côté des mots DANGER, AVERTISSEMENT et ATTENTION dans le cadre de l'affichage d'alerte. D'autres symboles peuvent apparaître à côté de DANGER, AVERTISSEMENT ou ATTENTION pour indiquer un type spécifique de danger (par exemple, un incendie ou un choc électrique). Si d'autres symboles de danger sont utilisés dans ce document, ils sont décrits dans cette section.*

### Additional symbols / *Symboles supplémentaires*



**Warning** Potential Radio Frequency (RF) hazard. Where you see this alert symbol and WARNING heading, strictly follow the warning instructions to avoid injury to eyes or other personal injury.

**Avertissement** Danger possible de Fréquence Radio (RF). A la vue de ce symbole d'alerte et du terme AVERTISSEMENT, suivez rigoureusement les instructions d'avertissement afin d'éviter une blessure aux yeux ou toute autre blessure.



**Warning** Where you see this alert symbol and WARNING heading, strictly follow the warning instructions to avoid personal injury.

**Avertissement** A la vue de ce symbole d'alerte et du terme AVERTISSEMENT, suivez rigoureusement les instructions d'avertissement pour éviter toute blessure.



**Danger** Electric shock hazard: Where you see this alert symbol and DANGER heading, strictly follow the warning instructions to avoid electric shock injury or death.

**Danger** Risque de choc électrique: A la vue de ce symbole d'alerte et du terme DANGER, suivez rigoureusement les instructions d'avertissement pour éviter tout choc électrique ou blessure mortelle.

### Warnings for satellite terminal / *Avertissements pour le terminal satellite*



**Do not stand in front of the Antenna.** This device emits radio frequency energy. To avoid injury, do not place head or other body parts in front of the satellite antenna when system is operational. Maintain a distance of 1 m or more from the front of the Satellite Terminal antenna.

**Ne pas se tenir en face de l'antenne.** Cet appareil émet une énergie de fréquence radio. Pour éviter toute blessure, ne placez pas la tête ou toute autre partie du corps en face de l'antenne satellitaire lorsque le système est opérationnel. Maintenez une distance de 1 m ou plus par rapport à l'antenne du terminal satellitaire.



**General** Handle your Satellite Terminal with care. Avoid exposing your Satellite Terminal to extreme hot or cold temperatures outside the range -40°C to +75°C.

Avoid placing the Terminal close to cigarettes, open flames or any source of heat.

Changes or modifications to the Terminal not expressly approved by Hughes Network Systems will void the Warranty and could void your authority to operate this equipment.

Only use a soft damp cloth to clean the Terminal.

To avoid impaired Terminal performance, please ensure the unit's antenna is not damaged or covered with foreign material like paint or labeling.

When inserting the SIM, do not bend it or damage the contacts in any way. When connecting the interface cables, do not use excessive force.

**Général** Manipulez votre terminal satellitaire avec soin. Évitez d'exposer votre terminal satellitaire à des températures extrêmement chaudes ou froides en dehors de la plage -40 °C à +75 °C.

*Évitez de placer le terminal à proximité de la cigarette, de flammes nues ou de toute source de chaleur.*

*Les changements ou modifications apportées au Terminal et non expressément approuvées par Hughes Network Systems annulent la garantie et peuvent annuler votre droit à utiliser cet équipement.*

*Utilisez uniquement un chiffon doux humide pour nettoyer le terminal.*

*Pour éviter toute dégradation des performances du terminal, veuillez vous assurer que l'antenne de l'unité n'est pas endommagée ou recouverte d'un corps étranger, comme de la peinture ou de l'étiquetage.*

*Lorsque vous insérez la carte SIM, ne pas la plier ni endommager les contacts en aucune manière. Ne pas forcer lors de la connexion des câbles d'interface.*





**In the vicinity of blasting work and in explosive environments** Never use the Satellite Terminal where blasting work is in progress. Observe all restrictions and follow any regulations or rules. Areas with a potentially explosive environment are often, but not always, clearly marked.

**A proximité de travaux de dynamitage et d'environnements explosifs** N'utilisez jamais le terminal satellitaire près de travaux de dynamitage en cours. Respectez toutes les restrictions et suivez toutes les instructions ou la réglementation. Les zones présentant une atmosphère potentiellement explosive sont généralement, mais pas toujours, clairement signalées.



**Qualified Service** Do not attempt to disassemble your Satellite Terminal. The unit does not contain consumer-serviceable components. Only qualified service personnel may install or repair equipment.


**Service Qualifié** N'essayez pas de démonter votre terminal satellitaire. L'unité ne contient pas de composants réparables par le consommateur. Seul le personnel qualifié peut installer ou réparer le matériel.



**Installation:** Installation of Hughes 9502 (P/N 3500753-0022) terminal must comply with NEC Article 501 for Class I Division 2 hazardous location.

**Note:** This equipment is suitable for use in hazardous locations Class I, Division 2, Groups A,B,C,D, or non-hazardous locations only.


This equipment is suitable for use in hazardous locations ATEX Group II, Category 3, as defined by the device marking;

 II 3G Ex ic IIC T5 Gc X

**Installation:** L'installation du terminal Hughes 9502 (P/N 3500753-0022) doit être conforme à l'article 501 NEC pour tout emplacement dangereux de type Classe I Division 2.

**Note:** Cet appareil convient à l'utilisation uniquement dans des emplacements de type Classe I, Division 2, Groupes A,B,C,D, ou non-dangereux.

Cet appareil convient à l'utilisation uniquement dans des emplacements de type ATEX Groupe II, Catégorie 3, comme indiqué par l'étiquetage:

 II 3G Ex ic IIC T5 Gc X



**Accessories** Use Hughes approved accessories only. Use of non-approved accessories may result in loss of performance, damage to the Satellite Terminal, fire, electric shock or injury.

**Accessoires** Utilisez uniquement des accessoires approuvés par Hughes. L'utilisation d'accessoires non approuvés peut entraîner une dégradation de performance, un endommagement du terminal satellitaire, un incendie, une électrocution ou des blessures.



**Connecting Devices** Never connect incompatible devices to the Satellite Terminal. When connecting the Satellite Terminal to any other device, read the device's User Manual for detailed safety instructions.

**Connexion de périphériques** Ne jamais connecter des périphériques incompatibles au terminal satellitaire. Lors du raccordement du terminal satellitaire à un autre appareil, lire le manuel utilisateur du périphérique pour les instructions détaillées de sécurité.



**Pacemakers** The various brands and models of cardiac pacemakers available exhibit a wide range of immunity levels to radio signals. Therefore, people who wear a cardiac pacemaker and who want to use a Satellite Terminal should seek the advice of their cardiologist. If, as a pacemaker user, you are still concerned about interaction with the Satellite Terminal, we suggest you follow these guidelines:

- Maintain a distance of one meter from the front and sides of the antenna and your pacemaker;
- Refer to your pacemaker product literature for information on your particular device.

If you have any reason to suspect that interference is taking place, turn off your Satellite Terminal immediately.

**Stimulateurs Cardiaques** Les différentes marques et modèles de stimulateurs cardiaques disponibles présentent un large éventail de niveaux d'immunité aux signaux radio. Par conséquent, les personnes qui portent un stimulateur cardiaque et qui veulent utiliser un terminal satellitaire doivent demander l'avis de leur cardiologue. Si, en tant qu'utilisateur de stimulateur cardiaque, vous êtes toujours

soucieux d'une éventuelle interaction avec le terminal satellitaire, nous vous suggérons de suivre ces directives:

- Maintenez un mètre de distance entre votre stimulateur cardiaque et l'avant ou les côtés de l'antenne;
- Reportez-vous à la documentation de votre stimulateur cardiaque pour toute information spécifique à celui-ci.

Si vous avez un doute que des interférences se produisent, éteignez votre terminal satellitaire immédiatement.



**Hearing Aids** Most new models of hearing aids are immune to radio frequency interference from Satellite Terminals that are more than 2 meters away. Many types of older hearing aids may be susceptible to interference, making it very difficult to use them near a Terminal. Should interference be experienced, maintain additional separation between you and the Satellite Terminal.

**Appareils Auditifs** La plupart des nouveaux appareils auditifs sont insensibles aux interférences dues aux fréquences radio des terminaux satellitaires situés à plus de 2 m. De nombreux modèles plus anciens peuvent être sensibles aux interférences, ce qui les rend très difficiles à utiliser à proximité d'un terminal. En cas d'interférences détectées, veuillez maintenir une distance supplémentaire entre vous et le terminal.



**Electrical Storms** installation of the Satellite Terminal during electrical storms may result in severe personal injury or death.

**Orages Electriques** L'installation d'un terminal satellitaire pendant un orage électrique peut entraîner des blessures graves ou mortelles.



**Protective Earth Grounding** is recommended by Hughes for the 9502. Please consult professional local advice for these requirements.

**Une mise à la terre de protection** est recommandée par Hughes pour le terminal satellitaire. Veuillez consulter un conseil professionnel local pour ces spécifications.



# Product description

## Hazardous locations / *Emplacement dangereux*

The Hughes 9502 terminal (P/N 3500753-0022) is suitable for use in hazardous locations:

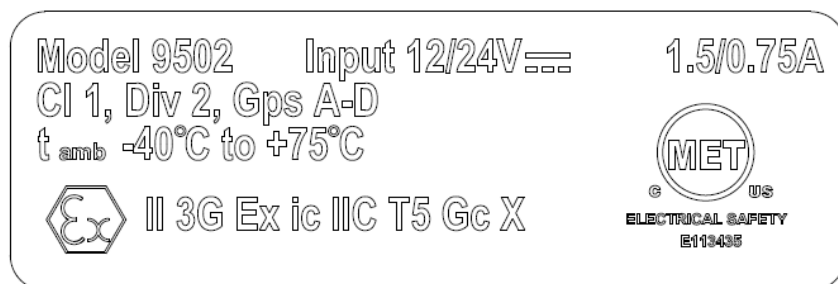
- Class I, Division 2, Groups A,B,C,D
- ATEX Group II, Category 3

as defined by the device markings [Figure 1](#).

*Le terminal Hughes 9502 (P/N 3500753-0022) convient à l'utilisation uniquement dans des emplacements dangereux:*

- Classe I, Division 2, Groupes A,B,C,D
- ATEX Groupe II, Catégorie 3

*comme indiqué par l'étiquetage ([Figure 1](#)).*



**WARNING - EXPLOSION HAZARD - DO NOT DISCONNECT WHILE CIRCUIT IS LIVE UNLESS AREA IS KNOWN TO BE NON-HAZARDOUS.**

**AVERTISSEMENT - RISQUE D'EXPLOSION - NE PAS DÉBRANCHER TANT QUE LE CIRCUIT EST SOUS TENSION, À MOINS QU'IL NE S'AGISSE D'UN EMPLACEMENT NON DANGEREUX.**

Figure 1: Hazardous locations device markings

**USB connector.** For use in Hazardous Locations, only connect a USB device which is certified USB compliant to supply  $I_{max}$  0.5A

**Connecteur USB.** *En cas d'utilisation dans un endroit dangereux, brancher uniquement un périphérique USB certifié conforme USB pour fournir un courant  $I_{max}$  de 0.5A*

**Installation:** Installation of Hughes 9502 (P/N 3500753-0022) must conform to NEC Article 501 Class I, Division 2, rules.

**Installation:** *L'installation du terminal Hughes 9502 (P/N 3500753-0022) doit être conforme à l'article 501 NEC pour tout emplacement dangereux de type Classe I Division 2.*

## Contents of the Hughes 9502 terminal

The Hughes 9502 (P/N 3500753-0022) is a one-piece design that is ready to mount outdoors in the harshest environments and in unmanned and remote locations.

**Note:** THIS EQUIPMENT IS SUITABLE FOR USE IN CLASS I, DIVISION 2, GROUPS A, B, C, D OR NON-HAZARDOUS LOCATIONS ONLY.

**Note:** *Cet appareil convient a l'utilisation uniquement dans des emplacements de type Classe I, Division 2, Groupes A,B,C,D, ou non-dangereux.*



Figure 2: 9502 terminal P/N 3500753-0022 (legacy antenna)

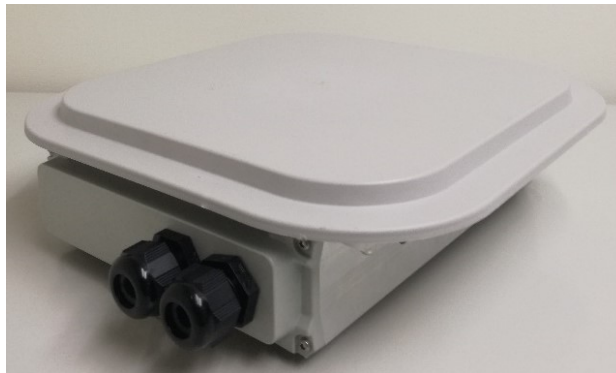


Figure 3: 9502 terminal P/N 3500753-0022 (new antenna)

## Optional mounting accessories

The Hughes 9502 can be mounted using the Basic Fixed Mount Kit (P/N 3004066-0002) or by using the azimuth elevation bracket (P/N 1022994-0022) for an existing 1.5" diameter pole, or you can use the P/N 1022994-0024 for a 2" pole.



Figure 4: Installation using basic fixed mount P/N 3004066-0002



Figure 5: Azimuth/elevation bracket P/N 1022994-0022 for 1.5" pole



Figure 6: Azimuth/elevation bracket P/N 1022994-0024 for 2" pole

## Main features of the 9502 terminal

The main features of the Hughes 9502 terminal are listed below:

- Use of Internet Protocol (IP) via the BGAN satellite network
- Remote Management
  - Web UI interface
  - SMS Control
  - AT Command Control
  - Log file upload
  - Terminal configuration
  - Remote firmware upgrade
- Power Savings and Sleep Mode
- IP Watchdog
- Install Mode
- XL-band ready
- NAT, NAPT, Relay and PPPoE Modes
- Auto Power ON when power is applied
- Automatic PDP Context Activation (Static or DHCP)
- Dedicated M2M Web UI
- Security
  - Ethernet MAC Filtering
  - Administration Password
  - SMS Control password
  - White List for SMS control
  - AT Command password lock
  - Enhanced security to lock local access
  - SIM Personalization
    - Phone-to-SIM
    - DP SIM Lock
    - SP SIM Lock



## Interfaces

The Hughes 9502 has the following interfaces:

- Ethernet connection (RJ45)
- USB 1.1 connection (USB Type-B) for PC to configure terminal (requires installation of Hughes USB driver. See [bgan.hughes.com](http://bgan.hughes.com))



**For use in Hazardous Locations**, only connect a USB device which is certified USB compliant to supply  $I_{max}$  0.5A

*En cas d'utilisation dans un endroit dangereux, brancher uniquement un périphérique USB certifié conforme USB pour fournir un courant  $I_{max}$  de 0.5A*

- Integrated GPS receiver and L-band antenna
- RS232 serial interface (DB9 male, DTE) to external NMEA 0183 based GNSS device (e.g., GLONASS receiver). This port **cannot** be used for serial data.
- 3 LED status display and a single function button
- 3.5 mm stereo audio jack for audio tone or voltage level to assist in pointing the terminal
- USIM card slot behind SIM door



Figure 7: Bottom view with end cap off

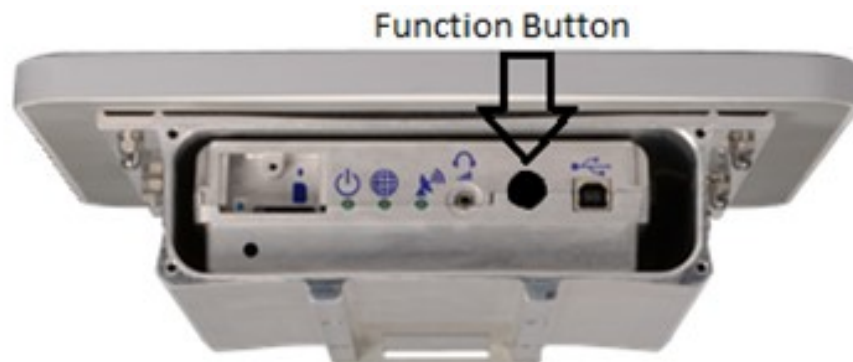


Figure 8: Top view with end cap off

## Terminal specifications

Table 1: Terminal specifications

|   |   |
|---|---|
| Satellite Transmit Frequency              | 1626.5–1660.5 MHz   |
| Satellite Receive Frequency               | 1525–1559 MHz   |
| GPS Frequency                             | 1574.42–1576.42 MHz                                       |
| Weight                                    | 3.8Kg   |
| Dimensions                                | 275 mm x 275 mm x 84 mm                                   |
| Operating Temperature                     | -40° C to +75° C  |
| Storage Temperature                       | -55° C to +75° C  |
| Humidity                                  | 95% RH at +40° C  |
| Wind Loading                              | Survival wind loading (with optional mount) up to 100 mph |
| Water and Dust                            | IP-66 Compliant   |
| Input Voltage                             | +12 Vdc/+24 Vdc nominal                                   |
| Minimum/Maximum Input Voltage             | +10.8Vdc/+26.4Vdc   |
| Max Current<br>Max in rush current at 10V | 1.5A at 12V and 0.75A at 24V<br>Up to 7A for 100us        |
| Firmware Upgrades                         | Over the air or local                                     |

**Conformal coating.** In accordance with EN 60079-11 (*Explosive Atmospheres – Part 11: Equipment Protection by Intrinsic Safety “i”*) a single coat of conformal coating has been drop-applied to required components to adequately prevent conductive parts from protruding through the coating.

In the new 3500563-0009 modem unit, the conformal coating is no longer required.

## Information for maintenance

In the event that a Hughes 9502 terminal develops a problem, please follow the instructions below.

### ***For users:***

Please contact the company that you purchased the Hughes 9502 terminal from so that they can request an RMA from Hughes for your terminal.

### ***For distribution providers:***

Should a Hughes 9502 terminal need to be returned for repair, an RMA will be required.

- To request an RMA access the Customer Care Portal at <https://customergateway.hns.com>
- Alternatively, an RMA may be requested via Email to [MRC@hns.com](mailto:MRC@hns.com)
- Ship the unit to the Hughes repair center at the following address; *be sure to include the RMA number on the address label.*

Hughes Network Systems  
Attn: RMA # XXXXXXXXX  
Material Return Center  
16060 Industrial Drive  
Gaithersburg, MD 20877  
USA

## Date of manufacture

If it is necessary to determine the date of manufacture of a unit, e-mail Hughes at [MobileSatelliteSupport@Hughes.com](mailto:MobileSatelliteSupport@Hughes.com) and provide the IMEI from the unit label.

## Manufacturer contact

For other general queries, contact Hughes at:

11717 Exploration Lane, Germantown, MD 20876, USA

+1 (301) 428-5500

[www.hughes.com](http://www.hughes.com)



# Configuration via Web UI

The UT is typically configured via the Web User Interface (UI). Browsers that are currently supported are IE, Edge, Firefox, and Safari. Release 5.9.6.1 adds full support for the Chrome browser.

## Web UI layout

The Web User Interface (UI) can be accessed from a MAC or PC browser by entering 192.168.128.100 as the URL (unless you change the IP address of the UT.)

Table 2 shows the 9502 Web UI layout:

Table 2: 9502 Web UI layout



| Home | Connections  | Settings   | M2M       | Security | SMS   |
|------|--|--|-----------|----------|---|
| Home | Manage Contexts<br>Automatic Contexts<br>Manage APNs | General<br>IP Address/DHCP<br>Ethernet Port<br>ATC/LTE | M2M Setup | Security | Send/Receive SMS<br>Saved Drafts<br>Sent Messages |

### Home tab

The home page includes the following fields:

#### Terminal information

- Model
- IMEI
- Software Version

#### SIM information

- IMSI
- SIM APN
- Terminal phone number

#### Troubleshooting

**Terminal Log Files:** This allows you to extract and save any of the following log files for troubleshooting purposes:

- System Log

- Event Log
- Packet Log

These files can be FTPed out of the UT and used for debugging. To download the logs right-click on the “Download Current” link and select “Save Target As”. This uses FTP to retrieve the files from the UT which can be blocked by some security software such as McAfee. If you encounter problems, check your PC security settings.

When extracting files, clear the browser cache on the computer between each download or the browser may use a cached copy rather than downloading the latest version of the file. It is also best to save the file to a unique name including a time stamp.

Release 5.9.6.1 adds support for downloading files with the Chrome browser. It also adds a timestamp to the file name to avoid the caching problem mentioned above.

**HUGHES** 9502 Terminal Status

**STATUS**

**Connection**

Connected

Beam: REGIONAL 13 AMER  
Signal Strength: 59.1

**GPS**

3D GPS Fix

Location: 32.89567° N  
117.20212° W  
Last Fix: 23-Jan-2020, 14:36 UTC

**Pointing Info**

I-4 AMER  
147.3° 46.5°

**Terminal Information**

|                  |                                 |
|------------------|---------------------------------|
| Model            | BGAN USER TERMINAL, Hughes 9502 |
| IMEI             | 353938-03-012136-6              |
| Software Version | 5.9.6.1                         |

**SIM Information**

|                         |                                     |
|-------------------------|-------------------------------------|
| IMSI                    | 901112112489879                     |
| APN                     | bgan.inmarsat.com                   |
| Subscriber Phone Number | Not configured by Service Provider. |

**Troubleshooting**

**Terminal Logs**

| Log Type   | Available Logs   | Reset Log        |
|------------|------------------|------------------|
| System Log | Download Current |                  |
| Event Log  | Download Current | Reset Event Log  |
|            | Download Archive |                  |
| Packet Log | Download Current | Reset Packet Log |
|            | Download Archive |                  |

**Reset Terminal to Factory Defaults**

Click this button to restore all terminal settings to their original default values.

Restore to Defaults

**Reboot Terminal**

Click this button to reboot the terminal software.

Reboot Terminal

Figure 9: Home page

**Reset Terminal to Factory Defaults:** Clicking the “Restore to Defaults” button will restore the UT back to the factory default settings and delete any of the user parameters that have been set-up in the UT, including any custom APN settings.

In Release 5.9.6.1 and above you can also **Reset to Factory Defaults** if the small blue button next to the SIM card holder is depressed while powering off. Press and hold the blue button and then press and hold the function button for three seconds until the LEDs flash. Then release both buttons. Note this function is blocked if enhanced security is active in releases prior to 5.9.6.5.

**Reboot Terminal:** Clicking this button reboots the terminal so that configuration changes can be saved into the configuration file, or it can be clicked when just a simple reboot of the terminal is required.

### Status bar

The status bar is included on the home page and other pages that do not have a navigation bar. It includes a field with the elevation angle and compass direction towards the visible satellite(s).

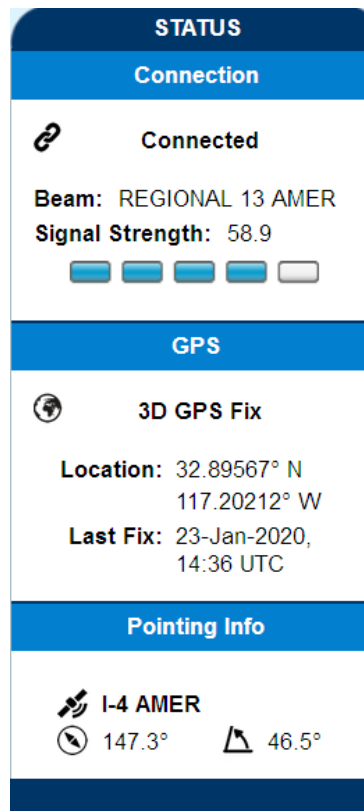


Figure 10: Status bar

The status text in the *Connection* section is as shown in [Table 3](#).

Table 3: Status bar

| Display      | Comments  | Corresponding LED display                    |
|--------------|---|--|
| Initializing | Initial startup (~15-20 secs)                             | Various                                      |
| Pointing     | UT in pointing mode                                       | All three LEDs flash 1Hz                     |
| Registering  | Attempting to register - pointing mode exited or bypassed | PWR on, GPS on or flashing, NET off          |
| Registered   | Registered and attached, no context                       | PWR on, GPS on and NET flashing              |
| Connected    | PDP context active  | All three on (or off after 1 minute timeout) |

The signal strength bar shows the quality of the received signal. It also lists the current satellite beam type, beam number and the current satellite. The signal strength increases in value as the UT transitions to the Regional Beam and again when it gets a PDP context and transitions to the Narrow Beam.

Typical signal levels for the 9502:

- Global beam, during pointing: 50 – 55 dB
- Regional beam, during registration or idle: 57 – 61 dB
- Narrow beam, on a data channel: 65 – 70 dB

The *GPS* status area shows the status of the GPS fix and results are shown in [Table 4](#):

Table 4: GPS status

| Display    | Comments   |
|------------|--|
| Acquiring  | Trying to acquire a GPS fix  |
| Stored     | UT is using a Stored GPS fix   |
| 2D GPS Fix | The UT has acquired a 2D GPS fix and can continue Registration with the network  |
| 3D GPS Fix | The UT has acquired a 3D Fix   |
| GNSS Fix   | The UT got a fix from a GNSS device connected to the serial port.  |
| Location   | Shows Latitude and Longitude coordinates if allowed by network GPS Policy.<br>Shows “ <b>Waiting</b> ” if the unit has a fix but the policy has not yet been received. |
| Last Fix   | Shows date and UTC time of last GPS fix  |

The *Pointing Info* section shows the satellite that the UT should be pointed to and gives the Azimuth and elevation angles to the satellite. When the UT is in an overlap region, all visible satellites are shown and the user can pick the best one.



In release 5.9.5.0 and above, a pointing control button was added to the Home page that duplicates the function button on the UT. During the “wait for input” state at startup this button is active for 15 seconds. If pressed the UT will enter pointing mode and remain until the button is pressed again. This feature is useful for re-pointing one piece 9502s without opening the enclosure.

**9502 Terminal Status**

**STATUS**

**Connection**  
Initializing...  
Sat ID: AMER  
Signal Strength: 50.9

**GPS**  
Acquiring

**Pointing Info**  
1.4 AMER  
147.3° 46.5°

**Terminal Information**

|                  |   |
|------------------|---|
| Model            | BGAN USER TERMINAL, Hughes 9502                       |
| IMEI             | 353938-03-012136-6                                    |
| Software Version | 5.9.6.1   |
| Antenna Pointing | <input type="button" value="Enter Antenna Pointing"/> |

**SIM Information**

|                         |                                     |
|-------------------------|-------------------------------------|
| IMSI                    | 901112112489879                     |
| APN                     | bgan.inmarsat.com                   |
| Subscriber Phone Number | Not configured by Service Provider. |

**Troubleshooting**

**Terminal Logs**

| Log Type   | Available Logs                                  | Reset Log                                       |
|------------|---|---|
| System Log | <input type="button" value="Download Current"/> |   |
| Event Log  | <input type="button" value="Download Current"/> | <input type="button" value="Reset Event Log"/>  |
|            | <input type="button" value="Download Archive"/> |   |
| Packet Log | <input type="button" value="Download Current"/> | <input type="button" value="Reset Packet Log"/> |
|            | <input type="button" value="Download Archive"/> |   |

**Reset Terminal to Factory Defaults**  
Click this button to restore all terminal settings to their original default values.

**Reboot Terminal**  
Click this button to reboot the terminal software.

Figure 11: Enter pointing

## Connections tab

### Manage Contexts page

The Manage Contexts page under the Connections tab displays the status of any active contexts and allows contexts to be controlled. Typically this page will not be used and you configure context activation via the always on option on the M2M page, or the ACA page.

**Note:** in NAPT mode the PDP context will NAPT data for all devices on the LAN. The owner IP address is shown as “shared”.

The screenshot shows the 'Manage Contexts' page. On the left, there is a 'STATUS' panel with three sections: 'Connection' (showing 'Connected' with signal strength 59.2), 'GPS' (showing '3D GPS Fix' with location and last fix info), and 'Pointing Info' (showing '1.4 AMER' with azimuth and elevation). The main area has two tables:

| Close an Active Connection |          |                   |               |
|----------------------------|----------|-------------------|---------------|
| Owner                      | Service  | APN               | Global IP     |
| 192.168.128.101            | Standard | bgan.inmarsat.com | 10.186.133.28 |

Below the first table is a button: 'Close Selected Connection'.

| Open a New Connection |          |                   |
|-----------------------|----------|-------------------|
| Owner                 | Service  | APN               |
| 192.168.128.101       | Standard | bgan.inmarsat.com |

Below the second table is a button: 'Open Selected Connection'.

Figure 12: Manage Contexts

### Automatic Contexts

This web page allows you to use Automatic Context Activation (ACA) for multiple devices. (The M2M page Always on context can be used if you only require a single context.) The ACA page is not available in NAPT or PPPoE modes.

**Static IP Automatic Contexts:** You can define static ACA entries for specific addresses. If an entry is set to “On”, the UT will set up a context for this address at startup, regardless of whether it sees it. If set to “Data”, the UT will activate the context when it sees data from the device destined to the space link.

If the context is deactivated by the network, e.g. due to inactivity, the UT will reactivate it.

To turn on ACA for a particular static address, select “On” or “Data” from the drop down list and enter an address.

When you are finished, click on **Update Static Settings** and you should see a message saying “Operation Successful”.

**Static IP Automatic Contexts**

| ACA | Enabled | IP Address (192.168.128.x) | Service  | APN               |
|-----|---------|----------------------------|----------|-------------------|
| 1   | Off     | 200                        | Standard | bgan.inmarsat.com |
| 2   | Off     | 210                        | Standard | bgan.inmarsat.com |
| 3   | Off     | 220                        | Standard | bgan.inmarsat.com |
| 4   | Off     | 230                        | Standard | bgan.inmarsat.com |
| 5   | Off     | 240                        | Standard | bgan.inmarsat.com |
| 6   | Off     | 250                        | Standard | bgan.inmarsat.com |

**DHCP Automatic Contexts**

|     | DHCP Address Range (192.168.128.x) | Service  | APN (Default APN) |
|-----|------------------------------------|----------|-------------------|
| Off | 101 to 199                         | Standard | bgan.inmarsat.com |

Figure 13: Automatic Contexts

**DHCP Automatic Contexts:** This option allows you to set up the UT for dynamic ACA. This means that any device connected to the UT via **DHCP**, will automatically receive a standard context.

To activate this feature, select “On” or “Data” from the drop down list under **DHCP Automatic Contexts** section. The APN will be the default APN configured on the **Manage APNs** page.

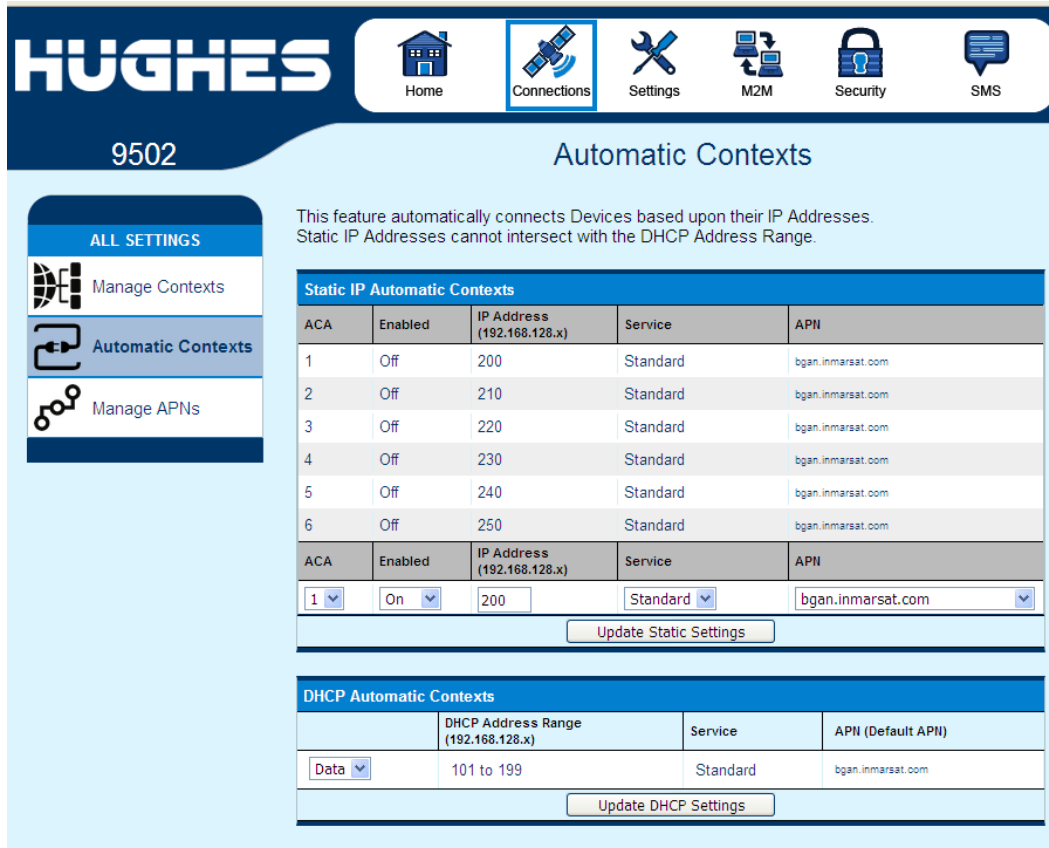


Figure 14: DHCP Automatic Contexts

Once you hit “Apply” you will get a pop-up message saying that the ACA settings were updated successfully and to take effect you will have to reboot the terminal.

Once you reboot the terminal, check that the settings took effect.

To see if the context has been setup properly, click on the **Connections** tab>**Manage Connections** Page and this will show you all contexts that have been setup (active or inactive).

### Manage APNs Page

The Manage APNs page under the Connections tab allows the user to view the available APNs and define new ones, e.g. if the correct APN is not configured in the SIM.

To make an APN the default, select it in the Defined APNs list and press “Make Default”. The selected APN will be moved to the top of the list and shown in bold font. If an Always on Context is already defined, you must manually update the configuration on the M2M page to change to the new APN.

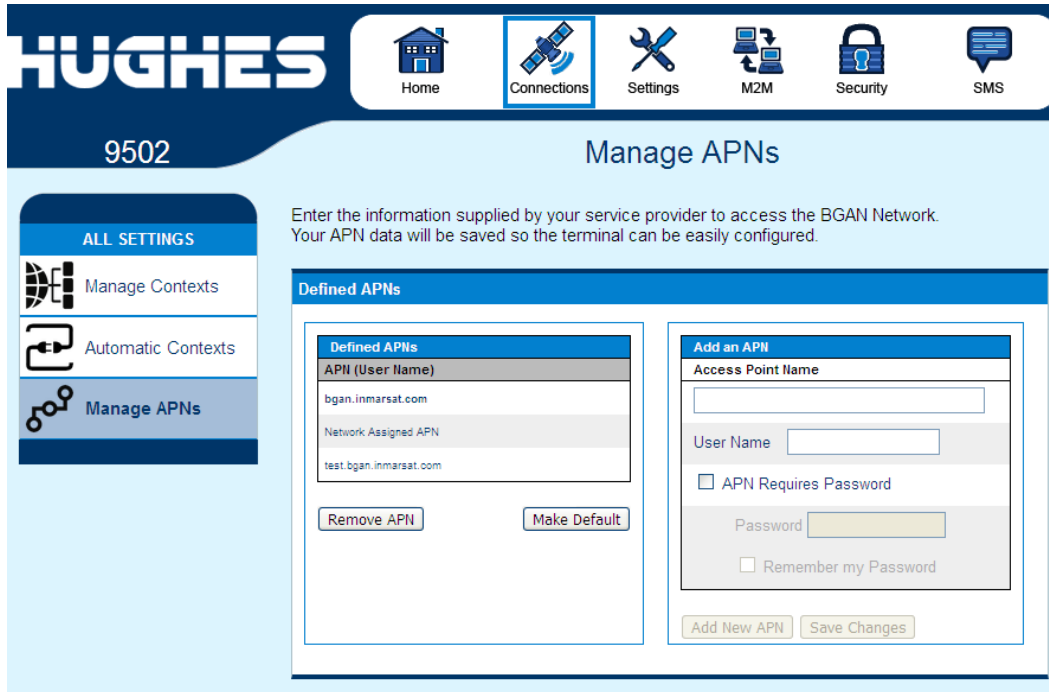


Figure 15: Manage APNs

**Add an APN** field – Use this field to add an additional APN that you want to use, or to edit an existing APN. For adding a new APN, type in the new APN and username (if required) then select **Add New APN**. If the APN requires a password, select the “APN Requires Password” box. If you want to save the password so you don’t have to re-type it each time you configure a PDP context for that APN, check the “Remember my Password” box and then click the **Add New APN** button. (The username is always saved if entered.) The new APN name will show up in the **Defined APNs** field with the username in parentheses. This APN will now be available to use from any APN drop down menu.

## Settings tab

The settings tab has the following configuration pages:

### General Setup

Release 5.9.5.0 on includes a General Setup page with the following fields:

- **Connection:** this field controls the satellites the UT will try to connect to. With the default “Automatic” selection it will search for all satellites.

If an individual satellite is selected the UT will only search for and use the selected satellite. This is useful in areas where the antenna can see two satellites at the same time, e.g. EMEA and MEAS from Europe and West Africa – see [Figure 40](#) on page 57. During site switches, the satellite signal is turned off briefly and the UT may try to register on the other satellite it can see. The signal will be weaker and will degrade service, so it is advisable to configure the UT to only use a single satellite. The visible satellites are shown on the status bar of the Home page.

- **Streaming Inactivity Timer.** In 9502B (BGAN Services) mode, a streaming inactivity timer field is also displayed. By enabling this parameter, the user can turn on a timer for inactivity on streaming contexts. The timer is in either seconds or minutes and will tear down a streaming context after X seconds or minutes of inactivity.

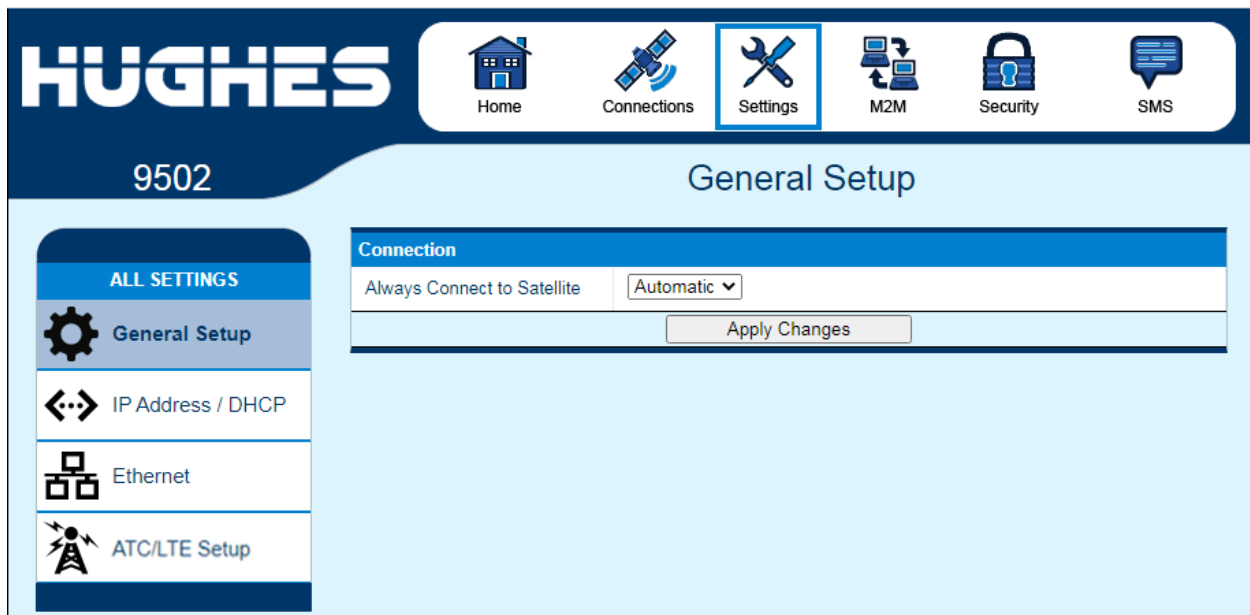


Figure 16: General Setup

## IP Address/DHCP Settings

The IP settings page under the Settings tab includes the following fields:

- Terminal Local IP address
  - Allows you to change the UT’s IP address
  - In PPPoE mode with the Inmarsat NSD you typically set the UT IP address to 192.168.0.1. If two BGAN terminals are connected to the NSD, set the IP address of the second UT to 192.168.0.129.
- Subnet Mask Range (release 5.9.5.3)
  - Only used in PPPoE mode. If two BGAN terminals are connected to the NSD, set to 255.255.255.128
- Default route IP address (release 5.9.5.3)
  - Only used in PPPoE mode. Use with the NSD when the TE local subnet is different from the UT subnet.
- DHCP Server enable
- DHCP Address Range
- Lease Time when Idle
- Lease Time when Connected
  - If operating with a Vodafone MachineLink, recommend setting to a large value such as 1440 minutes, or use Static addressing.
- Network Mode field: NAT, NAPT, Relay or PPPoE mode (see Network mode section.)
- Relay Connected Mode Subnet Mask (release 5.9.5.3)
  - Defaults to 255.255.0.0. Can be used to configure a different subnet mask in Relay mode. Only applied when the Relay mode PDP context is active.

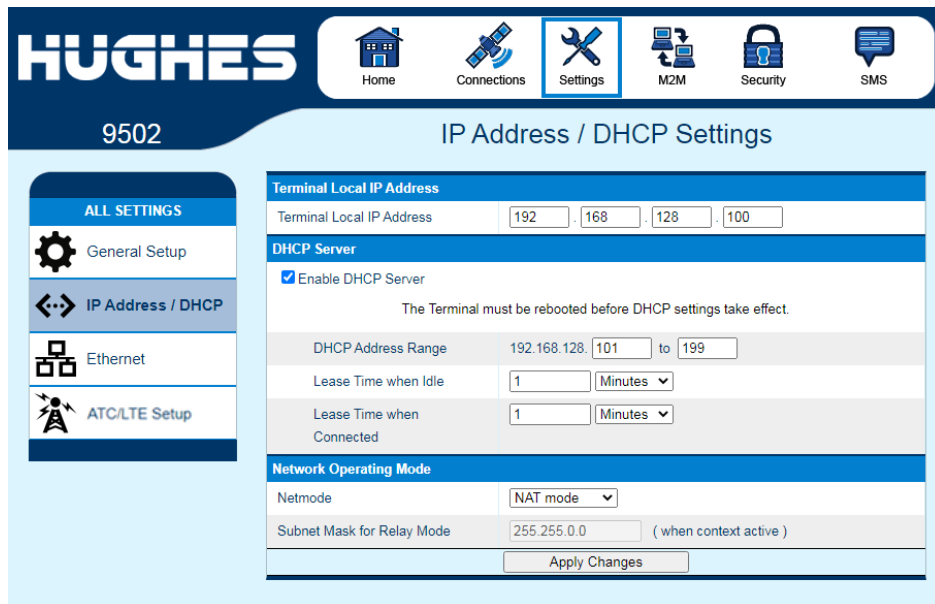


Figure 17: IP Address/DHCP Settings

## Ethernet Port page

The Ethernet Port settings page includes:

- Wake On LAN (see [Wake on LAN \(any packet\)](#) section on page 44):
  - Wake On LAN – On/Off radio button
  - Wake On LAN idle timer – in minutes
  - Wake On LAN time of day – 24 hour clock
- MAC Address filtering:
  - Ethernet MAC Address filtering enable tick box
  - Table of allowed Ethernet MAC addresses.
- Ethernet Operation: Duplex Mode
  - In Default mode, the UT uses Half Duplex, except in Netmode PPPoE when it automatically uses Full Duplex for operation with the Inmarsat NSD.
  - Full or Half Duplex option can be used in the unusual case that the default setting is not correct for your application.

Note that the UT does not support duplex negotiation and so Full Duplex can only be used in the rare case that the TE device is also configured for Full Duplex, no negotiation.

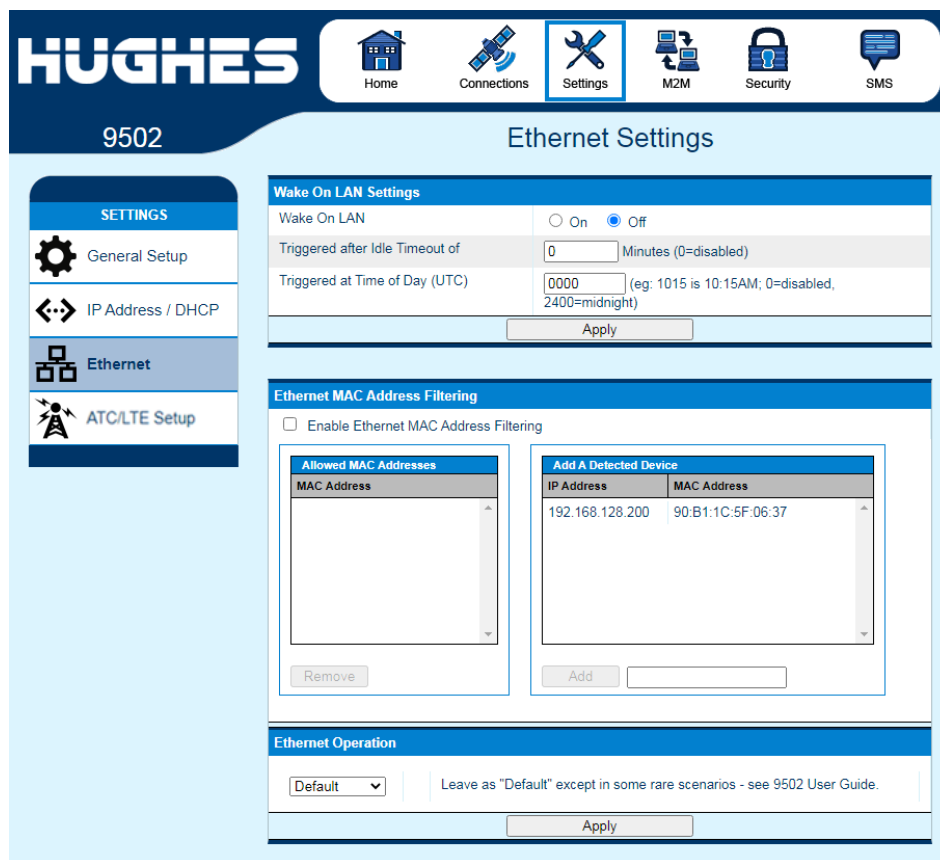


Figure 18: Ethernet Settings



### Port Forwarding page

The Port Forwarding page is only available in NAPT mode and includes:

- DMZ – if enabled, all packets received from the space link that are not routed to other addresses will be forwarded to the DMZ host address.
- Port Forwarding Rules. These fields allow you to configure rules defining how packets of particular protocols are routed, e.g. TCP port 80 for HTTP. Port Forwarding rules are applied before the DMZ rule.

The screenshot shows the Hughes web UI for a device with IP 9502. The 'Settings' menu item is selected in the top navigation bar. The sidebar on the left lists various settings categories, with 'Port Forwarding' currently selected. The main content area is titled 'Port Forwarding' and contains two primary sections:

**DMZ Configuration**

Enable DMZ Host

DMZ Host IP Address: 192.168.128.101

[Apply Changes]

**Port Forwarding Rules**

| Rule | Enabled | Global Port | Protocol | Local IP (192.168.128.x) | Local Port |
|------|---------|-------------|----------|--------------------------|------------|
| 1    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 2    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 3    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 4    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 5    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 6    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 7    | Off     | 0           | TCP      | 192.168.128.0            | 0          |
| 8    | Off     | 0           | TCP      | 192.168.128.0            | 0          |

Below the table, there are input fields for a new rule: Rule (1), Enabled (Off), Global Port, Protocol (TCP), Local IP (192.168.128.x), and Local Port. An 'Update Port Forwarding Rules' button is located at the bottom of this section.

Figure 19: Port Forwarding settings

### ATC/LTE page

The ATC/LTE page includes:

- ATC/LTE robustness On/Off radio button. Turning on the robustness can improve receive performance in the presence of an interferer such as an ATC or LTE base station. However, use the default Off setting in the typical case where interference is not detected or expected.
- ATC scan button. This makes the UT scan for an ATC interferer (see page 45.)
- ATC scan status bar. This indicates the results of the last scan and whether an ATC interferer was detected.

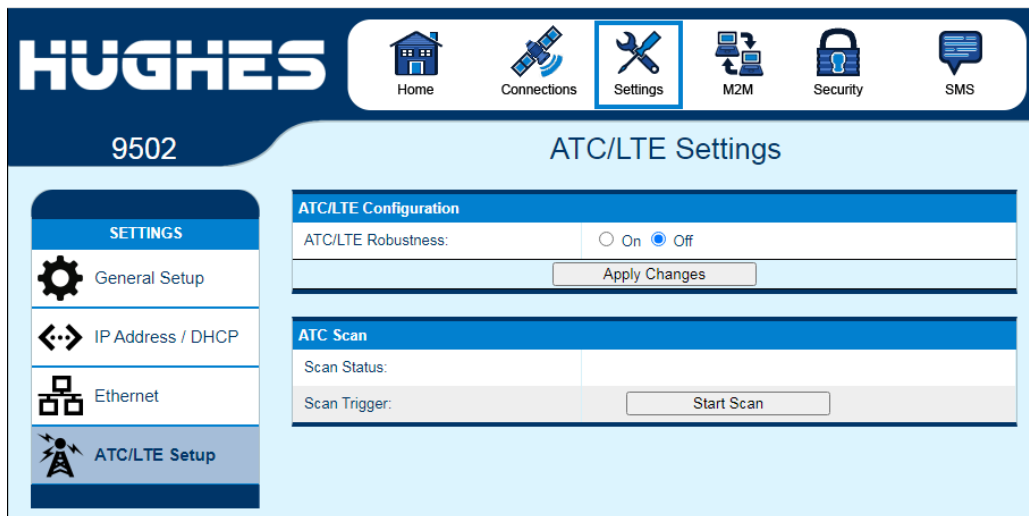


Figure 20: ATC/LTE page

### Feature Management page

This page was removed in 5.9.6.3 as it is no longer necessary. The following subsections describe how the features that were on this page are handled.

#### *SMS Remote Management*

SMS Remote Management allows the unit to receive and act on special remote control SMS messages. This feature is configured on the Security Passwords page, see page 37.

#### *Enhanced Security*

Enhanced Security allows you to lock the terminal to control local access. It is now enabled from the Security Passwords page, see page 37.

#### *BGAN Services vs M2M Mode*

With release 5.9.5.1 and above, the UT will automatically switch between M2M and BGAN Services based on the type of SIM card installed in the unit. A Feature code is no longer required.

**M2M page**

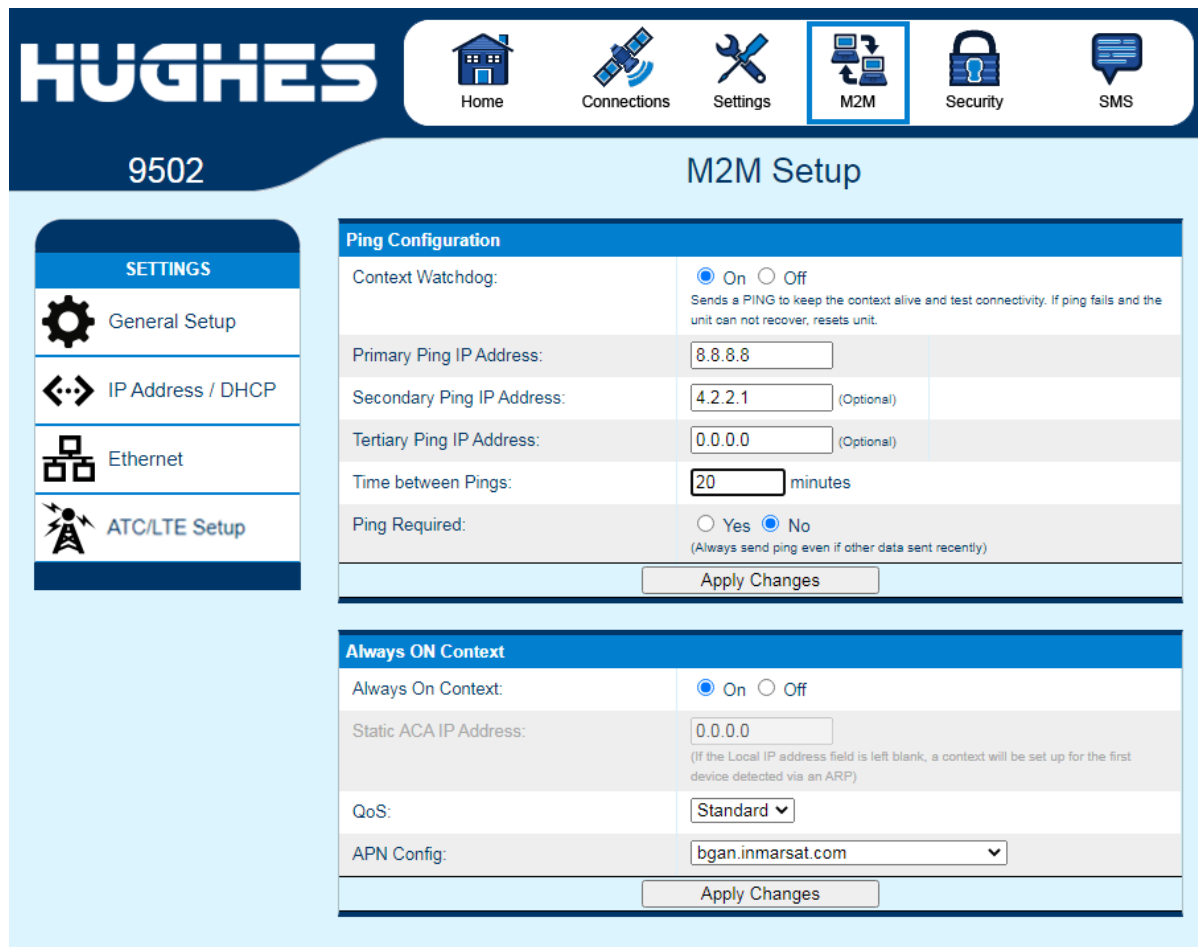


Figure 21: M2M Setup

The M2M page includes the following configurable parameters:

**Ping Configuration**

- Context Watchdog - On/Off. The watchdog can be used to periodically verify the UT network connectivity and take recovery action if a problem is detected.
- Primary Ping Address – enter an address pingable by the UT over the spacelink.
- Secondary Ping Address. If you don't have a secondary address, you can configure the primary address in this field to give the UT more attempts to reach the server.
- Tertiary Ping Address. If you don't have a tertiary address, you can configure the primary address in this field to give the UT more attempts to reach the server.
- Time between Pings. If the connected device sends or receives data on a periodic basis, set this time to be longer than the periodicity of the data.

- Ping required - Yes/No. If set to “No”, the system will not try to ping on timer expiration if data was transmitted within the watchdog period. This is the recommended setting. If set to “Yes”, the system will always ping when the “Time between Pings” expires, which will cause extra data to be sent on the link.

### **Always On Context**

- Always on context - On/Off (default is On)
- Always on static IP address. If the TE has a known static IP address or never ARPs, enter this address. Alternatively, leave the IP address blank (0.0.0.0) and the UT will set up a context for the first device it detects through ARP during startup.
- APN drop down box. This includes the APNs configured on the Manage APNs page and (in release 5.9.5.2 and above) the “Use a network assigned APN” option. This option allows the network to assign the APN rather than the user configuring it at the UT. It should only be used if this option is appropriately configured at the network side.

## Security Passwords

The security passwords page includes the following functions:

- SMS Remote Control – Off by default except in releases 5.9.4.3 through 5.9.5.3 where it is On by default.
- SMS Remote Password – default was **remote** but in 5.9.6.1 and above the default is blank and a password must be entered when enabling SMS Remote Control.
- Sender White-list – is a list of numbers that the terminal will allow a remote SMS message to come from. When entering the number use the + symbol in front of the country code e.g., +870 or just start with the country code e.g., 870. Do not use 00 in front of the country code.
- Administration password – Off by default. Default password is **admin**. If set this requires the user to enter the administration password before they can change settings on the terminal.
- Phone-to-SIM PIN locks the UT to a particular USIM. This is Off by default.
- Enhanced Security. If the Enhanced Security feature is enabled, a link to the Enhanced Security page will be displayed at the bottom of the page as shown in Figure 23. The remote SMS password will be shown encrypted.

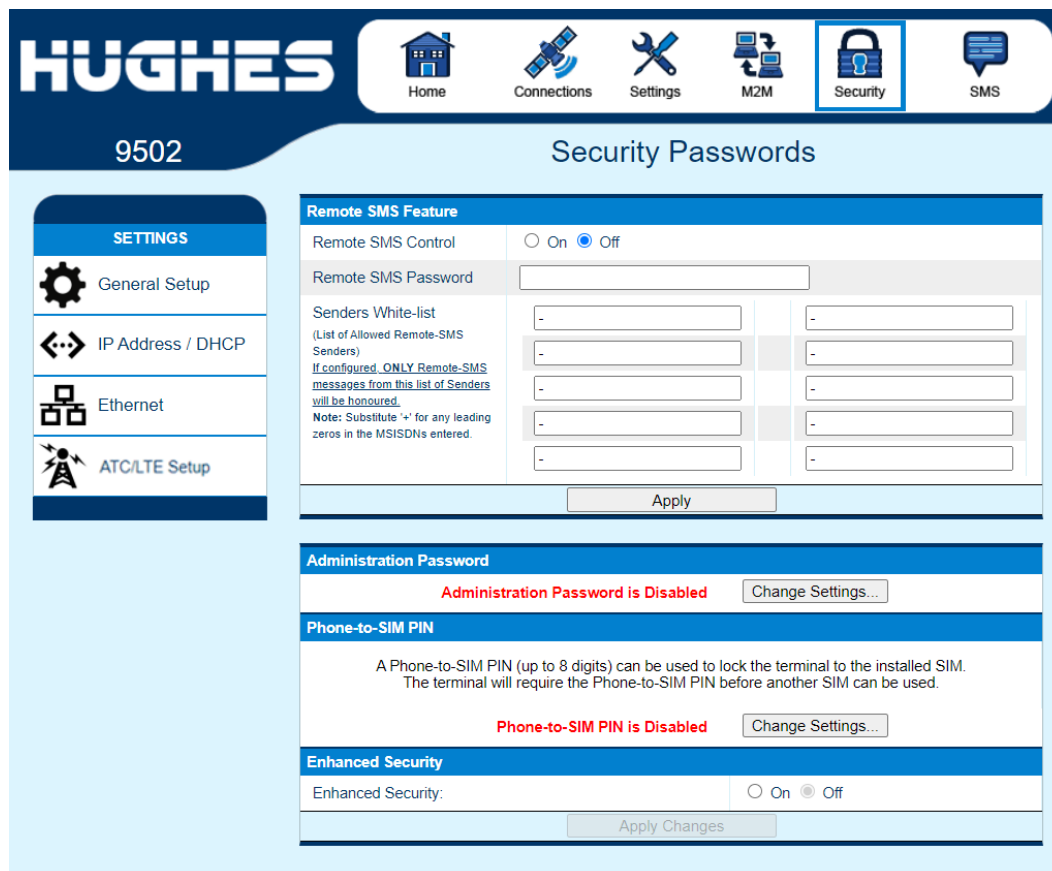


Figure 22: Security Passwords

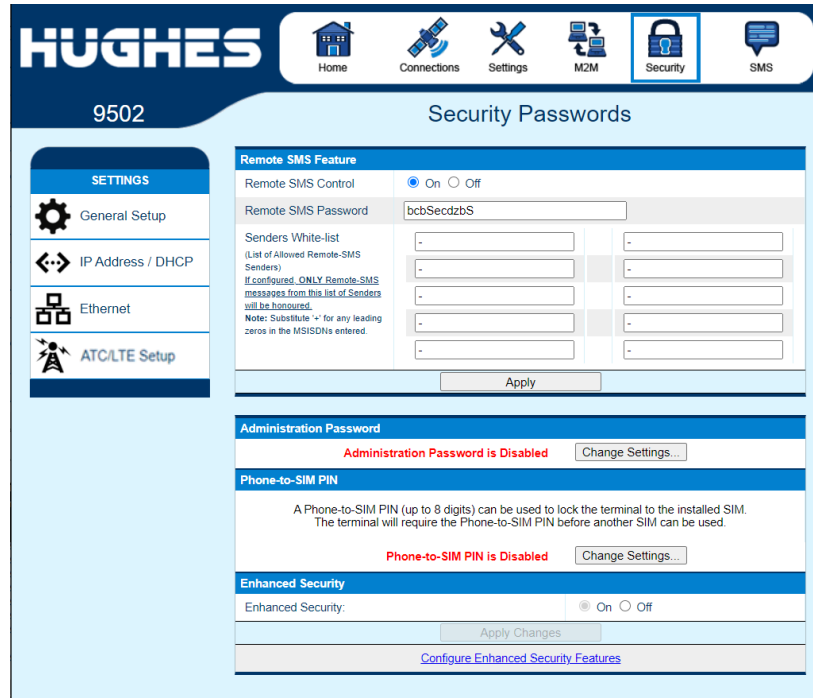


Figure 23: Enhanced Security page link

### ***Enhanced Security Settings page***

The Enhanced Security Page is used to configure local security for the unit.

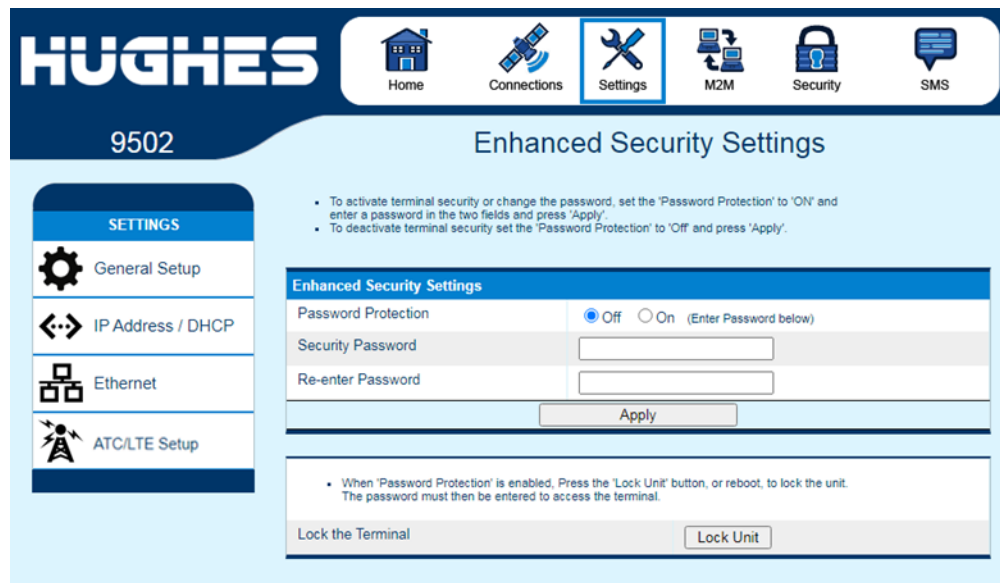


Figure 24: Enhanced Security Settings page

For added security you can lock the UT so that it cannot be accessed locally. This is controlled by a security password configured from the Enhanced Security Settings page accessible from the Security Passwords page.

When the password is active, each time the UT starts up, the password must be entered before the user interface can be accessed. All local IP ports are blocked, e.g. so AT commands, and the upgrader cannot be used. User data can be sent if a PDP context is up.

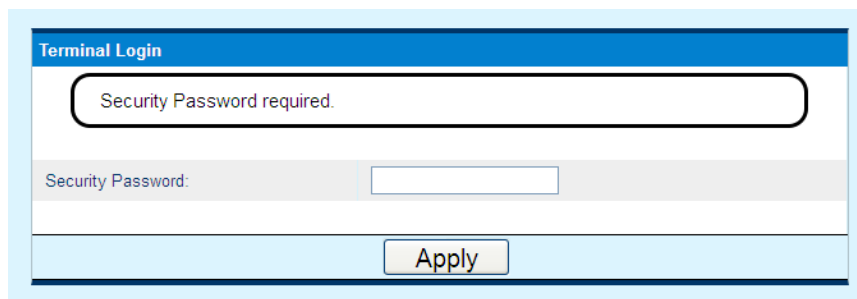
To activate the security feature, select “Password Protection” On, enter the same password string in both fields and press “Apply”. If the two password fields match, the password is saved, and security is enabled.

The UT will be locked when it restarts, or to immediately lock it, press “Lock Unit”

**Make a note of the password as it cannot be viewed and once the UT is locked it cannot be accessed.**

To deactivate the security feature, select “Password Protection” Off and press “Apply”.

If the Web UI is accessed when the UT is locked, the browser is redirected to the Login page and the password must be entered. If the wrong password is entered three times in a row, password entry is locked out and the UT must be restarted before the password will be accepted.



The screenshot shows a web interface titled "Terminal Login". At the top, there is a blue header bar with the text "Terminal Login". Below the header, a rounded rectangular box contains the message "Security Password required.". Underneath this message, there is a label "Security Password:" followed by a text input field. At the bottom of the form, there is a button labeled "Apply".

Figure 25: Login page

### SMS pages

The SMS pages are used to send SMS messages from the terminal to another BGAN device or another phone number. When sending an SMS message, use the + symbol in front of the country code of the number you want to send the SMS to e.g., +16199778619.

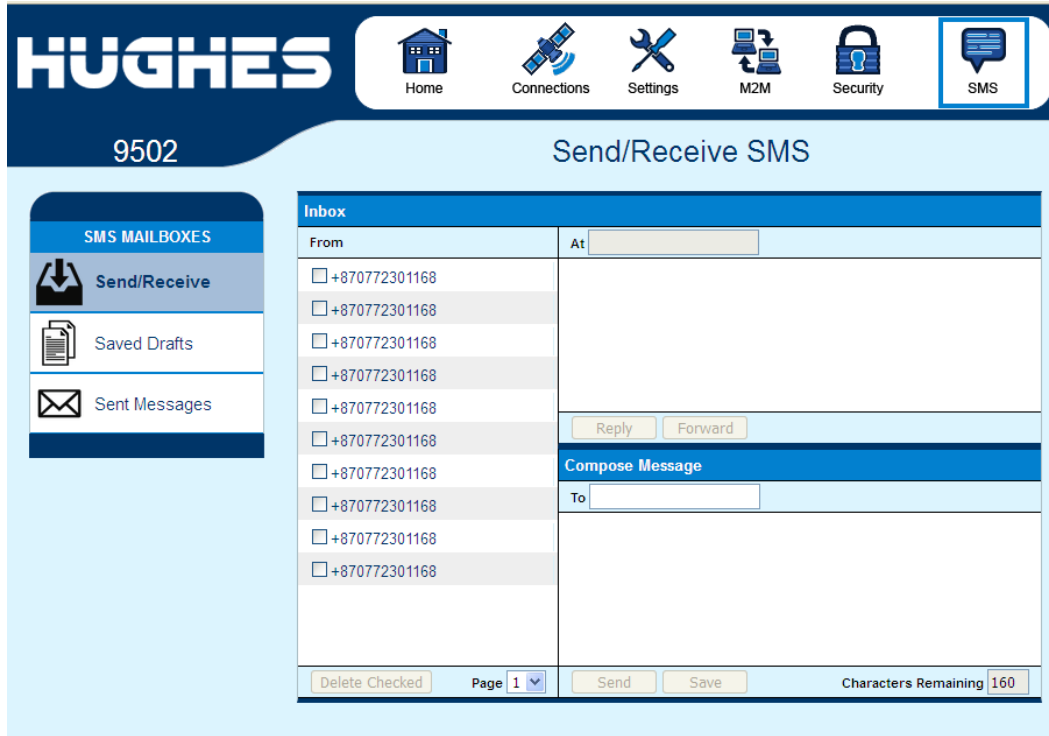


Figure 26: SMS Send/Receive



# Operational features

---

## LEDs

The 9502 has three green LEDs:

Power LED: "PWR"

- Turn unit on - LED turns on

"GPS" LED

- Flashes while acquiring fix
- Turns solid when unit has a 2D or 3D fix

Network LED: "NET"

- Flashes when registered
- Turns solid when unit establishes a PDP context

All three LEDs flash in install mode and short flash if there is a fault detected that prevents normal operation, e.g. no SIM installed, or incorrect SIM installed.

## Function button

The unit includes one user button called the "function" button.

- Short press (< 2 seconds):
  - During startup while power LED flashing, a short press enters install mode (see Pg 54.)
  - In install mode, short press exits install mode
  - If LEDs off, short press turns them on
- Medium press (2 to 5 seconds – the user should press and hold for about 3 seconds):
  - Shut down and reboot
- Long press (> 5 seconds):
  - Hardware power cycle

## Network mode

By default the 9502 is configured for NAT mode in the Network Mode field on the IP Address/DHCP settings page.

### ***NAT mode***

In **NAT mode** once a PDP context is active, the UT will translate between the local and global IP addresses. This is a basic NAT that only performs IP address translation. It does not use port translation.

### ***NAPT mode***

In **NAPT mode** (5.9.4.4 and above) multiple devices connected via a hub or switch share a single PDP context. The port translating NAT modifies both IP addresses and port numbers so multiple devices can share the single global IP address assigned to the PDP context.

In NAPT mode, only a single context is supported. By default the Always On Context is activated on the M2M page. The ACA page is removed. A Port Forwarding page is added under Settings and can be used to configure the DMZ and Port Forwarding rules.

### ***Relay mode***

In **Relay mode** the UT will supply the global IP address to the TE when the context is established. Relay mode is single user and only supports a single connected TE.

In Relay mode DHCP is required to provide the global IP address to the TE. When the context is activated, the DHCP server in the UT will NACK the next DHCP lease renewal from the TE and assign the global IP address assigned by the network. The local IP connection will be torn down and reestablished as the IP address changes. Similarly, when the context is deactivated the DHCP server will NACK the lease renewal and then reassign the original private IP address.

The Web UI will lose and reestablish its connection to the terminal as the IP address is changed.

To make the IP address change happen quickly a short DHCP lease should be used. The terminal defaults the lease time to 60 seconds in idle and connected mode.

#### **NOTICE**

Relay mode only supports a **single** user TE. If you need to connect a laptop via the USB port for configuration and monitoring purposes, you must set the laptop up with a local static IP address within the same subnet as the terminal e.g., 192.168.128.200. This prevents the USB port from getting the single DHCP address when in Relay mode once you reboot the terminal.

---

### ***PPPoE mode***

In **PPPoE mode** (release 5.9.5.3 and above) the UT uses PPP over Ethernet to communicate with the TEs. PPP sessions are mapped to PDP contexts. PPPoE mode is primarily designed to operate as a backup path for the Inmarsat Network Service Device (NSD). Refer to the Inmarsat NSD documentation for details.

The NSD requires the UT to be configured for 10BaseT Full Duplex. When PPPoE mode is selected, the UT will automatically set the Ethernet port to Full Duplex. If PPPoE is used with another device not hard configured for full duplex, manually select Half Duplex on the Ethernet Settings page.

With the NSD you typically set the UT IP address to 192.168.0.1 on the IP settings page. If two BGAN terminals are connected to the NSD, set the subnet mask to

255.255.255.128 on both UTs and set the IP address of the second UT to 192.168.0.129.

If the TEs use a subnet other than the directly connected interface range, configure a default route on the IP Settings page so that the WebUI can be accessed. The default route will be in the subnet associated with the TE Ethernet interface.

If you need to reconfigure a UT out of PPPoE mode back to NAT mode, it may be easiest to first Reset Factory Defaults from the Home page.

## Remote control

The 9502 can be controlled remotely via SMS and locally via AT commands. The AT command listing supported by the 9502 can be downloaded from the Hughes website at [bgan.hughes.com](http://bgan.hughes.com).

The 9502 includes a remote control by SMS feature that supports the special SMS messages listed in [Table 5](#). Remote control SMS is supported by default in the 9502 and does not have to be activated by a feature code. The syntax of the messages is covered in the “Hughes 9502 SMS Remote Control Feature User Guide.”

Table 5: Remote control SMS message commands

| Command    | Action  |
|------------|---|
| ACTIVATE   | Activate PDP context  |
| DEACTIVATE | Deactivate PDP context  |
| CLEAR      | Clear SMS messages in the UT SIM  |
| GETINFO    | Get info from the UT. This returns an SMS with the information.   |
| RESTART    | Restart the UT  |
| WATCHDOG   | Change the configuration of the watchdog parameters   |
| ATCO       | Execute the AT command encapsulated in the SMS. This can be used for the following remote control functions:<br>Download Firmware<br>Start Firmware upgrade<br>Get file<br>Send file, e.g. log files.<br>Activate Remote Web access<br>Perform ATC scan and/or set ATC robustness.<br>Configure the default APN (release 5.9.4.3 on)<br>Configure the satellite to use (release 5.9.5.0 on) |

All remote control messages and responses must fit into a single 160 character SMS.

The SMS handler automatically deletes any message that fills the last SMS slot in the USIM to ensure there is always room to receive control SMS messages. Control messages are received into the SIM then read out and deleted so as not to fill up the SIM card.

## Remote upgrade and file transfer

The 9502 includes an FTP client. The operator can send SMS messages or AT commands to command the 9502 to send or retrieve files from an FTP server in the network or Internet. This allows the 9502 to be upgraded, reconfigured and also allows log files to be sent back to the server. The FTP server can be in the Inmarsat network, e.g. accessible via a free APN for upgrades; or can be outside the Inmarsat network, e.g. accessible via a normal APN for debugging and configuration changes.

The remote upgrade process uses download firmware and firmware upgrade commands (see “Hughes 9502 SMS Remote Control Feature User Guide”).

## Security

The Web UI includes an admin feature that can be activated from the security page to prevent unauthorized access to the Web UI. Additionally the AT command port is locked by default and the command: `AT_ICLCK="AD",0,"<admin password>"` must be used to unlock it before AT commands can be used. Both mechanisms use the same password but the AT commands port and each Web UI session use a separate lock and must be individually unlocked.

Support for SMS Remote control is configured from the SMS settings page. Each Remote Control SMS must include the correct password. Remote control SMS containing AT commands will be processed regardless of the Admin setting (they require the feature to be active and the correct SMS password.)

USIM personalization (or “Phone to SIM lock”) can be used to lock the UT to a particular SIM.

MAC address filtering on the Ethernet port page allows the user to define the MAC address of TEs authorized to communicate via the Ethernet port.

**Note:** The USB port is not included in the MAC filtering and can be used if the proper USB driver is installed on the TE.

## Wake on LAN (any packet)

The UT includes a special low power mode called Wake on LAN (any packet). From the Web UI you can configure the UT to power down into this mode after a configurable idle timer or time of day.

Wake on LAN operation is configured from the Ethernet Settings page (Figure 18 on page 32) under the Settings tab. It includes a configurable idle timer to control when the UT shuts down into the Wake on LAN mode. The UT declares the link idle if no packets are received on the Ethernet port within the idle time.

Additionally, the UT can be configured to power down at a configurable time of day. Enter UTC time as 0001 to 2400. Set to 0 to deactivate the time of day feature. Note that the UT waits 5 minutes after startup before it checks the time of day to see if it has to power off.

When the UT powers down into this mode it will disconnect from the BGAN network and monitor the local Ethernet port and power up again if it sees any

Ethernet packet (ARP, DHCP, data packet, etc.). In this mode the power consumption is less than 10mW when powered from a 12V source. The UT generates Ethernet sync pulses so the TE believes the link is still active.

When an Ethernet packet is detected the UT will power up normally, register and bring up a PDP context (if configured for ACA.) It takes about 1 minute for the UT to be fully connected to the Inmarsat network.

For this mode to be useful the TE must only send Ethernet packets when it has data to send over the air. Thus, for example, the TE should be configured with a static IP address to avoid periodic DHCP exchanges waking up the UT.

## Serial pin power control

The UT can be switched off by applying a voltage to pin 9 of the DB9 serial port.

If you apply voltage to Pin 9 of the serial port with pin 5 as Ground, the UT will power down. It will power up when you remove the voltage.

The voltage can be 2.5V to 50V. 12V is the recommended level.

## ATC

The UT includes an extended L-band scanning mode to detect Auxiliary Terrestrial Component (ATC) or other sources of external interference. The terminal can be commanded into scanning mode by the Web UI, AT command or SMS command. During the scan the terminal will be offline to the BGAN network and will automatically reboot to return to normal operation.

In scanning mode the terminal measures the received signal strength across the 41MHz of L-band spectrum (1518 to 1559MHz). Once the scan is complete the UT restarts and communicates the results of the scan.

If an interference signature is detected, an attenuator is switched into the receiver path to attempt to make the UT more resilient to ATC interference.

The attenuator setting can be controlled from the Web UI, AT command or remote SMS.

## Watchdog

The terminal includes a watchdog mechanism that can be used to periodically verify the UT network connectivity and take action if a problem is detected.

Configuration parameters are shown in the [M2M page](#) on page 35.

## GNSS

The Hughes 9502 terminal supports a **Global Navigation Satellite System (GNSS)** feature. During start up, if the UT detects a GNSS device connected to the GNSS serial port, it will attempt to obtain a position fix from the GNSS device via NMEA messages.

The serial port is a DB9 male, configured as a DTE and supports autobaud between the valid NMEA rates of 4800bps and 38.4kbps.

The GNSS device must provide a fix via the RMC or GGA NMEA messages. Typically a straight through DB9 serial cable can be used with the correct plug for the GNSS device.

Table 6: DB9 pinout

| Pin | Function  |
|-----|---|
| 1   | Not connected                                     |
| 2   | Rx data - input to the 9502                       |
| 3   | Tx data – output from the 9502                    |
| 4   | Not connected                                     |
| 5   | Ground  |
| 6   | Not connected                                     |
| 7   | Not connected                                     |
| 8   | Not connected                                     |
| 9   | Power control: apply +12VDC to power off the unit |

# Installation instructions

---

## Warning / Avertissement

Installation of the Hughes 9502 (P/N 3500753-0022) **must** comply with NEC Article 501 for Class I, Division 2, hazardous location.

This equipment is suitable for use in hazardous locations Class I, Division 2, Groups A, B, C, D, or non-hazardous locations only

This equipment is suitable for use in hazardous locations ATEX Group II, Category 3, as defined by the device marking;

 II 3G Ex ic IIC T5 Gc X

*L'installation du terminal Hughes 9502 (P/N 3500753-0022) doit être conforme à l'article 501 NEC pour tout emplacement dangereux de type Classe I Division 2.*

*Cet appareil convient à l'utilisation uniquement dans des emplacements de type Classe I, Division 2, Groupes A,B,C,D, ou non-dangereux.*

*Cet appareil convient à l'utilisation uniquement dans des emplacements de type ATEX Groupe II, Catégorie 3, comme indiqué par l'étiquetage:*

 II 3G Ex ic IIC T5 Gc X

## Inspecting the parts

### NOTICE

When opening the box, please carefully read the instructions before removing the terminal. This is a specially designed box and if not handled correctly, the box cannot be reused for shipment.

---

## Optional installation items

1. Basic Fix Mount Kit (P/N 3004066-0002)
2. Azimuth/elevation bracket for 1.5" pole (P/N 1022994-0022)
3. Azimuth/elevation bracket for 2" pole (P/N 1022994-0024)

## Determining where to install the terminal

In order for your terminal to work correctly, the unit must be installed in a location that provides a clear, unobstructed, line of sight to the satellite. Any objects such as building structures or trees may degrade the quality of the satellite signal. To determine where to install the unit, you need to verify that you have both a clear

unobstructed line of sight to the satellite and that your fixed mount is aimed in the approximate direction to the satellite.

To determine the direction from your location to the satellite, use a satellite pointing app, or power up the UT, allow it to get a GPS fix and then check the pointing information on the Web UI Home page.

1. Unbox the Hughes 9502 and remove the unit from the box.
2. Determine the install location of the unit.
3. Install the unit with the installation hardware that you have chosen by following the instructions that follow.

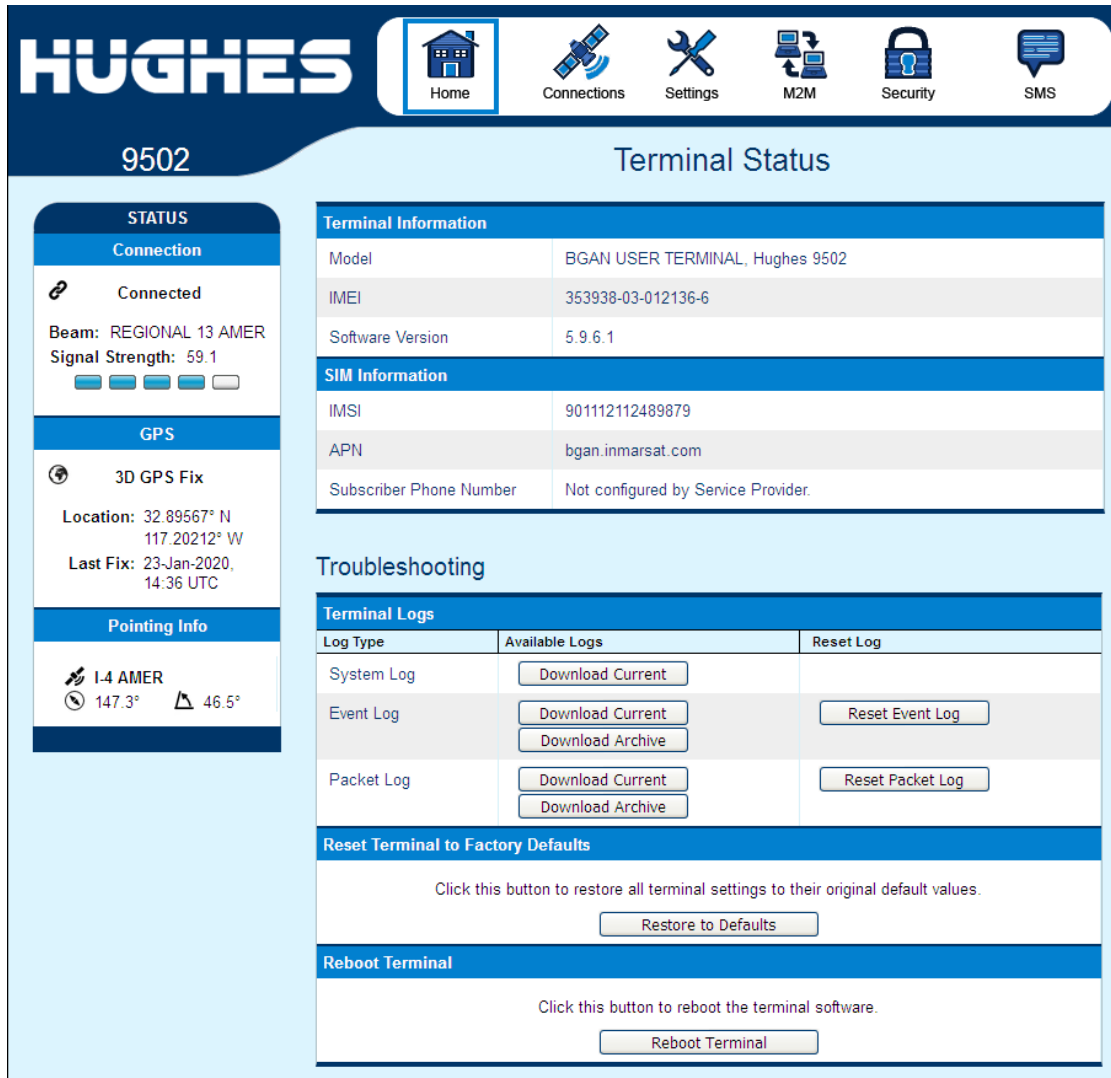


Figure 27: Home page showing pointing information



## Terminal installation using the basic fix mount kit (P/N 3004066-0002)

### CAUTION

You may install the fixed mount on any structurally sound surface; either on a horizontal, or vertical, or a sloped surface such as a roof or wall.

1. The pole has a 1.66" (4.2164cm) outer diameter (schedule 40 metal).
2. The pole mount is 2lbs/0.9Kg. The azimuth/elevation bracket is 1 lb/0.45Kg.
3. The wall mounting pattern has four bolts in a 6" x 3 3/4" (15.24cm x 9.525cm) rectangle (not included). The holes are 0.325" diameter. See [Figure 28](#).

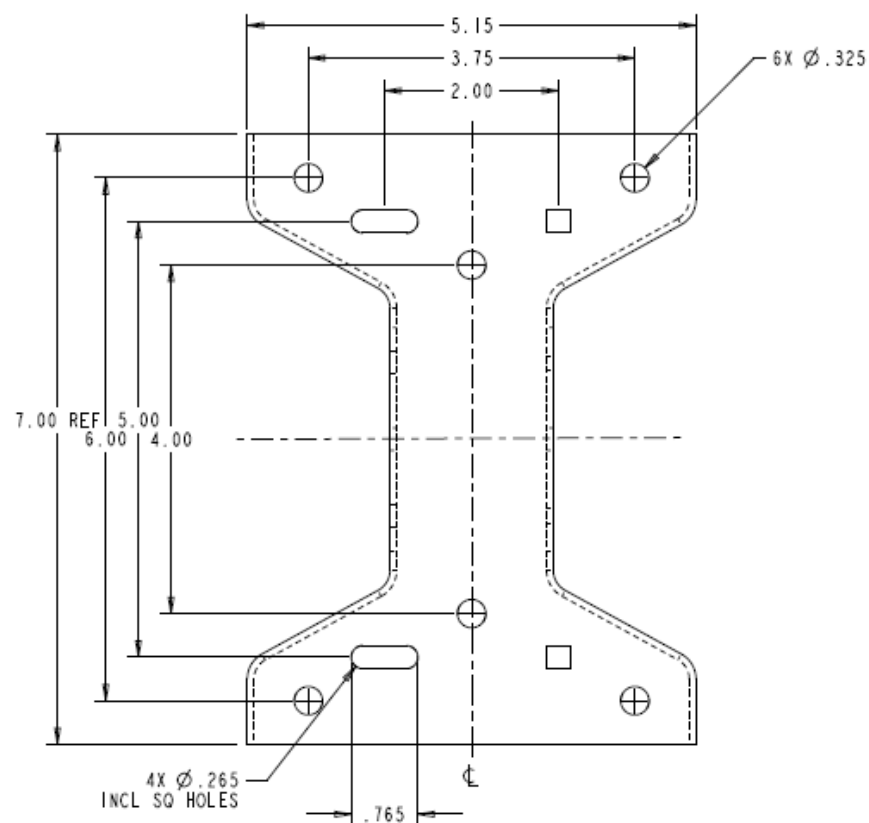


Figure 28: Base bracket hole pattern

The pole is shipped attached to the base bracket. Mount the base bracket of this assembly to the structure with the appropriate hardware (not included). Consult local building codes if needed. Once the base bracket is mounted, perform the following steps (refer to [Figure 29](#) and [Figure 30](#)):

1. Insert the bubble level into the end of the pole (pipe) opposite the base bracket. The bubble level fits inside the pole.

2. Loosen the pole attachment fasteners at the base bracket so the pole can swivel.
3. Swivel the pole until the end of the pole where the unit will be installed is vertical. Adjust the pipe position until the bubble is centered inside the circles on the top surface of the bubble level.
4. Tighten the pole attachment fasteners on the base bracket.



Figure 29: Base bracket and bubble level



Figure 30: Pole assembly

## Mounting the azimuth elevation bracket

Mount the azimuth elevation bracket to the back of the unit using four washers/nuts (see [Figure 31](#)). The holes on the back of the 9502 housing are in a 7cm (2.76") by 9cm (3.54") rectangular pattern. The nuts are 1/4"-20 x 3/8".



Figure 31: Azimuth elevation bracket

## Mounting the azimuth elevation bracket onto the pole

1. Slide the pole collar of the azimuth elevation bracket over the end of the pole (see [Figure 32](#)).
2. Leave the pole collar bolts loose to allow for azimuth adjustment during pointing.



Figure 32: Pole collar

## Installing the SIM Card

The SIM card is usually installed by the Service Provider but if you have to install or replace it, it is installed behind the SIM door as shown below. Push it in until it clicks, or to remove it, push it in and release.

### NOTICE

#### Important Note:

- When installing or removing the SIM, do not touch the gold contacts. Touching the contacts can introduce dirt or grease that could cause SIM read errors.



Figure 33: Installing the SIM card

## Connecting power leads to the Hughes 9502



Once the unit is properly installed, you can then connect the power leads (positive + and negative -) from the power source to the 9502 power connector. The terminal is clearly marked for positive and negative leads. It is designed for a nominal 12Vdc and 24Vdc voltage and is protected from reverse polarity. The maximum current draw is 1.5A at 12V, 0.75A at 24V.



Figure 34: Bottom view cap off



Figure 35: Connecting power leads

Insert the positive lead into the positive terminal jack and tighten the screw. Then connect the negative lead into the negative terminal jack and tighten the screw (see [Figure 35](#)).

### NOTICE

#### Important Note:

- Ensure the power source is turned off before connecting the power leads to the 9502
- Ensure that the screws are tightened so the power leads cannot fall out

## Install Ethernet cable and power wires through fittings

The Hughes 9502 has two standard bulkhead fittings. One fitting is for the power wires and the other fitting is for the Ethernet cable. [Figure 36](#) on page 54 how to feed the Ethernet connector/cable through the fitting. Once the cable is passed through, you must then tighten the clamp nuts on the outside to ensure a watertight seal on the cable.

1. Apply sealant (as required) to power wires and Ethernet cable
2. Slide cable/wires through fitting
3. Pull enough cable to mate to equipment
4. Tighten outer cinch nut to cable/wires

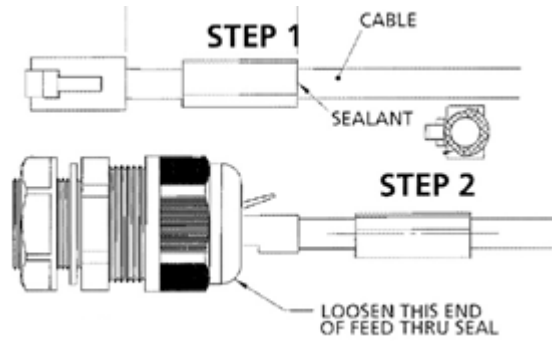


Figure 36: Installing Ethernet cable through fitting

## Powering up the Hughes 9502



The 9502 will power up automatically when DC power is applied. It does not have a power button. By default it will bypass antenna pointing and automatically register, attach and activate a PDP context.

Once you have applied DC power, the terminal goes through a power-on-self-test (POST) that takes approximately 15-20 seconds and then the power LED will start flashing for another 15 seconds. If you want to enter pointing mode, you will need to short press (<2 seconds) the function button within those 15 seconds. If you do not short press the Function button, the unit will start to register with the network and set up a PDP context.



If the unit bypasses pointing and starts to register with the network, the antenna is now transmitting so please stay at least 1 m clear of the front of the antenna to avoid RF radiation.

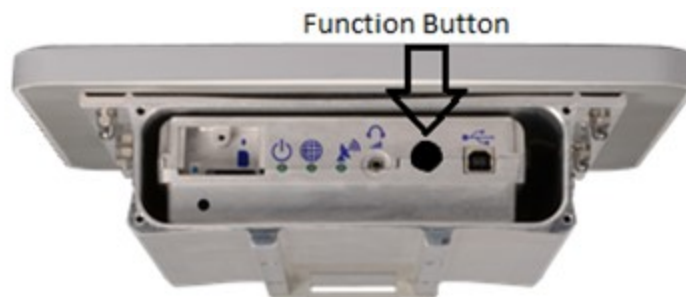


Figure 37: Function button

## Coverage map

The Inmarsat BGAN service is operated via 4 satellites with global coverage shown in [Figure 38](#).

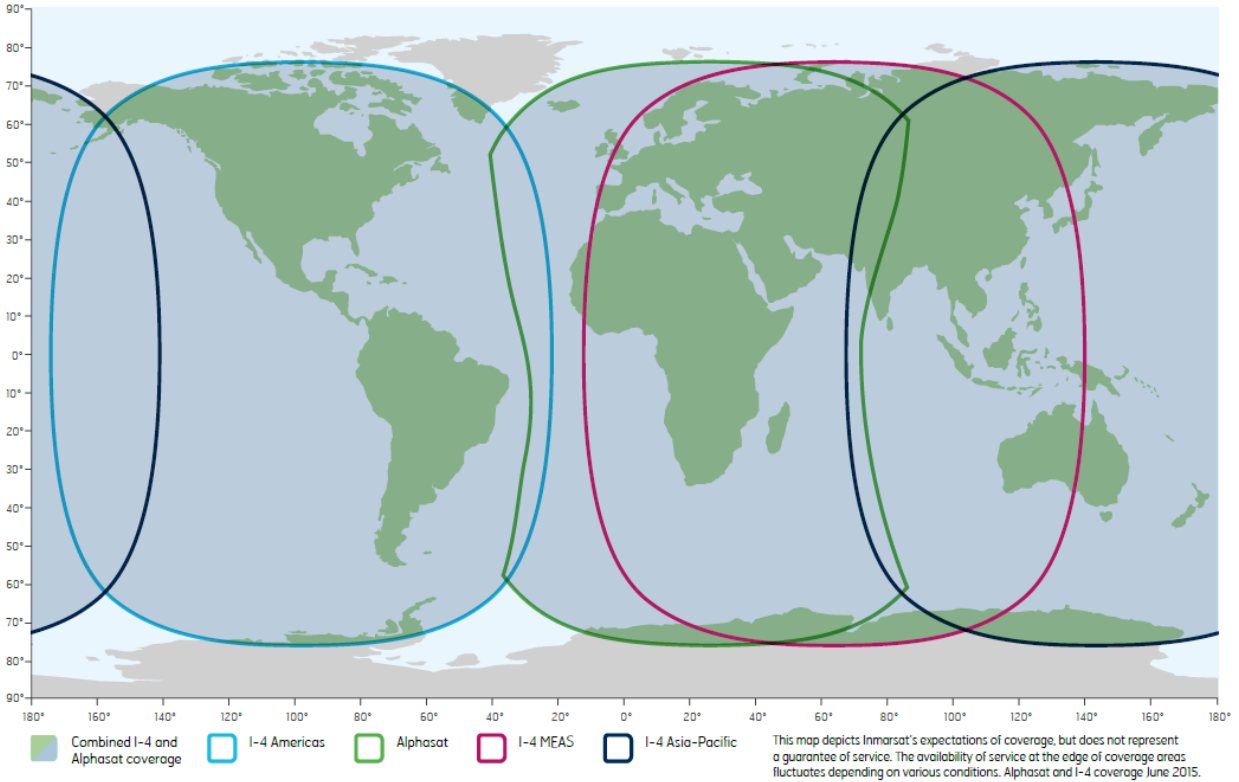


Figure 38: Inmarsat satellite coverage

### ***Operation in the MEAS footprint***

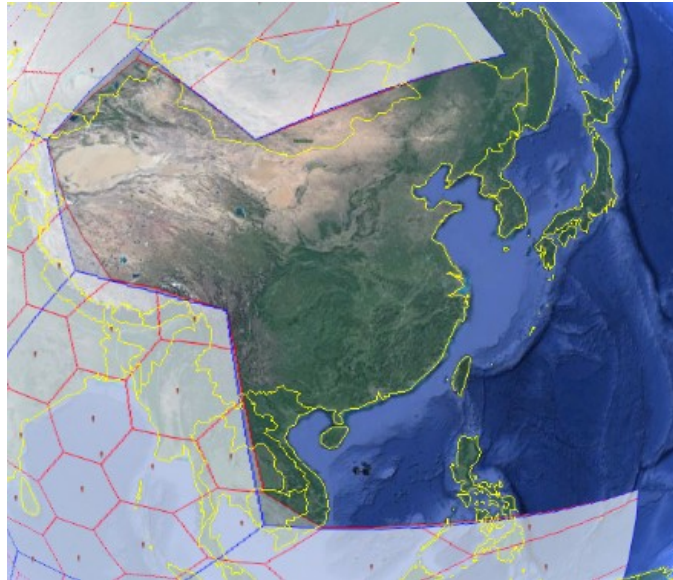


Figure 39: MEAS coverage cutout over China

#### **NOTICE**

I-4 MEAS has a cutout area in its coverage over China and nearby parts of Asia. In this area, I-4 Asia Pacific (APAC) must be used even if MEAS is closer.

---



**NOTICE**

With the introduction of MEAS, there are now parts of the overlap areas of MEAS and EMEA, such as the yellow shaded area below, where the antenna might be able to see a second satellite.

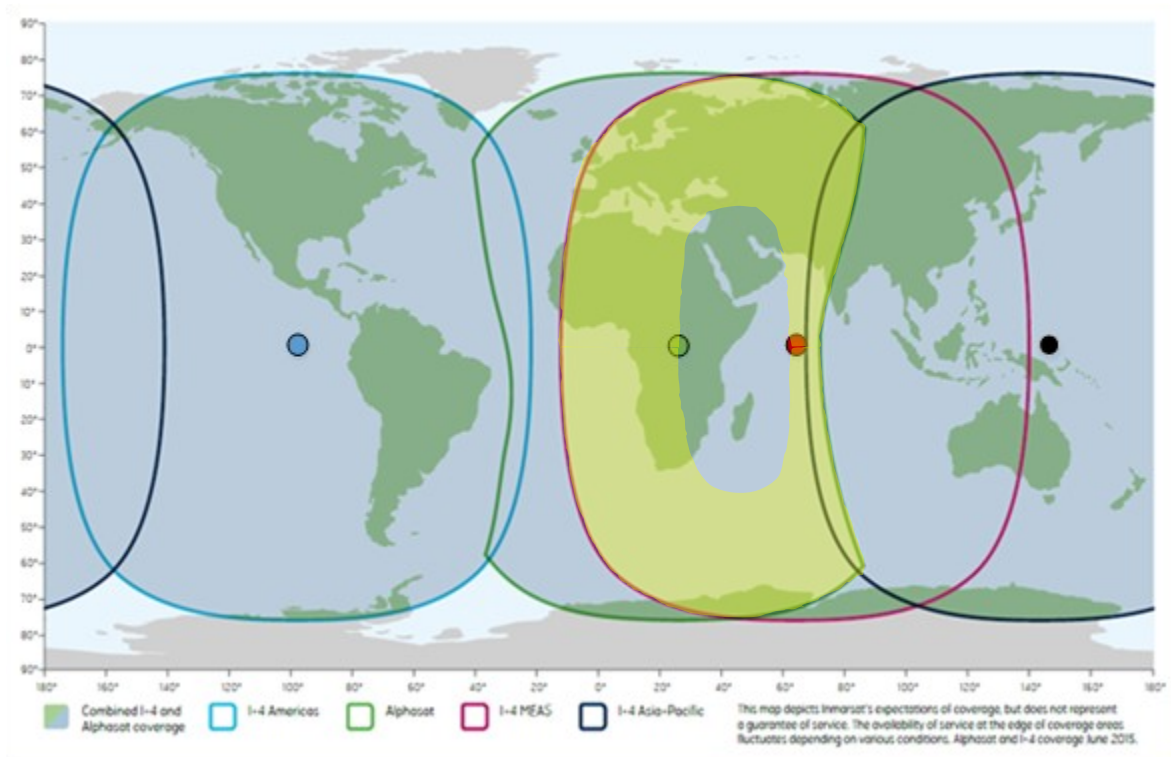


Figure 40: Area where the UT may see 2 satellites

During site switches, the satellite signal is turned off briefly and the UT may try to register on the other satellite it can see. The signal will be weaker and will degrade service so it is advisable to select operation on a single satellite.

The visible satellites are shown on the status bar of the Home page. To configure the UT to use a single satellite, use the [General Setup](#) page (30) in release 5.9.5.0 and higher. Alternatively, use the `_IHSET="SAT_SELECT"` remote control SMS to configure the satellite.

### ***Operation in the Russian Federation***

In the Territory and National Waters of the Russian Federation covered by the three Regional beams of I-4 MEAS shown in [Figure 41](#) on page 58, end-users must select MEAS rather than Alphasat (EMEA) or I-4 Asia Pacific (APAC), even if one of these satellites is closer. In areas within the Russian Federation, but not covered by the I-4 MEAS satellite, use I-4 Asia Pacific (APAC).

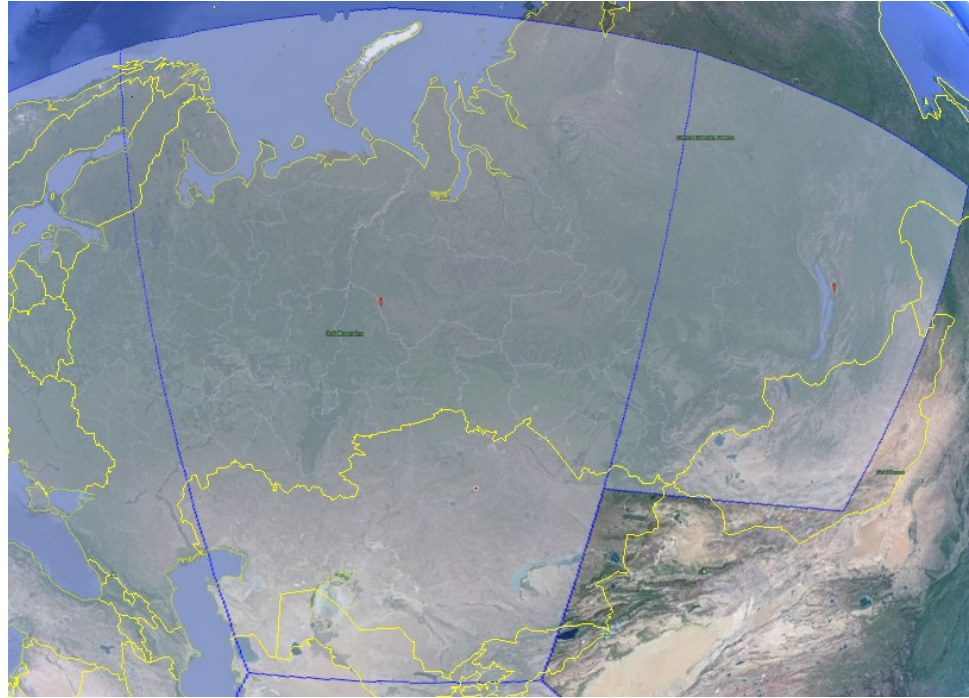


Figure 41: MEAS regional beams covering the Russian Federation

## Pointing the terminal



Determine the azimuth and elevation for the look angle to the satellite in advance of the installation by using the approximate latitude and longitude of the site in a simple satellite pointing application or specially marked map. This is the preferred mode as it simplifies the install and may be critical data for choosing the site if there are multiple potential locations to mount the UT in wooded, mountainous or built-up areas.

Alternatively, you can get the azimuth and elevation angle by powering up the UT, allowing it to get a GPS fix and then checking the pointing information on the 9502 home Web UI page.

In order to speed up getting the initial GPS fix, while you are in pointing mode you should lay the unit flat with a clear view of the sky first so that it can see as many GPS satellites as quickly as possible. Once you get the initial GPS fix (GPS LED solid green), then you can point the unit to the Inmarsat satellite.

If you short press the function button to enter pointing mode, all three LEDs start to blink, indicating that the terminal is in pointing mode.

To aid in pointing, you can use two different methods:

1. You can use the 3.5mm jack to connect stereo speakers or a headset in order to hear the tones for pointing. As the signal strength increases, the tone pitch will get higher and faster.
2. You can also use the 3.5mm jack to connect a 3.5mm stereo plug that has two bare wires exposed. Measure the DC voltage between the two exposed wires with a voltmeter while you are pointing. The range is 2.5V to 3.2V and the higher the voltage the better the antenna is pointed. A reading of 3.0V equates to a signal level of about 51dB, so try to get as close to 3.2V as possible.

You can also monitor the signal strength by hooking up a laptop/PC to the USB port and monitor it from the Web UI (see [Figure 42](#)). Access the Web UI by opening a browser and typing in the local IP address of the terminal 192.168.128.100.

HUGHES

Home

Connections

Settings

M2M

Security

SMS

9502
Terminal Status

STATUS

Connection

Connected

Beam: REGIONAL 13 AMER  
Signal Strength: 59.1

GPS

3D GPS Fix

Location: 32.89567° N  
117.20212° W

Last Fix: 23-Jan-2020,  
14:36 UTC

Pointing Info

I-4 AMER

147.3°    46.5°

Terminal Information

|                  |                                 |  |
|------------------|---------------------------------|--|
| Model            | BGAN USER TERMINAL, Hughes 9502 |  |
| IMEI             | 353938-03-012136-6              |  |
| Software Version | 5.9.6.1                         |  |

SIM Information

|                         |                                     |  |
|-------------------------|-------------------------------------|--|
| IMSI                    | 901112112489879                     |  |
| APN                     | bgan.inmarsat.com                   |  |
| Subscriber Phone Number | Not configured by Service Provider. |  |

Troubleshooting

Terminal Logs

| Log Type   | Available Logs                                  | Reset Log                                       |
|------------|---|---|
| System Log | <input type="button" value="Download Current"/> |   |
| Event Log  | <input type="button" value="Download Current"/> | <input type="button" value="Reset Event Log"/>  |
|            | <input type="button" value="Download Archive"/> |   |
| Packet Log | <input type="button" value="Download Current"/> | <input type="button" value="Reset Packet Log"/> |
|            | <input type="button" value="Download Archive"/> |   |

Reset Terminal to Factory Defaults

Click this button to restore all terminal settings to their original default values.

Reboot Terminal

Click this button to reboot the terminal software.

Figure 42: Signal strength on Home page

# LED flow chart

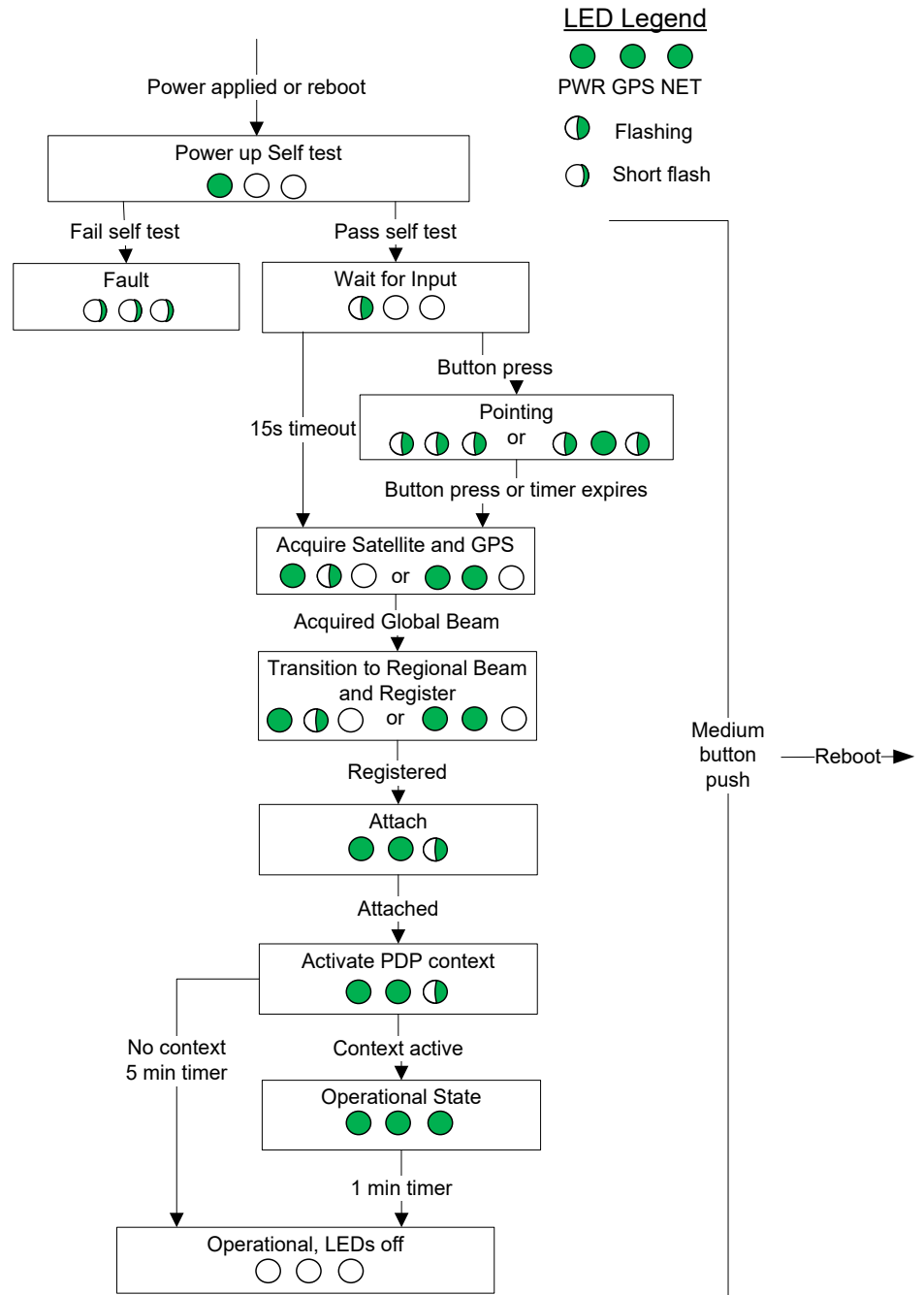


Figure 43: LED flow chart

**NOTICE**

**Important Notes:**

- To aid in pointing the unit, there is a 3.5mm stereo audio jack port on the 9502. The user can insert a stereo headset to hear audio tones or use a voltmeter to measure the voltage which indicates the quality of the signal detected during install mode.
- The unit must have DC power applied for pointing.
- The GPS antenna is an integral part of the main antenna and a GPS fix can be obtained as part of the pointing process.



- Once you are out of pointing mode, you need to stay away from the front and sides of the unit at least 1m for safety purposes.

## Adjusting the azimuth and elevation of the terminal



To adjust elevation, refer to [Figure 44](#)

1. Loosen the two bolts in the curved slots on the azimuth elevation bracket.
2. Read the elevation angle from the elevation scale on the bracket, using the red edge on the pole collar as the angle indicator. View this edge through the curved slot on the azimuth elevation bracket.
3. Pivot the unit to obtain the desired elevation.

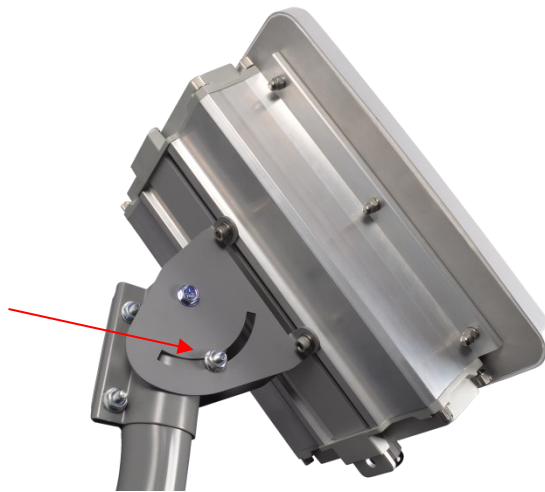


Figure 44: Adjusting elevation

To adjust azimuth, refer to [Figure 45](#)

4. Loosen the two bolts on the pole collar.
5. Move the unit to either side, in small increments, as necessary to get the optimum signal strength as shown on the voltmeter or by the fast high pitch sounds that you hear with the headphones.

When you have maximized the signal quality:

6. Tighten the two bolts in the curved slots on the azimuth elevation bracket to lock down the elevation adjustment.
7. Be careful not to change the unit's orientation while tightening the bolts.
8. Tighten the two bolts on the pole collar to lock down the azimuth adjustment.
9. Make sure all other fasteners on both brackets are tight.

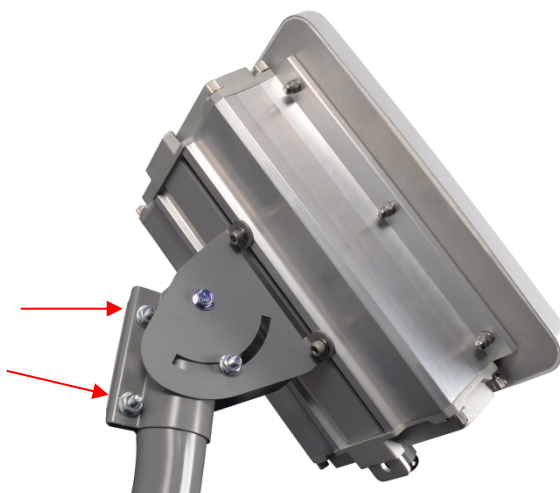


Figure 45: Adjusting azimuth

## Exit pointing mode

1. Short press the function button (<2 seconds) to exit pointing mode. The terminal will initiate registration with the network.
2. Verify the unit registers, attaches, and establishes a PDP context by checking the status on the Web UI or when all three of the LEDs are solid green ([Figure 43](#) on page 61).
3. Optionally, verify the unit will correctly recover from a power cycle by removing and reapplying power. Verify it registers, attaches, and establishes a PDP context by again checking the status on the Web UI or when all three of the LEDs are solid green ([Figure 43](#) on page 61).
4. Verify end to end connectivity of the system, by sending a small amount of data from the device connected to the 9502 and verifying that the data was received by the other end (e.g., data center).



## Installing the End Caps

### NOTICE

1. To avoid water ingress, please implement the following recommendations whenever re-installing the bottom or top end cap of a Hughes 9502 integrated antenna terminal.



Figure 46: 9520 End Cap

2. Prior to the reassembly of an end cap, clean the O-ring carefully with a cloth to ensure that no foreign particles are present. Apply a small quantity of Molykote® 111 grease sealant on the O-ring shown in the picture below. Do not use petroleum based grease as this could degrade the O-ring over time.

### O-ring

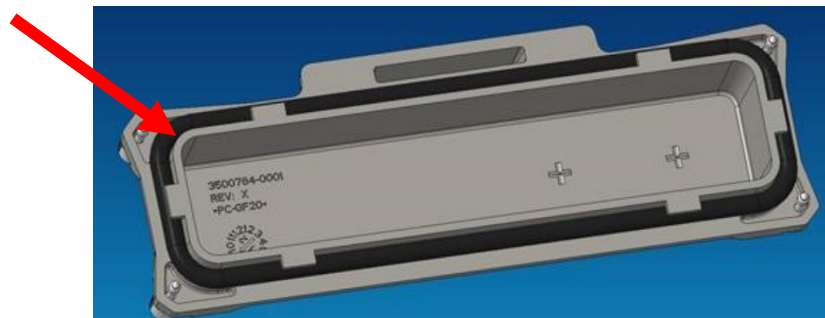


Figure 47: End Cap O-ring

3. Carefully slide the assembly onto the 9502 outer enclosure ensuring that the O-ring is properly seated inside without any pinching between the end cap and the aluminum housing walls.
4. Tighten the end caps using a Philips screwdriver for a snug fit; do not overtighten.



# Lightning protection and safety

## Lightning and grounding precautions / *Précautions contre la foudre et la terre*



A lightning strike on the terminal, mounting hardware or cable may cause death or serious injury and is likely to damage the terminal.

*La foudre sur l'unité, le matériel de montage ou les câbles peut causer des blessures graves ou mortelles et est susceptible d'endommager l'unité.*

It is therefore essential that the installer does not use an installation location, which is likely to experience a lightning strike, and make suitable grounding and lightning protection arrangements to minimize any possibility of injury or damage. Professional local advice should be sought with respect to these matters. Hughes accepts no liability for any injury or damage caused by lightning strikes.

*Il est donc essentiel que l'installateur évite tout emplacement d'installation susceptible d'être frappé par la foudre, et de mettre en place un dispositif de mise à terre et de protection adaptée contre la foudre afin de minimiser tout risque de blessure ou de dommage. Un conseil professionnel local devrait être consulté à cet égard. Hughes n'accepte aucune responsabilité pour tout préjudice ou dommage causé par la foudre.*

Hughes 9502 chassis shall be connected to earth ground. Connect the earth grounding wire with lug in between the ground screw and chassis. Tighten the ground screw after the wire lug is installed. The wire lug material shall be either tinned copper or tin-plated steel.

*Le châssis du Hughes 9502 doit être connecté à la terre. Connectez le câble de mise à terre avec une cosse entre la vis de terre et le châssis. Serrez la vis de terre après que le câble avec cosse ait été installé. Le câble avec cosse doit être soit en cuivre zingué ou en acier étamé.*

Hughes also recommends that a protective earth cable be connected to the mount. Please consult professional local advice for protective earth grounding requirements.

*Hughes recommande également qu'un câble de terre être connecté à la monture. Veuillez consulter un conseil professionnel local pour les spécificités concernant la mise à terre.*



Figure 48: 9502 Protective earth grounding

## Disclaimer / Avertissement

Whilst prepared in good faith, Hughes makes no warranty or representation as to the accuracy, completeness or fitness for purpose of this document or its contents and all warranties, whether express or implied are excluded. Hughes, to the maximum extent permitted by law, excludes any liability arising from the use of this document or its contents. Users' attention is brought to the fact that the local applicable laws and regulations as to the use of the terminal may apply and it is the user's responsibility to identify and comply with these.

*Tout en étant rédigé de bonne foi, Hughes n'offre aucune garantie ou représentation quant à l'exactitude, l'exhaustivité ou l'adéquation quant à l'objectif de ce document ou son contenu, et toutes garanties, exprimées ou tacites sont exclues. Hughes, dans la mesure maximale permise par la loi, exclut toute responsabilité découlant de l'utilisation de ce document ou son contenu. L'attention des utilisateurs est attirée sur le fait que les lois et réglementations locales applicables à l'utilisation de l'unité peuvent s'appliquer et il est de la responsabilité de l'utilisateur de les identifier et de s'y conformer.*

# AT unsolicited response codes

The following codes and text may appear as unsolicited response codes on the AT interface to the UT or in an SMS response to an ATCO Remote SMS command. Each code appears in the following format:

```
<crLf><at_command>: <#>, <text><crLf>
```

Where:

<crLf> is the carriage-return/line-feed character sequence

<at\_command> identifies the command which generated the response

<#> is the numeric response code

<text> is descriptive text about the response

Examples:

```
_IGETFW: 20, FTP hookup fail
```

```
_IUPDFW: 0, Complete
```

The message format is intended to be readable/usable by both automated processes and humans.

Table 7 shows the current set of response codes, grouped by function.

Table 7: AT unsolicited response codes

| Code               | Text                       | Explanation  |
|--------------------|----------------------------|--|
| General            |                            |  |
| 0                  | Complete                   | Operation completed successfully   |
| 1                  | Unexpected software error  | Software error   |
| 2                  | Local file open error      | _IGETFW: could not open local file for download<br>_IUPDFW: could not open control file for update parameters<br>_IUPDCFG: could not compute checksum for new config file. |
| 3                  | Directory not found        | Could not find specified directory on UT file system.  |
| 4                  | File not found             | Could not find named file (on local file system).  |
| 5                  | Error renaming file        | _IUPDFW: Could not restore 'image.txt' after failed upgrade.<br>_IUPDCFG: Could not rename new file to 'config.txt'.   |
| 6                  | Parameter error            | Error found in a parameter, e.g. invalid value, string too long, etc.  |
| Context Management |                            |  |
| 10                 | No entry in context table  | No free entry in context ID table (all 11 contexts in use)   |
| 11                 | Context parameter error    | Internal software error  |
| 12                 | Local IP addr error        | Internal software error  |
| 13                 | Context activation error   | Context activation failed. Could be problem with PS attach, SIM subscription, APN, network or connectivity.  |
| 14                 | Context deactivation error | Context deactivation failed  |

| Code           | Text                           | Explanation   |
|----------------|--------------------------------|---|
| FTP Management |                                |   |
| 20             | FTP hookup fail                | Connection to FTP server failed. Problem could be server unreachable or specified IP address or server name invalid, or connectivity failure. |
| 21             | FTP login fail                 | FTP username or password incorrect  |
| 22             | FTP 'type' fail                | Could not establish "binary" mode.  |
| 23             | FTP 'cwd' fail                 | Could not change to working directory on FTP server.  |
| 24             | FTP data connection fail       | Could not establish an FTP data connection with the server.   |
| 25             | FTP 'nlst' fail                | Could not get list of files in current FTP server directory. Directory may be empty.  |
| 26             | FTP xfer command fail          | Could not initiate data transfer on an established connection. May be caused if filename not found.   |
| 27             | FTP found no filename          | Could not find a filename in the current server directory.  |
| 28             | FTP local file read/write fail | Error while writing downloaded file to UT flash or reading upload file data.  |
| 29             | FTP socket fail                | Error while reading or writing FTP data socket.   |
| 30             | FTP completion error           | Error while closing the current FTP connection.   |
| 31             | FTP xfer timed out             | FTP client timed out waiting for socket ready (read or write), e.g. due to loss of connectivity during transfer.                              |
| _IGETFW        |                                |   |
| 40             | File in use, cannot download   | The file to be downloaded is the same (by name) as the image currently in use.  |
| 41             | Starting immediate update...   | Normal success. File downloaded successfully, now starting immediate update.  |
| 42             | Complete                       | File listed in the response successfully downloaded to the UT   |
| 43             | Downgrade disallowed           | Downgrade to lower release blocked to protect hardware  |
| _IUPDFW        |                                |   |
| 50             | New firmware file not found    | Could not find filename specified in upgraded control file  |
| 51             | New firmware file corrupt      | Firmware file failed checksum test.   |
| 52             | New firmware file failure      | The new firmware failed to run or failed to acquire the network and the unit fell back to the old release.                                    |
| 53             | Upgrade admin file error       | Problem with local file manipulation during upgrade process   |
| 54             | Upgrade status file error      | Problem with local file manipulation during upgrade process   |
| _IGETFILE      |                                |   |
| 60             | Can't overwrite protected file | File specified in AT command was 'config.txt', 'config.chk', 'config_bk.txt', 'config_bk.chk'   |
| _IUPDCFG       |                                |   |
| 70             | Can't use reserved file        | Attempt to use one of protected config files as the new config.txt file.  |

| Code     | Text                      | Explanation   |
|----------|---------------------------|---|
| _IREMWEB |                           |   |
| 80       | Invalid IP address string | An IP address parameter string could not be interpreted as a legitimate IP address.   |
| 81       | Global IP: <ip_addr>      | REMWEB connection set up successfully. Indicates global IP address assigned to the UT's own PDP context, to which an HTTP connection may be made. |



## Chapter 7

# Troubleshooting

| Problem   | Possible cause   | Possible solution   |
|---|--|---|
| Ethernet connectivity problems                                | The 9502 Ethernet chip is 10BaseT and some routers and other devices may have problems if set to 100BaseT or auto-negotiate. | Configure the user device for 10BaseT   |
| Problems with remote control SMS when sending from cell phone | The Inmarsat network does not interconnect for SMS with all cellular carriers. Some only work in one direction.              | Test SMS from cell phones to BGAN before deploying to verify interconnectivity.<br><br>Alternatively, use another BGAN terminal to send and receive SMS.  |
| Problems with remote control SMS                              | Most remote SMS problems are caused by configuration or syntax problems.   | Verify the UT has remote SMS enabled.<br><br>Verify you are using the correct password.<br><br>If the white list is configured, verify you are initiating messages from a device with an allowed number.<br><br>Check the syntax of the SMS against the SMS Remote Control Feature User Guide. Spaces are used as delimiters between parameters and must be used correctly. Some parameters require double quotes, e.g. APN such as "bgan.inmarsat.com" |
| Cannot access or control the unit                             | Forgotten admin password.<br>Invalid configuration.  | Reset to factory defaults: Press and hold the small blue button next to the SIM card while powering off the UT.<br><br>Note this is only supported in Release 5.9.6.1 and above.<br>Note this function is blocked if enhanced security is active.   |
| No SIM error  | No SIM installed.<br><br>Faulty SIM card.<br><br>Dirty SIM contacts.   | Check the SIM card.<br><br>Remove the card and clean it with a pencil eraser or soft cloth and ensure the contacts are free and clear of dirt, debris and grease before replacing.  |

## PDP context activation errors

Table 8: PDP context activation errors

| <b>CME error number</b> | <b>CME error text on Web UI</b>                           | <b>Possible reason</b>  |
|-------------------------|---|---|
| 14                      | invalid index   | Problem in PDP context request  |
| 21                      | no network service  | Could be poor signal or signal blockage, or network problem.  |
| 55                      | Implicitly detached (#10)                                 | Check attach and registration status.   |
| 62                      | Network failure (#17)                                     | Could be problem accessing the network; or could be invalid streaming rate or too many streams requested. |
| 65                      | Congestion (#22)  | Insufficient resources in the spot beam. Retry later.   |
| 67                      | Service option not supported (#32)                        | Invalid context parameters or subscription problem.   |
| 68                      | Requested service option not subscribed (#33)             | Requested invalid APN or SIM subscription problem.  |
| 69                      | Service option temporarily out of order (#34)             | Retry activating the context, then try rebooting the unit.  |
| 70                      | No PDP context activated (#40)                            | Retry activating the context, then try rebooting the unit.  |
| 72                      | PDP authentication failure                                | Could be invalid APN username or password   |
| 74                      | Semantically incorrect message (#95)                      | Could be problem in TFT definition or PDP context request.  |
| 75                      | Invalid mandatory information (#96)                       | Problem in PDP context request  |
| 76                      | Message type non-existent or not implemented (#97)        | Problem in PDP context request  |
| 77                      | Message type not compatible with the protocol state (#98) | Problem in PDP context request  |
| 78                      | Information element non-existent or not implemented (#99) | Problem in PDP context request  |
| 79                      | Conditional IE error (#100)                               | Problem in PDP context request  |
| 80                      | Message not compatible with the protocol state (#101)     | Problem in PDP context request  |
| 81                      | Protocol error, unspecified (#111)                        | Problem in PDP context request  |
| 92                      | Network access forbidden                                  | Retry activating the context, then try rebooting the unit.<br>Check the SIM card and SIM subscription.    |



## Chapter 8

# Regulatory notices

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### EU Declaration of Conformity

Refer to [bgan.hughes.com](http://bgan.hughes.com) for the EU Declaration of Conformity.

### FCC compliance / *Conformité FCC*

This device conforms to the FCC rules. Any changes or modifications to Hughes Network Systems' equipment, not expressly approved by Hughes Network Systems, could void the user's authority to operate the equipment.

*Cet appareil est conforme aux règles FCC. Toute modification apportée à l'équipement de Hughes Network Systems et non approuvée expressément par Hughes Network Systems, peut annuler l'autorisation de l'utilisateur à opérer cet équipement.*

To comply with FCC RF exposure requirements, this device must be operated with a minimum separation distance of one meter from the front of the satellite terminal's antenna to a person's body. Other operating configurations should be avoided.

*Afin d'être conforme aux exigences FCC concernant l'exposition RF, cet appareil doit être utilisé tout en maintenant une distance de séparation minimale d'un mètre entre la personne et le devant de l'antenne du terminal satellite. Toute autre configuration d'utilisation doit être évitée.*

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions; (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

*Cet appareil est conforme à la Section 15 du règlement FCC. Son fonctionnement est sujet aux deux conditions suivantes; (1) ce matériel ne peut pas provoquer d'interférences nuisibles, et (2) ce matériel doit pouvoir tolérer n'importe quelle interférence reçue, y compris les interférences qui peuvent provoquer un fonctionnement indésirable.*

### IC compliance / *Conformité IC*

This device conforms to Industry Canada's rules. Any changes to Hughes Network Systems' equipment, not expressly approved by Hughes Network Systems, could void the user's authority to operate the equipment.

*Cet appareil est conforme aux règlements de l'Industrie Canada. Tout changement à l'équipement de Hughes Network Systems, sans le consentement exprès de Hughes Network Systems, peut résulter à l'annulation de l'autorité confiée à l'utilisateur d'opérer cet équipement.*

To comply with Industry Canada's RF exposure requirements, this device must be operated with a minimum separation distance of one meter from the satellite terminal's antenna to a person's body. Other operating configurations should be avoided.

*Pour être conforme aux règlements d'Industrie Canada sur l'exposition aux rayonnements RF, cet appareil doit opérer à une distance d'au moins un mètre entre l'antenne du terminal de transmission satellite et le corps d'une personne. Toute autre configuration d'opération devrait être évitée.*

## EU WEEE (Waste Electrical and Electronic Equipment) Directives

The European Union (EU) Directive 2012/19/EU on waste electrical and electronic equipment mandates recycling of electrical and electronic equipment throughout the EU.

Unless otherwise noted, all products, assemblies, and sub-assemblies that carry the CE mark and are manufactured by Hughes and its sub-contractors are compliant with this directive. This product carries the WEEE label below to demonstrate compliance.

For additional information, contact Hughes Network Systems at: [www.hughes.com](http://www.hughes.com).



## Hazardous locations / *Emplacement dangereux*

This equipment is suitable for use in hazardous locations Class I, Division 2, Groups A,B,C,D, or non-hazardous locations only.

*Cet appareil convient à l'utilisation uniquement dans des emplacements de type Classe I, Division 2, Groupes A,B,C,D, ou non-dangereux.*

This equipment is suitable for use in hazardous locations ATEX Group II, Category 3, as defined by the device marking;

 II 3G Ex ic IIC T5 Gc X

*Cet appareil convient à l'utilisation uniquement dans des emplacements de type ATEX Groupe II, Catégorie 3, comme indiqué par l'étiquetage:*

 II 3G Ex ic IIC T5 Gc X

Installation of Hughes 9502 (P/N 3500753-0022) must conform to NEC Article 501 Class I, Division 2, rules.

*L'installation du terminal Hughes 9502 (P/N 3500753-0022) doit être conforme à l'article 501 NEC pour tout emplacement dangereux de type Classe I Division 2.*

Any changes or modifications to Hughes Network Systems' equipment, not expressly approved by Hughes Network Systems, could void the user's authority to operate the equipment.

*Toute modification apportée à l'équipement de Hughes Network Systems et non approuvée expressément par Hughes Network Systems, peut annuler l'autorisation de l'utilisateur à opérer cet équipement.*