

Troubleshooting

This table gives maximum cable runs for common LMR cable types. These maximum lengths are based on Iridium's specified max signal loss of 3db from antenna to handset, and assumes there are no splices or couplers in the cable run.

Helpful Tip: Each connector/splice will reduce signal strength by approximately 0.5dB.

Type	Max Length	
LMR-195	15 ft	4.57 m
LMR-240	22.1 ft	6.74 m
LMR-400	42.6 ft	12.98 m
LMR-600	65.7 ft	20.03 m
LMR-900	97.1 ft	29.60 m
LMR-1200	129 ft	39.32 m
AVA5-50	148.4 ft	45.23 m

Installation and Startup Troubleshooting

SYMPTOM:

Satellite icon (green) LED never stays on solid and continues to blink.

CAUSE:

ComCenter II is unable to find or register with the Iridium network.

RESOLUTION:

Verify SIM card is installed, activated and unlocked. Verify antenna is not obstructed and that cable length or max dB loss has not been exceeded.

SYMPTOM:

Busy Signal present on RJ-11 analog phone

CAUSE:

Another symptom that the ComCenter II is unable to find or register with the Iridium network.

RESOLUTION:

Verify SIM card is installed, activated and unlocked. Verify antenna is not obstructed and that cable length or max dB loss has not been exceeded.

SYMPTOM:

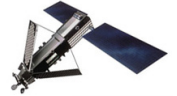
Signal strength drops when a call is placed

CAUSE:

Check antenna location for obstructions, a 360 degree clear view of the sky is required for proper operation. Antenna cable length exceeded or there are too many splices in cable run.

RESOLUTION:

Re-position antenna away from obstructions, verify cable length has not been exceeded, eliminate unnecessary cable splices.



Status and Error Tones (RJ-11/POTS interface only)

DESCRIPTION	TONE NAME	TONE PATTERN
Powering Up Initialization	NOT READY TONE	<long tone><bleep>...repeat
Searching for Network	NOT READY TONE	<long tone><bleep>...repeat
Found Network	FOUND NETWORK TONE	<bleep><bleep><bleep><bleep><bleep>
Ready to Dial	DIAL TONE	<continuous dial tone>
Enter ASE Access PIN CODE	PIN CODE BEFORE DIAL	<pause><bleep>...repeat
Device on Data Call	BUSY TONE	<continuous busy tone>
Poor Signal during Call	POOR SIGNAL	<bleep><bleep>
Missing SIM Card	ALERT TONE + BEEP COUNT	Alert Tone + 2 beeps
Locked SIM Card	ALERT TONE + BEEP COUNT	Alert Tone + 3 beeps
Registration Denied	ALERT TONE + BEEP COUNT	Alert Tone + 4 beeps
Bad SIM Card	ALERT TONE + BEEP COUNT	Alert Tone + 4 beeps