INMARSAT FBB FAILOVER PROCESS (ONLY FOR VESSELS FITTED WITH FBB)
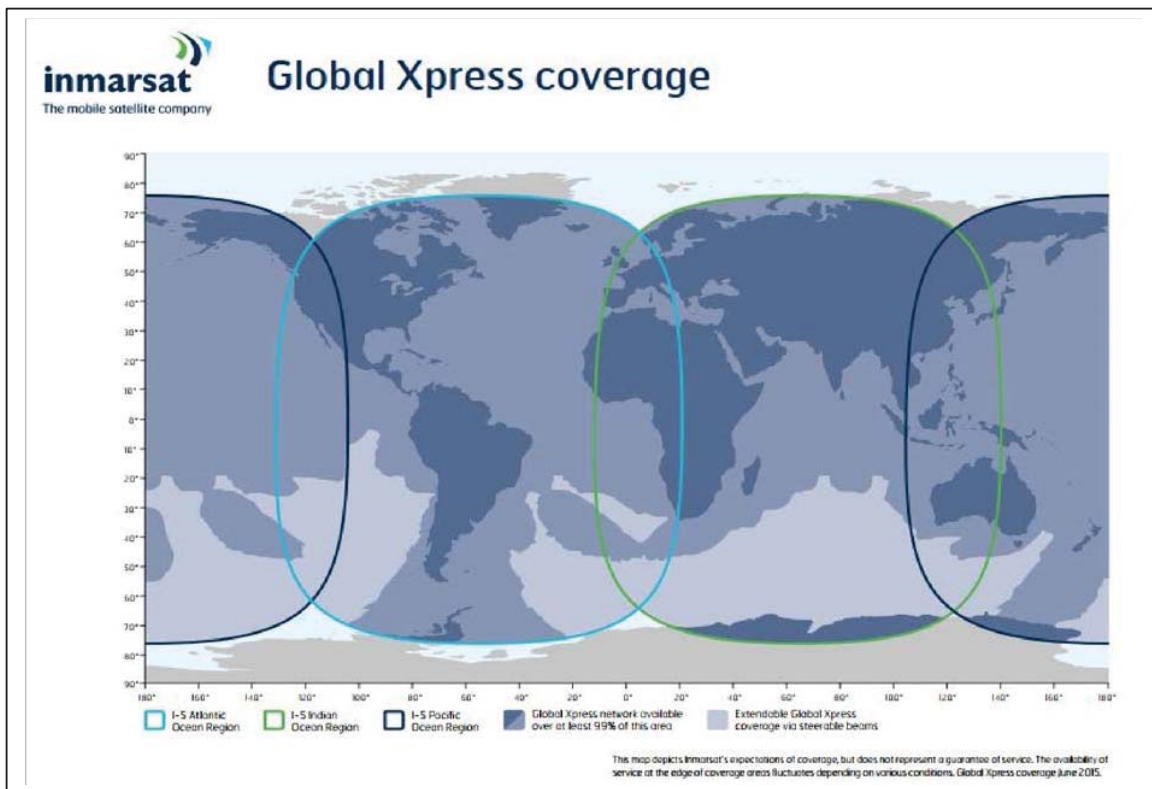
Dear Master

Some of our vessels have experienced VSAT failures. We all know that VSAT communication is vital onboard and how stressful it will be for ship staff, office staff, Operators etc if vessel loses the VSAT communications.

There are some dead areas where VSAT will be out of coverage and will not function.

Example:

> ➢ When vessel is on a voyage from Argentina to South Africa, vessel will be out of VSAT coverage for about 3 days.
> ➢ When vessel is on a voyage from Chile to New Zealand, vessel will be out of VSAT coverage for about 5 days.

Please find below map indicating areas where VSAT will be out of coverage

1. Order of Communications:

> ➢ 1st VSAT

> ➢ 2nd FBB (Only If VSAT fails) – When the VSAT fails on the INMARSAT System the FBB system automatically changes over without the intervention of ship staff.
>
> The vessel can continue using Outlook and send attachments less than 2MB with no extra cost as the INMARSAT FBB system is uncapped but please note that sending of large attachments (2MB and more) will bring the system to a halt.

Rule of thumb when VSAT is not operational and when using the FBB is to plug in only when checking email and disconnect immediately.

Master can check the signal strength if they are on the FBB system by clicking on the following link.

http://insd.inmarsat.com/

> ➤ 3rd SAT-C – send email only to one recipient (SHIP MANAGER) who will pass the message to relevant parties. Note that if vessel uses 2 email address, then the bill is charged twice for the same message. Message contents shall be kept minimum. Avoid wordings like Thanks, best regards, Dear sirs etc. This is to avoid unnecessary cost.

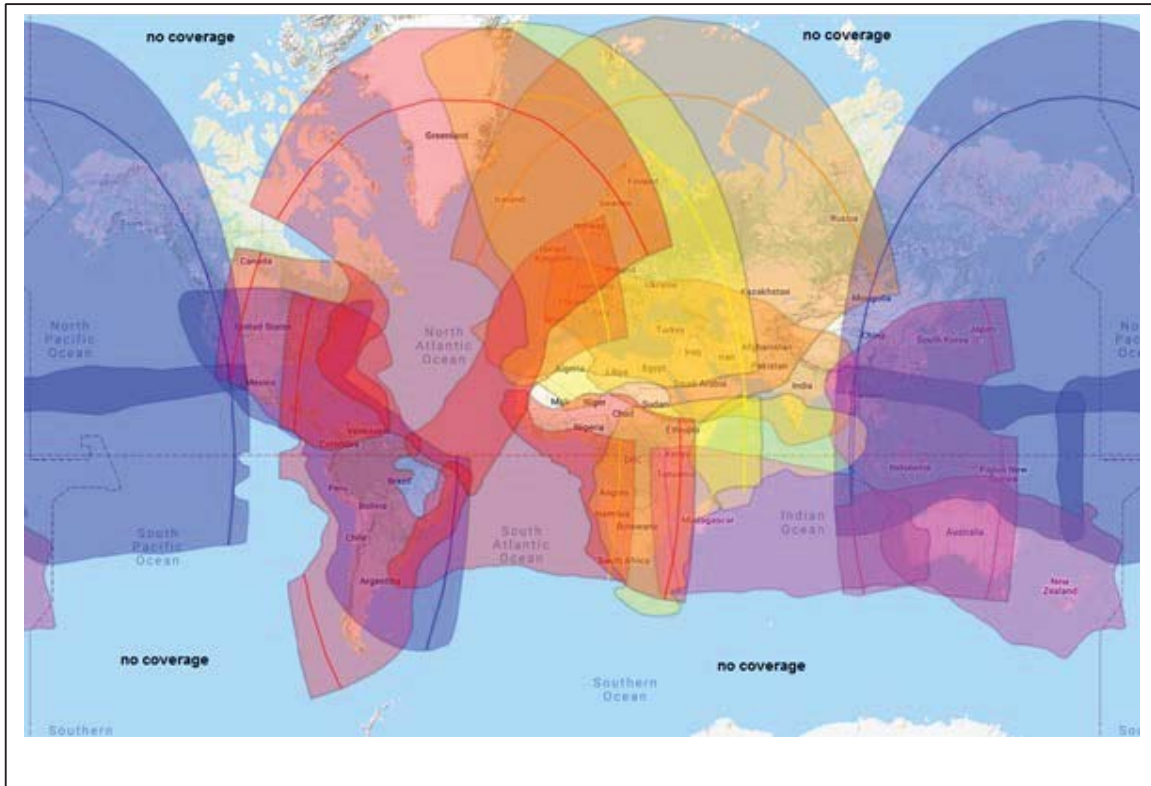**NSSL IRIDIUM FAILOVER PROCESS (ONLY FOR VESSELS FITTED WITH IRIDIUM)**

Dear Master

Some of our vessels have experienced VSAT failures. We all know that VSAT communication is vital onboard and how stressful it will be for ship staff, office staff, Operators etc if vessel loses the VSAT communications.

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Example:

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Please find below map indicating areas where VSAT will be out of coverage

1. **Order of Communications:**

   ➢ 1st VSAT

   ➢ 2nd IRIDIUM (Only If VSAT fails) – Webmail is to be used . Outlook shall not be used (Outlook is not to be opened at all when the Iridium is being used). See below link. When sending email using the Iridium, vessel can copy more than one recipients but **shall not send any attachments unless absolutely essential** . Attachments cause heavy bills.

   Rule of thumb when VSAT is not operational and when using the Iridium is to plug in only when checking email and disconnect immediately.

   ➢ 3rd SAT-C – send email only to one recipient (SHIP MANAGER) who will pass the message to relevant parties. Note that if vessel uses 2 email address, then the bill is charged twice for the same message. Message contents shall be kept minimum. Avoid wordings like Thanks, best regards, Dear sirs etc. This is to avoid unnecessary cost.

Note:

- **Improper usage of IRIDIUM will cause excessive bills. We had incidents of bills up to 9000 USD due to improper usage.**

- **Please don't use Outlook when sending emails but use Outlook Web Access vis the link other on your desktop or the link below.**
  https://login.microsoftonline.com/

2. Procedure for effective communication using IRIDIUM if VSAT fails.

Please follow this procedure when VSAT is out of Coverage or not operational.

Connect the laptop directly into the Iridium Unit (DATA Network Port)
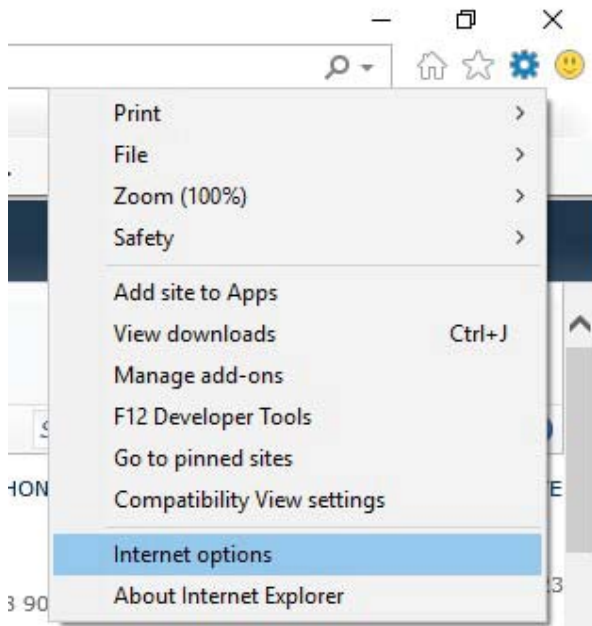

Restart the laptop ensuring that the IP address is now set to the IRIDIUM unit.

Please ensure that all Updates and Synchronising programs i.e. Colligo are turned off or paused.
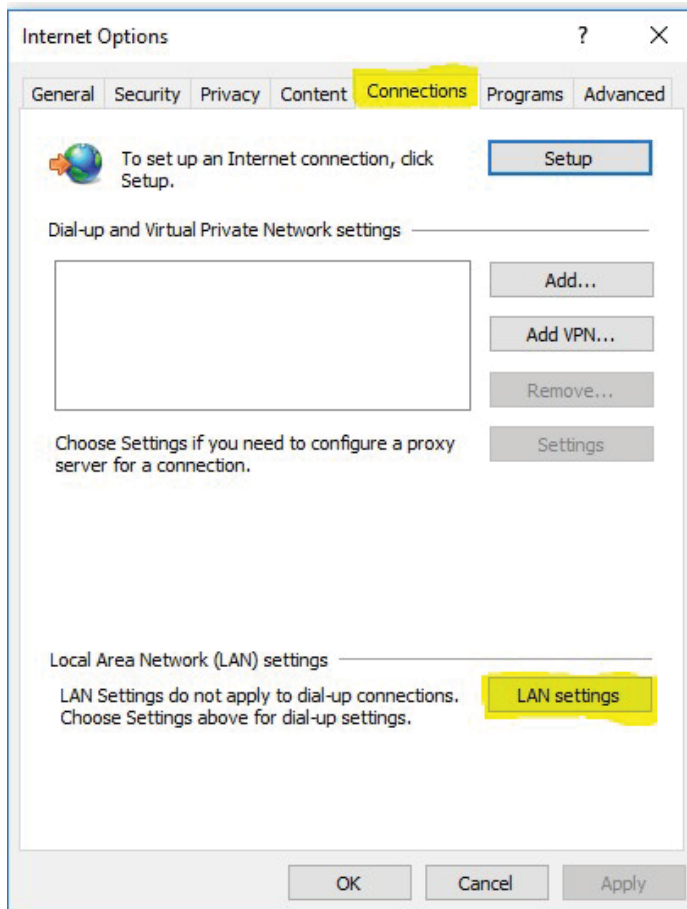
Disable the Internet Explorer proxy settings by following the instructions below.

Open Internet Explorer and click on the cog on the top right-hand corner and select Internet Options.

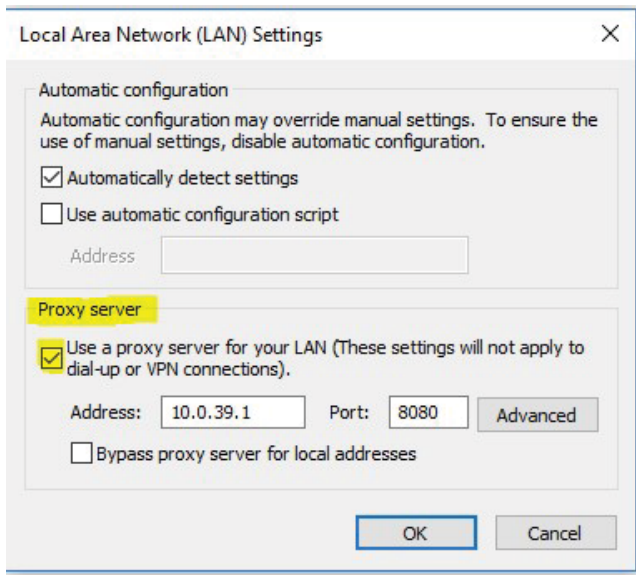Once in Internet Options click on the Connection TAB and select LAN setting

Once in LAN Settings please make sure Proxy server is selected when you are on the VSAT.

If you need to use the IRIDIUM untick the Proxy Server and click ok.

You will need to close and reopen IE and Outlook for setting to take effect.
(Please note details below are different for each vessel)

Once complete, you may connect to the internet and email.

Please be mindful that this is an expensive connection, all large files / emails should not be sent unless necessary.

Please can you also make sure that Colligo is not working in the background. Open Colligo click file and select Exit.