

Troubleshooting and FAQ Guide for iSavi™

1. My iSavi™ does not turn on successfully.

Check if the battery is attached correctly. Press and hold the Power Button for 5 seconds.
Check battery level. If battery level is low, the battery should be charged for at least 20 minutes to have sufficient power to switch on the terminal.

2. How do I turn off my iSavi™?

Press and hold the Power Button for 5 seconds.
Note: Do not remove the battery when powering down is in progress, otherwise the terminal logs may not be saved correctly.

3. Where can I check the default SSID and password of the Wi-Fi connection?

The information is available on the product label, below the serial number.

4. LED Status indicates SIM card is not detected.

Power button LED is red. Ensure that a correct SIM card is inserted before turning on your iSavi™. Your iSavi™ terminal is only compatible with an Inmarsat IsatHub SIM card. Connect to Web Console to check for the error statements, example: SIM card not inserted, SIM PIN entry is required, terminal PIN entry is required, etc.)
Contact your service provider if you are unable to resolve the problem.

5. Where can I check the IMSI (SIM card number) of my iSavi™?

In the Control app, navigate to **Setting>About**; alternatively, in the Web Console, navigate to **Setting>Terminal Info>Information** to check the details of the terminal (Serial Number, IMEI, IMSI number). Suggest you record your iSavi™ IMEI number and SIM card number when you first use the device.

6. My iSavi™ and/or SIM card have/has lost or stolen.

Contact your service provider as soon as possible so that your iSavi™ and/or SIM can be barred.

7. I cannot connect to the Wi-Fi.

Ensure that both the Wi-Fi SSID and password are correct. Disable 3G or 4G service from your smart devices, and try to connect to Wi-Fi again. The password is case-sensitive. If your password has uppercase or lowercase letters, they must be entered in the appropriate case.

8. Where should I place the terminal in order to start operation?

Ensure your iSavi™ is placed outside with a clear, unobstructed view of the sky. To acquire GPS, power on your iSavi™ and place the terminal flat on the ground, facing the sky. Leave it for approximately five minutes. Once the GPS coordinates have been acquired, your iSavi™ will automatically enter into the LED Visual Pointing Mode for optimal signal strength (refer to LED Status Quick Reference Guide). The GPS fix status can now be found in the Web Console.

9. Magnetic interference detected.

Ensure that your iSavi™ is placed outside and away from electrical devices, metal objects, or appliances that generate RF noise, and with an unobstructed view of the sky. Shift your iSavi™ to new location, press the Exit Pointing Mode Button once to return back to LED Visual Pointing Mode and repeat set up procedure.
Alternatively, login to the Control app. Follow the on screen instructions and press 'Pointing assist' for specific help. Adjust until you get optimal signal strength and register to the network from the Control app.

10. How do I switch into Audio Assisted Pointing Mode?

By default, your iSavi™ is in LED Visual Pointing Mode. To switch to the Audio Assisted Pointing Mode, press and hold the Exit Pointing Mode Button for 5 seconds. Please note that your terminal will automatically revert to the default LED Visual Pointing Mode whenever you reboot your iSavi™.

11. Azimuth and elevation are correct, but global beam (satellite signal) is not available.

Please ensure that there is no blockage in between your iSavi™ and the Inmarsat satellite. There must be a clear line of sight between your iSavi™ and the satellite. Shift the location of your terminal until the Exit Pointing Mode LED shows flashing green, indicating that the global beam (satellite signal) has been detected.

12. Network Registration failure.

Try the network registration again by pressing and holding the Exit Pointing Mode Button for 3 seconds to repeat the LED Visual Pointing Mode procedure again for network registration. Contact your service provider if you are unable to resolve the problem.

13. GPS not available after time-out.
Power off your iSavi™ by pressing and holding the Power Button for 5 seconds. Repeat the procedure as describe in FAQ 8.
14. iSavi™ terminal is registered to the network but failed in data activation.
Your iSavi™ needs a signal strength of at least 42dBHz to perform at an acceptable service level. Check the signal strength of your iSavi™ on the Control app or Web Console and if the signal strength is below 42dBHz, power down the terminal and repeat the set up procedure again. Take extra care to ensure that you have a signal strength of at least 42 dBHz during the set up. If you have a prepaid subscription, check your balance to ensure you have sufficient credit to make a data connection. Check the APN settings on the Data Profile under Data via the Web Console. By default, the APN settings should be read from the SIM card, unless you have specified to use another APN instead of the one defined on the SIM card.
15. No internet access even though data connection is activated.
Check firewall settings to ensure that it does not prevent the required internet (IP) access.
16. All LEDs are off after the terminal registered to network. How do I check the terminal status?
You can check the LED status by pressing the Exit Pointing Mode Button once. Please refer to LED Status Quick Reference Guide. Alternatively, you can check the status via the Web Console or Control app.
17. Web console could not receive a text message.
Maximum SMS storage is dependent on SIM card memory. If the memory is full, delete text messages to free up memory for new SMSes. Text messages cannot be sent to and from some service providers who may not have an interconnect agreement with Inmarsat. Please try another network or use the Inmarsat website tool to send the SMS.
18. I am having a problem in accessing the Web Console.
Please ensure that there is no problem with the Wi-Fi connectivity. Make sure that the hostname is entered correctly: http://192.168.1.35 or http://iSavi .
19. I cannot enter "Safe Mode".
With the terminal powered off, first press and hold the Exit Pointing Mode Button followed by pressing and holding the Power Button. Release both Exit Pointing Mode button and Power button after 5 seconds simultaneously.
20. Firmware upgrading failure.
A firmware upgrade failure may be due to using an incorrect upgrade package file. Check that the correct firmware upgrade package has been selected. You can refer to www.wideye.com.sg . The latest firmware is available under Support>Downloads. Failure can also be due to an interruption of the power supply during firmware upgrade. If the firmware upgrade is unsuccessful, repeat the procedure.
21. Problem with incoming/outgoing call
Check that the Voice app status shows "Phone Ready". If it shows "Registering..", check your Wi-Fi connection to ensure that your iSavi™ is connected to smart phone or tablet. Check that the number format you dialled has included the full international prefix. Check your iSavi™ when the device used for VoIP calls is given the correct access rights for incoming /outgoing call functionality. If you have a prepaid subscription, check your prepaid balance to ensure you have sufficient credit to make a call.
22. Where do I download the Quick Start Guide, User Guide and LED Status Quick Reference Guide?
You can get these documents from www.wideye.com.sg . Navigate to Support>Downloads>Manual to search and download the documents.
23. What should I do if I have forgotten the admin password?
Contact your service provider.
24. How do I send text messages using the Voice app?
First, login to the Control app before using the Voice app to send or receive SMSes.
25. Control app or Web Console is disconnected during login session.
Control app or Web Console is the user interface for configuration settings of your iSavi™. As such, it is designed to allow only one control device to login to the Control app and another control device to login to the Web Console at the same time. When a first device is logged into the Control App or the Web Console, it will automatically be disconnected when you used a second device to login to the user interface. Note that except for the Control app and the Web Console which is limited to one control device to be connected at any one time, multi devices can simultaneously access to all other functionalities of your iSavi.

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