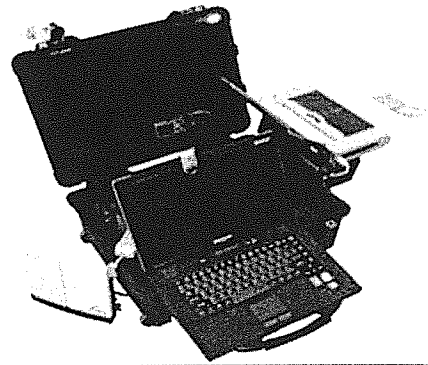




Virginia Defense Force TAC-PAK Basic Training Manual

Version: 2 June 2012

(excerpted from Army National Guard TAC-PAK Training Manual V 8.29.11)



SECTION 1 – TAC-PAK AND COMPUTER

OVERVIEW: The TAC-PAK provides "Local Mode" and "Reachback" mode command and communications during both real world responses and applicable training events

TAC-PAK SET-UP

1. Lay TAC-PAK Pelican case down (wheels down) & open
2. Find all cord components
 - a. May be found in TAC-PAK pelican case or accessory bag
 - b. Match each cord to its proper electronic (i.e. BGAN cords to BGAN Sat)
 - c. Once organized set aside each set of cords
3. Charge TAC-PAK with 110 -240 VAC(wall or generator) or 10 -34 VDC(vehicle or solar) power supply
 - a. Select TAC-PAK AC or DC Charger cord, plug into front left corner of TAC-PAK
 - b. Plug other end into selected power connection (AC wall socket/ DC car accessory/solar panel/power generator)
 - c. Connect laptop, BGAN, Video Camera and any other electronic component that will require charging prior to field operation, then turn red Master Power Switch on at TAC-PAK control panel to provide charging power
 - d. When power is connected to TAC-PAK the Power Center fan will turn on
 - e. View Relative Charge Status of TAC-PAK by pressing white Battery Charge button on Power Center (5 lights is relatively full & 1light is relatively low)

NOTE: RED Master Power switch must be ON to charge laptop and related case components

4. Pull out Laptop (folds out)
5. Pull out Printer/Scanner (folds out)
6. Pull out BGAN Antenna
7. Begin TAC-PAK use
 - a. Lift RED Switch Cover
 - b. Flip Main Switch to ON position

POWER MANAGEMENT

1. Recommended power efficiency options during battery dependent operations or while under supplemental solar power charge:
 - a. Run Laptop computer and other battery powered devices from their own battery power and charge when needed
 - b. Turn TAC-PAK light off during daytime operation
 - b. Keep printer turned off when not in use
 - c. Power for scanner is provided from the laptop. Only connect Scanner cable to laptop when the scanner is to be used
 - e. Turn WLAN off when not needed

COMPUTER SETUP

1. Open Computer
 - a. To turn on Laptop computer, press down on POWER button(upper right) until laptop operation lights engage then release.
 - b. Let run through start up procedures then begin
2. Once laptop battery is drained, turn "Computer" Switch to ON position on TAC-PAK Power Management Center.

SECTION 2 -PRINTER, SCANNER, COPIER

OVERVIEW: The TAC-PAK supports local color and B&W printing/scanning as well as making copies of documents. The printer can also be shared as a network printer on the wireless network. This enables other users to also access the printer.

CANON PRINTER

1. Insert Printer USB cable into back of laptop
2. On both Power Management Center and printer housing turn PRINTER button to ON position
3. Printer MUST be adjusted for either paper or envelopes using adjustment lever
4. Select Canon IP 100 Printer in desired document to print
5. To change printer cartridge:
 - a. Open printer cover, wait for ink carrier to center
 - b. Remove and replace empty cartridge
 - c. Close cover

Note -Color cartridge #36, Black and White # 35

SCANNER

NOTE: Scanner located under printer

1. Insert scanner USB into Laptop port
 - a. Wait for scanner to be recognized by computer
2. Insert page face down into scanner
 - a. Page will be automatically pulled through scanner and image displayed on laptop
3. If scanned document is poor quality, recalibrate scanner by selecting Start/Devices and Printers on laptop. Then right click on XP100 and select "Calibrate". Next insert the calibration sheet into the scanner and let the process finish (NOTE -if you do not have a calibration sheet, a white sheet of paper seems to work as well).

COPIER

1. The Copy function is a combination of scanning the document then printing multiple copies.

SECTION 3 - GPS, VIDEO, STILL CAMERA

OVERVIEW: The GARMIN GPS can be used in both airborne and ground vehicles by selecting airground mode. Multiple routes can be selected and guidance provided by the GPS system. The Sony video camera provides HD quality video capture, for later review on the laptop or in after action reports. The EXILIM digital camera is a rugged camera providing still and video image capture.

GPS/MAPPING OPERATION

1. Mount GARMIN AERO GPS unit, with sky view, to TAC-PAK case or use vehicle mount
2. Turn on and select ground/air mode from screen by touching the associated airplane or car icon at top of the screen.
3. Create routes using screen icons
4. Charge GPS by removing battery cover and inserting 12v USB cable into USB port, or use DC cigarette socket charger which connects to the side of the ball mount.

NOTE - USB port visible on back of GPS is for an external antenna connection and WILL NOT charge the battery.

SONY VIDEO CAMERA OPERATION

1. Insert SD card in bottom of camera
2. Power on
3. Create and review video
4. Video transfer to TAC-PAK by removing SD card from camera and inserting into laptop SD card reader slot, then copy desired files to laptop
5. Charge Video Camera battery by plugging AC charger between TAC-PAK and Video Camera or obtaining separate(optiona1) AC battery charging cradle

CASLO EXLLLM STILL CAMERA

1. Charge Battery via USB cable by turning silver knob to release USB cover
2. Insert micro SD card by turning chrome knob on side of EXLIM to open cover
3. Power on
4. Take photo
5. Photo transfer to TAC-PAK via USB cable or inserting MicroSD card into SD card carrier and inserting into laptop

SECTION 4 - WLAN ROUTER

OVERVIEW: Setting up Internet access through Router (provides Access between 802.11 WiFi devices and up to four wired connections from Office LAN)

NOTICE: For use when using commercial/public LAN only.

1. Turn on Main power switch to TAC-PAK, turn on WLAN and computer power switch Power up Laptop and turn off laptop wireless capability (Panasonic switch on front, Dell switch on right side).
 - a. Connect laptop using Ethernet RJ45 cable to any "YELLOW" port on the Cradle point.
 - b. Open the web browser (Internet Explorer), Type 192.168.0.1 in the web browser ADDRESS BAR then hit Enter. The ADMINISTRATION LOGIN screen will appear.
 - c. In the ADMIN LOGIN screen, enter password "admin"
2. This takes you to the Setup Wizard screen.

Note - If system has been hard reset, the password will be the last 6 numbers of the MBR1000 MAC address which is printed on the fan plate. The router IP address has also been reset to 192.168.20.1

3. Check for the latest WiMax modem version (If desired):
 - a. Ensure laptop Internet connection has been established (cellular/satellite/public LAN)
 - b. In the TOOLS screen, select Firmware
 - c. In the Firmware screen select "Check for WiMax upgrades", and follow the instructions to upgrade the firmware. Note -to automatically upgrade you must be connected to the Internet, otherwise you can download the MBR1000 WiMax upgrade file from www.cradlepoint.com to your laptop and then browse to the downloaded file on your laptop and manually upgrade.

NOTE - The WiMax upgrades MUST be done prior to upgrading the firmware

4. Next Check for the latest Firmware version (If Desired):
 - a. Ensure Internet connection has been established
 - b. In the TOOLS screen, select Firmware
 - c. In the Firmware screen select "Check for firmware upgrades", and follow the instructions to upgrade

the firmware. Note -to automatically upgrade you must be connected to the Internet, otherwise you can download the MBR1000 firmware upgrade file from www.cradlepoint.com to your laptop and then browse to the downloaded file on your laptop and manually upgrade.

- d. Once the upgrade is complete, log back into the router using steps 2 and 3 above, then proceed with the following steps:
5. Set router IP address
 - a. On upper tabs select "Basic" then on side tabs select "Network"
 - b. Change to 192.168.20.1, then click SAVE SETTINGS.
 6. Rename SSID
 - a. On upper tabs select "Basic" then on side tabs select "Wireless (WI-FI.)" Under the Wireless Network Settings box, change the Wireless Network Name (also called SSID) to: Any desired name
 - b. Then click SAVE SETTINGS.
 7. Enable WiFi Security
 - a. Select top tab called "Basic", then select side tab called "Wireless (WI-FI)"
 - b. In the Wireless (WI-FI) Security Mode window, click on the "Security Mode" drop down box and select "WPA-Personal"
 - c. In the PRE-SHARED KEY window enter your new security code (remember this for use during future login)
 - d. After the settings have been entered then hit "Save Settings" at the top of the screen page.
 - e. Restart router and re-log in to make further changes as desired
 8. Enable Load Balancing
 - a. On upper tabs select "ADVANCED" then on the side tabs select "Failover /Load Balance"
 - b. In the WAN LOAD BALANCE box change the Load Balance Mode drop down box to: "Enable Failover from wired WAN to any load balanced modems".
 - c. Then select SAVE SETTINGS.
 9. Reset login password
 - a. On upper tabs select "TOOLS" then on the side tabs select "admin".
 - b. Change Admin Password to "admin".
 - c. Then select SAVE SETTINGS.
 - d. Select REBOOT LATER.

10. Reset router time
 - a. On upper tabs select "TOOLS" then on the side tabs select "time".
 - b. Scroll down to the SET DATE AND TIME MANUALLY box and select: "Copy Your Computers Time Setting".
 - c. Then SAVE SETTINGS.
11. Eliminate Internet log in password
 - a. On upper tabs select "TOOLS" then on the side tabs select "user log in".
 - b. Under the USER LOGIN SETTINGS box, de-select / do not select "Require User Login".
 - c. Then SAVE SETTINGS.
 - d. Then REBOOT LATER.
12. Setup is now complete, press "Reboot" to save all settings

WLAN OPERATION (WIRED MODE)

1. Plug public LAN cable into blue port on the router.
2. Connect RJ45 Ethernet cable between YELLOW router port and laptop Ethernet port
3. Open Internet Explorer and go to the Internet

WLAN OPERATION (WIRELESS MODE)

1. Ensure your laptop wireless radio is turned on. This is the button located on the right side, rear.
2. Ensure the WLAN router radio is turned on. This is the small switch on top of the router, it should be set to the "I" position.
3. Ensure the router is connected to the Internet via wired, cellular or BGAN
4. Using laptop System Tray select "View all wireless networks"
 - a. Select router TAC-PAK Wireless Network from wireless networks
 - b. Click Connect, enter security password
5. Open IE and access the Internet

SECTION 5 - VERIZON and BGAN

OVERVIEW: The TAC-PAK Verizon service can be used to access the Internet while in cellular coverage areas. Other cellular USB modems can also be connected to the router for increased combined bandwidth. The INMARSAT BGAN satellite terminal will provide Internet and voice access when cellular coverage is not available.

NOTE -- the satellite terminal MUST be able to see the satellite, thus it will not work in mountain valleys or urban canyons unless placed in a clearing with satellite views.

VERIZON WIRELESS SETUP

1. Find Verizon Wireless USB Port Internet Card
 - a. Slide open, USB Port plug will pop out
2. Open VZ Access manager by clicking icon on laptop desktop
 - a. Go to "Options/PreferencesJ" then click on WiFi icon on left of screen and in the "Use this manager" dropdown menu select "None"
 - b. Click "OK"
3. To use the cellular Internet access:
 - a. NON-Shared Cellular Internet -Plug directly into USB Port on laptop
 - b. Once inserted, click on VZAccess Manager (found on desktop), then click "Connect" in the Access Manager lower right hand corner.
 - c. OR -for shared WIFI access: Turn on router, plug up to 3 cellular aircards into side of router, and wait approximately 2 minutes for the signal to acquire and register cellular Internet access.

NOTE: Risk damage to card if placed in top USB port of router and TAC-PAK lid is closed)

NOTE: Wireless cards take approximately 2 minutes to automatically acquire signal when in router

NOTE: Up to 3 modems(2 USB and 1 mini-PC card format) can be simultaneously connected to the router for greater bandwidth, and they can be from the same or different cellular carriers

BGAN INMARSAT SETUP

1. Connect Ethernet cable from BGAN Antenna to Laptop RJ4S port
2. Open Internet Explorer and enter "192.168.128.100" into the address window
 - a. Select "Setup" and make the following settings:
"Auto Power Onn=OFF
 - b. Select "WLAN" and make the following settings:
 - i. WLAN Power= ON
 - ii. SSID= any name desired
 - iii. Channel= 4
 - iv. Click "Apply"
 - c. "Select "WLAN" ,"Edit WLAN Security Settings" and make the following settings:
 - i. WEP Protection Status: ON
 - ii. 64-Bit WEP KEY1: any 10 digit number desired(remember for future login)
 - d. d. Click "Apply". The satellite terminal WLAN LED will now change from red to green indicating properly configured WLAN security.
 - e. "Select "ACA" and change to: Dynamic Background ACA Only"= ON, click "Apply"
 - f. BGAN configuration is complete, close Internet Explorer

BGAN INMARSAT Operation (DIRECT WIRED ROUTER NETWORK):

NOTE: For wired operation, satellite terminal WLAN option can be turned off in BGAN terminal software (see previous setup section)

1. Pull out BGAN INMARSAT Satellite Antenna from TAC-PAK
2. Select Ethernet BGAN RJ45 cable
 - a. Plug one end into Ethernet jack on BGAN INMARSAT Satellite Antenna (middle jack).
 - b. Plug other end into laptop Ethernet jack for non shared operation or BLUE router port for shared operations.
3. Plug TAC-PAK DC power cord into BGAN terminal
4. Flip Main Power (TAC-PAK) Switch to ON position
5. Flip SAT switch on control panel to ON position
6. Turn off radio switch on top of router for wired operation
7. Place BGAN INMARSAT satellite terminal outside

- a. Place in an area with no overhead obstructions
 - b. Press and hold satellite terminal Power button to turn on
 - c. For initial satellite acquisition, angle terminal approximately 45 Degrees and face towards equator
 - d. Move satellite terminal until highest strength signal is obtained as indicated by signal strength LEDs.
 - e. Set terminal down and push the "Audio" icon button for 20 seconds, then release to register a satellite voiceldata connection. The terminal may take up to 3 minutes to acquire a satellite connection.
8. Satellite signal strength lights on antenna will shut off after BGAN is registered with the satellite network. Once satellite signal is obtained(as indicated by signal strength lights changing to single lit LED), disconnect the RJ45 cable from the blue router port, wait 30 seconds, and re-connect it. This provides the router with appropriate satellite terminal DNS addresses.
 9. Connect additional Ethernet cables between laptops and yellow WAN ports on router. You can connect up to four laptops to router, or you can use a network switch to expand the number of wired connections in the network.

10. Open Internet Explorer and access the Internet

NOTE: Steps 7 -8 will need to be accomplished anytime satellite signal is lost

BGAN INMARSAT OPERATION (WIRELESS NETWORK USING TAC-PAK ROUTER):

1. Pull out BGAN INMARSAT Satellite Antenna from TAC-PAK
2. Plug TAC-PAK DC power cord into BGAN terminal to power from TAC-PAK
3. Connect RJ45 Ethernet cable from BGAN terminal to BLUE router WAN port
4. Flip Main Power (TAC-PAK) Switch to ON position
5. Flip SAT and WLAN switches on control panel to ON position
6. Turn on radio switch on top of router and right side of laptop for wireless operation
7. Place BGAN INMARSAT satellite terminal outside
 - a. Place outside in an area with no overhead obstructions
 - b. Press and hold satellite terminal Power button to turn on

- c. For initial satellite acquisition, angle terminal approximately 45 Degrees and face towards equator
 - d. Move satellite terminal until highest strength signal is obtained as indicated by signal strength LEDs and audible beeping.
 - e. Set terminal down and push the "AudioJJ icon button for 20 seconds, then release to register satellite voiceldata connection. The terminal may take up to 3 minutes to acquire a satellite connection.
 - f. Satellite signal strength lights on antenna will shut off after BGAN is registered with the satellite network. Once satellite signal is obtained(as indicated by signal strength lights changing to single lit LED), disconnect the RJ45 cable from the blue router port, wait 30 seconds, and re-connect it. This provides the router with appropriate satellite terminal DNS addresses.
8. Using laptop System Tray select "View all wireless networks"
- a. Ensure laptop(right side rear switch) and router(top right switch) wireless radios are on.
 - b. Select BGAN Wireless Network(or whatever you have renamed the router network) from wireless networks listed
 - c. Click Connect, enter security password

9. Open IE and access the Internet

**BGAN OPERATION
(WIRELESS NETWORK USING BGAN INTERNAL
WIRELESS ROUTER):**

1. Pull out BGAN INMARSAT Satellite Antenna from TAC-PAK
2. Plug TAC-PAK DC power cord into BGAN terminal to power from TAC-PAK
3. Flip Main Power (TAC-PAK) Switch to ON position
4. Flip SAT switch on control panel to ON position
5. Turn on wireless radio switch on right side of laptop
6. Place BGAN INMARSAT satellite terminal outside
 - a. Place outside in an area with no overhead obstructions
 - b. Press and hold satellite terminal Power button to turn on

- c. For initial satellite acquisition, angle terminal approximately 45 Degrees and face towards equator
 - d. Move satellite terminal until highest strength signal is obtained as indicated by signal strength LEDs and audible beeping.
 - e. Set terminal down and push the "Audio" icon button for 20 seconds, then release to register a satellite voiceldata connection. The terminal may take up to 3 minutes to acquire a satellite connection.
 - f. Satellite signal strength lights on antenna will shut off after BGAN is registered with the satellite network.
7. Using laptop System Tray select "View all wireless networks"
- a. Ensure laptop(right side rear switch) and router(top right switch) wireless radios are on.
 - b. Select BGAN Wireless Network(or whatever you have renamed the router network) from wireless networks listed
 - c. Click Connect, enter security password

8. Open IE and access the Internet

NOTE: If WiFi connection is lost reconnect using Laptop Wireless network system tray

NOTE: Steps 6 -7 will need to be accomplished anytime satellite signal is lost

SECTION 6 - SKYPE

OVERVIEW: The SKYPE service can be used to make VoIP telephone calls over the Internet when connected via satellite, cellular or public LAN. Skype-to-Skype calls are free, whereas Skype-to-mobile or Skype-to-landline calls incur a small fee which requires purchase of "Skype Credits"

SKYPE:

1. Establish internet connection using either Air Card or BGAN (using appropriate checklist)
2. Click SKYPE icon found on desktop of computer
3. Plug in VOIP phone and webcam
4. Registration
 - a. Name: region (number) -(a or b) (no spaces) (Note that Skype Full Name and name must match (e.g. region9a)
 - b. Password: "tacpa kl"
 - c. Click Yes -read license agreement
 - d. Click Next
 - e. Click Sign In
5. May take a while to initialize
6. Select "Check Settings" on right side of screen tab list, and select the following settings:
 - a. Microphone : "Logitech Mic (Webcam 905)" or "USB VoIP phone" based upon your desired device
 - b. Speakers: "Speakers/headphones IDT"
7. Add contacts for other TAC-PAKs

VIDEO CALLS

1. Connect webcam to laptop
2. Select Contact from list and press "Video Call" button

NOTE: Contact must be using Skype and have a webcam in use to video call

VoIP Phone calls:

1. Plug into USB and VoIP phone is ready for use
2. Dial using SKYPE laptop keypad

SECTION 7 - POLYCOM

OVERVIEW: The Polycom videoconferencing software enables you to create IP based video conferences with other Polycom users, or any other IP based videoconferencing system. You can also connect to legacy ISDN videoconferences via a conference bridge which must be set up by the videoconference host.

NOTE: Ensure you have program "Version 8.0.16" for use with Intel 15 processor. Download from support.polycom.com

POLYCOM PVX SETUP:

1. Start by connecting to Internet via directly inserting cell card into laptop or using satellite connection.
2. Attach web camera to laptop
3. Click Polycom PVX icon found on desktop

NOTE: Steps 4-18 are first time start up

4. Windows Security Alert will appear
 - a. Click Allow Access
5. Warning will pop up asking to turn off ClearType on computer
 - a. Click yes and select do not show again
6. Registration Screen will begin
 - a. Disable clear type fonts when window appears
 - b. Language: American English
 - c. Name: region? (e.g. region6a)
 - d. Email: Full-timers email
 - e. Extension- leave alone
 - f. Click Next
7. Automatic settings will pop up
 - a. Click Next
8. Should hear/see test video
 - a. Click Next
9. Sound adjustment
 - a. Click Next
10. Device selection
 - a. Leave on Auto
 - b. Click Next

11. Network setup
 - a. Automatic setting
 - b. Click Next
12. Click Finish
13. Activate Polycom:
 - a. Go to <http://extranet.polycom.com> and register as a Polycom user
 - b. Log back into the Polycom support site and select "Activation/Upgraden under the "Licensing & Product Registration" heading
 - c. In the next window, select "SITE & Single Activation/Upgrade, Activate Now"
 - d. In the next screen, enter the 12 digit License Key(printed on the label on the back of the Polycom CD case) as the requested Serial Number, typically "XPVX-XXXX- XXXX and click "Next".
 - e. A new screen will appear with your Key Code. Record this for later entry into the Polycom PVX software.
 - f. Return to the Polycom PVX software application and click on the round "i" button on upper left Polycom screen
 - g. Click "Activate"
 - h. On the next screen enter the License Key(from CD case) and Activation Key Code(obtained from Polycom website) and click "Activaten(note- you must be connected to the Internet for this step)
14. Click "SETUP" icon (wrench icon in upper left of screen)
15. Click on "audio"
 - a. In echo cancelation choose "external" (for non XP machines)
 - b. In audio output device settings select "speakers/headphones IDT"
 - c. In audio input device select "Logitech Mic(Webcam 905"
 - i. Select "Calibrate microphone" and move slider until slight red appears on bar
 - ii. Press "OK"
16. Click on "video"
 - a. In "Preferred Camera" select "Logitech Mic(We bcam 905"
 - b. Press "Apply"
17. In network / connection ensure the "directly connected to a LAN" is selected
18. Click apply

INITIATE A VIDEOCONFERENCE:

NOTE: Do not attempt videoconference when connected through the router (this requires opening router ports which is an advanced networking operation).

NOTE: If using BGAN satphone: In the Polycom start up window select the setup button (wrench) then go to network, select bandwidth, then "Default call rate" drop down, and change setting from 384kbps to 128kbps

1. Connect the cellular or satellite Internet connection directly to the laptop(NOTE -this is critical to avoid complex router port forwarding network reconfigurations if Polycom is used by connecting first to the TAC-PAK router)
2. Connect the laptop to the Internet and go to www.whatismyip.com to find your IP address, which is your phone #for others to video conference with you.
3. On Polycom main window type in IP address of the person you are calling at the top
4. Click call button to initiate videoconference

TAC-PAK TROUBLESHOOTING GUIDE V 06.04.11

SECTION 1 - TAC-PAK and Computer

No component power

Turn red Master Power Switch ON. Turn component switch ON. Connect to AC or DC power to charge batteries

Batteries only charge to 3 LED lights

Drain TAC-PAK batteries until map light flickers, then recharge to 5 lights.

Improve battery life

Turn all component switches off if not in use. Turn OFF laptop component switch until laptop battery initially drained

Computer will not charge

Connect TAC-PAK power cable to laptop. Turn on main power and laptop component switch on Control Panel

SECTION 2 - Printer, Scanner

No printing

Check printer USB connections at printer and laptop. Check printer power connection at printer. Turn printer power on at Control Panel and on top of printer. Ensure ink cartridges are inserted and full.

No scanning

Ensure paper thickness lever under output slot is set to paper and not envelope. Check scanner USB connection at scanner and laptop.

Poor quality scan

Calibrate using supplied calibration paper, or blank sheet of white paper.

SECTION 3 - GPS, Video, Still Camera

No GPS power

Charge battery using either USB connector plugged between USB connection behind battery door and laptop, or DC cigarette connector plugged into side of ball mount. NOTE -USB port visible on back of GPS is for an external antenna connection and WILL NOT charge the battery.

Only aviation maps displayed

Press car icon on top of GPS screen to toggle to vehicle mode

No video camera power

Charge battery using AC power connector, or remove battery and charge in optional AC charging cradle

No video capture

Insert SD card. Open lens cover. Open side display screen. Turn on power.

No still camera power

Charge battery using USB connector under cover plate accessed by turning chrome knob on side.

No still image capture

Insert MicroSD card. Turn on power.

SECTION 4 - WLAN Router

No network SSID found

Turn on router power on Control Panel. Turn on router radio slide switch on upper right corner. Turn on laptop wireless radio switch. Check power plug connection at modem

No Internet access

For wired connection, ensure all user devices are plugged into YELLOW LAN ports. Ensure Internet access device (wal1 or satellite) is plugged into BLUE WAN port or a cellular aircard is inserted into router USB or miniPC slot. Wait up to 2 minutes for Internet access after inserting aircard. If connecting to router wirelessly, ensure wireless connection established.

SECTION 5 - BGAN VERIZON

No cellular Internet from router

Ensure aircard inserted into router. Wait up to 2 minutes for Internet access router after inserting aircard. Ensure router turned on at Control Panel

No cellular Internet from direct laptop connection

Ensure VZ Access Manager is turned on, aircard is inserted directly into laptop USB port, and the Access Manager "Connect" button was pushed.

No Internet from BGAN

Ensure router turned on at Control Panel (if connecting through router.) Connect RJ45 cable between BGAN and router or laptop (if using wired mode.) Connect laptop directly to BGAN WiFi signal (if using BGAN wireless mode.) Connect laptop to router WiFi signal (if using router wireless mode.) Ensure BGAN unit power is on, or charge from TAC-PAK cord (ensure SAT power switch is on at Control Panel.) Ensure good BGAN signal strength indicated on antenna LED display. Push BGAN "Audio"

button and hold for 20 sec to initiate Internet registration. If connecting via router, once satellite signal is obtained (as indicated by signal strength lights changing to single lit LED), disconnect the RJ45 cable from the blue router port, wait 30 seconds, and re-connect it.

SECTION 6 – SKYPE

Unable to make phone or video calls

Ensure Skype Internet connection via wired, cellular or BGAN

Unable to make phone call

Plug VoIP phone into laptop or use webcam microphone. Ensure desired device is selected as default microphone in Skype settings. Skype-Skype calls are free, Skype-landline or Skype-mobile calls require purchase of Skype credits.

Unable to make video call

Ensure webcam is plugged into USB port. Ensure desired contact has webcam/videoconferencing capabilities

SECTION 7 - Polycom

Cannot see own video

Ensure webcam plugged into USB port. Check video settings in software, click on the wrench icon to access.

Cannot see own video during conference

Push "Picture in Picture" PIP button to display your own video.

Cannot connect

Ensure Internet connection is directly into laptop and not through a router/firewall -- e.g., plug wired connection, BGAN or cellular directly into laptop for videoconference. If joining a videoconference, ensure the bridge was set up to enable IP based video in addition to legacy ISDN. You will need to contact the person who set up the conference bridge. Ensure Network/Connection setting is "Connected directly to a LAN", click on the wrench icon to access. Ensure you are using Polycom version 8.0.16.

Poor audio

Check audio settings in software, click on the wrench icon to access if using BGAN, ensure Default Call Rate is set to 128kbps initially. Click on the wrench icon to access

TAC-PAK INVENTORY LIST

- INMARSAT BGAN Satellite with SIM card and white power extension cord
- TAC-PAK Manual Binder
- Visioneer Copy/Fax/Scanner Strobe XP100
- D-Link Router
- 30W Solar Cell with power cord and extender cord
- Panasonic CF-52 laptop computer with hard drive, power supply, and plug
- 308 TAC-PAK Power Management Center
- Canon Pixma iP90v Printer
- Canon Vixia HF10 Camera with power supply and lanyard
- 12V CD/AC Converter
- EarthMate GPS LT-40
- Iridium Satellite Phone with SIM card and holster
- 25 AMP glass fuses
- Logitech Web Camera
- Quick Start Sheet and Initial User Set-up Sheet
- USB Targus Mouse
- BreadCrum USB / RJ45 Adapter
- TAC-PAK DC power plug
- TAC-PAK AC power plug