



Blue Sky Network

# **ComCenter II**

## User Guide

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# **ComCenter II**

User Guide

Version 1.4

Part Number: ASE-MC08

## NOTICE

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## SAFETY INFORMATION

**NOTE:** Please read and understand this User Guide before installing your ComCenter II. Careless or incorrect installation can degrade performance, damage new and existing equipment, and incur unexpected network airtime charges.

### FAA Regulations

This product is not FAA-approved and not intended for aircraft use.

### Exposure to Radio Frequency Signals

Your Iridium-designed satellite unit is a low power radio transmitter and receiver. When the power is on, it receives and sends out radio frequency (RF) signals. International agencies have set standards and recommendations for the protection of public exposure to RF electromagnetic energy:

- International Commission on Non-Ionizing Radiation Protection (ICNIRP), 1996
- Verband Deutscher Elektrotechniker (VDE) DIN-0848
- United States Federal Commission, Radio Frequency Exposure Guidelines, 1996
- National Radiological Protection Board of the United Kingdom, GS 11, 1988
- American National Standards Institute (ANSI) IEEE C95,1-1992
- National Council on Radiation Protection and Measurements (NCRP) Report 86
- Department of Health and Welfare Canada, Safety Code 6

These standards are based on extensive scientific review; over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the updated ANSI standard.

Your phone design complies with these standards when used as described under “Unit Operation.”

### Antenna Care

Use only the antenna supplied by your service provider or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could degrade performance or damage the phone and may violate local agency regulations.

### Unit Operation

Do not operate the unit when a person is within 4 in. (10 cm) of the antenna as it could impair call quality and may cause the unit to operate at a higher power level than necessary and expose that person to RF energy in excess of that established by the FCC RF Exposure Guidelines.

## Driving

Check and obey the laws and regulations regarding wireless telephone use in the areas where you drive. Observe the following guidelines when using your phone while driving:

- Give full attention to driving; driving safely is your first responsibility.
- Use hands-free phone operation if available.
- Pull off the road and park before making or answering a call if driving conditions so require.

## Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain equipment may not be shielded against RF signals from your Iridium-designed satellite unit.

## Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of 6 in. be maintained between a wireless phone's antenna and a pacemaker to avoid potential interference. This advice is consistent with the independent research and recommendations of Wireless Technology Research.

**NOTE:** Persons with pacemakers should 1) ALWAYS keep the Iridium-designed satellite unit more than 6 in. from their pacemaker when the unit is turned on and 2) turn the unit off immediately if you have any reason to suspect that interference is taking place.

## Other Medical Devices

Consult the device manufacturer or ask your physician for assistance if using any other personal medical device to determine if it is adequately shielded from external RF energy.

Turn your unit off in healthcare facilities when any regulation posted in these areas instruct you to do so, as they may be using equipment that could be sensitive to external RF energy.

## Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

## Posted Facilities

Turn your unit off in any facilities where posted notices so require.

## Blasting Areas

To avoid interfering with blasting operations, turn your unit off when in a "blasting area" or in areas posted "Turn off two-way radio." Obey all signs and instructions.

## **Potentially Explosive Atmosphere**

Turn your unit off and disconnect the power supply when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks from your battery or power source in such areas could cause an explosion or fire, resulting in bodily injury or death.

Areas with a potentially explosive atmosphere are not always clearly marked. They include, but are not limited to, fueling areas such as gasoline stations; below deck on boats; fuel or chemical transfer or storage facilities; areas where fuel odors are present (e.g., if a gas/propane leak occurs in a car or home); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you normally would be advised to turn off your vehicle engine.

## **For Vehicles Equipped with Airbags**

An airbag inflates with great force; do NOT place objects, including both installed or portable wireless equipment, in the area over the airbag or in the airbag deployment area. If in-vehicle wireless equipment is improperly installed and the airbag inflates, serious injury could result.

## **Important Notes for PABX System Users**

The ComCenter II emulates a standard landline wall jack and generates the required operating and ringing voltages. If using the ComCenter II with a PABX system, prevent unit damage by connecting to a PABX as either a central office (CO) or trunk line. Never connect the ComCenter II to a PABX as an extension, as damage to the PABX or ComCenter II may result.

## PRODUCT OVERVIEW

The ComCenter II series enables indoor Iridium satellite connectivity for secure voice communication anywhere in the world. It also includes an Ethernet interface, providing IP-addressable network connectivity for global satellite data transfer & remote system control.

### Model ASE-MC08 & Accessories

Below is the ordering information for the ASE-MC08 and its accessories.



#### ComCenter Indoor Voice Terminal

- PN: ASE-MC08
- Includes AC/DC adapter, AC and DC cords, & User Guide



#### ComCenter Indoor Voice Terminal with Privacy Handset

- PN: ASE-MC08-H87
- Privacy handset includes RAM Swivel Mount

## INSTALLATION AND GENERAL SETUP

Below please find the suggested mounting configuration for your fixed station terminal. Please contact Blue Sky Network support if you are unsure about the mounting steps or the connectivity at any stage of this installation.

**NOTE:** Different wall materials require different mounting hardware. The proper screws/anchors should be selected according to the materials used on your wall.

**IMPORTANT:** For proper operation, the SIM card installed in your ComCenter II must be activated by your service provider and unlocked (i.e., PIN code turned off). If the PIN code has not been turned off by your service provider, refer to Accessing ComCenter II Settings for a command to turn it off.

For security reasons, the ComCenter II can only turn off the Iridium default PIN code.

### Wall Mounting

- 1) Position the device at the desired height, then mark the screw locations with a pencil.
- 2) Anchor the mounting screws on the wall, leaving about 0.25" of the head exposed.
- 3) Hang the device on the exposed screw heads and then tighten until snug.



### Swivel Mounting (*optional kit*)

- 1) Affix the round base to a sturdy surface using anchors and/or screws as appropriate for the material.
- 2) Attach the ComCenter II to the mounting plate using the center keyholes.
- 3) Plug the Privacy Handset into the ComCenter II.



## SYSTEM SETUP & VERIFICATION

Once installed, the ComCenter II can be easily configured and tailored to your application by accessing settings 1 of 3 ways:

- 1) POTS/RJ-11 via setup commands
- 2) Privacy handset via setup commands
- 3) Embedded webpage via mouse clicks and dialog boxes

System verification, operation, and status details are available in 4 ways:

- 1) Highly visible LED indicators
- 2) Audible tones on the POTS/RJ-11 interface
- 3) Text messages on the Privacy Handset LCD display
- 4) Embedded webpage settings and diagnostics

## COMMON WIRE CONNECTIONS

You may not need to make every accessory connection shown on this page. However, the below steps are generally the most common and should be read carefully.

### Attach External Antenna

The ComCenter II accepts a male TNC connector. Screw the antenna cable onto the ComCenter II and tighten securely.

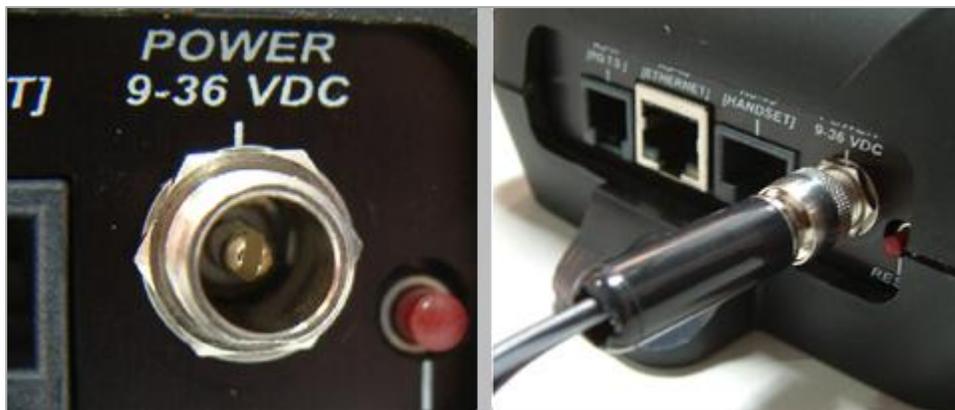
**NOTE:** Do not exceed cable lengths listed in the [Troubleshooting](#) section. Keep cable splices to a minimum.



### Attach Power Input Jack

Align the pin of the cord with the receptacle and press the plug firmly in place. Twist the collar to “lock” the cord to the ComCenter II.

**NOTE:** The lock collar on this cable should be only tightened “finger-tight.” Do not use pliers, as this will overtighten the cable and potentially damage the connector housing.



## CONNECTING TO YOUR COMPUTER OR NETWORK VIA ETHERNET (RJ-45)

The ComCenter II Ethernet port provides a powerful IP-addressable data connection to your local area network (LAN) or directly to your computer. For maximum connection flexibility, the ComCenter II supports the following connection options:

- 1) Direct or fixed IP address for advanced users.
- 2) DHCP Client for automatic network integration (default).
- 3) DHCP Server for direct PC or laptop connection.

### **Direct Mode *(for single node or networks with fixed IP addresses)***

This mode allows you to manually assign a fixed IP address to the ComCenter II. The ComCenter II default IP address is 192.168.1.100 but can be changed if needed. Direct mode is typically for advanced users who need to assign specific IP addresses to support their network configuration.

### **DHCP Client Mode *(for multi-node networks with a DHCP Server (router))***

This is the most common network connection mode. Similar to other Ethernet devices, connect the ComCenter II to your network and it will automatically be assigned an IP address. This is typically done by an Ethernet router in the network that also provides this DHCP Server function.

### **DHCP Server Mode *(for single / multi-node networks without a router or DHCP Server)***

In this mode, the ComCenter II assigns IP addresses to network peripherals, normally done by an Ethernet router, and retains its own default IP address of 192.168.1.100. This is a convenient way to connect directly to a laptop without the need for a router.

## Changing Modes

The default mode is DHCP Client but can be changed via the following ways:

- 1) With the reset button located on the ComCenter II connector panel.
- 2) Entering codes with the Privacy Handset.
- 3) Entering codes with the connected POTS/RJ-11 equipment.
- 4) Clicking on the desired mode via the embedded webpage.

## Changing the Ethernet Connection Mode

### Via the Panel Button

Initial press of the panel button will display the current mode by blinking all 4 status LEDs on the ComCenter II to indicate the mode setting.

1 Blink = Direct (ComCenter uses fixed IP address 192.168.1.100)

2 Blinks = DHCP Client (factory default; your network assigns IP address)

3 Blinks = DHCP Server (ComCenter assigns IP address to clients and sets self to 192.168.1.100)

Press and release the button to indicate and retain the current mode setting. To sequence through each mode, press and hold the button, then release it when the blink pattern matches the desired mode. The unit will reboot with this new setting. Press and release the button to confirm your mode setting.



### Via the Privacy Handset

Remove handset from the hang-up cup and press the following keys (each command begins with the asterisk (\*) character):

\*610 = Direct (1 blink)

\*611 = DHCP Client (2 blinks)

\*612 DHCP Server (3 blinks)

When changing modes with the Privacy Handset, the display on the Handset will show the mode setting and the status LEDs will blink to indicate the setting.

Additional useful commands using the privacy handset:

\*994 displays current mode setting and blinks the status LEDs accordingly.

\*995 displays current IP address setting.



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## Via POTS/RJ-11

The same commands are used with the POTS/RJ-11 as with the Privacy Handset. However, because there is no display of information on the POTS/RJ-11, watch the blink pattern on the status LEDs and listen to audible beeps to confirm the mode setting.

To change the mode, take the POTS/RJ-11 phone off-hook and press the following keys:

\*610 = Direct (1 blink, 1 beep)

\*611 = DHCP Client (2 blinks, 2 beeps)

\*612 DHCP Server (3 blinks, 3 beeps)

Additional useful commands using POTS/RJ-11:

\*994 blinks the status LEDs and gives audible beeps according to mode setting.



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## Via the Embedded Webpage

Accessing the embedded webpage in the ComCenter II may not be possible unless the default DHCP Client mode is compatible with your specific network. Once you access the ComCenter II webpage, the mode can be changed by clicking on the 'Configure' button.

**NOTE:** Changing modes will likely cause you to lose access to the webpage until the network or direct connection is also configured to this new mode.

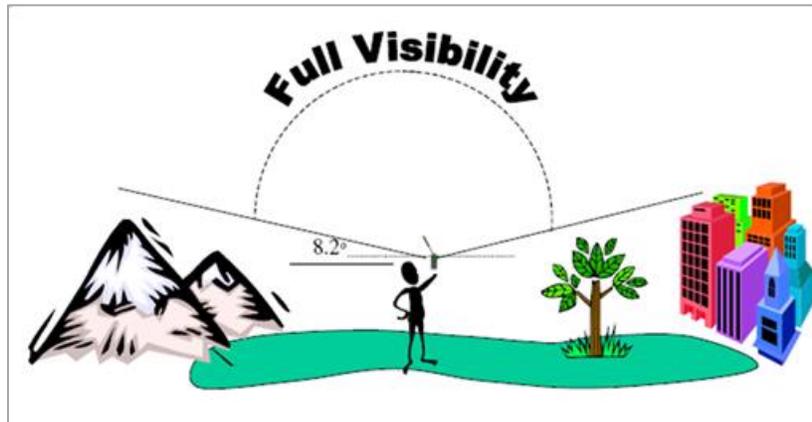
## Testing Your Setup

After installing and applying power, the ComCenter II visual and audible indicators let you know overall system status and health.

## Checking Signal Strength & Satellite Visibility

With proper antenna installation and visibility to the Iridium constellation, the ComCenter II GREEN satellite indicator will be illuminated and solid (i.e., not blinking). Allow 5 to 10 minutes after power is first applied for system initialization and network registration.

The ComCenter II embedded webpage also includes event logs and real-time diagnostics that are useful for monitoring system operation and checking signal strength during installation and over time. See the [Troubleshooting](#) section if this indicator continues to blink or blinks periodically.



Iridium's Low Earth Orbit (LEO) satellite constellation requires antennas to have a 360° view of the sky with no obstructions 8.2° above the horizon in any direction.

## POTS/RJ-11 Voice Connection

A dial tone will be present when the optional POTS-connected equipment goes off-hook, indicating proper system operation, and a call can be placed. Otherwise, there will be a busy signal or other error tone sequence. The blue phone LED indicator will also light when a voice call is in process.

## Privacy Handset Voice Connection

When READY is displayed on the optional Privacy Handset, the system is able to make a call. Remove the Handset from the hang-up cup and a dial tone will be present, indicating a call can be placed. The blue phone LED indicator will be lit when a voice call is in progress.

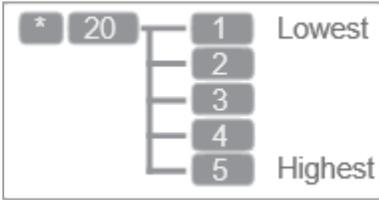
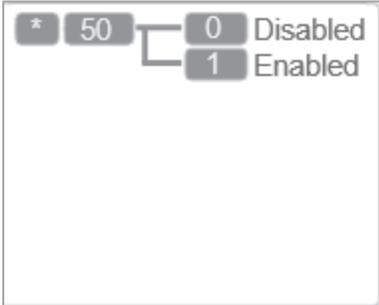
## Accessing System Settings

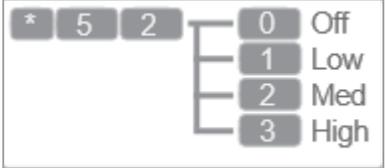
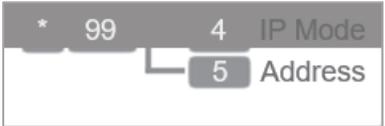
System settings can be reached and changed in several ways to allow access depending on what interface(s) you are using. Changeable settings include:

- SmartDial 911 USA
- Periodic reporting
- Adjust or disable base station ringer volume
- Voice volume adjust
- Status log (embedded webpage only)
- Restore to factory defaults

The embedded webpage provides simple selection and dialog boxes for easy setting changes. Both the POTS/RJ-11 and Privacy Handset interfaces provide numeric commands to change settings as shown in the table on the next page.

## Accessing ComCenter II Settings (RJ-11 & Privacy Intelligent Handset)

OPTION	SEQUENCE	DESCRIPTION
Volume		<p>Press *20 and then 1 through 5 to change the volume level sent to the handset. Press 1 to adjust the volume to its lowest level and 5 for its highest.</p>
USA 911		<p>By default, this capability is turned on. Press *500 to toggle it off and *501 to turn it back on.</p> <p>This setting partially overrides SmartDial recognition of country codes and allows United States callers to dial 911 to access the emergency system.</p> <p>We strongly recommend leaving 911 dialing on if you are a United States customer. If this setting is off, calls starting with 91 are recognized as dialing the country code for India.</p>

<p>Network Loss Alert</p>		<p>Press *510 to turn off network loss alert (system default setting) and *511 to toggle it on. The Docking Station speaker will beep when satellite network is lost or restored.</p>
<p>Base Station Ringer</p>		<p>Press *52 and then the volume setting you prefer for the base station ringer. Pressing *520 will silence the ringer for incoming calls but will not affect equipment connected to the RJ-11 port.</p> <p>Calls will still ring even with the base station ringer disabled.</p>
<p>Firmware Version</p>		<p>Shows the Dock model and version numbers on the privacy Handset.</p>
<p>Serial Number</p>		<p>Shows the Dock serial number on the Privacy Handset.</p>
<p>IMEI</p>		<p>Shows the 9555 serial number on the Privacy Handset.</p>
<p>Network Mode</p>		<p>Press *994 to display the network IP mode (Direct, DHCP Client, or DHCP Server). Pressing *995 shows the network IP address and blink LEDS according to setting.</p>
<p>Turn PIN Off</p>		<p>Unlocks SIM by turning the default Iridium PIN code off. The ComCenter II requires the PIN be turned off to access the satellites.</p>
<p>Restore Defaults</p>		<p>Restores default settings.</p>

## GENERAL USE – VOICE CALLS

SmartDial automatically identifies the country code and the correct number of digits required. Once the digits are entered, dialing commences automatically. SmartDial de-activates itself when the standard '00' Iridium dialing sequence is detected; a '#' is then required to initiate the call.

### Placing a Call with POTS/RJ-11

Take the POTS/RJ-11 phone off-hook, listen for the dial tone, and then enter the country code, area code, and phone number. SmartDial will automatically place the call when the correct number of digits are entered, and you will hear the Iridium 'boop' sound until the call connects.

Examples using SmartDial:

- USA call: 1 (3-digit area code) (7-digit phone number)
- Iridium ISU call: 8816 (8-digit phone number)

Examples bypassing SmartDial:

- USA call: 011 (3-digit area code) (7-digit phone number) (# to send)
- Iridium ISU call: 0118816 (8-digit phone number) (# to send)

### Answering a Call with POTS/RJ-11

A POTS/RJ-11 phone connected to the ComCenter II will automatically ring when an incoming call is pending. Simply take it off-hook to answer.

### Placing a Call with Privacy Handset

Remove the Privacy Handset from the hang-up cup and listen for the dial tone. If the hang-up cup is not used, press the OK button to toggle it on and off hook. When the dial tone is present, enter the country code, area code, and phone number.

SmartDial will automatically place the call when the correct number of digits are entered, and you will hear the Iridium 'boop' sound until the call connects.

### Answering a Call with Privacy Handset

The Privacy Handset will automatically ring when an incoming call is pending. To answer, remove the Handset from the hang-up cup and press the OK button.

## SPECIAL FEATURES

### POTS/RJ-11 Port

This port provides a versatile satellite link to the standard equipment mentioned in this document. RJ-11-connected equipment can be located more than a mile away from the ComCenter II, solving antenna location problems and minimizing costly antenna runs.

Besides being a voice link, this interface has the following additional features:

- **Voice Connect with SmartDial** – SmartDial simplifies satellite dialing sequences by converting familiar landline dialing to satellite dialing. If you prefer satellite dialing, SmartDial will automatically detect and disable itself.
- **PABX & Wireless Base Station** – Typical RJ-11 applications include trunk line interface to standard multi-user PABX systems, base station with single or multiple wireless handsets, or single analog phone powered entirely by the ComCenter II for resilience planning communications backup.
- **Access to System Settings** – ComCenter II system configuration and settings are accessible via this port.
- **Status & Error Tones** – Since most RJ-11-connected equipment is located a great distance from the ComCenter II, specific audible tones let you know system status at all times.

### Ethernet Port

This port opens up many network and peripheral connection possibilities while also giving you access to unique features and applications contained in the ComCenter II internal webpage.

Features include:

- **Direct & Wireless Router Connect** – Connect directly to a single computer, drop onto your network, or use a wireless router for optimum convenience.
- **Status & Error Display** – The ComCenter II embedded webpage has a real-time status bar showing system and Iridium network's current state.
- **Access to System Settings & Diagnostics** – ComCenter II system configuration and settings are accessible via the embedded webpage. This webpage also includes diagnostics and system logs useful for installation confirmation and general use data.

## Embedded Webpage

As an extension of the Ethernet port, the ComCenter II provides unique and powerful features via its internal embedded webpages. Pertinent information including system IMEI, firmware versions, and current system status, is displayed in the header of all webpages.

The screenshot displays the 'Status' page of the ASE ComCenter II. At the top left is the ASE logo with the tagline 'A Company in the Blue Sky Network'. Below the logo is a navigation bar with 'Status', 'Setup', and 'Status Log' tabs. The main content area is divided into several sections:

- System Information:** A table showing device details: NAME: unknown, IMEI: 300125061723500, PHONE: unknown, SN: 8-484357248111, IPADDR: 192.168.16.21, and FW: 3.50.1/1.00.q.
- SYSTEM:** A section indicating 'SYSTEM STATUS: READY'.
- IRIDIUM:** A section showing 'BARS: 5.0', '% ON NET: 99', and 'DEG C: 39.0'. Below this is 'UTC: 07/21/2022 23:17:45 UTC'.
- GPS:** A section showing 'POS: 0.0000 0.0000', 'ALT: 0', 'HDOP: 22.2', 'SPEED: 0.0', 'NUM SAT: 0', and 'HEADING: 0.0'.

At the bottom of the page, there is a footer with 'v3.00.b' and 'Copyright © 2019 Blue Sky Network | All Rights Reserved Worldwide'.

This screenshot shows the 'Setup' page of the ASE ComCenter II. It features the same top navigation and system information as the previous page. The main content area is organized into several configuration sections:

- SETUP:** Contains input fields for 'Your Phone Number: unknown', 'Friendly Name: unknown', and 'Remote Password: 11111'.
- REPORTING SETUP:** Includes a dropdown for 'Send Message Every: Never', a text field for 'Send Message To:', and a larger text area for 'Periodic Message:'.
- FEATURE SETUP:** Contains three dropdown menus: 'USA 911: On', 'Daily Test: No', and 'Volume: Med'.
- IP ADDRESS CONFIGURATION:** Includes a dropdown for 'IP Config: DHCP Client' and a text field for 'IP Address: 192.168.1.100'.

At the bottom of the setup area, there are two buttons: 'RESTORE FACTORY DEFAULT' and 'SAVE ALL SETTINGS'. The footer at the very bottom contains 'v3.00.b' and 'Copyright © 2019 Blue Sky Network | All Rights Reserved Worldwide'.

The screenshot displays the 'Status Log' interface. At the top, there are navigation tabs for 'Status', 'Setup', and 'Status Log'. Below the tabs, system information is presented in a table:

NAME: unknown	PHONE: unknown	IPADDR: 192.168.16.21
IMEI: 300125061723500	SN: 8-484357248111	FW: 3.50.1/1.00.q

The main section is titled 'SYSTEM' and contains a 'SYSTEM STATUS' table with columns for date, time, bars, onnet, and degC. The table lists multiple rows of data, such as:

DATE	TIME	bars	onnet	degC
07/21/2022	23:19:39	bars:4.9	onnet:100%	degC: 39
07/21/2022	23:18:30	bars:4.9	onnet:100%	degC: 39
07/21/2022	23:17:45	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:16:38	bars:4.5	onnet:100%	degC: 39
07/21/2022	23:15:52	bars:4.3	onnet:100%	degC: 39
07/21/2022	23:14:44	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:13:35	bars:4.9	onnet:100%	degC: 39
07/21/2022	23:12:50	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:11:31	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:10:45	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:09:37	bars:4.8	onnet:100%	degC: 39
07/21/2022	23:08:51	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:07:43	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:06:35	bars:4.2	onnet:100%	degC: 39
07/21/2022	23:05:50	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:04:42	bars:4.7	onnet:100%	degC: 39
07/21/2022	23:03:33	bars:4.8	onnet:100%	degC: 39
07/21/2022	23:02:49	bars:5.0	onnet:100%	degC: 39
07/21/2022	23:01:40	bars:5.0	onnet:100%	degC: 39

Below the table, there are two buttons: 'Download' and 'Erase Logs'. The footer of the page shows 'v3.00.b' and 'Copyright © 2019 Blue Sky Network | All Rights Reserved Worldwide'.

The embedded webpages enable the following special features:

- **ComCenter Setup** – Provides system configuration, including periodic messages, and IP Address configuration options.
- **Save & Restore** – You must click 'Save All Settings' to accept all changes to the configuration. 'Restore Factory Defaults' will reinstate the factory default settings.
- **Handset Volume** – [5 levels]
- **USA 911** - [On | Off] Allows 911 calls in the United States. See [here](#) for more information.
- **Status Log** – Updates list of signal strength and other system status information every 15 seconds.

## Privacy Handset Port

This port is for the optional Handset that includes a latching hang-up cup and provides a secure, tethered Iridium connection that can be extended up to 25 ft. with standard CAT5 cable.

The ComCenter II enhances the Handset with unique features including system status and error messages as well as system information and settings access.

- **Voice Connect with SmartDial** – SmartDial simplifies satellite dialing sequences by converting familiar landline dialing to satellite dialing. If you prefer satellite dialing, SmartDial will automatically detect and disable itself.
- **Access to System Settings** – ComCenter II system configuration and settings are accessible from this port via the Privacy Handset.
- **Status & Error Display** – The ComCenter II uses the Privacy Handset to display system status and general information.

## Visual Status Indicators

ComCenter II has built-in, highly visible LED status indicators that provide system status and alerts.

## Wide Operating Power

The ComCenter II operates over a wide range of DC input (10 VDC to 36 VDC). Both AC/DC and vehicle DC adapters are included.

## SPECIFICATIONS

### ELECTRICAL SPECIFICATIONS

- Operating Voltage :
  - 10 – 36 VDC
- Power consumption:
  - 4W Idle/Standby
  - 9W Avg Active
  - 15W Peak Power

### MECHANICAL SPECIFICATIONS

- Dimensions: 9.0 in. x 5.0 in. x 2.5 in. (22.8 cm x 12.7 cm x 6.3 cm)
- Weight: 2.0 lbs. (0.9 kg)
- Mounting: Wall Mount

### ENVIRONMENTAL SPECIFICATIONS

- Operating temperature range: -30°C to +60°C
- Exposure: Indoor, protected location per IEC 60945

## TROUBLESHOOTING

This table shows maximum cable runs for common LMR cable types. These max lengths are based on Iridium's specified max signal loss of 3 dB from passive antenna to handset, assuming there are no splices or couplers in the cable run. Each connector/splice will reduce signal strength by approximately 0.5 dB.

TYPE	MAX LENGTH
LMR-195	15 feet
LMR-240	22 feet
LMR-400	43 feet
LMR-600	66 feet
LMR-900	97 feet
LMR-1200	129 feet

For longer distances up to 345 feet, see active antenna AD511-2.

## Installation & Startup Troubleshooting

SYMPTOM	CAUSE	RESOLUTION
Satellite icon (green) LED never stays on solid and continues to blink.	ComCenter II is unable to find or register with the Iridium network.	Verify that SIM card is installed, activated, and unlocked. Ensure antenna is not obstructed and cable length or max dB loss has not been exceeded.
Busy signal present on RJ-11 analog phone.	The ComCenter II is unable to sync with the Iridium network.	Ensure the SIM card is installed, activated, and unlocked. Verify antenna is not obstructed and cable length or max dB loss has not been exceeded.
Signal strength drops when a call is placed.	Antenna may be obstructed (a 360-degree clear view of the sky is required for proper operation).	Re-position antenna away from obstructions.
	Antenna cable length is exceeded or there are too many splices in the cable run.	Confirm the cable length has not been exceeded or eliminate unnecessary cable splices.

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

DESCRIPTION	TONE NAME	TONE PATTERN
Powering up initialization	NOT READY	<long tone><bleep>...repeat
Searching for network	NOT READY	<long tone><bleep>...repeat
Found network	FOUND NETWORK	<bleep><bleep><bleep><bleep><bleep>
Ready to dial	DIAL TONE	<continuous dial tone>
Enter BSN 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

## PRODUCT WARRANTY

### **PLEASE READ -- THIS DOCUMENT CONTAINS IMPORTANT NOTICES, WARRANTY INFORMATION, AND LIMITATIONS ON YOUR RIGHTS.**

Upon the signed verification of the attached Quotation (see Equipment Purchase & Service Agreement Terms & Conditions) by the Customer (“**Customer**”), the Quotation and these Terms and Conditions shall constitute a binding contract (“**Contract**”) between Customer and Blue Sky Network, LLC, a Delaware limited liability company (“**Blue Sky**”) for the purchase of the products and services described in the Quotation.

### **Product Terms and Conditions**

Blue Sky Network, LLC (“Blue Sky”) warrants that the Products it manufactured shall be free from defects in materials and workmanship. This warranty (i) shall apply to Customer (as named in the Quotation) only and no other and (ii) shall not apply to any Product which is not stored, handled, installed, or used in strict accordance with Blue Sky’s specifications and instruction manuals, or which is altered without Blue Sky’s express consent, or which has been subject to misuse, negligence, or accident.

Blue Sky’s sole obligation shall be to replace or repair defective Products covered by this warranty provided that Customer returns such defective Product within two (2) years of the date of the Quotation. Customer hereby agrees that the replacement or repair of defective Products shall be Customer’s sole remedy in the event of a breach of warranty and shall be in lieu of any other remedy. Except as provided above with respect to Products only, **Blue Sky makes no warranties relating to the Products (see section on Warranty Disclaimer/Limitation of Liability).**

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**DECLARATION OF CONFORMITY**

***Declaration of Conformity***

**Application of Council Directive: 2004/108/EC**

<b>Standards To Which Conformity Is Declared:</b>	IEC60945:2002	
	Conducted Emissions	Clause 9.2
	Radiated Emissions	Clause 9.3
	Conducted RF Disturbance	Clause 10.3
	Radiated RF Immunity	Clause 10.4
	Electrical Fast Transients	Clause 10.5
	Electrostatic Discharge	Clause 10.9
Compass Safe Distance	Clause 11.2	

<b>Manufacturer's Name:</b>	Applied Satellite Engineering Inc.
<b>Manufacturer's Address:</b>	16559 N. 92nd Street, #101 Scottsdale, AZ 85260 (480) 443-1424
<b>Equipment Description:</b>	ComCenter II
<b>Equipment Class:</b>	Maritime Navigation and Radio Communication Equipment and Systems
<b>Model Numbers:</b>	MC01,MC04,MC05,MC06 (Incl of MC07,MC08)

*I the undersigned, hereby declare that the equipment specified above,  
conforms to the above Directive(s) and Standard(s).*

Scottsdale, AZ, U.S.A.  
Place: \_\_\_\_\_  
Bill Reddy  
Signature: \_\_\_\_\_  
Bill Reddy  
Full Name: \_\_\_\_\_  
Dir. Engineering  
Position: \_\_\_\_\_

## TECHNICAL SUPPORT

Blue Sky Network is committed to providing the highest level of service and support. If you have any questions or concerns, please feel free to contact us by email or phone; contact information is available at the bottom of this page. For self-help, please visit <https://support.blueskynetwork.com/>.

Thank you for choosing Blue Sky Network!



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