SKYLINK Cloud Services

Customer User Guide

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Blue Sky Network

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SkyLink

Cloud Services User Guide

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ABOUT THIS USER GUIDE

Thank you for purchasing SkyLink by Blue Sky Network! This easy-to-read User Guide is organized based on the steps needed to log in to and the utilize SkyLink Cloud Services portal as a customer.

SkyLink Cloud Services allows you to remotely manage, monitor, and configure a fleet of devices as well as view aggregated device data in a secure online portal. For singular device management, use the SkyLink Device Interface (see the SkyLink User Guide for detailed information).

We sincerely hope that SkyLink enhances your ability to monitor and configure your assets anywhere in the world. Please continue to read on or choose a starting point from the list below:

- Edit your contact information
- Edit your organization's information
- View or create device & voice profiles
- Assign a device or voice profile
- Frequently asked questions

ABOUT SKYLINK

Introduction to SkyLink

Designed for you as Infrastructure as a Service, SkyLink Cloud Services is a comprehensive analytics solution engineered to capture and disseminate mission-critical information and display it in a secure online portal. Customizable reports, activity alerts, and dashboards work around the clock, ensuring data is recorded in real-time for complete visibility anytime and anywhere in the world.

The SkyLink Data Gateway and its Communications Companion work seamlessly with SkyLink Cloud Services to create a powerful, dual-mode managed solution unlike any other. Small-form, multi-stack hardware unites with a performance-driven, cloud-based platform to offer reliable connectivity for end-to-end sensor reporting, asset utilization, IoT/M2M monitoring, and two-way messaging.

Key features include:

- Remote device management
- Sensor/engine diagnostics
- Network services (VPN, IP, MQTT)
- IP65 Certified
- Health monitoring
- Data analytics/edge computing
- SkyRouter integration
- FCC Part 15 & 25 Certified

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GETTING STARTED

Compatibility and System Requirements

To access the SkyLink Cloud Services portal, you will need 1) an internet connection and 2) a recent version of a web browser that supports HTML5.

SkyLink Cloud Services has been tested with the following recommended browsers:

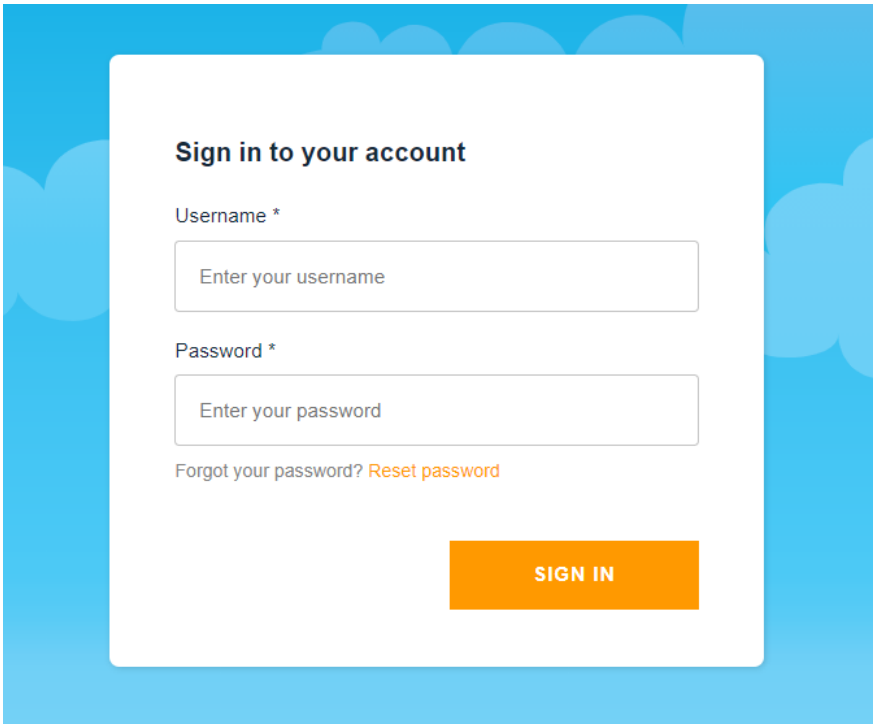
- Google Chrome (Mac/Windows)
- Mozilla Firefox (Mac/Windows)
- Safari (Mac)
- Microsoft Edge (Windows)

Connecting to Cloud Services

Open a web browser, type the below URL into the address bar, then press 'enter' on your keyboard.

SkyLink Cloud Services URL: **https://portal.skylink.net/login**

Fill in the Username and Password fields, then press 'SIGN IN.'



NOTE: Only accounts with valid permissions can create users in their organization. For help setting up a user, please contact the Blue Sky Network support team.

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SKYLINK CLOUD SERVICES

Overview

The SkyLink Cloud Services portal contains several tabs for easy navigation to screens containing device information and configuration options. In order, the tabs are:

- Dashboard
- My Org
- Devices
- Users
- Profiles
- Firmware

NOTE: Not all users can modify data on each screen (see User Permissions below).

ACCOUNT SETTINGS

The wheel icon located in the upper right-hand corner of each screen allows you to edit your name, email, phone number, and physical address. Complete the mandatory fields, indicated by an asterisk (*), then press 'Save'.

User Permissions

A user can be set as one of three types: 1) Admin, 2) Account Manager, and 3) Reviewer. Please see the chart below to learn more about each role's capabilities and restrictions.

Screen	Action	Sub-Action	Account Type		
			Admin	***Account Manager***	***Reviewer***
My Org	View		Yes	Yes	Yes
	Update		Yes	No	No
Devices	View		Yes	Yes	Yes
	Create		No	No	No
	Delete		No	No	No
	Update				
		Name	Yes	Yes	No
		Asset Tag	Yes	Yes	No
		Serial Number	No	No	No

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		Device Type	No	No	No
		Attributes	No	No	No
		Tags	Yes	Yes	No
		Device Profile	Yes	Yes	No
		Voice Profile	Yes	Yes	No
	Actions				
		Lock	No	No	No
		Unlock	No	No	No
		Hard Factory Reset	Yes	Yes	No
		Factory Reset	Yes	Yes	No
		Reboot	Yes	Yes	No
		Firmware Update	Yes	Yes	No
		View Device Profile	Yes	Yes	Yes
		View Voice Profile	Yes	Yes	Yes
Users	View		Yes	Yes	Yes
	Create		Yes	Yes	No
	Delete		Yes	Yes	No
	Update				
		Role	Yes	Yes	No
		Organization	No	No	No
		Is Enabled	Yes	Yes	No
		Name	Yes	Yes	No
		Username	No	No	No
		Email	No	No	No
		Phone	Yes	Yes	No
		Address	Yes	Yes	No
	Actions				
		Reset Password	Yes	Yes	No
Profiles	View		Yes	Yes	Yes
	Create		Yes	Yes	No
	Delete		Yes	Yes	No
	Update		Yes	Yes	No
	General Settings				
		Name	Yes	Yes	No
		Version	Yes	Yes	No
		Max Daily Usage	Yes	Yes	No
		Serial Port	Yes	Yes	No
		Data Routing	Yes	Yes	No
		Device Password	Yes	Yes	No
		Satellite	Yes	Yes	No
		Data Enabled	Yes	Yes	No
		Wi-Fi	Yes	Yes	No
		SSID	Yes	Yes	No

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		Mode	Yes	Yes	No
		Channel	Yes	Yes	No
		Security	Yes	Yes	No
		Password	Yes	Yes	No
		Cellular	Yes	Yes	No
		APN	Yes	Yes	No
		Username	Yes	Yes	No
		Password	Yes	Yes	No
	Network				
		IP Address	Yes	Yes	No
		Primary DNS	Yes	Yes	No
		Network Mask	Yes	Yes	No
		Secondary DNS	Yes	Yes	No
		DHCP Start Range	Yes	Yes	No
		Lease Validity	Yes	Yes	No
		DHCP End Range	Yes	Yes	No
	Firewall Profile		Yes	Yes	No
Firmware	View		Yes	Yes	Yes
	Actions				
		Download Firmware	Yes	Yes	Yes

Please contact your Blue Sky Network account manager with any questions about the roles and their capabilities.

The following sections describe the information that can be found and the configurations that can be made on each screen in the portal.

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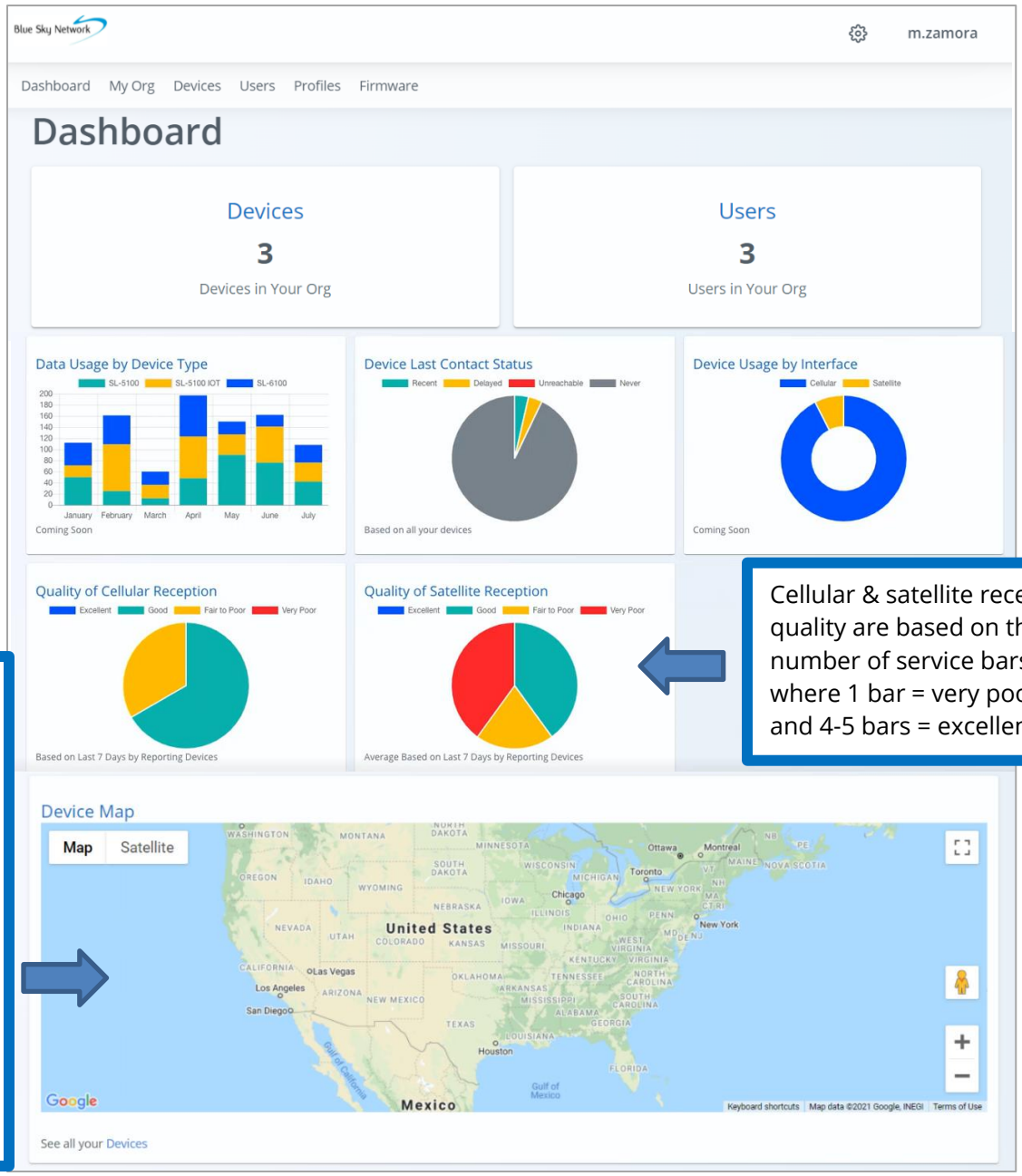
Dashboard

When you log in to your SkyLink Cloud Services account, you will automatically be directed to the Dashboard screen, where you can see the total number of devices and users present in the system.

Multiple interactive graphs display the devices' last check-in status with the portal, reception quality determined by the average number of units reporting to the portal in the last seven days, and month-to-month data usage based on device type and interface (i.e., cellular vs. satellite).



Cellular & satellite reception quality are based on the number of service bars, where 1 bar = very poor signal and 4-5 bars = excellent.

Assets can be easily tracked by using the interactive map view. Click 'Satellite' to switch to Satellite view, press the icon to toggle Full Screen view, or drag the Pegman icon to see a location in Street View. Use the up and down buttons to zoom in/out.

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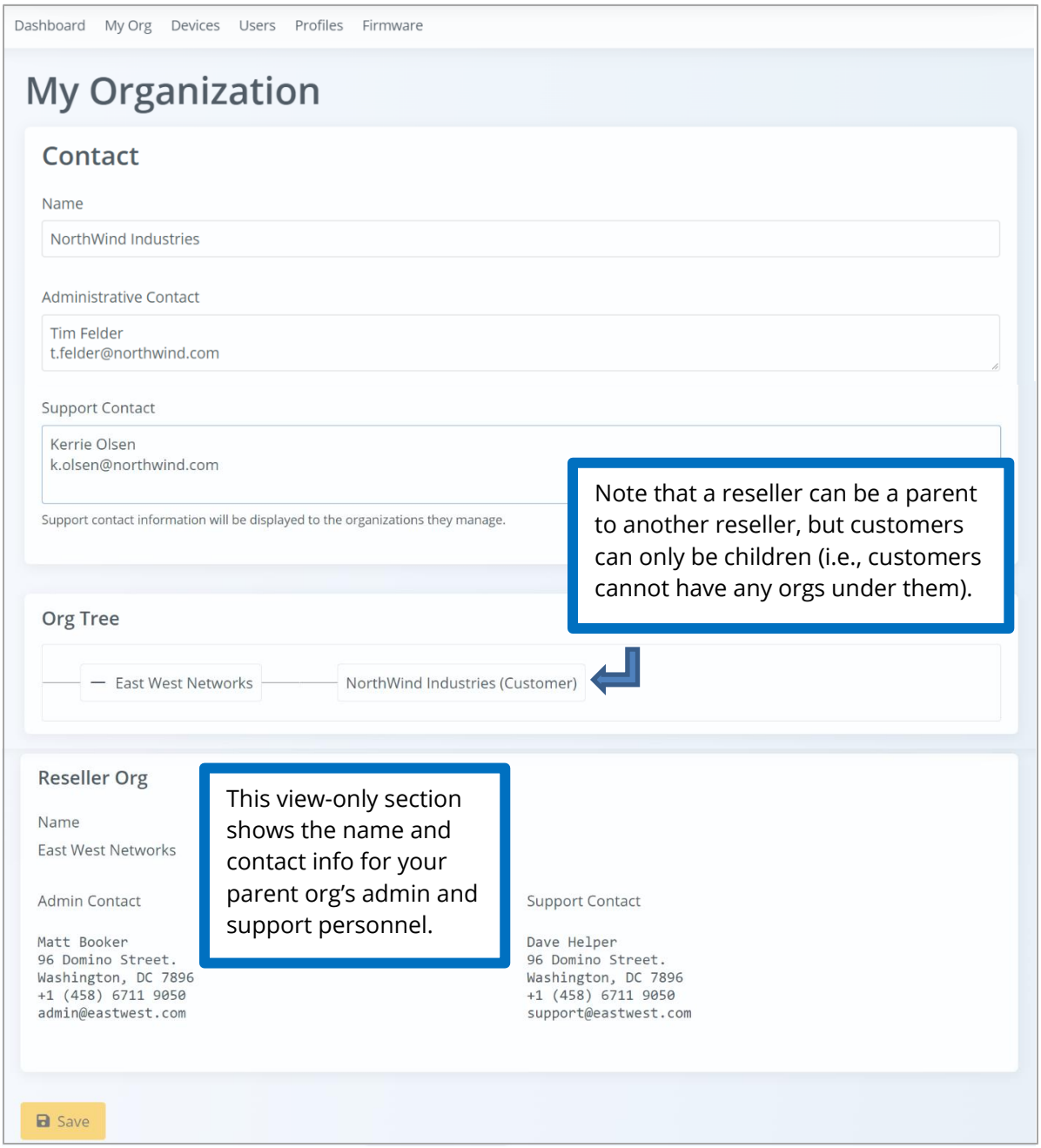
My Org

Contact info for your org's admin and support personnel can be viewed and updated here. Click 'Save' to apply changes. The Org Tree provides a visual of the parent and child orgs in the system relative to yours. In the below example, this account is for a user of NorthWind Industries, a customer whose parent org is East West Networks, a reseller.



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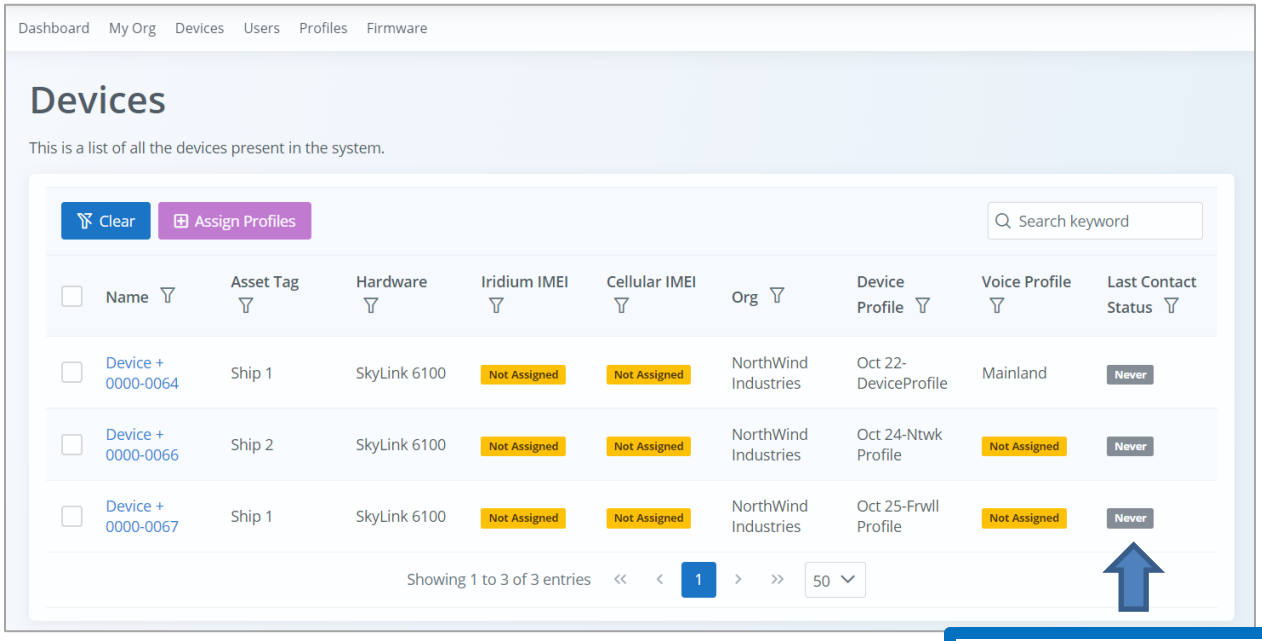
Devices

This screen shows all devices currently in the system, along with their ID information, health status, and assigned org and profiles. Tick the box next to the device name to assign profiles to the unit.

Use the 'Search keyword' function to find a device by typing in a partial or entire keyword, including its Iridium or Cellular IMEI number. You can also click the icon next to each column to create custom filter rules. Press 'Clear' to remove all filters.

Select a device name to view its assigned profiles, system and user-defined properties, and the date of its last check-in with the portal. A device control section allows you to reset the unit to defaults, perform a reboot, and force a config push.



This column will show Recent, Delayed, Unreachable, or Never based on the device's last check-in with the portal.

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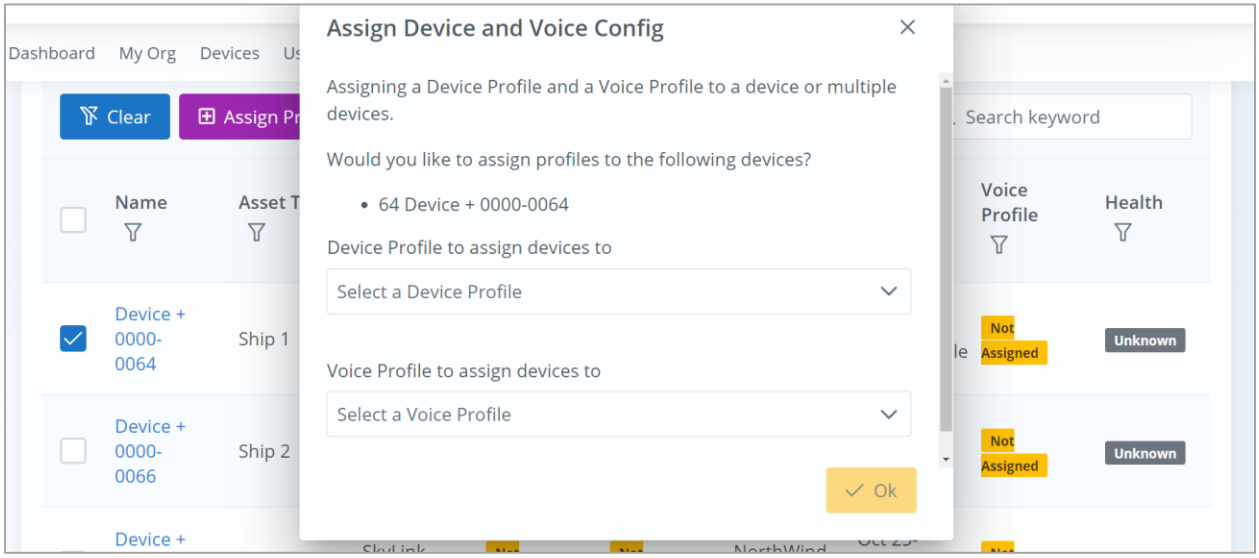
ASSIGNING DEVICE & VOICE PROFILES TO A UNIT

Here you can remotely apply standard profiles to a specific device type (e.g., you can assign certain profiles to your IoT devices and a different set to your vehicle devices).

Choose the desired device(s), then use the drop-down menu from the pop-up window to make your profile selections. Press 'Ok.'



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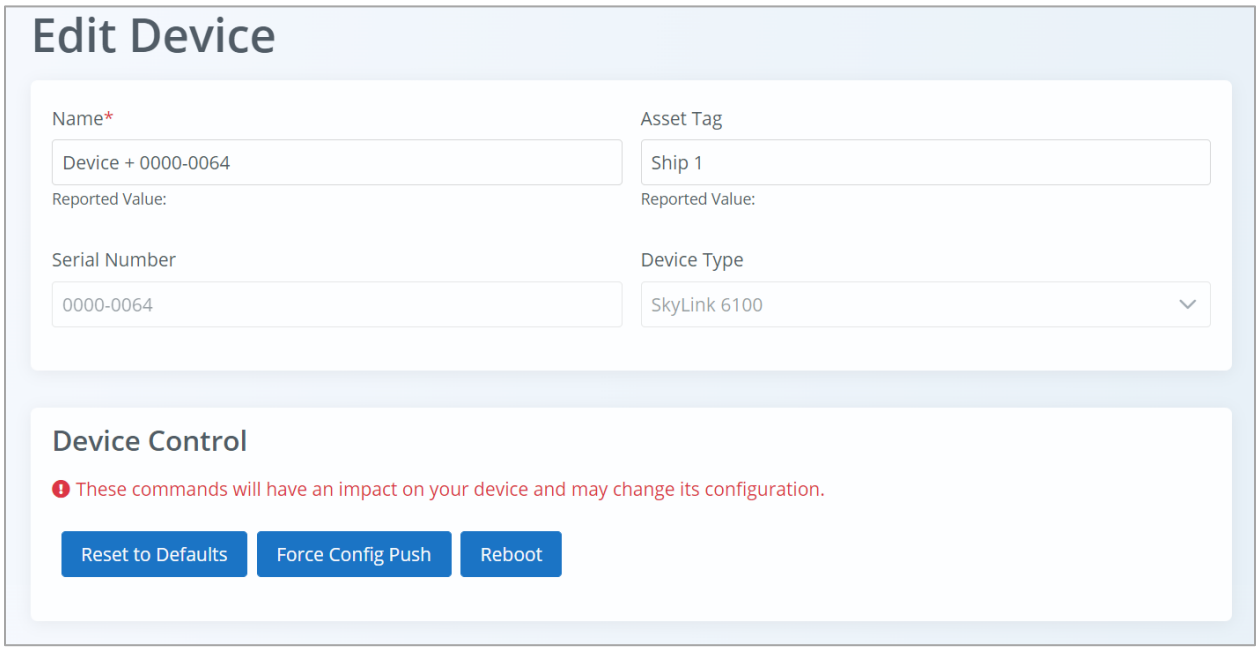
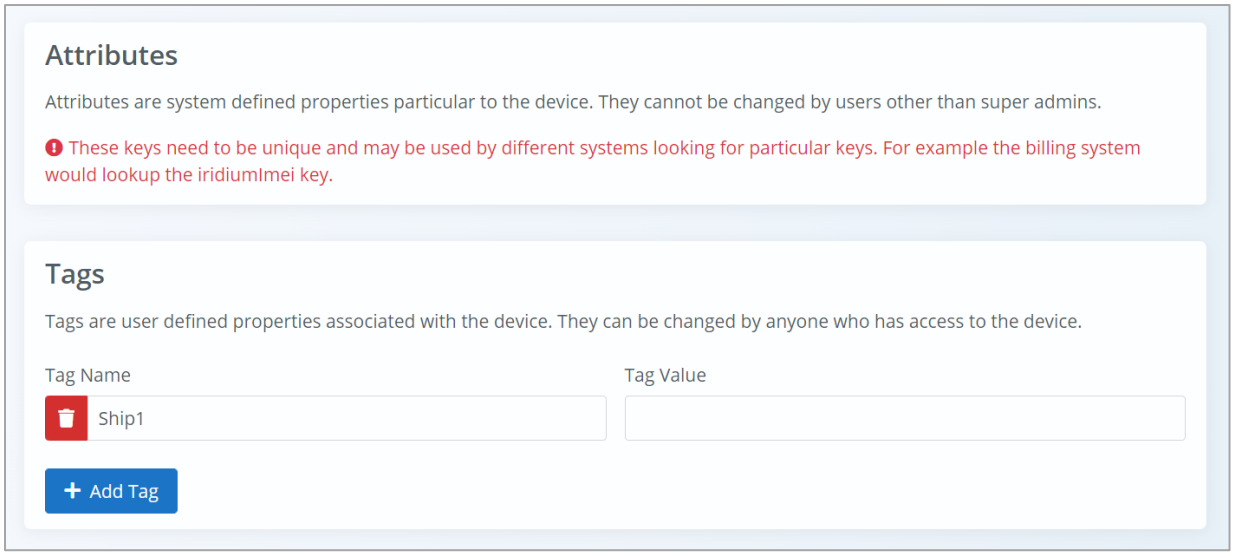
EDITING A DEVICE

After selecting the desired device, complete the open fields (only the Name field is mandatory), then press 'Save.' Several fields such as Serial Number and Device Type are view only.

In the Device Control section, you can reset your unit to factory settings, push a config change to the unit, or reboot it. Note that these commands may change the device's current configurations.



The view-only Attributes section allows you to see the device's system-defined properties set by super admins. The Tags section lists the unit's user-defined properties and can be modified by admins and account managers.



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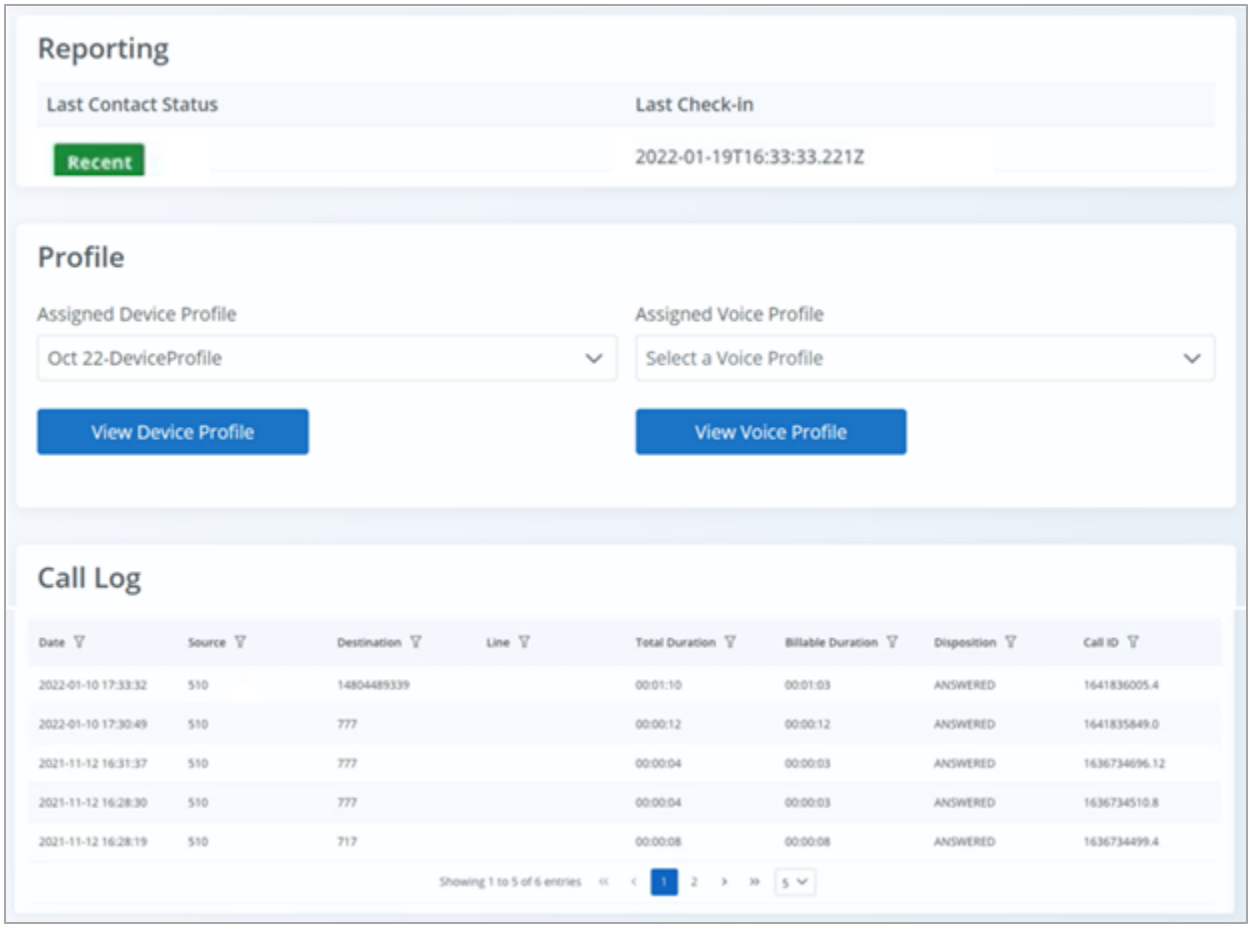
The Reporting section displays the device's current health and the most recent date that it checked in with the portal.

The 'View Device Profile' and 'View Voice Profile' buttons allow you to see a comparison between a device's current configuration and the profile configs assigned to the device through the portal.



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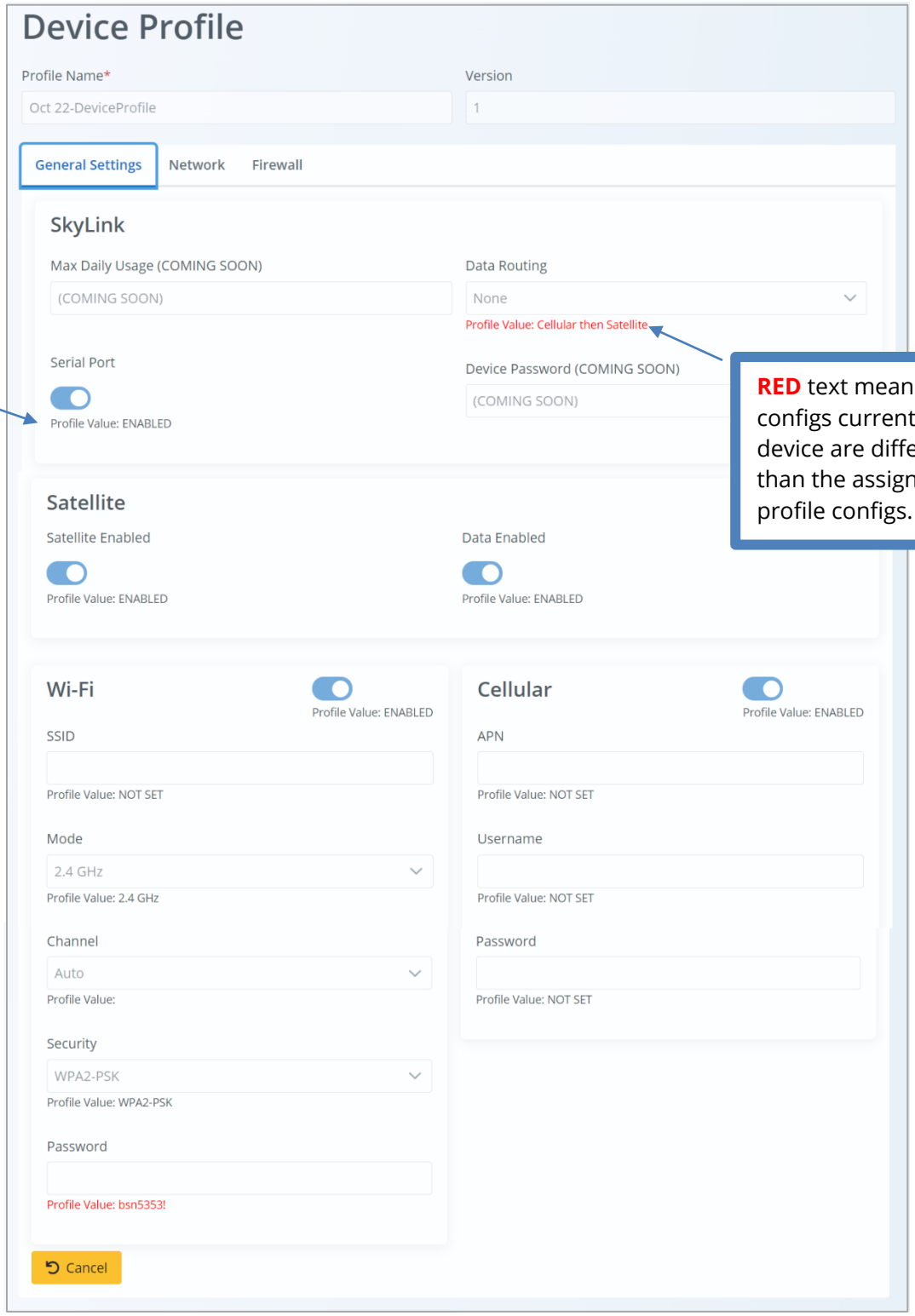
View Device Profile – General Settings

The text in each field shows current device configurations.

If the configs currently on the device match the profile changes attempting to be pushed by the portal, the text underneath each field will be **BLACK**.



RED text means the configs currently on the device are different than the assigned profile configs.

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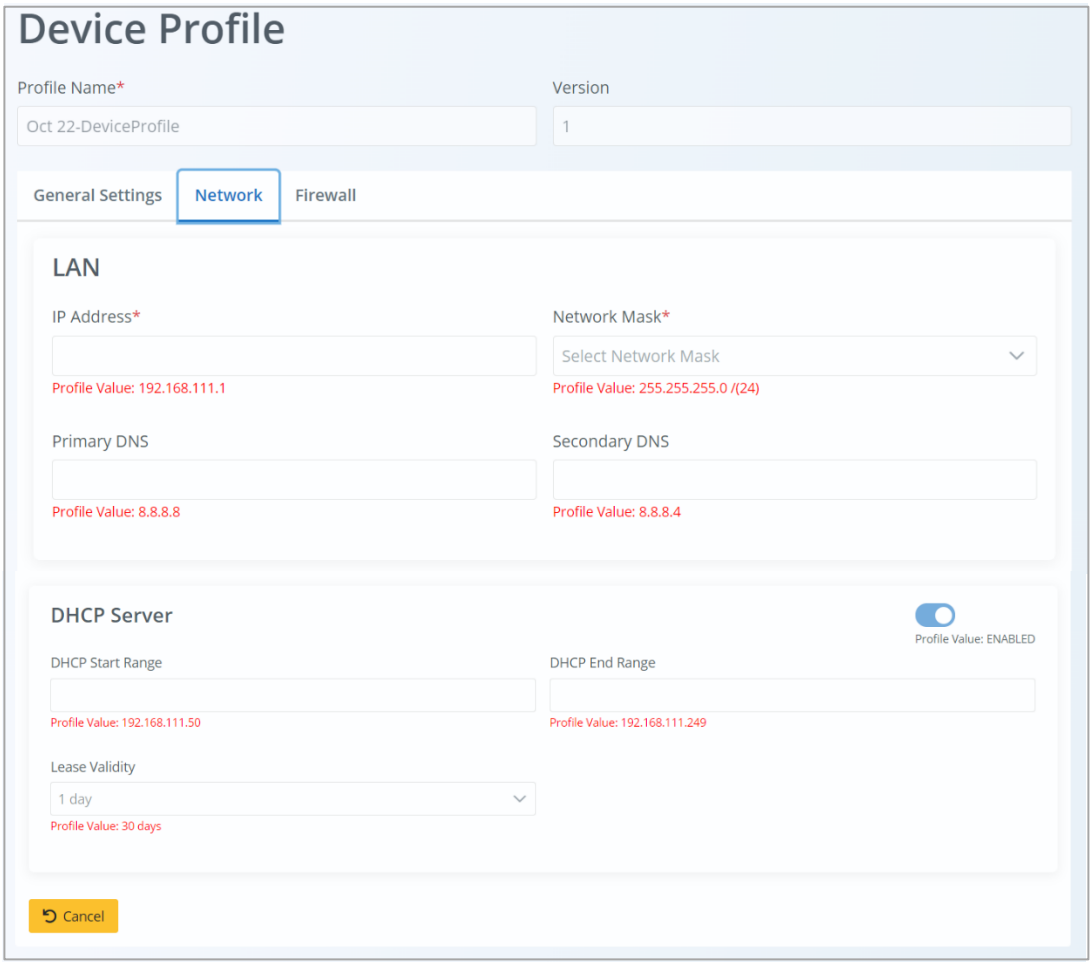
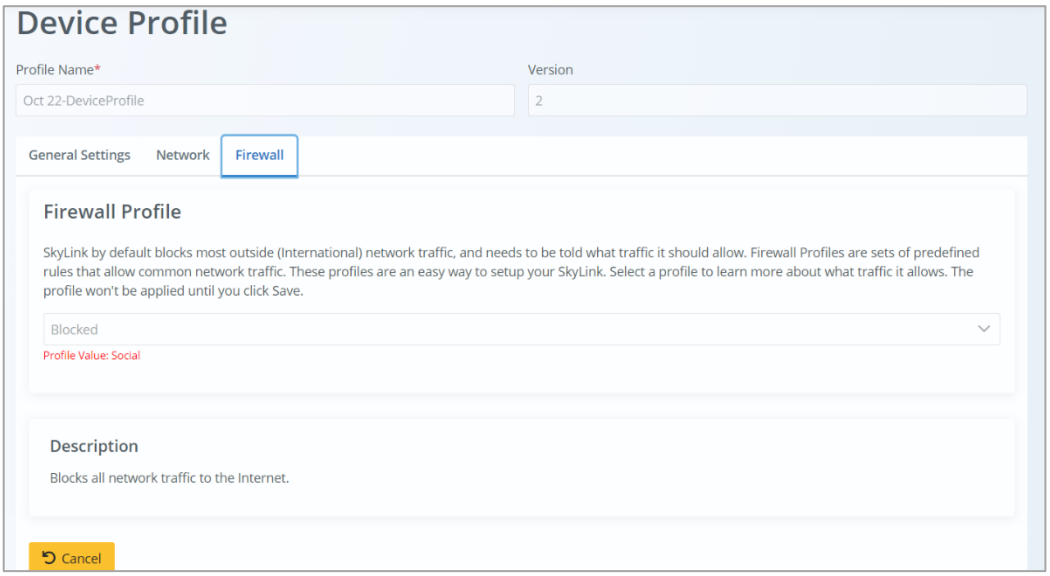
View Device Profile – Network



View Device Profile – Firewall



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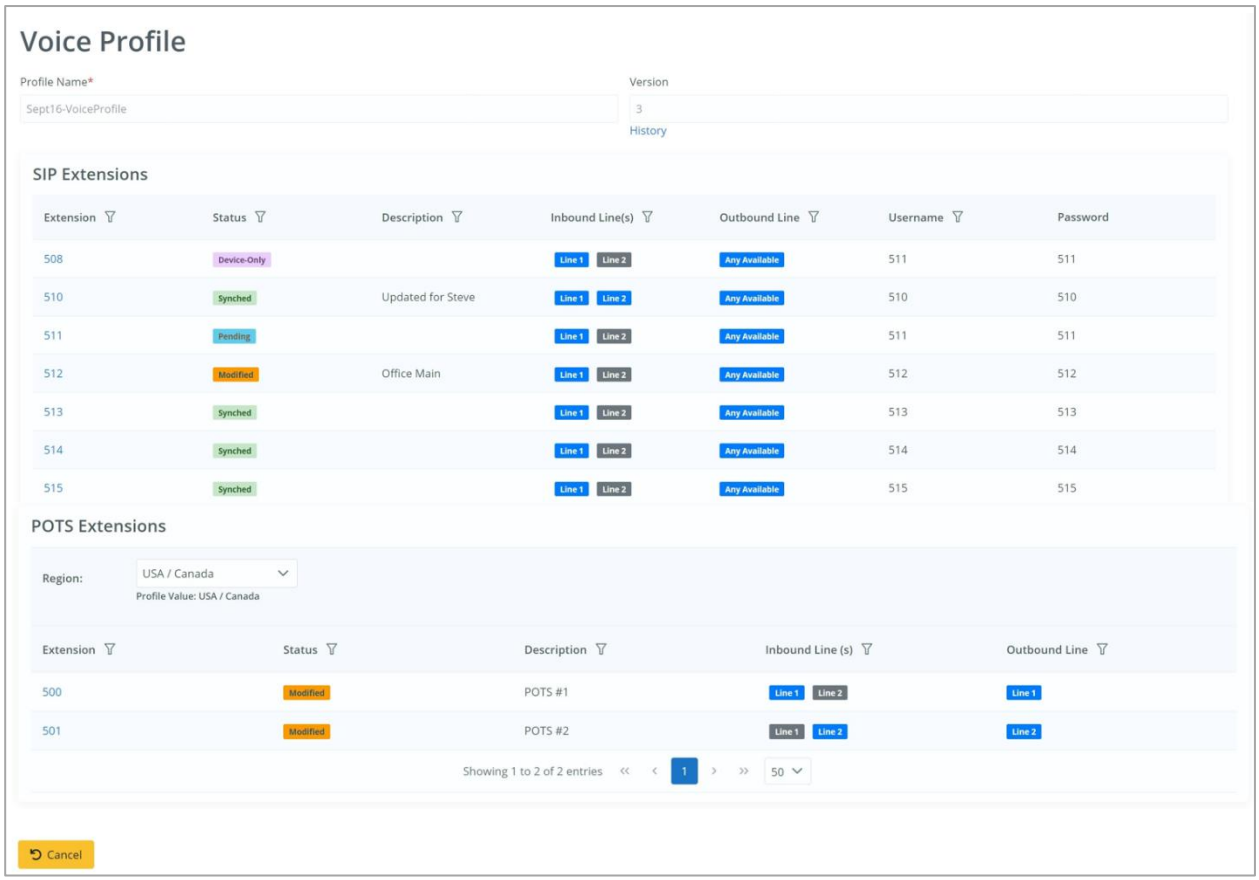
View Voice Profile

The Status column will show one of the following to indicate the extension's configuration state:

1) Device-only – Only the device configuration is available; no profiles have been assigned from the portal.
2) Pending – Only the profile configuration is available. This happens when a profile is pushed to the device, but the device has not checked in yet.
3) Modified – There is a difference between the device and the profile configs.
4) Synched – Both the assigned profile and device configs are synched.



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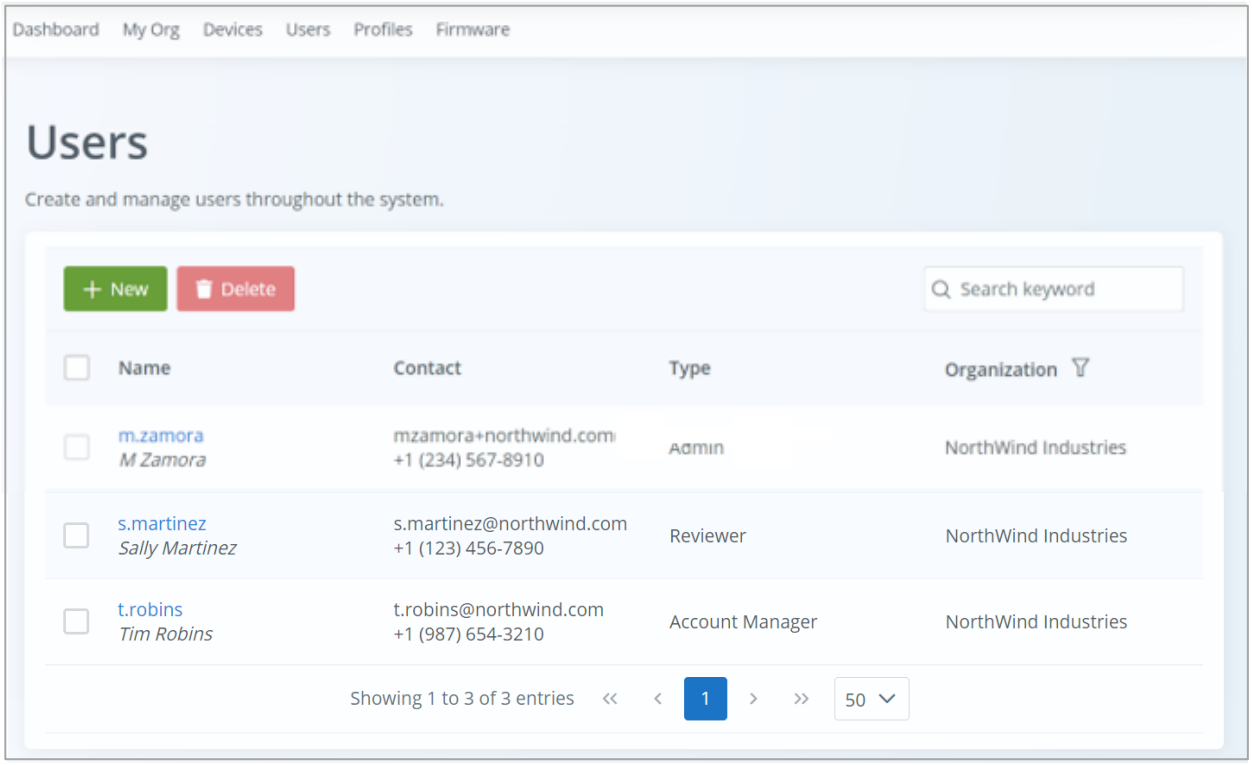
Users

The User screen allows those with valid permissions to manage users throughout the system as well as view their contact info, role type, and affiliated organization.

Press 'New' to add a user or select an existing account under the Name column to make edits. Tick the box next to a name to delete the account. **NOTE**: Only admin and account manager roles are able to create and modify user accounts.



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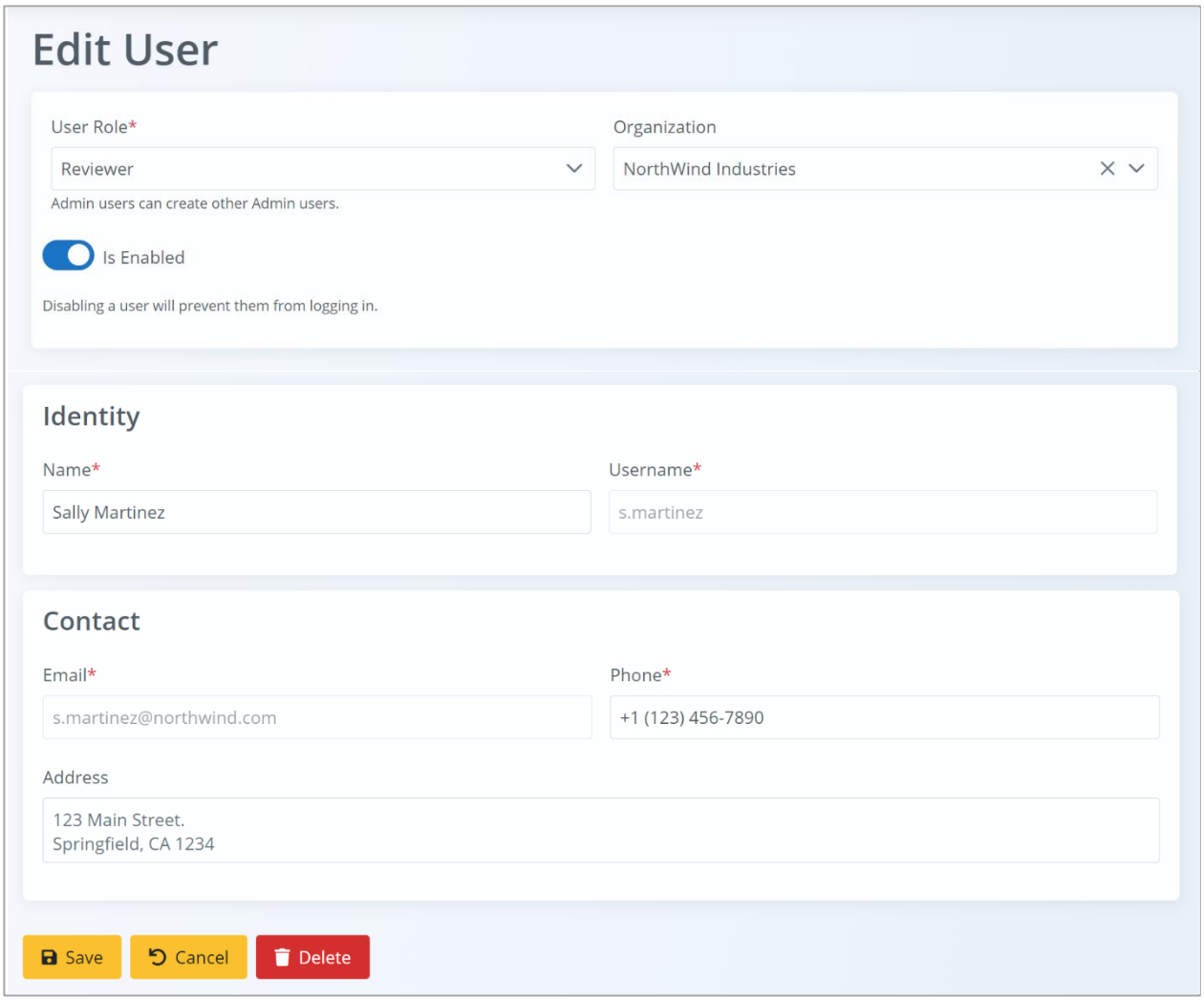
EDITING A USER

On the Edit User screen, fill in the mandatory fields and use the toggle button to enable or disable user login. The Organization drop-down menu allows you to match the user with their affiliated org. The Username and Email fields are view only.



NOTE: When creating a user for the first time, they will receive an email with steps to change their password. They will then be sent a verification ID to finish setting up their account.

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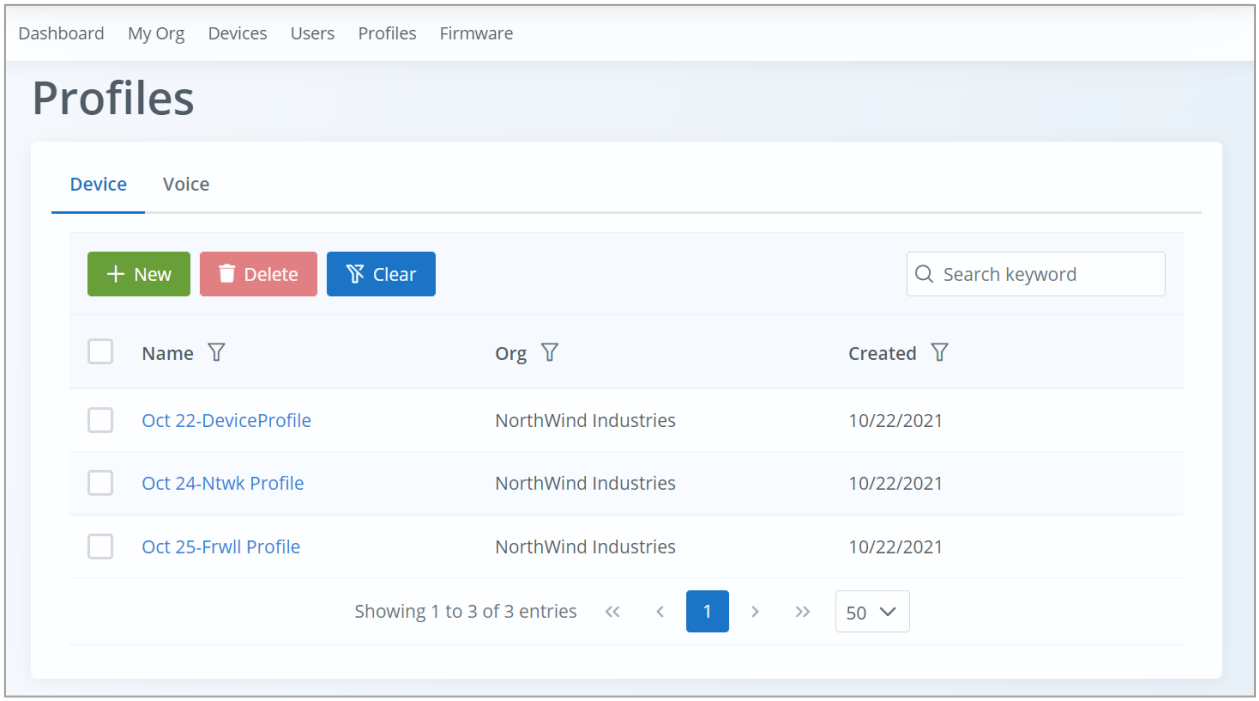
Profiles

This screen allows for easy fleet device management by enabling you to remotely create and store profiles that match your use cases for devices in the field. After profiles are applied and devices are active in the field, you can view differences between the profile and any config changes made locally.

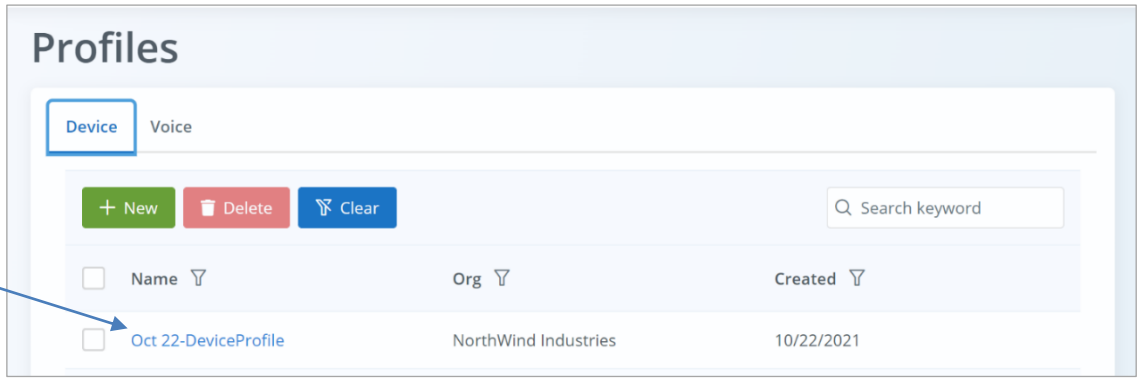
Once a device or voice profile is created, you can update it and a new version will be created. If the profile is already assigned to one or more devices, you will be asked, "Update ALL Devices?" If you choose 'Yes,' the profile will save and synch with the units. If you select 'No,' the profile will not save.



DEVICE TAB

Here you can view all device profiles in the system, including their assigned org and creation date. Press 'New' to add a profile or select an existing one from the Name column to make edits. You will then be directed to either the Add Device Profile or Edit Device Profile screen; each screen has 3 tabs: General Settings, Network, and Firewall.

The profiles shown here are the latest versions. Click on a profile to find its version history and choose a previous version if desired.



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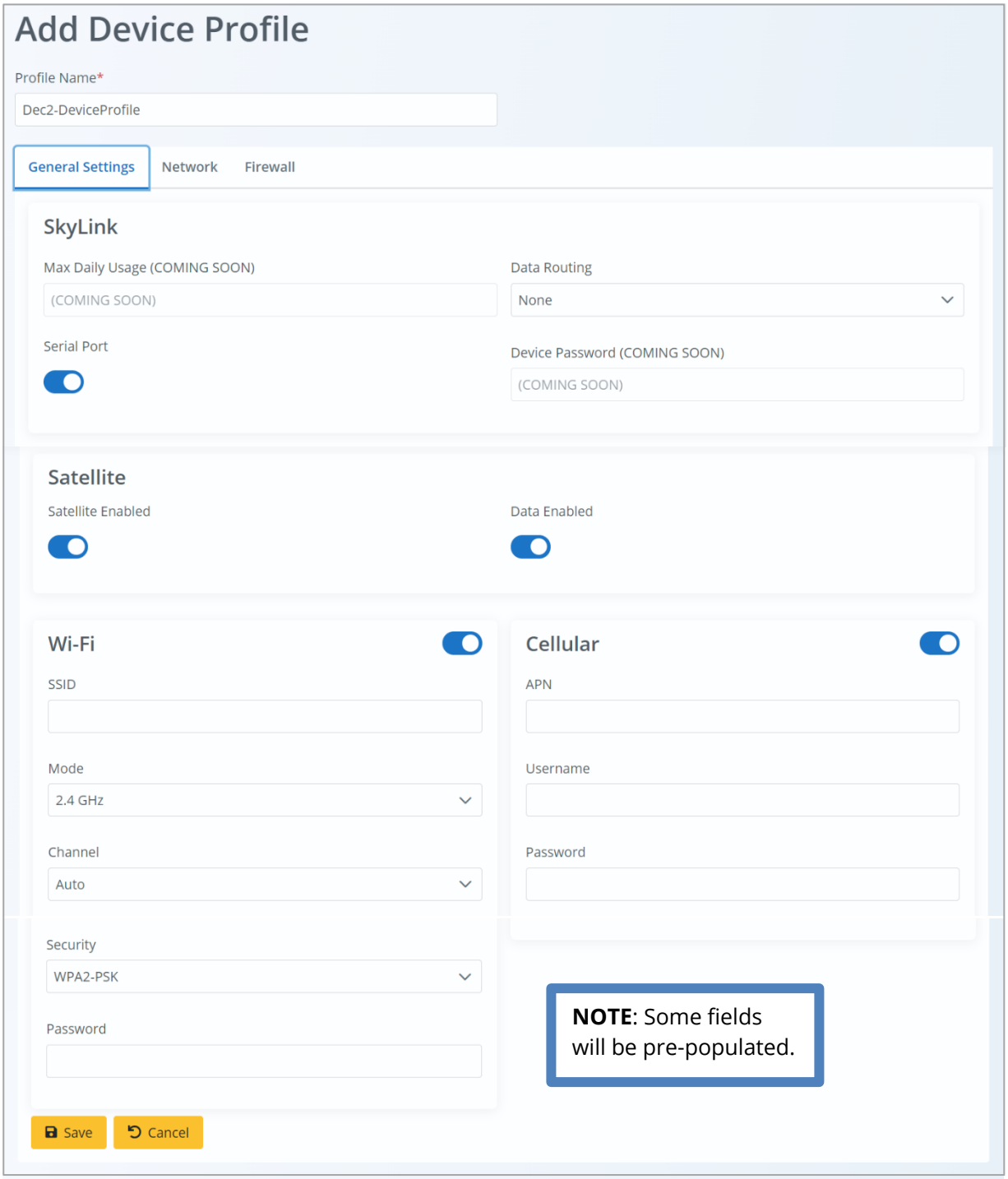
General Settings

The General Settings tab allows you to make configurations related to the device's data usage and ID information. Several fields such as Data Routing, Mode, and Security contain drop-down menus for additional customization. Use the toggle buttons under the Serial Port, Satellite, Wi-Fi, and Cellular fields to enable or disable connectivity.



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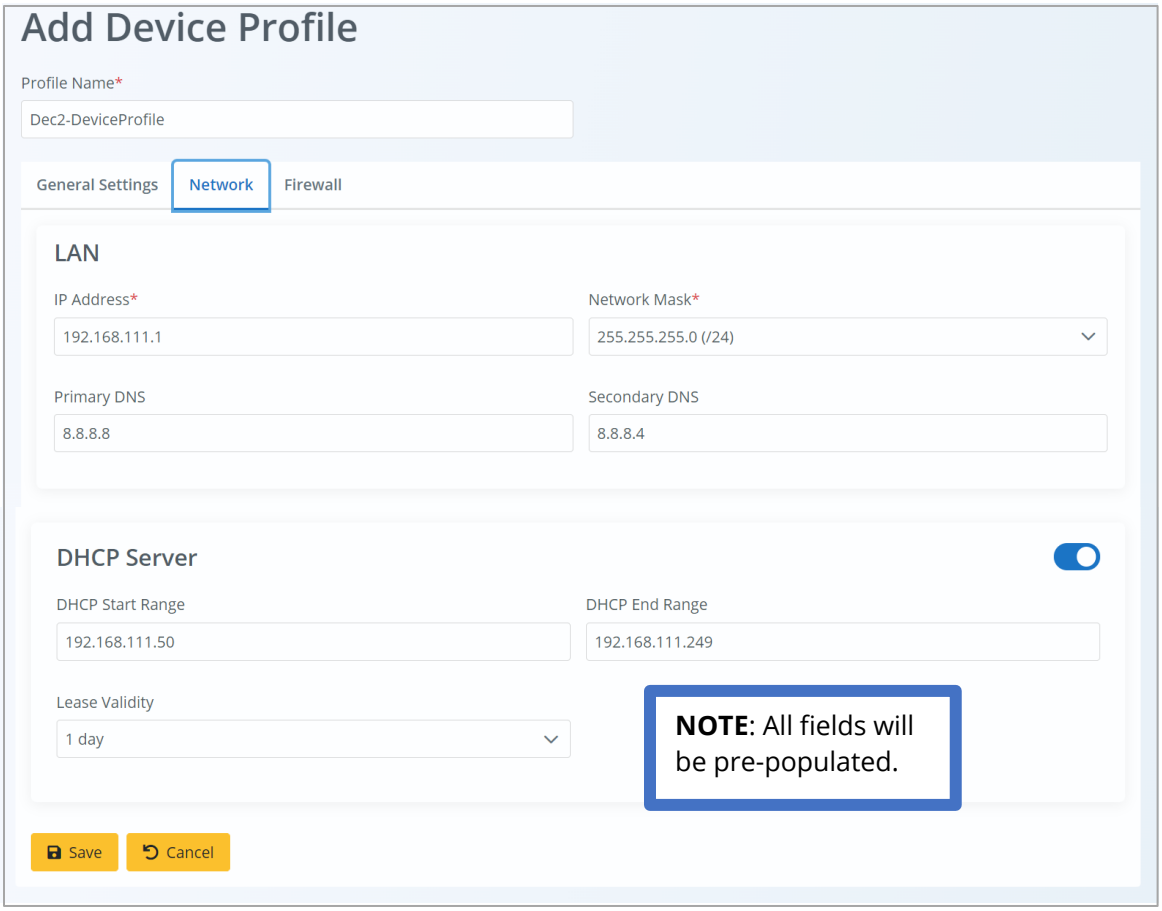
Network

The Network tab enables you to input LAN and DHCP Server info into the fields. Select a Network Mask and Lease Validity date from each field's drop-down menus for further customization.



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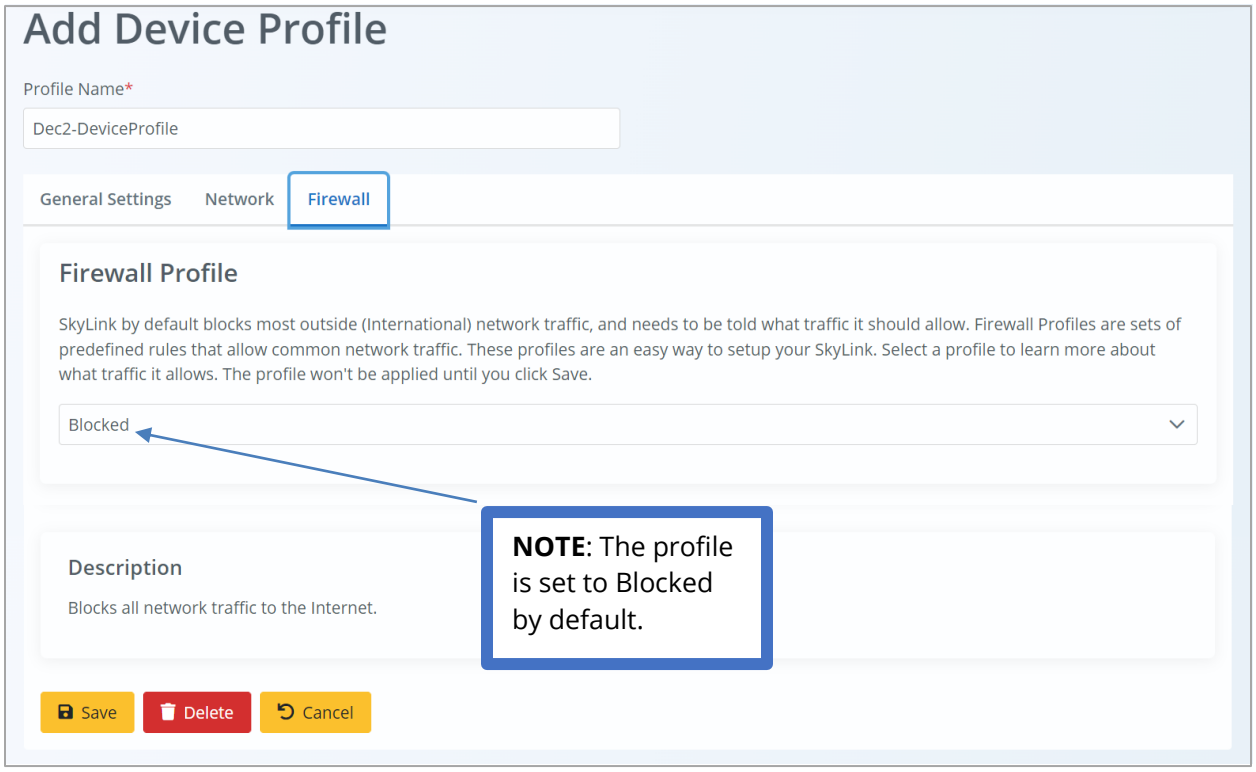
Firewall

Here you can use the drop-down menu to choose between sets of predefined rules (referred to as Firewall Profiles) that enable or disable common network traffic (see the SkyLink User Guide for more information). Press 'Save' to apply the profile.



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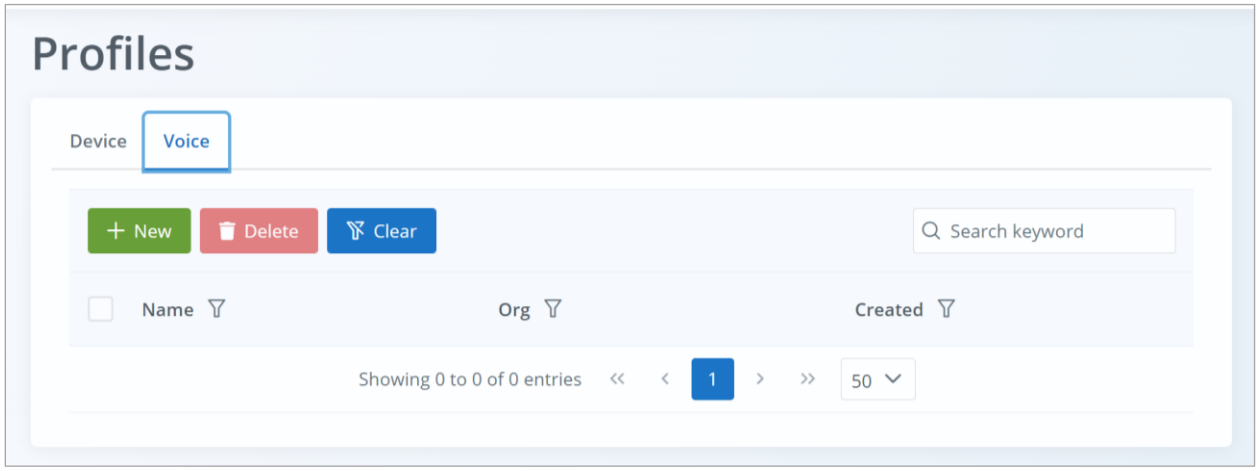
VOICE TAB

Here you can find a list of all voice profiles, including their assigned org and creation date. To edit a SIP or POTS extension, click 'New' or select an existing profile.



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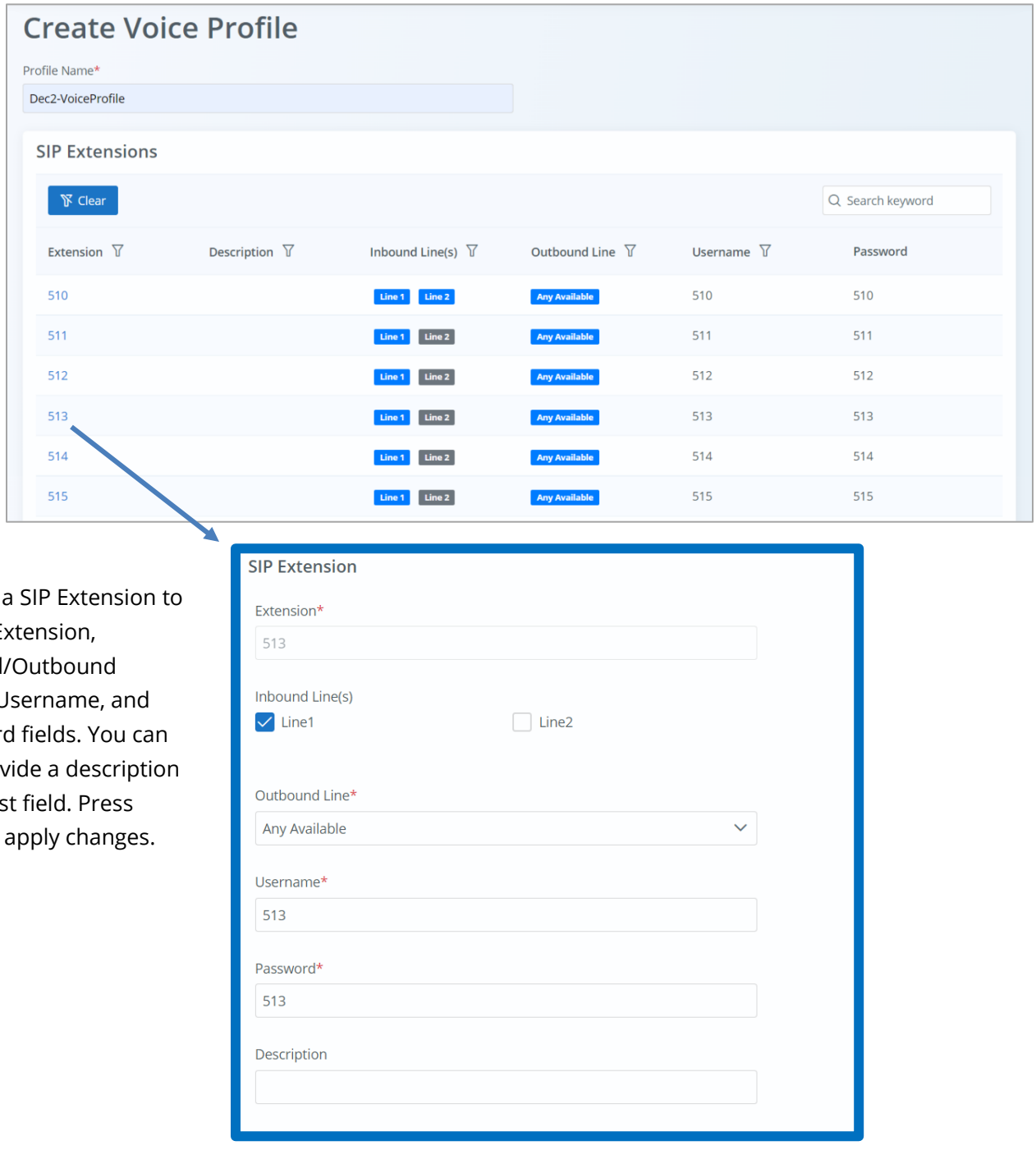
Editing an Extension

There are 20 SIP and 2 POTS extensions that can be configured. By default, the first SIP extension (shown below as 510) is set to ring to both lines, the next 9 extensions allow calls to Line 1 only, and the following 10 to Line 2 only.



Click on a SIP Extension to edit its Extension, Inbound/Outbound Line(s), Username, and Password fields. You can also provide a description in the last field. Press 'Save' to apply changes.

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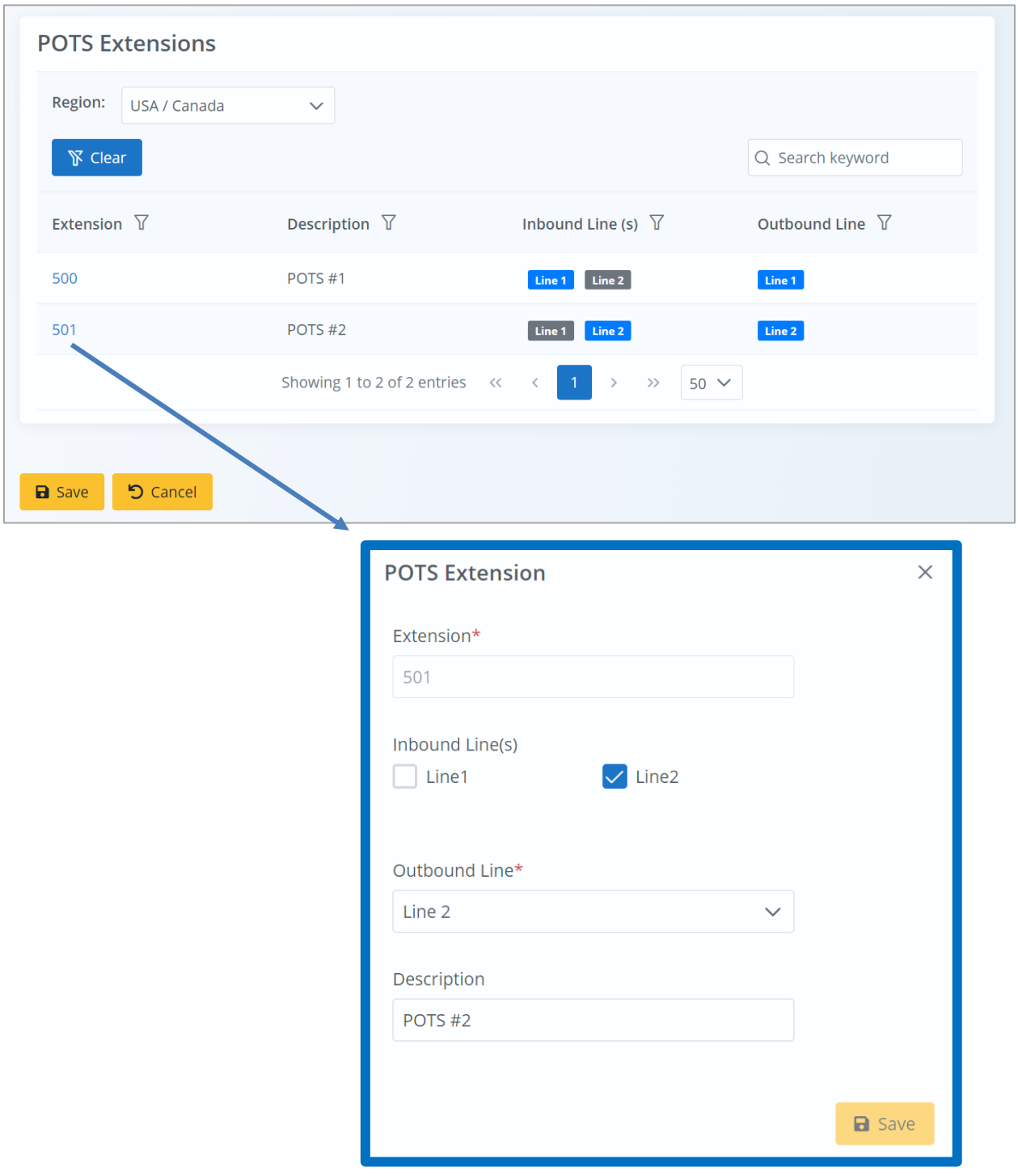
In the POTS Extensions section, use the drop-down menu to select region-specific dial tones, ringing tones, etc. The first extension (shown below as 500) is set to ring to Line 1 only and the second extension is set to ring to Line 2 only by default. Click on an extension to make edits.



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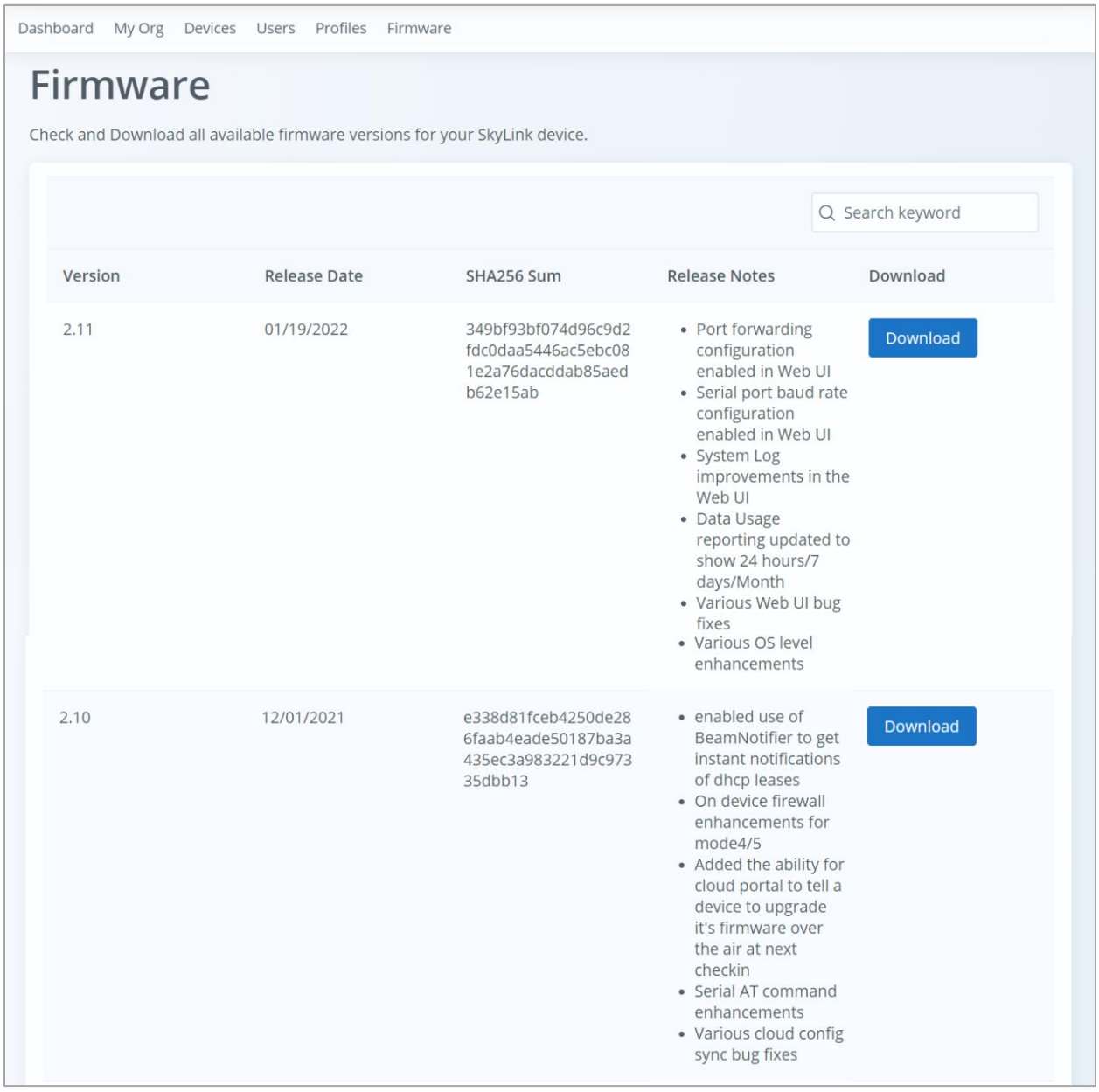
Firmware

Use this screen to install all available firmware versions on your devices. The Release Notes section provides an overview of the features included in each release.



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SKYLINK SPECS, INSTALLATION, & CAPABILITIES

Technical Specifications

CONNECTIVITY

Cellular

- LTE-A CAT 6 module with M.2 form factor
- Supports LTE-A carrier aggregation
- Worldwide LTE-A and 3G UMTS / HSPA(+) coverage
- 300 Mbps receive (DL) / 50 Mbps transmit (UL)
- User-accessible SIM

Iridium Certus® 100

- Simultaneous voice and IP data
- 88 Kbps receive (DL) / 22 Kbps transmit (UL)
- Frequency: 1616 MHz – 1626.5 MHz
- 2 high-quality voice channels
- User-accessible SIM

Positioning

- Multi-constellation GNSS receiver in cellular module:
    - GPS
    - GLONASS
    - BeiDou
    - Galileo
- 33 tracking channels
- 99 acquisition channels
- 210 PRN channels
- Anti-jamming and multi-tone active interference canceller
- < 2.5 m CEP horizontal position accuracy

Wi-Fi

- 2.4 / 5 GHz
- IEEE 802.11 ac / a / b / g / n
- Certifications with multiple antennas:
    - FCC (USA)
    - IC (Canada)
    - ETSI (Europe)
    - Giteki (Japan)
    - RCM (AU/NZ)

MECHANICALS

Size & Weight

- Dimensions: 8.0 x 5.0 x 1.5 in (12.7 x 20.3 x 3.2 cm)
- Weight: 1.6 lbs. (0.7 kg)

LEDs

- Single multi-purpose, multi-color LED:
    - Green = Initial Power On
    - Red = Unit in Bootloader Mode
    - Blue Blink = OS is Booting
    - Blue Steady = Device is Ready
    - Red Blink = Iridium Firmware Upgrade
    - Blue Blink = SkyLink Firmware Upgrade

Connectors

- 1x cellular SMA female connector
- 1x Iridium SMA female connector
- 2x M12 connectors (1x Ethernet & Power, 1x USB & RS232)

OPERATING PARAMETERS

Electrical

- External power:
    - 10 – 34 VDC
    - POE
- Power consumption:
    - 7W nominal power
    - 18W peak power

Environmental

- Operating temperature range: -40ºC to +70ºC
- Storage temperature range: -40ºC to +85ºC
- Operating humidity range: ≤ 75% RH
- Storage humidity range: ≤ 93% RH

Regulatory Standards and Compliance

- US (FCC)
- EU (CE MARK)
- Canada (IC)
- IP65 rating

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Software Specifications

CONFIGURATION

- Local configuration of SkyLink devices using Wi-Fi or Ethernet
- Remote configuration of SkyLink devices, features, and settings
- Bulk device configuration
- DHCP server, client, or static IP address
- Wi-Fi SSID and password
- POTS and SIP voice extensions

Internet

- Cellular internet
- Satellite internet
- Ability to fail-over
- Ability to disable satellite data but not voice communication

Firewall

- Firewall Profiles for quick and easy firewall setup
- Ability to apply different profiles per interface (satellite vs. cellular)
- Advanced Rules that allow customers to add functionality beyond the set profiles

Voice

- Support for up to 2 FXS / FXO USB adapters
- Support for up to 20 SIP clients
- Call logs

REPORTING

- Position and event reporting
- Device data usage
- Network-wide data usage
- Data usage by transmission type
- Data usage by device type
- Device health monitoring
- Network-wide health monitoring
- Device diagnostics
- Customizable report rate

MONITORING

- Device CPU and modem temperatures in real time
- Modem signal strengths in real time
- Modem data usage
- Least-cost routing status
- Voice call logs
- Device location monitoring
- Customizable schedule
- Device health monitoring

Device Management

- View status and customize settings in a Web UI
- Firmware upgrade
- Factory reset
- Customizable schedule

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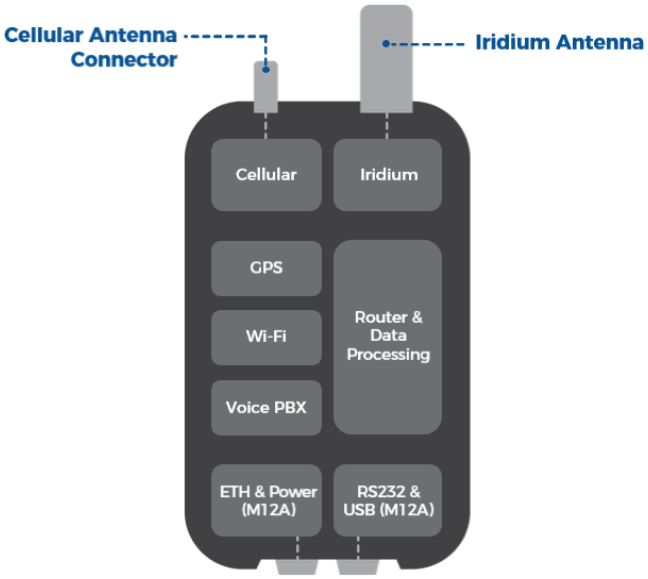
Diagram



Installation

It is important that the Iridium-approved antennas be mounted with an unobstructed, full view of the sky and away from other radiating antennas that may cause interference. Please see the SkyLink Installation Guide for suggested device/antenna mounting locations and detailed steps on equipment installation.

Troubleshooting

The power LED indicator located on the top panel of the unit will cycle through multiple colors as it loads:

- Green = Initial Power On
- Red = Unit in Bootloader Mode
- Blue Blink = OS is Booting
- Blue Steady = Device is Ready
- Red Blink = Iridium Firmware Upgrade
- Blue Blink = SkyLink Firmware Upgrade

If the power LED indicator becomes stuck on red, remove the power cable from the power port and wait approximately 60 seconds, until the light fades from green to dark. Once the unit has completely shut down, reapply power. If the device continues to display red, please contact us for technical support.

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SkyLink Capabilities

The SkyLink device is able to make calls, connect to the internet, and support AT Command Set emulation. Please see the SkyLink User Guide for detailed information on these capabilities.

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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.

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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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FREQUENTLY ASKED QUESTIONS

The following FAQs pertain only to SkyLink Cloud Services. Questions about the SkyLink device and the Web Interface can be found in the SkyLink User Guide, or the Help screen on the Web Interface.

If you are still unable to resolve your issue, please contact Blue Sky Network Technical Support and we will be happy to help!

1. **What information can users see and modify?**
   - Users in a given organization can only see information in their org and any sub-orgs (i.e., resellers or customers). Please refer to the User Permissions chart to see each role and their capabilities.
2. **Q2**
   -
3. **Q3**
   - A3
4. **Q4**
   - A4
5. **Q5**
   - A5

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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://blueskynetwork.com/support.

Thank you for choosing Blue Sky Network!

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