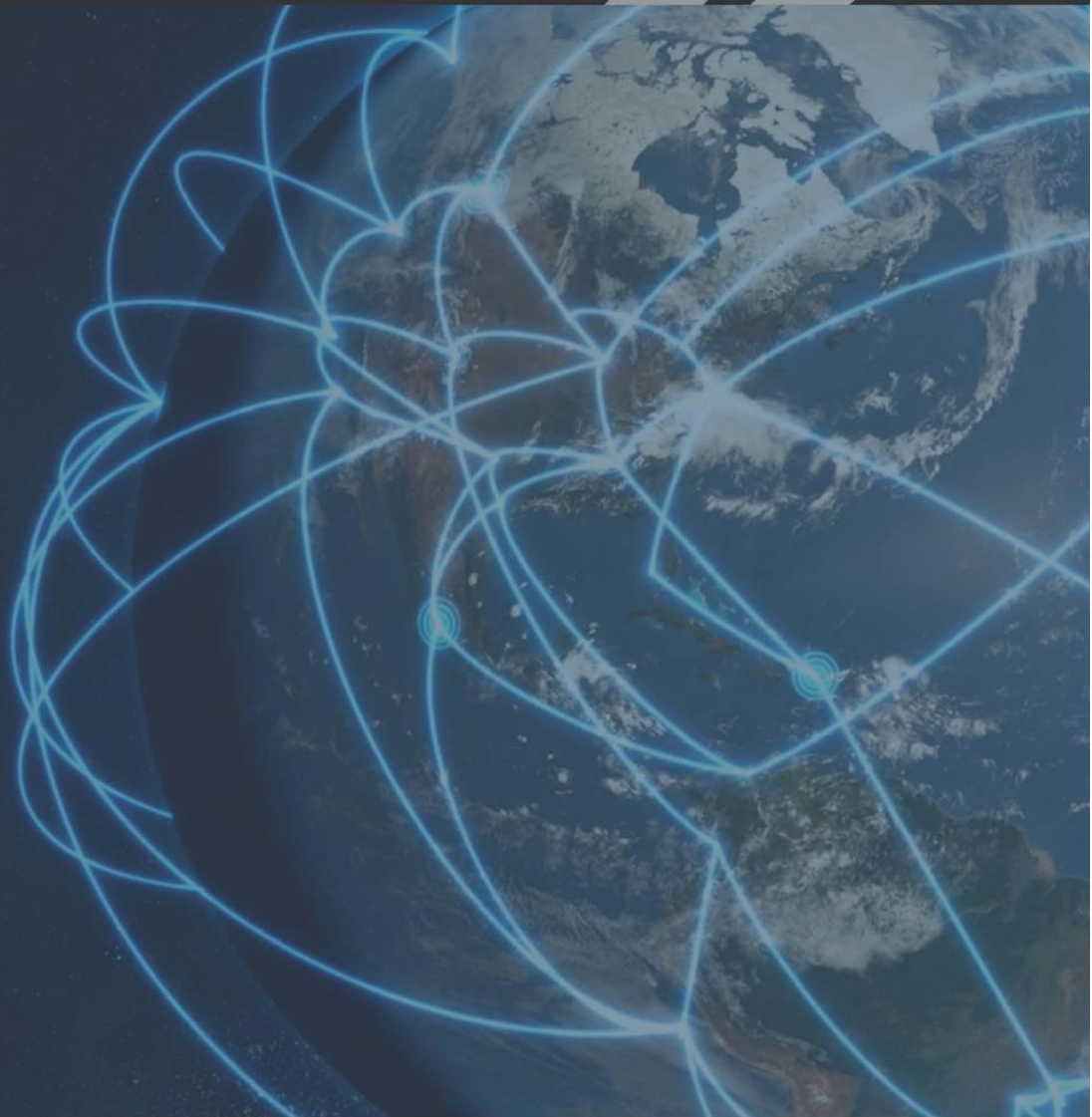
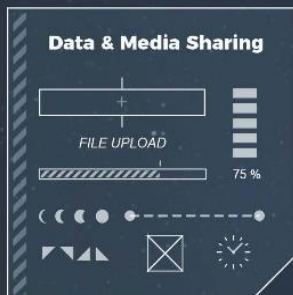


# SKYLINK Cloud Services



## Customer User Guide

Email: [support@blueskynetwork.com](mailto:support@blueskynetwork.com)

Website: [www.blueskynetwork.com](http://www.blueskynetwork.com)



Blue Sky Network, LLC  
5353 Mission Center Rd, Suite 222  
San Diego, CA 92108

**SkyLink**

Cloud Services User Guide

Version 1.1

Part Number: SL10001

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## NOTICE

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Blue Sky Network, 5353 Mission Center Rd. #222, San Diego, CA 92108

Phone: +1 858-551-3894 | Fax: +1 858-225-0794

Email: [support@blueskynetwork.com](mailto:support@blueskynetwork.com) | Website: [www.blueskynetwork.com](http://www.blueskynetwork.com)

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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

## 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:

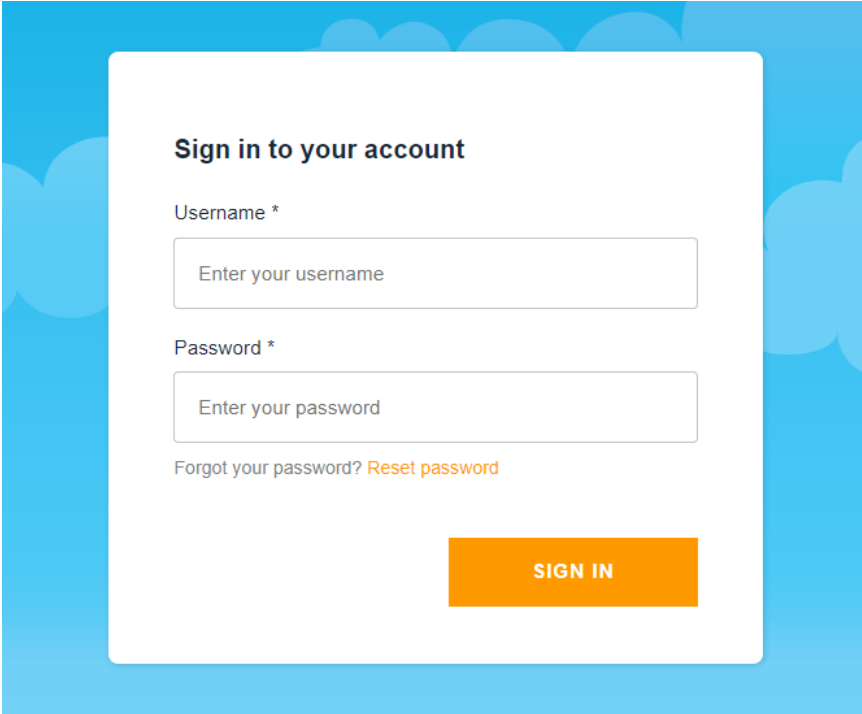
- Google Chrome (Mac/Windows)
- Mozilla Firefox (Mac/Windows)
- Safari (Mac)
- Microsoft Edge (Windows)

### 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.'



**Sign in to your account**

Username \*

Password \*

Forgot your password? [Reset password](#)

**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.



## 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

		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			

		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	

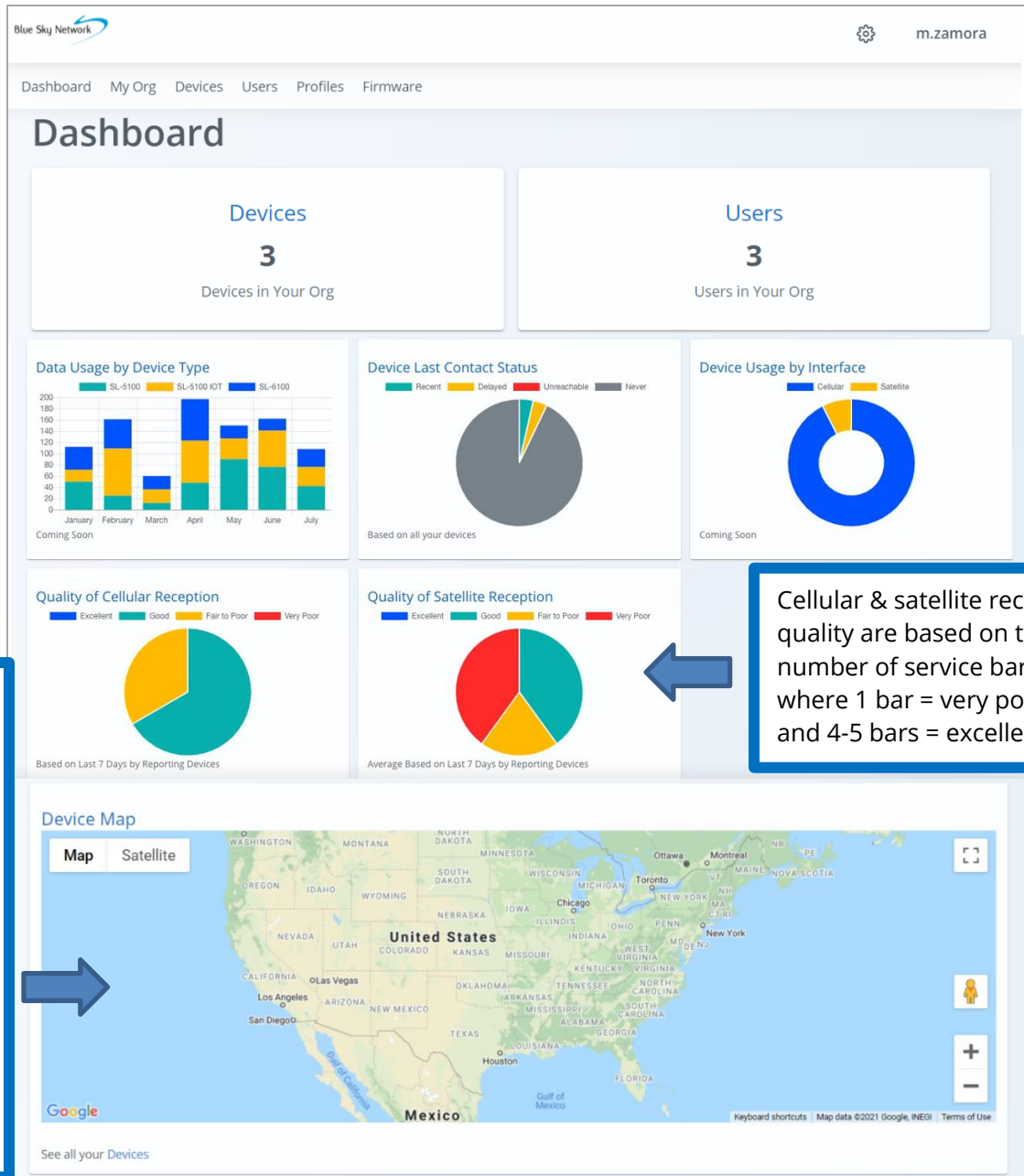
Please contact your Blue Sky Network account manager with any questions about the roles and their capabilities.


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

## 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).



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.

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

## 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.

Dashboard My Org Devices Users Profiles Firmware

### My Organization

#### Contact

Name  
NorthWind Industries

Administrative Contact  
Tim Felder  
t.felder@northwind.com

Support Contact  
Kerrie Olsen  
k.olsen@northwind.com

Support contact information will be displayed to the organizations they manage.

Note that a reseller can be a parent to another reseller, but customers can only be children (i.e., customers cannot have any orgs under them).

#### Org Tree

— East West Networks — NorthWind Industries (Customer)

#### Reseller Org

Name  
East West Networks


Admin Contact  
Matt Booker  
96 Domino Street.  
Washington, DC 7896  
+1 (458) 6711 9050  
admin@eastwest.com

Support Contact  
Dave Helper  
96 Domino Street.  
Washington, DC 7896  
+1 (458) 6711 9050  
support@eastwest.com

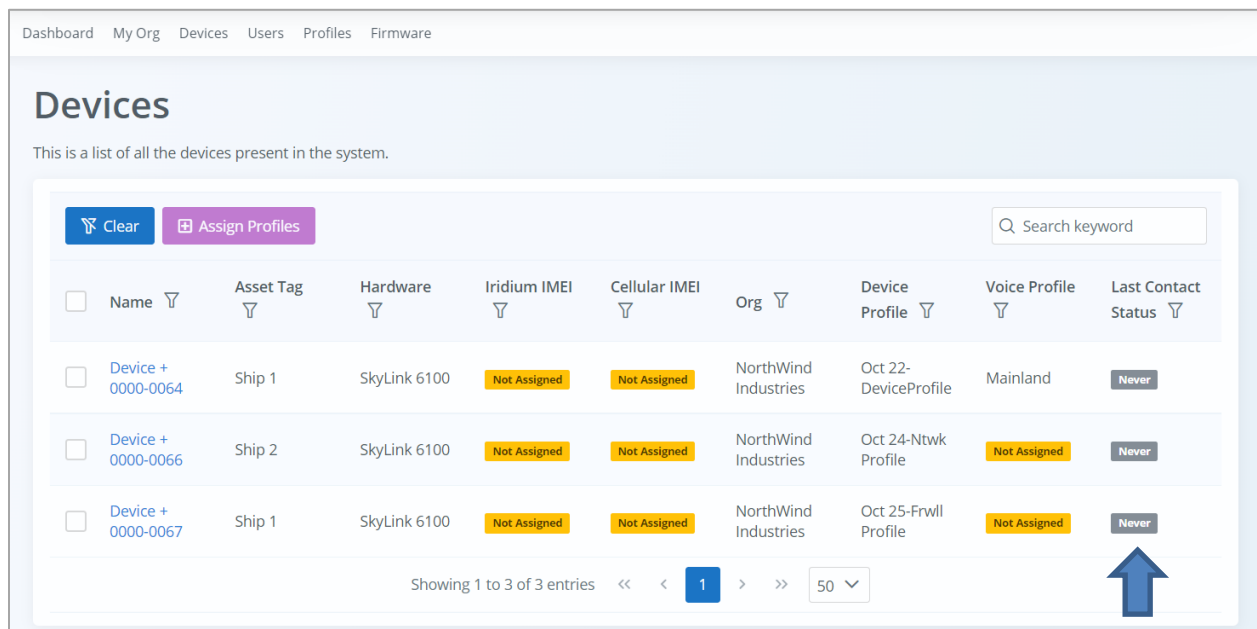
Save

## 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.



Dashboard My Org Devices Users Profiles Firmware

### Devices

This is a list of all the devices present in the system.

<input type="checkbox"/>	Name	Asset Tag	Hardware	Iridium IMEI	Cellular IMEI	Org	Device Profile	Voice Profile	Last Contact Status
<input type="checkbox"/>	Device + 0000-0064	Ship 1	SkyLink 6100	Not Assigned	Not Assigned	NorthWind Industries	Oct 22-DeviceProfile	Mainland	Never
<input type="checkbox"/>	Device + 0000-0066	Ship 2	SkyLink 6100	Not Assigned	Not Assigned	NorthWind Industries	Oct 24-Ntwk Profile	Not Assigned	Never
<input type="checkbox"/>	Device + 0000-0067	Ship 1	SkyLink 6100	Not Assigned	Not Assigned	NorthWind Industries	Oct 25-Frwl Profile	Not Assigned	Never

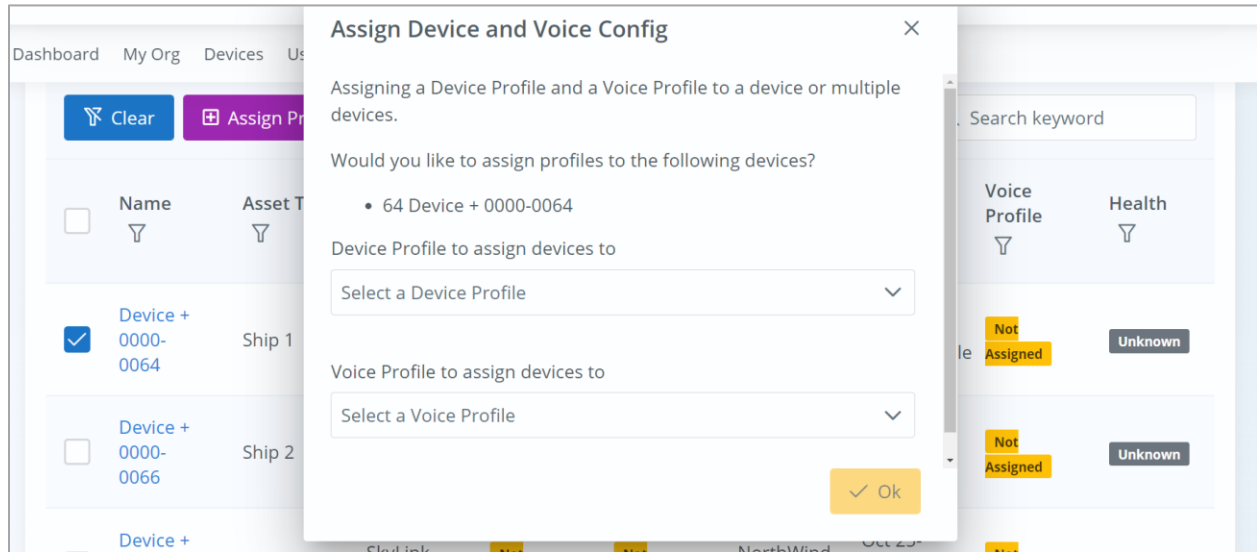
Showing 1 to 3 of 3 entries << < 1 > >> 50

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

## 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.'



## 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.

### Edit Device

<p>Name*</p> <input type="text" value="Device + 0000-0064"/> <p>Reported Value:</p>	<p>Asset Tag</p> <input type="text" value="Ship 1"/> <p>Reported Value:</p>
<p>Serial Number</p> <input type="text" value="0000-0064"/>	<p>Device Type</p> <input type="text" value="SkyLink 6100"/>

---

### Device Control

! These commands will have an impact on your device and may change its configuration.

Reset to Defaults
Force Config Push
Reboot

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.

### Attributes

Attributes are system defined properties particular to the device. They cannot be changed by users other than super admins.

! These keys need to be unique and may be used by different systems looking for particular keys. For example the billing system would lookup the iridiumImei key.

---

### Tags

Tags are user defined properties associated with the device. They can be changed by anyone who has access to the device.

<p>Tag Name</p> <div style="display: flex; align-items: center;"> <span style="background-color: red; color: white; padding: 2px 5px; margin-right: 5px;">✖</span> <input style="border: 1px solid #ccc; width: 90%;" type="text" value="Ship1"/> </div>	<p>Tag Value</p> <input style="border: 1px solid #ccc; width: 100%;" type="text"/>
--	--

+ Add Tag



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.

### Reporting

Last Contact Status	Last Check-in
<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 3px;">Recent</span>	2022-01-19T16:33:33.221Z

---

### Profile

Assigned Device Profile

Oct 22-DeviceProfile
▼

Assigned Voice Profile

Select a Voice Profile
▼

View Device Profile

View Voice Profile

---

### Call Log

Date ▼	Source ▼	Destination ▼	Line ▼	Total Duration ▼	Billable Duration ▼	Disposition ▼	Call ID ▼
2022-01-10 17:33:32	510	14804489339		00:01:10	00:01:03	ANSWERED	1641836005.4
2022-01-10 17:30:49	510	777		00:00:12	00:00:12	ANSWERED	1641835849.0
2021-11-12 16:31:37	510	777		00:00:04	00:00:03	ANSWERED	1636734696.12
2021-11-12 16:28:30	510	777		00:00:04	00:00:03	ANSWERED	1636734510.8
2021-11-12 16:28:19	510	717		00:00:08	00:00:08	ANSWERED	1636734499.4

Showing 1 to 5 of 6 entries << < 1 2 > >> 5 ▼

### View Device Profile – General Settings

The text in each field shows current device configurations.

The screenshot displays the 'Device Profile' configuration interface. At the top, there are fields for 'Profile Name\*' (Oct 22-DeviceProfile) and 'Version' (1). Below this are three tabs: 'General Settings' (selected), 'Network', and 'Firewall'. The 'General Settings' section includes:

- SkyLink:** Max Daily Usage (COMING SOON) with a value of '(COMING SOON)'; Data Routing set to 'None' with a red note 'Profile Value: Cellular then Satellite'; Serial Port toggle is 'ENABLED' with a red note 'Profile Value: ENABLED'; Device Password (COMING SOON) with a value of '(COMING SOON)'.
- Satellite:** Satellite Enabled toggle is 'ENABLED' with a red note 'Profile Value: ENABLED'; Data Enabled toggle is 'ENABLED' with a red note 'Profile Value: ENABLED'.
- Wi-Fi:** Enabled with 'Profile Value: ENABLED'. Fields include SSID (Profile Value: NOT SET), Mode (2.4 GHz, Profile Value: 2.4 GHz), Channel (Auto, Profile Value: ), Security (WPA2-PSK, Profile Value: WPA2-PSK), and Password (Profile Value: bsn5353!).
- Cellular:** Enabled with 'Profile Value: ENABLED'. Fields include APN (Profile Value: NOT SET), Username (Profile Value: NOT SET), and Password (Profile Value: NOT SET).

A 'Cancel' button is located at the bottom left of the configuration area.

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.

**View Device Profile – Network**

## Device Profile

Profile Name\*  
Oct 22-DeviceProfile

Version  
1

General Settings

Network

Firewall

### LAN

IP Address\*  
  
Profile Value: 192.168.111.1

Network Mask\*  
  
Profile Value: 255.255.255.0 /(24)

Primary DNS  
  
Profile Value: 8.8.8.8

Secondary DNS  
  
Profile Value: 8.8.8.4

### DHCP Server

Profile Value: ENABLED

DHCP Start Range  
  
Profile Value: 192.168.111.50

DHCP End Range  
  
Profile Value: 192.168.111.249

Lease Validity  
  
Profile Value: 30 days

**View Device Profile – Firewall**

## Device Profile

Profile Name\*  
Oct 22-DeviceProfile

Version  
2

General Settings

Network

Firewall

### Firewall Profile

SkyLink by default blocks most outside (International) network traffic, and needs to be told what traffic it should allow. Firewall Profiles are sets of predefined rules that allow common network traffic. These profiles are an easy way to setup your SkyLink. Select a profile to learn more about what traffic it allows. The profile won't be applied until you click Save.

Profile Value: Social

### Description

Blocks all network traffic to the Internet.

### 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.

#### Voice Profile

Profile Name\*

Version

[History](#)

##### SIP Extensions

Extension	Status	Description	Inbound Line(s)	Outbound Line	Username	Password
508	Device-Only		<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	511	511
510	Synched	Updated for Steve	<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	510	510
511	Pending		<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	511	511
512	Modified	Office Main	<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	512	512
513	Synched		<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	513	513
514	Synched		<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	514	514
515	Synched		<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Any Available</a>	515	515

##### POTS Extensions

Region:    
 Profile Value: USA / Canada

Extension	Status	Description	Inbound Line (s)	Outbound Line
500	Modified	POTS #1	<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Line 1</a>
501	Modified	POTS #2	<a href="#">Line 1</a> <a href="#">Line 2</a>	<a href="#">Line 2</a>

Showing 1 to 2 of 2 entries << < 1 > >> 50

[Cancel](#)

## 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.

Dashboard My Org Devices Users Profiles Firmware

### Users

Create and manage users throughout the system.

+ New Delete Search keyword

<input type="checkbox"/>	Name	Contact	Type	Organization
<input type="checkbox"/>	<a href="#">m.zamora</a> M Zamora	mzamora+northwind.com +1 (234) 567-8910	Admin	NorthWind Industries
<input type="checkbox"/>	<a href="#">s.martinez</a> Sally Martinez	s.martinez+northwind.com +1 (123) 456-7890	Reviewer	NorthWind Industries
<input type="checkbox"/>	<a href="#">t.robins</a> Tim Robins	t.robins+northwind.com +1 (987) 654-3210	Account Manager	NorthWind Industries

Showing 1 to 3 of 3 entries << < 1 > >> 50

## 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.

### Edit User

User Role\* Organization

Reviewer NorthWind Industries

Admin users can create other Admin users.

Is Enabled

Disabling a user will prevent them from logging in.

#### Identity

Name\* Username\*

Sally Martinez s.martinez

#### Contact

Email\* Phone\*

s.martinez@northwind.com +1 (123) 456-7890

Address

123 Main Street.  
Springfield, CA 1234

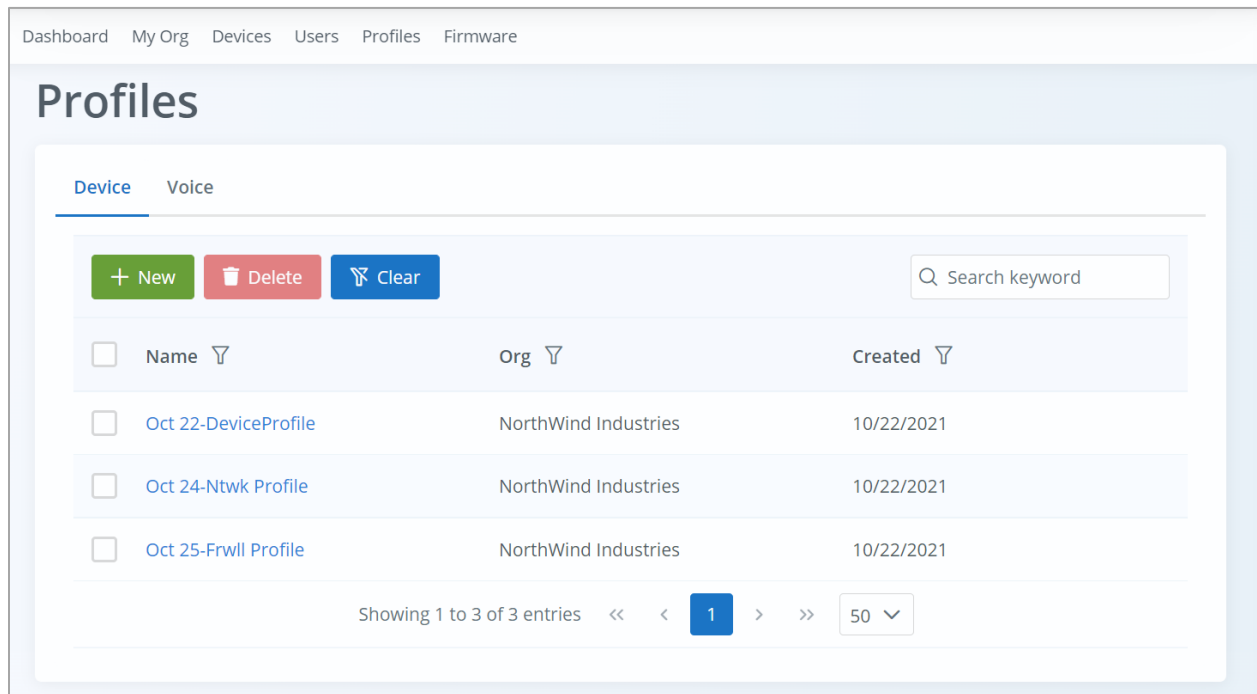
Save Cancel Delete

**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.

## 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.

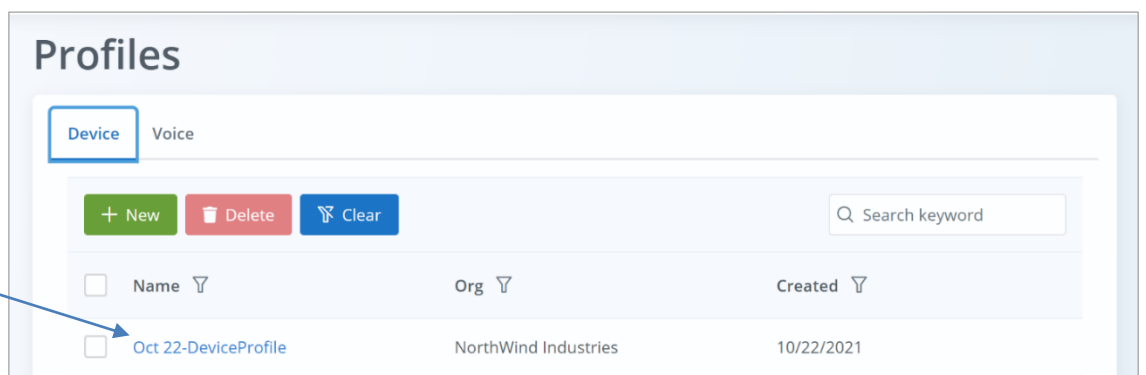
Once a device or voice profile is created, you can update it and a new version will be created. If the profile is already assigned to one or more devices, you will be asked, "Update ALL Devices?" If you choose 'Yes,' the profile will save and synch with the units. If you select 'No,' the profile will 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.



### 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.

**Add Device Profile**

Profile Name\*  
Dec2-DeviceProfile

**General Settings** | Network | Firewall

**SkyLink**

Max Daily Usage (COMING SOON)  
(COMING SOON)

Data Routing  
None

Serial Port

Device Password (COMING SOON)  
(COMING SOON)

**Satellite**

Satellite Enabled

Data Enabled

**Wi-Fi**

SSID  
[Empty field]

Mode  
2.4 GHz

Channel  
Auto

Security  
WPA2-PSK

Password  
[Empty field]

**Cellular**

APN  
[Empty field]

Username  
[Empty field]

Password  
[Empty field]

**NOTE:** Some fields will be pre-populated.



## 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.

### Add Device Profile

Profile Name\*  
Dec2-DeviceProfile

General Settings **Network** Firewall

#### LAN

IP Address\* 192.168.111.1      Network Mask\* 255.255.255.0 (/24)

Primary DNS 8.8.8.8      Secondary DNS 8.8.8.4

#### DHCP Server

DHCP Start Range 192.168.111.50      DHCP End Range 192.168.111.249

Lease Validity 1 day

**NOTE: All fields will be pre-populated.**

### 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.

**Add Device Profile**

Profile Name\*  
Dec2-DeviceProfile

General Settings   Network   **Firewall**

**Firewall Profile**

SkyLink by default blocks most outside (International) network traffic, and needs to be told what traffic it should allow. Firewall Profiles are sets of predefined rules that allow common network traffic. These profiles are an easy way to setup your SkyLink. Select a profile to learn more about what traffic it allows. The profile won't be applied until you click Save.

Blocked

**NOTE:** The profile is set to Blocked by default.

Description  
Blocks all network traffic to the Internet.

Save   Delete   Cancel

## 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.

The screenshot displays the 'Profiles' management interface. At the top, the 'Voice' tab is selected under the 'Device' category. Below the tabs, there are three action buttons: '+ New' (green), 'Delete' (red), and 'Clear' (blue). To the right of these buttons is a search bar labeled 'Search keyword'. Below the buttons and search bar is a table with three columns: 'Name', 'Org', and 'Created'. The table is currently empty, and the status at the bottom indicates 'Showing 0 to 0 of 0 entries'. The pagination controls show page 1 of 1, with a dropdown menu set to 50 items per page.

### 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.

**Create Voice Profile**

Profile Name\*  
Dec2-VoiceProfile

**SIP Extensions**

Clear Search keyword

Extension	Description	Inbound Line(s)	Outbound Line	Username	Password
510		Line 1 Line 2	Any Available	510	510
511		Line 1 Line 2	Any Available	511	511
512		Line 1 Line 2	Any Available	512	512
513		Line 1 Line 2	Any Available	513	513
514		Line 1 Line 2	Any Available	514	514
515		Line 1 Line 2	Any Available	515	515

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.

**SIP Extension**

Extension\*  
513

Inbound Line(s)  
 Line1  Line2

Outbound Line\*  
Any Available

Username\*  
513

Password\*  
513

Description

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.

**POTS Extensions**

Region: USA / Canada

Clear Search keyword

Extension	Description	Inbound Line (s)	Outbound Line
500	POTS #1	Line 1 Line 2	Line 1
501	POTS #2	Line 1 Line 2	Line 2

Showing 1 to 2 of 2 entries << < 1 > >> 50

Save Cancel

**POTS Extension**

Extension\*

501

Inbound Line(s)

Line1  Line2

Outbound Line\*

Line 2

Description

POTS #2

Save

## 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.

Dashboard
My Org
Devices
Users
Profiles
Firmware

## Firmware

Check and Download all available firmware versions for your SkyLink device.

Version	Release Date	SHA256 Sum	Release Notes	Download
2.11	01/19/2022	349bf93bf074d96c9d2 fdc0daa5446ac5ebc08 1e2a76dacddab85aed b62e15ab	<ul style="list-style-type: none"> <li>Port forwarding configuration enabled in Web UI</li> <li>Serial port baud rate configuration enabled in Web UI</li> <li>System Log improvements in the Web UI</li> <li>Data Usage reporting updated to show 24 hours/7 days/Month</li> <li>Various Web UI bug fixes</li> <li>Various OS level enhancements</li> </ul>	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 3px;">Download</a>
2.10	12/01/2021	e338d81fceb4250de28 6faab4eade50187ba3a 435ec3a983221d9c973 35dbb13	<ul style="list-style-type: none"> <li>enabled use of BeamNotifier to get instant notifications of dhcp leases</li> <li>On device firewall enhancements for mode4/5</li> <li>Added the ability for cloud portal to tell a device to upgrade it's firmware over the air at next checkin</li> <li>Serial AT command enhancements</li> <li>Various cloud config sync bug fixes</li> </ul>	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 3px;">Download</a>

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

##### Regulatory Standards and Compliance

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

## 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

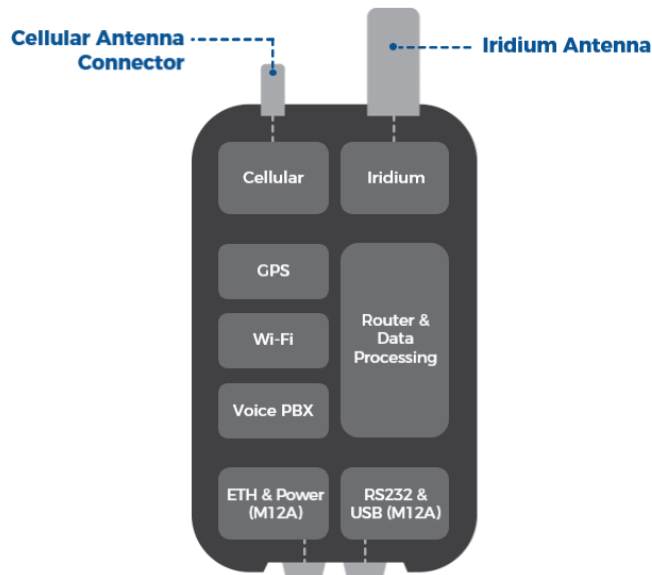
- Device CPU and modem temperatures in real time
- Modem signal strengths in real time
- Modem data usage
- Least-cost routing status
- Voice call logs
- Device location monitoring
- Customizable schedule
- Device health monitoring

### Device Management

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



## 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.

## **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.

## 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).**

### **Warranty Disclaimer/Limitation of Liability**

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BLUE SKY, shall be limited to the credit for service interruption for each separate period of interruption as described in the section on Availability of Service.

EXCEPT FOR THE FOREGOING, CUSTOMER WAIVES ANY RIGHT OF RECOVERY AGAINST BLUE SKY FOR ANY CLAIMS, DEMANDS, ACTIONS, LIABILITIES, LOSSES, COSTS OR EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES OR COSTS) ("**CLAIMS**") BY OR DUE TO THIRD PARTIES AND SUFFERED BY CUSTOMER, DIRECTLY OR INDIRECTLY RELATING TO OR ARISING FROM THE NEGLIGENCE OF BLUE SKY OR THE MANUFACTURE, DISTRIBUTION, SALE, USE OR INSTALLATION OF ANY PRODUCT OR THE PROVISION OF THE SERVICES. CUSTOMER SHALL INDEMNIFY, DEFEND AND HOLD HARMLESS BLUESKY AGAINST ANY AND ALL CLAIMS BY THIRD PARTIES RELATED TO OR ARISING FROM THE SALE OF THE PRODUCTS OR PROVISION OF THE SERVICES DESCRIBED HEREIN. The provisions of this section shall survive termination of services.

SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES OR LIMITS ON REMEDIES FOR BREACH; THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. THIS CONTRACT SETS FORTH SPECIFIC LEGAL RIGHTS AND CUSTOMER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## 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

## 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!



Blue Sky Network, 5353 Mission Center Rd, Suite 222, San Diego, CA 92108

Phone: +1 858-551-3894

Email: [support@blueskynetwork.com](mailto:support@blueskynetwork.com) | Website: [www.blueskynetwork.com](http://www.blueskynetwork.com)