



Blue Sky Network

SKYLINK COMCENTER USER GUIDE

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SkyLink ComCenter

User Guide

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ABOUT THIS USER GUIDE

Thank you for purchasing SkyLink ComCenter! This easy-to-read user guide is organized based on the steps needed to log in to and navigate the SkyLink Device Interface for singular device use. To manage a fleet of devices, please see the SkyLink Cloud Services User Guide.

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:

- [Changing your SkyLink device's name](#)
- [Managing your device's Firewall Profiles](#)
- [Updating SkyLink firmware](#)
- [Using your SkyLink device: making calls, connecting to the internet, and more](#)
- [Troubleshooting](#)

ABOUT SKYLINK

Introduction to SkyLink

SkyLink by Blue Sky Network is the inaugural Iridium Certus 100 mid-band solution for land mobile, aviation, IoT, and maritime markets. This small-form, multi-stack hardware is designed for any fixed-mount, portable, or mobile application and offers a range of service configurations.

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

Compatibility and System Requirements

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

The SkyLink Device Interface has been tested with the following recommended browsers:

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

GETTING STARTED

NOTE: SkyLink WiFi must be turned off when the device is installed in the SkyLink ComCenter ADU. A remote WiFi module can be added to the junction box by connecting the Ethernet to a 4 or 5 port Ethernet switch. This enables multiple devices (e.g., remote WiFi module, laptop) to be connected.

Please contact Blue Sky Network support regarding power requirements or adding third-party ethernet switches and WiFi modules.

Connecting to the Network through Ethernet

If using an ethernet cable with your SkyLink device, plug it into the appropriate peripheral (e.g., a laptop) and your device will automatically be configured via DHCP. **NOTE:** When using the maximum cable length of 300', it is required to slow down the ethernet to 10 Mbps, full duplex.

A Note to Mobile Users

We recommend the following configurations to help optimize mobile device usage with SkyLink.

Note: For quicker network troubleshooting, ensure VPNs are disabled when using SkyLink in any of the default firewall modes (see the [Connection Manager](#) screen for more information on firewalls).

APPLE/IOS

Navigate to *Settings > Wi-Fi > SkyLink Wi-Fi network*> click the circular *information icon*. From here, you can make these changes:

Low Data Mode > On

- This saves cellular and WiFi usage and disables some of the background app updates.

Private Wi-Fi Address > Off

- This prevents the iOS device from becoming a “new device” every 24 hours and allows SkyLink to map data usage back to individual devices. You can disable this feature on your own networks when you want to track individual devices.

Limit Address Tracking > Off

- This may help prevent problems using the mail feature.

Settings > Top banner with your account name (i.e., Apple ID) > iCloud > Private Relay

- If needed, this configuration will disable the Private Relay feature.

ANDROID

Navigate to *Settings > Connections > SkyLink Wi-Fi network* > press the *gear icon*. From here, you can make these changes (you may need to click the “View more” drop-down arrow):

Metered > On

- This saves cellular and WiFi usage and disables some of the background app updates.

Privacy > Device MAC address

- This turns off private MAC addresses, allowing SkyLink to map data usage to devices.

SKYLINK DEVICE INTERFACE

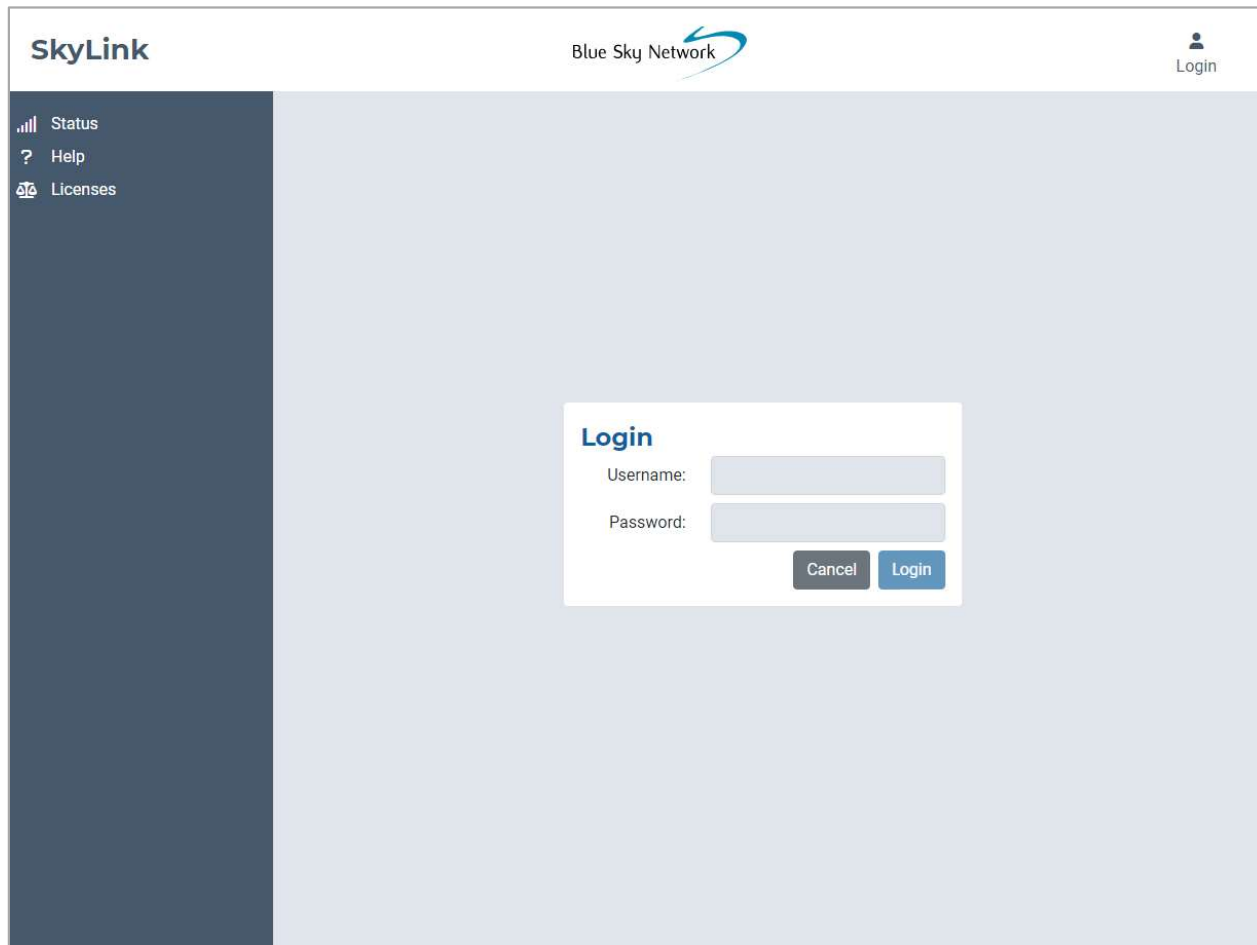
To connect to the SkyLink Device Interface, open a web browser, type the below IP address into the address bar, then press 'Enter' on your keyboard.

SkyLink IP address: 192.168.111.1

You will then be directed to the SkyLink Device Interface login screen. If this is your first time logging in, use the default information below to view, configure, and manage your device settings.

The default username and password are both 'admin.'

Click the 'Logout' button located on the top right-hand corner when you are ready to exit.



The screenshot displays the SkyLink Device Interface login screen. The interface has a dark blue sidebar on the left with the 'SkyLink' logo at the top. Below the logo, there are three menu items: 'Status' with a signal icon, 'Help' with a question mark icon, and 'Licenses' with a document icon. The main content area is light blue and features a central white login box. The login box is titled 'Login' in blue text. It contains two input fields: 'Username:' and 'Password:'. Below these fields are two buttons: a grey 'Cancel' button and a blue 'Login' button. In the top right corner of the interface, there is a 'Blue Sky Network' logo and a 'Login' button with a user icon.

Overview

The tabs on the left-hand side of each screen allow you to easily find important device information and make configurations. In order, they are:

- [Status](#)

Configuration:

- [General Settings](#)
- [Connection Manager](#)
- [Network](#)
- [Firewall](#)
- [Remote Management](#)
- [Serial to IP](#)
- [SNMP](#)
- [Voice Extensions](#)
- [Accessories](#)
- [Plugins](#)

Data & Tools:

- [Calls](#)
- [Diagnostics](#)
- [System Log](#)
- [Advanced](#)

Other:

- [Help](#)
- [Licenses](#)

The following sections describe each screen's information and configuration options.

Status

After logging into the SkyLink Device Interface, you will be directed to the Status screen, where you will find information about the system and satellite, cellular, and internet data usage.

SkyLink

Blue Sky Network

Logout

Status

Configuration

General Settings

Connection Manager

Network

Firewall

Remote Management

Serial to IP

SNMP

System Information

Serial Number: 0000-0016

Model: SkyLink 5100

Versions: SYN267 REV F / 2.37-240417-1956

Capabilities: Voice & Data Gateway

System Time: 2024/4/17 21:54:45 UTC

Sat. IMEI: 300058060001420

Sat. SIM: 8988169771000295445

Sat. Temp.: 31.0°C

Location: 32.77148, -117.15341

Asset Tag: 54321 tseT

Cell. IMEI: 861364040178400

Cell. SIM: 89883030000052347330

CPU Temp.: 55.0°C

WiFi SSID: DragonsInc

Satellite

Signal: N/A

Route: Tertiary

On Net: 0%

USAGE

24 hrs 4,994 90

7 days 5,038 120

Month 414,782 523,615

Cellular

Signal: -100 dBm

Route: Secondary

On Net: 0%

Network: T-Mobile

USAGE

24 hrs 5,400 84

7 days 5,584 112

Month 133,659 242,568

Wired Internet

Signal: N/A

Route: Primary, Active

On Net: 100%

USAGE

24 hrs 4,436,892 7,641,940

7 days 7,049,473 19,720,375

Month 17,597,150 171,845,864

Note: Usage tables are an estimate for reference and not associated with actual billing. Minimum sessions are rounded to 5,000 bytes.

Current SkyLink hardware / firmware versions can be found here. See the [Diagnostics](#) screen for the current 9770 Certus modem firmware version.

‘On Net’ is the current percentage of data that has crossed the interface. It is calculated by adding satellite and cellular usage totals and dividing that number of bytes by the interface’s number of bytes.

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SYSTEM INFORMATION

These three columns contain identifying information about your SkyLink device, such as its serial and model number, current hardware and firmware versions, and capabilities. It also includes satellite and cellular IMEI/SIM card numbers and current temperatures.

SATELLITE, CELLULAR, & WIRED INTERNET

Find signal strength and data usage information for the Iridium satellite system, cellular modem, and internet here. Each section has a table with your device's data usage across a 24 hour, 7 day, and first-of-the-month period.

General Settings

This screen allows you to make configurations such as renaming your SkyLink device and turning your satellite, cellular, and WiFi capabilities on and off. Click 'Reboot' at the bottom of the screen to restart your device, if needed. Ensure the WiFi toggle slider is switched off.

Remember to click the 'Save' button in the bottom right-hand corner to apply any changes.

SkyLink Blue Sky Network Logout

Configuration

- General Settings
- Connection Manager
- Network
- Firewall
- Remote Management
- Serial to IP
- SNMP
- Voice Extensions
- Accessories
- Plugins

Data & Tools

- Calls
- Diagnostics
- System Log
- Advanced

Help

- Licenses

SkyLink

Asset Tag: 54321 tseT Max Daily Usage: bytes

Change Password

Satellite

Satellite Enabled: Data Enabled:

WiFi

SSID: TestSSID

Mode: 5 GHz

Country: USA

Channel: Auto

Security: WPA2-PSK

Password:

Scan to Connect

Cellular

APN: em

Username: Optional

Password: Optional

IMEI: 861364040178400

SIM: 89883030000052347330

Network: T-Mobile

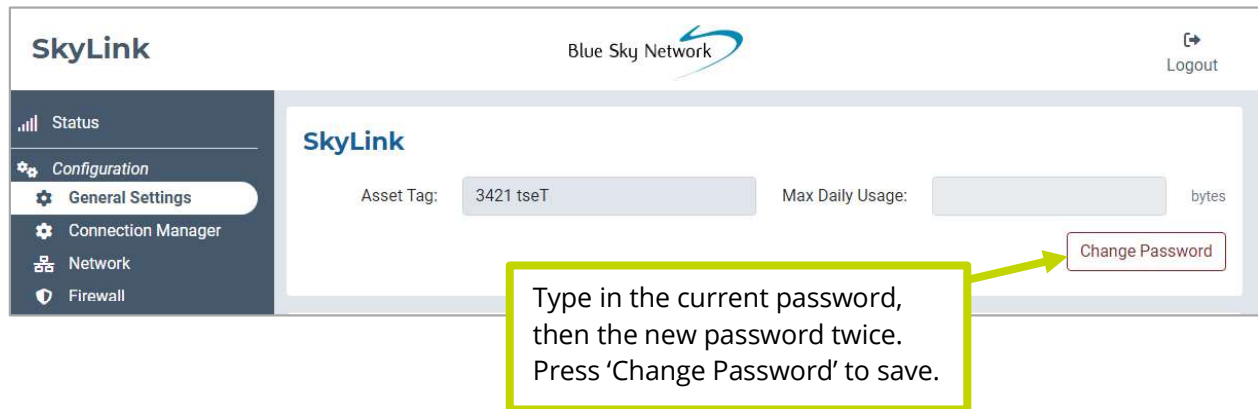
Reboot Cancel Save

Use this QR code to connect to the device's WiFi (e.g., in case you are using an ethernet port, need to share it with someone, or have updated the password).

SKYLINK

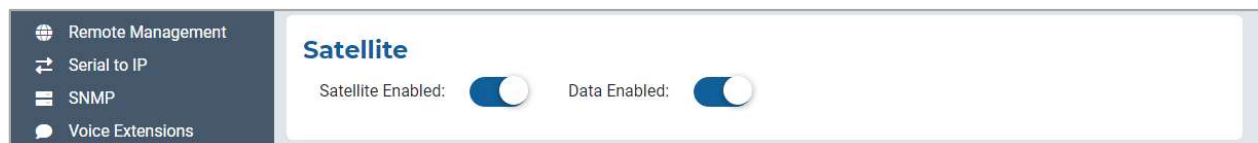
Edit your device name in the Asset Tag field and set a maximum limit for the SkyLink device's daily data usage in the Max Daily Usage field.

NOTE: Iridium QoS (also called Iridium secondary data flows) are not supported on Certus 100; therefore, BSN cannot offer per-stream priorities or VLANs over the Iridium link.



SATELLITE

The toggle slider on the left allows you to turn satellite capabilities on and off. Once your satellite and cellular SIM cards are activated, you can freely switch back and forth between the two. The right-hand slider will enable or disable data transferring.



NOTE: Satellite internet connection supports messaging apps, IoT data transfer, and mobile-optimized web surfing (visit [Iridium.com/mobile](https://iridium.com/mobile) for a list of mobile-optimized sites). It is not intended for general web browsing or high bandwidth applications.

Connection Manager

In the top section, the drop-down menu allows you to prioritize data routing (Satellite Only, Cellular Only, Cellular then Satellite). Changes are applied immediately.

Under the Firewall Profile section, enable or disable applications from connecting to the internet by choosing from a list of predefined rules. View the current profile, including its description and affiliated apps, here. Use the drop-down menu to choose between profile options and click 'Save.'

NOTE: When using the Firewall Profile, complete functionality may not be available on all apps (e.g., WhatsApp messaging will be unblocked, but not WhatsApp voice calling). These restrictions can be unblocked by creating a custom rule on the [Firewall](#) screen. You can also try making configurations in the app itself or reach out to your corporate MDM platform.

The screenshot displays the SkyLink ComCenter interface. On the left is a dark sidebar with a menu containing: Status, Configuration (General Settings, Connection Manager), Network, Firewall, Remote Management, Serial to IP, SNMP, Voice Extensions, Accessories, Plugins, Data & Tools (Calls, Diagnostics, System Log, Advanced), Help, and Licenses. The main content area is titled 'Internet Data Routing' and 'Firewall Profile'. The 'Internet Data Routing' section has a 'Data Routing' dropdown set to 'None'. The 'Firewall Profile' section has a 'Profile' dropdown set to '0. Blocked'. A yellow callout box with an arrow points to the question mark icon next to the 'Profile' dropdown, containing the text: 'Click to see all profiles and their details.' Below the 'Profile' dropdown is a 'Description' section stating 'Blocks all network traffic to the Internet.' At the bottom right of the 'Firewall Profile' section are 'Cancel' and 'Save' buttons. The top right of the interface shows the 'Blue Sky Network' logo and a 'Logout' button.

Network

This screen provides options to configure your network settings. Use the LAN section to change the gateway or internal IP address on your network and set primary and secondary DNS addresses.

The DHCP section allows you to choose your lease validity (from 5 minutes to 1 year) and configure a range of IP addresses that you would like to use. The toggle slider enables and disables DHCP.

Click 'Connected Devices' in the bottom section to define a static DHCP lease for an existing device, or press 'Add' to manually define a new one. A MAC address, IPv4 address, and hostname are required. Once created, click the blue pencil icon to edit.

SkyLink Blue Sky Network Logout

LAN

IP Address: 192.168.111.1
Network Mask: 255.255.255.0
Primary DNS: 8.8.8.8
Secondary DNS: 1.1.1.1

DHCP

DHCP Range Start: 192.168.111.50
DHCP Range End: 192.168.111.200
Lease Validity: 3 days

Static DHCP Leases

Connected Devices

MAC Address	IPv4 Address	Hostname	Tag	Comment	Actions
B8:90:47:8C:57:A4	192.168.111.93	bsntestiphone11			

+ Add

Connected Devices

Vendor	Host Name	MAC Address	IP Address	Expiration Time	Last Seen	
		C2:D5:5A:C5:42:47	192.168.110.1		2024/4/17 20:29:50 UTC	
		C2:D5:5A:C5:42:47	192.168.110.2		2024/4/17 20:29:51 UTC	
		C2:D5:5A:C5:42:47	192.168.111.1		2024/4/17 20:29:50 UTC	
Apple, Inc.		F0:18:98:F0:22:48	192.168.111.81	2024/7/16 20:15:53 UTC	2024/4/17 20:52:44 UTC	
Apple, Inc.	bsntestiphone11	B8:90:47:8C:57:A4	192.168.111.93	2024/6/7 10:00:54 UTC	2024/4/17 20:52:44 UTC	

Firewall

The SkyLink Device Interface enables you to set incoming and outgoing network traffic from specified applications/hosts. The two tabs on this screen allow you to make these configurations.

WARNING: Failure to set up proper firewall rules could result in heavy data usage. We recommend contacting Blue Sky Network support for assistance with custom rule creation.

NOTE: Use the SkyLink Cloud Services portal to apply custom rules to a fleet of SkyLink devices.

WHITELIST

A list of approved host names and IP addresses can be found here. Press 'Add Host Name' or 'Add IP Addresses' to allow incoming and outgoing traffic from other applications/hosts. All other traffic is blocked. Click the red trashcan next to each field to remove the data.

The screenshot shows the SkyLink web interface. On the left is a dark sidebar with a menu: Status, Configuration (General Settings, Connection Manager, Network, Firewall, Remote Management, Serial to IP, SNMP, Voice Extensions, Accessories, Plugins), Data & Tools (Calls, Diagnostics, System Log, Advanced), Help, and Licenses. The main area is titled 'Firewall' and has two tabs: 'Whitelist' (selected) and 'Port Forwarding'. Below the tabs, the 'Whitelist' section has a heading and a description: 'Allow traffic for other applications/hosts by adding the IP address or host name below. All traffic (incoming and outgoing) from that host will be allowed.' A yellow warning box states: 'The whitelist currently only works with Firewall Profile 7 (Whitelist). In order for these settings to work, you need to select profile / in the Connection Manager.' There are two columns: 'Host Names' and 'IP Addresses'. The 'Host Names' column lists 'portal.dev-skylink.net', 'pong.skylink.net', and 'portal.skylink.net', each with a red trash icon. Below is an input field for 'Host name' and a '+ Add Host Name' button. The 'IP Addresses' column lists '1.1.1.1' and '8.8.8.8', each with a red trash icon. Below is an input field for 'IP Address' and a '+ Add IP Address' button. At the bottom right are 'Cancel' and 'Save' buttons. A yellow-bordered box at the bottom contains a note: 'NOTE: You must select Firewall Profile number 7 on the Connection Manager screen to apply these settings.'

PORT FORWARDING

On this tab, click the 'Add' button to create rules for forwarding incoming connections to devices on the local network. Once a rule is created, select the pencil icon to edit or the red trashcan to delete.

SkyLink Blue Sky Network Logout

Firewall

Whitelist Port Forwarding

Port Forwarding Rules

Forward incoming connections to devices on the local network. Be careful with creating these rules as they could open your network to malicious actors or cause you to lose connectivity. We recommend contacting our support team for assistance with defining custom rules.

Action	Source	Destination	Source Port	Dest. Port	Protocol(s)	Comment	Actions
No custom rules have been defined.							

+ Add

New Rule

Action: Forward

Source: Internet

IP Address: WWW.XXX.YYY.ZZZ

Source Port:

Destination Port:

Protocol: ▼

Comment: (Optional)

Cancel Save

Remote Management

This screen provides configuration options for IoT management via the SkyLink Cloud Services portal, including enabling and disabling position reports, remote device management, and status reports. Use the drop-down menus to set reporting, syncing, and check-in frequencies.

SkyLink Blue Sky Network Logout

Remote Management

Position Reports Enabled: ☒ Position Report Interval: 24 hours

Remote Management Enabled: ☒ Remote Management Interval: 24 hours

Status Reports Enabled: ☒ Status Report Interval: 24 hours

Call History Enabled: ☒ Call History Upload Interval: 24 hours

Usage Upload Enabled: ☒ Usage Upload Interval: 1 hour

Configuration Sync Interval: 24 hours

These fields are set to 24 hours by default and can be adjusted to different intervals ranging from 1 minute to 7 days, depending on the menu. Some allow for custom frequencies as well.

Below is a description of each interval category and their meaning:

- *Position Report* – How often the device sends a position report to the portal and SkyRouter.
- *Remote Management* – How often the device checks with the portal to see if it needs to complete any tasks, such as a firmware update, factory reset, or reboot.
- *Status Report* – How often the device sends operational information, such as health and data usage, to the portal.
- *Call History Upload* – How often the device sends the unit's call log information to the portal.
- *Configuration Sync* – How often the device checks if the portal has requested a configuration change.

SNMP

On the Simple Network Management Protocol (SNMP) screen, click the toggle slider to view the community strings; these fields are disabled by default for security purposes. Note that these fields are currently unable to be edited.

The screenshot displays the SkyLink web interface for the SNMP configuration page. The top header includes the SkyLink logo, the text 'Blue Sky Network', and a 'Logout' button. The left sidebar contains a navigation menu with categories: Status, Configuration (General Settings, Connection Manager), Network, Firewall, Remote Management, Serial to IP, SNMP (selected), Voice Extensions, Accessories, Plugins, Data & Tools (Calls, Diagnostics, System Log, Advanced), Help, and Licenses. The main content area is titled 'SNMP' and features a toggle switch in the top right corner. Below the toggle, there are two disabled text input fields: 'Read Only Community: snmp_ro' and 'Read/Write Community: snmp_rw'. A 'Download MIBs' link is located below the second field. At the bottom right of the main area are 'Cancel' and 'Save' buttons.

Voice Extensions

Find mobile and landline phone information and configuration settings here. The username and password are the respective extension number; these can be changed on this screen.

The Inbound Line(s) column shows the order in which line numbers ring when a call comes in. By default, the first extension (shown below as 510) allows calls to both Line 1 and Line 2, the next 10 extensions allow calls to Line 1 only, and the following 10 to Line 2 only. The Outbound Line column is set to Any Available by default.

SkyLink Blue Sky Network Logout

SIP Extensions

Extension	Description	Inbound Line(s)	Outbound Line	Username	Password	Actions
510		Line 1 Line 2	Any Available	510	510	Edit
511		Line 1 Line 2	Any Available	511	511	Edit
512		Line 1 Line 2	Any Available	512	512	Edit
513		Line 1 Line 2	Any Available	513	513	Edit
514		Line 1 Line 2	Any Available	514	514	Edit
515		Line 1 Line 2	Any Available	515	515	Edit
516		Line 1 Line 2	Any Available	516	516	Edit
517		Line 1 Line 2	Any Available	517	517	Edit
518		Line 1 Line 2	Any Available	518	518	Edit
519		Line 1 Line 2	Any Available	519	519	Edit
520		Line 1 Line 2	Any Available	520	520	Edit

POTS Extensions

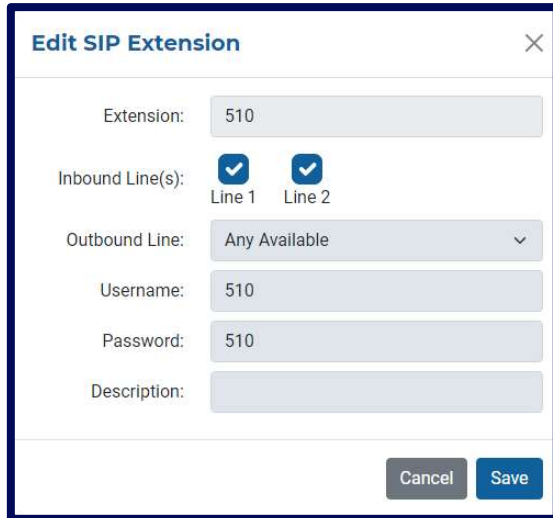
Region: USA / Canada

Line	Extension	Type	Description	Inbound Line(s)	Outbound Line	Actions
1	500	N/A	POTS #1	Line 1 Line 2	Line 1	Edit
2	501	N/A	POTS #2	Line 1 Line 2	Line 2	Edit

Use this field's drop-down menu to select region-specific dial tones, ringing tones, etc.

EDITING A SIP OR POTS EXTENSION

Click the  icon next to the SIP or POTS extension that you would like to edit. In the pop-up window, complete the fields and add a description if desired, then press 'Save.'



Edit SIP Extension

Extension: 510

Inbound Line(s): ☒ Line 1 ☒ Line 2

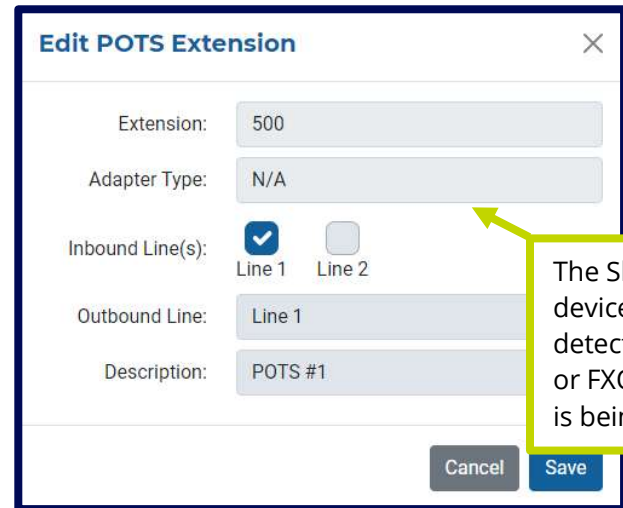
Outbound Line: Any Available

Username: 510

Password: 510

Description:

Cancel Save



Edit POTS Extension

Extension: 500

Adapter Type: N/A

Inbound Line(s): ☒ Line 1 ☐ Line 2

Outbound Line: Line 1

Description: POTS #1

Cancel Save

The SkyLink device will detect if an FXS or FXO adapter is being used.

Under the Inbound Line(s) field, tick each box to allow calls to both Line 1 and Line 2. Deselect both lines to block calls from ringing to an extension. **NOTE:** If you are not receiving calls to your extension, ensure one or both lines are selected here.

Use the drop-down menu in the Outbound Line field to choose whether Line 1, Line 2, or Any Available line can be used when making a phone call from this extension. A scenario for only selecting one line would be a ship captain who has Line 1 reserved, and the crew uses Line 2.

NOTE: Selecting only Line 1 or Line 2 in the Inbound Line(s) field along with the Any Available option in the Outbound Line field may cause issues when returning calls. For example, if only Inbound Line 1 is selected and you dial on Any Available Outbound Line, you may dial out on Line 2; this would leave someone unable to return your call.

Accessories

This screen allows you to optimize settings for your SkyLink Battery Pack and SOS button. Please note that these are optional accessories; changes made on this screen will only be implemented if the corresponding accessory is attached to the SkyLink device.

Under the Battery Pack section, use the toggle slider to enable an automatic shutdown timer. The buttons to the right allow you to determine precisely when the battery will turn off.

When enabled, the slider in the Emergency Switch/Button section sends an SOS event with GPS location to SkyRouter. Click the drop-down menu to configure how often these reports get sent.

SkyLink Blue Sky Network Logout

Accessories

Some optional accessories for SkyLink have configuration settings. This is where you can manage those settings. Remember, these accessories are optional, so unless you have one attached any changes to these settings won't have any effect.

Battery Pack

Shutdown Timer Enabled: ☒

Days: 0 Hours: 2 Minutes: 0 Seconds: 0

Emergency Switch/Button

Emergency Reporting Enabled: ☒

Emergency Report Interval: 1 minute

Cancel Save

Choose between 15 seconds up to 10 minutes or select the custom option to set a desired time. The timer is set to 30 seconds by default.

Plugins

Enable or disable all third-party plugins on this screen. A gear icon will be present next to the plugin if additional settings need to be configured.

The screenshot shows the SkyLink ComCenter interface. The top header includes the SkyLink logo, Blue Sky Network branding, and a Logout button. The left sidebar contains a navigation menu with categories like Configuration, Data & Tools, and Help. The main content area is titled 'Plugins' and includes a warning about high data usage. A table lists available plugins, with 'Videosoft' shown as disabled.

Name	Enabled
Videosoft	☐

Calls

A list of incoming and outgoing calls by extension number (shown below as Source) can be found here. It also includes the day and time that the call was placed, its total vs. expected billable duration, and whether or not it was answered. **NOTE:** Internal calls will not generate an Iridium bill.

Each call is assigned a unique ID number that can be provided to the Blue Sky Network support team for troubleshooting purposes in the event that there is a call issue.

SkyLink

Blue Sky Network

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Call Log

Date	Source	Destination	Line	Total Duration	Billable Duration	Disposition	Call ID
No calls to display.							

Diagnostics

Here you will find information to help you diagnose and resolve satellite and cellular issues.

SYSTEM INFORMATION

This first section provides diagnostics that you may be asked for in the event that you report a technical issue to the Blue Sky Network support team. Data points may be shown for POE only, EXT (external 12V power) only, or both.

Data points about the supercapacitor (shown below as Super Cap.) can be found here. A check mark under Power Good means good power is detected to charge the Super Cap. A red 'x' under Fault indicates a power fault in the unit.

SkyLink

Blue Sky Network

Logout

Status

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Serial to IP

SNMP

System Information

Serial Number	Model	Hardware	Firmware	Capabilities	System Time
0000-0016	SkyLink 5100	SYN267 REV F	2.25-230116-2253	land,voice	2023/4/13 21:17:01 UTC

Voltages

	3.3V	4.1V	5V	12V	EXT.	POE	POE+	Super Cap.	
								Power Good	Fault
Current Reading	3.36	4.053	4.972	12.155	20.443	0.022		✓	

SATELLITE & CELLULAR INFORMATION

Satellite Information

Modem

Serial Number	Firmware Version	API Version	Enabled	Data Enabled	IMEI
y000dp	1.3.1	1.2.0	✓	✓	300058060001420

SIM

Present	Connected	ICCID
✓	✓	8988169771000295445

Provisioning

Valid	Fully Compatible	Messaging	Data	Voice
✓	✓	✓	✓	✗

Cellular Information

Modem

Enabled	Manufacturer	Model	IMEI
✓	Quectel	EM06-A	861364040178400

SIM

SIM Present	SIM ICCID	APN	IMSI	MCC	MNC	SPN
✓	89883030000052347330	em	295050900810292	295	05	EMnify

Signal

Connected	Network	Network Name	Strength	Quality	Technology
✓	310, 410	AT&T	-106 dBm	-16 dB	lte

NOTE: Cellular is disabled on SkyLink ComCenter.

Use the check marks in these sections to verify that your satellite and cellular capabilities are enabled. Data related to the satellite and cellular modems, SIM cards, satellite provisioning, and cellular signal are available here as well.

NETWORK TROUBLESHOOTING

Here you can use the Operation drop-down menu to perform pings and trace routing. Press the ‘Execute’ button to apply the configurations. Results will be displayed in the section below.

Network Troubleshooting

Operation Ping

Network Interface Cellular

Number of Pings 5

Network Address

Execute

Results:

System Log

The information displayed on the System Log screen can be used by the Blue Sky Network support team for diagnostic purposes. Use the toggle slider to enable or disable automatic updates.

SkyLink Blue Sky Network Log out

System Log Auto-Update ☒

```
4184]: 705 127.0.0.1/40411 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:23 tpb daemon.info dnsmasq[4184]: 705 127.0.0.1/40411 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:23 tpb user.info [7998]: CCS: Local bind address accepted
Apr 17 20:37:23 tpb user.info [7998]: CCS: Connect to CCS (4) (3.9.103.202:7978)
Apr 17 20:37:23 tpb user.err [7998]: CCS: Error connecting to server (Network unreachable)
Apr 17 20:37:24 tpb daemon.info dnsmasq[4184]: 706 127.0.0.1/32793 query[A] go.videosoft.live from 127.0.0.1
Apr 17 20:37:24 tpb daemon.info dnsmasq[4184]: 706 127.0.0.1/32793 cached go.videosoft.live is 3.9.103.202
Apr 17 20:37:24 tpb daemon.info dnsmasq[4184]: 707 127.0.0.1/32793 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:24 tpb daemon.info dnsmasq[4184]: 707 127.0.0.1/32793 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:24 tpb user.info [7998]: CCS: Local bind address accepted
Apr 17 20:37:24 tpb user.info [7998]: CCS: Connect to CCS (4) (3.9.103.202:7978)
Apr 17 20:37:24 tpb user.err [7998]: CCS: Error connecting to server (Network unreachable)
Apr 17 20:37:25 tpb daemon.info dnsmasq[4184]: 708 127.0.0.1/56040 query[A] go.videosoft.live from 127.0.0.1
Apr 17 20:37:25 tpb daemon.info dnsmasq[4184]: 708 127.0.0.1/56040 cached go.videosoft.live is 3.9.103.202
Apr 17 20:37:25 tpb daemon.info dnsmasq[4184]: 709 127.0.0.1/56040 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:25 tpb daemon.info dnsmasq[4184]: 709 127.0.0.1/56040 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:25 tpb user.info [7998]: CCS: Local bind address accepted
Apr 17 20:37:25 tpb user.info [7998]: CCS: Connect to CCS (4) (3.9.103.202:7978)
Apr 17 20:37:25 tpb user.err [7998]: CCS: Error connecting to server (Network unreachable)
Apr 17 20:37:26 tpb daemon.info dnsmasq[4184]: 710 127.0.0.1/46687 query[A] go.videosoft.live from 127.0.0.1
Apr 17 20:37:26 tpb daemon.info dnsmasq[4184]: 710 127.0.0.1/46687 cached go.videosoft.live is 3.9.103.202
Apr 17 20:37:26 tpb daemon.info dnsmasq[4184]: 711 127.0.0.1/46687 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:26 tpb daemon.info dnsmasq[4184]: 711 127.0.0.1/46687 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:26 tpb user.info [7998]: CCS: Local bind address accepted
Apr 17 20:37:26 tpb user.info [7998]: CCS: Connect to CCS (4) (3.9.103.202:7978)
Apr 17 20:37:26 tpb user.err [7998]: CCS: Error connecting to server (Network unreachable)
Apr 17 20:37:27 tpb user.info [7998]: CAM1: Connected to ONVIF Bridge
Apr 17 20:37:27 tpb user.err [7998]: CAM1: Unable to connect to ONVIF camera at 192.168.1.101 80
Apr 17 20:37:27 tpb daemon.info dnsmasq[4184]: 712 127.0.0.1/33697 query[A] go.videosoft.live from 127.0.0.1
Apr 17 20:37:27 tpb daemon.info dnsmasq[4184]: 712 127.0.0.1/33697 cached go.videosoft.live is 3.9.103.202
Apr 17 20:37:27 tpb daemon.info dnsmasq[4184]: 713 127.0.0.1/33697 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:27 tpb daemon.info dnsmasq[4184]: 713 127.0.0.1/33697 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:27 tpb user.info [7998]: CCS: Local bind address accepted
Apr 17 20:37:27 tpb user.info [7998]: CCS: Connect to CCS (4) (3.9.103.202:7978)
Apr 17 20:37:27 tpb user.err [7998]: CCS: Error connecting to server (Network unreachable)
Apr 17 20:37:28 tpb daemon.info dnsmasq[4184]: 714 127.0.0.1/47199 query[A] go.videosoft.live from 127.0.0.1
Apr 17 20:37:28 tpb daemon.info dnsmasq[4184]: 714 127.0.0.1/47199 cached go.videosoft.live is 3.9.103.202
Apr 17 20:37:28 tpb daemon.info dnsmasq[4184]: 715 127.0.0.1/47199 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:28 tpb daemon.info dnsmasq[4184]: 715 127.0.0.1/47199 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:28 tpb user.info [7998]: CCS: Local bind address accepted
Apr 17 20:37:28 tpb user.info [7998]: CCS: Connect to CCS (4) (3.9.103.202:7978)
Apr 17 20:37:28 tpb user.err [7998]: CCS: Error connecting to server (Network unreachable)
Apr 17 20:37:29 tpb daemon.info dnsmasq[4184]: 716 127.0.0.1/60452 query[A] go.videosoft.live from 127.0.0.1
Apr 17 20:37:29 tpb daemon.info dnsmasq[4184]: 716 127.0.0.1/60452 cached go.videosoft.live is 3.9.103.202
Apr 17 20:37:29 tpb daemon.info dnsmasq[4184]: 717 127.0.0.1/60452 query[AAAA] go.videosoft.live from 127.0.0.1
Apr 17 20:37:29 tpb daemon.info dnsmasq[4184]: 717 127.0.0.1/60452 config go.videosoft.live is NODATA-IPv6
Apr 17 20:37:29 tpb user.info [7998]: CCS: Local bind address accepted
```

Advanced

Use this screen to backup or restore a system configuration, or when the system is ready to be updated. SkyLink firmware includes the 9770 Certus modem firmware; appropriate versions will be upgraded or downgraded as needed. **NOTE:** Blue Sky Network will not downgrade the Certus 9770 modem firmware unless specifically required by Iridium.

NOTE: The [Status](#) screen displays the SkyLink's current firmware version and the [Diagnostics](#) screen shows the current 9770 Certus modem firmware version.

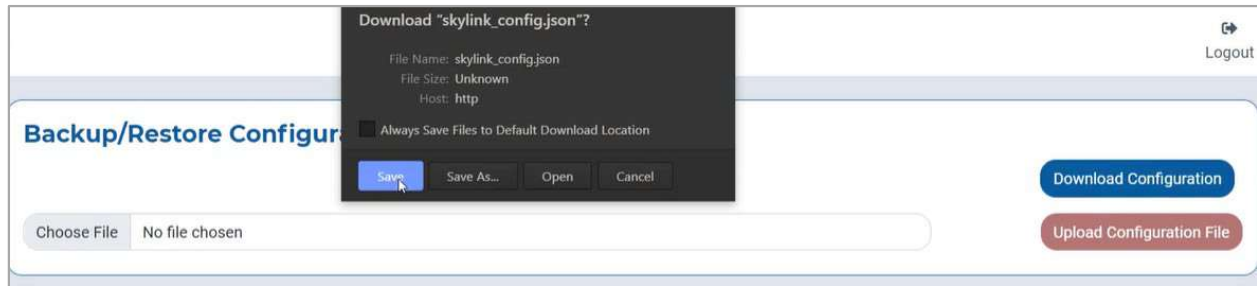
The screenshot shows the SkyLink ComCenter Advanced configuration page. The left sidebar contains navigation links: Status, Configuration (General Settings, Connection Manager, Network, Firewall, Remote Management, Serial to IP, SNMP, Voice Extensions, Accessories, Plugins), Data & Tools (Calls, Diagnostics, System Log), and Advanced (selected). The main content area has three sections: Backup/Restore Configuration (with Download Configuration and Upload Configuration File buttons), System Update (with Check for Updates and Manual Upload sections), and a Factory Reset button. A yellow callout box points to the Factory Reset button with the text: "Click here if you would like to reset all settings to factory defaults. Type 'reset' in the pop-up box. Your device will then reboot." A yellow-bordered pop-up dialog titled "Factory Reset?" is open, displaying a warning: "Warning! All changes will be lost! Factory Reset will reset all parameters back to factory defaults." It prompts the user to "Enter the word reset below to continue." with a text input field and "Cancel" and "Reset" buttons.

REBOOT THE SKYLINK COMCENTER SYSTEM

To reboot the SkyLink ComCenter system, disable the power from the power source. It is important to wait at least 120 seconds for the power to completely shut off. Re-apply power from the power source and the system will be ready to use.

BACKUP/RESTORE CONFIGURATION

To back up a configuration, press 'Download Configuration' and wait for the device to reboot. To restore, click 'Choose File,' then select the appropriate .tpz file from your computer/personal device. Click 'Save,' then 'Upload Configuration File.' Your SkyLink device will reboot.

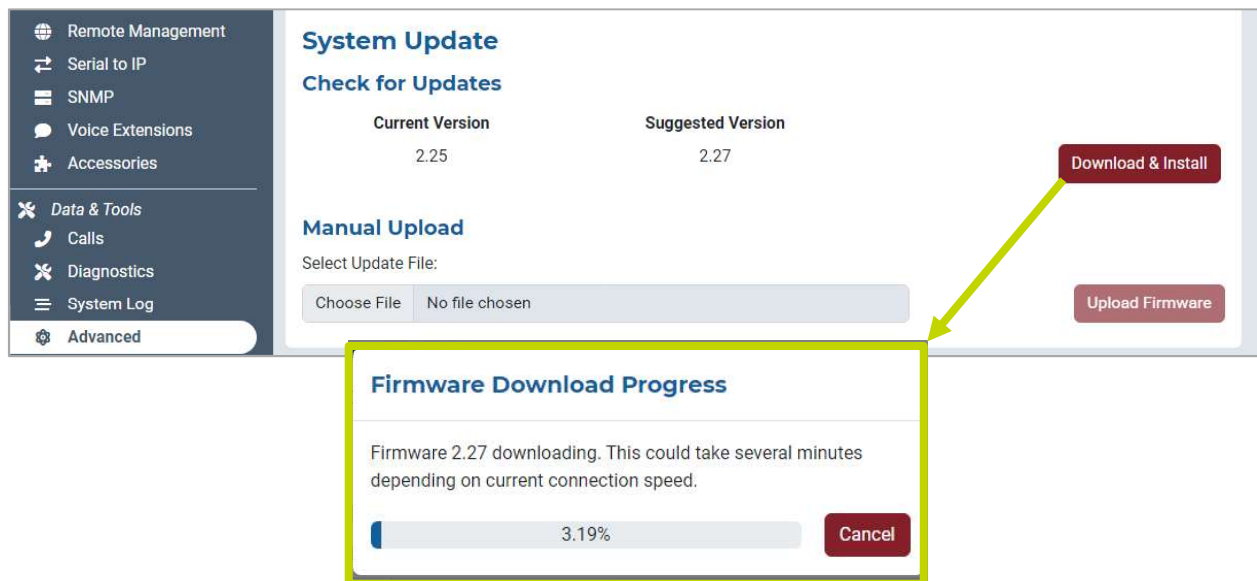


SYSTEM UPDATE

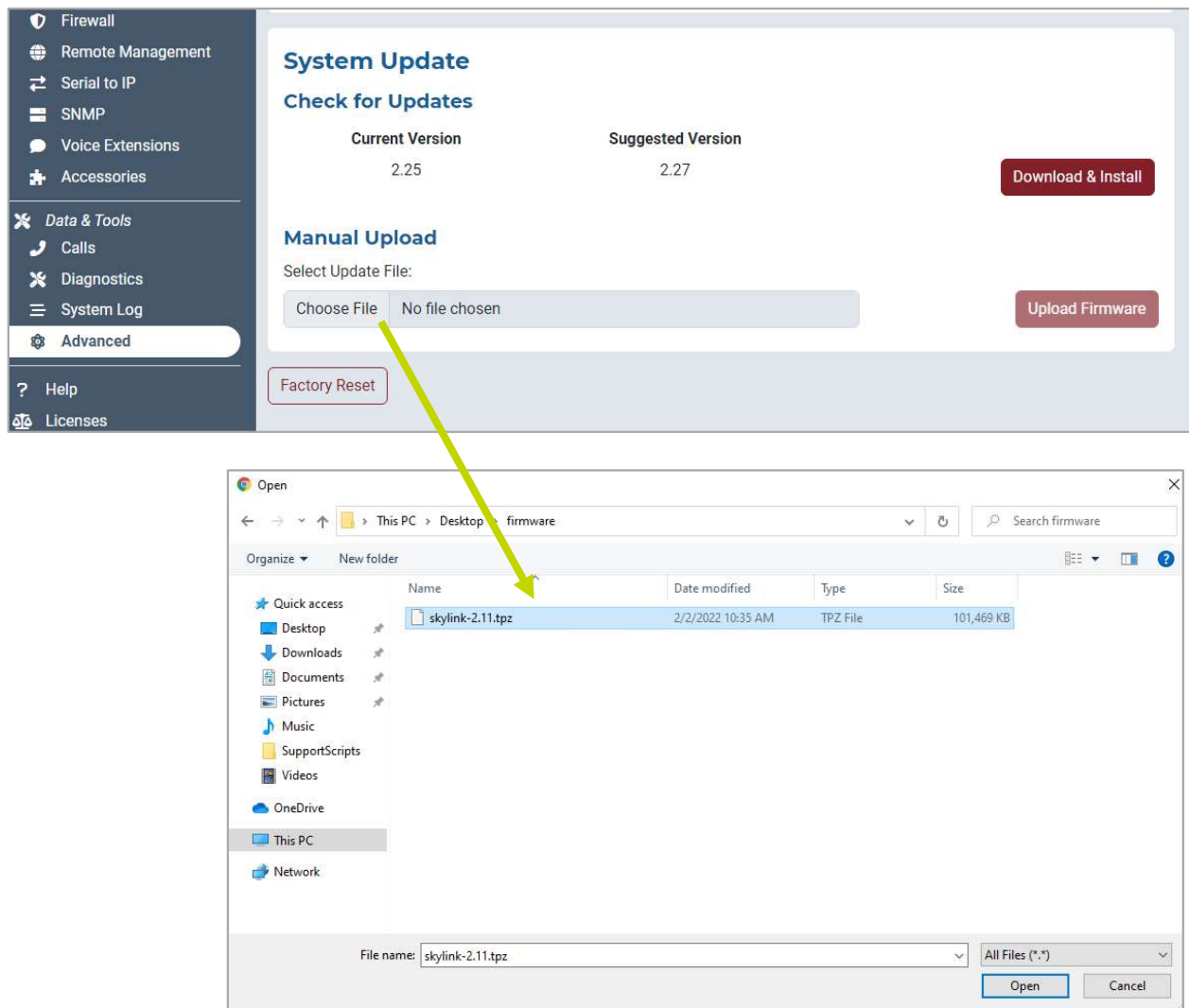
NOTE: We recommend updating firmware using an ethernet cable.

NOTE: If updating a fleet of devices, save time by using the SkyLink Cloud Services portal.

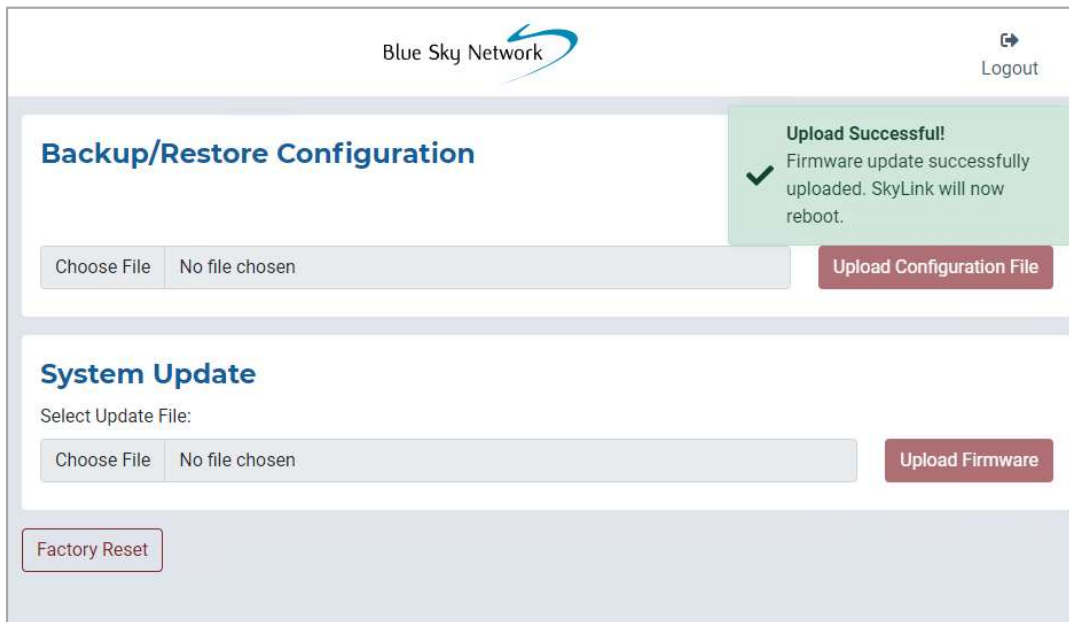
When the system is ready to be updated, you'll see the new version listed under the Check for Updates section. There are two ways to perform an update. First, you can simply click 'Download & Install.' A download progress bar will show you the percentage to completion.



Alternatively, click the 'Choose File' button under the Manual Upload section. Locate and select the appropriate .tpz file, then press 'Upload Firmware' to start the firmware upgrade process.



Once the firmware upload is complete, a green success message will appear in the right corner.

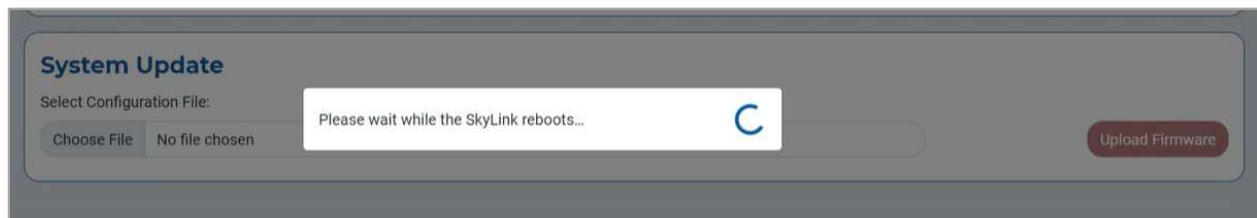


The screenshot shows the Blue Sky Network SkyLink ComCenter web interface. At the top, the Blue Sky Network logo is on the left, and a Logout link is on the right. The main content area is divided into two sections: "Backup/Restore Configuration" and "System Update".

Backup/Restore Configuration: This section has a "Choose File" button and a "No file chosen" text. To the right, a green success message box reads: "Upload Successful! Firmware update successfully uploaded. SkyLink will now reboot." Below this, there is an "Upload Configuration File" button.

System Update: This section has a "Select Update File:" label, a "Choose File" button, and a "No file chosen" text. To the right, there is an "Upload Firmware" button. At the bottom left of this section, there is a "Factory Reset" button.

You will then need to reboot SkyLink ComCenter system.



The screenshot shows the SkyLink ComCenter web interface during a system update. The "System Update" section is active, and a progress bar is displayed. The progress bar has a white background with a blue "C" icon and the text "Please wait while the SkyLink reboots...". To the left of the progress bar, there is a "Choose File" button and a "No file chosen" text. To the right, there is an "Upload Firmware" button.

Once the web browser refreshes and the power LED indicator shows a steady blue light, the update has finished, and your system is ready to use.

Help

This screen contains multiple resources, including the SkyLink User Guide and contact information for the Blue Sky Network support team, to help you troubleshoot hardware and firmware issues. A full list of FAQs can also be found at the end of this user guide.

SkyLink Blue Sky Network Logout

About SkyLink

Introduction to SkyLink

SkyLink by Blue Sky Network is the inaugural Iridium Certus 100 mid-band solution for land mobile, aviation, IoT, and maritime markets. This small-form, multi-stack hardware is designed for any fixed-mount, portable, or mobile application and offers a range of service configurations.

Key features include:

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

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 on the top panel of the unit cycles 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.

Cable Diagrams

Please see the [SkyLink Installation Guide](#) for a comprehensive list of cable diagrams.

Frequently Asked Questions

We have compiled answers to FAQs listed under their respective categories. If you are still unable to resolve your issue, please contact the [Blue Sky Network support team](#) and we will be happy to help!

Resources

- User Guide
- Install Guide
- SNMP MIBs

Contact Support

- +1 858-551-3894
- support@blueskynetwork.com
- Help Center

Licenses

Information regarding third-party software licenses, acknowledgements, and copyright notices can be found on this screen. Use the drop-down arrows to see further details.

The screenshot displays the SkyLink web interface. The top header includes the 'SkyLink' logo, 'Blue Sky Network' branding, and a 'Logout' button. The left sidebar contains a navigation menu with categories: Status, Configuration (General Settings, Connection Manager, Network, Firewall, Remote Management, Serial to IP, SNMP, Voice Extensions, Accessories, Plugins), Data & Tools (Calls, Diagnostics, System Log), and Help. The main content area is titled 'License Information' and states: 'SkyLink utilizes third-party software, including open source software. This software is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY. Additional information regarding licenses, acknowledgements and required copyright notices for the third-party software can be found below.' Below this text is a list of components with expandable sections: 'System Components', 'Application Components', and 'UI Components'. A yellow arrow points to the 'UI Components' section, which is expanded to show the 'GPL-2' license details. The license text includes the GNU General Public License Version 2, June 1991, copyright information for the Free Software Foundation, Inc., and the preamble explaining the license's purpose. The bottom of the interface shows the 'Licenses' tab selected in the sidebar and the 'app-arch/zstd-1.5.2' component listed.

SKYLINK CAPABILITIES

Now that you are familiar with the SkyLink Device Interface, you are ready to use your device! The following describes the most common device capabilities.

Making Phone Calls

A dual POTS adapter is installed on the SkyLink ComCenter system, and 2 satellite phone lines can be used. An analog/POTS device will need to be connected when routing the second phone line to another location.

Before making a phone call, ensure the following is completed:

- You have properly installed your activated Iridium SIM card.
- You have the Iridium-approved MARUWA (MHL-1621C) antenna connected to the SkyLink device.
- You have enabled satellite capability by navigating to the Connection Manager screen on the SkyLink Device Interface and sliding the left-hand toggle button.

You are now able to make inbound and outbound calls. Simply dial the country code, then the area code and phone number to place a call. Use the Voice Extensions screen on the SkyLink Device Interface to configure line extensions and the Calls screen to view call details.

RJ-11/POTS Buttons

NOTE: Each third-party POTS analog phone system will have distinct functionality and instructions. If you select the Blue Sky Network POTS analog phone, below are the details of operation.

ON/OFF BUTTON

Use this key to initiate or answer an incoming call. When the key is pressed and turns green, you will hear a continuous dial tone. Enter the dialing sequence on the numbered keypad and press the pound '#' key. The Iridium "bleeps" will be heard, followed by ringing of the party being called.

To answer an incoming call, hold the key until it turns green. The phone must be turned off to receive incoming calls.

RINGER VOLUME SWITCH

This switch turns off the incoming ringer and sets the desired incoming ring volume to OFF - LOW - HI.

VOLUME CONTROL

Toggle the volume level of the phone's speaker in 3 steps: LOW - MED - HI. Press this button to repeatedly cycle through these settings.

POUND / HASH KEY (#)

This key must be pressed to initiate an entered dialing sequence.



OPTIMIZING SIP PHONE APPS

Below are a few setup pointers for SIP phone apps (e.g., GS Wave, Linphone).

iPhone/Android settings:

- Airplane mode
- Smartphone Settings > Wave Lite App > Enable 'Local Network' access
- Smartphone Settings > Wave Lite App > Disable 'Cellular Data'

GS Wave settings:

- 'WiFi only' mode enabled
- Account Name: 510 (510-516 available default)
- SIP Server: 192.168.111.1 (unless SkyLink Device Interface IP has been changed)
- SIP User ID: 510
- Authentication ID: 510
- Password: 510

Additional settings for other SIP phone apps (Linphone, etc.):

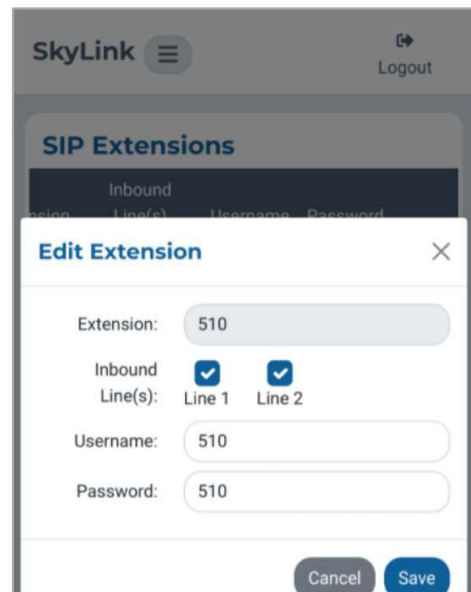
- Codecs (if setting is available): Enable – A-LAW, 722. Disable – U-LAW

NOTE: If using a physical SIP phone (not a SIP phone app), please see your SIP phone manufacturer's documentation for information on configuring the phone with your SkyLink device.

If you are not receiving incoming call notifications on SIP extensions, it may be that the SIP extension you are using is not configured to receive incoming calls from the Iridium line you are calling.

To configure both lines:

- 1) Navigate to the [Voice Extensions](#) screen.
- 2) Click the  icon next to the SIP or POTS extension that you would like to edit.
- 3) Ensure that both boxes in the Inbound Line(s) field are ticked, then click 'Save.'



The screenshot shows the SkyLink app interface. At the top, there's a 'SkyLink' header with a menu icon and a 'Logout' button. Below that is a 'SIP Extensions' section. A table lists extensions with columns for 'Extension', 'Line(s)', 'Username', and 'Password'. One extension is visible with '510' in the Extension column. Below the table, an 'Edit Extension' dialog is open. It contains the following fields: 'Extension' (510), 'Inbound Line(s)' (Line 1 and Line 2, both checked), 'Username' (510), and 'Password' (510). At the bottom of the dialog are 'Cancel' and 'Save' buttons.

Connecting to the Internet

To connect to the internet, first ensure that:

- You have properly installed your activated Iridium and cellular SIM cards.
- You have connected the Iridium-approved MARUWA (MHL-1621C) antenna to the SkyLink device.
- You are connected to the supplied ethernet cable or optionally, using a third-party WiFi module.
- Satellite capabilities have been enabled via the toggle sliders on the Connection Manager screen of the SkyLink Device Interface.

You are now able to use smart devices and mobile applications.

NOTE: Satellite internet connection supports messaging apps, mobile-optimized web, and IoT data transfers. It is not intended for general web browsing or high bandwidth applications and may cause slow connection speed if used for these purposes. Please visit Iridium.com/mobile for a list of mobile-optimized sites.

SKYLINK SPECIFICATIONS & INSTALLATION

Technical Specifications

CONNECTIVITY

Cellular

- LTE-A CAT 12 module with M.2 form factor
- Supports LTE-A carrier aggregation
- Worldwide LTE-A and 3G UMTS / HSPA(+) coverage
- 600 Mbps receive (DL) / 150 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

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
- 1x POTS connector

OPERATING PARAMETERS

Electrical

- External power:
 - 10 – 34 VDC
- 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 & Compliance

- | | |
|----------------|-------------------|
| • US (FCC) | • IP65 rating |
| • EU (CE MARK) | • Brazil (ANATEL) |
| • Canada (IC) | • DO-160G |

Software Specifications

CONFIGURATION

- Local configuration of SkyLink devices using WiFi or Ethernet
- Remote configuration of SkyLink devices, features, and settings
- Bulk device configuration
- DHCP server, client, or static IP address
- WiFi 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
- 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

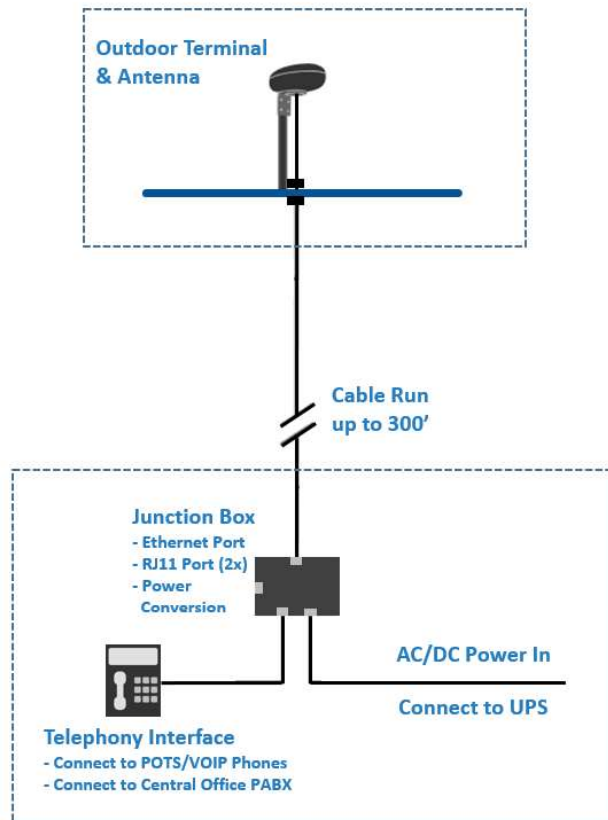
- Device CPU and modem temperatures in real time
- Modem signal strengths in real time
- Modem data usage
- Least-cost routing status
- Voice call logs
- Device location monitoring
- Device health monitoring

Device Management

- View status and customize settings in a web UI
- Firmware upgrade
- Factory reset

SkyLink ComCenter Block Diagram

As pictured below, the SkyLink ComCenter ADU can be mounted on both vertical and horizontal structures.



Installation and Cable Diagrams

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

Troubleshooting

If you are using the maximum cable length of 300', it is required to slow down the ethernet to 10 Mbps, full duplex.

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

EXCEPT AS EXPRESSLY SET FORTH HEREIN WITH RESPECT TO THE BLUE SKY PRODUCTS, NO WARRANTIES APPLY (AND BLUE SKY SPECIFICALLY DISCLAIMS ALL WARRANTIES), WHETHER EXPRESS, IMPLIED OR ARISING BY OPERATION OF LAW (INCLUDING, WITHOUT LIMITATION, THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE). IN NO EVENT, WHETHER DUE TO BREACH OF WARRANTY HEREUNDER OR ANY OTHER CAUSE WHATSOEVER, SHALL BLUE SKY BE LIABLE FOR OR OBLIGATED IN ANY MANNER TO PAY CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, COST OF SUBSTITUTE PRODUCTS AND PERSONAL INJURY OR PROPERTY DAMAGE, WHETHER SUCH CLAIM IS BASED ON CONTRACT OR TORT OR ANY OTHER THEORY OF LAW.

Blue Sky's only duties in connection with the sale of the Products shall be to honor the limited warranty for the Products as set forth herein. To the extent assignable, any manufacturer warranty for Products other than the Products shall be assigned by Blue Sky and passed through to the Customer. Blue Sky's sole liability, if any, for loss or damage arising out of mistakes, omissions, interruptions, errors, or any other causes relating to the services, INCLUDING THE NEGLIGENCE OF

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.

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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