



**Pivotel Inmarsat Data Services  
Access Point Name (APN)  
Information Guide**

This document is a guide to using Pivotel's Access Point Name (APN) for the various Pivotel Inmarsat Data Services.

The Access Point Name (APN) defines the network path for mobile data connectivity and is specific to each network provider. The APN determines how the device should connect to the internet and which IP address should be assigned, ensuring the user's data is routed correctly.

Pivotel requires you to configure Pivotel's Inmarsat APN information (APN name, APN user name and APN password) to your Inmarsat Data terminal's APN setting before you use the Inmarsat Data service. Failure to configure the terminal with the correct Pivotel's Inmarsat APN info may result in the service not being able to establish a data session.

*Note: The setup of the APN setting should only be done one time and the configuration will be saved on the terminal setting. If the Inmarsat Data terminal has a factory reset performed, the APN setting will need to be reconfigured.*

By default, most of the new Inmarsat Data terminals out of the box are preconfigured with the APN to “*SIM default*”. It is important that you reconfigure the APN setting to **User Defined** and enter the below Pivotel Inmarsat APN’s information based on your Inmarsat Data service.

1. Pivotel Inmarsat BGAN Land Service (BGAN LINK, BGAN PRO, BGAN Standard, BGAN FLEX, BGAN Standard+)

APN Name: **pivotel-aus.m2m.inmarsat.com**  
User name: **pivotel**  
Password: <blank> (leave empty)

2. Pivotel Inmarsat BGAN M2M Service

APN Name: **pivotel-aus.m2m.inmarsat.com**  
User name: **pivotel**  
Password: <blank> (leave empty)

3. Pivotel Inmarsat Fleet One Service (Fleet One ANZ Leisure, Fleet One Coastal, Fleet One Global)

APN Name: **pivotel-aus.m2m.inmarsat.com**  
User name: <blank> (leave empty)  
Password: <blank> (leave empty)

4. Pivotel Inmarsat FleetBroadband

APN Name: **pivotel-aus.m2m.inmarsat.com**  
User name: <blank> (leave empty)  
Password: <blank> (leave empty)

5. Pivotel Inmarsat iSatHub

APN Name: **pivinternet**  
User name: **pivotel**  
Password: <blank> (leave empty)