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DATA FAQ'S

Is data available on the Iridium network?

Yes. The data adapter is available in the [data kit](#) for both Iridium satellite phone models.

What are the data connection speeds?

The maximum connect speeds are 2.4 kbps when you dial in to your Internet provider's phone number, and up to 10.6 kbps when you connect directly to the Internet. (Instructions on how to do both are included with the software that

Internet (instructions on how to do both are included with the software that comes with the kit).

Where can Iridium World Data Services be used?

Iridium is the only truly global and truly mobile Data Service. Data calls can be made from anywhere the Iridium phone can be used.

Will I need to buy the full data kit?

Not always. The docking station, the EuroCom, and the MXU are all data capable. This means that you would only need the data CD for installation on your laptop or PC.

What operating systems will the data CD work on?

The data software works on Windows 95, 98, 2000, ME, XP, and NT. The software does NOT work on Macs.

Is there an additional charge for Iridium World Data Services?

No. Data calls are included in every service plan, and are the same rate per minute as voice calls.

Is there a recommended Internet provider?

No. If you are using Dial-Up Data Service, we recommend choosing an Internet Service Provider (ISP) that provides an access number in the greater Phoenix, Arizona, USA area. This may provide higher reliability and call quality.

What is Dial-Up Data?

Dial-Up Data Service provides dial-up connectivity from a PC, through your Iridium phone to another computer, a corporate network/LAN, or an ISP. This service offers a data rate of up to 2.4 Kbps. You will be able to use Dial-Up Data service just as you would use the modem on your computer to dial a call through the public switched telephone network (PSTN). The only differences are that the dialed telephone number must conform to the international dialing

pattern used by Iridium, and you will use your Iridium phone as the data modem. In essence, your Iridium phone acts as an external modem to your computer.

What is Direct Internet Data?

Direct Internet Data Service provides connectivity from a PC, through your Iridium phone, directly to the Internet through dedicated servers at the Iridium gateway. This service utilizes transparent compression, resulting in a data rate of up to 10 Kbps, depending on content. (Graphics and images will result in lower throughput). Direct Internet Data Service also offers a feature that manages airtime by seamlessly connecting and disconnecting you through the Iridium system when no data is being transferred. This feature, called "[spoofing](#)", will reduce airtime charges, improve the phone's battery life, and seamlessly reconnect to the Iridium system if your connection is dropped.

Are there any benefits of using one Iridium World Data Service over the other?

Yes. Direct Internet Data offers the [Smart Connect](#) feature not offered with Dial-Up Data.

What is the Smart Connect feature offered by Direct Internet Data?

Transparent compression and it offers the "spoofing" feature

What is "Spoofing"?

When data is not transmitting over the connection for a period of time, the connection "spoofs." When a connection spoofs, the phone connection is dropped and a placeholder is reserved in the server. Once the user sends data (i.e. click on a hyperlink or send an email), the phone automatically dials back into the system and the connection is reestablished almost immediately. This feature reduces airtime and improves the phone's battery life.

Can I hyper terminal with Iridium World Data Services?

Yes.

Can I make a dial-up call using my Palm Pilot?

No. Palm Pilots and other Personal Digital Assistants are not currently supported.

Can I send a fax through an Iridium phone using either Data Service offered?

No. This service is not currently available.

Can I still get text messages while on a data call?

Yes, you can still receive text messages while on a data call. The phone will provide an audio alert and then prompt you to read the message. This will NOT interrupt a data call or cause loss of a connection.

Can I use a Solar Charger to charge both my Iridium phone and my laptop computer at the same time?

No. The solar charger is designed specifically to charge the Iridium phones.

Can I use my existing Iridium phone for a data call?

Yes. You can use your Motorola 9500 and 9505 Satellite Portable Phone, either as stand-alone units or coupled with the 9570 Portable Dock to place a data call. All Motorola Satellite Phones require data capable software versions. The Motorola 9500 and 9505, when used without the [Portable Dock](#), require the user to purchase the Iridium Data Kit to make data calls.

Can I use my Kyocera phone to make Iridium World Data Service calls?

No. Kyocera phones cannot be used to make data calls.

Can I videoconference using Iridium World Data Services?

No. Videoconferencing is not currently supported.

Do I need a special modem to make an Iridium Data call?

No. The software on the Iridium World Data Services CD allows you to utilize your Iridium phone as a modem. This CD is sold separately or packaged with the Iridium Data Kit.

Do I need any special software to use Iridium World Data Services?

Yes. The software required for Iridium World Data Services is available on a CD through an Iridium Authorized Service Provider either by itself or included in the Iridium Data Kit.

What software is needed to read the documents on the Iridium World Data Services CD?

Adobe Acrobat Reader Version 4 or later is required to read the documents found on the Iridium World Data Services CD. For your convenience, Adobe Acrobat Reader 5 is included on the Iridium World Data Services CD.

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