

DIRECT INTERNET 3

Install Guide for the Windows XP® Operating System

Overview

Iridium's Direct Internet Data Service allows customers to connect directly to the Internet through the Iridium gateway. While special software is not required for this service, Iridium offers the Direct Internet 3 software to provide enhanced Internet connectivity.

Direct Internet 3 offers a new accelerator with improved text compression, image compression and network optimization technology. As a result, Direct Internet 3 significantly improves internet access speeds as compared to previous versions of Direct Internet or no acceleration. Executing file transfers, browsing the Internet and exchanging emails is now done more efficiently and quickly with Direct Internet 3.

This documentation provides complete instructions on installing, upgrading and uninstalling Direct Internet 3 on your computer with the Windows XP® operating system.

Before Installing

Verify that the following has been done before installing Direct Internet 3.

- 1) You have a printed copy of this install guide.
- 2) You have administrator privileges on your computer.
- 3) You have the appropriate hardware to connect your Iridium satellite phone or transceiver to your computer. Your Iridium satellite phone or transceiver is powered on and connected to the desired COM port.

Iridium Equipment Type	Connection Hardware
9505A Portable Phone	Data Kit (ADKT0602) OR RS232 Data Adapter (RDA0401), RS232 Data Cable
9555 Portable Phone	USB-Mini Cable 9555 (USBC0801)
9522B Satellite Transceiver	Cable Assembly with RS232 Connection (included)

- 4) You have already installed the VCOMPORT driver if using the Iridium 9555 satellite phone. This driver is provided: on the Iridium Data Services CD (H2CD1001 or later); on the Iridium 9555 Firmware Upgrade Tool (HT10001 or later); or from your local Iridium Service Partner.
- 5) **IT IS STRONGLY RECOMMENDED THAT IRIDIUM 9555 SATELLITE PHONES ARE UPGRADED WITH HT10001 FIRMWARE OR LATER. IRIDIUM DOES NOT SUPPORT USE OF THIS PRODUCT WITH PRIOR FIRMWARE RELEASES.**



Previous versions of Direct Internet **DO NOT** support the 64-bit version of the Windows XP® operating system. Request support from your IT department to safely remove prior versions of Direct Internet from these systems before installing Direct Internet 3.



Occasionally, dialogs can open behind other open windows during installation. If you have been on one step longer than 2 minutes, check behind any open windows to see if the next step is waiting behind it.

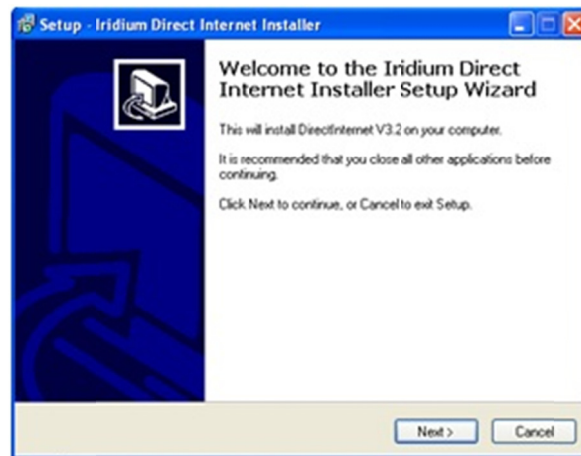
New Installation

The following are instructions for installing Direct Internet 3 on a computer with **NO** previous versions of Direct Internet installed. If a previous version of Direct Internet is already installed on your computer, please go to the next section of this document – Upgrade Installation.

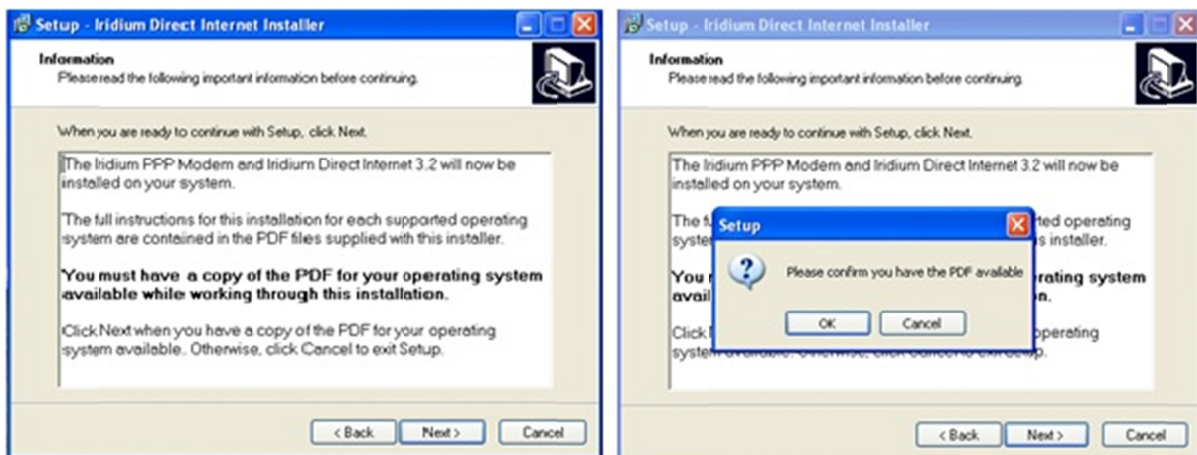
- 1) Launch the *Iridium Direct Internet 3 Installer* executable file.



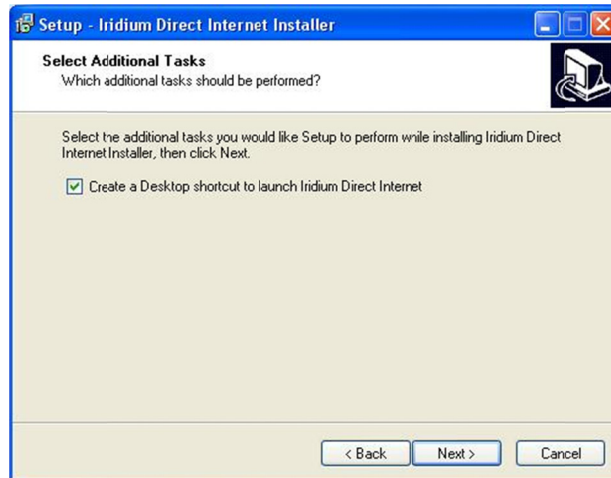
- 2) Click **Next >** on the *Setup – Iridium Direct Internet Installer* welcome screen.



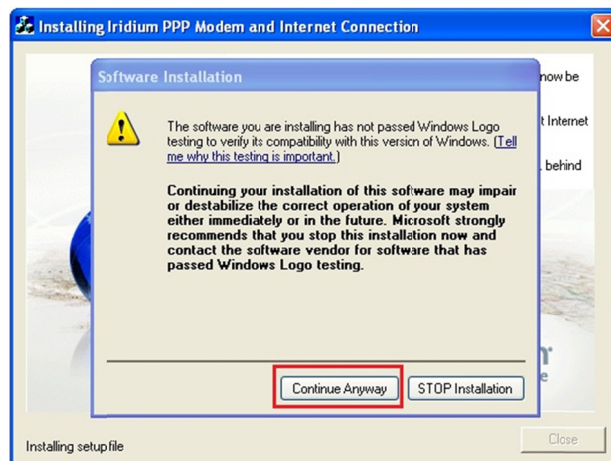
- 3) The installer will ask you to verify that you have printed a copy of this install guide. When ready, click **Next>** and click **OK** on the pop-up dialog box.



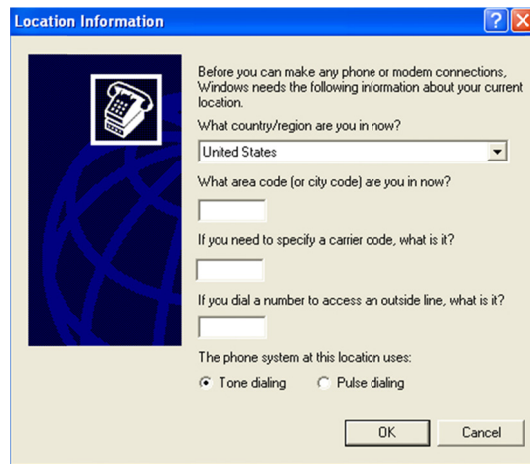
- 4) Check the **Create a Desktop shortcut to launch Iridium Direct Internet** checkbox. Click **Next>** to continue.



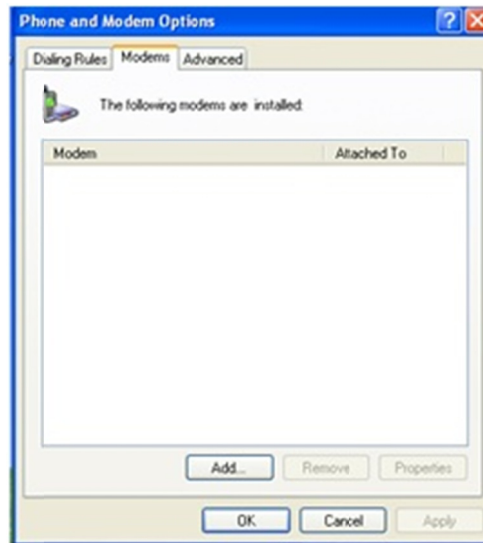
- 5)  Users of the Windows XP® 64-bit operating system version may see the following warning message. Click the **Continue Anyway** button.



6) The *Location Information* dialog may appear. Enter your location information and click **OK**.



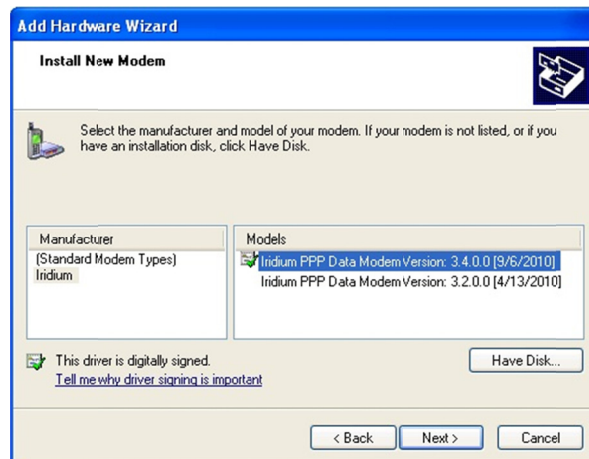
7) Click **Add...** from the Modems tab in the *Phone and Modem Options* dialog box.



- 8) Select the check box next to *Don't detect my modem; I will select it from a list* and click **Next>**.



- 9) Select *Iridium* from the *Manufacturer* list box. From the *Models* list box, select the digitally signed *Iridium PPP Data Modem (Version 3.4.0.0 dated 9/6/2010)* and click **Next >**



- 10) Click the *Selected ports* radio button, select the COM port that is currently connected to your Iridium satellite phone or transceiver and click **Next>**.



- 11)  Users of the Windows XP® 64-bit operating system version may see the following warning message. Click the **Continue Anyway** button.

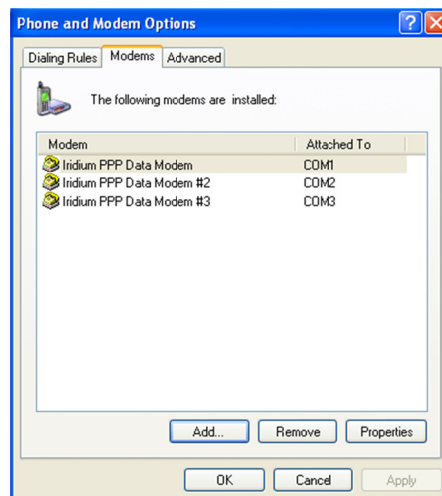


12) Click **Finish** to complete the modem installation.



13) To install the Iridium PPP Data Modem on additional COM ports, un-plug your Iridium satellite phone or transceiver from the current COM port and re-plug it to the other desired COM port. Repeat steps 7 through 12.

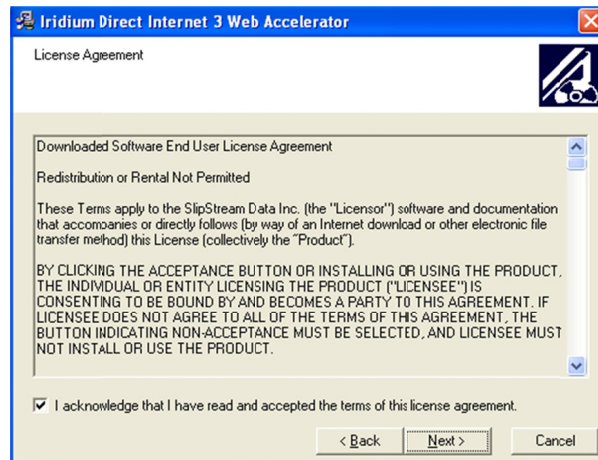
14) Click **OK** in the *Phone and Modem Options* dialog box when you have installed the Iridium PPP Data Modem on all desired COM ports. Now, you will be able to connect to Direct Internet with your Iridium satellite phone or transceiver plugged into any of the COM ports listed.



15) Click **Next >** in the *Iridium Direct Internet 3 Web Accelerator* welcome screen.



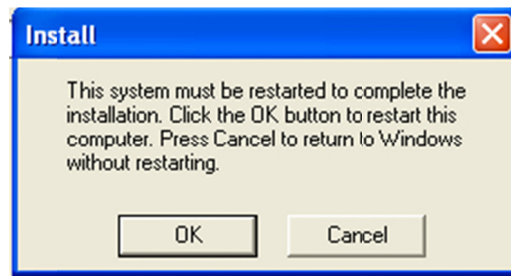
16) Select the check box next to the acknowledgement statement and click **Next>**.



17) Click **Finish>** to complete the Iridium Direct Internet 3 Web Accelerator installation.



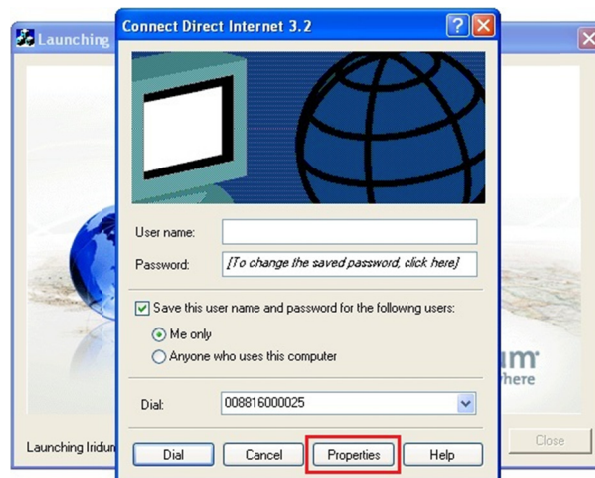
18) Click **OK** to restart your system.



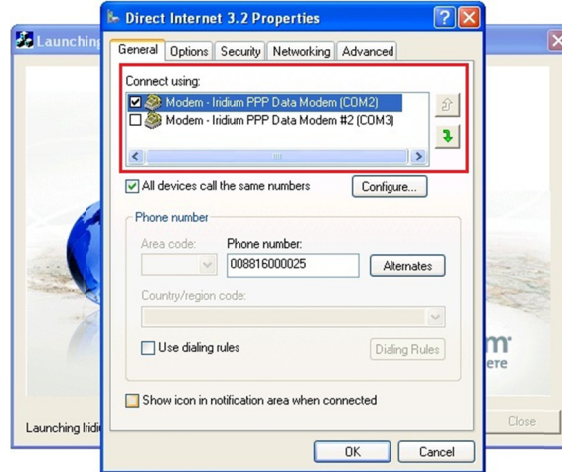
19) **OPTIONAL** – Click the *Launch Iridium Direct Internet* desktop shortcut.



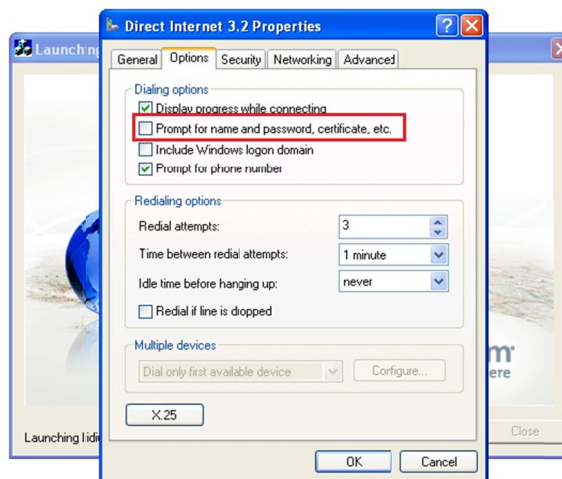
20) **OPTIONAL** – Click the **Properties** button.



21) **OPTIONAL** – Select all the COM ports that have the Iridium PPP Data Modem installed.



22) **OPTIONAL** – Select the *Options* tab and uncheck the box next to *Prompt for name and password, certificate, etc.* Click **OK**.



23) Congratulations! You have successfully installed Direct Internet 3.

Upgrade Installation

The following are instructions for installing Direct Internet 3 on computer that already has a previous version of Direct Internet installed.



Previous versions of Direct Internet DO NOT support the 64-bit version of the Windows XP® operating system. Request support from your IT department to safely remove prior versions of Direct Internet from these systems before installing Direct Internet 3.

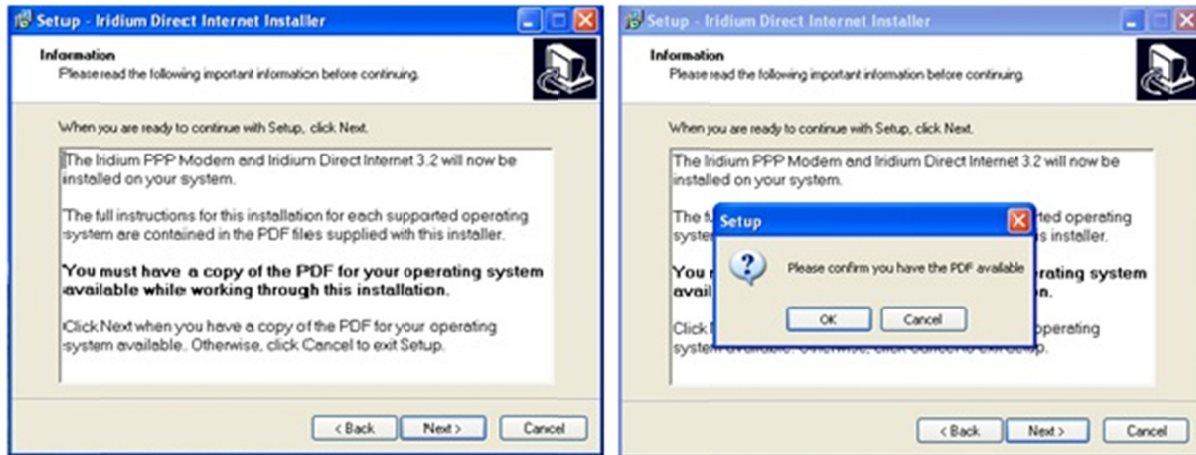
- 1) Launch the *Iridium Direct Internet 3 Installer* executable file.



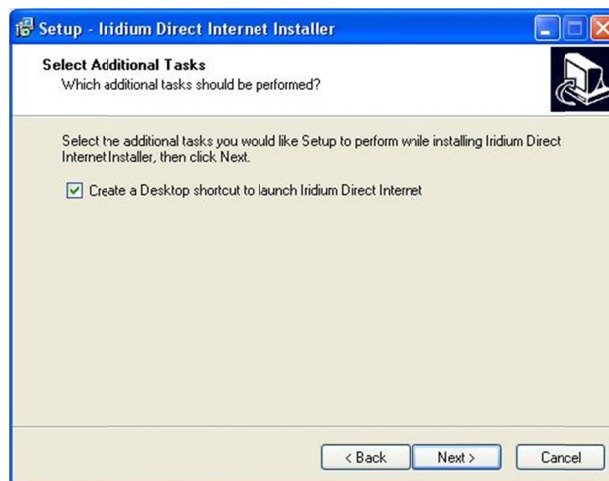
- 2) Click **Next >** on the *Setup – Iridium Direct Internet Installer* welcome screen.



- 3) The installer will ask you to verify that you have a printed copy of this install guide. When ready, click the **Next>** and click **OK** on the pop-up dialog box.



- 4) Check the **Create a Desktop shortcut to launch Iridium Direct Internet** checkbox. Click **Next>** to continue.



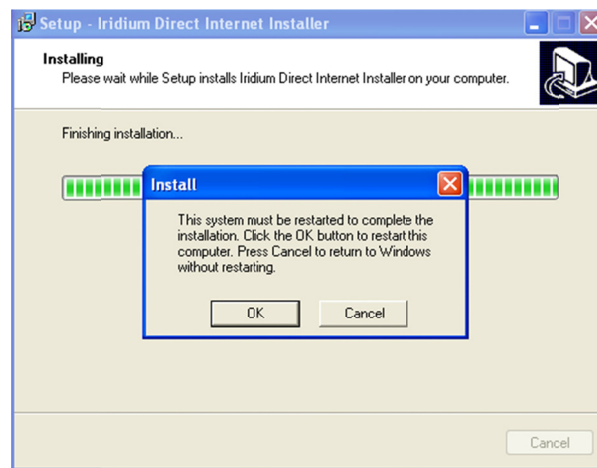
5) Click **Next >** in the *Iridium Direct Internet 3 Web Accelerator* welcome screen.



6) Click **OK** on the pop-up dialog box to remove previous installations.



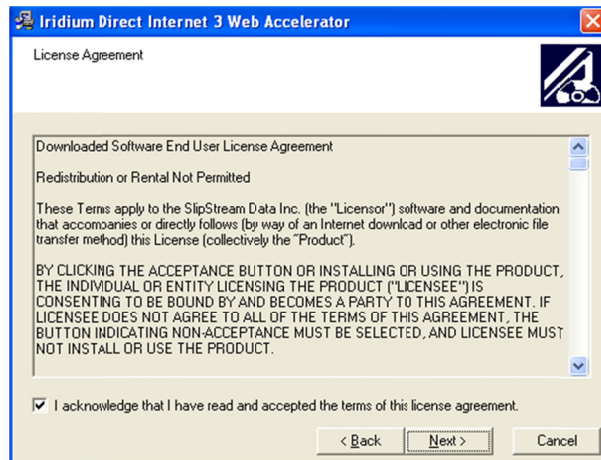
7) Click **OK** to restart your system.



8) Click **Next >** in the *Iridium Direct Internet 3 Web Accelerator* installer welcome screen.



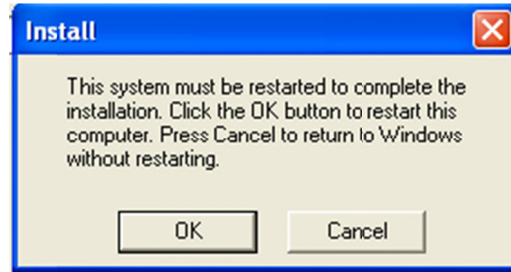
9) Select the check box next to the acknowledgement statement and click **Next>**.



10) Click **Finish>** to complete the *Iridium Direct Internet 3 Web Accelerator* installation.



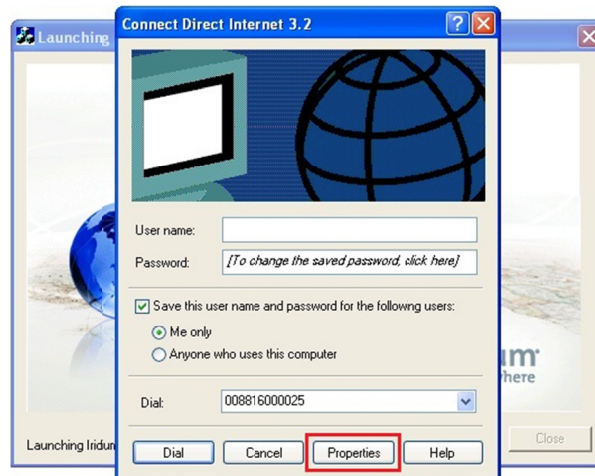
11) Click **OK** to restart your system.



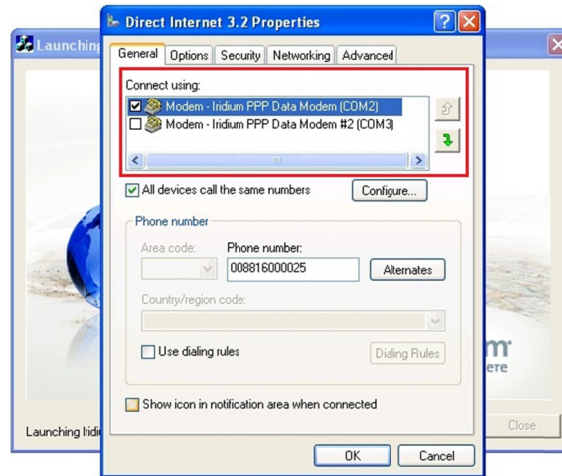
12) **OPTIONAL** – Click the *Launch Iridium Direct Internet* desktop shortcut.



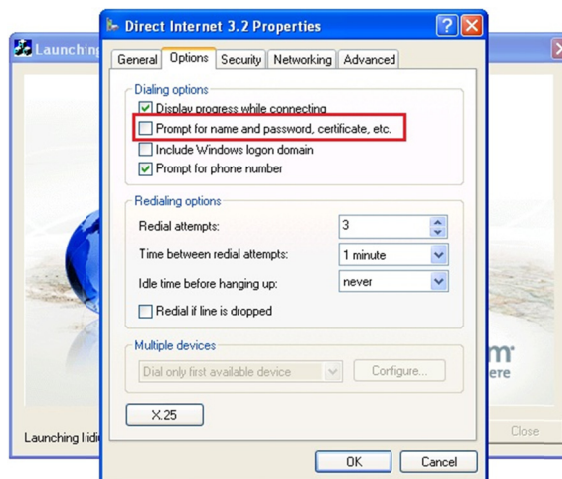
13) **OPTIONAL** – Click the **Properties** button.



14) **OPTIONAL** – Select all the COM ports that have the Iridium PPP Data Modem installed.



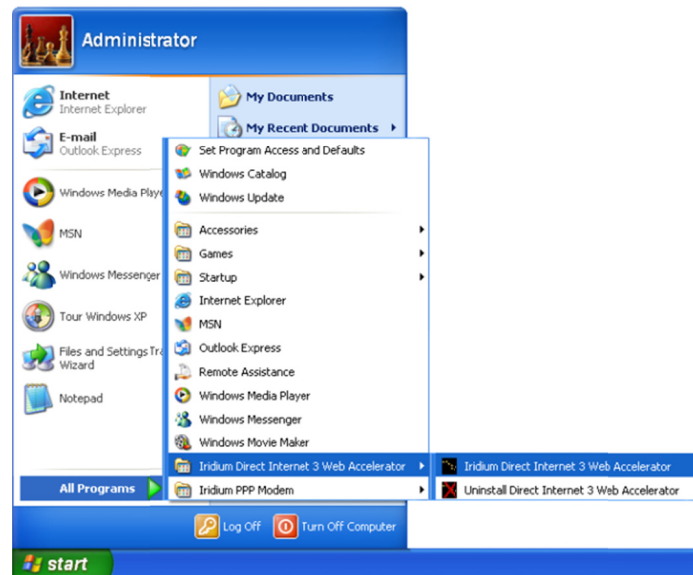
15) **OPTIONAL** – Select the *Options* tab and uncheck the box next to *Prompt for name and password, certificate, etc.* Click **OK**.



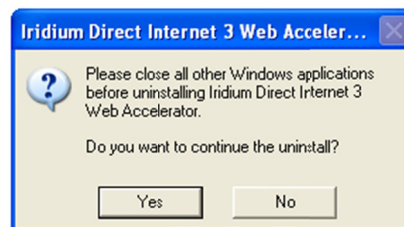
16) Congratulations! You have successfully upgraded to Direct Internet 3.

Uninstall

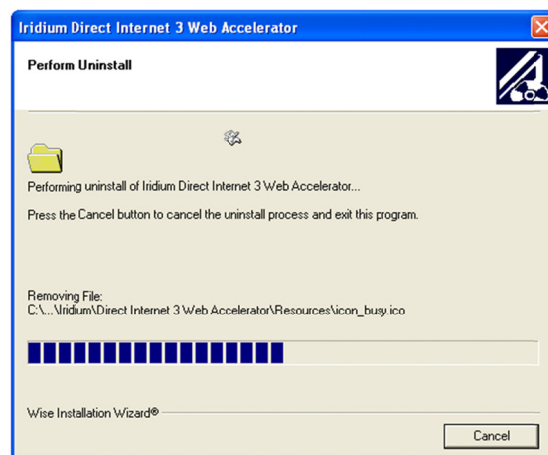
- 1) Select *Uninstall Direct Internet 3 Web Accelerator* from the *Iridium Direct Internet 3 Web Accelerator* option in the Windows XP® start menu.



- 2) Click **Yes** on the pop-up dialog box to continue the uninstall process.



- 3) Wait for the installer to complete the uninstall process.



Troubleshooting

Symptom	Cause	Action
I cannot install the Iridium PPP Data Modem on the COM port that is currently connected to my Iridium phone. The COM port does not show up as an option for installing the Iridium PPP Data Modem.	1. The Iridium PPP Data Modem is already installed on the desired COM port. 2. There is a bad physical connection between the COM port and the Iridium satellite phone or transceiver 3. The VCOMPORT driver has not been installed.	Check the physical connection between the Iridium phone or transceiver and the COM port on your computer. This includes making sure the Iridium satellite phone or transceiver is powered on during installation and plugged in to the desired COM port. Install the VCOMPORT driver if using the Iridium 9555 phone that is provided on the Iridium Data Services CD or from your local Iridium Service Partner.
Waiting for a particular installation dialog box to appear but it never does.	Occasionally, dialog boxes appear behind other dialog boxes during the installation.	Move any open dialog boxes to reveal any hidden dialog boxes.
I am having problems upgrading from Direct Internet 2 to Direct Internet 3.	It is only possible to upgrade Direct Internet from a 32-bit version of the Windows XP operating system. This is the only operating system that is supported by both Direct Internet 2 and Direct Internet 3.	Verify that you are upgrading Direct Internet from a computer using the 32-bit version of the Windows XP operating system. If Direct Internet 2 has been inadvertently installed on your 64-bit version of the Windows XP operating system, remove Direct Internet 2 before installing Direct Internet 3. This most likely requires an advanced understanding of Registry keys. Consider contacting your IT department to avoid serious damage to your system.

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