

DIRECT INTERNET 3

Install Guide for the Windows Vista[®] 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 guickly with Direct Internet 3.

This documentation provides complete instructions on installing and uninstalling Direct Internet 3 on your computer with the Windows Vista® 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), RS23 Data Cable
9555 Portable Phone	USB-Mini Cable 9555 (USBC0801)
9522B Satellite Transceiver	26-pin IDC connector for user interfaces

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.



Previous versions of Direct Internet **DO NOT** support the 64-bit versions of the Windows operating system or the Windows Vista[®] 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. 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.



Installation

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



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

Setup - Iridium Direct Inte	rnet Installer 💿 🛛 💌
	Welcome to the Iridium Direct Internet Installer Setup Wizard
	This will install DirectInternet V3.2 on your computer.
	It is recommended that you close all other applications before continuing.
R	Click Next to continue, or Cancel to exit Setup.
	Next > Cancel

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

🔂 Setup - Iridium Direct Internet Installer 💿 💿 🌄	🐻 Setup - Iridium Direct Internet Installer
Information Please read the following important information before continuing.	Information Please read the following important information before continuing.
When you are ready to continue with Setup, click Next.	When you are ready to continue with Setup, click Next.
The Iridium PPP Modem and Iridium Direct Internet 3.2 will now be installed on your system.	The Iridium PPP Modem and Iridium Direct Internet 3.2 will now be installe
The full instructions for this installation for each supported operating system are contained in the PDF files supplied with this installer.	The full system Please confirm you have the PDF available
You must have a copy of the PDF for your operating system available while working through this installation.	You m stem
Click Next when you have a copy of the PDF for your operating system available. Otherwise, click Cancel to exit Setup.	Click N OK Cancel
< Back Next > Cancel	< Back Next > Cancel



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

Select Additional Tasks		
Which additional tasks should be	e performed?	Ċ
Select the additional tasks you v Internet Installer, then click Next	vould like Setup to perform while ins t.	stalling <mark>I</mark> ridium Direct
Create a Desktop shortcut t	to launch Iridium Direct Internet	
	< Back N	lext > Cancel

5) Enter your location information and click **OK** in the *Location Information* dialog box.





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

Phone and Modem Option	s 🗾
Dialing Rules Modems Adva	nced ms are installed:
Modem	Attached To
	Add Remove Properties
	OK Cancel Apply

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

Install New Mo Do you want	y dem :Windows to detect your modem?
	Windows will now try to detect your modem. Before continuing, you should:
	 If the modern is attached to your computer, make sure it is turned on.
	Quit any programs that may be using the modem.
	Click Next when you are ready to continue.
	Don't detect my modem; I will select it from a list.

8) Select the Iridium PPP Data Modem and click Next>.

Add Hardware Wizard	
Install New Modem	
Select the manufacturer and model of y have an installation disk, click Have Di	vour modem. If your modem is not listed, or if you sk.
Models Iridium PPP Data Modem	
A This driver is not divitally signed!	Have Niek
Tell me why driver signing is important	nave Disk
	< Back Next > Cancel



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

You have selected the following modem:
Iridium PPP Data Modem
On which ports do you want to install it? (All ports C Selected ports
COM1 COM2 COM3

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

	Your modem has been set up successfully. If you want to change these settings, double-click the Phone and Modem Options icon in Control Panel, click the Modems tab, select this modem, and then click Properties.
--	---



- 11) To install the Iridium PPP Data Modem on additional COM ports, unplug your Iridium satellite phone transceiver from the current COM port and re-plug it to the other desired COM port. Repeat steps 6 through 10.
- 12) 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.

Phone and Modem Options Dialing Rules Modems Advanced	
The following modems are install	ed:
Modem	Attached To
Indium PPP Data Modem	COM1
Indium PPP Data Modem #2	COM2
Add	Remove Properties
ОК	Cancel Apply

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





14) Select the check box next to the acknowledgment statement and click Next>.

License Agreement	
Downloaded Software End User License Agre	ement 🔺
Redistribution or Rental Not Permitted	
These Terms apply to the SlipStream Data Inc that accompanies or directly follows (by way o transfer method) this License (collectively the	. (the "Licensor") software and documentation f an Internet download or other electronic file "Product").
BY CLICKING THE ACCEPTANCE BUTTON THE INDIVIDUAL OR ENTITY LICENSING T CONSENTING TO BE BOUND BY AND BEC LICENSEE DOES NOT AGREE TO ALL OF BUTTON INDICATING NON-ACCEPTANCE NOT INSTALL OR USE THE PRODUCT.	OR INSTALLING OR USING THE PRODUCT, "HE PRODUCT ("LICENSEE") IS OMES A PARTY TO THIS AGREEMENT. IF THE TERMS OF THIS AGREEMENT, THE MUST BE SELECTED, AND LICENSEE MUST
	•

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



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





17) Select the *Connect To* option from the Windows Vista[®] start menu.



18) Right-Click on *Direct Internet 3.2* and select *Properties* from the pop-up menu.

Connect to a network Select a network to connect to		
Show All Direct Internet 3.2 Dial-up	Connect Properties	<u>ب</u>
Diagnose why Windows cannot find any additio Set up a connection or network Open Network and Sharing Center	nal networks	



19) Click **Continue** on the pop-up dialog box.

Select a	ect to a network petwork to connect to User Account Control Ver Account Control Ver Windows needs your permission to continue If you started this action, continue. Ver Windows Network Connections Microsoft Windows Details Continue Cancel	
<u>Diagnose</u> <u>Set up a c</u> <u>Open Net</u>	why Windows cannot find any additional networks onnection or network work and Sharing Center Connect	Cancel

20) Select all the COM ports that have the Iridium PPP Data Modem installed. Check the boxes next to *All devices call the same number* and *Dial only first available device*. Click **OK**.

ieneral Options	Security Networking	Sharing
Connect using:	diam DDD Data Madam	(20141)
Modem - I	idium PPP Data Modem	#2 (COM2)
Modem - I	idium PPP Data Modem	#3 (COM3)
-		
Z All devices call	the same numbers	Configure
Diel ash first as	ute cane nambere	consiguite
Utal only first av	allable device	
Phone number		
Area code:	Phone number:	
Area code:	008816000025	Alternates
Area code:	008816000025	Alternates
Area code:	008816000025	Altemates
Area code:	Code:	Alternates
Country/region	Code:	Atternates
Area code:	Phone number: 008816000025 code: nules	Atemates Transmission Transmission Dialing Rules
Area code:	Phone number: 008816000025 code:	Attemates
Area code:	Phone number: 008816000025 code: nules	Altemates V Dialing Rules



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

Direct Internet 3.2 Properties	×					
General Options Security Networki	ng Sharing					
Dialing options						
Prompt for name and password, certificate, etc.						
Include Windows logon domain	Include Windows logon domain					
Redial attempts	3					
Time between redial attempts:	1 minute					
Idle time before banging up:	never T					
Idle threshold:						
Redial if line is dropped						
PPP Settings						
	OK Cancel					

22) Select Direct Internet 3.2 and click Connect.

) 👰 Connect to a network	
Select a network to connect to	4
Direct Internet 3.2 Dial-up connection	<u>چ</u>
Diagnose why Windows cannot find any additional networks Set up a connection or network Open Network and Sharing Center	
	Connect Cancel



23) Direct Internet 3 does NOT require authentication to connect. Therefore, enter any user name and password.



24) Click **Continue** on the pop-up dialog box.



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



Uninstall

1) Select Uninstall Direct Internet 3 Web Accelerator from the Iridium Direct Internet 3 Web Accelerator option in the Windows Vista[®] start menu.

 Default Programs Internet Explorer Internet Explorer (54-bit) 	
Windows Calendar Windows Contacts	Iridium
Windows Defender	Documents
Windows Live Messenger Download	Pictures
Windows Media Player Windows Meeting Space	Music
Windows Movie Maker	Search
Windows Update Accessories	Recent Items
Extras and Upgrades Games	Computer
Iridium Direct Internet 3 Web Accelerator Iridium Direct Internet 3 Web Accelerator	Network
Uninstall Direct Internet 3 Web Accelera	Connect To
Maintenance	Control Panel
Junop	Default Programs
4 Back	Help and Support
Start Search	U
👔 🖃 🖉 🚺 Direct Interne	-

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 or transceiver. The COM port does not show up as an option for installing the Iridium PPP Data Modem.	 The Iridium PPP Data Modem is already installed on the desired COM port. There is a bad physical connection between the COM port and the Iridium satellite phone or transceiver. 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 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.	If Direct Internet 2 has been inadvertently installed on your 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.

Iridium Communications Inc. 1750 Tysons Boulevard, Suite 1400 McLean, VA 22101 U.S.A.

Iridium and the Iridium logo are registered trademarks and/or service marks of Iridium Communications Inc.

Windows and Windows Vista are registered trademarks of Microsoft Corporation in the United States and other countries.