DIRECT INTERNET 3

Install Guide for the

Windows 7® 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 and uninstalling Direct Internet 3 on your computer with the Windows 7® 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	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 7® operating system. Request support from your IT department to safely remove prior versions of Direct Internet from these systems before installing Direct Internet 3.
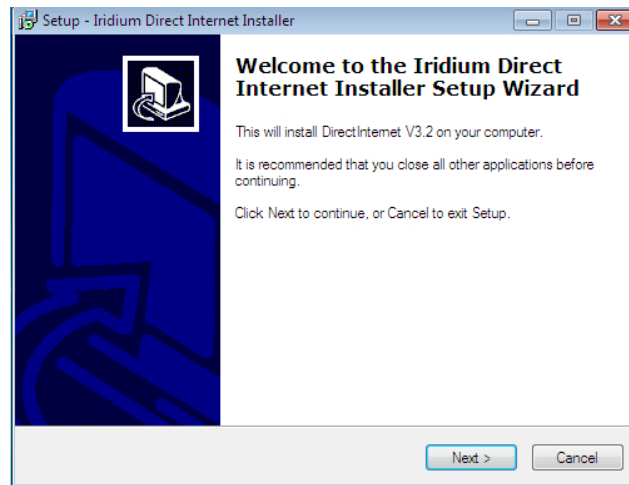
Occasionally, dialogs can open behind other open windows. If you have been on one step longer than 2 minutes, check behind any open windows to see if the next step is waiting behind it.
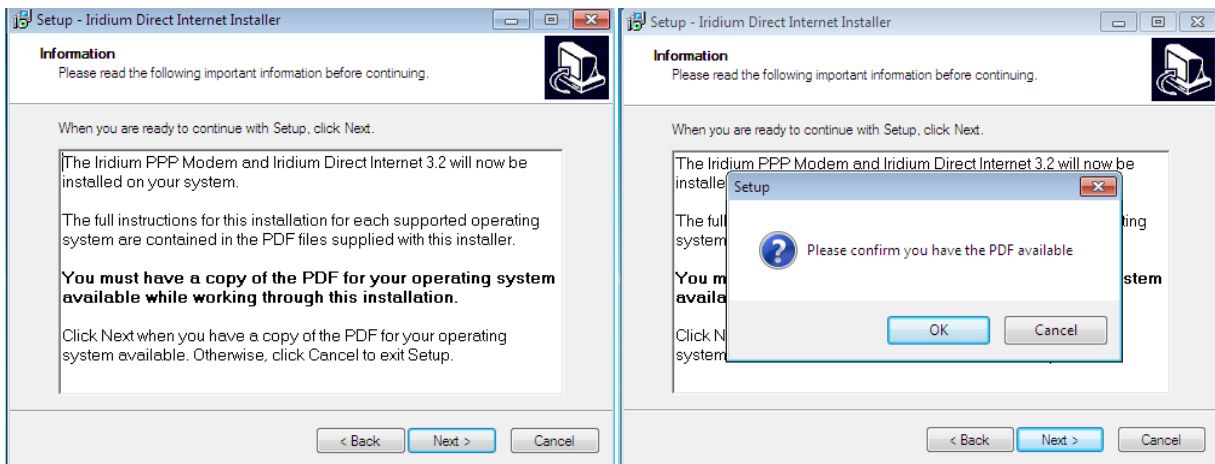
Installation

1) Launch the *Iridium Direct Internet 3 Installer* executable file.
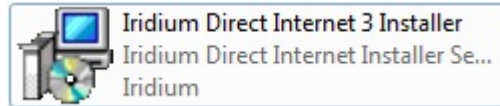
2) Click **Next>** on the *Setup – Iridium Direct Internet Installer* welcome screen.

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.
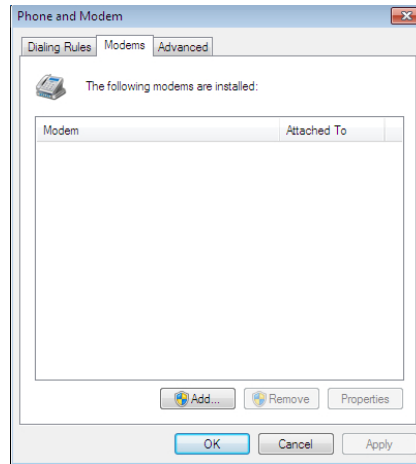
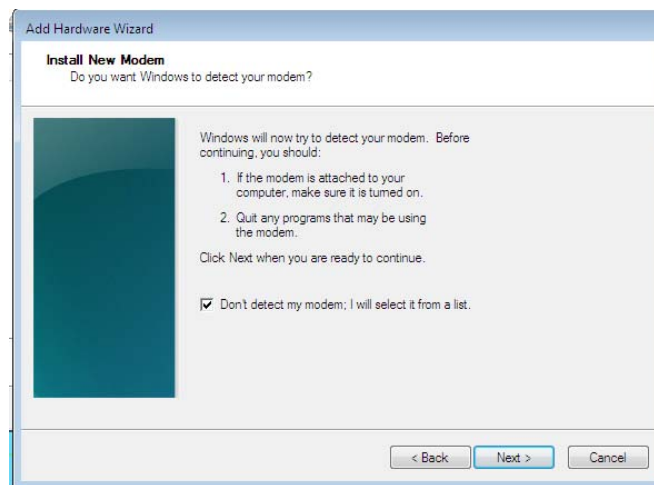4) Check the **Create a Desktop shortcut to launch Iridium Direct Internet** checkbox. Click **Next>** to continue.
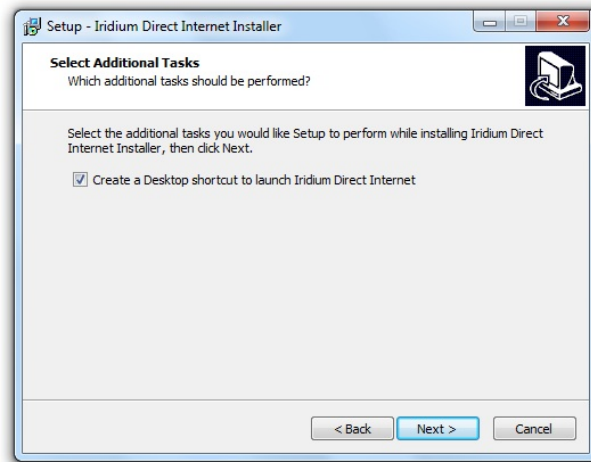
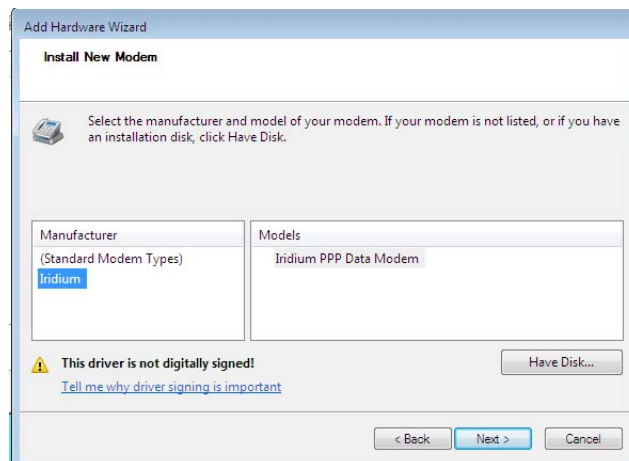5) Enter your location information and click **OK** in the *Location Information* dialog box.
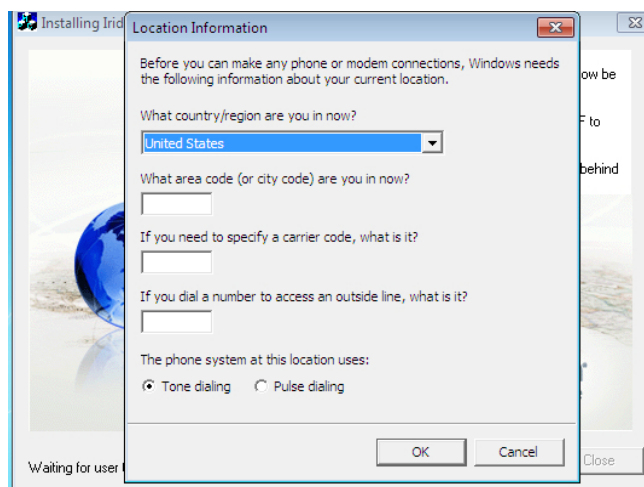
6) Click **Add…** from the *Modems* tab in the *Phone and Modem* dialog box.
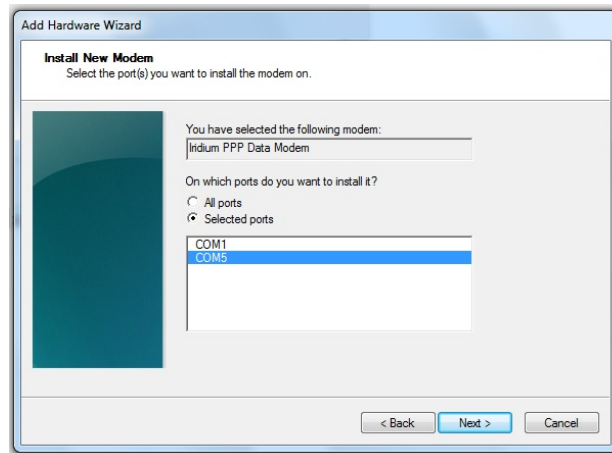

7) Select the check box next to *Don't detect my modem; I will select it from a list* and click **Next>**.
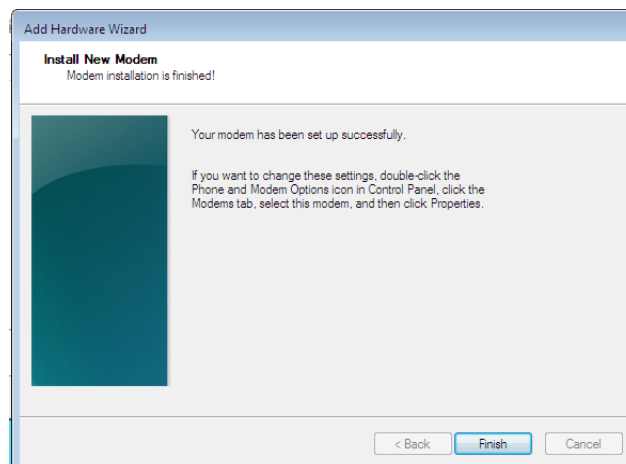

8) Select *Iridium* from the *Manufacturer* list box and click **Next>**.

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>**.
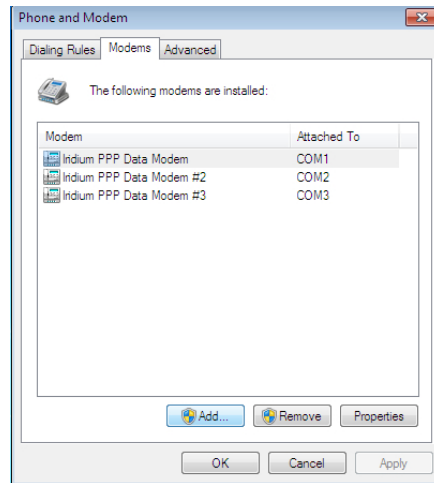

10) Click **Finish** to complete the modem installation.

11) 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 5 through 9.

12) Click **OK** in the *Phone and Modem* 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.

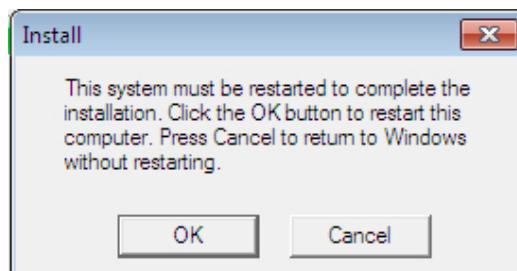13) Click **Next>** in the *Iridium Direct Internet 3 Web Accelerator* installer welcome screen.

14) Select the check box next to the acknowledgement statement and click **Next>**.
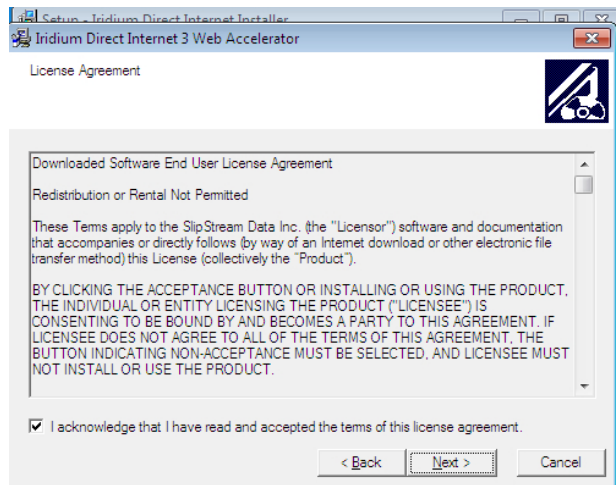
15) Click **Finish>** to complete the Iridium Direct Internet 3 Web Accelerator installation.
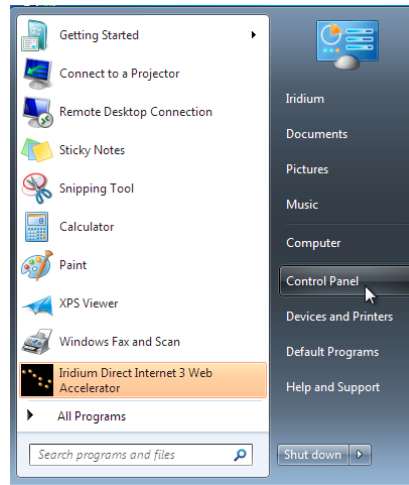

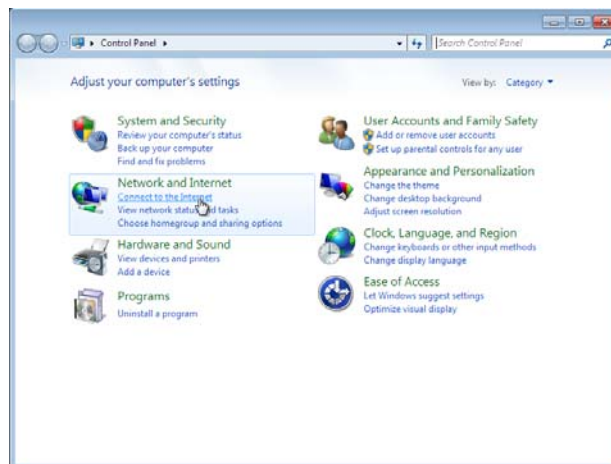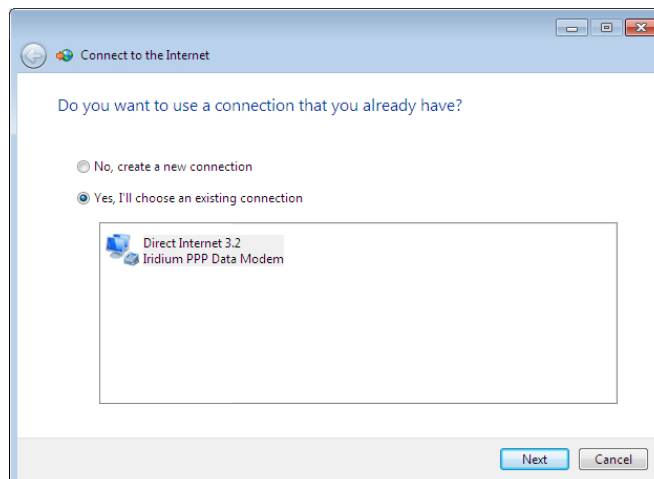16) Click **OK** to restart your system.

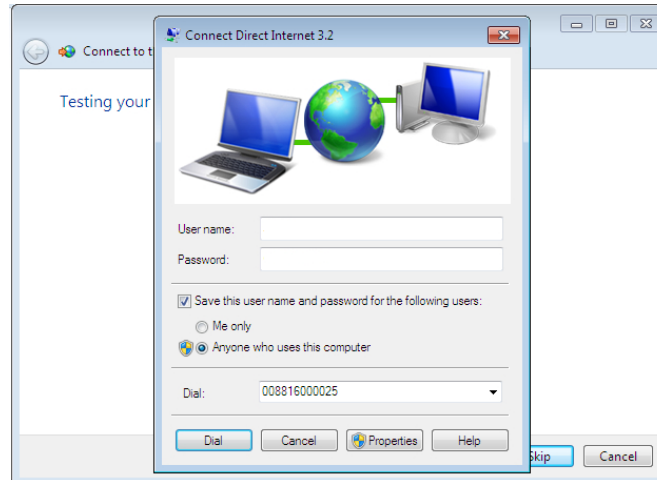17) Select the *Control Panel* option from the Windows 7® start menu.

18) Select *Connect to the Internet* from under *Network and Internet*.
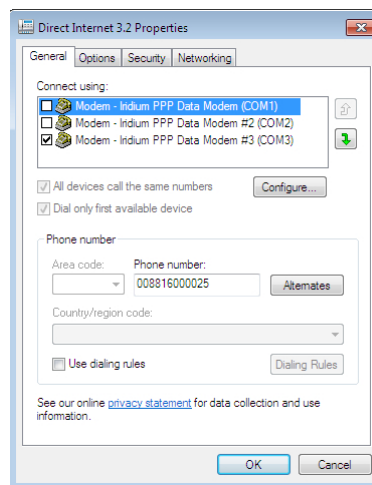

19) Select the *Yes I'll choose an existing connection* radio button, select *Direct Internet 3.2* and click **Next>**.
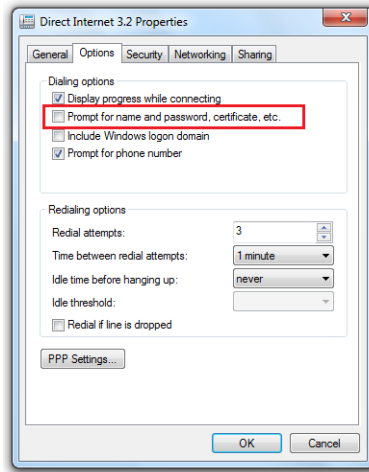
20) The Direct Internet 3 connection does NOT require authentication. Therefore, any user name and password is acceptable.

21) Select all the COM ports that have the Iridium PPP Data Modem installed.
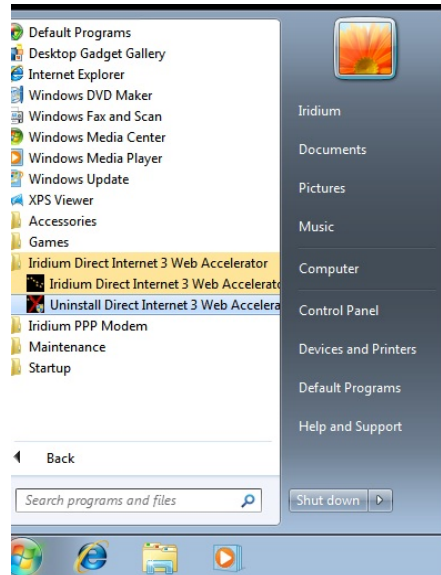
22) **OPTIONAL** – Select the *Options* tab and uncheck the box next to *Prompt for name and password, certificate, etc.* Click **OK**.
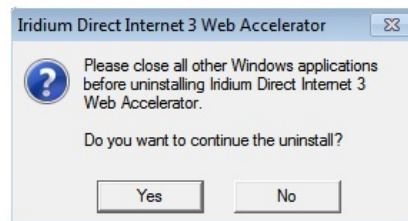

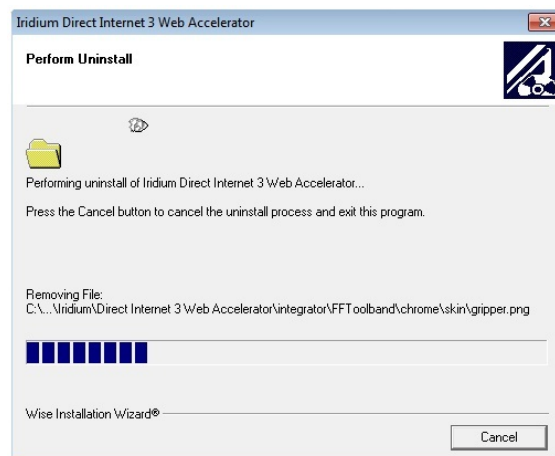23) Congratulations! You have successfully installed Direct Internet 3.

Uninstall

1) Select *Uninstall Direct Internet 3 Web Accelerator* from the *Iridium Direct Internet 3 Web Accelerator* option in the Windows 7® 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 or transceiver. 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 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.
I could not find the *Connect to the Internet* option under the *Networks and Internet* category in the Control Panel.	You may already be connected to the Internet through another LAN or wireless network connection.	Verify that you are not currently connected to another network connection.
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.