



# **Direct Internet 2.0**

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## **Installation/Configuration**

**(Windows 95/98/Me/NT/2000/XP)**

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## 1 Direct Internet 2.0 Overview

Iridium's Direct Internet 2.0 Data Service provides enhanced Internet connectivity through dedicated servers at the Iridium gateway, allowing you to execute accelerated file transfers and to more efficiently browse the Internet and exchange email. Using this service, you connect directly to the Internet, using your Iridium phone as a data modem.

Improved effective data throughput is achieved through user defined levels of image and text compression. The channel rate is still 2.4 Kbps, but an effective throughput of over 10kbps can be achieved depending on content and the user defined acceleration level.

Before using Direct Internet 2.0, you will need to install the client software (provided on the Iridium Data Services CD or from our website) on your computer.

### ***How it Works***

To access the Direct Internet 2.0 service, you will need a computer and data capable Iridium phone. You will connect the computer to the Iridium phone with a serial cable. In essence, the Iridium phone appears as an external modem to your computer.

By initiating a connection through the preconfigured dial-up connection, your handset will dial and initiate a connection with the Iridium gateway through the Iridium satellite constellation, and the switch will route the call to the Direct Internet 2.0 server. Once connected to the Direct Internet 2.0 server and a session has been established, the Direct Internet 2.0 Accelerator will automatically detect the connection and enhance your browsing speed. You can then check your email and browse the Internet just like you would via standard dial-up service, except that now you have the advantages offered by the Direct Internet 2.0 Data Service.

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## 2 Hardware/Software Requirements

This section outlines what you will need to run the Direct Internet 2.0 Data Service.

Iridium Phone Type	Software Version Required	Hardware/Software Required
9500 Portable Phone	INC0620 or later	Data Kit for 9500/9505
9505 Portable Phone	LAC109G or later	Data Kit for 9500/9505
9520 Mobile Phone	RAC0620 or later	Data CD
9521 LBT-based products	RAC0620 or later	Custom Cable, Power Supply and Data CD
9522 LBT-based products	All software versions for the 9522 are data capable	Custom Cable, Power Supply and Data CD
9505A Portable Phone	All software versions for the 9505A are data capable	Data Kit for 9505A
9522A LBT-based products	All software versions for the 9522A are data capable	Custom Cable, Power Supply and Data CD

<b>Minimum System Requirements:</b>	<ul style="list-style-type: none"><li>• Pentium 200MHz (or equivalent)</li><li>• 64MB RAM</li><li>• At least 11 MB of hard-drive space</li><li>• Serial Port**</li></ul>
<b>Operating Systems:</b>	<ul style="list-style-type: none"><li>• Windows 95b with Winsock 2</li><li>• Windows 98</li><li>• Windows 98SE</li><li>• Windows Millennium Edition (Windows ME)</li><li>• Windows NT 4.0 Service Pack 6</li><li>• Windows 2000 Service Pack 4</li><li>• Windows XP</li></ul>
<b>Web Browser:</b>	<ul style="list-style-type: none"><li>• Internet Explorer 5.0 and later</li><li>• Firefox 0.9 and later</li><li>• Mozilla 1.4 and later</li><li>• Netscape 6.0 and later</li><li>• Opera 8.0 and later</li></ul>

\*\* Note: Due to evolving technologies, some systems may not include a serial port. In these cases we recommend the use of PCMCIA Serial Port Adapters.

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## 3 Direct Internet 2.0 Installation

Direct Internet 2.0 utilizes the standard Windows Dial-Up Networking connection along side the Direct Internet 2.0 Accelerator. Prior to using your Iridium phone as a modem for Direct Internet 2.0, you must first install and configure the Iridium PPP Data Modem, a Direct Internet 2.0 Dial-Up Connection, and the Direct Internet 2.0 Accelerator.

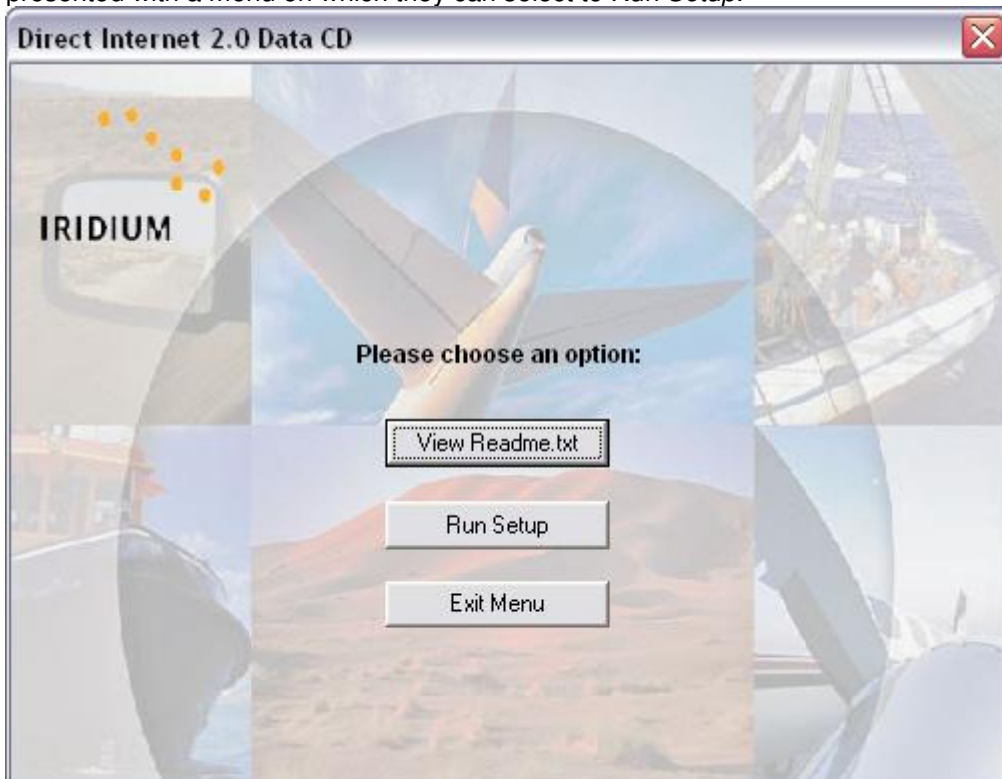
This section contains instructions for installing all aspects of the Direct Internet 2.0 Data Service.

### 3.1 Important Considerations

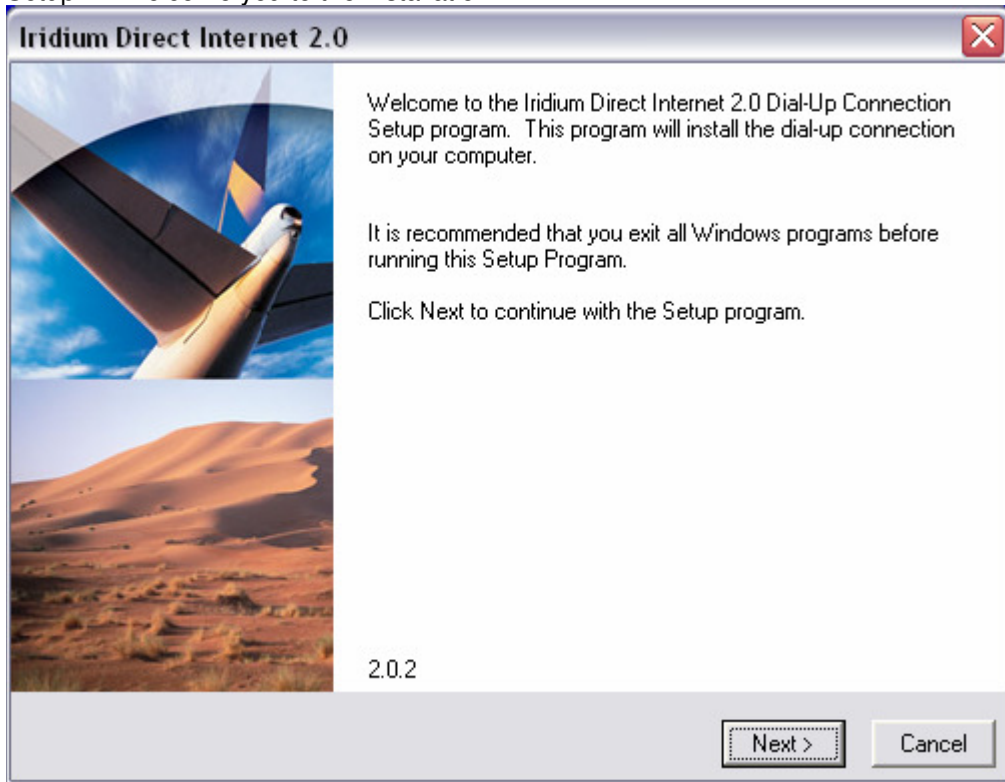
- You must have an available serial port on your computer (e.g., COM1).
- You must have Administrator privileges if using Windows NT, 2000 or XP Professional.
- The Iridium Direct Internet 2.0 Data CD or install files downloaded from our web site.

### 3.2 Installation

1. Close all applications.
2. Disable any applications that are using the serial port (e.g. COM1) to which you will connect your Iridium phone. This includes PDA applications (e.g., HotSync), GPS and 2-way pager software.
3. Insert the Direct Internet 2.0 Data CD into your CD drive and browse to the main folder (or locate the already downloaded setup files).
4. Double click on *Setup.exe* and carefully follow the instructions displayed on the install screens. Users with the Direct Internet 2.0 Data CD that have the Windows feature AutoRun enabled will be presented with a menu on which they can select to *Run Setup*.



- 
5. Setup will welcome you to the installation.

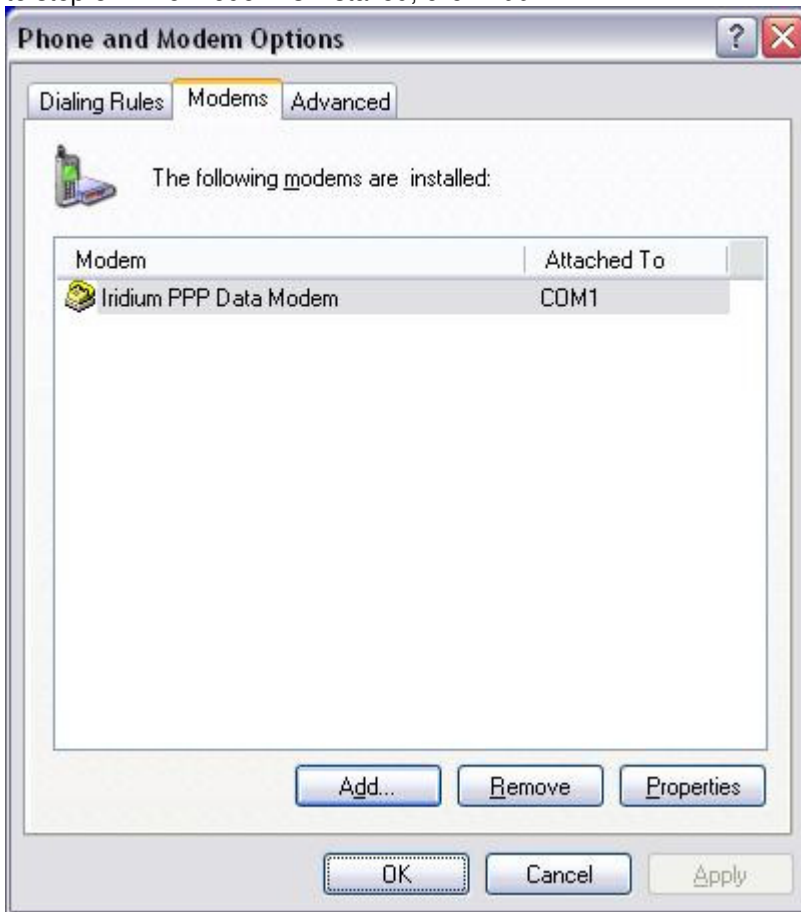


- 
6. Setup will now ask if an acceptable modem is installed. Detailed instructions on how to install a modem under each of the various Windows operating systems can be found by clicking the "View instructions" button. Users of Windows XP or 2000 can proceed to Step 7a of this document for a step-by-step guide on installing the modem driver.

**Warning!: Pressing *Next >* without having a valid modem installed will result in a failed install!**



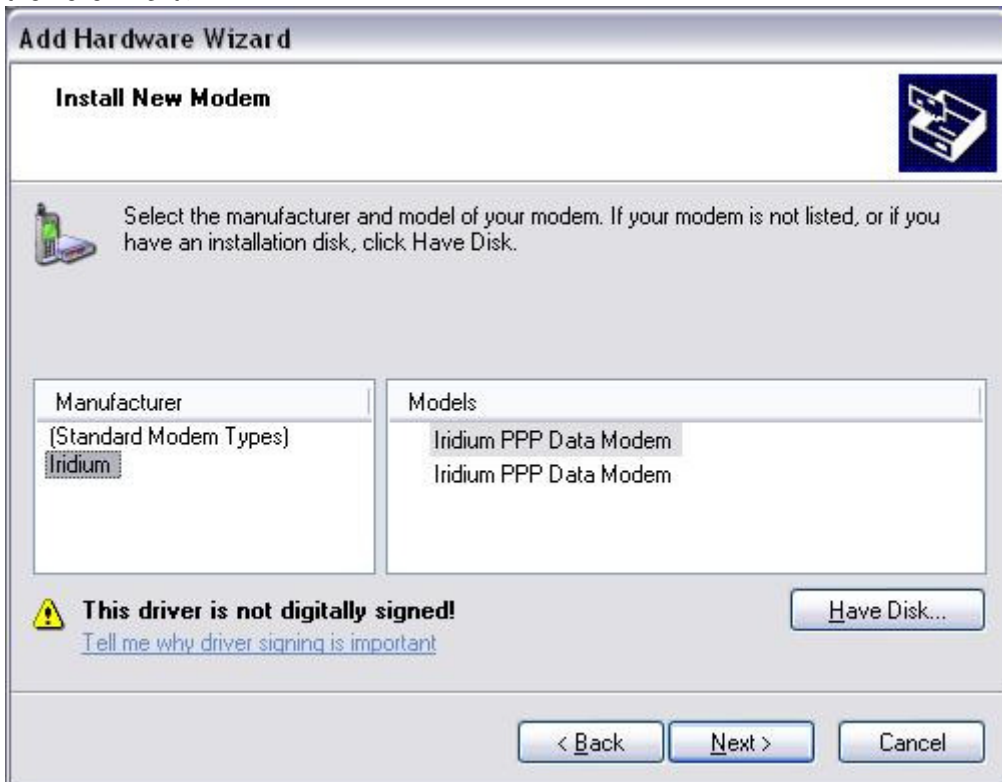
- 
- 7a. You must make sure a valid modem is installed and if not, install one. Open the Control Panel and click on Phone and Modem Options. Click on the Modems tab and review the installed modems. If the Iridium PPP Data Modem or other compatible driver has already been installed, please skip down to step 8. If no modem is installed, click *Add...*



7b. The “Add Hardware Wizard” will appear. Choose the checkbox marked “Don’t detect my modem; I will select it from a list” and then click *Next*.



7c. From the Manufacturer list, Click *Iridium* and then click *Iridium PPP Data Modem* to highlight it, and then click *Next* >.



7d. Click on an available COM Port (e.g., COM1). This is the port to which you will connect your Iridium phone. Click *Next >*.



7e. Windows will inform you that the software for the Iridium PPP Data Modem has not passed Windows Logo testing. Click *Continue Anyway*



7f. Click *Finish*.



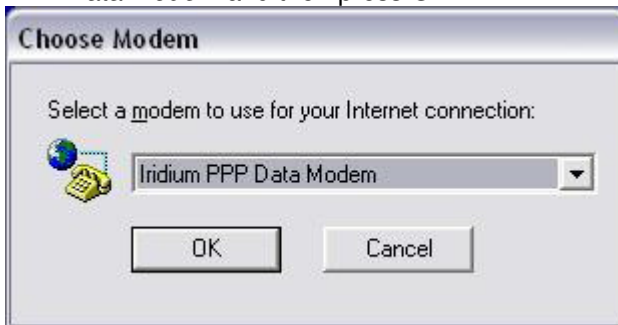
7g. Return to the install and press the *Next >* button.



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8. Setup will automatically create a Dial-Up Networking entry for Direct Internet 2.0. Setup will inform you that your Internet connection settings are about to be changed to do this. Please click *OK*.



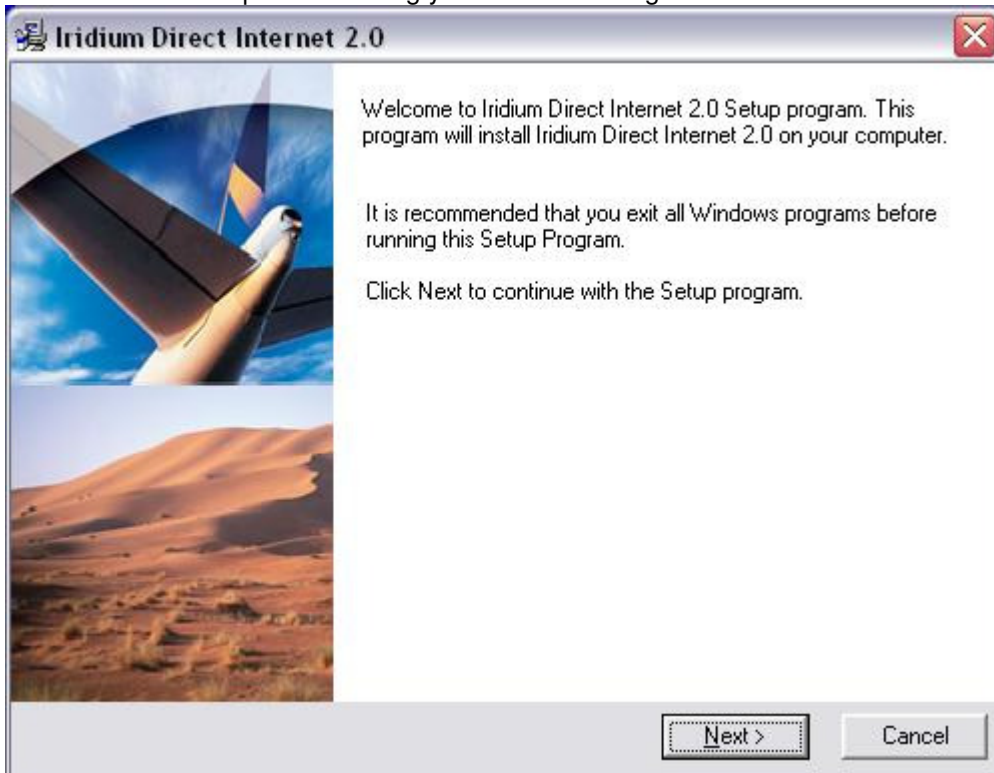
9. Setup needs to know which modem to use for the new Dial-Up Networking connection. Select *Iridium PPP Data Modem* and then press *OK*.



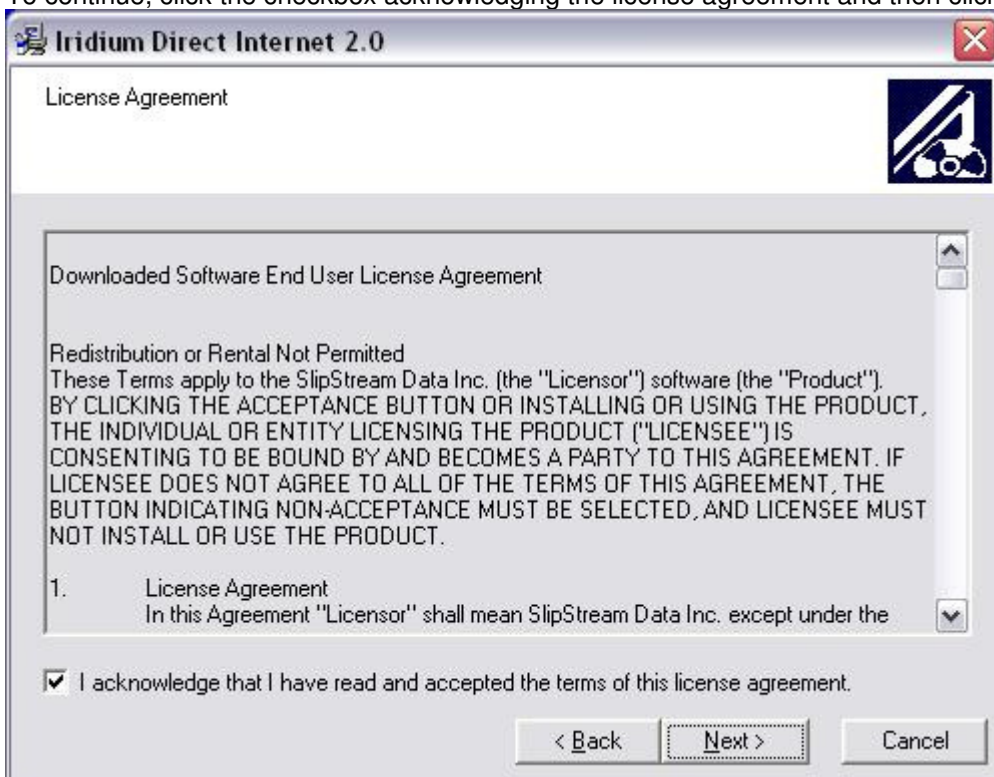
10. Click OK again to complete setup of the Dial-UP Networking connection.



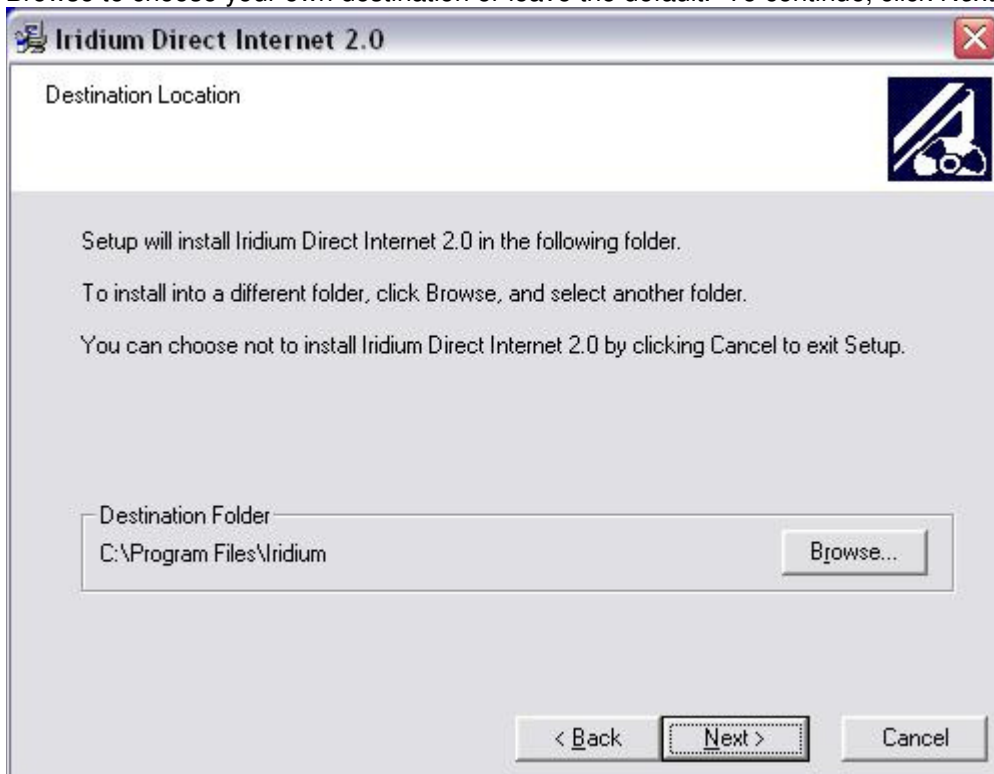
11. A new window will open welcoming you to the final stage of installation. Click *Next >* to continue.



12. To continue, click the checkbox acknowledging the license agreement and then click *Next >*.



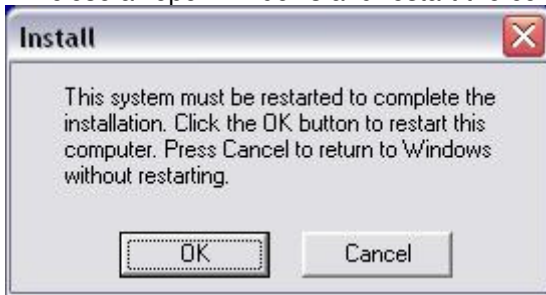
- 
13. Setup will ask where you wish to install the accelerator portion of Direct Internet 2.0. You may click Browse to choose your own destination or leave the default. To continue, click *Next >*.



14. Setup is now complete. Click *Finish >*.



- 
15. To finalize the install it is necessary to restart the computer. You may click *Cancel* to return to Windows but your new connection will not be ready until you fully restart the computer. Clicking *OK* will close all open windows and restart the computer.



16. Congratulations! Your computer is now configured to use Iridium's Direct Internet 2.0 Data Service!

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## 4 Connecting with Direct Internet 2.0

To connect with Direct Internet 2.0, you must open the Dial-Up Networking window and select the dial-up connection “Direct Internet 2.0” you created for your Iridium phone.

1. Connect the computer and phone.
2. Orient the phone’s antenna with a clear view of the sky.
3. If your computer is turned off, turn it on and wait for it to boot up.
4. Turn on your Iridium phone and wait for it to register with the satellite network.
5. Depending on your Windows operating system, choose one of the following to open the Dial-Up Networking window:

- *Start > Programs > Accessories > Dial-Up Networking*
- *Start > Programs > Accessories > Communications > Dial-Up Networking*
- *Start > Programs > Accessories > Communications > Network and Dial-up Connections*
- *Start > All Programs > Accessories > Communications > Network Connections*

6. For Windows **95/98/Me/2000/XP**, double-click the dial-up connection you created (e.g., “Direct Internet 2.0”), and then click *Connect* or *Dial*. (Note: A username and password are not necessary, and anything in these fields will be ignored).

For **Windows NT**, select your connection from the drop down list (e.g., “Iridium PPP”), and then click *Dial*. When prompted to enter a username and password, click *OK*. (Note: A username and password are not necessary, and anything in these fields will be ignored).

(Crew Calling Subscribers will need to modify the Dial-Up Networking connection to reflect the different dialing pattern. Subscribers will also need to make sure their Captain’s PIN is disabled.)

7. As the Iridium phone is dialing, it will blink “Data Call In Progress” and a Dial-Up Networking window will appear on your computer showing the current status of the connection.
8. Once connected, the handset will continue to display “Data Call In Progress,” but it will no longer blink.
9. Once authenticated, a dial-up networking session is established, and the dial-up networking icon will appear in your task bar.



10. You can now launch your Internet application.

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## 5 Using Direct Internet 2.0 Accelerator

This section will familiarize you with the features of the Direct Internet 2.0 Web Accelerator Version 4.0 and later.

- Launching Direct Internet 2.0 Web Accelerator
- Accessing the user interface
- Changing the image quality settings
- Changing the pop-up blocker settings
- Blocking in-page advertisements
- Starting and stopping Direct Internet 2.0 Web Accelerator
- Closing Direct Internet 2.0 Web Accelerator
- Changing your settings from Direct Internet 2.0 Toolbar
- Bypassing Direct Internet 2.0 Web Accelerator for selected sites
- Accelerating Flash
- Accelerating FTP
- Accelerating email
- Viewing your acceleration statistics
- Viewing Direct Internet 2.0 Web Accelerator's performance
- Direct Internet 2.0 Web Accelerator's Privacy Manager
- Running Diagnostics tool
- Getting technical help
- Accessing product version information
- Updating your software

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## 5.1 Launching Direct Internet 2.0 Web Accelerator

Direct Internet 2.0 Web Accelerator launches automatically each time you start Windows. It operates in the background to accelerate your Internet connection. No user intervention is required.

If Direct Internet 2.0 Web Accelerator is not running and you need to launch it manually, an icon titled "Iridium Direct Internet 2.0" is located in the Windows Start Menu under the Iridium folder (as shown below).



If Direct Internet 2.0 Web Accelerator is running, the system tray icon will appear in the Windows system tray.



## 5.2 Accessing the User Interface

Once launched, the Direct Internet 2.0 Web Accelerator icon will remain in the system tray (as shown below).



In general, there will be no need to change the settings during web browsing. You can use the user interface to change settings, access the privacy manager, view the connection status, and check the acceleration statistics. To access the user interface features, click on the Direct Internet 2.0 Web Accelerator icon in the system tray (shown above). A pop-up menu will appear (shown below), providing access to all the features of the product. Selecting and single-clicking any of the menu items will access that particular feature.

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## 5.3 Changing the Image Quality Setting

The image quality setting changes the quality of images that appear in your Direct Internet 2.0 Web Accelerator. The higher the quality you select, the longer it will take for the image to load. For best results with the Iridium Data Service, it is recommended that you lower your image quality. This slider can be adjusted anytime while browsing.

You can easily obtain full image quality for a particular image (described below), so don't be overly conservative about lowering your image quality setting.

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon. Please refer to the user interface section of the product guide for detailed instructions.
- Select "Settings...".
- Select the "Image Quality" tab.
- Use the slider bar to adjust the image quality setting.
- Press OK to save the settings.

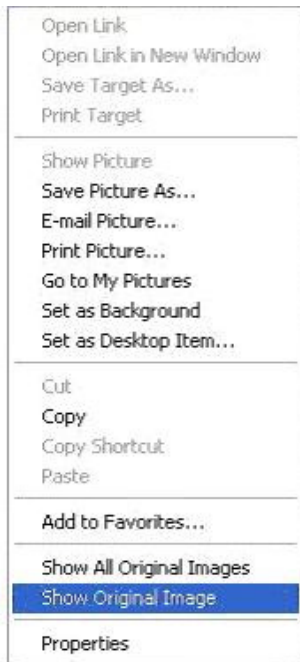


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## Getting Full Image Quality

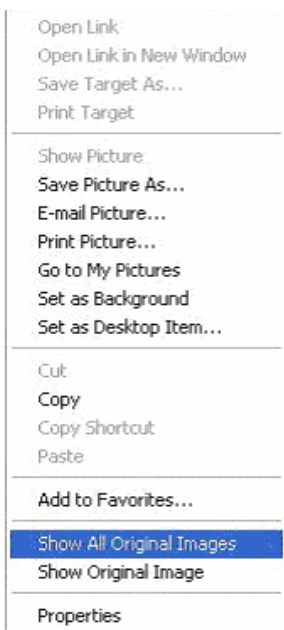
*Note: The following information applies only when browsing with Internet Explorer 5.0 or later, Firefox 1.0 or later, Mozilla 1.7.3 and later and Netscape 7.2 and later.*

If you would like to request the full quality image while browsing, simply right-click on the desired image from within your web browser and select "Show Original Image" from the menu (shown below).



The full quality image will appear in place of the lower quality image.

If you want to see the full quality version of all images on the current page, simply right-click on any image from within your web browser and select "Show All Original Images" from the menu (shown below).



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## 5.4 Changing the Pop-Up Blocker Settings

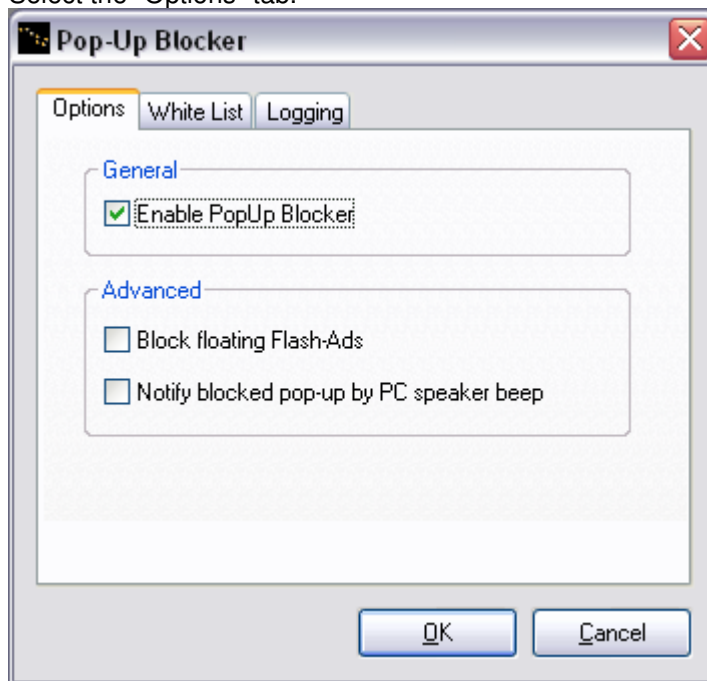
Direct Internet 2.0 Web Accelerator can prevent pop-up windows and floating Flash advertisements from appearing while you browse the Internet. This behavior is enabled by default, and no user-intervention is required. However, you can disable these features at any time.

A limited number of web sites require pop-ups to function correctly. Direct Internet 2.0 Web Accelerator allows you to specify a "White List" of sites where pop-ups will not be blocked.

You can also see a list of all pop-ups that were blocked. This information is useful if you suspect a web site is not functioning properly because pop-ups are being blocked.

### To enable or disable the Pop-Up Blocker:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon and select "Pop-Up Blocker...". Please refer to the user interface section of the product guide for detailed instructions.
- Select the "Options" tab.

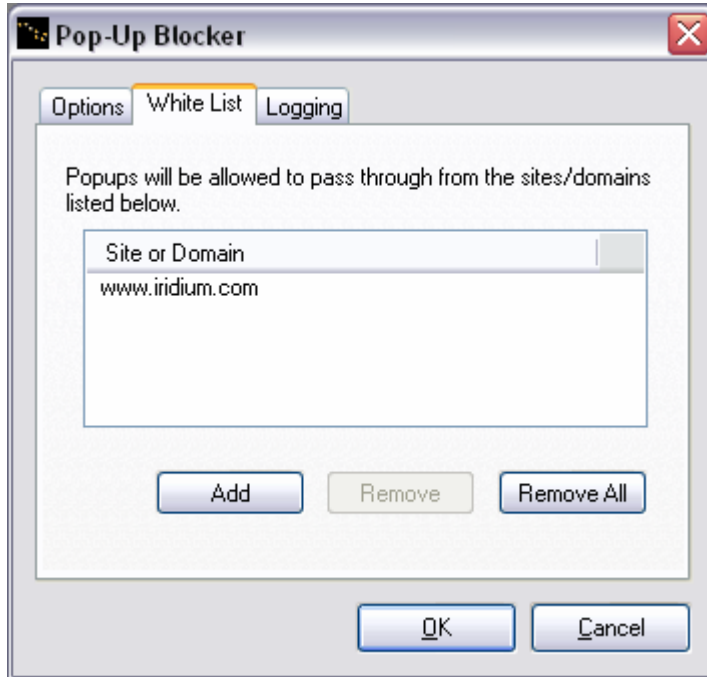


- If you would like to be notified when a pop-up is being blocked, check "Notify blocked pop-up by PC speaker beep".
- To enable the blocking of floating Flash advertisements, check "Block Floating Flash-Ads".
- To disable pop-up blocking for all sites, uncheck "Enable PopUp Blocker".
- Press OK to save the settings.

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**To disable the Pop-Up Blocker for specific sites:**

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon and select "Pop-Up Blocker...". Please refer to the user interface section of the product guide for detailed instructions.
- Select the "White List" tab.

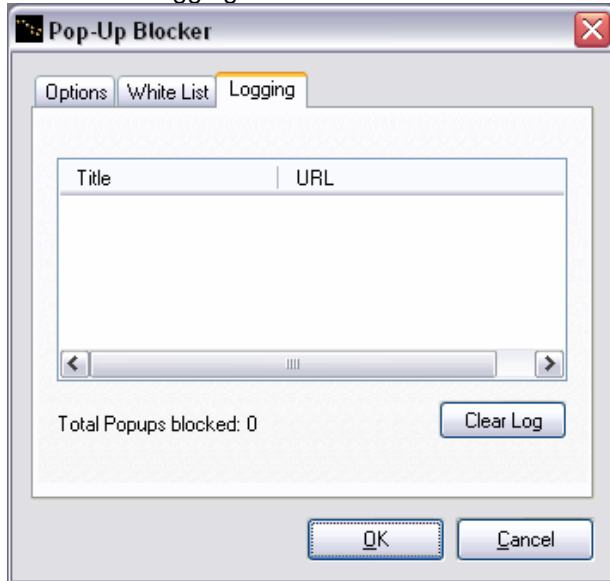


- Use the "Add", "Remove" and "Remove All" buttons to manipulate the White List.
- Press OK to save the settings.

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**To view the Pop-Up Blocker log:**

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon and select "Pop-Up Blocker...". Please refer to the user interface section of the product guide for detailed instructions.
- Select the "Logging" tab.

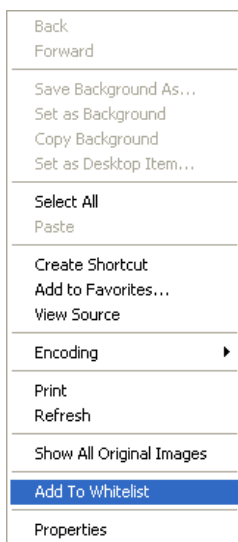


- To add a web site to the "White List" so that pop-ups are no longer blocked from that site, right-click on the site and click "Add to Whitelist".

**To add sites to the White List:**

You can add sites to the White List within the Pop-Up Blocker dialogs (which is shown above) or from within Internet Explorer.

- Right-click on any text while browsing within Internet Explorer.
- Select "Add to Whitelist" from the menu to add the current site to the White List.



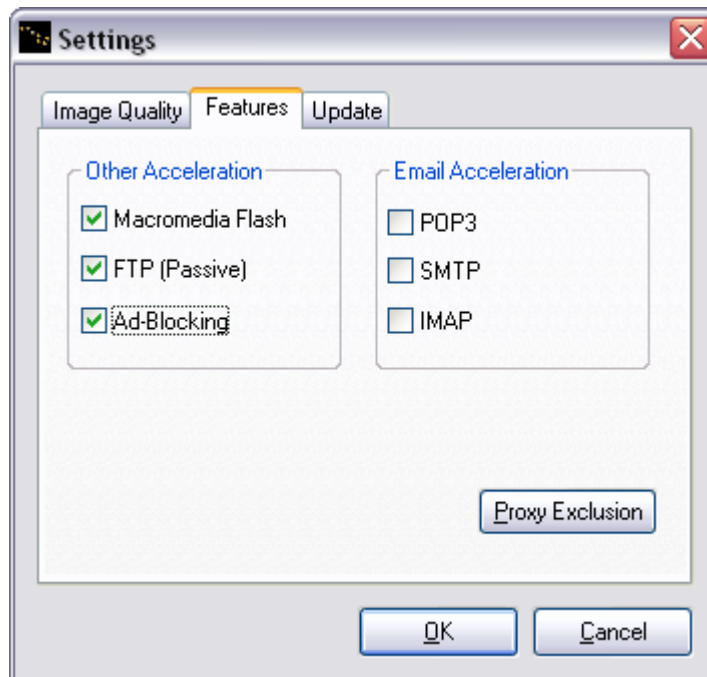
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## 5.5 Blocking In-Page Advertisements

Direct Internet 2.0 Web Accelerator can block many graphical advertisements that appear on various web pages (i.e. ad banners). Enabling this feature will prevent these ads from being downloaded and displayed in your web browser. Thus, the Ad-Blocking feature will reduce the time that it takes to download web pages.

To enable or disable the Ad Blocker:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon and select "Settings...". Please refer to the user interface section of the product guide for detailed instructions.
- Select the "Features" tab.



- To enable ad blocking, check the "Ad-Blocking" box. To disable ad blocking, uncheck it.
- Press OK to save the settings.

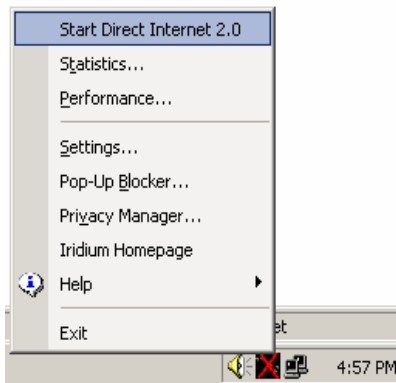
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## 5.6 Starting and Stopping Direct Internet 2.0 Web Accelerator

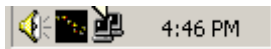
When Windows is started, the Direct Internet 2.0 Web Accelerator is automatically launched. Occasionally, you may need to stop or start Direct Internet 2.0 Web Accelerator manually.

### Starting Direct Internet 2.0 Web Accelerator:

If the Direct Internet 2.0 Web Accelerator is stopped and you want to start it manually, you can right-click on the Direct Internet 2.0 Web Accelerator system tray icon to access the pop-up menu. Select the menu item "Start Direct Internet 2.0".

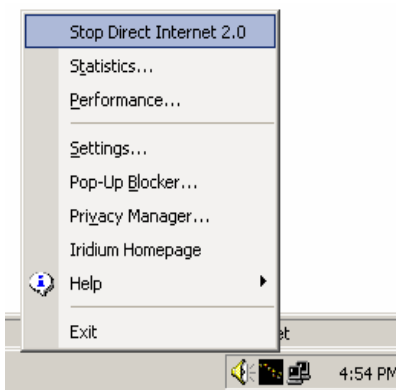


The icon that indicates Direct Internet 2.0 Web Accelerator is disabled will now be replaced with the enabled icon.



### Stopping Direct Internet 2.0 Web Accelerator:

If you want to manually disconnect Direct Internet 2.0 Web Accelerator, right-click on the Direct Internet 2.0 Web Accelerator system tray icon to access the pop-up menu. Select the menu item "Stop Direct Internet 2.0".



The icon that indicates Direct Internet 2.0 Web Accelerator is disabled will appear on the system tray.



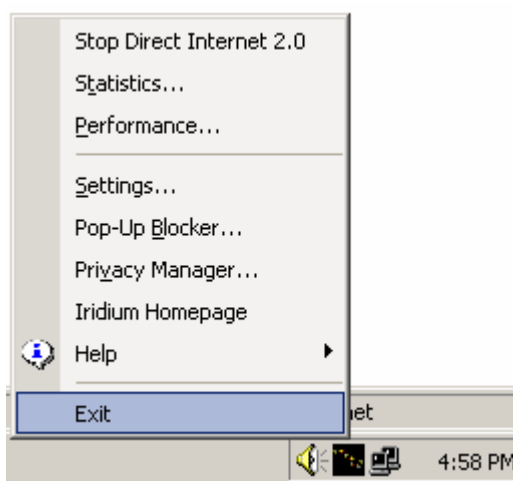
**Note:** Stopping Direct Internet 2.0 Web Accelerator does not disconnect the call from the Iridium Network.

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## 5.7 Closing Direct Internet 2.0 Web Accelerator

To close the Direct Internet 2.0 Web Accelerator:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon and select "Exit" from the pop-up menu (see below). Direct Internet 2.0 Web Accelerator will disconnect and close. Doing this will not close any open web browser windows.



Note: Direct Internet 2.0 Web Accelerator will automatically launch again the next time you reboot your computer.

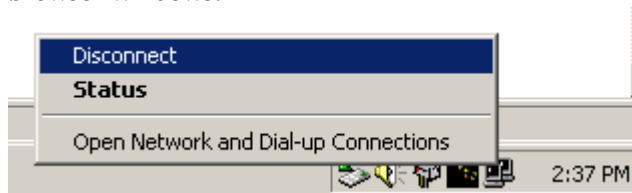
It is also important to note that closing the Web Accelerator will not disconnect the call.

## 5.8 Closing Direct Internet 2.0 Dial-Up Networking Connection

When you are finished using Direct Internet 2.0, it will be necessary to manually shut down the Dial-Up Networking Service.

To close the Direct Internet 2.0 Dial-Up Networking Connection:

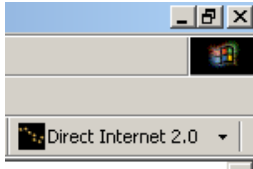
- Right-click on the Direct Internet 2.0 Dial-Up Networking Connection system tray icon and select "Disconnect" from the pop-up menu (see below). The Direct Internet 2.0 Dial-Up Networking Connection will disconnect and close. Doing this will not close any open web browser windows.



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## 5.9 Changing Your Settings from Direct Internet 2.0 Toolbar

There are two methods to access the Direct Internet 2.0 Web Accelerator menu. For previous versions, you can only access the menu by clicking the system tray. You can also access the menu from the Direct Internet 2.0 Toolbar for Internet Explorer.

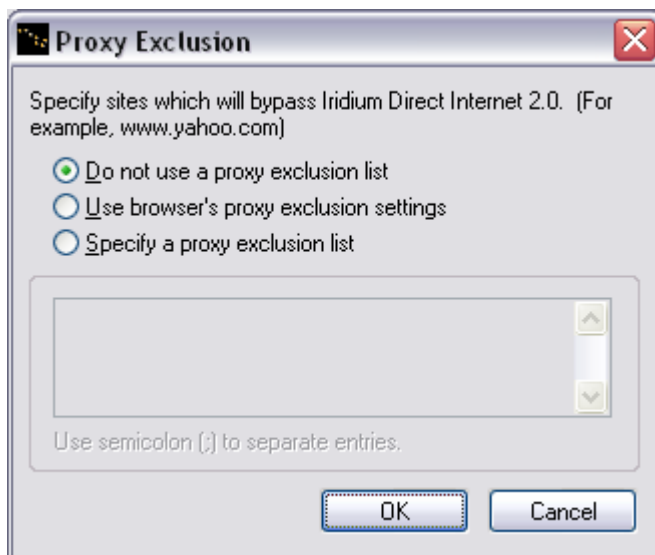


To access the Direct Internet 2.0 Web Accelerator menu, simply click the arrow sign beside the Direct Internet 2.0 title on the toolbar and expand the menu items.

## 5.10 Bypassing Direct Internet 2.0 Web Accelerator for Selected Sites

If you wish to bypass Direct Internet 2.0 Web Accelerator for certain web sites (e.g. web sites on your local corporate intranet), then simply select the "Features" tab on the "Settings..." dialog and click on "Proxy Exclusion" (see below). You have two options for bypassing sites:

- If you have already defined a proxy exclusion list in your web browser, select "Use browser's proxy exclusion settings" to configure Direct Internet 2.0 Web Accelerator to exclude these sites as well.
- You may also "Specify a proxy exclusion list" by selecting this option. In the given text field, list all the web sites, separated by semicolons, that you wish to bypass Direct Internet 2.0 Web Acceleration.



- Stop and then start Direct Internet 2.0 Web Accelerator.

Note: Some versions of Netscape do not support the wildcard (\*) operator.

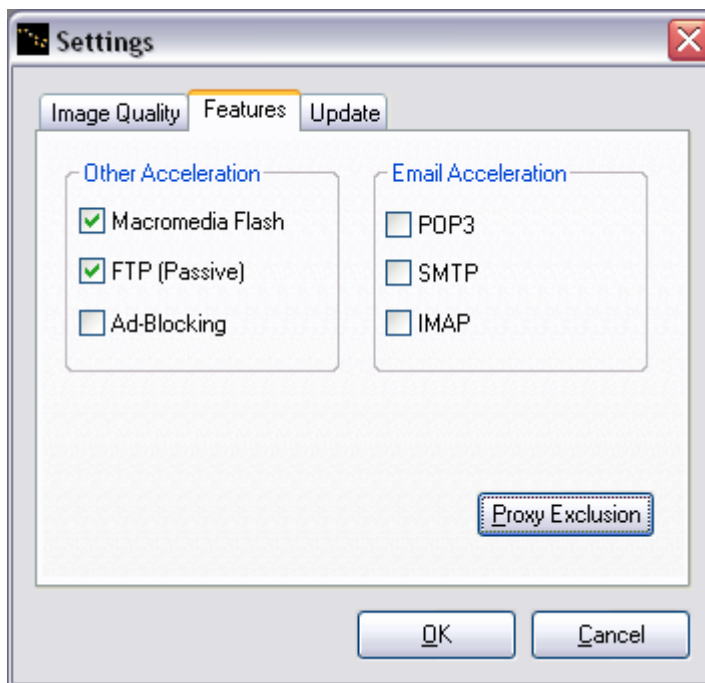
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## 5.11 Accelerating Flash

Direct Internet 2.0 Web Accelerator can accelerate Flash files. The degree of compression is based on the Image Quality setting.

To enable Flash acceleration:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon. Please refer to the user interface section of the product guide for detailed instructions.
- Select "Settings...".
- Select the "Features" tab.



- Check "Macromedia Flash".
- Press OK to save the settings. The changes will take effect the next time that Direct Internet 2.0 Web Accelerator and your web browser are restarted.

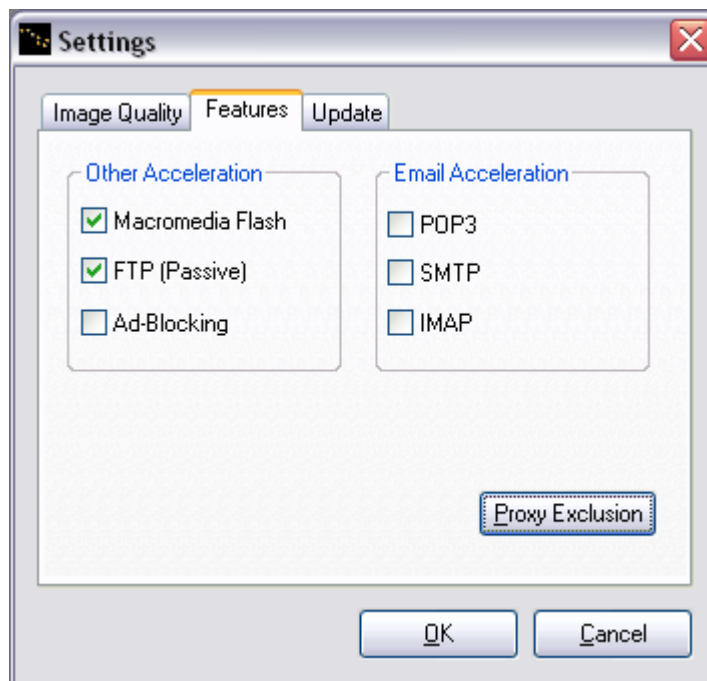
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## 5.12 Accelerating FTP

Direct Internet 2.0 Web Accelerator now provides FTP acceleration. If this feature is enabled, both download and upload FTP traffic will be accelerated. FTP acceleration works with any FTP client that supports passive mode, including Internet Explorer, Cute FTP, WS\_FTP and Smart FTP. Please make sure that the FTP transfer is in the passive mode. This can be set in your FTP application.

To enable FTP acceleration:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon. Please refer to the user interface section of the product guide for detailed instructions.
- Select "Settings...".
- Select the "Features" tab.



- Check "FTP (Passive)".
- Press OK to save the settings. The changes will take effect the next time that Direct Internet 2.0 Web Accelerator and your web browser are restarted.

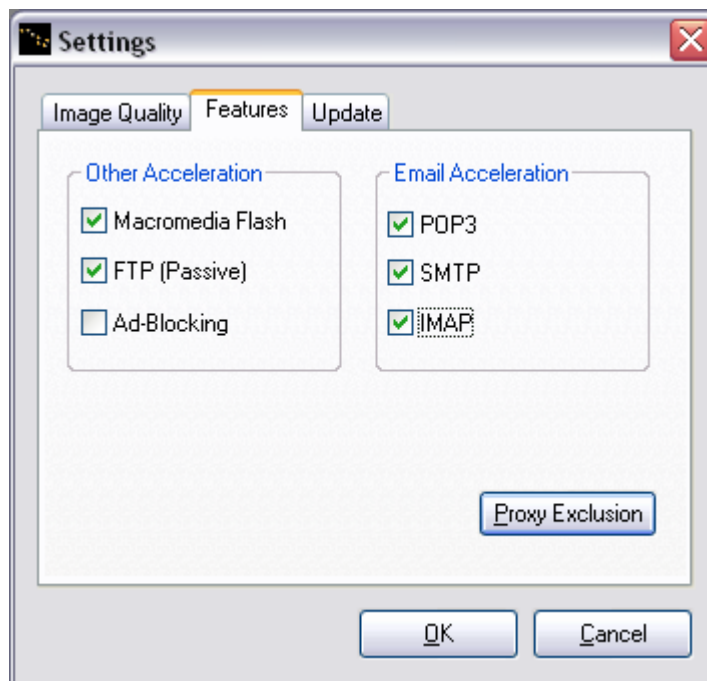
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## 5.13 Accelerating Email

Direct Internet 2.0 Accelerator can reduce the amount of time that it takes to send and receive emails. This feature works with any POP3 or IMAP email accounts. Direct Internet 2.0 Accelerator is compatible with Outlook Express, Eudora, Opera Mail, Pegasus and Netscape Mail. Since Direct Internet 2.0 Accelerator accelerates email automatically without any user intervention, you can use your mail program exactly as you normally would. Email acceleration is **disabled** by default.

To change the email acceleration settings:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon. Please refer to the user interface section of the product guide for detailed instructions.
- Select "Settings...".
- Select the "Features" tab.

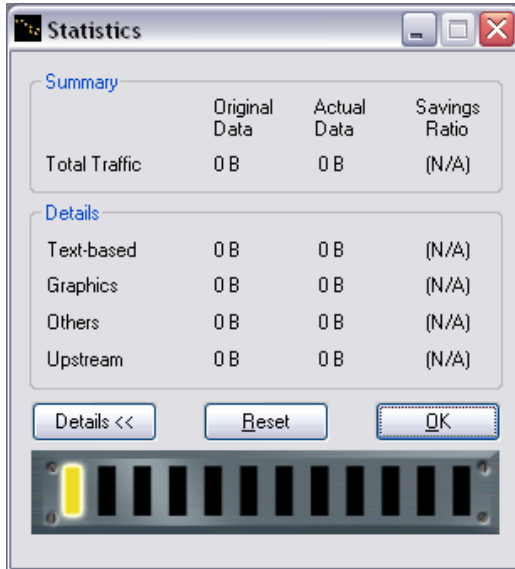


- To enable/disable acceleration when receiving emails from a POP3 account, check/uncheck the "POP3" option.
- To enable/disable acceleration when sending emails, check/uncheck the "SMTP" option.
- To enable/disable acceleration when receiving emails from an IMAP account, check/uncheck the "IMAP" option.
- Press OK to save the settings. The changes will take effect the next time that Direct Internet 2.0 Web Accelerator and your mail client are restarted.

## 5.14 Viewing Your Acceleration Statistics

You can view the acceleration statistics and how they change dynamically using the Statistics dialog.

- Click on the Direct Internet 2.0 Web Accelerator system tray icon to access the pop-up menu.
- Select "Statistics..." to display the Statistics summary dialog.
- Click "Reset" to reset the statistics. This can be done at anytime (even while browsing) without affecting Direct Internet 2.0 Web Accelerator's performance or operation.
- Click the "Details" button to view more detailed statistics (see below).



The following table provides a description of the statistics that are displayed.

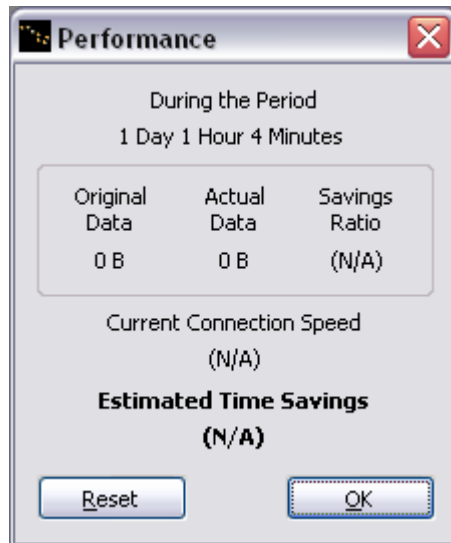
Original Data	Size of the original (uncompressed) data.
Actual Data	Amount of data that has been sent by Direct Internet 2.0 Web Accelerator.
Savings Ratio	Factor of reduction in data. E.g. A savings ratio of 4.00 means that the actual data that has been sent is 1/4 the size of the original data due to compression.
Text-based	Statistics regarding compression of text-based content.
Graphics	Statistics regarding compression of graphical content.
Others	Statistics regarding compression of content that is neither text nor graphical.
Upstream	The total amount of original and compressed data uploaded.

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## 5.15 Viewing Direct Internet 2.0 Web Accelerator's Performance

You can view your Direct Internet 2.0 Web Accelerator's overall performance using the Performance dialog.

- Click on the Direct Internet 2.0 Web Accelerator system tray icon to access the pop-up menu.
- Select "Performance..." to display the Performance dialog.
- Click "Reset" to reset the statistics. This can be done at anytime (even while browsing) without affecting Direct Internet 2.0 Web Accelerator's performance or operation.



From this screen you can view the size of the original (uncompressed) data transferred through Direct Internet 2.0, the actual (compressed) size of the data, and your savings ratio. For example, a savings ratio of 4.00 means that the actual data that has been sent is 1/4 the size of the original data due to compression.

Also, this window displays the speed of your connection and the estimated amount of downloading/uploading time that has been saved by using Direct Internet 2.0 Web Accelerator. Note that these two features are only available when using a dial-up connection.

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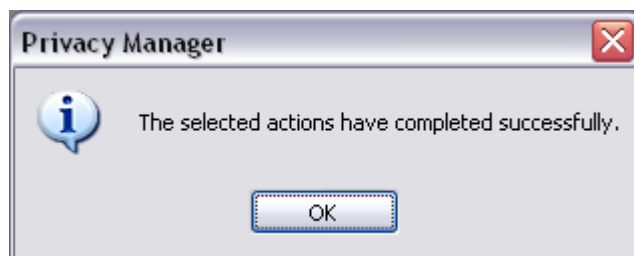
## 5.16 Direct Internet 2.0 Web Accelerator's Privacy Manager

Direct Internet 2.0 Web Accelerator's Privacy Manager provides a safer and more secure browsing environment. It can clear the cache, cookies, and history in the Temporary Internet Files folder. This is the same as clearing Internet Explorer's cache and the cache of any web browser which uses the same cache folder.

- Right-click on the Direct Internet 2.0 Web Accelerator taskbar icon to access the pop-up menu.
- Select "Privacy Manager" to bring up the Privacy Manager dialog.



- Please check off the items you would like to clear. For example. If you want to clear the Internet Explorer's cache, please check the option "Delete all cached webpages and other Temporary Internet Files".
- Click on the "Run" button to start the actions. A dialog "The selected actions have completed successfully" will appear once all the items are deleted.



Click on the "OK" button to close this window.

- Click on the "Close" button to exit the Privacy Manager dialog.

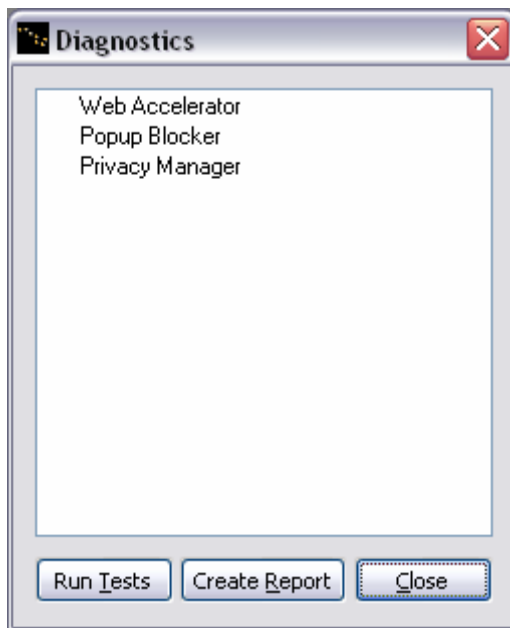
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## 5.17 Running Diagnostics Tool

If you contact your Service Partner for technical support, the support personnel may request that you send a diagnostics report to them. The diagnostics report contains system information, such as your Direct Internet 2.0 Web Accelerator settings and connectivity, which will allow your SP to provide further assistance.

To create a diagnostics report:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon to access the pop-up menu.
- Select "Help" > "Diagnostics" to display the Diagnostics dialog.



- Click on "Create Report".
- Creating a report automatically copies the report contents to the clipboard. Launch your email application, compose an email, paste (Ctrl-V) the results into the email, and send it to your SP.

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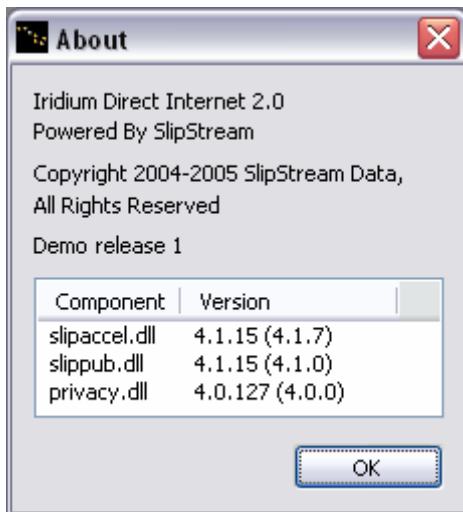
## 5.18 Getting Technical Help

To get more information on Direct Internet 2.0 Web Accelerator and troubleshooting, please contact your Service Partner or visit our support website. You can access our support site by right clicking on the system tray icon and selecting "Help", "Support Website".

## 5.19 Accessing Product Version Information

To view the product version information:

- Right-click on the Direct Internet 2.0 Web Accelerator system tray icon to access the pop-up menu.
- Select "Help" > "About" to display the About dialog (see below).



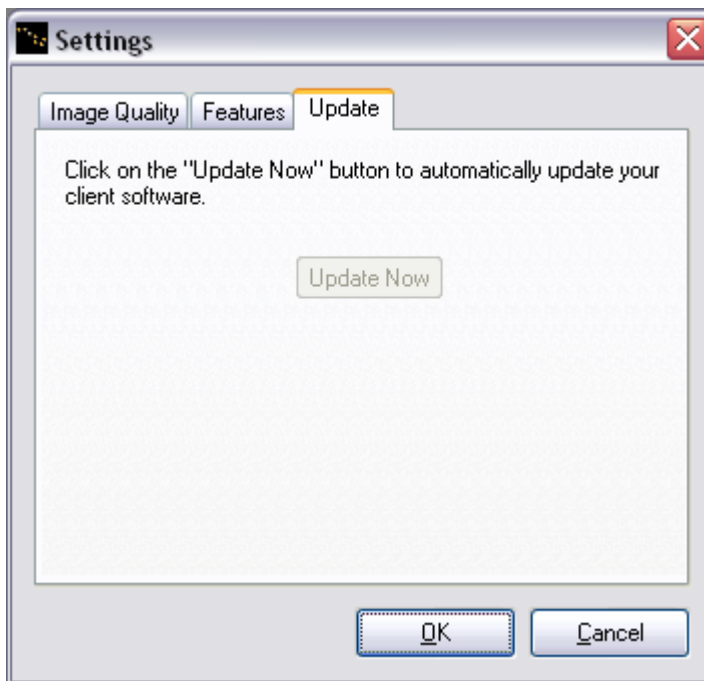
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## 5.20 Updating Your Software

AutoUpdate will inform you of any major or minor software upgrades to the Direct Internet 2.0 Service. By default, you will be notified of all software upgrades.

To manually update Direct Internet 2.0 Web Accelerator:

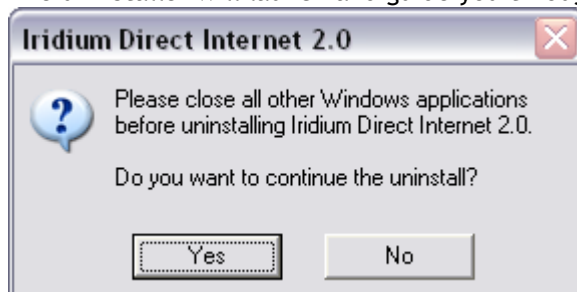
- Open the "Settings..." dialog.
- Click on the "Update" tab.



- Select "Update Now" to upgrade to the latest version.

## 5.21 Uninstalling Direct Internet 2.0 Web Accelerator

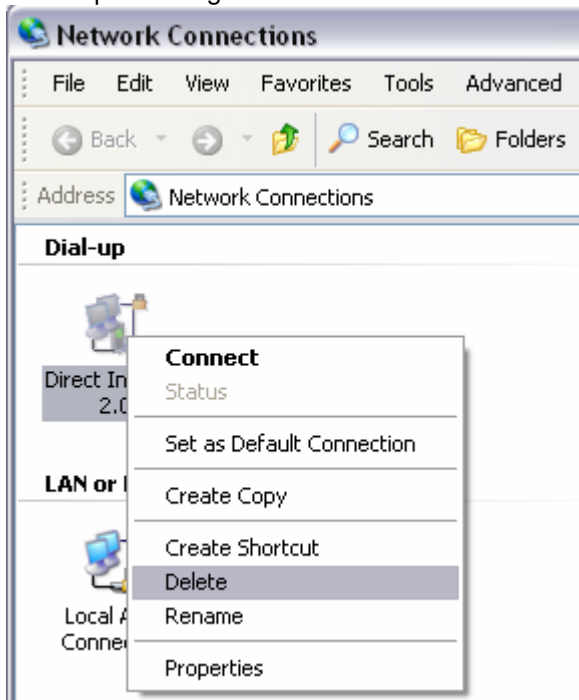
- From the Iridium folder in the Start menu select "Uninstall Direct Internet 2.0"
- The uninstaller will launch and guide you through the procedure.



- Click Yes to continue the uninstall.

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Note that the uninstall application will only remove the accelerator portion of the connection and not the dial-up networking connection or modem installation. To remove the dial-up networking connection, browse to your Network and Dial-Up Connections panel (Network Connections for Windows XP) in the control panel. Right-click the Direct Internet 2.0 connection icon and select delete.



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## 6 Troubleshooting

This section helps troubleshoot general issues that may occur while installing, using, and uninstalling Direct Internet 2.0 Web Accelerator.

### Problems when installing Direct Internet 2.0 Web Accelerator

- **Where can I find a “step-by-step” procedure for installing Direct Internet 2.0 Web Accelerator on my computer?**  
A step-by-step guide of the installation procedure, along with screenshots, is provided earlier in this document.
- **During installation, a dialog appears warning that email acceleration and FTP acceleration are disabled because another Local Service Provider’s (LSP) accelerator was detected.**

This dialog is a warning stating that e-mail acceleration and FTP acceleration will not be installed on this computer due to a software conflict. However, the web acceleration will still work properly. If you would like to have e-mail acceleration and FTP acceleration, the other LSPs must be removed followed by a re-installation of Direct Internet 2.0 Web Accelerator.

Please contact your SP for proper instruction regarding this matter.

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### Problems when using Direct Internet 2.0 Web Accelerator (Browsing)

- **Why is Direct Internet 2.0 Web Accelerator disabled right after it launches?**

The Direct Internet 2.0 Web Accelerator only works when connected through the Iridium Network. It is important to check if you have successfully established a dial-up connection to the Iridium Data Service.

When connected to a high speed service, such as DSL or cable modem, the accelerator will appear “unable to connect” or disabled.

If the problem persists, please contact your **Service Partner (SP)** for further assistance.

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- **Why can't I right-click on an image to get the "Show Original Image"?**

The "Show Original Image" option is available only if you browse with the following web browsers:

- Internet Explorer 5.0 and later
- Firefox 1.0 and later
- Mozilla 1.7.3 and later
- Netscape 7.2 and later

Some web sites disable the ability to right-click using Javascript. On other sites, the image in question may be a background image. To view the full quality image under these conditions, change the Image Setting to "Full Quality" and press Ctrl-Refresh in Internet Explorer. Please note that Internet Explorer must be launched after Direct Internet 2.0 is started in order to have "Show Original Image" as a menu option.

- **Why can't I load/open some specific websites when the Accelerator is enabled?**

The websites may be blocked by the Popup-blocker component of Direct Internet 2.0 Web Accelerator. Please disable the "Block Floating Flash-ads" option in the Popup-blocker settings. If the problem persists, please add the website to the "Popup-blocker White list".

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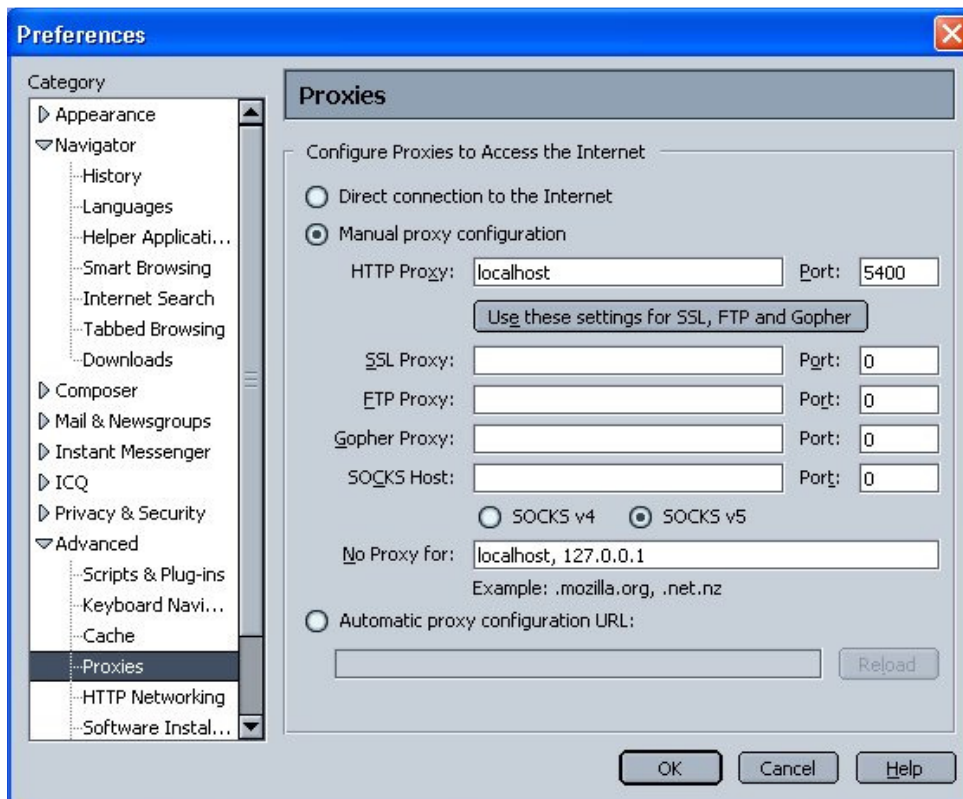
- **Why is Netscape/Mozilla not working with Direct Internet 2.0 Web Accelerator?**

The primary reason why the Netscape/Mozilla browsers are not working with Direct Internet 2.0 Web Accelerator is that the proxy setting was not updated properly. Please make sure that the Netscape/Mozilla browsers, including the quick launch located in the system tray, are launched after Direct Internet 2.0 Web Accelerator is enabled.

Please do not attempt to stop/disable Direct Internet 2.0 Web Accelerator while you're browsing. Always leave it on for the entire time that you're browsing. If Direct Internet 2.0 Web Accelerator is working properly, the Direct Internet 2.0 icon (in the system tray) should be flashing/changing color when you visit any web sites. If the problem persists, please contact your SP for further assistance.

Netscape/Mozilla might not function properly if there are multiple versions of Netscape/Mozilla installed on the same computer. To solve this problem, please uninstall any old version(s) of Netscape/ Mozilla and reinstall Direct Internet 2.0 Web Accelerator.

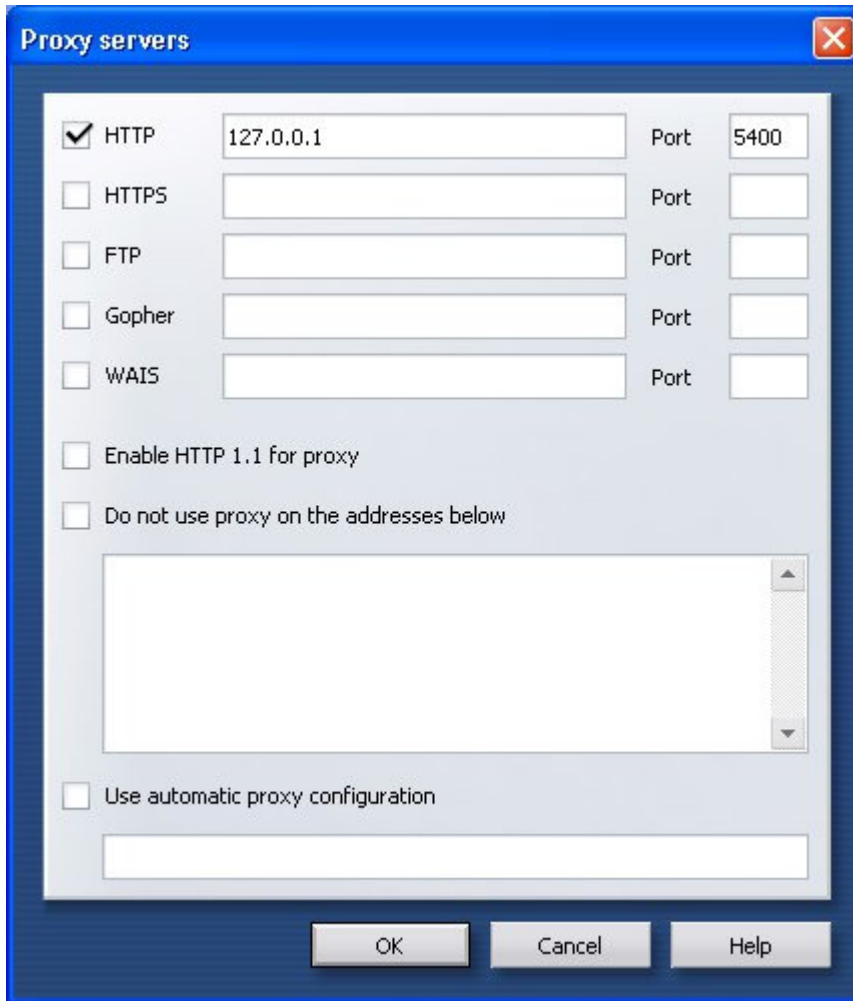
An alternative solution is to configure the proxy settings manually. Please open the "Preferences" window in your browser and set the HTTP Proxy as "localhost:5400" (shown below). Please note that if you do this, you must remove these proxy settings when you wish to browse without Direct Internet 2.0 Web Accelerator.



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- **Why is Opera not working with Direct Internet 2.0 Web Accelerator?**

Direct Internet 2.0 Web Accelerator works with Opera version 8.0 or later. For other versions, you must configure Opera's proxy settings manually. Please open the "Preferences" window in Opera, go to Network, and then click on Proxy Servers. Set the HTTP Proxy as "127.0.0.1:5400" (shown below). Please note that if you do this, you must remove these proxy settings when you wish to browse without Direct Internet 2.0 Web Accelerator.



- **Why do some Java-applets (such as certain games on [www.pogo.com](http://www.pogo.com)) not work?**

Older versions of the Java Runtime Environment (JRE) cannot display certain image types (such as 'PNG'). To fix this problem, simply change your Image Setting to the maximum quality level or upgrade to the newest JRE.

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## Problems when using Direct Internet 2.0 Web Accelerator (Email)

- **During installation, a dialog appears warning that email acceleration and FTP acceleration are disabled because another LSP was detected.**

This dialog is a warning stating that e-mail acceleration and FTP acceleration will not be installed on this computer due to a software conflict. However, the web acceleration will still work properly. If you would like to have e-mail acceleration and FTP acceleration, the other LSPs must be removed followed by a re-installation of Direct Internet 2.0 Web Accelerator.

Please contact your SP for proper instruction regarding this matter.

- **When Direct Internet 2.0 Web Accelerator starts, a dialog appears warning that another application is using port 25 or port 110.**

By default, Direct Internet 2.0 Web Accelerator listens to 127.0.0.1:25 and 127.0.0.1:110 in order to accelerate SMTP and POP3 traffic. This warning shows that another application on the computer is listening to either one of these ports, which causes a conflict. However, the web acceleration will still work properly. If you would like to have e-mail acceleration, you need to disable the application that is listening to the specified port(s).

Please contact your SP for proper instruction regarding this matter.

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## Problems when uninstalling Direct Internet 2.0 Web Accelerator

- **How do I remove the Direct Internet 2.0 Web Accelerator from my computer?**

There will be a dialog warning you to close all the other application windows. If you have done so, please proceed with the uninstall. Please see section 5.21 for more information.

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