

AmosConnect™ from Stratos
Installation Guide - Version 7.4

Getting Help

Stratos operates a full support service should you require assistance. Responses may be immediate for simple questions – more detailed support responses may take longer. The Customer Care team is on hand to assist in resolving installation and configuration problems or questions.

All requests for service visits to your vessel should be made either to the support team or via your company administrator.

Customer Support Contact Details:

Tel: 1 800-563-2255 Toll free in N. America

Tel: +1 709-748-4226 Worldwide

Tel: 33# Toll free when dialed from handset

Fax: 1 877-748-4320 Toll free in N. America

Fax: +1 709-748-4320 Worldwide

E-mail: support@stratosglobal.com

Website: www.stratosglobal.com

AmosConnect Installation Guide, Version 7.4

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March 2008

Installing the AmosConnect Software

Regardless of whether you are using the **Basic version** or the **Full version** of the AmosConnect software, you should follow the instructions given below.

Once you have confirmed that your computer is physically connected to the Inmarsat terminal, and that the data service has been activated with Stratos, you can continue with installing the AmosConnect software.

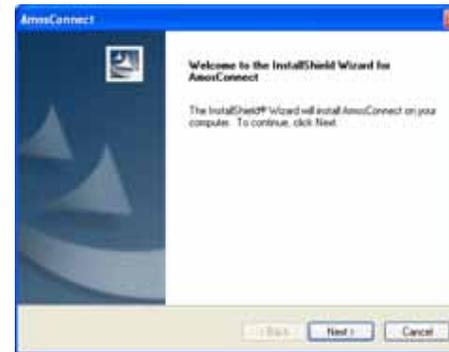
- 1 Insert the CD provided. The installation program should automatically start up and present you with the main installation menu



If the autostart feature does not run, use Windows explorer to locate the CD drive (normally D:\) and then run the file **startup.exe**

The installation will now start
Click on **Next**

2



Accept the terms of the license agreement

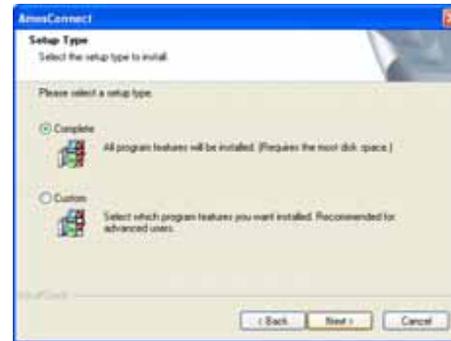
Click on **Next**

3



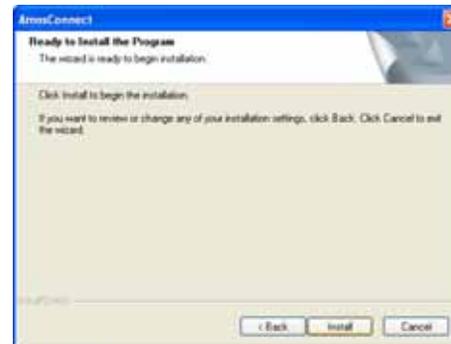
4

Click on the **Complete** option then click on **Next**



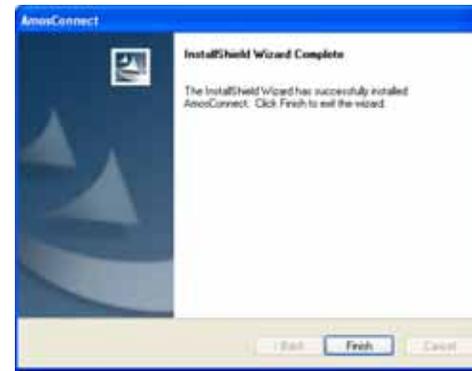
5

Click on **Install**



6

The installation will now begin and copy the files to your computer.
Click on **Finish** when it completes.



7

The Configuration Wizard will now automatically start
Click on the option to **Create a new Post Office**
Then click on **Next**

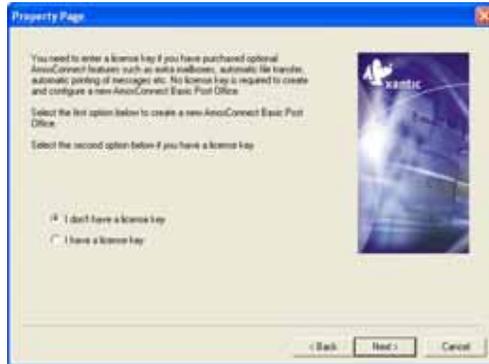


The installation now differs dependent on whether you are installing the free Basic version or the licensed Full version. However the installation is simple in both cases and you should follow the paths as indicated below

8

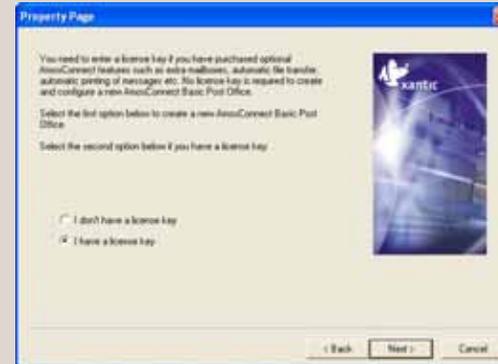
Basic Version

Select ***I don't have a license key***
then click on ***Next***



Full Version

Select ***I have a license key***
Then click on ***Next***

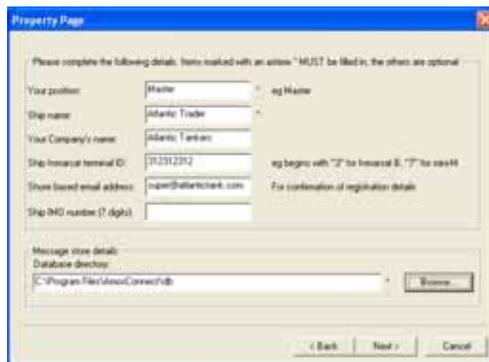


9

Basic Version

You should insert the details given – most are optional, but you must enter the details for **Your position** and **Ship name**

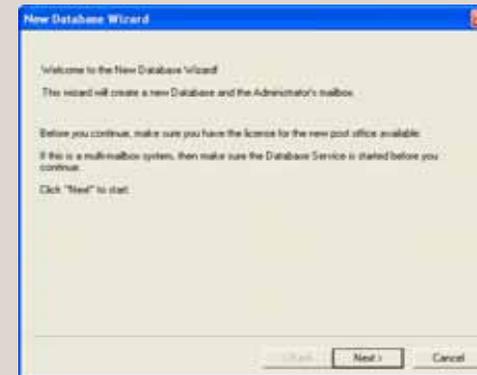
Click on ***Next***



Full Version

The wizard will now start that will create a new post office

Click on ***Next***

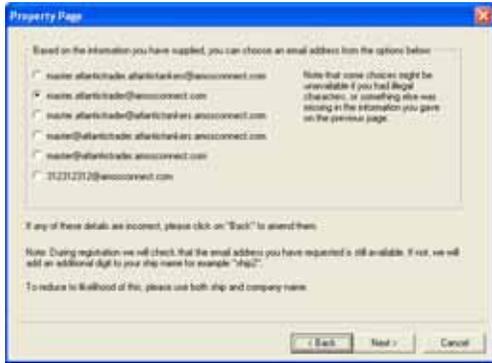


10

Basic Version

Based on the previous details, you are now presented with a number of suggested email addresses. Select the one you prefer.

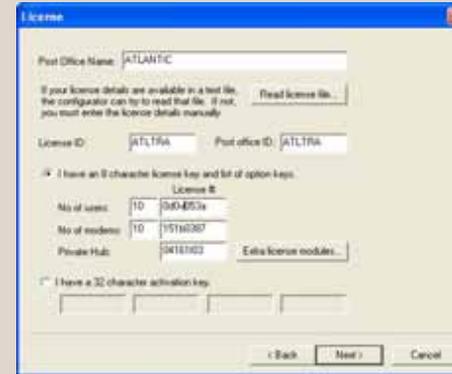
Click on **Next**



Full Version

You can either manually enter the details or else if you have been provided with a license text file click on **Read License file** button and locate the file provided.

Click on **Next**



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Basic Version

You are now presented with a summary of your chosen settings

Click on **Next**



Full Version

Select the preferred location for your AmosConnect post-office. This will either be on a server computer or standalone computer

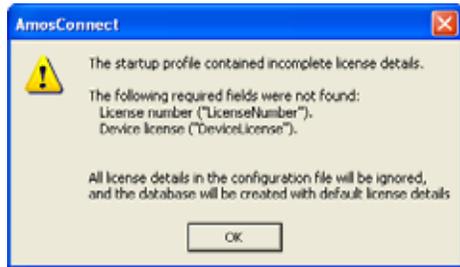
Click on **Next**



Basic Version

As you do not have a full license, only the default license details will be used.

Click on **OK**



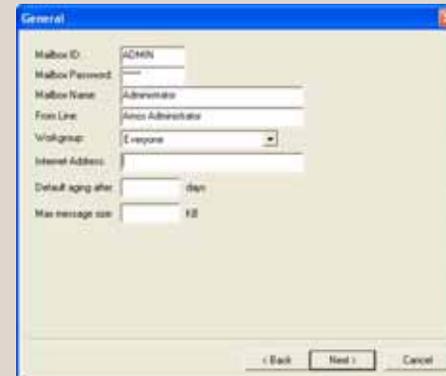
You now need to create the first mailbox – normally an Administrator mailbox



This is the Administrator mailbox – you may add other mailboxes for other members of crew (eg Master, Chief Officer, Chief Engineer, ETO, etc)

Once you have created the required mailboxes, click on **Next**

Full Version

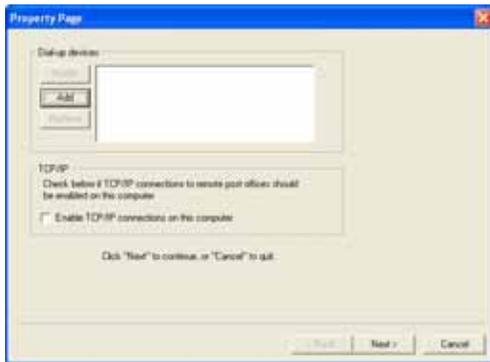


Clicking on **Next** will now create the database
Then click on **Finish** to complete the wizard

You now need to configure the dialing devices to communicate with the AmosConnect hub.

If you use BGAN, MPDS or any other TCP connection then you should select **TCP/IP connections on this computer** box and click on **Next**

NOTE: For additional instructions on use of Windows XP SP2 together with TCP/IP connection method (BGAN, RBGAN and Fleet) please see Appendix 1 on page 39.
If you are using an Inmarsat non-Fleet terminal click on **Add**

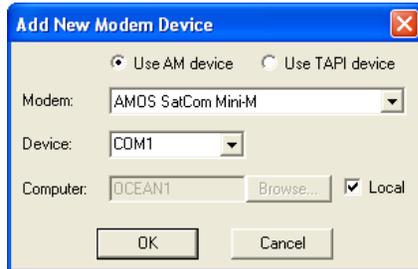


Now enter the gateway password as provided with your license information

Click on **Next**

Basic Version

If you are not using Inmarsat Fleet then the installation continues



Select the **Use AM device** and select your satcom terminal from the list. If it is not listed, you should select to use the **TAPI device** refer to Appendix xxx for instructions on how to configure this device if required.

Select **Device** as the communications port on the rear of your computer that is connected to the Inmarsat terminal – normally COM1

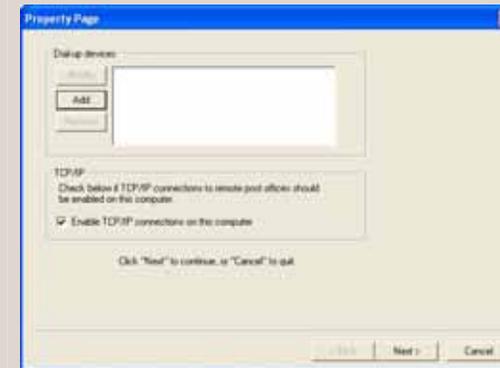
Then click on **OK**

Full Version

You now need to configure the dialing devices to communicate with the AmosConnect hub.

If you use BGAN, MPDS or any other TCP connection then you should select **TCP/IP connections on this computer** box and click on **Next**
NOTE: For additional instructions on use of Windows XP SP2 together with TCP/IP connection method (BGAN, RBGAN and Fleet) please see Appendix 1.

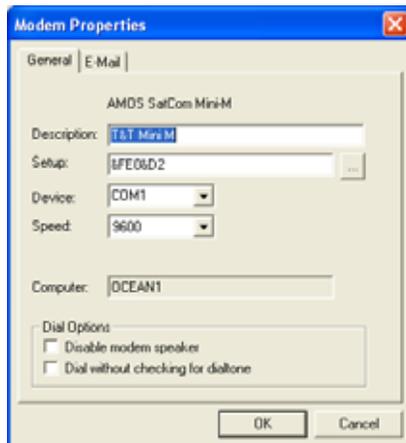
If you are using an Inmarsat non-Fleet terminal click on **Add**



Basic Version

Type the name of your Inmarsat terminal in the **Description** field.

Click on **OK**



If you are not using Inmarsat Fleet then the installation continues



Select the **Use AM device** and select your satcom terminal from the list.

If it is not listed, you should select to use the **TAPI device** refer to

Appendix

xxx for instructions on how to configure this device if required.

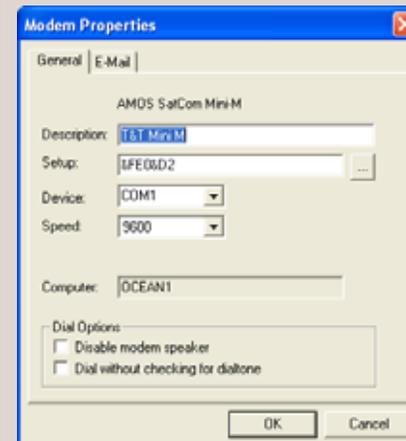
Select **Device** as the communications port on the rear of your computer that is connected to the Inmarsat terminal – normally COM1

Then click on **OK**

Type the name of your Inmarsat terminal in the **Description** field.

Click on **OK**

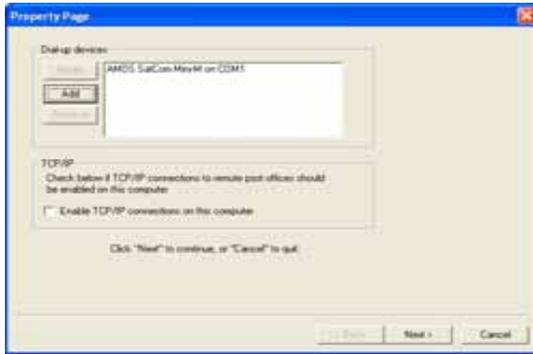
Full Version



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Basic Version

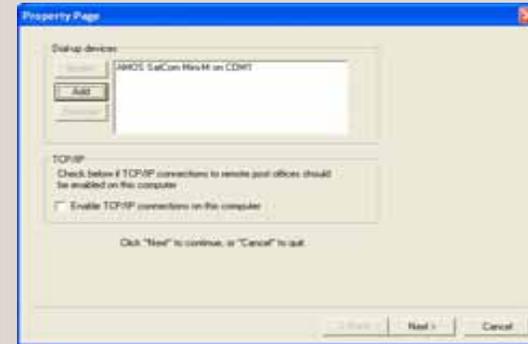
The modem device should now be listed.



Click on **Next**

Full Version

The modem device should now be listed.

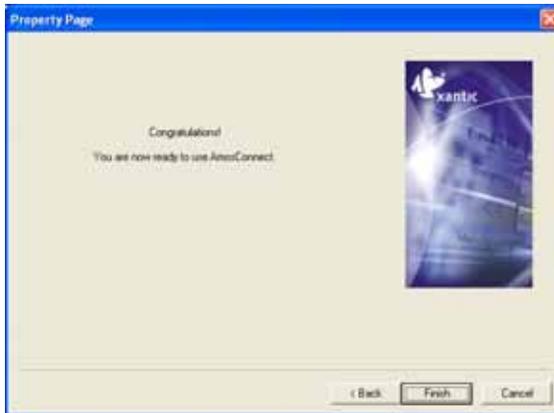


Click on **Next**

17

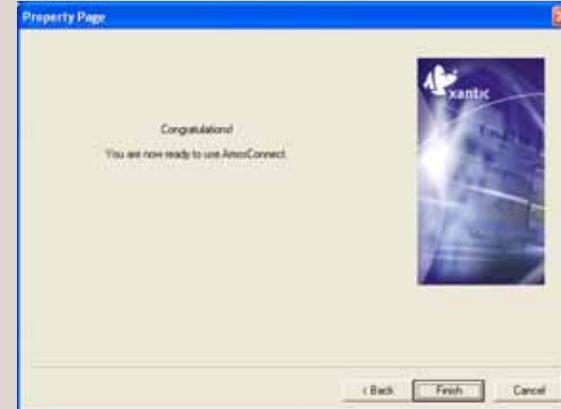
Basic Version

You will now be prompted that the configuration has been completed.
Click on **Finish** to complete the wizard.



Full Version

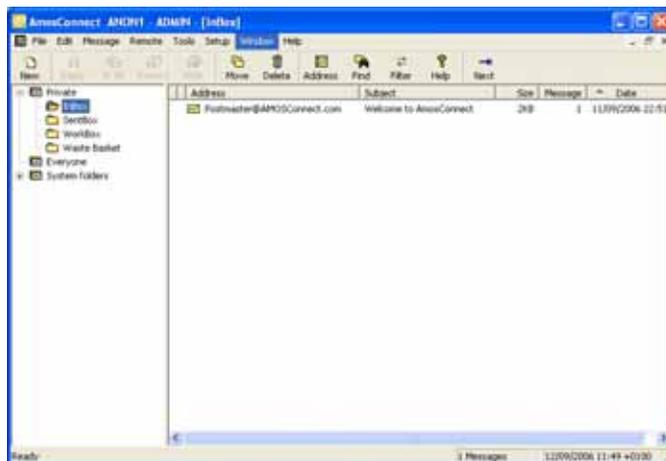
You will now be prompted that the configuration has been completed.
Click on **Finish** to complete the wizard.



You will now receive a notification of arrival of a new mail. Click on **OK**



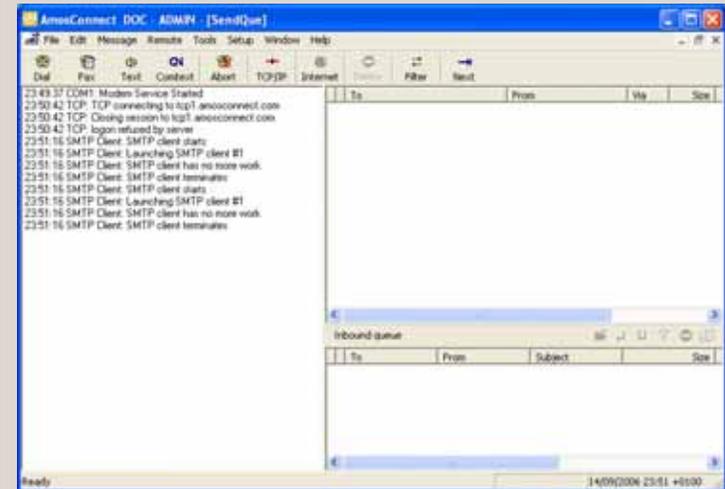
The AmosConnect program will now start



Double click on the new email to open and read it – it will explain the registration process.

You may print this out and refer to it, or else continue as below
 You will now need to make several calls into the AmosConnect hub to activate your account. You will do this via either **Dial Up** or **TCP**.

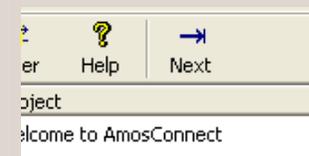
You may now start the AmosConnect program and test the communications link with the AmosConnect hub



You will do this via either **Dial Up** or **TCP**.
TCP is used with MPDS and R-BGAN services.
Dial-up is used with all other Inmarsat services and Iridium.

To make a Dial-up connection

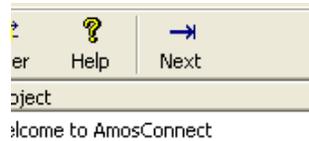
To make a Dial-up connection click on the **Next** button



TCP is used with MPDS and R-BGAN services.
Dial-up is used with all other Inmarsat services and Iridium.

To make a Dial-up connection

To make a Dial-up connection click on the **Next** button



You will now see a screen that offers various dial up options

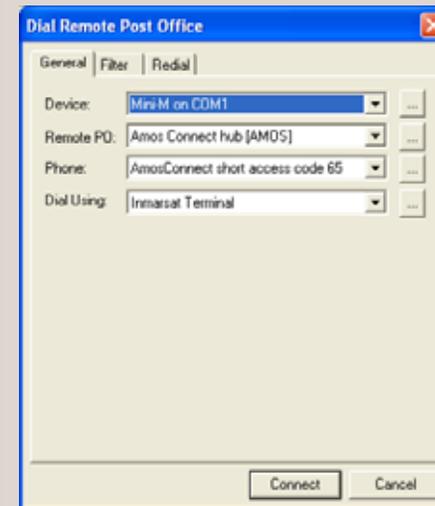


Click on the **Dial** button

You will now see a screen that offers various dial up options



Click on the **Dial** button

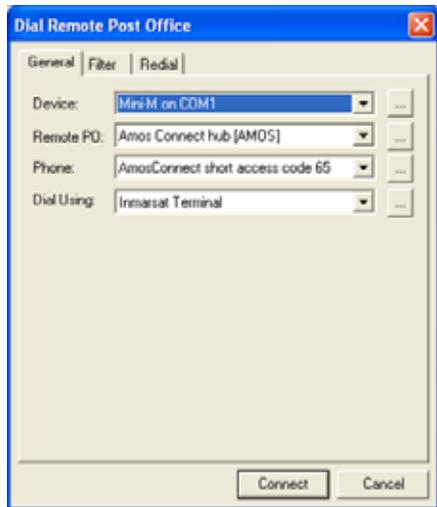


This dialog contains four list boxes which you should check are correct:

- ▶ **Device** should show your satellite terminal/modem
- ▶ **Remote PO** shows AmosConnect Hub
- ▶ **Phone** shows AmosConnect access code 65
- ▶ **Dial using** shows Inmarsat terminal

If your terminal requires a character sequence in front of the phone number,

e.g. a security code, then click on the right side button 



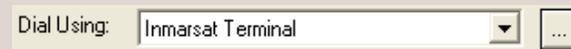
This dialog contains four list boxes which you should check are correct:

- ▶ **Device** should show your satellite terminal/modem
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- ▶ **Dial using** shows Inmarsat terminal

If your terminal requires a character sequence in front of the phone number, e.g. a security code, then click on the right side button 



Enter that sequence in the **Location Prefix** field
Then click on **Apply**, then **Close**



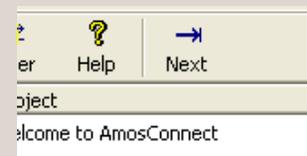
Enter that sequence in the **Location Prefix** field
Then click on **Apply**, then **Close**



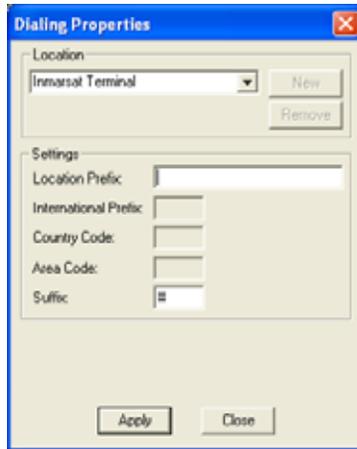
Now if all the settings are correct, press the **Connect** button

To make a TCP connection

To make a Dial-up connection click on the **Next** button



You will now see a screen that offers various dial up options



Now if all the settings are correct, press the **Connect** button

To make a TCP connection

To make a Dial-up connection click on the **Next** button



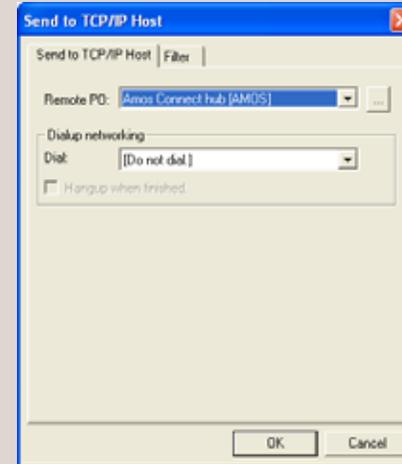
You will now see a screen that offers various dial up options



Click on the **TCP/IP** button



Click on the **TCP/IP** button



This dialog contains two list boxes,

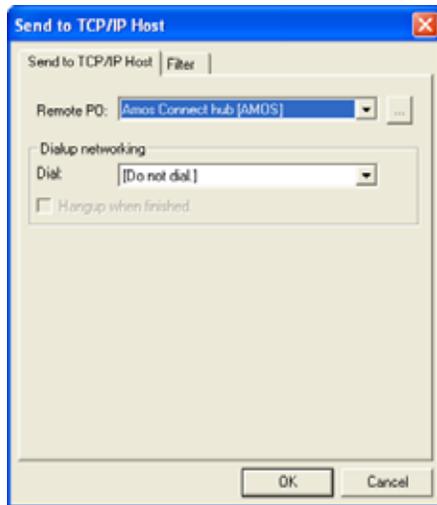
- ▶ **Remote PO** shows AmosConnect Hub
- ▶ **Dial** shows the Dial Up Networking phone book entries.

Select the Dial Up Networking phone book entry for your MPDS connection.

If your MPDS connection is already active, or you are using R-BGAN, select "Do not dial".

Now if all the settings are correct, press the **Connect** button
In either case, after the connection has been initialized you will then connect to the AmosConnect hub.

Your account has now been activated which allows you to send and receive email to or from the any internet user up to a maximum size of 1Mb per email.



This dialog contains two list boxes,

- ▶ **Remote PO** shows AmosConnect Hub
- ▶ **Dial** shows the Dial Up Networking phone book entries.

Select the Dial Up Networking phone book entry for your MPDS connection.

If your MPDS connection is already active, or you are using R-BGAN, select "Do not dial".

Now if all the settings are correct, press the **Connect** button. In either case, after the connection has been initialized you will then connect to the AmosConnect hub.

After about 30 seconds you will see the number at the top of your screen change from **ANON1** to a number beginning **AO####**



You may change this general limit, and also add specific size limits to email originators by visiting our website and log on to your account at <http://www.stratosglobal.com/amosconnect>

From this web page you should select the option:

Enter my AmosConnect account

Your login details will have been provided in the last email, which you should keep safely.

If you do not have internet web access from your location, send a copy of this email to your office administrator who can login on your behalf.

This completes the installation process for a Full user account.

Please now refer to the **AmosConnect User Guide** to allow you to make use of the features available.

This means that you have successfully registered your account and we are checking that the email address you requested is available. This should take about 5 minutes.

After 5 minutes, make a second connection in the same way as above.

You will then receive an email which contains the email address you have been assigned.

Your account has now been activated which allows you to send and receive email to or from any internet user up to a maximum size of 1Mb per email.

You may change this general limit, and also add specific size limits to email originators by visiting our website and log on to your account at <http://www.stratosglobal.com/amosconnect>

From this web page you should select the option:
Enter my AmosConnect account

Your login details will have been provided in the last email, which you should keep safely

If you do not have internet web access from your location, send a copy of this email to your office administrator who can login on your behalf.

This completes the installation process for a Basic user account.

Please now refer to the **AmosConnect User Guide** to allow you to make use of the features available.