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## **Introduction**

Thank you for choosing XGate Satellite Phone Email. XGate provides convenient access to email and web browsing via your wireless device. Designed for satcomm customers who must have access to fast and reliable email and/or web browsing while in remote locations.

## **Key Benefits**

- Easy installation
- Simple user interface
- Create and/or read email offline
- Send multiple emails in one batch
- Full support for email attachments
- Management of large emails
- Fetch email from remote email accounts
- SMS messaging support
- Automatic dialing and disconnect
- Email compression
- Social Media updates
- User controlled email filtering
- Virus scanning
- Mid-file restart
- Web Browsing with compression
- Weather Data

## **Caution**

This device and software will establish a narrowband Internet connection primarily suited for email messaging and browsing mobile websites. Do not use high bandwidth applications made for terrestrial networks such as video or music. Usage charges are billed during the connection to the satellite network.

## Requirements

This App is available for FREE to XGate users that have the following:

1. Either, a Satellite Wi-Fi Terminal<sup>1</sup>;  
OR an IP-based satellite phone/terminal<sup>2</sup>  
WITH a compatible satellite wifi router<sup>3</sup>.
2. An internet connection for registration.
3. An active satellite airtime plan.
4. A valid XGate and/or XWeb username and password. *(If you do not have a username and password, contact your XGate provider to obtain a New Account Activation Code.)*

<sup>1</sup>Satellite Wi-Fi Terminals include:

- RedPort Aurora Iridium WiFi Terminal
- Globalstar SatFi
- Iridium GO!

<sup>2</sup> IP-based satellite devices include (but are not limited to):

- Inmarsat FBB, BGAN, IsatPhone Pro
- Iridium Pilot/OpenPort
- Iridium 9555, 9575 (Extreme)
- Iridium Legacy 9500, 9505, or 9505a
- Iridium fixed phone based on 9522 such as the Eurocom or BEAM RST100
- Globalstar GSP-1700, GSP 1600
- Globalstar fixed phone 2900, 2800
- Thuraya XT
- Others

<sup>3</sup>Satellite WiFi Routers include:

- RedPort Optimizer WiFi Hotspot Router
- RedPort Optimizer Crew Broadband Router
- RedPort WXA Router (WiFi Enabled)

- Iridium AxcessPoint WiFi Device
- Globalstar 9600 WiFi Device

## Quick Start

Thank you for choosing XGate satellite phone email & web Service. XGate provides the fastest, most reliable, on-demand access to wireless email information in the world.

This App is available for FREE to XGate users meeting the [Requirements](#).

Enter your assigned username and password into the account information section found in the Settings menu.

*If you are not using a Satellite Wi-Fi Terminal, connect your satellite wifi router to your satellite phone:*

- *Users with USB phones should plug the phone into one of the USB ports on the satellite wifi router.*
- *Broadband satellite users will need to connect the terminal to the SAT port on the satellite wifi router using a standard Ethernet cable (not supplied).*
- *Iridium Legacy phones with serial ports should use a Prolific PL2303HX USB adapter (not supplied) to connect the unit to one of the USB ports on the satellite wifi router.*
- *Note that the Iridium AxcessPoint WiFi router only supports the 9555 and the 9575 phones. Iridium users with other models must use a RedPort Optimizer or a RedPort WXA router.*

Turn on the WiFi device and the satellite phone in an open, outdoor area (unless connected to an installed external antenna) and wait for the device to register on the satellite network.

Go to the Andriod Settings. Select Wireless &

Networks. Choose the wireless network created by your satcomm system. If required, enter the password provided with the WiFi device.

Go to the Settings menu of this App and select Connection. Then select the appropriate satellite phone from the menu.

If using a RedPort Optimizer or a RedPort WXA then select one of the following:

### **USB Satellite Phones**

Select "Optimizer xxxxx" where xxxxx represents your satellite phone/terminal. (Use a Prolific PL2303HX USB to serial adapter when connecting legacy phones such as Iridium 9505a.)

### **Inmarsat BGAN/Fleet Broadband**

The RedPort Optimizer and the RedPort WXA routers support two connection methods for Inmarsat broadband users. These are webXaccelerator Managed and Unmanaged connections.

Managed connections are intended for satellite terminals configured to be off-line except when a data session is taking place. For managed connections, select the device name from the available list (e.g. Sailor FBB). Configure the satellite terminal for "manual" connection mode. When using XGate, the software will instruct the terminal to go online, send/receive email (or browse), and then close down the connection. Note that an Inmarsat minimum airtime billing increment will be incurred for every connection.

Unmanaged connections are intended for satellite terminals configured to be online all the time. To use this method configure your terminal to automatically connect to the Internet on network traffic. In XGate, set the connection type to "Network Connection".

*Note that since the Optimizer and the RedPort routers block ALL traffic except email and web, unmanaged connections typically result in lower airtime bills since the number of connections incurring minimum billing increments is reduced.*

### ***Iridium Pilot***

*Managed Connections. Pilot users should set the XGate connection type to "Optimizer Iridium Pilot" for managed connections. Managed connections on the OpenPort Network means that the router will keep the connection alive by issuing pings to a remote host every 5 seconds while either an email or web session is in progress. Otherwise the satellite terminal will shut down the connection after 20 seconds causing the user to wait 20-30 seconds on the next network activity while the session is restarted. This connection delay can make it difficult to browse since the browsers will often encounter timeouts and wait times while the connection is being reestablished.*

*Unmanaged Connections. Pilot/OpenPort users should set the connection type to "Iridium OpenPort". Iridium does not have a minimum billing increment so airtime fees for managed/unmanaged connections are the same.*

\* \* \* \* \*

**Email is created and read offline.** To create an email select 'Mail' from the main menu, then 'Email'; now tap the phone's Menu button and select 'Compose'. Upon completion tap the phone's Menu button again and select 'Send'.

To view email select Mail > Email to see the Inbox and tap on the desired email.

To send/receive email select Mail from the main menu and then tap 'Send/Receive Email' to initiate a session.

**Web Browsing with compression.**

To browse the internet with compression, select Web from the main menu. (Firefox must be installed on your device for Web browsing with compression). On your first connection, you are prompted to enter your username and password. We recommend you only browse sites designed for mobile devices.

To Disconnect, tap the phone's Back button to return to the XWeb Connection screen to terminate the browsing session. Tap the Green circle to hang up and terminate your connection.

### **Registration**

All users must register unless an alternative solution is provided by your service provider.

If you have already registered and received a username and password, enter this information in the account information dialog under Settings.

If you have not yet registered, contact your service provider to obtain a New Account Activation Code and registration information. Once you have successfully registered, your username and password will be sent to the email address you entered on the registration form.

## Using XGate

### Email

To maximize the benefits of XGate, you will create email offline and read email offline. You can create and send one email at a time or you can create multiple emails and send them all at once when connected to the satellite network.

All newly created sent email is held in Mail > Spool folder until your next Mail > Send/Receive Email session. There is also a copy in the Email > Sent folder.

All sent email can be viewed in Email > Sent folder.

Newly created email that is not sent can be saved in Email > Drafts folder. Draft emails can be opened and edited prior to sending.

Newly received email is available for viewing in Email > Inbox.

Large email can be managed as BigMail to avoid long unwanted satellite connections.

To access all Email folders go to Email then tap the phone's menu button and select 'Folder List'.

Drafts: stores email not yet sent.

Inbox: stores inbound email received.

Outbox: stores mail that was not successfully sent during a Send/Receive Email session, such as a signal failure. Under normal operations this folder should always be empty.

Sent: stores outbound sent email.

Trash: stores deleted email until emptied.

### Web

XWeb allows Internet browsing with compression. Web content is compressed,

background images are stripped, pop-up ads are removed, advertisements are stripped, animations are removed, and images are re-sampled and compressed.

Browse with caution when using narrowband handheld satellite phones. For best results, limit browsing to sites specifically designed for mobile access.

### **Send Photo**

Photos can be attached to outbound emails. From the main menu, select <Send Photo> to open a New Mail window. Compose the new email and use the phone's Menu button to "Add Attachment". When the attachment is selected, its filename will appear beneath the Subject Line of the new email. When the message is complete, tap the phone's menu button and select 'Send' to move the new email to the Spool folder. The new email will wait in the Spool folder until your next XGate connection.

### **Social Media**

To use these social media options you must have the services pre-configured to accept postings remotely. See the [Social Media page](#) of this Help File for details. Once configured:

To post to Facebook, select <Social Media> from the main menu and select <Facebook> to open a dialog box for entering your posting information. You can attach a photo and enter your text message. Tap <OK> to add the Facebook posting to the Outbox.

To post a tweet to Twitter, select <Social Media> from the main menu and select <Twitter> to open a dialog box for entering your posting information. Tap <OK> to add the tweet to the Outbox.

### **Weather**

To use the weather service you must have the

[Weather Settings](#) pre-configured. Once configured:

Select <Weather>, choose a Location, select <Fetch Weather>.

Wait for the message that the weather data is complete.

**Important Note**

When you are not using the WiFi device, turn it OFF to ensure that unplanned data charges are avoided.

## Mail Setup

Email can be created offline. You can create and send one email at a time or you can create multiple emails and send them all later when connected to the satellite network.

Emails received during satellite connection can be read offline after the connection terminates.

Emails will be sent and received to a new <username>@gmn-usa.com email address that is created and provided during registration.

Instructions are provided to forward or "fetch" other emails to this address in [Email Fetching Setup](#).

You must be registered to use this service. Once you have registered and have a username and password, go to Settings and enter your Account Information as provided in the registration confirmation email.

### **Email Fetching - How It Works**

If you would like to receive emails from another email address into your XGate account, you can usually setup forwarding through your email provider. As an alternative, you can setup email fetching on this device. Email Fetching is a Premium Feature that requires activation. Contact your XGate provider to purchase this service.

Once configured and enabled, the email fetching feature is used to transfer mail from an external mail server to the XGate mail server and ultimately to this device. It is important to understand how this happens.

1. Mail transfer from an external server to the XGate mail server only occurs when an XGate connection is made.
2. Mail is NOT transferred in real time. A connection to the XGate mail server will initiate the transfer of mail from the external server. The process is started but runs in the background while XGate continues its normal operation. Mail from the remote server can take some time to transfer and will only be available for download to your device after the process completes. XGate will wait for the remote transfer to complete (keeping your connection open) and then it will transfer that mail to your local account.
3. A more efficient method of email fetching is to set "Fetch Asynchronously" to ON. With fetching asynchronously enabled, the fetching process is started and runs in the background, however, when the email currently on the server has been transferred, the connection is closed. Therefore, it takes a minimum of two (2) connections to

retrieve the fetched mail. The first connection sends the "fetch email" request to the external server, the second connection retrieves the fetched email. There is no way of knowing how long it will take to transfer the mail from the external server to the XGate mail server. We recommend using the [SMS Alerts](#) feature to be notified when email is ready for download.

4. There is no limit to the number of remote email accounts that can be configured for fetching.

## Email Fetching Setup

If you would like to receive emails from another email address into your XGate account, you can usually setup forwarding through your email provider. As an alternative, you can setup email fetching.

Email Fetching is a Premium Feature that requires activation. Contact your XGate provider to purchase this service.

For an explanation of email fetching, see [Email Fetching - How It Works](#).

To configure email fetching:

From the XGate Home screen, go to Settings > Your Account > Remote Servers Configuration > Add Server and complete the required information. You may need to contact your ISP to complete the setup.

Enabled: Select ON to enable email fetching; select OFF to disable email fetching.

Account Type: Select the appropriate type as provided by the ISP managing the remote mail server. Some settings are preconfigured in the list (ex. AOL, MSN, Hotmail, Yahoo, ATT) and others require that you obtain the settings from your email provider (ex. POP3 or IMAP).

user name: Enter the User ID of the account to be fetched (some ISP's require the full email address).

password: Enter the Password of the account to be fetched.

server address: Enter the remote server name as provided by the ISP managing the remote mail

server. This will be automatically populated if the email provider is selected in the 'Account Type'.

port number: Enter the remote server port number as provided by the ISP managing the remote mail server. This will be automatically populated if the email provider is selected in the 'Account Type'.

use SSL: Enable SSL if required by the ISP managing the remote mail server.

Tap 'Save'.

Go to: 'Remote Fetch Settings':

Remote fetch enabled: Select ON to enable email fetching; select OFF to disable email fetching.

Fetch Asynchronously: Select ON to enable asynchronous fetching (recommended); select OFF to disable. For an explanation of asynchronous transfer, see [Email Fetching - How It Works](#).

Display debug info: The default is set to OFF (recommended). Select ON to enable debug logging; select OFF to disable. When enabled (ON), a detailed debug log of every fetching session will be displayed. This can be useful when setting up a new account. Under normal operation however, this option should be OFF.

Fetch num per cycle: This controls the maximum number of emails to transfer from the remote account inbox during one connection session. Limiting the number of mail messages protects your account from being overwhelmed by mail if a large number of mail messages reside on the remote server. The default value is 10. This value may be modified to meet your needs.

Email Fetch setup is complete. Tap 'Save'.



## Mail Use

### Composing Email

From the main menu, tap Mail > Email then tap the phone's Menu button and select 'Compose'. Tap 'To' and enter the recipient's email address. Tap 'Subject' and enter the subject of the email. Tap 'Message text' to enter the body of the email message.

When the message is complete, tap the phone's menu button and select 'Send' to move the new email to the Spool folder. Repeat until all emails are complete. The new emails will wait in the Spool folder until your next XGate connection.

### Sending/Receiving Email

You must have a connection to the internet. From the main menu select Mail > Send/Receive Email to go to the Mail Server Connection screen. Tap 'Send/Receive Email'. The session log window will show progress of the connection. During the connection all items in the Spool folder will be uploaded to the XGate mail server for distribution. When the session is complete you will see "connection closed" in the session log.

If the connection terminates prematurely during a data transfer, the email that was not uploaded will be stored in Mail > Email > Outbox. Once connected again, the mid-file restart feature in XGate will pick up the transfer of the email at the point where the file dropped during the previous connection.

### Viewing Email

From the main menu, select Mail > Email to open the Inbox.

Tap the email message to open and read the

email. A long-press will open options available such as: Open, Delete, Forward, Reply, etc.

### **Managing Email**

Once an email message is open, there are several options available:

Depress 'Back' to return to the previous screen. Use the carat (^) to show/hide the email header information.

Tap the 'trash can icon' in the bottom center of the screen to move the email message to the Trash Folder.

Tap the 'up arrow icon' in the bottom right of the screen to move to the previous email in the list.

Tap the 'down arrow icon' in the bottom left of the screen to view the next email in the list.

Pressing the phone's menu button will display options such as Reply, Forward, etc.

### **Empty the Trash**

Open the Trash folder and tap the phone's menu button, tap 'Select All' and then select the 'Trashcan' icon.

## **Big Mail**

There are Big Mail default settings to protect you from sending/receiving large emails that require long satellite airtime connections. You can adjust these limits within certain parameters. However, allowing larger emails to be downloaded will mean increased time when on the satellite network and usage charges will accrue as long as the satellite connection is in use.

### **Incoming BigMail**

The default inbound limit per email message is 50kb. Incoming emails equal to or less than 50kb will be downloaded to your Inbox during your next XGate connection. Any emails greater than 50kb will be held on the server and reported to you in the 'BigMail' folder.

BigMail waiting on the server will be displayed in the BigMail Folder. Select the email message to view information about the pending email. You have the following options:

Delete from server: creates a mailbot message to the server to remove the email from the server on the next connection.

Download: creates a mailbot message to the server to download the email selected, on the next connection.

### **Changing the Inbound Email Size Limit**

From the main menu, select Settings > Your Account Name.

Tap the down-arrow next to 'Limit inbound message size to'. Select the size limit. The maximum inbound email size is 1000kb. Select 'Save'.

The size adjustment will occur on the next connection and a confirmation email will be created that you receive on the following connection.

### **Outbound BigMail**

The default size limit for outbound emails is 50kb. All outgoing emails equal to or less than 50kb will be sent. Any outgoing email greater than 50kb will trigger a warning message that will require action to Send or Skip during the current connection. Select 'Send' to bypass the outbound filter and send the large email during the current session. Selecting 'Skip' will hold the email in the Outbox and present the warning message on every subsequent session.

### **Changing the Outbound Email Size Limit**

From the main menu, select Settings > Your Account Name.

Tap 'Warn on outbound message of...'. Select the size limit. Tap 'Save'.

### **Sync BigMail**

To synchronize the large emails on the XGate mail server with the XGate BigMail list on this device go to: Mail > BigMail > Sync BigMail. The list will be synchronized after the next connection.

### **Delete BigMail**

To remove ALL email in the BigMail folder on the XGate mail server, go to: Mail > BigMail > Delete BigMail. The BigMail on the XGate server will be deleted after the next connection.

### **SMS Alerts**

With SMS Messaging, you will be notified when new emails are on the server.

To enable SMS alerts:

From the main menu, select <Settings>.

Select "Your Account Name".

Tap <Text when mail is available...>.

Receive text when mail is available: Select ON to enable SMS alerts; select OFF to disable.

Phone number: enter the full MSISDN (telephone number) for the satellite phone that is to receive the SMS alerts.

SMS Phone Type: select the satellite phone type that will receive SMS messages.

Tap <Save> to create a message to the server that will be uploaded on the next XGate connection. You will receive a confirmation email that SMS has been enabled.

If SMS messaging is enabled, an SMS message will be sent to the satellite phone number entered in these settings when a new email message arrives on the server for the this account name.

## Social Media

To use these social media options you must have the services pre-configured to accept postings remotely.

### Facebook

Configuring XGate for Facebook allows simple posts to Facebook by converting your message into an email format acceptable to Facebook. You can even upload photos They will be resized, compressed, and posted at a size that works over handheld satellite phone data feeds. Broadband users can also upload video.

#### Activate Facebook Posting

From the main menu select <Settings>, then select <Social Media>.

If you already have a Facebook account that includes a *Personal Publishing Address*, enter it into the Secret Email box.

If you already have a Facebook account that includes a *Post-by-Email Address*, enter it in the Secret Email box. To find your Post-By-Email Address, log in to your Facebook account and go to your account Settings and select <Mobile> from the Settings menu. Your Post-By-Email Address is listed towards the bottom of your mobile information.

If you do not have either of the above, you must get a *Post-by-Email Address*, assigned to you by Facebook. Go to your Facebook Account Settings and select <Mobile>. Follow the instructions for mobile setup. Facebook will text you a code to your phone. This code must be entered into the Facebook window to link the phone to your Facebook account. Once linked, you will find your *Post-By-Email Address* in the Mobile section of

your Account Settings. Enter the *Post-By-Email Address* into the XGate <Settings> <Social Media> <Facebook> Secret Email.

To post to Facebook, select <Social Media> from the main menu and select <Facebook> to open a dialog box for entering your posting information. You can attach a photo and enter your text message. Tap <OK> to add the Facebook posting to the Outbox.

### **Twitter**

Keep your followers informed.

#### Activate Twitter Posting

From the main menu, select <Settings>, then select <Social Media>. Tap to turn Twitter ON. Tap <Get a PIN from Twitter>. Enter your Twitter Username and Password and select <Authorize App>. Twitter will reply with a PIN code that must be entered into the XGate Settings. Note: XGate does not 'see' your Twitter login information. Enter the PIN in the Settings. When DONE, Twitter status will show as ON.

To post a tweet, select <Social Media> from the main menu and select <Twitter> to open a dialog box for entering your posting information. Tap <OK> to add the tweet to the Outbox.

## Web Setup and Use

XGate utilizes web compression that allows you to browse the Internet using your satellite connection. Web content is compressed, background images are stripped, pop-up ads are removed, advertisements are stripped, animations are removed, and images are re-sampled and compressed.

XGate Web can reduce the time it takes to download typical web pages by up to a factor of 5x. However, **browse with caution** because the satellite network connections are inherently slow when compared to a residential high-speed internet connection.

### Web Setup

By default, web compression is set to Maximum (recommended). To change web compression, go to: Settings > XWeb Proxy Server > Port: select the desire compression level. Changing the compression to Standard or Minimum will result in longer satellite network connections with increased usage charges.

### Web Browsing

From the main menu, select Web > Connect. Once the connection is established Firefox will launch.

For best results, limit browsing to sites specifically designed for mobile access.

When you are done browsing, use the phone's back button to return to the XWeb Connection screen and select 'disconnect' to end the browsing session and terminate the satellite connection.

## Weather Settings

Use Weather Settings to configure the weather data you would like to receive. To access the Weather Settings open Settings > Weather:

### Locations

Use your current location or keep a list of "Stations" that you create in order to obtain weather data for specific locations. Select <+> to add a station. Enter a name for the station and the lat/lon coordinates. <Save>.

Enable one or more stations when downloading weather information.

**Display Frequency:** Select the incremental frequency of the forecast. For example, selecting <1h> displays an hourly forecast, <6h> will display a forecast in six hour increments.

**Duration (Days):** Use this setting to select the number of days (24 hour periods) for which you want to see the forecast. For example, selecting <3> will give you today's forecast plus 3 more days.

**Use GMT:** Enable GMT to display the frequency in Greenwich Mean Time. With GMT disabled, the forecast will display the local time format of your device.

**Units:** Use these settings to choose the output format of the weather information.

- Temperature
- Pressure
- Height/Distance
- Wind Speed
- Lat/Long Format

**Weather Parameters:** Use these settings to select/deselect which weather information to download.

Surface Temperature  
Perceived Temperature  
Surface Pressure  
Wind Speed  
Wind Direction(true)  
Convective Cloud Cover  
Raining? (Y/N)  
Convective precipitation  
Ice Pellets? (Y/N)  
Freezing Rain? (Y/N)  
Snowing? (Y/N)  
Wave Height  
Wave Direction(true)  
Wave Period  
Visibility  
UV Index  
Dew Point  
Atmospheric Instability  
Thunderstorm Probability

## **Weather Parameters Defined**

Data for the weather forecasts is gathered from several NOAA models and GFS models.

The following weather information is available for download.

### **Surface Temperature**

The temperature 2 meters above the ground.

### **Surface Pressure**

Surface pressure of the earth adjusted to mean sea level.

### **Wind Speed**

Mean wind speed.

### **Wind Direction(true)**

Mean wind direction, measured from true north.

### **Wave Height**

Mean height of the 1/3 highest waves measured from crest to trough.

### **Wave Direction(true)**

Mean wave direction, measured from true north.

### **Wave Period**

Mean period between significant waves.

### **Ice Pellets**

Precipitation in the form of ice pellets.

### **Snowing**

Precipitation in the form of snow.

### **Freezing Rain**

Precipitation in the form of freezing rain.

**Raining**

Precipitation in the form of rain.

**Visibility**

The range at which objects can be observed.

**UV Index**

Indicates the danger of exposure to UV radiation.

**Dew Point**

Temperature at which water in the atmosphere will condense given the current humidity level.

**Convective precipitation**

The precipitation rate over the user-selected Display Frequency, expressed in millimeters.

**Convective Cloud Cover**

The percentage of convective cloud cover only (not all types of clouds).

**Atmospheric Instability**

Expressed on a scale of 6+ Very Stable Conditions to 6- Very Unstable, Severe Thunderstorms Likely

**Perceived Temperature**

The 'feels like' temperature given the relative humidity.

**Thunderstorm Probability**

A composite estimate of the probability of thunderstorms.

## Terms

The following terms are used throughout this document:

### **Username/UserId**

A name assigned by your provider which is used as an access code to the XGate service. The name consists of a sequence of alpha numeric characters excluding spaces and in lower case letters. The username is also the first part of your email address as in 'your\_assigned\_username@gmn-usa.com'.

### **Password**

A sequence of characters that only you know which is used to secure access to the XGate service.

### **Domain**

The domain portion of an email address. In an address of the form 'your\_assigned\_username@gmn-usa.com' - the gmn-usa.com is the domain name.

### **Primary Account**

An XGate account that can be accessed via the application over the internet using this device with an Optimizer, a RedPort, or an Iridium AxxessPoint WiFi device. It has a unique email address and is a fully privileged email account with mail and spam filtering and virus checking.

### **Network Address**

The TCP/IP address of a machine connected to a network.

### **Host**

A server on a network.

### **Gateway**

A server on a network (usually the Internet) that acts as a "gateway" to access a service. For example, mail.gmn-usa.com, is the name of the gateway used by XGate to access the XGate mail server.

## END USER LICENSE AGREEMENT

GMN License Agreement

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## **About**

XGate for Android

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