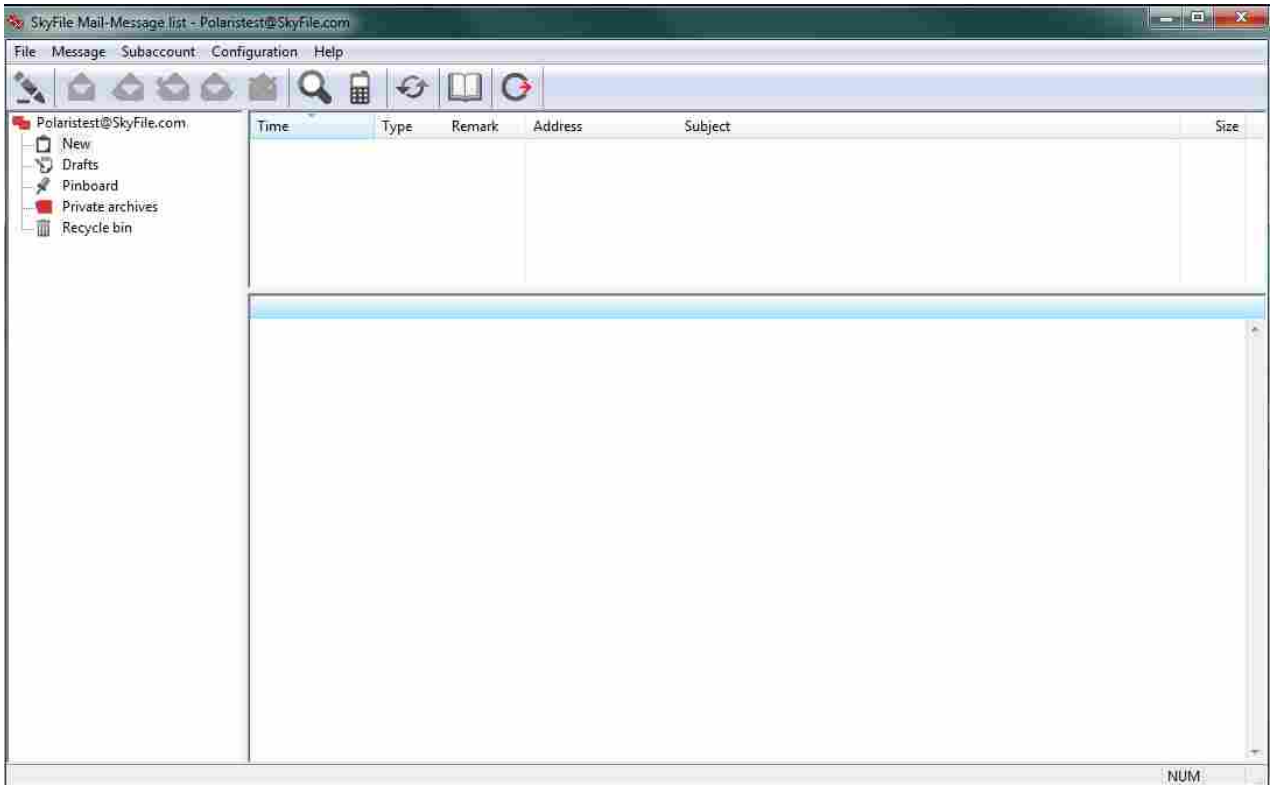
POLARIS ELECTRONICS

Installation, setup, configuration & use of SkyFile on Iridium



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MARITIME AND PORTABLE MOBILE COMMUNICATION AND NAVIGATION SYSTEMS

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How does the system work?

The Iridium satellite network is a global communication network, consisting of 66 satellites in low earth orbit. When using SkyFile, a data call is routed from the iridium phone to the nearest satellite, on to the next satellite and if needed to the next and the next, until it can reach the gateway. The gateway is located in Arizona, USA. From the gateway the data call is routed to the SkyFile server in France. At the SkyFile server the data call will login via a username and password provided by Polaris Electronics. When the data call is logged in it will deliver (Send) content in the outbox and receive content to the inbox of SkyFile Mail.
This process will only appear when pressing the "Dial" button in the SkyFile Mail program. The process will take about 10 seconds if there's nothing to send and receive, if there's something to send and receive it will take more time according to the size of the content send or received.
Before you are able to do the data call, there have to be connection between the PC operating SkyFile to the Iridium phone. Setup of this connection will be covered in the next chapters.

Version

This guide is made the 10th of May 2012 and therefore complies with following software versions:

Windows 7 Professional 64 bit	Service Pack 1 - Fully updated with all updates 10th of May 2012
SkyFile Mail	8.20p
SkyFile Weather	1.1.3 (2.1.3)
Doc. version:	1.11EN/JEA

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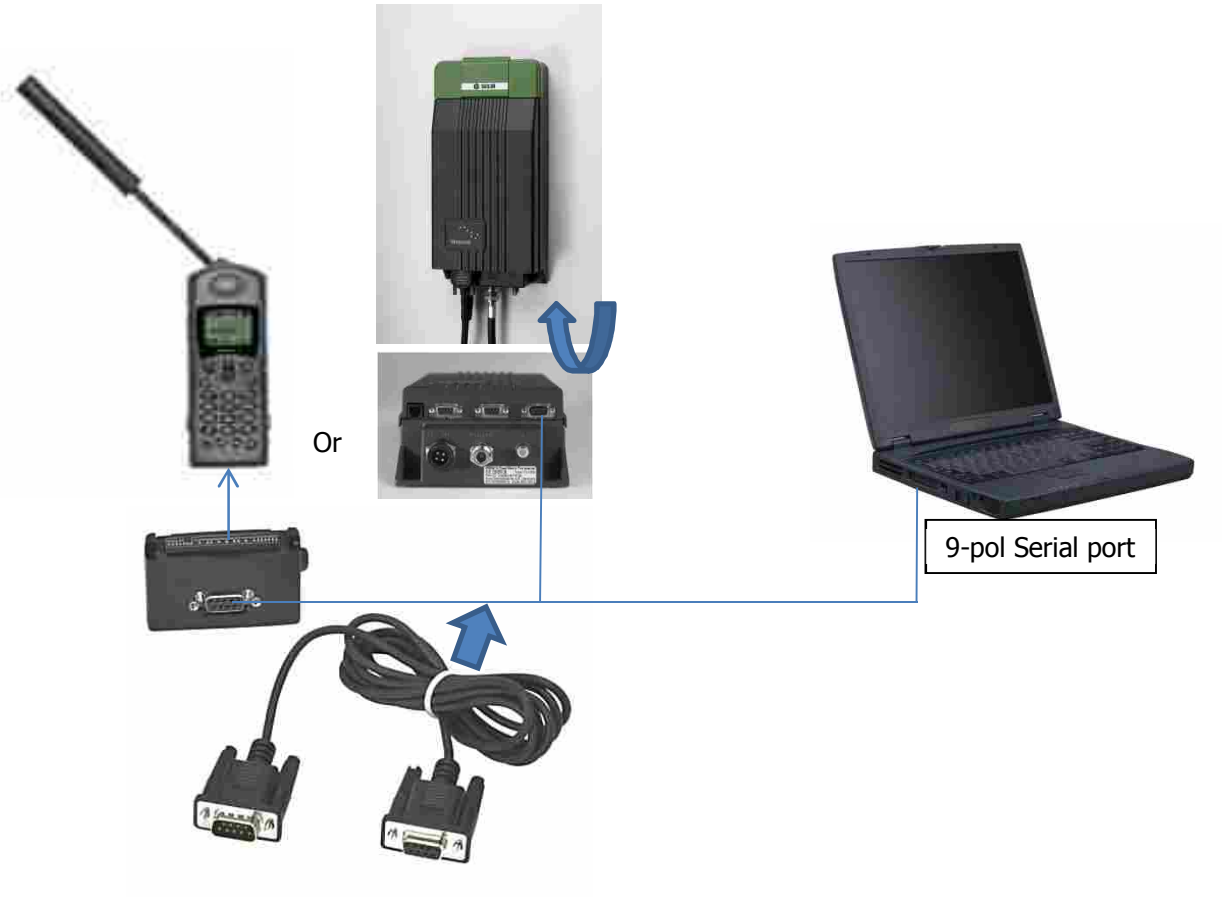
Setup PC-Iridium

The SkyFile Mail program needs a COM port to communicate with the Iridium phone, the following chapters will describe how to install and setup the PC with the different kinds of Iridium phones and find the COM port number.

Sailor SC4000 / Iridium 9505

The Sailor SC4000 and the Iridium 9505 (via data kit) have a 9-pol Sub-D Serial port.
If you have a 9-pol Serial port on the computer, you have to follow the first drawing below, if you don't have a serial port on the computer, you need to follow the second drawing and description.

Serial-Serial



In setup as above COM port will normally be COM1, and setup will be pretty easy via a Serial-Serial cable. Only problem is that most laptops do not have a serial port today.

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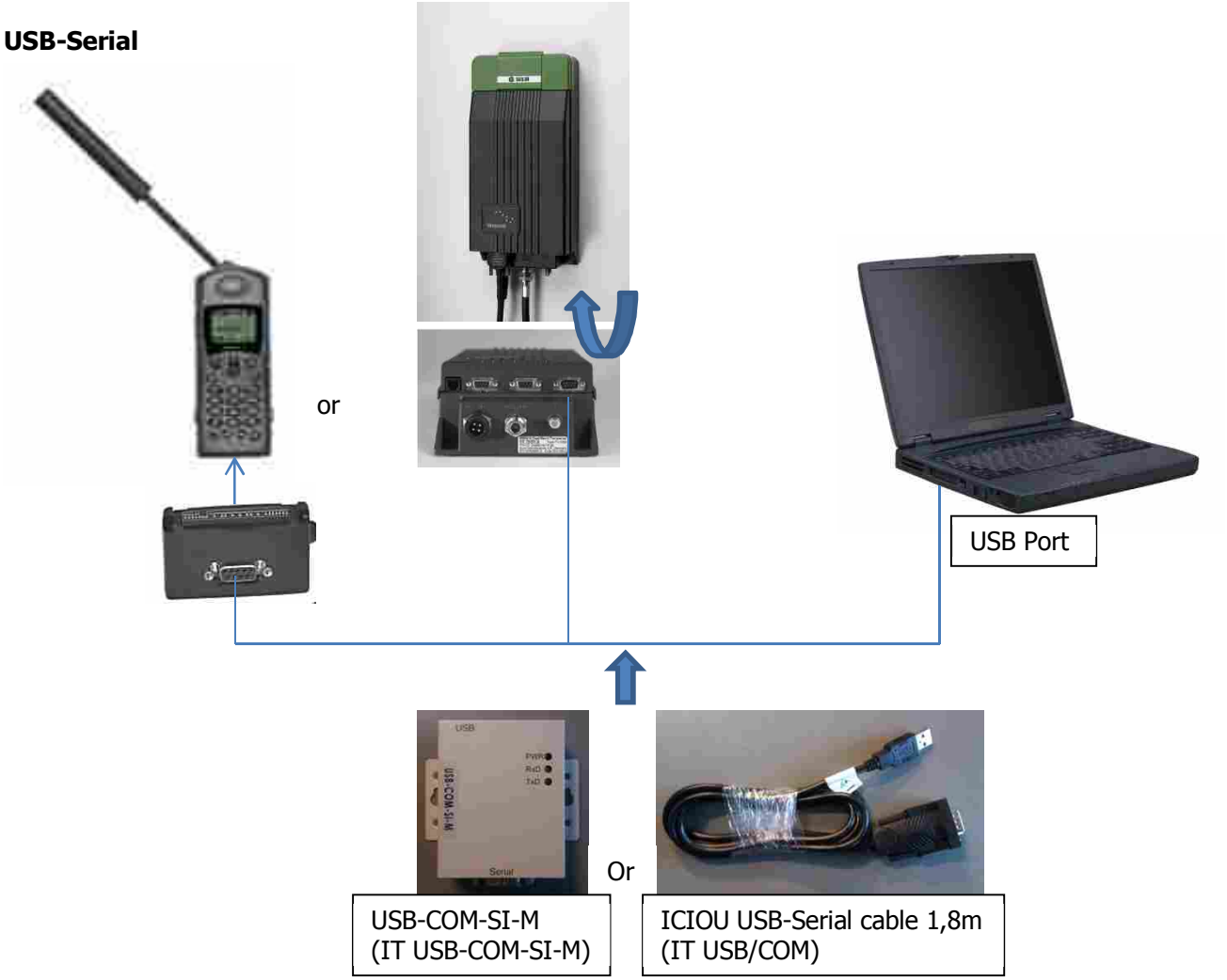
USB-Serial



In setup above the laptop doesn't have a serial port, therefore an USB-Serial adaptor needs to be installed. Polaris Electronics have two different kinds of USB-Serial adaptors. Below there's a description of installation of each kind.

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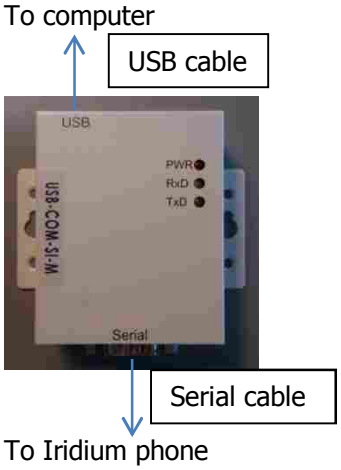
USB-COM-SI-M



Installation:

1. Insert the CD-rom delivered together with the USB-COM-SI-M.
2. Run "start.html". If it doesn't autorun, go to "Computer" and open the CD-drive.
3. Click Driver Installation, "Windows 7, Vista, 2003, XP, 2000 Driver".
4. Click "Run" and "Yes" in the button of the browser. A Comand Promt will open and close again after installation.

5. Connect the USB cable from USB-COM-SI-M to the computer. The red "PWR" led shall light up.

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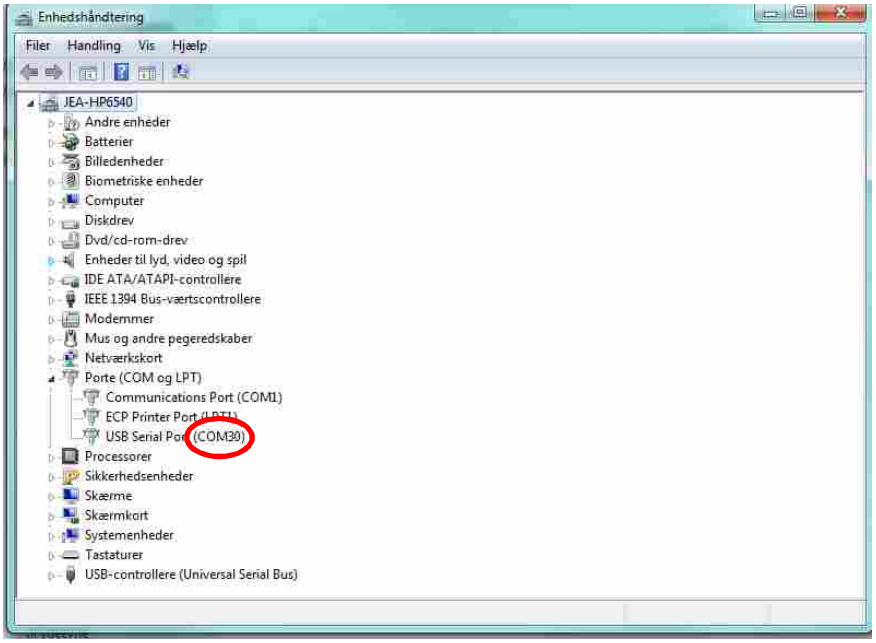
6. Right click "Computer", press "Properties" and "Device Manager". Click "Ports" and see the port number as below.



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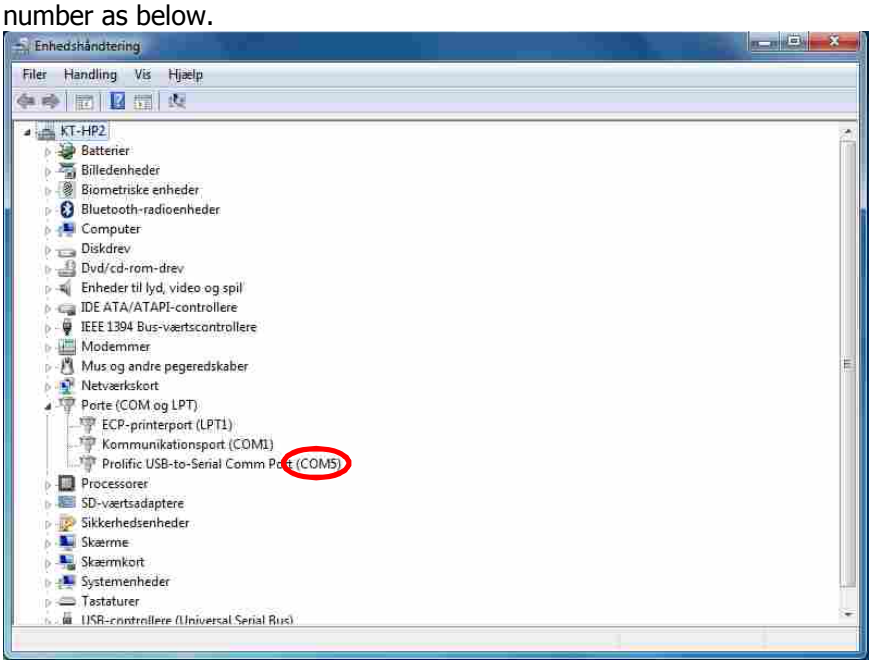
ICIOU USB-Serial cable 1,8m

Installation:

1. Connect the USB-Serial cable to a USB port on the computer. Windows will start searching for the driver.
2. Let Windows find the driver for the device. If Windows doesn't automatic search for drivers on Windows update, please change this sitting.
3. Right click "Computer", press "Properties" and "Device Manager". Click "Ports" and see the port number as below.



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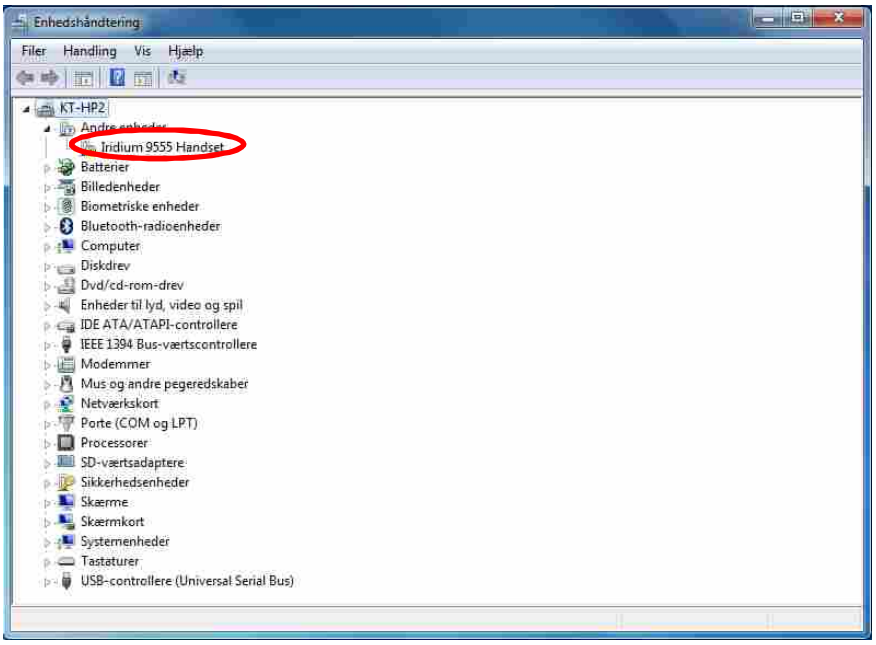
Iridium 9555 / 9575 (Extreme)
The Iridium 9555 and the Iridium 9575 (Extreme) have both a USB port, and will therefore be connected directly to the computer via an USB cable delivered with the phone.

Installation Iridium 9555 (The Iridium 9575 (Extreme) has almost same installation procedure as below):

1. Connect the phone to the computer via the USB cable delivered with the phone. Windows will not find the driver.
2. Right click "Computer", press "Properties" and "Device Manager".
3. Double click the "Iridium 9555 Handset".



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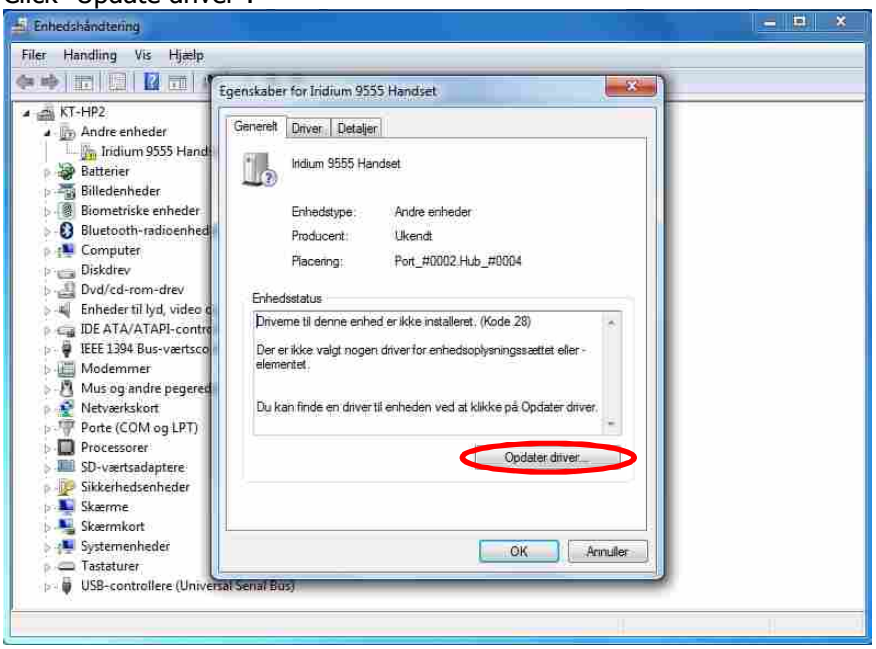
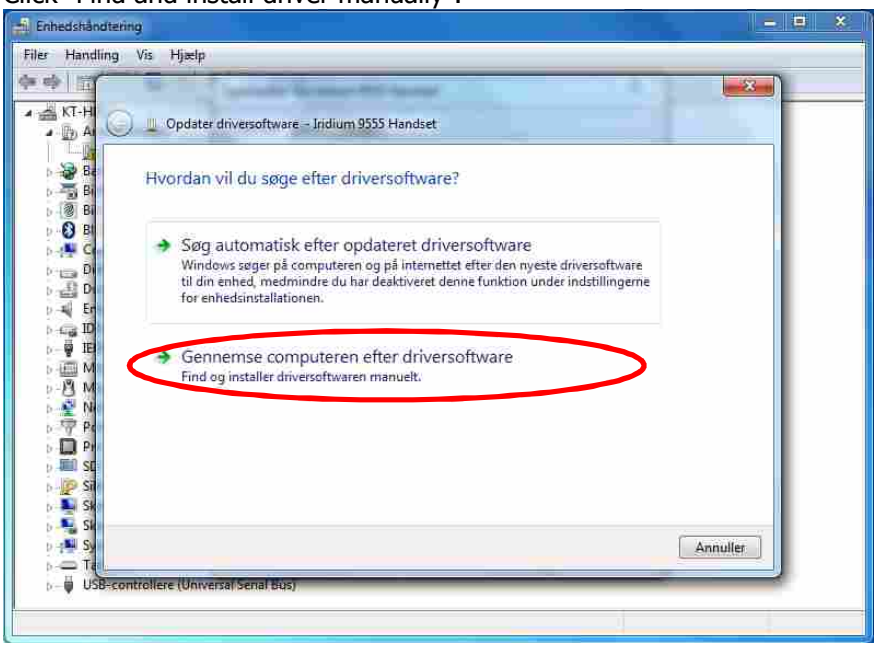
4. Click "Update driver".



5. Click "Find and install driver manually".



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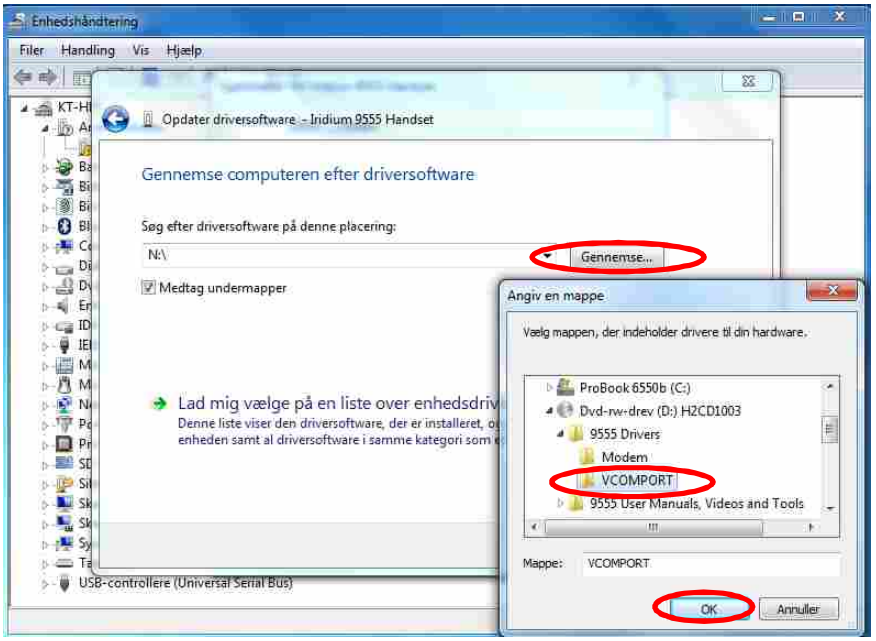
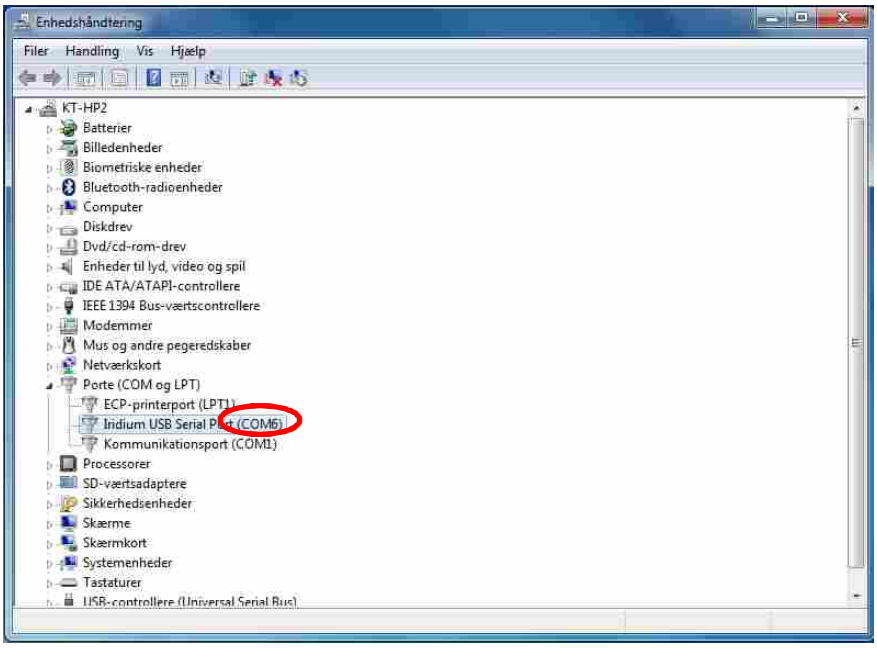
6. Insert the supplied CD-Rom for the Iridium Phone. Click "Browse". Find the CD-drive, the folder "9555 Drivers" and the folder "VCOMPORT". Click "OK" and "Next".



7. Now the driver is installed. Click "OK" until you are back to the "Device Manager". See the Port number under "Ports".



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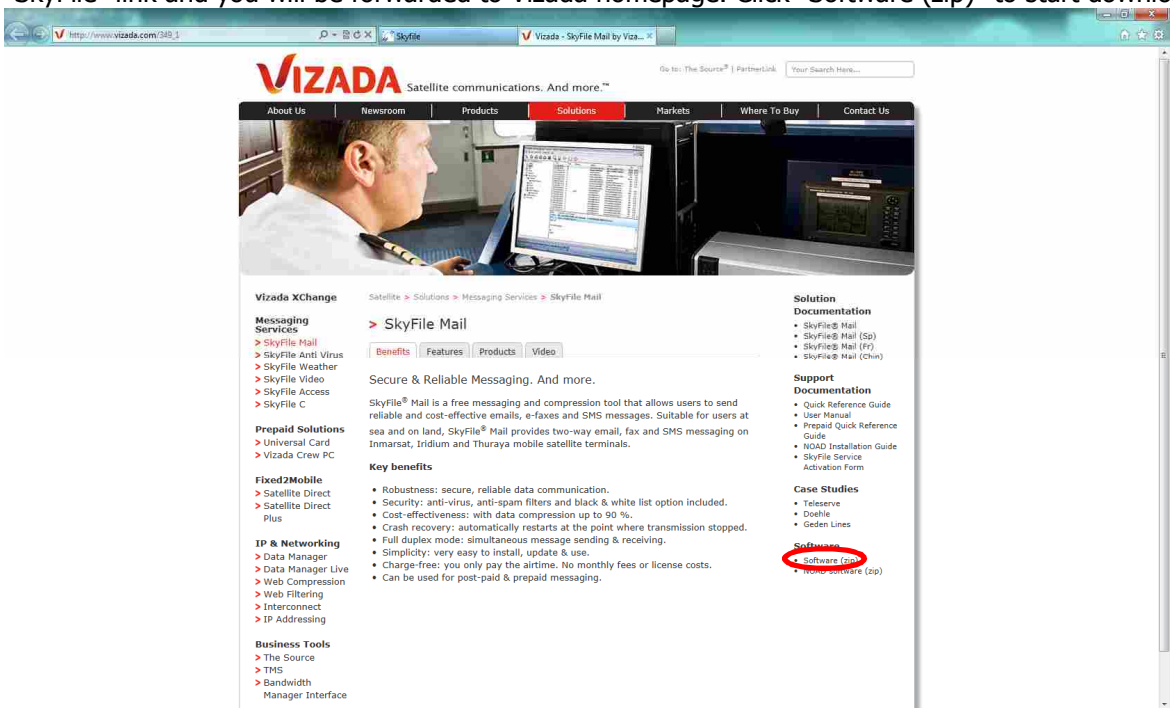
SkyFile Mail

Installation of SkyFile Mail

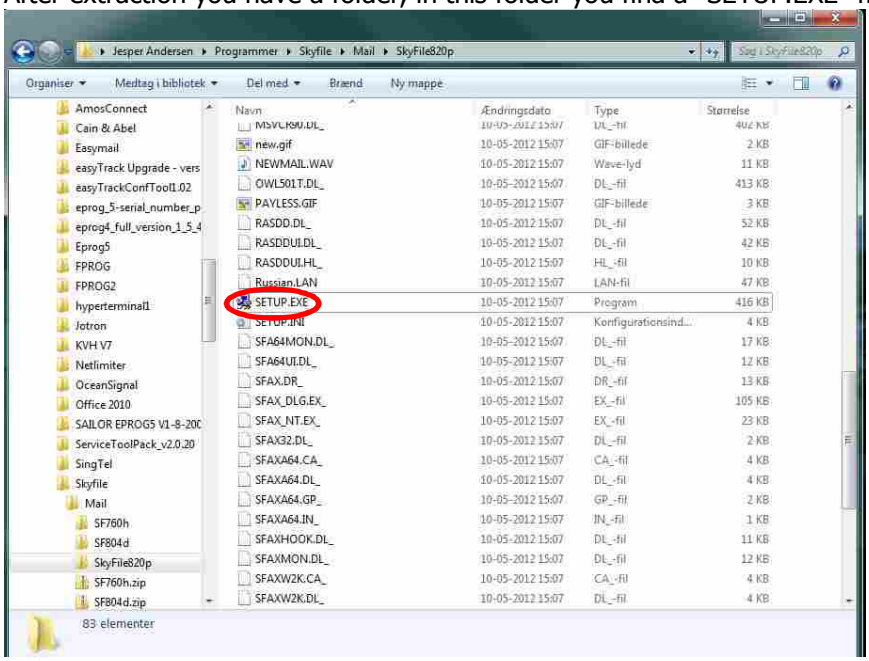
SkyFile Mail can be downloaded via Polaris Electronics homepage, under "Airtime" and "Software". Click the "SkyFile" link and you will be forwarded to Vizada homepage. Click "Software (zip)" to start download.



Save the file to a known position.

After download, right click the file, and click "Extract". The extracting procedure may be different depending on which program you are using for extracting files.

After extraction you have a folder, in this folder you find a "SETUP.EXE" file. Open this file.



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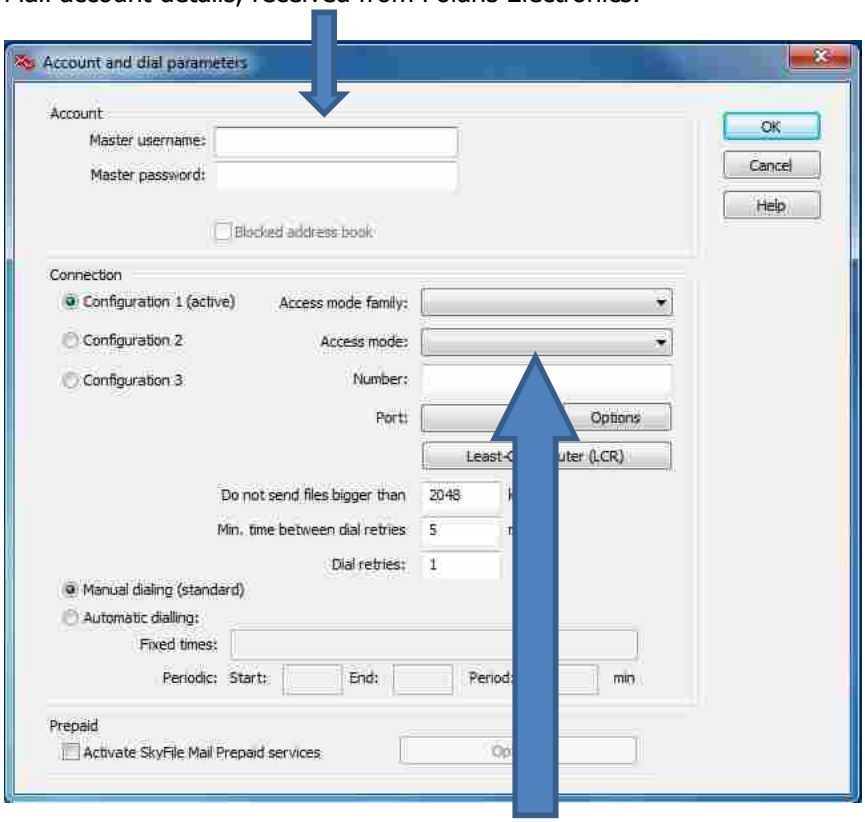
Follow the installation procedure, by clicking "Continue" until it says "Finish".
If you have installed SkyFile Mail before there might be a configuration file that you might like to use again, else you click "No".

After this you will get directly to the "Account and dial parameters". Here you will have to insert your SkyFile Mail account details, received from Polaris Electronics.



In "Connection" you'll have to choose "Access mode family". Select "Iridium".
"Access mode" has to be "Iridium (Postpaid SIM)" or "Iridium (Postpaid SIM, no rudics)". Which one of them it has to be, depending on the computer and the routing through SkyFile servers. Start to select "Iridium (Postpaid SIM)".

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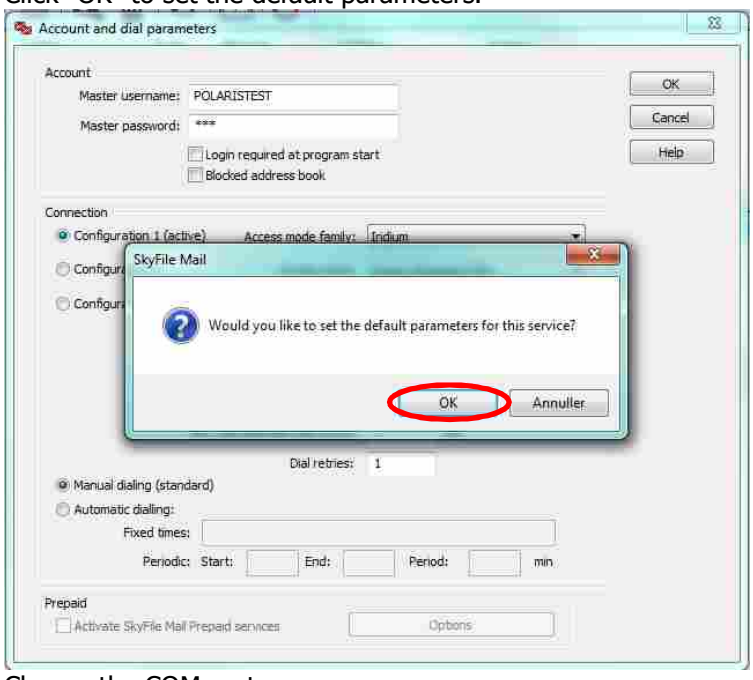
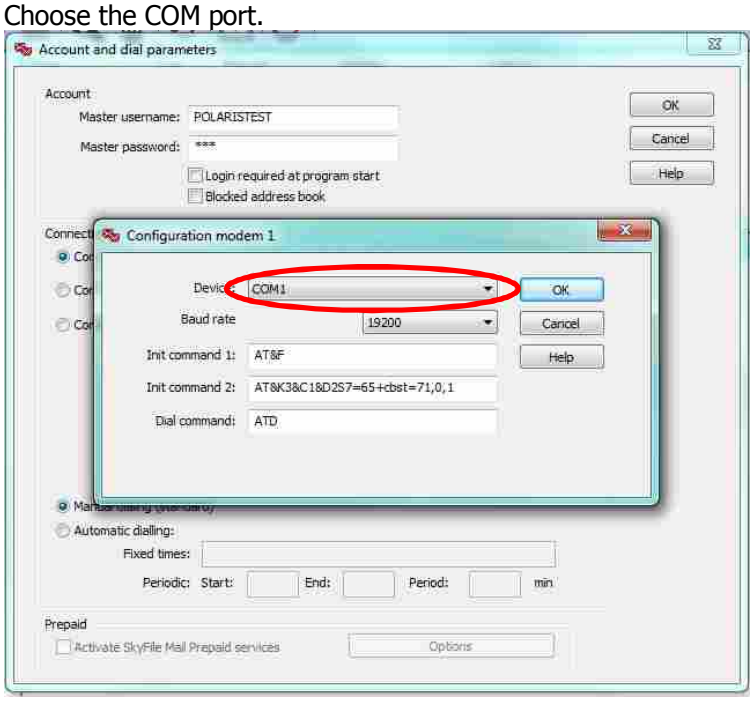
Click "OK" to set the default parameters.



Choose the COM port.



Click "OK" to the two windows.

Now you'll be asked if you want to load old subaccounts from the SkyFile server.
If it's the first installation or you don't have any subaccounts, click "No".

The program will start, and ask you if you want SkyFile to be the standard mail handler, we recommend a "Yes" for this.

After this you'll be asked if want to install fax support, we recommend a "No" for this.

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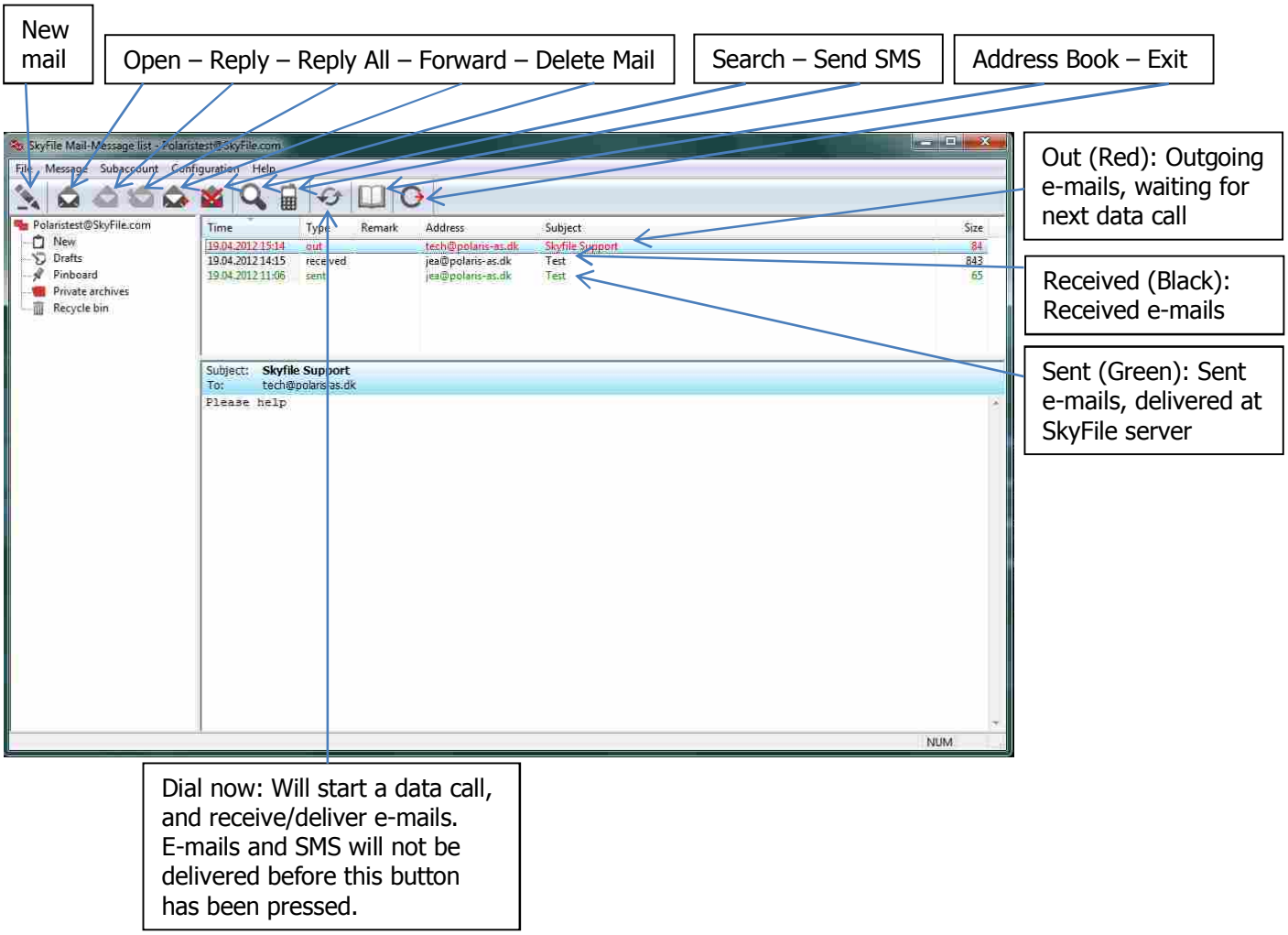
Use of SkyFile Mail

SkyFile Mail basically offers the same functions as other mail programs as Outlook Express.



SMS Service

The SkyFile Mail SMS service offers you the opportunity of sending SMS to cellphones.
Click the Send SMS icon.

Insert the phone number with the country code before. For Denmark ex: 45XXXXXXXX
The receiver will receive a SMS from a +49 number. You can reply this number directly and the answer will be delivered in SkyFile Mail.

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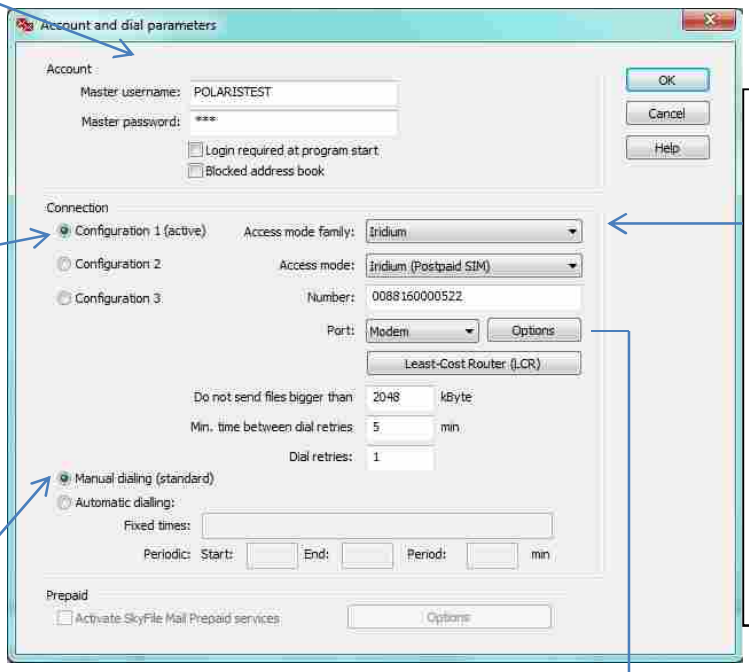
Setup of SkyFile Mail
Normally the only setup to be made is the "Account & dial parameters". We don't recommend using "Subaccounts".

Account & Dial Parameters
Under "Configuration" you will find the "Account & dial parameters…"

Account
Your SkyFile Mail account details.
Password will always be displayed as three stars (*)



Configuration 1, 2, 3
Only used when different devices connected. We recommend only using configuration 1

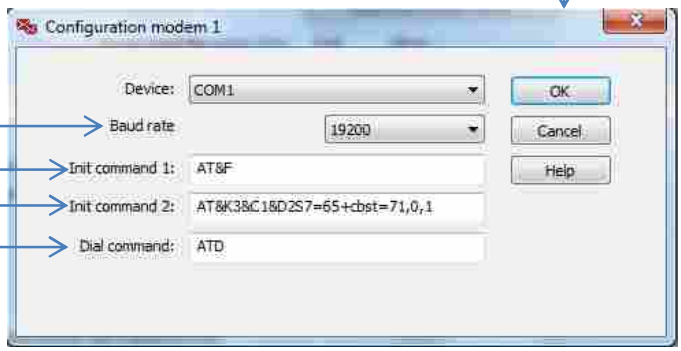
Access mode family:
Iridium

Access mode:
Iridium Postpaid SIM or Iridium Postpaid SIM no Rudics

Number:
Automatically set by the Access mode

Port:
Modem
Click "Options" to change COM Port.

Manual dialling is recommended



Baud rate, Init command 1, Init command 2 and Dial command is automatically set.
We recommend not changing.

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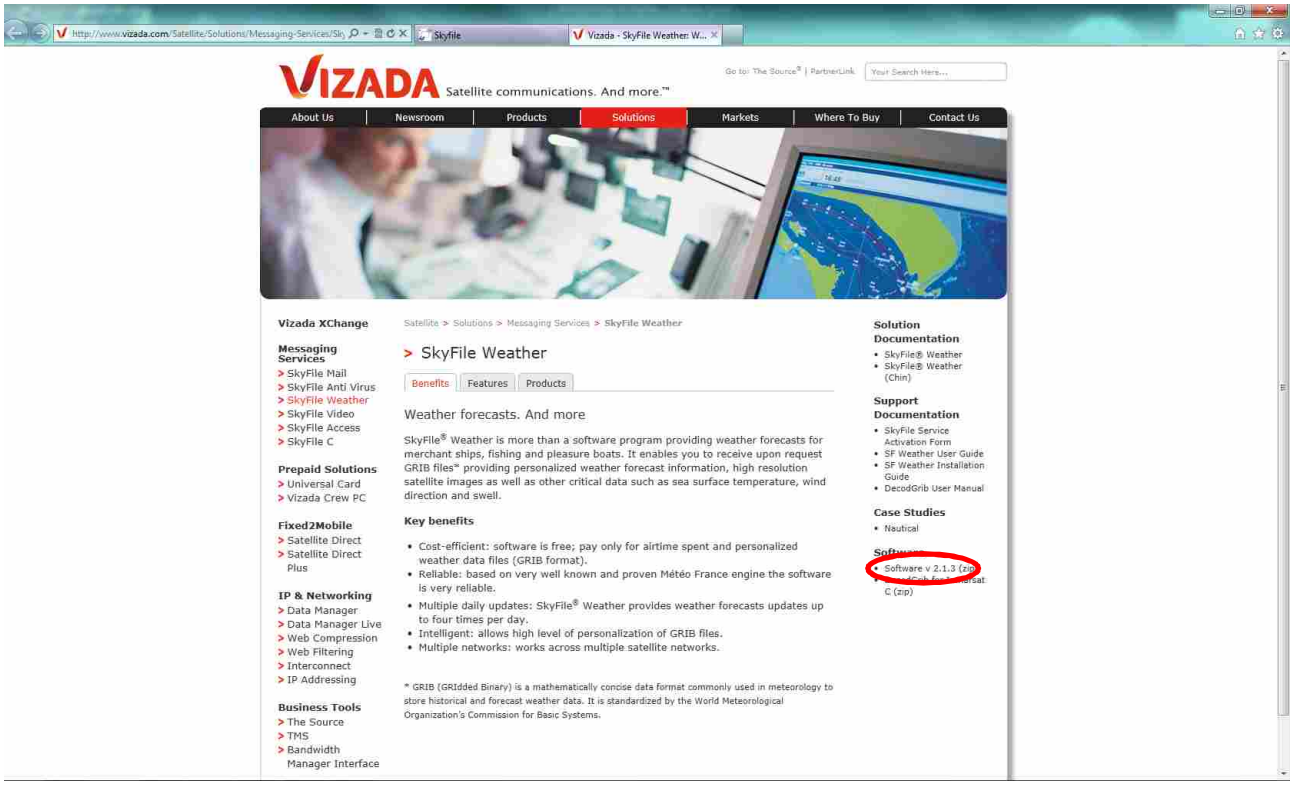
SkyFile Weather
SkyFile Weather is a weather forecast program which gets its forecasts from Meteo France.

How does SkyFile Weather work?
You choose the area, time and which parameters you want forecast for. When you press send, an e-mail will be created in the SkyFile Mail program. This e-mail will be send to a server at Meteo France. Remember that this e-mail will not be send until you press "Dial now" in SkyFile Mail.
When the e-mail is received by Meteo France servers, the data will be proceeded and send back to you. This process will take up to 10 minutes.
After 10 minutes, please dial to receive e-mails, an e-mail with a GRIP-file will be received. This GRIP-file will have to be saved, and thereafter opened by SkyFile Weather.
Now you will be able to see your weather forecast in SkyFile Weather.
SkyFile Weather has to be part of your SkyFile account to use it, as standard all SkyFile Mail users are also created for use of SkyFile Weather by Polaris Electronics.

Installation of SkyFile Weather
SkyFile Weather can be downloaded via Polaris Electronics homepage, under "Airtime" and "Software". Click the "SkyFile Weather" link and you will be forwarded to Vizada homepage. Click "Software v x.x.x (zip)" to start download.

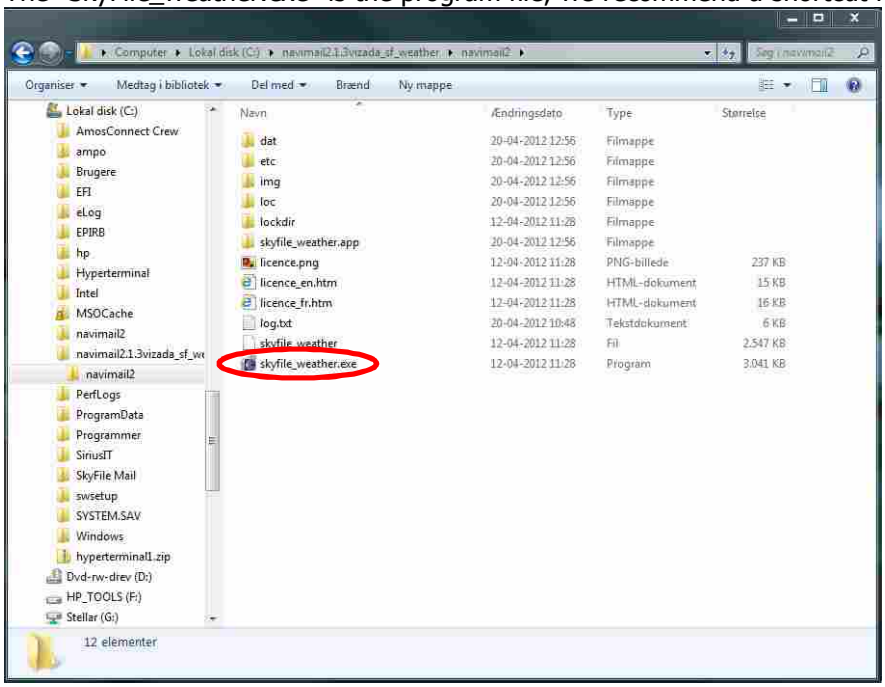


Save the file to a known position.

After download, right click the file, and click "Extract". The extracting procedure may be different depending on which program you are using for extracting files.

After extracting you will have a folder, this is the SkyFile Weather program folder, we recommend to save this to the "C:\" drive.

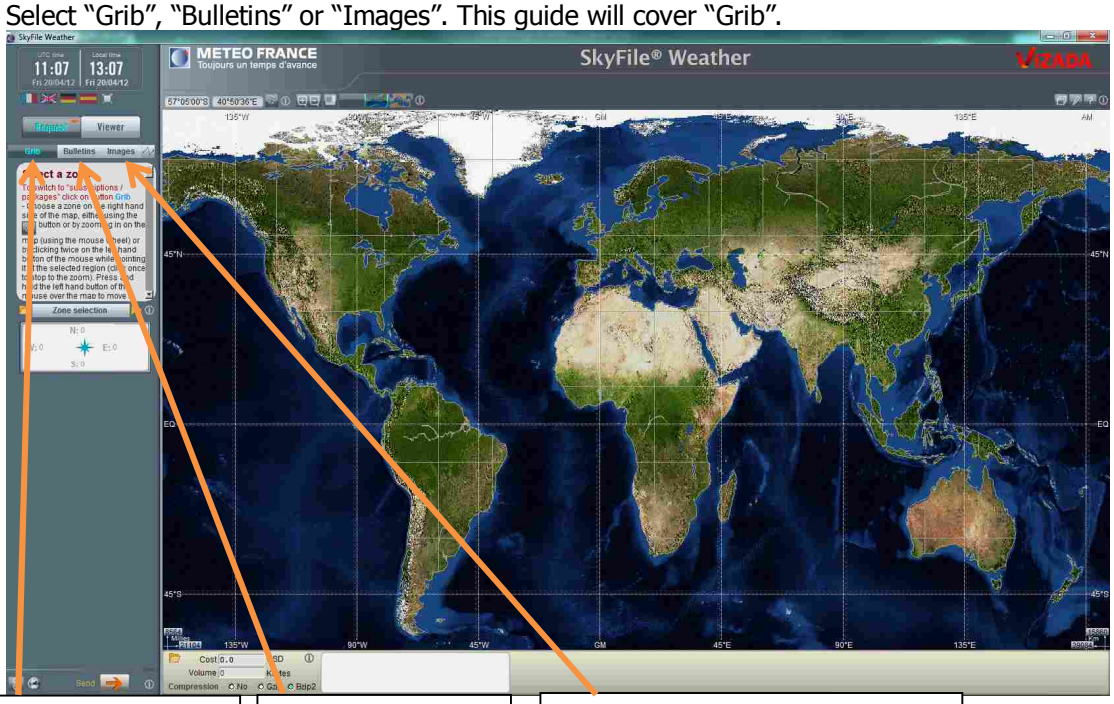
The "SkyFile_weather.exe" is the program file, we recommend a shortcut for this at the desktop.



When you opens the program, you might see a security warning, click "Yes" for this.

Use of SkyFile Weather

1. Click "Request".
2. Select "Grib", "Bulletins" or "Images". This guide will cover "Grib".



Grib
Select an area, time and parameters for the weather forecast.

Bulletins
Select an NAVTEX area and get bulletins for this.

Images
Get satellite photos for an area. Be aware that the file size is very large.

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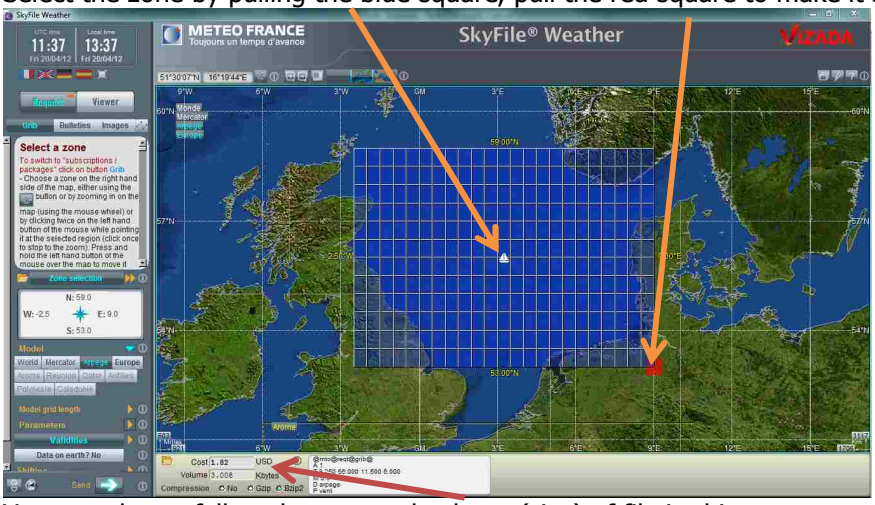
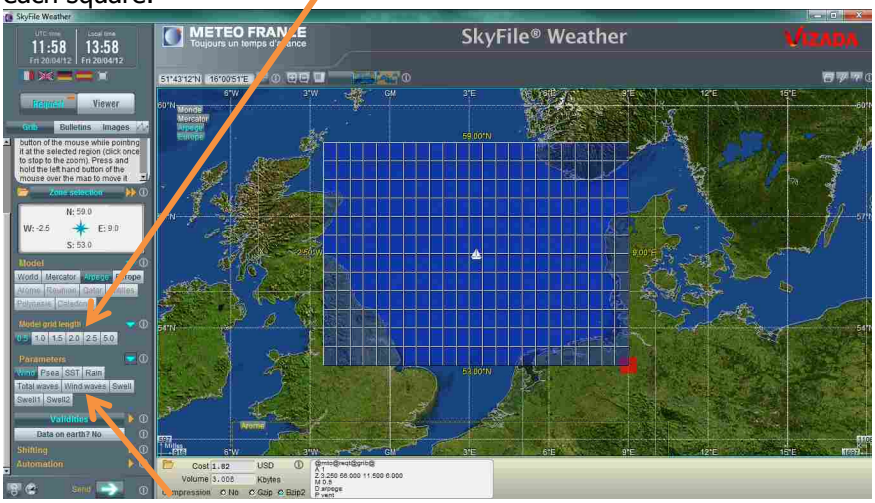
3. Zoom in to the area, you would like the forecast to cover.
4. Click "Zone selection"
5. Select the zone by pulling the blue square, pull the red square to make it smaller or larger.



You can always follow the cost and volume (size) of file in this area.

6. Select "Model". Normally it will be set to the best. We recommend not changing it. The "Model" can give some changes to "Parameters".
7. Select "Model grid length". This determines the detail of the forecast. There will be one forecast for each square.



8. Select "Parameters". Ex. Wind, Psea, Rain, Swell etc.

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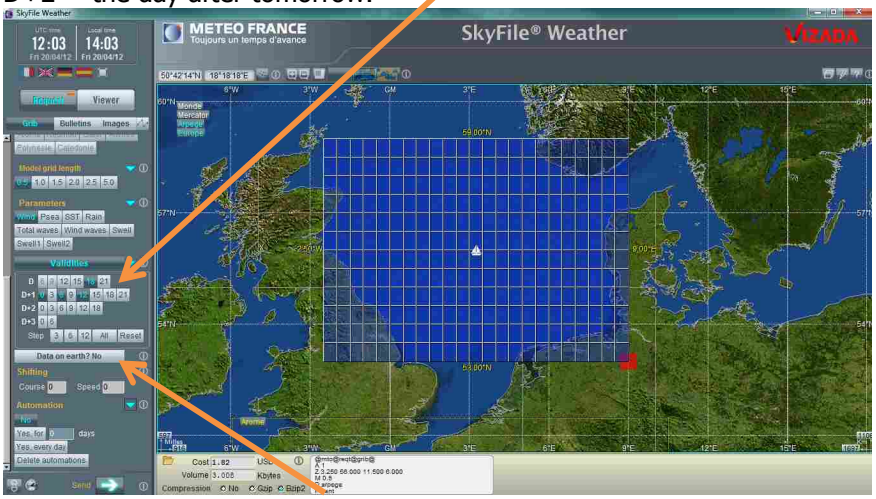
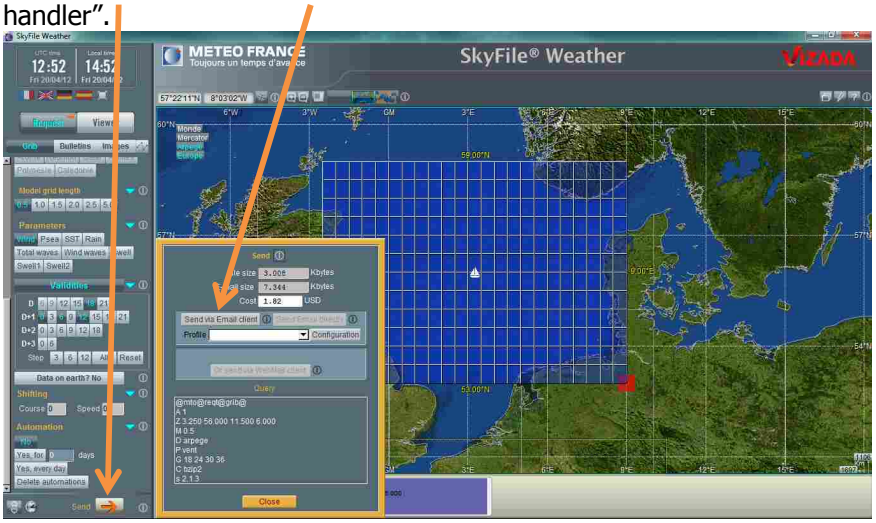
9. Select the time, under "Validities". D = Today. D+1 = Tomorrow. D+2 = the day after tomorrow.



10. At last select if you want "Data on earth" (Data on shore). You can select Shifting, then the forecast will move according to this and then you can make an "Automation".
11. Click "Send" and "Send via Email client". It's important that SkyFile Mail is the "standard mail handler".



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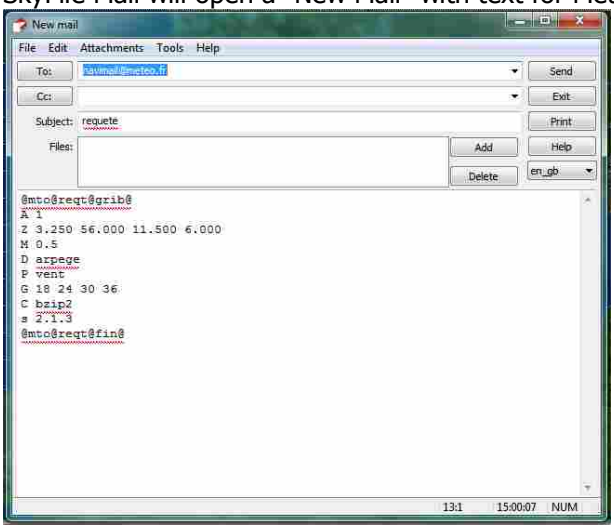
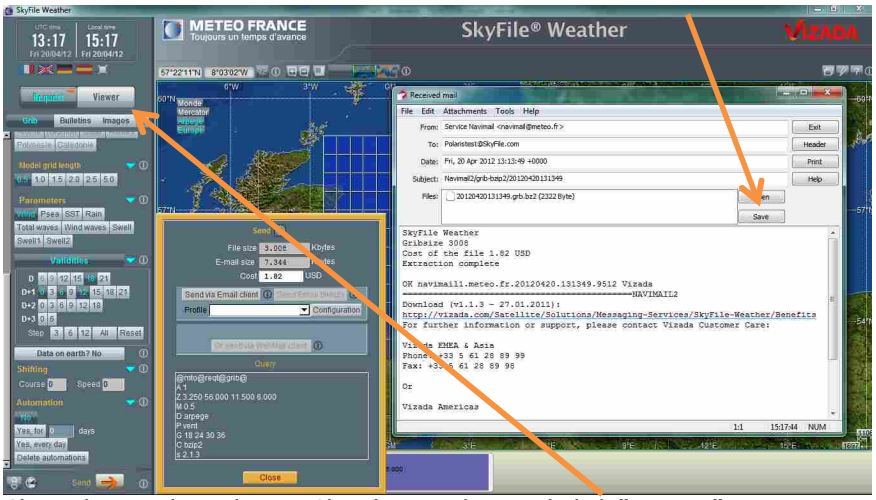
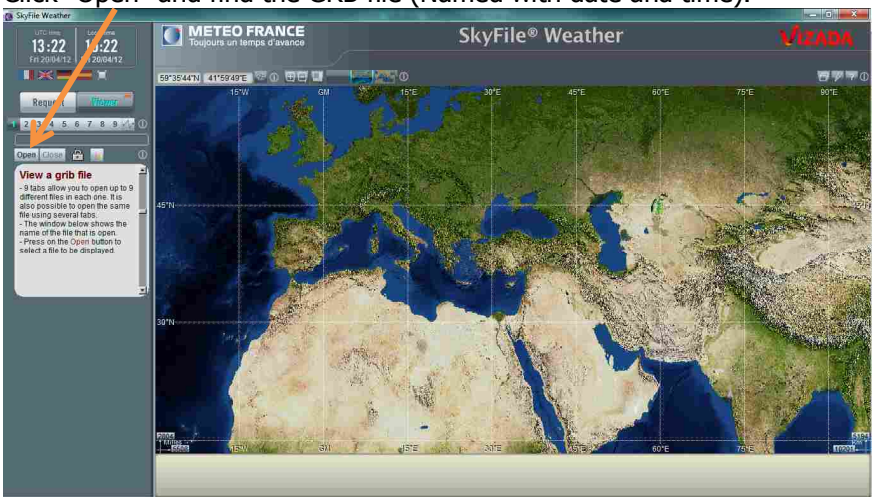
12. SkyFile Mail will open a "New Mail" with text for Meteo France. Click "Send".



13. Make the phone ready, and click "Dial now" in SkyFile Mail.
14. After about 10 minutes, click "Dial now" again.
15. You should receive an e-mail from Meteo France. Save the attached GRB file.



16. Close the send window in SkyFile Weather and click "Viewer".
17. Click "Open" and find the GRB file (Named with date and time).



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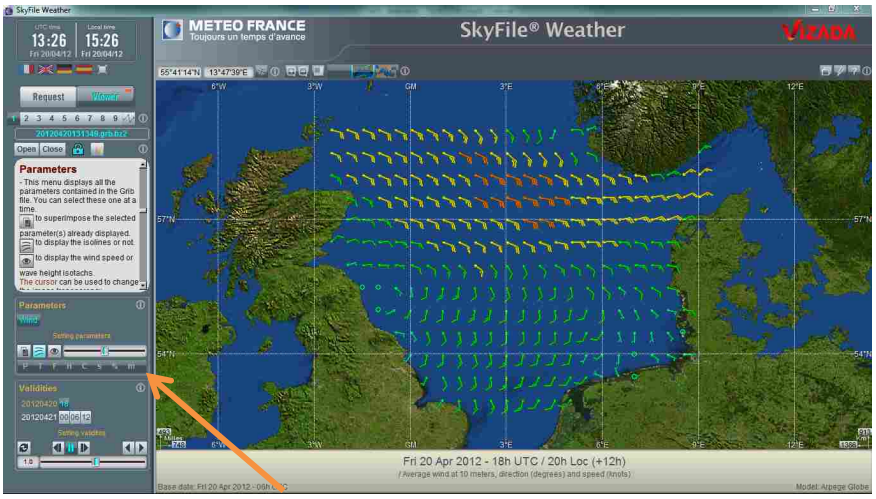
18. Now the forecast should be shown in the window.



19. Set the "Parameters" and "Validities" in left side.

E-mail: info@polaris-as.dk - Web: www.polaris-as.dk

Troubleshooting

SkyFile Mail
During troubleshooting please always check if the phone display show "Data call". If not, you have no connection from Computer to Iridium phone.

Below are solutions for different Error codes:

Port can't be opened
SkyFile can't find the port.
Port driver might not be installed or the wrong port has been selected in the "account & dial parameters".

CTS Off / CTS Low
CTS = Clear to send.
CTS is a signal SkyFile needs from the iridium phone.

Please check up following:
1. Cables
2. COM port and drivers. Find the newest one on Polaris Electronics homepage.
3. Newest version of SkyFile. Find the link from Polaris Electronics homepage.

Does the phone show "Data call" in display?
If not, the data port of the transceiver might be defective.
If yes, the antenna signal might be too low or corrupted, or the wrong "Access mode" has been selected.

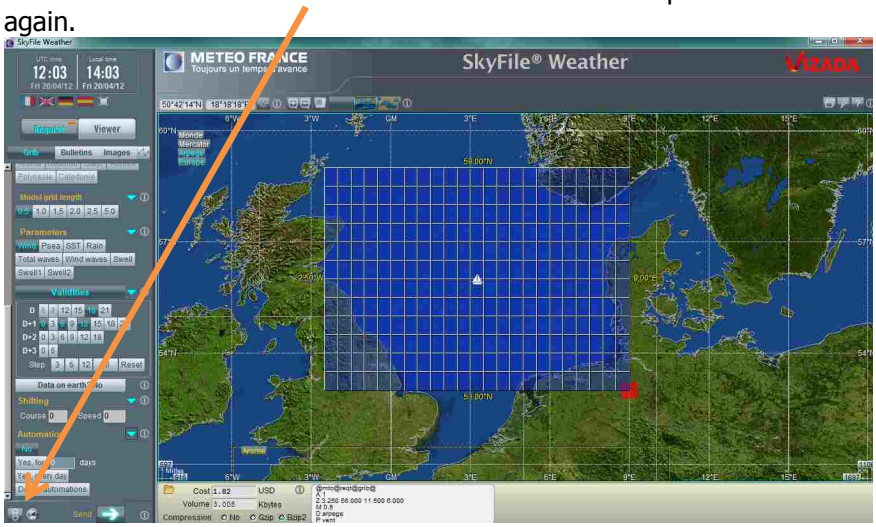
Timeout on Init
Try again, if you still get the fault, please check the "Access mode".

No Carrier
Antenna signal to low. Try to get a clear line of sight, signal bar shall normally be full to run data.

Invalid username or password
Check the Master username and password. Need to be the one from your SkyFile account details provided by Polaris Electronics. You can always try to see if the account is active in the SkyFile Webmail.

SkyFile Weather

I can't find the "Send via Email client" button
Be sure that the ADSL mode button isn't active. After depress of the button, please make the "Request" again.



Support
Call the main number and ask for Service department, or send an e-mail for tech@polaris-as.dk.
It might be a help to send screen shot of the fault and the sittings of "Account and dial parameters".
The "configuration status" file might also be nice to have.

If you have a stabile internet connection on your computer, it might be a help for us to use a remote desktop program on your computer. Download the "Polaris Quick Support" program from the front page of our homepage and contact us with the ID and password.

Automatic close of SkyFile Account
After 3 months without sending e-mails, the account will be temporary closed. To open again, simply send an e-mail from the SkyFile account.

After 18 months without sending e-mails, the account will be removed from the database at the SkyFile server. To open again, please contact Polaris Electronics.

SkyFile Webmail
You can always check your SkyFile Mail account via the SkyFile Webmail. The SkyFile Webmail shows e-mails on the SkyFile server, that hasn't been delivered to the SkyFile Mail program.

SkyFile Webmail: https://webmail.skyfile.com/