



ClientSATmail Setup Guide

This Setup Guide contains essential instructions for downloading, installing, registering and configuring ClientSATmail, powered by the very powerful GMN technology... “XGate”

ClientSAT is proud to be GMN’s distributor partner in Australasia

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Download and Install ClientSATmail Software

For Windows OS



1. Use this link to download the ClientSATmail Email Installer file:

<http://www.clientsat.com.au/clientsatmail-downloads/>

2. Select the **Download for Windows** and save the file to your computer.

3. Run the downloaded file to install ClientSATmail. Be sure to accept all the defaults during the installation.

4. Register your ClientSATmail account at <http://www.clientsat.com.au/clientsat-mail/> to receive your 'username' and 'password'. If this is the first time you are running ClientSATmail, it will open automatically to the Activation Wizard. You can also get to the Activation Wizard by going to <Program> <Registration Wizard>. See **Register for ClientSATmail Service** in this Setup Guide for registration details.

For Mac OS X



1. Use this link to download the ClientSATmail Email Installer file:

<http://www.clientsat.com.au/clientsatmail-downloads/>

2. Select the **Download for Mac** and save the file to your computer.

3. Double-click on the downloaded file to open the window.

4. In the window, look for the file app with the big red X icon.

5. Click and drag that icon to the right, onto the Applications



Folder image. Wait a few moments while the files are copied. When it is done the Applications folder in your dock bounces.

6. Open the Applications Folder in your dock and click on the XGate icon to complete the installation. (On some browsers, you may receive a popup window asking "Are you sure you want to open the file?" Select <Open>) When the installation is complete the XGate icon in your dock will bounce.

7. Register your ClientSATmail at <http://www.clientsat.com.au/clientsat-mail/> to receive your 'username' and 'password'. If this is the first time you are running ClientSATmail, it will open automatically to the Activation Wizard. You can also get to the Activation Wizard by going to <Program> <Registration Wizard>.

For Apple iOS



1. You will find the XGate app in the Apple iTunes App Store. On the iOS device, go to the App store and search on XGate. Select <INSTALL> to download the XGate app to your device. You must register the service prior to launching the application.

2. An Activation Code is required to use ClientSATmail satellite email service. If you do not have an Activation Code, please call 1300 368 858 or you can purchase ClientSATmail in our online store: <http://www.clientsat.com.au/ClientSATmail>

If you are a new ClientSATmail user you must register <http://www.clientsat.com.au/clientsat-mail/> to receive your 'username' and 'password'.

For Android



1. You will find the XGate app in the Google PlayStore. On the Android device, go to the Google PlayStore and search on XGate. Select <INSTALL> to download the XGate app to your device. You must register the service prior to launching the application.
2. An Activation Code is required to use the ClientSATmail satellite email service. If you do not have an Activation Code, please call 1300 368 858 or you can purchase ClientSATmail in our online store: <http://www.clientsat.com.au/ClientSATmail>
3. If you are a new ClientSATmail user you must register at <http://www.clientsat.com.au/clientsat-mail/> to receive your 'username' and 'password'.

Register for ClientSATmail Service

If you already have an ClientSATmail username and password, it is not necessary to register again. Open ClientSATmail and enter your username and password in the ClientSATmail Settings Account Information.

If you are new to ClientSATmail service you must register using one of the methods below:

Online Registration (compatible with all OS)

If you have purchased a ClientSATmail voucher and received an Activation Code you can use the online registration form. <http://www.clientsat.com.au/clientsat-mail/>

If you are using only an iOS or Android device (i.e. no PC) you must register online as described below.

1. Go to the ClientSATmail Product Registration page on our website:

<http://www.clientsat.com.au/clientsat-mail/>

2. Complete the Product Registration Form. It is important to use a valid Contact Email address when registering. Preferred User Id and Alternate User Id must be between 3 and 16 characters. Account Password must be between 6 and 16 characters. Acceptable characters include lowercase English alphabet, numbers, period (.), hyphen (-), and underscore (_). Please Note: the username and password CANNOT be the same character string.

3. Click on <View Terms> to read the Terms.

4. Select <Accept Terms and Submit>

5. Wait for confirmation that the Registration is Complete. Make note of the username and the password assigned to the account. NOTE: If the Preferred User Id is not available, the Alternate User Id will be assigned.

6. Open ClientSATmail and enter the username and Password into the ClientSATmail Settings.

Register within the ClientSATmail Software (compatible with Windows and Mac ONLY)

The first time you run ClientSATmail the Activation Wizard will open. Select one of the following registration methods to begin using ClientSATmail.

New Account Using Activation Code:

Use this if you purchased a ClientSATmail Voucher and received an Activation Code. <Next>

1. Choose "Network Connection" if you have an internet connection available. (You can/will configure ClientSATmail to use a satellite phone connection later). <Next>
2. Read the Registration Notice and select "I have read and agree..." <OK>
3. Complete the Activation Form. It is important to use a valid Contact Email address when registering. Preferred User Id and Alternate User Id must be between 3 and 16 characters. Account Password must be between 6 and 16 characters. Acceptable characters include lowercase English alphabet, numbers, period (.), hyphen (-), and underscore (_). Please Note: the username and password CANNOT be the same character string.
4. Wait for confirmation that the Registration is Complete. Make note of the username and the password assigned to the account. NOTE: If the Preferred User Id is not available, the Alternate User Id will be assigned. <Finish>

New Account Using Credit Card:

Use this if you have not yet purchased a ClientSATmail email subscription. Please visit <http://www.clientsat.com.au/ClientSATmail>

New Account FREE 3 Day Demo:

Use this for the FREE 3-day trial of ClientSATmail email. An internet connection is required to register for the 3-day trial account. <Next>

1. Choose "Network Connection" <Next> (You can/will configure ClientSATmail to use a satellite phone connection later.)
2. Read the Registration Notice and select "I have read and agree..." <OK>

3. Complete the required fields on the Activation Form. It is important to use a valid Contact Email address when registering. <Activate>

4. Wait for confirmation that the Registration is Complete. Make note of the username and the password assigned to the account. <Finish>

Enter User ID and Password:

Use this if you have already been assigned an ClientSATmail User Id and Password. <Next>

1. Choose "Network Connection" <Next> (You can/will configure ClientSATmail to use a satellite phone connection later.)

2. Complete the Account Information Settings with your Real Full Name, your Assigned User Name, and your assigned Password. <OK>

3. Wait for confirmation that the Registration is Complete. <Finish>

Test Your ClientSATmail Installation

Before configuring ClientSATmail to use your satellite phone, test that ClientSATmail is installed correctly. With an internet connection available:

Windows or Mac OS

1. Click on the “Start” button in ClientSATmail. ClientSATmail will connect to the server and you will receive the Welcome to ClientSATmail email.
2. To read the Welcome to ClientSATmail email go to the ClientSATmail main screen and click on the Email icon. This will launch iScribe, the email client bundled with ClientSATmail. It is a full featured, easy to use email program.

For information on how to use other email programs with ClientSATmail, such as Outlook, Outlook Express, etc. go to the ClientSATmail Help File.

iOS Device

Go to Mail > select the Send Mail icon in the bottom left corner of the screen, then select <Send/Receive Mail>. ClientSATmail will use the Network Connection to connect to the ClientSATmail mail server. You will see progress of the connection in the session log window.

Android Device

Go to Mail > Send/Receive Email > Send/Receive Email. ClientSATmail will use the Network Connection to connect to the ClientSATmail mail server. You will see progress of the connection in the session log window.

Configure ClientSATmail to use your Satellite Device

Follow the instructions for your connection setup:

Satellite Wi-Fi Terminal (RedPort Aurora, Globalstar SatFi, Iridium GO!)

1. Power the Terminal ON and wait for the device to register on the satellite network.
2. On your computer, iOS or Android device, connect to the wireless network created by the satellite wifi terminal.
3. Once connected to the wireless network, open ClientSATmail's Settings > Connection and set the connection Type to match your satellite wifi terminal (i.e. Aurora, SatFi, Iridium GO).

With Optimizer connected to narrowband satellite phone using Mini USB Port to USB Port Connection

1. Power the Optimizer ON.
2. Turn your satphone ON.
3. Connect the Optimizer to your satphone with the appropriate USB cable.
4. On your computer, iOS or Android device, connect to the wireless network created by the Optimizer. The name of the wireless network will be something like: wxa-102-xxxx, where xxxx typically represents the last four digits of the Mac address of the Optimizer.
5. Once connected to the wireless network, open ClientSATmail's Settings > Connection and set the connection type to "Optimizer xxxxxx" where xxxxxx represents your satphone connection.

With Optimizer connected to narrowband satellite phone using Serial Port to USB Port connection (requires a PL-2303HX cable)

1. Power the Optimizer ON.
2. Turn your satphone ON.
3. Connect the Optimizer to your satphone with the appropriate Serial to USB cable.
4. On your computer, iOS or Android device, connect to the wireless network created by the Optimizer. The name of the wireless network will be something like: wxa-102-xxxx, where xxxx typically represents the last four digits of the Mac address of the Optimizer.
5. Once connected to the wireless network, open ClientSATmail's Settings > Connection and set the connection type to "Optimizer xxxxxx" where xxxxxx represents your satphone connection.

IMPORTANT NOTE: Globalstar 1600 Users - The baud rate on the Globalstar 1600 phone MUST be set to 19200. To set the baud rate, go to: Menu > 4 > 4.

With Optimizer connected to FleetBroadband satellite terminal using standard Ethernet cable

ClientSATmail with Optimizer supports both Managed and Unmanaged connections for broadband users.

1. Power the Optimizer ON.
2. Turn your satphone ON.
3. Connect the Optimizer to your satphone with an ethernet cable.
4. On your computer, connect to the wireless network created by the Optimizer. The name of the wireless network will be something like: wxa-102-xxxx, where xxxx typically represents the last four digits of the Mac address of the Optimizer.
5. Once connected to the wireless network, configure ClientSATmail for *Managed* or *Unmanaged* connections as indicated below:

Managed connections are intended for satellite terminals configured to be off-line except when a data session is taking place. Configure the terminal for "manual" connection mode

following the manufacturer's instructions. Open ClientSATmail's Settings > Connection and set the Connection Type to the satellite device name from the available drop-down list.

With this setting, ClientSATmail will manage the connection by instructing the terminal to go online, connect to the mail server, send/receive email (or browse) and then close the connection.

Note that an Inmarsat minimum airtime billing increment will be incurred for every connection.

TIP for Managed Connections: With ClientSATmail installed on a PC, go to ClientSATmail Settings > Connection > Connection Parameters and check the option "Use another connection if already open". With this box checked, ClientSATmail will search for some other active internet connection (such as a marina wifi) and if available will use it instead of the satellite connection.

Unmanaged connections are intended for satellite terminals configured to be online all the time. Configure the terminal to 'automatically' connect, following the manufacturer's instructions. Open ClientSATmail's Settings > Connection and set the Connection Type to "Network Connection".

Since the Optimizer blocks ALL traffic except ClientSATmail, unmanaged connections typically result in lower airtime bills due to the reduced number of minimum billing increments incurred.

With Optimizer connected to Iridium Pilot/OpenPort satellite terminal using standard Ethernet cable

ClientSATmail with Optimizer supports both Managed and Unmanaged connections for Pilot users.

1. Power the Optimizer ON.
2. Turn your satphone ON.
3. Connect the Optimizer to your satphone with an ethernet cable.
4. On your computer, connect to the wireless network created by the Optimizer. The name of the wireless network will be something like: wxa-102-xxxx, where xxxx typically represents the last four digits of the Mac address of the Optimizer.
6. Once connected to the wireless network, configure ClientSATmail for *Managed* or *Unmanaged* connections as indicated below:

Managed connections are recommended for most Pilot installations using the Optimizer. The Optimizer will keep the connection alive by issuing pings to a remote host every 5 seconds while an email session or a web session is in progress. Otherwise, the Pilot will shut down the connection after 20 seconds causing the user to wait while the session is restarted. This delay can make it difficult to browse.

Open ClientSATmail's Settings > Connection and set the Connection Type to "Optimizer Iridium Pilot".

With this setting, ClientSATmail will manage the connection by instructing the terminal to go online, connect to the mail server, send/receive email (or browse) and then close the connection.

TIP for Managed Connections: With ClientSATmail installed on a PC, go to ClientSATmail Settings > Connection > Connection Parameters and check the option "Use another connection if already open". With this box checked, ClientSATmail will search for some other active internet connection (such as a marina wifi) and if available will use it instead of the satellite connection.

Unmanaged connections can be configured as follows: Open ClientSATmail's Settings > Connection and set the Connection Type to "Iridium OpenPort".

Iridium does not have a minimum billing increment; therefore, there is typically no difference in airtime fees when configuring for managed or for unmanaged connections.

Test your Satellite Phone/Terminal Configuration

Windows OS, Mac OSX

1. Open ClientSATmail and click on the “Start” button. ClientSATmail will dial your satellite phone, connect to the email server, send email, receive email, and then disconnect your phone. You will see a log of the session in the ClientSATmail window.
2. When you see “Finished” at the end of the session log you know you were successful. Congratulations!

Apple iOS Device

1. Open ClientSATmail and select Mail > select the Send Mail icon in the bottom left corner of the screen, then select <Send/Receive Mail>. ClientSATmail will dial your satellite phone, connect to the email server, send email, receive email, and then disconnect your phone. You will see a log of the session in the ClientSATmail window.
2. When you see “Finished” at the end of the session log you know you were successful. Congratulations!

Android Device

1. Open ClientSATmail and select Mail > Send/Receive Email > Send/Receive Email. ClientSATmail will dial your satellite phone, connect to the email server, send email, receive email, and then disconnect your phone. You will see a log of the session in the ClientSATmail window.
2. When you see “Finished” or “Connection Closed” at the end of the session log you know you were successful. Congratulations!

Troubleshooting

If your connection attempt was not successful please refer to the ClientSATmail Help File for more detailed information and adjust your configuration accordingly.

If you are still unable to connect using your satellite phone, please answer these questions:

1. What is the make/model of your satellite phone?
2. What is the Operating System you are using; Windows (which one), Mac (which one), Apple iOS or Android?
3. Are you using an external satphone antenna or only the antenna on the phone itself? If using an external antenna, what brand?
4. Where are you located in world? And describe the environment in your location...industrial, residential, at sea, etc.
5. What is your ClientSATmail username?
6. What version of ClientSATmail are you using?
7. What is the error message that appears in the session log? Send a copy of the session log or a screenshot, if possible.

Submit your answers in an email to: admin@clientsat.com.au Thank you for purchasing ClientSATmail. We hope you enjoy the service!