



AMOS Connect Installation Guide

Thank you for choosing AMOS Connect. Please read this guide fully before you attempt to install AMOS Connect to ensure you have everything you need.

NOTE: This guide is designed only for use with the AMOS Connect basic version.

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Installation checklist

Installing AMOS Connect is quite simple and straightforward. However it is important that you follow the steps in sequence. Therefore we advise you to use this checklist and to tick off each step when you have completed it. If you have any problems and need to contact us, then it is very useful for us to know how far you have gone in the process.

	Action to be taken	See section for explanation	Tick when completed
1	Check that your Terminal is configured to use data via Xantic	Pre-installation check User manual belonging to the terminal (some popular terminals are included on the AMOS Connect CD)	
2	Connect your PC to the terminal and install modem driver to use.	Modems	
3	Insert the CD into your CD drive and install the software	Installation	
4	The AMOS Connect program should run and show 1 message in the INBOX with subject "Welcome to AMOS Connect"	Registration	
5	Connect over satellite to the AMOS Connect server to request your registration	Connecting to the AMOS Connect Server	
6	Check that PO ID has changed from ANON1 to A##### (left upper corner of the program)		
7	Check that there is a message in the INBOX with subject "AMOS Mail Sysop Notification"		
8	After 5 minutes, connect to the AMOS Connect server again. After the connection, check that there is a message in the INBOX with subject "AMOS Connect Registration details"		
9	Check that there is further message in the INBOX with subject "AMOS Connect Registration details" "Notification" Auto-configuration complete"	There should now be 4 emails in the INBOX	
10	Fine-tune the modem settings	Fine tuning with AMOS Modems	

Pre-installation check

Before attempting to Install AMOS Connect, we advise you to check the following:

1. That you have configured your terminal to make data calls via LES 012 and noted down the settings e.g. baud rate. Note that instructions for this are included on the AMOS Connect CD.
2. Your computer meets the following minimum requirements: For Windows 9x and Me, you will need as minimum a 486 processor with 16MB RAM and 100MB free hard disk space. For Windows NT 4.0, 2000 or XP you need a Pentium 166 processor, 64MB RAM (32MB for NT) and 100MB free hard disk space.
3. That your PC is properly connected to your terminal with the correct cable(s) and additional equipment e.g. modem or ISDN adaptor, if required. Please refer to the user manual of your satcom for guidance.
4. The modem drivers for your terminal have been installed in Windows.
You can check this by pressing **START > SETTINGS > CONTROL PANEL > PHONE & MODEMS**. If your terminal is listed you may now continue.
If not, before continuing, you must install the modem drivers, which will have been supplied with your terminal (also refer to section **MODEMS**).

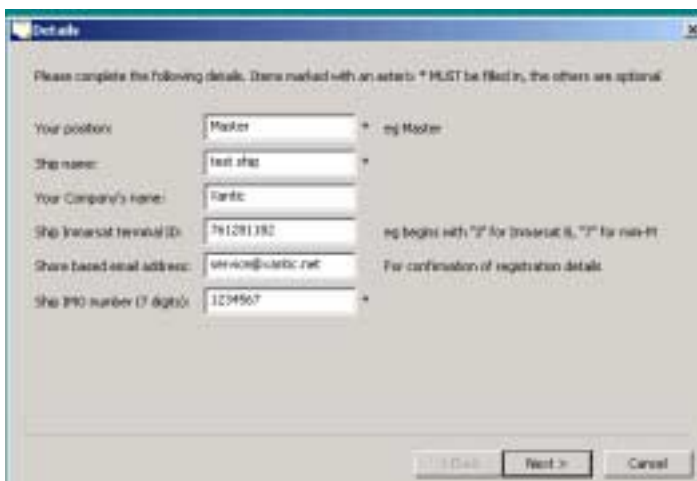
Installation

After inserting the CD into you drive, the installation of AMOS Connect should start automatically. If it doesn't, double click on the file **Connect.exe** on the AMOS Connect CD. These screens will appear in sequence:

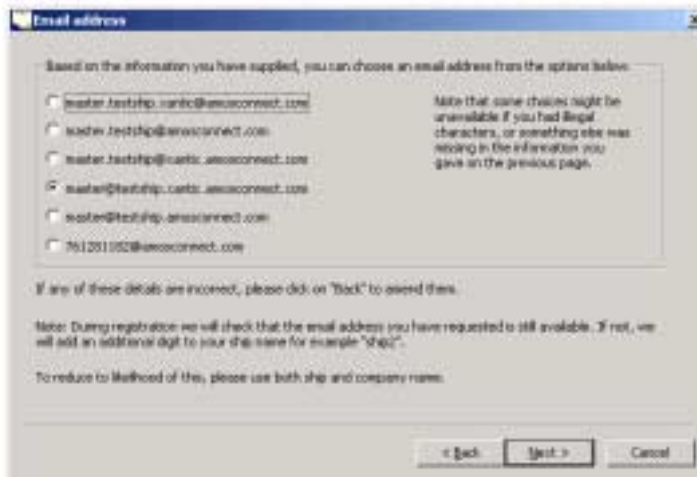
1. **Setup** AMOS Connect is preparing your computer for installation. Wait until the Welcome screen appears.
2. **Welcome** click next
3. **Select Setup type** we recommend selecting standard, click next
4. **Start copying files** Shows where the program will be installed. Click next
5. Configuring system to run AMOS Connect. Please wait

After this you will be prompted to configure your details

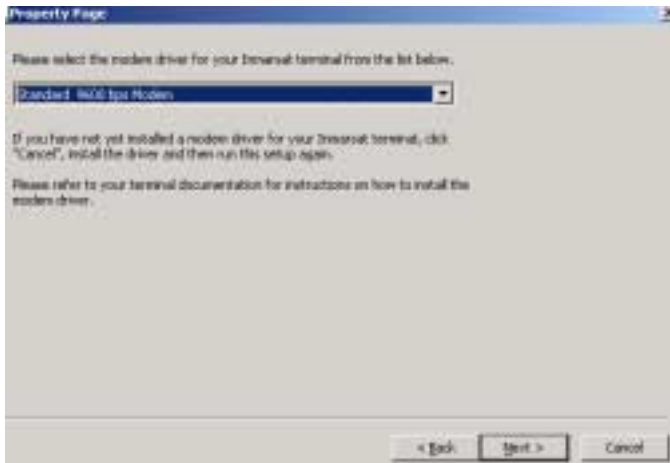
6. **Details** Enter your details on the screen below and press Next



7. **Email Address** Based on the details you entered, you can select an email address.
Press Next



8. **Property Page** Select your modem/terminal from the list and press Next. If it does not appear in this list, please see section [MODEMS](#).



9. **Legal** Here are the terms and conditions governing the use of AMOS Connect. You **MUST** accept them if you wish to use AMOS Connect. If you do **not** agree, click **Cancel** to abort the installation. If you do agree, click **Accept** and then **Next**.
10. Installation is now complete and you are ready to register your account.

Registration

After completing the installation, you will see an email in your inbox from Postmaster@amosconnect.com with a subject of "Welcome to AMOS Connect". Open it and you will see the following text:

Welcome to AMOS Connect! You are now ready to be activated on the AMOS Connect hub. To do this you make a connection to the hub.

To make a connection:

In the menu at the top of the screen, select "Remote" then "Dial Remote Post Office".

Here you will see a "Dial Remote Post Office" dialog box.

This dialog contains four list boxes,
"Device" should show your satellite terminal/modem
"Remote PO" shows AMOS Connect Hub
"Phone" shows AMOS Connect

"Dial using" shows Inmarsat terminal
If your terminal requires a character sequence in front of the phone number, enter that sequence in the "Prefix" field in dial location settings, and press the "APPLY" button.

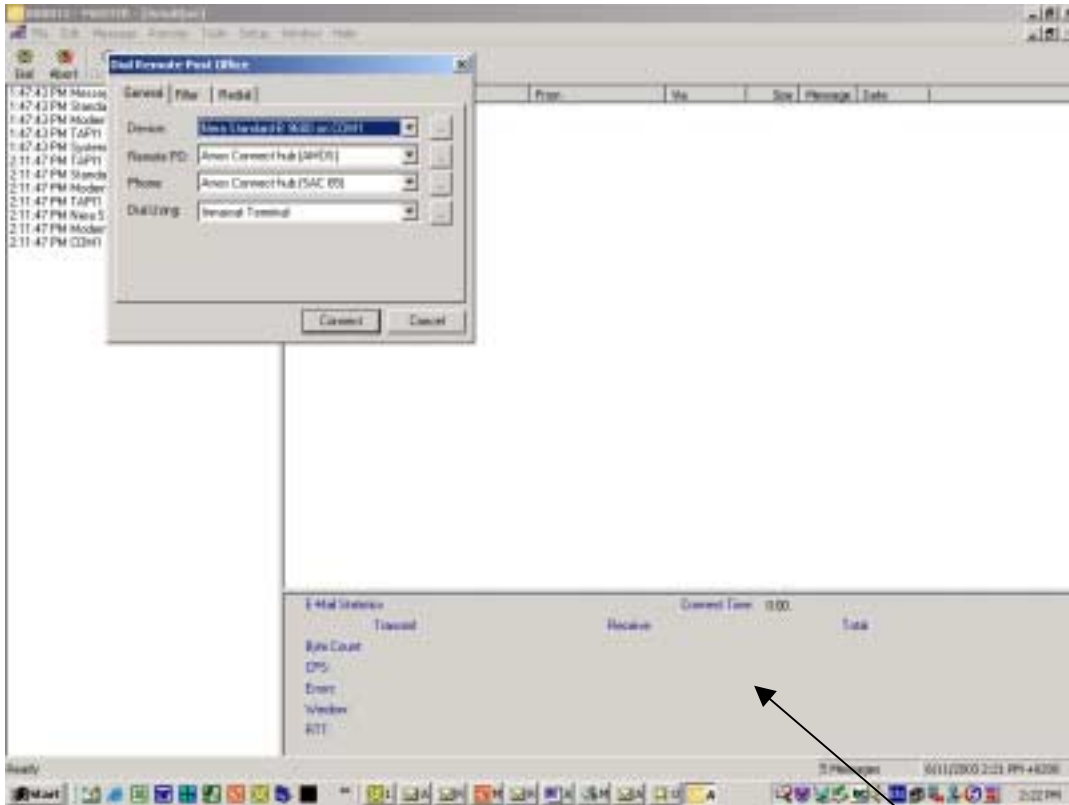
If all settings are correct, press "CONNECT"

You will then connect to the AMOS Connect hub. After about 30 seconds you will see the number at the top of your screen change from "ANON1" to a number beginning A0#### . 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 service@xantic.net which contains the email address you have been assigned.

Connecting to the AMOS Connect Server

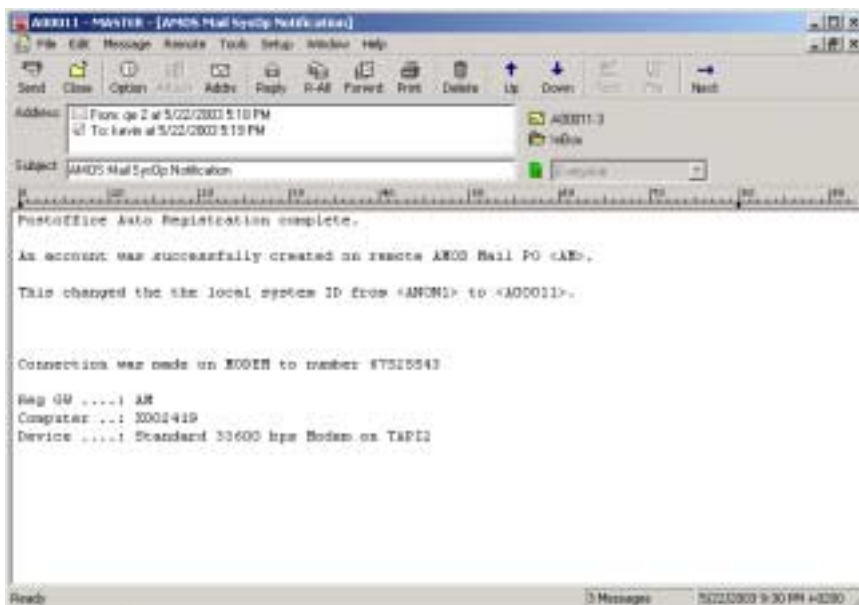
To connect to the AMOS Connect server, from the menu-bar, select **WINDOW > SEND QUEUE**. Then click the **DIAL** button. Your screen will look like this:



Press **Connect**. After about 20/30 seconds, you will see numbers appear in this **area**. This shows that data has been sent and received correctly.

NOTE: This function is not available for MPDS and RBGAN. For Fleet and GAN use the ISDN channel for registration and for RBGAN, prior activation is required using any of the supported terminals.

After you have made the first successful connection, you will receive a message like this in your inbox:



This confirms that your account has been created on the AMOS Connect hub. We will check that your requested email address is available. This takes about 5 minutes and after this period you should make another connection to the hub during which you will receive an email with the text below:

This means that your AMOS Connect installation is complete.

If you entered a "shore based email address" during registration, a copy of the email will also be sent to that email address.

Congratulations. Your AMOS Connect registration was successfully completed and you are now able send and receive emails. Your email address is [*****@amosconnect](mailto:*****@amosconnect.com) .com.

and AMOS Connect Post Office ID is *****

Please quote this Post Office ID to our helpdesk if you have any questions about your AMOS Connect account.

Please read the rest of this email carefully. We suggest that you print and keep a copy of it in a safe place and if you have an office administrator on shore, forward it to them.

Your account has been activated allowing you to send and receive emails to or from any internet user up to a maximum size of 1 megabyte per email. You may change this general limit and/or add specific size limits to email originators by visiting our website: www.xantic.net/amosconnect and selecting option "Enter my AMOS Connect account".

Your login details are:

Username: *****
Password: *****

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

It is also possible to limit the maximum message size when you make a connection. Click on HELP on the menu bar above.

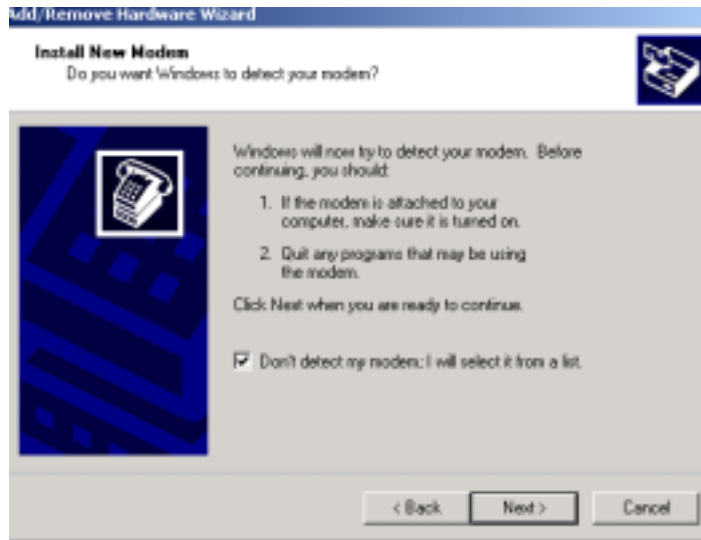
Modems

Windows Modems

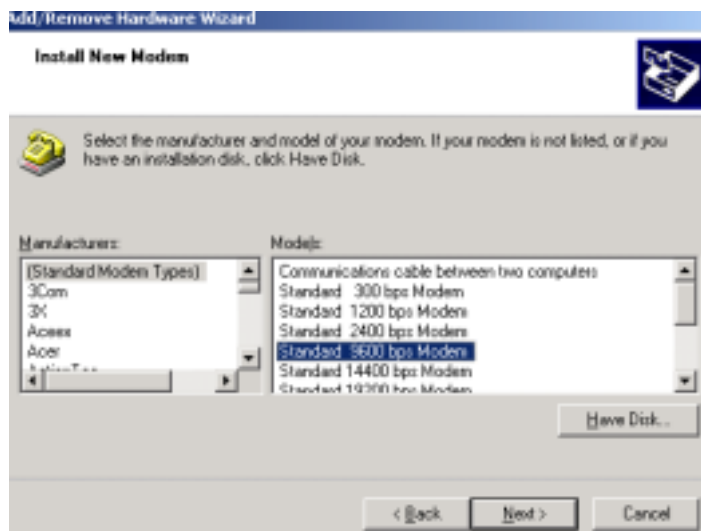
Although each Inmarsat terminal make and model has its own specific setup, for most Inmarsat M, mini-M and B terminals, a standard 9600bps modem configuration can be used. This can be setup within Windows as follows (note the screen shots are taken from Windows 2000. Different versions of Windows may be slightly different):

START > SETTINGS > CONTROL PANEL > PHONE & MODEMS > MODEMS > ADD

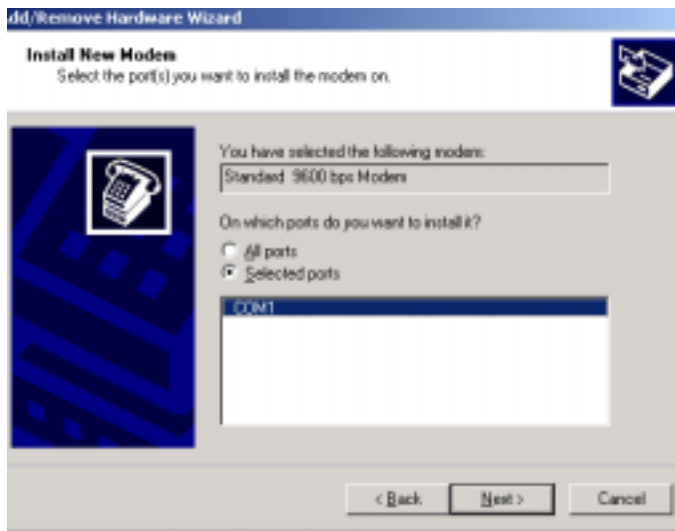
First allow Windows to try to detect your modem by pressing Next. If this does not work, try again and this time, click on "Don't detect my modem; I will select it from a list"



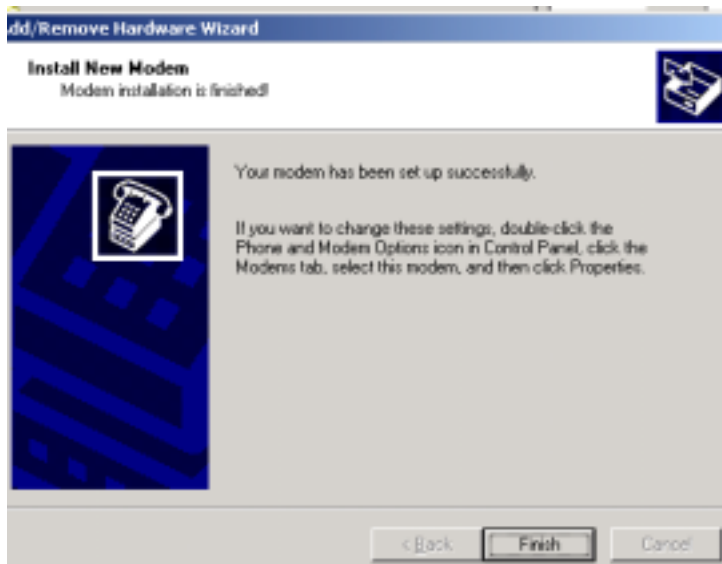
At this next screen, select Manufacturer type (**standard modem types**) and model **Standard 9600bps modem** and press Next.



At the next screen, select the COM port your terminal is connected to and press next:



After a few seconds you will receive this confirmation screen and can press Finish and leave the Control Panel.



Fine tuning with AMOS Modems

AMOS Connect has been designed to work efficiently with many types of terminal and modems. We advise that before connecting to the AMOS Connect server, you check whether your terminal or (for Inmarsat A) modem is listed. To do this:

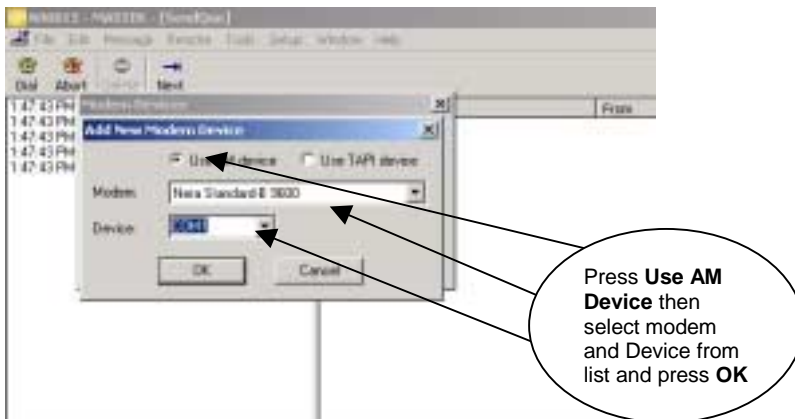
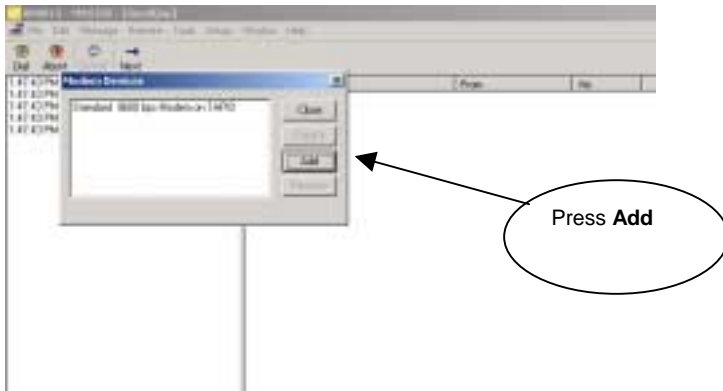
From within the AMOS Connect software select:

REMOTE > MODEM SERVICES > ADD > Use AM Device. Search for your terminal/modem type in the list, select the COM Port and click OK.

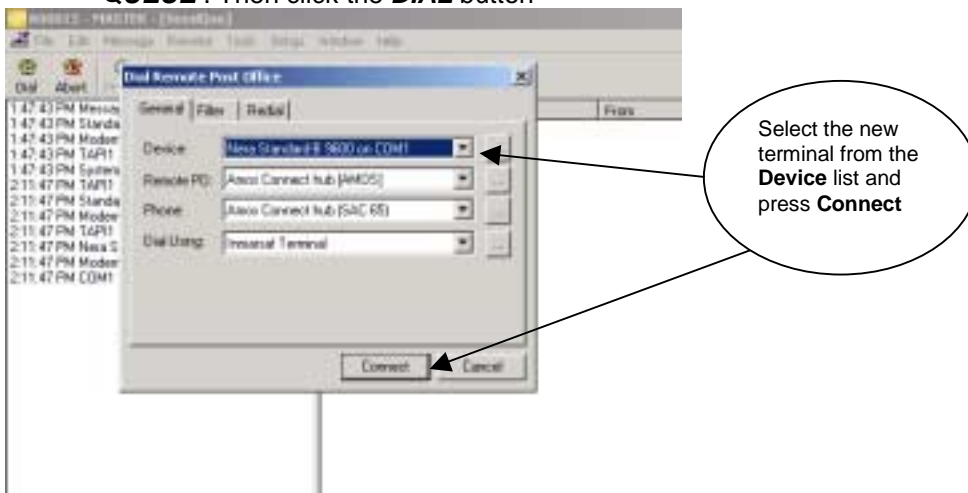
This new modem will be available next time you press **DIAL**. You will see a drop-down box called **DEVICE**, showing the terminal type.

Example. How to add a new terminal.

Press **REMOTE > MODEM SERVICES**

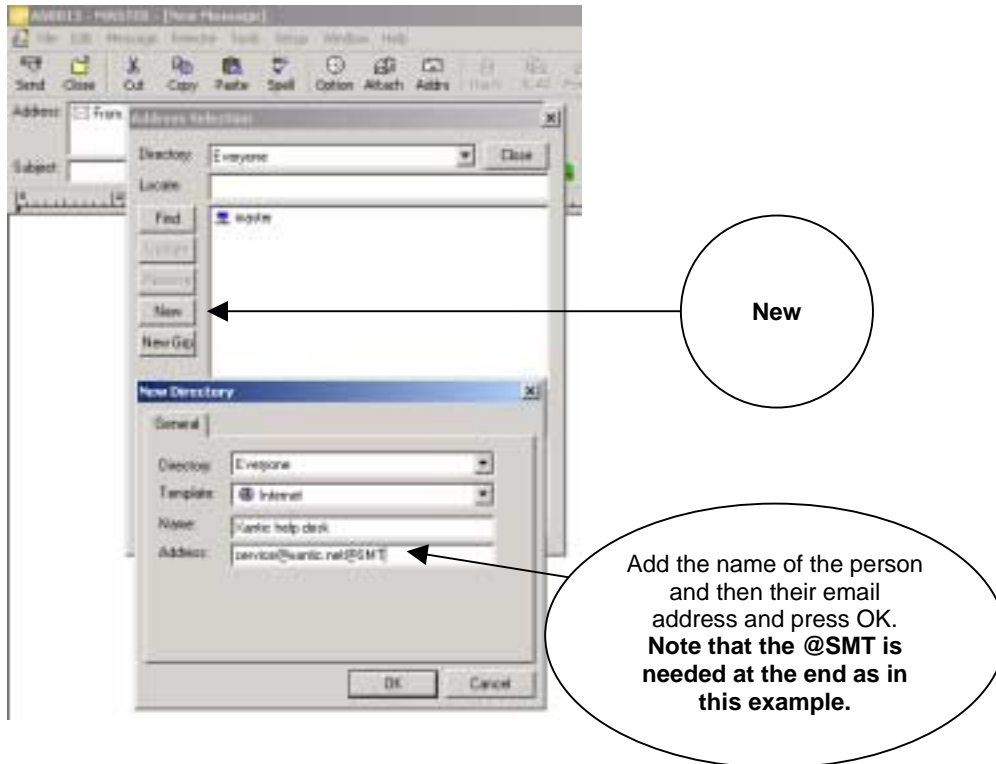


To connect to the AMOS Connect server, from the menu-bar, select **WINDOW > SEND QUEUE**. Then click the **DIAL** button

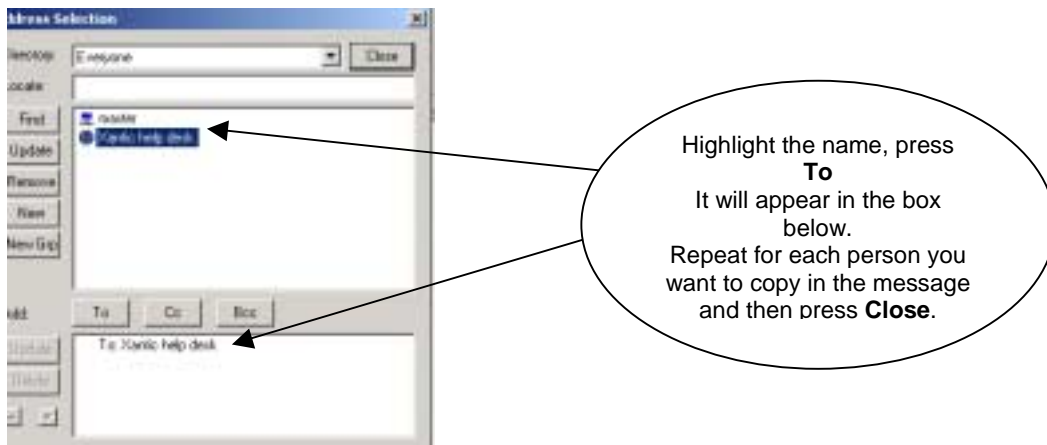


Making and sending emails

To send an email, you must first create an email address. To do this, from the main inbox page, select **New** and then **New** again



After pressing OK, the address is in the address book and can be used.



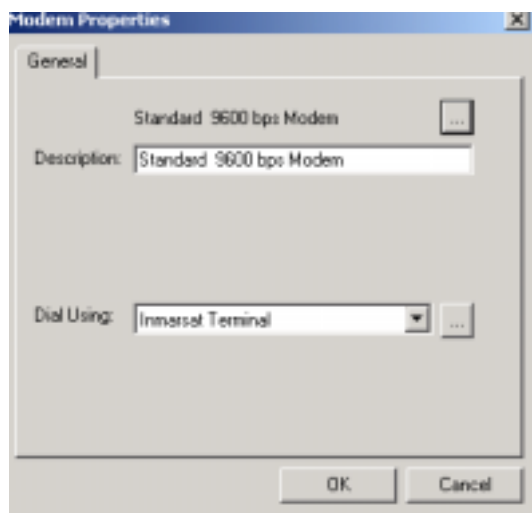
You may then type your message and press **SEND**.

This puts the message into the **Sent Queue** and when you are ready you can make a connection to the server. This will send all messages in the **sent queue** and also receive any messages waiting at the server for collection. (see Connecting to the AMOS Connect Server)

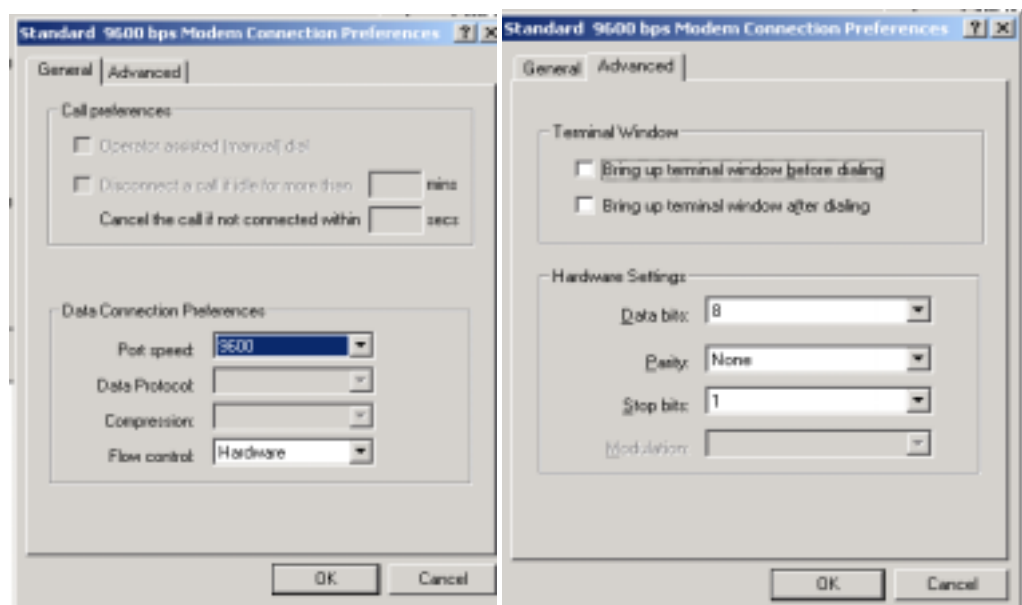
Dialing Problems

If the AMOS Connect software does not dial and/or connect to the hub, it is likely to be a modem related problem. In most case this is because the terminal is configured differently from AMOS Connect. Refer to your terminal manufacture's documentation for how to check/amend. The AMOS Configuration can be checked/changed by pressing:

REMOTE > MODEM SERVICES Select the modem and press on **DETAILS**. The following **MODEM PROPERTIES DIALOG** box will appear



Click on the box with ... inside and check the details and amend as necessary then press OK



Getting Help

In case of problems, please contact our Customer Services at service@xantic.net or:

Access via The Netherlands:

Tel: +31 70 343 4543, Fax: +31 70 343 4796

Access via Australia:

Tel: +61 7 5498 0000, Fax: +61 7 5498 0098

Telex (71) 22432 TELCSC AA

NOTE: To help us to help you, please quote your AMOS Connect Licence/Post Office ID, if you have one. This you can find in the software under **"HELP"** **"ABOUT AMOS Connect"**

Iridium

Some modifications have been made to this 5.1.3 version of AMOS Connect to ensure smooth operation with an Iridium Phone.

The setup up of the software should be carried out in accordance with the Quick Start Guide except for the following:

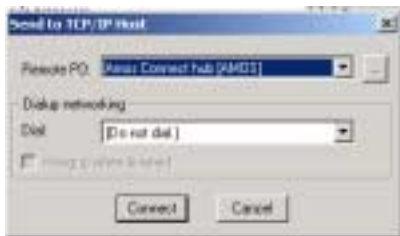
In Item 5 - "Connect over Satellite to the AMOS Connect Server", the "Dial Using" box should be changed from Inmarsat to Iridium

In Item 10 – "Fine Tuning", note that there is an AM modem type named "Motorola Iridium". Selecting this will give optimal results.

RGBAN

After initial registration, AMOS Connect Basic works easily with RGBAN.

- Set up the RGBAN connection to the Internet
- In AMOS Connect, from the SendQue screen, press the "TCP/IP" button and at this dialog box:



- Press Connect (leave the settings as shown). Your messages will be sent and received.

MPDS

After initial registration, (which can be done via ISDN) AMOS Connect Basic works easily with MPDS.

- Firstly one time set up a MPDS device (See file on the CD "AMOSConnect_Fleet_GAN.pdf")
- In AMOS Connect, from the SendQue screen, press the "TCP/IP" button and at this dialog box:



- Select the Inmarsat MPDS option (as setup up previously) and press **Connect**
- If the MPDS channel is not already open when making the connection, AMOS Connect will open the channel. If you tick the "Hangup when finished" box, AMOS Connect will close the MPDS channel.
Note: This function does **not** work if the channel was already open before AMOS Connect made a connection.