



## Iridium replaces Direct Internet 1.0 (Apollo Software) with Direct Internet 2.0 - Questions & Answers

Questions	Answers
<b>What is DI 2.0?</b>	Direct Internet (DI) is a service that increases the throughput of email, web and FTP applications over the Iridium network. Direct Internet Data Service provides connectivity from a PC, through your Iridium phone, directly to the Internet through dedicated servers at the Iridium gateway. This service utilises transparent compression, resulting in effective throughput data rates higher than the 2.4 Kbps service that Iridium's data service operates
<b>Why do I need DI 2.0?</b>	DI 2.0 will speed up your data transfers to and from the Internet and enable you to reduce your airtime usage compared with directly dialing a conventional Internet Service Provider.
<b>Why is Iridium replacing DI 1.0?</b>	Iridium has taken the decision to upgrade the DI software to enable customers to have access to a new version that provides a better user experience and offers a more robust solution. Users are expected to be able to experience faster average throughputs based on tests conducted by Iridium. Direct Internet (DI) 2.0 will provide additional features currently not available under DI 1.0 such as pop-up blocking and is supported on Microsoft Windows™ operating systems.
<b>What do I need to use DI 2.0 and where can I get the software?</b>	You need to obtain the DI 2.0 software and install it on your computer as well as a suitable Iridium phone. The latest version of the DI 2.0 software is available, at no cost, from our website <a href="http://www.selexmarine.com">http://www.selexmarine.com</a> or we can send you a CD-ROM containing the software [Note: There is a material and distribution fee for the CDROM.]
<b>How much does the DI 2.0 software cost?</b>	The DI 2.0 software is provided at no cost.
<b>What are the usage costs for DI 2.0?</b>	We will bill you for usage of DI 2.0 at your usual airtime rate for a circuit switched data call.
<b>I have DI 1.0 do I need to upgrade to DI 2.0?</b>	DI 2.0 uses new technology and software. To benefit from the improved performance, you will need to upgrade. Please note that Iridium will disconnect the DI 1.0 server at the end of May 2006
<b>When should I upgrade to DI 2.0?</b>	Iridium recommend that you upgrade as soon as possible. Iridium also recommend that upgrades not be performed in the field unless absolutely necessary. Upgrades should be performed in locations with easy access to a phone for support if problems occur during the upgrade.  We apologise that the notice period is short, this is a result of the work that we have been doing with Iridium to eradicate problems caused during the installation process for the new software. It is only now that we are happy with the new software and feel able to promote it to you as a valued customer.
<b>Can I still use the DI 1.0 Software?</b>	Yes you can. However once the DI 1.0 server is removed from service at the end of May 2006, you will no longer be able to use DI 1.0.
<b>What will happen if I try to access the DI 1.0 server after May 2006?</b>	Your call will be automatically disconnected. No call charges will be incurred as the DI 1.0 server will not be present on the network and hence there will be nothing to physically answer the call.
<b>Do I have to uninstall the DI 1.0 software?</b>	No, you do not need to uninstall the DI 1.0.
<b>How do I uninstall the DI 1.0 software?</b>	Instructions for uninstalling the DI 1.0 software is located in section 5.21 of the Direct Internet 2.0 Configuration and Installation Guide located at <a href="http://www.iridium.com/service/iri_service-detail.asp?serviceid=18&amp;method=direct2">http://www.iridium.com/service/iri_service-detail.asp?serviceid=18&amp;method=direct2</a>
<b>Will I still be able to access the same web sites, email servers etc under DI 2.0 that I could under DI 1.0?</b>	Yes. In fact you should find some sites that previously could not load under DI 1.0 that are easily viewed using DI 2.0

<b>What other features does DI 2.0 offer?</b>	<p>DI 2.0 offers the following value-added services in addition to speeding up your Web and email usage:</p> <ul style="list-style-type: none"> <li>• Expanded browser compatibility</li> <li>• Pop-Up Blocker - block annoying pop-up advertisements</li> <li>• Banner-Ad Blocking - Stop the advertisements</li> <li>• API available for custom application integration</li> <li>• FTP Acceleration - Accelerate FTP file transfer (in passive mode)</li> <li>• Privacy Manager - Provide a more secure browsing environment by clearing the cache, cookies, and history in the Temporary Internet Files folder. This is the same as clearing Internet Explorer's cache and the cache of any Web browser that uses the same cache folder.</li> </ul>
<b>Which phones can use DI 2.0?</b>	All Iridium phones (except Kyocera) support DI 2.0,
<b>Why is DI2.0 faster than DI 1.0?</b>	For many users, DI 2.0 will probably be faster than DI 1.0 due to use of more efficient algorithms for compressing data. Additionally user specified settings permit the user to select the quality of graphics images to be transmitted while web browsing. As graphics images are typically the largest amount of data for a web page, reducing the quality and compressing the remainder can dramatically improve the speed in which a web page is rendered.
<b>Which browsers is DI 2.0 compatible with?</b>	<p>DI 2.0 works with any Web browser that allows you to specify an HTTP proxy. It operates in the background, so with most web browsers, such as Internet Explorer, no user intervention is required. Below is the list of supported Web browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 5.0 and later</li> <li>• Firefox 0.9 and later</li> <li>• Mozilla 1.4 and later</li> <li>• Netscape 6.0</li> <li>• Opera 8.0 and later</li> </ul> <p>For Firefox users, ensure that you install the Firefox extension when you install DI 2.0. Once DI 2.0 is running, start the browser and browse as you normally would. No user intervention is required since DI 2.0 operates in the background.</p>
<b>Which email programs is DI 2.0 compatible with?</b>	DI 2.0 is compatible with any POP3/IMAP/SMTP client, including Outlook Express, Eudora, Pegasus, Mozilla Mail, and Netscape Mail. Email acceleration is disabled by default.
<b>Which operating systems can DI 2.0 be installed upon?</b>	DI 2.0 is compatible with the following Windows operating systems: Windows 95b with Winsock2, Windows 98, Windows 98SE, Windows Millennium Edition (Windows ME), Windows NT 4.0 Service Pack 6, Windows 2000 Service Pack 4, Windows XP.
<b>What are the system requirements for DI 2.0?</b>	<p>Additional accessories required to use DI 2.0 will vary based on the type of Iridium phone. For portable phones, such as the 9500 and the 9505, you will need a data adapter and a standard 9 PIN straight-through serial cable.</p> <p>For other Iridium products, please contact us for details. In many cases, these specialised products only require a serial cable, however, please verify with our Technical Support department</p>
<b>Can I use the DI 2.0 software on my PDA or on a Mac?</b>	No. Iridium DI 2.0 software is compatible with Microsoft Windows Operating Systems for PC's only at this time.
<b>Can I use a USB to serial adapter with DI 2.0?</b>	Please refer to the following document for suggestions on how to connect USB computers to an ISU. <a href="#">Iridium Technical Advisory Options for connecting USB Computers to an ISU</a>
<b>Will I be able to download updates from www.iridium.com?</b>	All DI 2.0 software updates will be available at <a href="http://www.iridium.com/service/iri_service-detail.asp?serviceid=18&amp;method=direct2">http://www.iridium.com/service/iri_service-detail.asp?serviceid=18&amp;method=direct2</a>
<b>Will Iridium provide an email service with DI 2.0?</b>	Iridium does not provide its own email service since a good portion of our Service Partners provide their own branded versions. Please contact your Service Provider for additional details on available email services.
<b>Where can I find more detailed information or troubleshooting tips for DI 2.0?</b>	All supporting documentation for using and troubleshooting DI 2.0 is available at <a href="http://www.iridium.com/service/iri_service-detail.asp?serviceid=18&amp;method=direct2">http://www.iridium.com/service/iri_service-detail.asp?serviceid=18&amp;method=direct2</a> You may also contact your Service Provider for additional support.
<b>What protocols does DI 2.0 accelerate?</b>	<p>DI 2.0 will improve the throughput of</p> <ul style="list-style-type: none"> <li>• Web browsing (http, port 80)</li> <li>• Email transfer (POP3 -port 110, SMTP - port 25)</li> <li>• FTP (port 21)</li> </ul>
<b>What if I am not using a protocol that DI 2.0 accelerates, will it still work?</b>	If DI 2.0 detects a protocol that it cannot accelerate, by design, it will let that protocol pass through. However due to virus, Trojan and malicious software, Iridium restricts access to certain specific ports. If you are unsuccessful connecting via common protocols, please contact us with the port number you are attempting to use.