Iridium Direct Internet

Powered by Riverbed® SteelHead™ Mobile

Install Guide for Windows® 7 & 8.1 and Mac OS X®

Iridium Satellite LLC

Rev. 1: 23 September 2016
Document ID: MAN0042

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A. Overview

Iridium's Direct Internet Service allows customers to connect directly to the Internet via the Iridium gateway. While users are not required to load any special software onto their computer to connect, they will find additional compression and speed benefits from installing the Riverbed SteelHead Mobile ("Riverbed"). However, the service utilizes standard dial-up networking and has been shown to work with a variety of operating systems. This documentation provides complete instructions on use.

The Iridium Direct Internet service is provided by the Riverbed software application and run through a Riverbed® Controller at the Iridium gateway. The application provides data reduction and acceleration for faster browsing using your Iridium phone as an Internet modem.

B. Important Instructions

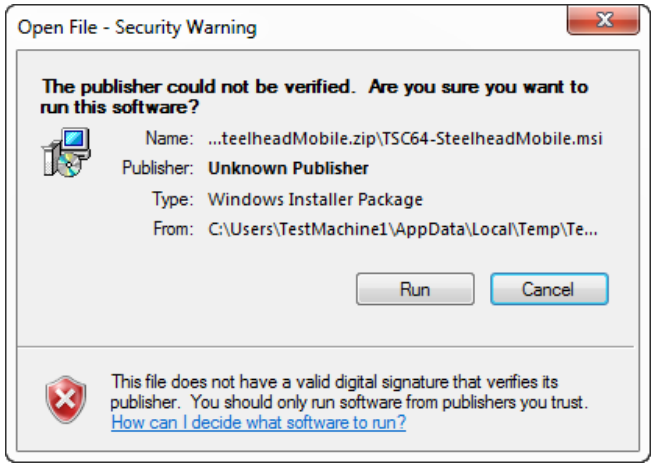
- You should have your handset connected to the computer with the handset's data cable.
- You should have already installed the VCOMPORT driver for your handset.
- Occasionally, dialogs can open behind other open windows. If you have been on one step longer than 2 minutes, check behind any open windows to see if the next step is waiting behind it.
- **Operating Systems Supported by SteelHead Mobile Version 4.7**: Windows 7 (32 & 64 bit), Windows 8 (32 & 64 bit), 8.1 (64 bit), Mac OSX 10.8, 10.9 and 10.10
- Newer computer applications (i.e. Google Chrome, Apple Safari, Adobe products, etc.) will run updates in the background of the application attempting to connect to the internet. This will make your data connection slower and we recommend turning off Auto-Updates for all applications that connect to the internet to improve your data speeds.
- **Prior to installation if you have the Direct Internet Client for Version 3 (Slip Stream) installed on your computer please uninstall.**
- It is recommended that customers use a commercial FTP client such as Filezilla or WinSCP for file transfers.
- It is recommended to terminate all RUDICS connections prior to installing the new Direct Internet software.
- **Please perform a restart of your computer after installing the new software.**

C. Windows 7 Setup

❖ Install Riverbed® SteelHead™ Mobile on a computer

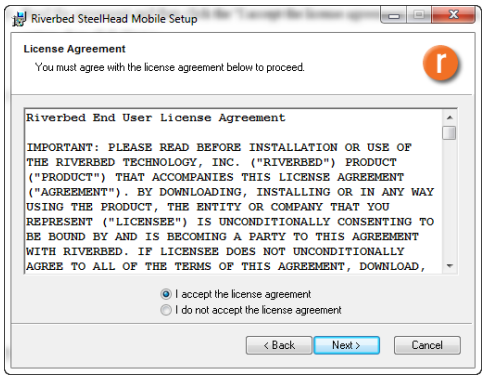
1) Launch the TSC64-SteelheadMobile.msi

2) Click *Run*

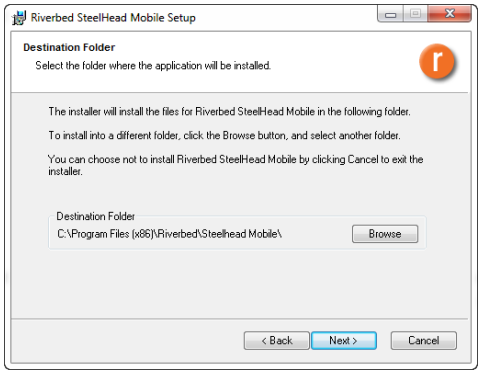


3) Once the *Riverbed SteelHead Mobile Setup* Window appears, click *Next >*

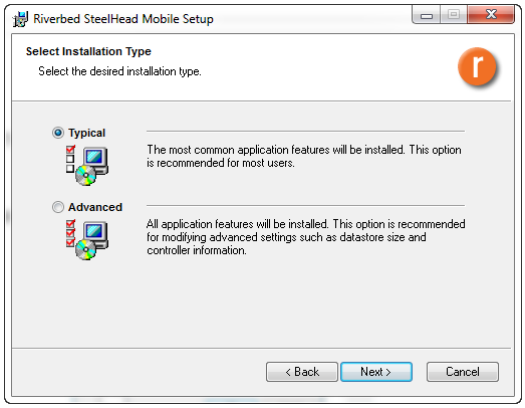
4) Read the agreement and then click the "I accept the license agreement" radio button, the first option, then click *Next >*



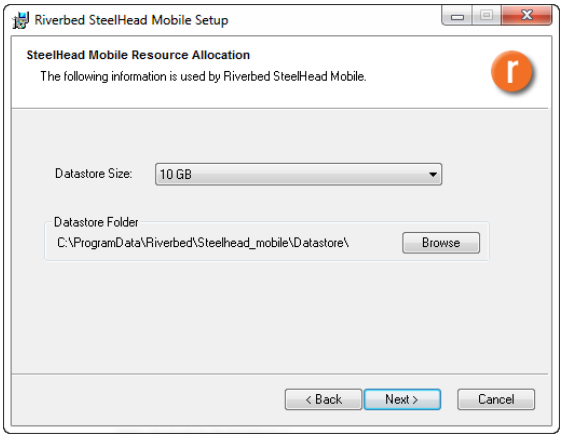
5) Confirm that the destination folder is appropriate, then click *Next >.* If the destination folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next >.*



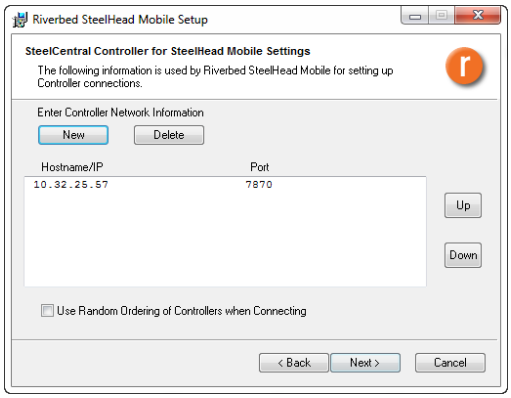
6) Choose your desired Installation type from the radio menu, click *Next >.*



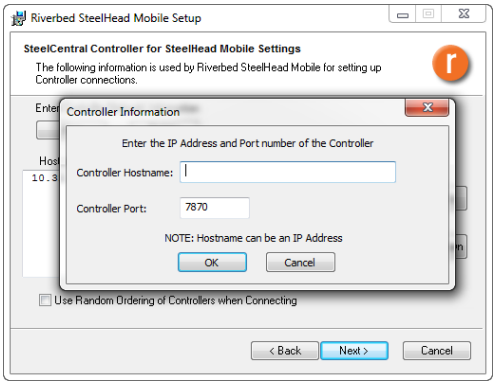
- *Typical Installation*
    - Jump to Step 7.
- *Advanced Installation*
    - Confirm that the destination folder is appropriate, then click *Next >.* If the Datastore folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next >.*



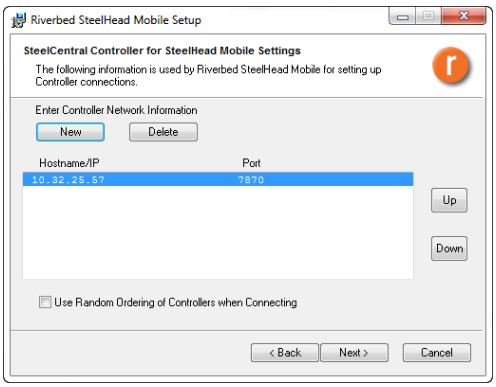
    - Here you may choose to enter a *New* "Controller Network Information," *Delete* an unwanted one, or take no action and click *Next* >.



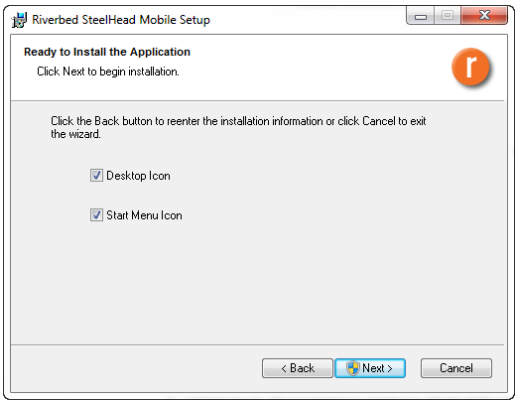
- To create a New Hostname: Click on *New*. Enter a “Controller Hostname” and then click *Ok*.



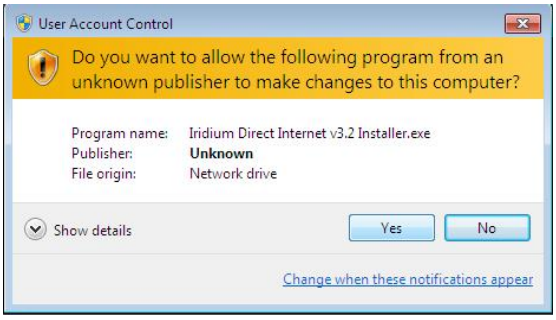
- To Delete an unwanted Hostname: Highlight a Hostname/IP line item. Click on *Delete*.



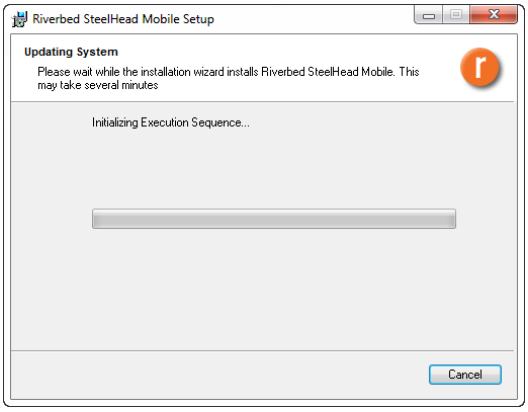
7) You may choose to select all, just one, or both options of shortcuts for the installed Riverbed



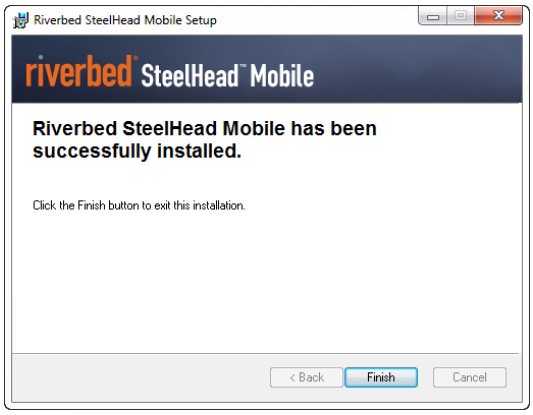
8) If User Account Control is enabled this window will appear, click *Yes*



9) This window shows the updating of sequencing and file copying for the Riverbed software on your system. If you need to stop this progression, then click *Cancel*.

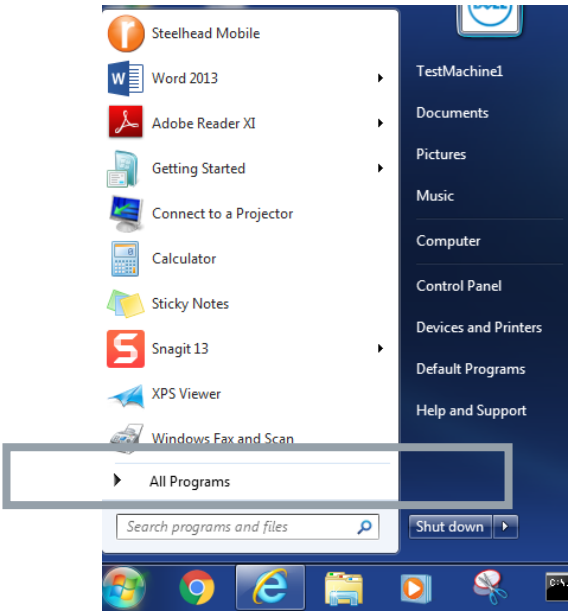


10) Once the System Update has completed, this window will appear. Click *Finish*.

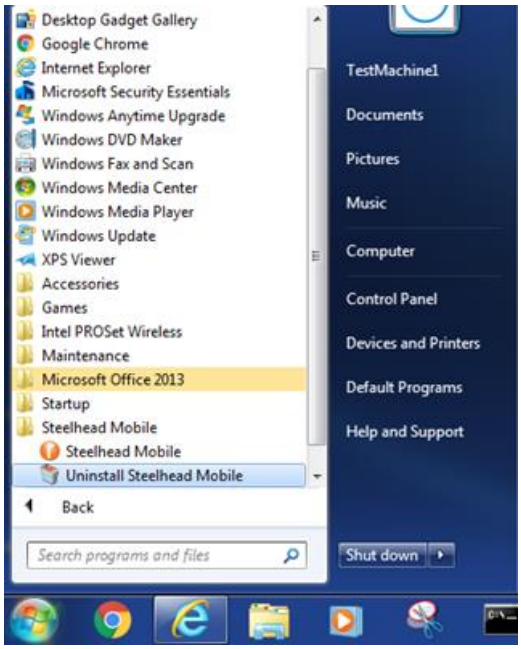


❖ Uninstall Riverbed SteelHead Mobile on a computer

1) To Uninstall the Riverbed SteelHead Mobile application from your computer click the **Start** button (or navigate to the **Start** screen) and click **All Programs.**



2) Click on the **SteelHead Mobile** application, then click **Uninstall SteelHead Mobile.**



D. Windows 8.1 Setup

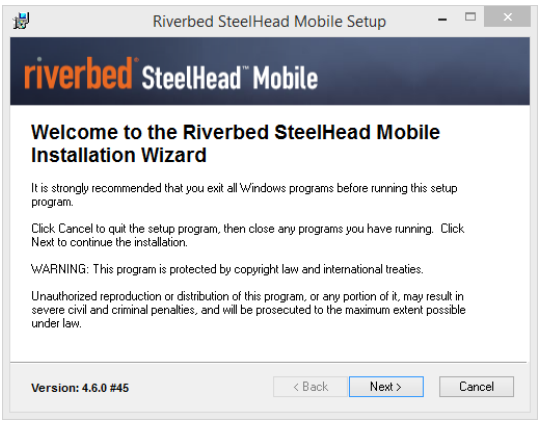
During any of the following steps you may be required several times to approve access by Windows UAC (User Account Control). When prompted, choose Allow.

❖ **Install Riverbed® SteelHead™ Mobile on a computer.**

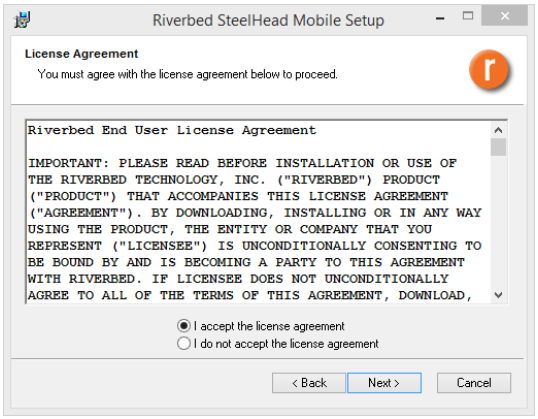
1) Launch the TSC64-SteelheadMobile.msi

2) A Windows message claiming to have prevented an unknown application from running on your computer will appear. Click *More* and then click *Run Anyway* >

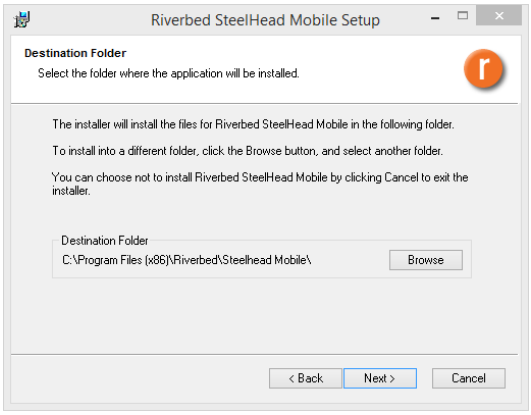
3) Once the *Riverbed SteelHead Mobile Setup* Window appears, click *Next* >



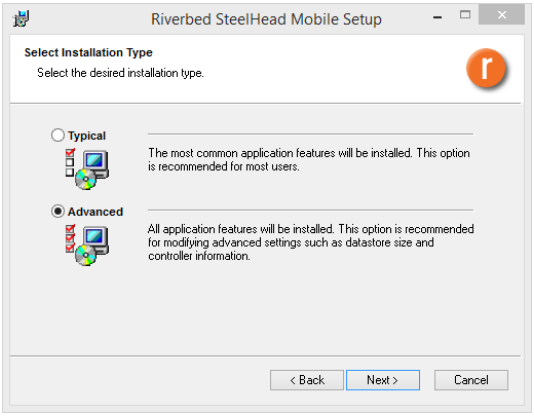
4) Read the agreement and then click the "I accept the license agreement" radio button, the first option, then click *Next* >



5) Confirm that the destination folder is appropriate, then click *Next* >. If the destination folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next* >.



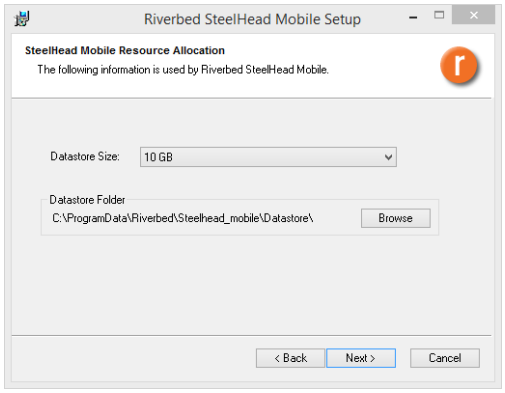
6) Choose your desired Installation type from the radio menu, click *Next >.*



- *Typical Installation*
    - Jump to Step 7.

- *Advanced Installation*

- Confirm that the destination folder is appropriate, then click *Next >.* If the Datastore folder is inappropriate, then click *Browse* >. Choose the appropriate folder from the menu, click *Ok* >, then click *Next >.*



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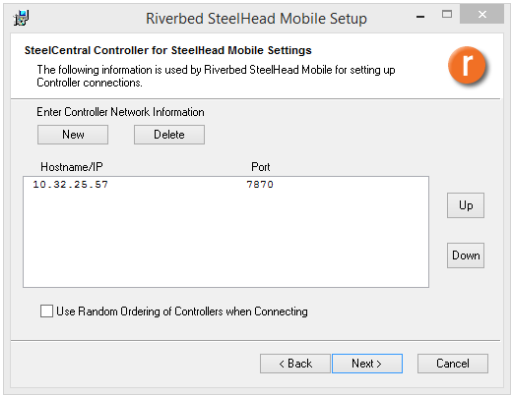

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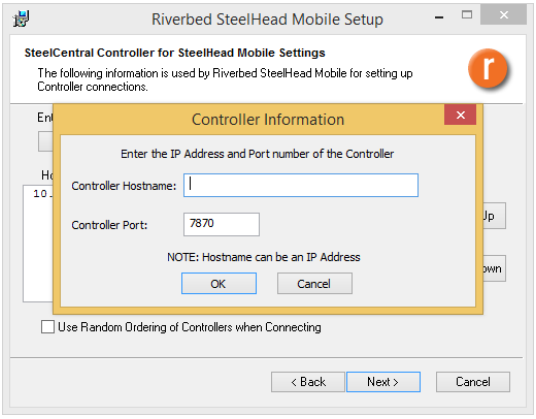
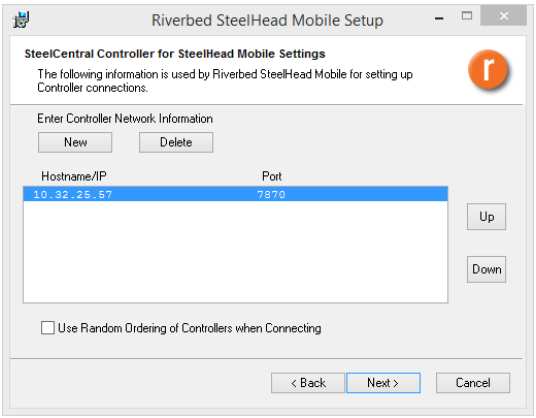


- To Delete an unwanted Hostname: Highlight a Hostname/IP line item. Click on *Delete*.



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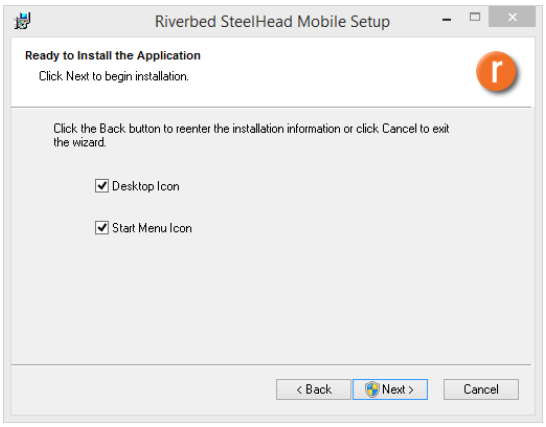
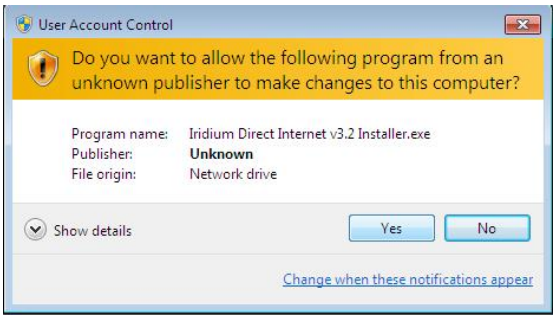


8) If User Account Control is enabled this window will appear, click *Yes*



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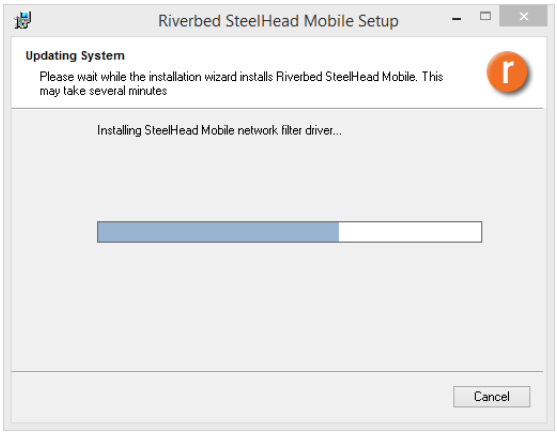
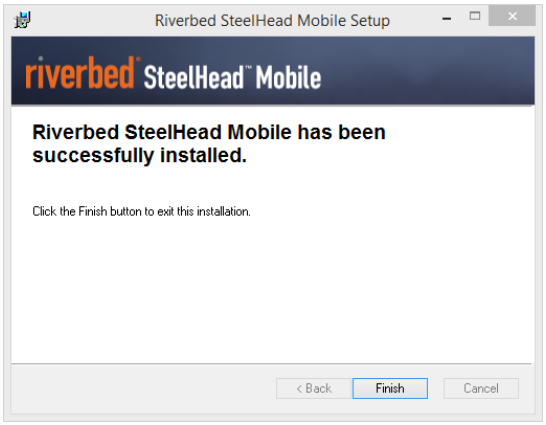
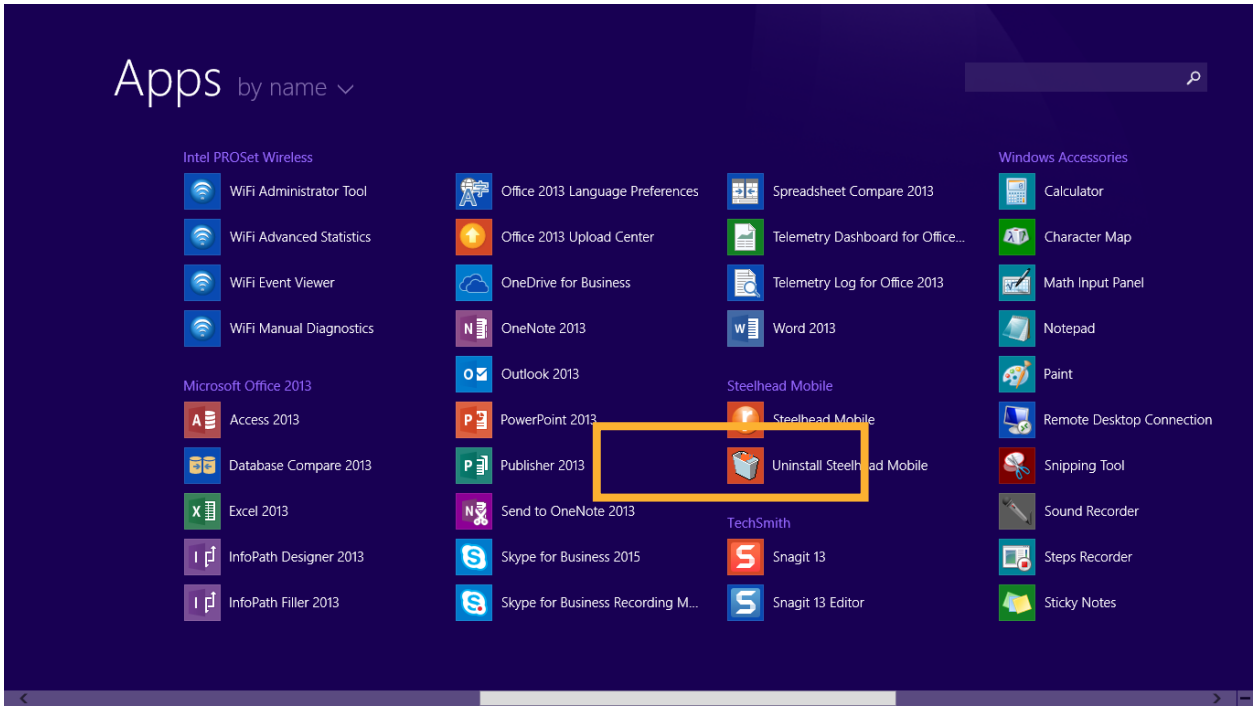


10) Once the System Update has completed, this window will appear. Click *Finish*.



❖ **Uninstall Riverbed SteelHead Mobile on a computer**

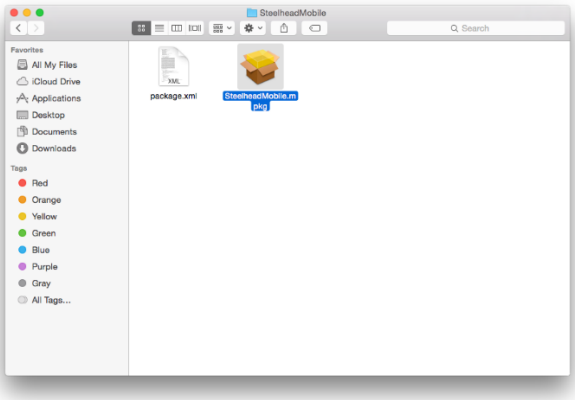
1) To Uninstall the Riverbed SteelHead Mobile application from your computer, navigate to the Apps window within the Start button and click **Uninstall SteelHead Mobile**.



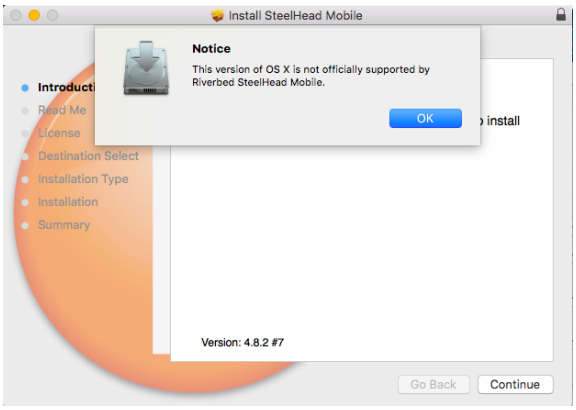
E. Mac OS X Setup

❖ **Install Riverbed® SteelHead™ Mobile on a computer.**

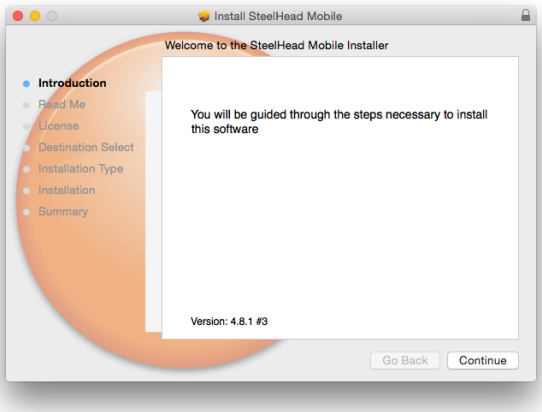
1) Launch the SteelheadMobile.mpkg



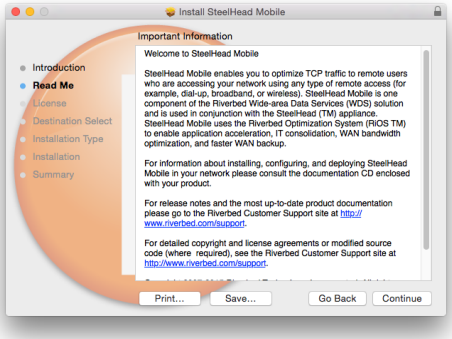
2) Users who have upgraded to Mac OS X El Capitan 10.11 or higher will see the following error message. Click *OK*.

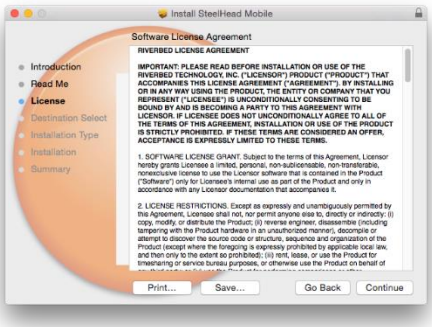


3) Once the *Install SteelHead Mobile* Window appears, click *Continue*.

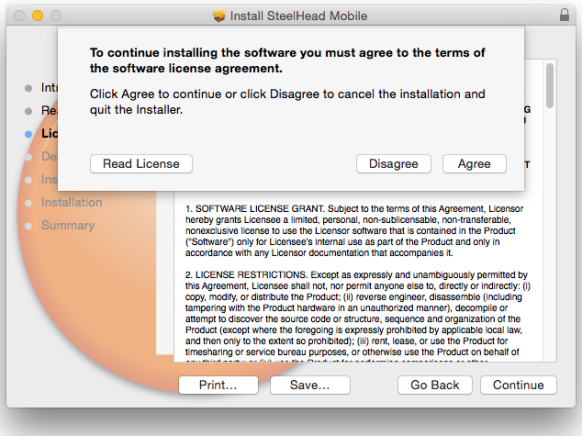


4) Read the message and agreement, print and/or save the information, and then click *Continue*.

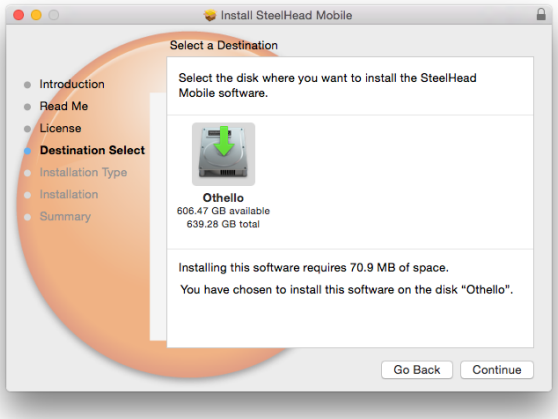




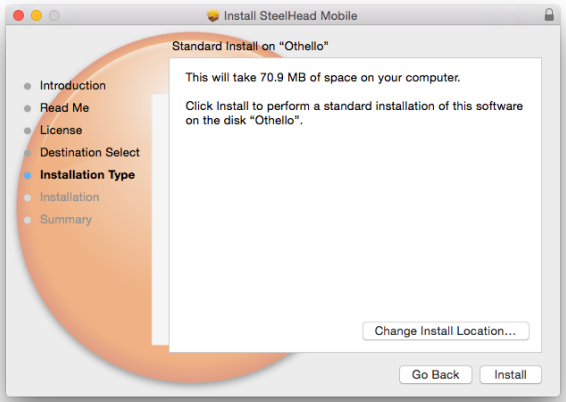
5) Click *Agree*



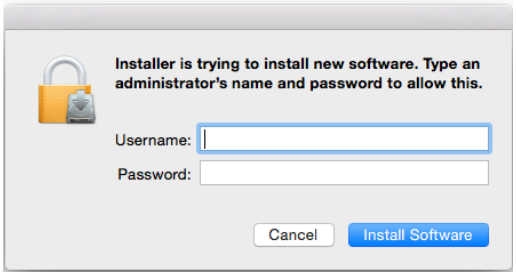
6) Confirm that the destination folder is appropriate, then click *Continue.* If the destination folder is inappropriate, then still click *Continue.* The following screen will allow you to change the Install Location.



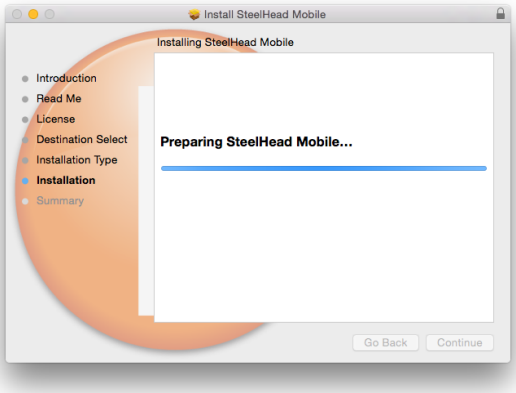
7) If the destination folder is appropriate, then click *Install.* If the destination folder is inappropriate, then click *Change Install Location* to choose a more appropriate location.



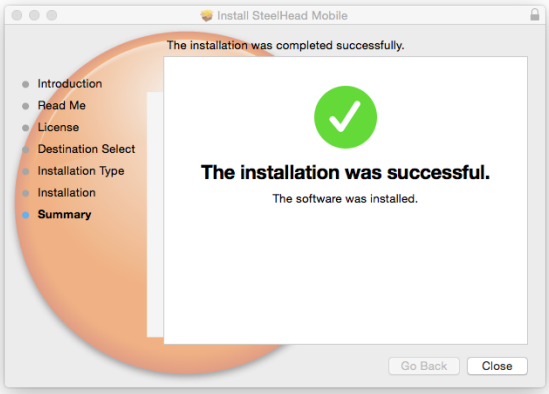
8) Enter the *Username* and *Password* connected to your computer's administration settings, then click *Install Software*.



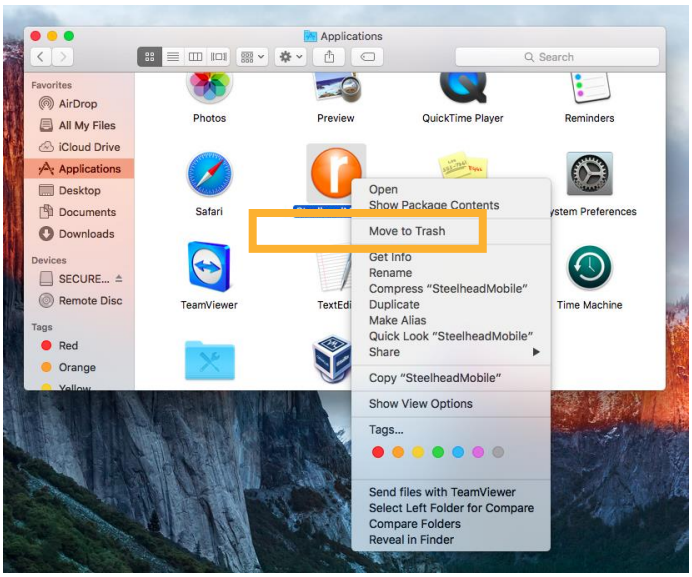
9) The Installation will begin and will run through several screens that show the progress of the installation.



10) Once the Installation has completed, this window will appear. Click *Close*.



11) You will be able to find and launch the Riverbed client through your Applications folder.

❖ **Uninstall Riverbed SteelHead Mobile on a computer**

1) To Uninstall the Riverbed SteelHead Mobile application from your computer right-click the **Riverbed** icon in your **Applications** folder and click **Move to Trash.**