

**IRIDIUM AXCESSPOINT  
AND  
IRIDIUM AXCESSPOINT  
MAIL & WEB  
  
USER MANUAL**

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## 1. IRIDIUM AXCESSPOINT OVERVIEW

With Iridium AxcceSSPoint and the Iridium 9555 or Iridium Extreme, you can now access the Iridium satellite data network through your smartphone, tablet or laptop. With its plug and play feature, setup is simple and easy. Iridium AxcceSSPoint when used in conjunction with Iridium AxcceSSPoint Mail & Web offers faster email messaging and web surfing on Iridium's global and reliable satellite network.

## 2. IMPORTANT SAFETY INFORMATION

 **IMPORTANT:** *Read this entire chapter, before using Iridium AxcceSSPoint.*

### *Safety and Warning Icons*

*The following conventions are used in this User Manual.*



#### **WARNING!**

Failure to comply with this warning could result in serious damage to life, limb or property.



#### **CAUTION!**

Care must be taken. Failure to follow directions carefully could result in damage to equipment. Before doing this task, be sure to familiarize yourself with appropriate safety practices, personal protective equipment and have a plan in case of accident.



Do not let your battery or charger come in contact with water.



Risk of explosion.



High heat source. Burn risk.



Do not dispose in trash.

## **Exposure to Radio Frequency Signals**

Your Iridium AxxessPoint is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. Your Iridium AxxessPoint is designed to comply with local regulatory requirements in your country concerning the exposure of human beings to RF frequency.

International agencies have set standards and recommendations for the protection of public exposure to RF electromagnetic energy.

- International Commission on Non-Ionizing Radiation Protection (ICNIRP)
- Verband Deutscher Elektrotechniker (VDE)
- United States Federal Communications Commission (FCC), Radio Frequency Exposure Guidelines
- National Radiological Protection Board of the United Kingdom
- American National Standards Institute (ANSI) IEEE. C95. 1-1992
- National Council on Radiation Protection and Measurements (NCRP). Report 86
- Department of Health and Welfare Canada. Safety Code 6.
- This product is compliant with Industry Canada RSS-102 for RF Exposure.

## **Specific Absorption Rate Data**

*This AxxessPoint device meets international standards for exposure to radio waves.*

Your Iridium AxxessPoint device is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy. These limits are part of comprehensive guidelines and established permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The International Agency for Research on Cancer (IARC) concluded in May, 2011 that there is limited evidence to suggest a possible link between RF signals and two specific types of cancer. The IARC's conclusion is based on its review of existing studies and information.

The FCC and FDA, however, indicated that there is not sufficient scientific evidence to support a link between wireless device use and cancer and that use of wireless phones according to current regulations is safe. Reference websites:

- [www.fcc.gov/guides/wireless-devices-and-health-concerns](http://www.fcc.gov/guides/wireless-devices-and-health-concerns)
- <http://www.fda.gov/Radiation-emittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/ucm116282.htm>

If you wish to reduce your exposure to RF energy, you can limit the amount of time you use the device.

All batteries may cause serious injury or property damage, particularly if handled improperly or used after damage.

**WARNING!** Improper treatment or use of batteries may present a danger of fire, explosion, leakage, or other hazard.

Make sure to follow all of the following safety guidelines:

- **WARNING!** Do not allow the battery to touch metal objects. Contact with metal objects can cause the battery to heat and possibly explode.
- Do not disassemble, crush, puncture, shred or otherwise attempt to change the form of the battery.
- Do not let the device or battery come in contact with water. Water can lead to corrosion of the phone's circuits.
- Do not place your battery near a heat source. Excessive heat can damage the phone or battery by causing it to swell, leak or malfunction. Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven. Do not leave your device in an automobile or other vehicle with high temperatures.
- Do not drop the battery or the device because the impact can damage them.
- Do not dispose of batteries in a fire, because they may explode.
- Contact your service provider or Iridium if your battery has been damaged from dropping or high temperatures.



**WARNING!**



Use of non-Iridium or non-Iridium supplied batteries or charges may present a risk of fire, explosion, leakage or other hazard.



**Important**

Use only Iridium or Iridium supplied products for safety and quality assurance. Iridium's warranty does not cover damage caused by use of non-Iridium or non-Iridium supplied products.

**Battery Charging**

Batteries may be charged and discharged many times, but eventually they wear out.

**Important: Follow these guidelines when charging your battery:**

- Keep the battery at room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.
- New batteries are not fully charged and may take more time to charge.

**Battery Disposal**

Proper battery disposal is not only important for safety but also benefits the environment. Consumers should recycle used batteries and devices in accordance with applicable national, state or local laws and regulations.



Under EU requirements, all electrical and electronic products must be taken to separate collection at the end of their working life and must not be disposed of as unsorted municipal waste.

Do not dispose of your battery in a fire.



**Blasting Areas**

To avoid interfering with blasting operations, turn your device OFF when in a "blasting area" or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

### 3. SETTING THE PASSWORD

Iridium AccessPoint can be password protected. The default setting for Iridium AccessPoint is not to require a password for access to the Wi-Fi hotspot. To set the password:

- Turn ON Iridium AccessPoint
- Connect to Iridium AccessPoint to your Wi-Fi laptop via the WiFi connection
- Open a web browser and connect to Iridium AccessPoint's IP address: <http://192.168.0.1>. This will bring you to the Administrative Page.
- Enter your Iridium AccessPoint's password which is the last 6 digits of the MAC address (can be found on the back of the device).
- On the Basic screen, under Wireless Security Mode, select WEP or WPA-PSK for your security mode.
- In the Preshared Key field is where you can change the password. The default password is "12345678".
- Save settings.
- Iridium AccessPoint will reboot automatically.

You have now set the password for your Iridium AccessPoint. This is the password that will be required to access your Iridium Wi-Fi hotspot.

### 4. REGISTRATION

All users with an Iridium AccessPoint must register for Iridium AccessPoint Mail & Web unless an alternative solution is provided by your service provider. If you have not registered yet, please go to [www.iridium.com/AccessPoint](http://www.iridium.com/AccessPoint) to complete the registration form. You will need to complete the following information for registration:

- Full name: First name, Last Name
- Username
- Username Alternate
- Password
- Email
- MSISDN (Iridium Phone Number)
- MAC Address (Located on back of Iridium AccessPoint device)

Once you have successfully registered, your username and password will be sent to your email address listed on the registration form.

### 5. *SETTING UP WI-FI DEVICES WITHOUT IRIDIUM ACCESSPOINT MAIL & WEB SOFTWARE*

The following Wi-Fi enabled devices are supported with your Iridium AccessPoint but do not utilize the Iridium Mail & Web software:

- Blackberry
- Android

### Blackberry Setup

After completing registration, you can set-up your BlackBerry to work with your Iridium AxcessPoint. BlackBerry already includes compression software, therefore Iridium AxcessPoint Mail & Web is supported in the event you decide to use other devices. Follow these instructions to set-up your BlackBerry:

- Connect your Iridium AxcessPoint to your Iridium satellite phone with the provided USB cable.
- Turn on both devices in an open, outdoor area and wait for all three lights on the Iridium AxcessPoint device to turn green
- On your BlackBerry, go to Blackberry Menu
- Select Manage Connections
- Select Wi-Fi Network
- Press Next and Scan for networks
- Select PHS300IC-xxx
- Once the BlackBerry WiFi logo is white, you are connected. This will take up to 2 minutes.

Once connected, you will be able to receive and send emails and browse the Internet. Iridium airtime charges will apply during this period so turn off and disconnect your Iridium AxcessPoint device once completed to avoid unplanned usage.

### Android Setup

After completing registration, you can set-up your Android device to work with your Iridium AxcessPoint. Android devices can be configured to use Iridium AxcessPoint Web compression technology that will improve effective web browsing speeds up to 5x. Mail optimization is not provided so if you have an alternative device and require an improved email experience, follow the alternative instructions that are provided in this user guide. Instructions for Android are listed below.

- Turn ON Iridium AxcessPoint
- Connect to Iridium AxcessPoint to your Wi-Fi laptop via the WiFi connection
- Open a web browser and connect to Iridium AxcessPoint's IP address: <http://192.168.0.1>. This will bring you to the Administrative Page.
- Enter your Iridium AxcessPoint's password which is the last 6 digits of the MAC address (can be found on the back of the device).
- Go to the Advanced tab
- Select Outbound Filter along the left hand navigation
- In Global Filters Settings, uncheck <Enable
- Save settings
- Download and install Firefox Mobile
- Type "about:config" in the address bar and press return
- Type "proxy.http" in the search box
- Enter the following information
- Network.proxy.http: web.myiridium.net
- Network.proxy.port: 3119
- Enter "type" in the search box
- Network.proxy.type: 1
- Click <Save>

- Open Firefox, enter a URL
- Enter username and password provided for Iridium AccessPoint Mail & Web
- Connect your Iridium AccessPoint to your Iridium satellite phone with the provided USB cable.
- Turn on both devices in an open, outdoor area and wait for all three lights on the Iridium AccessPoint device to turn green
- Click on Menu button
- Select Settings
- Select Wireless & Networks
- Turn on Wi-Fi
- Select PHS300IC-xxx under Wi-Fi Networks

Note to Android users: You should use Firefox when browsing on the Iridium network. When using your cellular service for browsing the Internet, use a different browser to avoid having to change the settings back to the default settings.

Once connected, you will be able to browse the Web. Iridium Airtime charges will apply during this period so turn off and disconnect your Iridium AccessPoint device once completed to avoid unplanned usage.

## 6. IRIDIUM AXCESSPOINT MAIL & WEB SOFTWARE

The following Wi-Fi enabled devices are supported with your Iridium AccessPoint and require an Iridium AccessPoint Mail & Web application:

- Windows OS
- MAC OS
- iOS (iPhone, iPod Touch, iPad) – expected availability in late 2011

The Iridium AccessPoint Mail & Web software must be downloaded from [www.iridium.com/AccessPoint](http://www.iridium.com/AccessPoint) for Windows OS and MAC OS after registration is completed. Software for iOS devices such as iPhone, iPad and iPod touch will need to be downloaded from the Apple iTunes store once available in late 2011. Follow the on-screen prompts to complete the installation of the software.

## 7. IRIDIUM AXCESSPOINT MAIL & WEB SOFTWARE ACTIVATION

When the software is first installed, the Activation Wizard is launched automatically. The Activation Wizard sets up your account. Follow through Activation Wizard screens to active your Iridium AccessPoint Mail & Web account.

- Select "Enter User ID and Password" if you have already registered on Iridium.com/AccessPoint
- On the next screen, ensure that "Iridium AccessPoint WiFi" is selected.
- Next, enter in your full name, username and password provided at registration.
- Next, you will see a screen indicating that registration is complete.
- Click <OK>
- You will see a screen stating that activation was successful.
- Click <Finish> to close the screen.

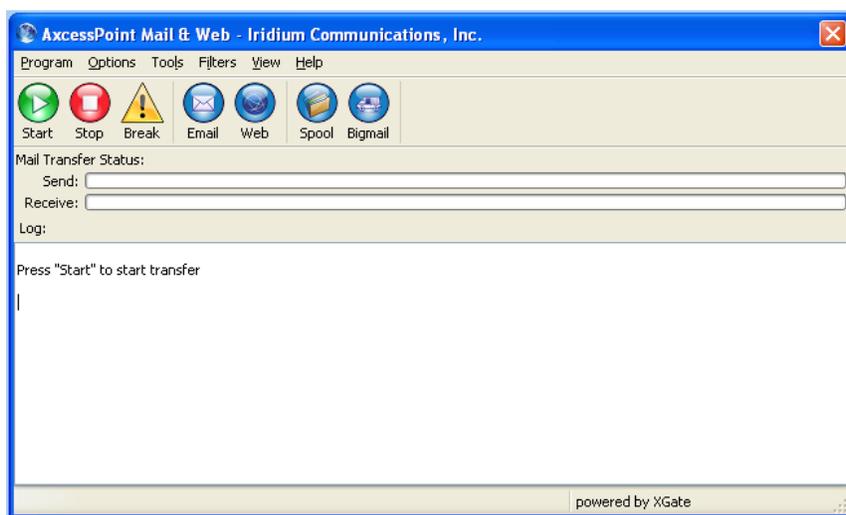
Your account has been confirmed, the next step is to configure your device.

## 8. IRIDIUM AXCESSPOINT MAIL SETUP

Iridium AxcessPoint Mail is simple and easy to use. Emails can be created offline. You can create and send one email at a time or you can create multiple emails and send them all later when connected to the Iridium network. Emails received during satellite connection can be read offline after the connection terminates. Emails will be sent and received to a new <user>@myiridium.net email address that is created and provided during registration. Additional instructions are provided to forward or "fetch" other emails to this address in the following section. Your @myiridium.net account will only be accessible when you are connected to Iridium AxcessPoint Mail & Web using an Iridium connection. Therefore it is recommended that emails are forwarded or fetched from existing accounts and the @myiridium.net account is used to view and respond to emails while using Iridium. This way you will not miss emails when you are not using your Iridium AxcessPoint.

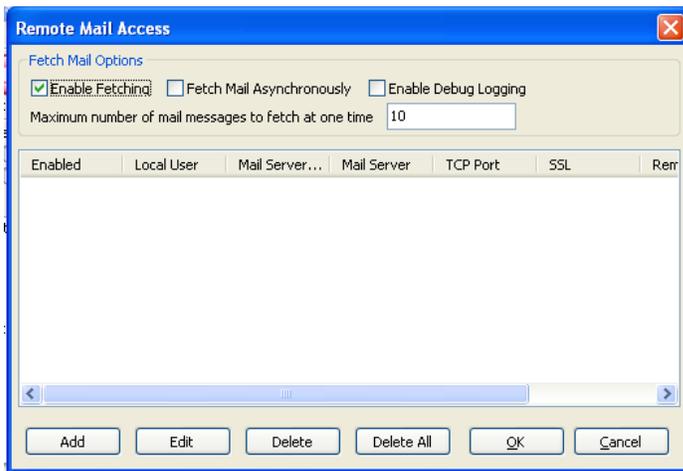
To setup, first launch the Iridium AxcessPoint Mail & Web software by double-clicking on the <AxcessPoint> icon on the computer desktop or dock. This will open up the Connection Manager menu. From here, you can:

- Start and stop the Iridium connection
- Draft and view emails
- Browse the Web



If you would like to receive emails from another email address into your Iridium AxcessPoint Mail account, you can usually setup forwarding through your email provider. As an alternative you can setup email fetching with Iridium AxcessPoint Mail & Web. To configure Iridium AxcessPoint Mail & Web Service to fetch remote email:

- Open Iridium AxcessPoint Mail & Web
- Select <Options> from the toolbar
- Select <Fetch Remote Mail Control>
- Check <Enable Fetching>



Select <Add>

The Remote Mail Access Edit menu will appear.

User will need to enter in the following information listed below.

- Local User: Displays the User ID for the account.
- MailBox Type: Select the appropriate type as provided by the email provider. Some settings are preconfigured in the list (ex. AOL, MSN, Hotmail, Yahoo, ATT) and others require that you obtain the settings from your email provider (ex. POP3 or IMAP).
- Remote User Name: Enter the User ID of the account to be fetched (some ISP's require the full email address here).
- Remote Password: Enter the Password of the account to be fetched.
- Server Name: Enter the remote server name as provided by the ISP managing the remote mail server. This will be automatically populated if the email provider is selected in the mailbox type.
- TCP Port: Enter the remote server port number as provided by the ISP managing the remote mail server. This will be automatically populated if the email provider is selected in the mailbox type.

Enable SSL if required by the ISP managing the remote mail server.

Click <OK>

Mail Fetch set-up is complete.

Email Fetching requires two connections to complete the email transfer.

- The first connection instructs the server to go fetch the remote email.
- The second connection is when the fetched email will be downloaded.

If the option is set to "Fetch Mail Asynchronously" it will complete these steps during two separate mail sessions. If you want to fetch and download during one session, uncheck this setting so it will occur during your same email session (note: this will take approximately 1 to 5 minutes).

## 9. IRIDIUM AXCESSPOINT MAIL USE

To use Iridium AccessPoint Mail, follow these instructions:

### Creating an Email

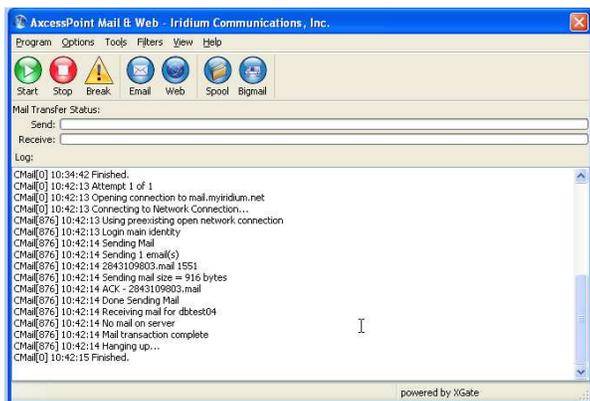
- Open Iridium AccessPoint Mail & Web
- Click on the Email icon
- Click on <New Email> to create a new email messages
- Once composition of email is completed, click the <Send> button
- The new email is moved to the Sent folder
- The mailbox icon in the System tray will show a red flag to notify you that there's an email waiting in the Outbox to be sent when the next Iridium connection is made.



The new email will sit in the Iridium AccessPoint Mail 'Outbox' you make your next Iridium connection. Once connected to the Iridium network, Iridium Mail automatically sends the emails in queue. You can see the list of emails waiting to be sent by clicking on the <Spool> icon in AccessPoint Mail. This will open the View Email box which lists the emails waiting in queue for sending.

### Sending/Receiving Email

- Open Iridium AccessPoint Mail & Web
- Click <Start>
- You will see progress of the connection in the transaction log window.



- When the connection is authenticated, any emails waiting in the <Spool> 'Outbox' will be sent.
- Incoming emails will be delivered to the Inbox.
- When the email transfer is complete, the Iridium connection will terminate and "Finished" is displayed in the transaction log window.

If the connection terminates prematurely during a data transfer, AccessPoint's mid-file restart feature will start sending at the point where the file dropped once connected again on the Iridium network.

## Viewing Emails

- Open Iridium AccessPoint Mail & Web
- Click <Email>icon to open the email client
- Email client opens to the user's Inbox
- New unopened emails are in **bold**.
- Double-click on the email message to view emails

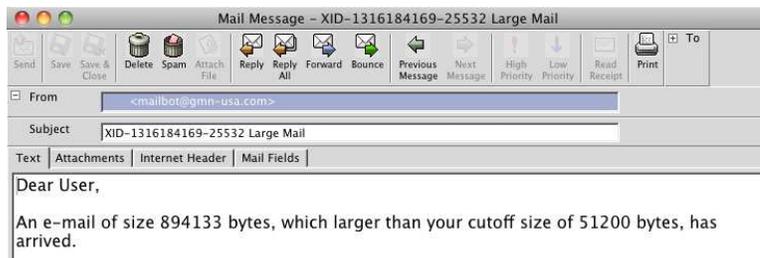
## BigMail

Iridium AccessPoint Mail & Web has built in default settings to protect you from sending/receiving large emails that require long satellite airtime connections. You can adjust these limits within certain parameters. However, allowing larger emails to be downloaded will mean increased time on the Iridium network and the user will incur data charges as long as the Iridium connection is in use.

## Incoming BigMail

The default inbound limit per email message is **50kb**. All incoming emails equal to or less than 50kb will be downloaded to your inbox during your next connection. Any emails greater than 50kb will be held on the server. You will receive an email notifying you that there is a large email on the server with the email size. You can then decide what to do with the email by clicking the <BigMail> icon.

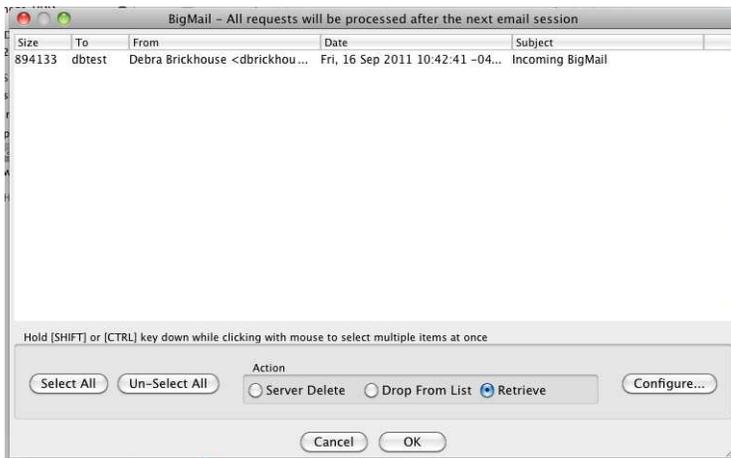
The user will see the following email when an incoming email exceeds the inbound cutoff size:



To see the large emails waiting on the server, click on <Big Mail> icon on the toolbar.



Big emails waiting on the server will be displayed in this section:



In the BigMail window, you have the following options:

- Retrieve - the BigMail selected will be downloaded on their next connection.
- Drop From List - removes the selected email from the BigMail list but the email remains on the server.
- Server Delete - deletes the email from the server on their next connection.

### Changing the Inbound Email Size Limit

You can change inbound email size limit. To change the inbound email size limit,

- Select <Filter>
- Select <Configure>
- Enter size limit for inbound emails
- The maximum size for inbound emails is 2047kb
- Click <OK> to accept the change

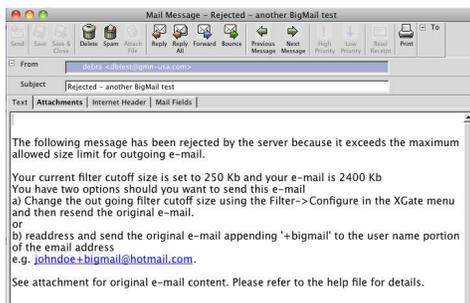


The size adjustment will occur on the next connection and a confirmation email will be sent to you.



## Outbound BigMail

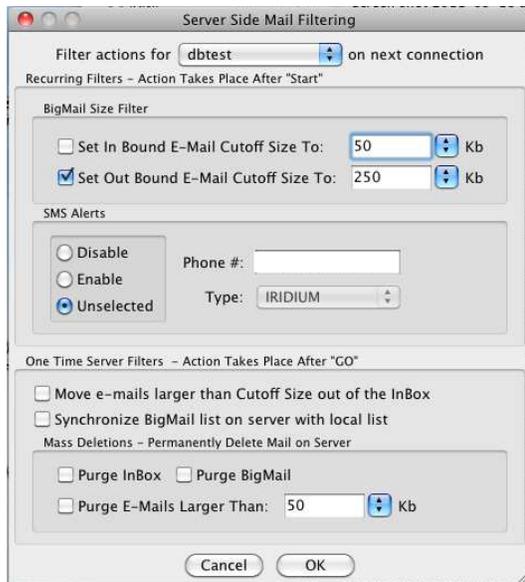
The default size limit for outbound emails is **250kb**. All outgoing emails equal to or less than 250kb will be sent. Any outgoing email greater than 250kb will not be sent. You will receive an email notifying him that the email has exceeded the outbound limit and will not be sent.



The default outbound limit can be adjusted by changing the settings under Filters. There is no maximum size limit for outbound mails. However, it should be noted that large emails will require a longer Iridium connection, thus, you will incur data charges while the Iridium connection is up.

## Changing the Outbound Email Size Limit

- Select <Filters> from the toolbar
- Select <Configure>
- Set size for outbound emails
- Click <OK> to accept the changes



### Rejected BigMail

The mail server limit for big mails is set at **2Mb** (2048kb). All incoming emails equal to or greater than 2Mb will be rejected. The sender and receiver will receive an email notification that the email was not received.

### Iridium SMS Alerts of New Emails

With SMS Messaging, you will be notified when new emails are on the server.

To enable SMS alerts:

- Open AxxessPoint Mail & Web
- Go to Filters, Configure
- Under "SMS Alerts", select Enable
- Enter in the Iridium phone number (MSISDN) to receive the SMS in the phone # field
- Select <OK>
- On the next connection, SMS will be enabled on the account.
- You will also receive a confirmation email that SMS has been enabled when connected.

## 10. WEB BROWSING WITH COMPRESSION

Iridium AxxessPoint Web utilizes web compression that allows you to browse the Internet using your Iridium satellite connection. Web content is compressed, background images are stripped, pop-up ads are removed, advertisements are stripped, animations are removed, and images are re-sampled and compressed.

Iridium AxxessPoint Web can reduce the time it takes to download typical web pages by up to a factor of 3-5x. However, browse with caution because the Iridium network is a narrowband connection. The user experience of web browsing with Iridium AxxessPoint Web is certainly better than browsing without compression; however, you will realize the greatest performance with email.

Iridium AxxessPoint Web uses Firefox as its preferred web browser. Windows users should install Firefox before attempting web browsing but may use Internet Explorer with some reduction in performance. Mac users will automatically be provided with Firefox, and Safari is not supported.

#### To Browse the Internet

- Open Iridium AxxessPoint Mail & Web
- Click on <Web> icon to launch a web browser
- Click <Yes> to browse with web compression
- On the first connection, you will need to enter their username and password
- Select <Remember> to avoid having to enter this information in the future.

The default home web page is: [www.iridium.com/mobile](http://www.iridium.com/mobile) and provides links to mobile web pages that will load faster and provide the most optimal browsing experience . . You can adjust the level of web browsing compression from no compression to Maximum compression (default setting). However, less compression or no compression will require you to be on the Iridium network longer increased usage charges.

#### Changing the Compression Level

- Go to Options >Settings
- Select <Web> from the menu on the left hand side
- Select desired Compression Level:
  - Maximum
  - Standard
  - Minimum
  - None
- Click <OK>

#### Changing the Default Web Browser

You can change the default web browser from Firefox to Internet Explorer. To change the web browser:

- Select <Options>
- Select Settings
- Select Web
- Select Preferred Browser
- Click <OK>

#### Viewing a Web page without compression

To view a web page without compression, insert 'noproxy' before the webpage URL (i.e. <http://noproxy.www.cnn.com>). This will download the web page without any compression. This option is not recommended because it will take a longer time to download the web page and you will incur data charges while the Iridium connection is up.

## 11. IRIDIUM AXCESSPOINT SETUP WITH SUPPORTED WIFI DEVICES

Before using your Iridium AxxessPoint Mail & Web application, you will need to set up the Wi-Fi hotspot with your Iridium AxxessPoint.

- Connect your Iridium AxxessPoint device to your Iridium satellite phone with the included USB cable.
- Set up the phone in an outdoor area with open access to the sky and adequate signal strength prior to use.
- Turn your Iridium AxxessPoint device switch ON when attempting to establish a Wi-Fi hotspot. When two of three lights on the Iridium AxxessPoint device are green, you can connect your Wi-Fi enabled device and use your Iridium AxxessPoint Mail & Web to send emails and browse the Internet.

You will now need to configure your supported WiFi device to connect to the Wi-Fi hotspot.

#### Windows Setup

- To open a network connection, click on the network connection at the bottom right hand side. This will open up a list of network connections available.
- Select PHS300IC-xxx

#### MAC OS Setup

- Open your MAC's wireless connection list by clicking the "Airport" icon on the menu bar
- Select PHS300IC-xxxx

#### iOS Devices Setup

- Go to Settings
- Select Wi-Fi
- Under Choose a Network, select PHS300IC-xxxx

## 12. USING YOUR IRIDIUM AXCESSPOINT DEVICE WITH IRIDIUM AXCESSPOINT MAIL & WEB

You are now ready to use your Iridium AxxessPoint Mail & Web software.

- To open your Iridium AxxessPoint Mail & Web application, click on the <AxxessPoint> icon on your Wi-Fi enabled device. This will open up the Connection Manager.
- The Connection Manager will start and stop your Iridium connection.
- To draft emails, click the <Email> icon and draft your emails. Once completed, click the <Start> button to open the Iridium connection and send the emails. Click <Stop> to end the Iridium connection.
- To browse the Internet, click the <Start> button to start the data session on the Iridium network. Click the <Web> icon on the menu to open the web browser. Make sure you click the <Stop> icon to end the Iridium connection when you are done.
- When you are not using your Iridium AxxessPoint, turn off your Iridium AxxessPoint and Iridium phone to ensure that unplanned data charges are avoided.

Note for MAC users: For MAC users, clicking on the <Stop> icon will not end the Iridium connection. You will need to hit the Command key +Q which will end the browser session and the Iridium connection.

### 13. MULTIPLE USERS

Iridium AccessPoint supports multiple users. Multiple users can share an Iridium AccessPoint Wi-Fi hotspot at different times. Only one user should access to the Iridium network at one time. All users on AccessPoint must register for Iridium AccessPoint Mail & Web in order to receive their individual username, password, email account, software download, and instructions.

### 14. MULTIPLE DEVICES

Iridium AccessPoint supports multiple devices. For example, a user might have a Blackberry for work purposes and another Wi-Fi enabled device for personal use. Both devices can be used on the same Iridium AccessPoint, however, there are some guidelines that must be observed.

For a Blackberry or Android user, if they plan to share their Iridium AccessPoint with other Wi-Fi enabled devices that will use the Iridium AccessPoint Mail & Web app, it is recommended that a second Iridium AccessPoint is purchased. The reason is that once Iridium AccessPoint Mail & Web is used with Iridium AccessPoint, the Connection Manager in Iridium AccessPoint Mail & Web takes control of the Iridium connection. The software will start and stop the Iridium connection from the Connection Manager. It also changes the firewall settings so 100% of the bandwidth is sent to the server that supports the compression. This change affects how Blackberry and Android users are supported on Iridium AccessPoint since they require the Iridium AccessPoint to provide the connection in order to access emails and web browsing. To address this the alternative is for the Iridium AccessPoint Mail & Web user to modify their settings after each session to return the Iridium AccessPoint device to the default settings so it will automatically connect and support the connection required for the BlackBerry or Android user.

### 15. SUPPORT

If you have additional questions or need additional support, please contact Iridium Customer Care at +1-480-752-5100 or email [Dataspport@iridium.com](mailto:Dataspport@iridium.com)

## 16. CERTIFICATION AND COMPLIANCE

### **Export Compliance**

Iridium AxxessPoint is controlled by the export laws and regulations of the United States of America. The U.S. Government may restrict the export or re-export of this device to certain individuals and/or destinations. For further information, contact the U.S. Department of Commerce, Bureau of Industry and Security or visit [www.bis.doc.gov](http://www.bis.doc.gov)

### **Standards Compliance Information**

Iridium AxxessPoint is designed to comply with the standards for Radio Emissions Compliance, Electromagnetic Compatibility, and AC Safety in the United States, European Union, Canada and Mexico.

### **FCC Compliance**

Iridium AxxessPoint complies with Part 15 of the FCC Regulations. Operation is subject to the condition that this device does not cause harmful interference. Any unauthorized antennas, modifications or attachments could damage

Iridium AxxessPoint and may violate FCC regulations and void your authority to operate this device.

### **EU Regulatory Conformity**

Iridium AxxessPoint complies with the essential requirements and other relevant provisions of the EU Directive 1999/5/EC.

### **Canada Regulatory Conformity**

Iridium AxxessPoint complies with Industry Canada RSS-170.

## 17. LIMITED WARRANTY

This Limited Warranty applies only to Iridium branded Iridium AccessPoint (including hardware, software and firmware), Iridium AccessPoint Mail & Web and any Accessories listed in the Getting Started Guide (collectively, the "Product") sold by Iridium or its authorized resellers and distributors (collectively, "Service Providers"). This Limited Warranty extends only to the first purchaser of the Product and is not assignable or transferable.

Subject to exclusions provided below, Iridium warrants to you that the Product will be free from defects in materials and workmanship under normal usage for a period of one year from your date of purchase. You are required to provide proof of purchase as a condition of receiving warranty service as more fully described below.

Any replacement products or parts may contain new and used materials equivalent to new in performance and reliability. Any replacement product or part will also have functionality at least equal to that of the product or part being replaced. Replacement products and parts are warranted to be free from defects in material or workmanship under normal usage for the remainder of the applicable warranty period of the original Product for which a replacement product or part is provided under this Limited Warranty. A returned Product for which a replacement has been provided shall become Iridium's property.

If Iridium receives, during the warranty period and in accordance with the instructions set out in this Limited Warranty, notice of a defect in the Product covered by this Limited Warranty, Iridium will repair or replace the Product or refund the purchase price of the Product, at Iridium's sole option. Iridium shall have no obligation to repair, replace, or refund unless the defective Product is returned in accordance with the instructions set out in this Limited Warranty and within the warranty period.

**IRIDIUM DOES AND MAY CONTINUE, AT ITS SOLE DISCRETION, TO SUBCONTRACT TO AND ENGAGE A THIRD PARTY TO PROVIDE THE WARRANTY SERVICES.**

### **EXCLUSIONS**

This Limited Warranty does not apply in the following circumstances:

**Normal wear and tear.** Periodic maintenance, repair or replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of rated capacity and batteries that leak are covered by this Limited Warranty. Batteries that are charged by other than an Iridium-approved battery charger; having seals that are broken or show evidence of tampering; are used in equipment other than the Product; or are charged and stored at temperatures greater than 60 degrees centigrade, are not covered by this Limited Warranty.

**Abuse and Misuse.** Defects or damage that result from improper operation or storage, misuse or abuse, accident or neglect; exposure to or contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat or spills of food; use of the Product for abnormal

purposes; stretching cords or breaking cord modular tabs; scratches or other damage to plastic surfaces or other externally exposed parts caused by your use; or other acts which are not the fault of Iridium, are excluded from coverage.

**Use of Non-Iridium Products and Accessories.** Defects or damage that result from the use of non-Iridium branded products, accessories or software or other ancillary or peripheral equipment that are not provided by Iridium and listed in the Getting Started Guide are excluded from coverage.

**Unauthorized Service or Modifications.** Defects or damage resulting from any service, testing, adjustment, integration, installation, operation, maintenance, service, alteration, modification or integration with any non-Iridium product in any manner other than in accordance with Product user documentation and instructions and/or by someone other than Iridium or a Service Provider are excluded from coverage.

**Altered Products.** Products that have been tampered with, altered, have non-Iridium or non-Iridium supplied housings or parts, or have had the serial numbers or date tags removed, altered or obliterated are excluded from coverage.

**Communication Services.** Defects, damages or failure of the Product due to any non-Iridium communication service or signal or use of a non-Iridium branded communication service or signal are excluded from coverage.

**Software Embodied in Physical Media.** No warranty is made that any software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software will be uninterrupted or error free, or that all defects in the software will be corrected.

**Privacy and Data Security.** Privacy and data security are important to everyone. Some features of your Product may affect your privacy or data security. Therefore, it is important to monitor access to your Product and not to leave it where others might have unmonitored access.

**Conditions of Use and Limitations of Liability.**

This Limited Warranty is your sole and exclusive remedy. These terms and conditions supersede any prior agreements or representations, including those made in Iridium sales literature or advice given to you by or on behalf of Iridium in connection with your purchase.

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**DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSE. FURTHER, THIS LIMITED WARRANTY COVERS THE PRODUCT ONLY, AND NO WARRANTY IS MADE AS TO USER INFORMATION AND/OR COVERAGE, AVAILABILITY OR GRADE OF SERVICE PROVIDED BY IRIDIUM SEPARATELY FOR IRIDIUM SATELLITE SERVICES.**

**IN NO EVENT SHALL IRIDIUM BE LIABLE, WHETHER IN CONTRACT OR TORT OR ANY OTHER LEGAL THEORY, INCLUDING WITHOUT LIMITATION STRICT LIABILITY, GROSS NEGLIGENCE OR NEGLIGENCE, FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF IRIDIUM ACCESSPOINT (INCLUDING HARDWARE, SOFTWARE AND/OR FIRMWARE) AND/OR ACCESSORIES AND/OR THE COST OF IRIDIUM SATELLITE SERVICES PROVIDED, INCLUDING ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF PRIVACY, LOSS OF USE, LOSS OF TIME OR INCONVENIENCE, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS CAUSED BY PRODUCT AND/OR ACCESSORIES AND/OR IRIDIUM SATELLITE SERVICES, OR ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE IRIDIUM ACCESSPOINT (INCLUDING HARDWARE, SOFTWARE AND/OR FIRMWARE) AND/OR ACCESSORIES AND/OR IRIDIUM SATELLITE SERVICES TO THE FULLEST EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW AND WHETHER ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES. IRIDIUM IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY, THIS IS A WAIVER AND RELEASE AND DISCLAIMER OF LIABILITY TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW AND APPLIES REGARDLESS OF THE CAUSE OF ANY LIABILITY, INCLUDING WITHOUT LIMITATIONS, THE WRONGFUL CONDUCT, OMISSION OR FAULT OF EMPLOYEES OR AGENTS OF IRIDIUM.**

You are permitted to use the Product only as described and specified in this Limited Warranty. By using the Product, you are indicating that you agree to comply with the terms of this Limited Warranty, including this section describing permitted use of the Product (the "Conditions of Use"). If you fail to comply with this Limited Warranty and the Conditions of Use, Iridium may void certain protections offered under the Limited Warranty and Iridium reserves the right to terminate your right to use the Product on the Iridium system. If you do not accept the terms of this Limited Warranty, do not use the Product on the Iridium system.

You are permitted to use the Product only in connection with service on the Iridium system using airtime purchased from your Service Provider. You are required to comply with this Limited Warranty and the Conditions of Use and Limitations of Liability, as well as all terms and conditions that are provided separately by your Service Provider, as such terms and conditions may change from time to time. Iridium or your Service Provider may also establish additional terms and conditions from time to time. In the event any Iridium term or condition conflicts with any Service Provider term or condition, the Iridium term or condition shall govern. Service provider will be provided with notice of any new terms and conditions or any changes in these terms and conditions. All terms and conditions will be effective as of your receipt of the notices of new or modified terms and conditions, and your continued use of the Product after such receipt shall constitute your acceptance of such new or modified terms.

You may not use the Product in connection with any third-party devices, including but not limited to computers, cameras, batteries, GPS devices, recorders or other devices which alter the information sent or received by the Product, except to the extent that Iridium has tested those devices and

confirmed that their use will have no adverse effect on the Iridium system. All devices approved by Iridium will be advertised and labeled as being approved by Iridium and you may use only "Iridium-Approved Devices" with this Product and with the Iridium system.

You may not modify the Product or any component of the Product. You may not reverse-engineer, or attempt to reverse-engineer, the Product, any component of any Product or the manner in which the Product connects to, sends information to, receives information from, or otherwise interacts with the Iridium system.

You are required to comply with all applicable laws and regulations in your use of the Product. To the extent that you: (i) violate this Limited Warranty, the terms and conditions applicable to the Iridium system or other agreements between you and Iridium, or between you and your Service Provider; (ii) utilize a product other than an Iridium-Approved Device on the Iridium system; (iii) modify the Product or any Product component, reverse-engineer the Product or any Product component or attempt to do so; or (iv) violate any applicable laws or regulations (collectively "Unauthorized Use"), you agree to defend, indemnify and hold Iridium and your Service Provider harmless with respect to any claims or actions by governmental entities or other third parties related to your Unauthorized Use and to pay all costs, damages, fines and other amounts incurred by us, or on our behalf, in the defense of any such claims or actions. Further, we specifically disallow any liability and will not credit back airtime charges related to any Unauthorized Use.

In addition to Iridium's express reservation of other remedies available to us, we reserve the right to discontinue providing Iridium Satellite Services to you and/or to disable your Product's access to the Iridium system. If Iridium reasonably believes that you are engaged in any Unauthorized Use, we may seek equitable relief to prevent such Unauthorized Use without having to wait to see if damage to the Iridium system occurs.

**This Product is covered by a U.S.A. warranty.** This Limited Warranty is applicable in all countries and is enforceable in any country or region where Iridium or its Service Provider offer warranty service for the Product. Outside of the U.S.A., any different warranty terms, liabilities and/or legal requirements of the country in which the Product is sold are specifically disclaimed by Iridium. Warranty service availability and response times may vary from country to country and may be subject to registration requirements in the country of purchase. Your Iridium Service Provider can provide details. This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state/country to country. Some states/countries do not allow or acknowledge the existence, limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so some limitations or exclusions of this Limited Warranty may not apply to you. You are advised to consult applicable state/country laws for a full determination of your rights.

### **Third Party Information**

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**Warranty Claim Process**

Should your Product require service within the warranty period or for warranty questions, repairs or for the return of the Product, please contact your Service Provider or any other Service Provider in your country. Do not contact Iridium. For warranty claims, you will be required to provide the following proof of purchase documentation: your dated bill of sale or delivery receipt (including your name, address and telephone number; the name and address of the Service Provider who sold you the Product; the model number and MAC Address printed on the back label in the battery compartment; and the sale price of the Product), together with a written description of the problem. You are responsible for shipping the Product to the authorized warranty service center designated by your Service Provider with freight and insurance prepaid. Product that is repaired or replaced under this Limited Warranty shall be returned to you at no expense for the freight and insurance, and at your expense for any applicable duties or other charges.

Refer to [www.iridium.com](http://www.iridium.com) for a list of Service Providers or contact your Service Provider for warranty information.

**Privacy and Data Security.** Privacy and data security are important to everyone. Some features of your Product may affect your privacy or data security. Therefore, it is important to monitor access to your Product and not to leave it where others might have unmonitored access. Lock your satellite phone's keypad when not in use. Erase all personal information or data before disposing of the satellite phone or recycling it. See Chapter 8 of this User Manual for instructions on how to delete all personal information. The satellite phone uses network-based positioning technology, which may be used to obtain a user's approximate location and thereby affect a user's privacy.

By your use of the Product and Iridium Satellite Services you consent to Iridium's disclosure of user information, including but not limited to name, address, telephone number and location information, including, where available, the geographic coordinates of equipment, to governmental and quasi-governmental agencies where Iridium deems it necessary in its sole discretion to respond to an exigent circumstance. These governmental and quasi-governmental agencies shall be deemed "users" for all purposes of this Limited Warranty. You are permitted to use the Product only as described and specified in this Limited Warranty. By using the Product, you are indicating that you agree to comply with the terms of this Limited Warranty, including this section describing permitted use of the Product (the "Conditions of Use"). If you fail to comply with this Limited Warranty and the Conditions of Use, Iridium may void certain protections offered under the Limited Warranty and Iridium reserves the right to terminate your right to use the Product on the Iridium system. If you do not accept the terms of this Limited Warranty, do not use the Product on the Iridium system.

**Cross Border Transfer of Private Information.** YOUR PERSONAL REGISTRATION INFORMATION, INCLUDING NAME, USER NAME, PASSWORD, ALTERNATE USER NAME, CONTACT EMAIL AND MSISDN WILL BE USED TO ENABLE YOU TO USE THE WEBMAIL SERVICES AVAILABLE ON MYIRIDIUM.NET AND TO ENABLE ACCESS TO OTHER WEBMAIL SERVICES SUCH AS GMAIL, YAHOO, AOL AND MSN. ACCESSING THESE WEBMAIL SERVICES MAY ENABLE SUCH WEBMAIL SERVICES TO RECEIVE AND/OR

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THE IRIDIUM AXCESSPOINT MAIL & WEB SITE AND SERVICES ARE HOSTED IN THE UNITED STATES. IF YOU ARE A USER ACCESSING THE SITE OR SERVICES FROM THE EUROPEAN UNION, ASIA, OR ANY OTHER REGION WITH LAWS OR REGULATIONS GOVERNING PERSONAL DATA COLLECTION, USE, AND DISCLOSURE THAT DIFFER FROM UNITED STATES LAWS, PLEASE BE ADVISED THAT THROUGH YOUR CONTINUED USE OF THE SITE OR SERVICES, WHICH IS GOVERNED BY UNITED STATES LAW, THE MYIRIDIUM.NET PRIVACY POLICY, AND OUR TERMS OF SERVICE, YOU ARE TRANSFERRING YOUR PERSONAL INFORMATION TO THE UNITED STATES AND YOU CONSENT TO THAT TRANSFER. ADDITIONALLY, YOU UNDERSTAND THAT YOUR PERSONAL INFORMATION MAY BE PROCESSED IN COUNTRIES (INCLUDING THE UNITED STATES) WHERE LAWS REGARDING PROCESSING PERSONAL INFORMATION MAY BE LESS STRINGENT THAN IN YOUR COUNTRY.

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