

XGate Quick Start Guide for Apple Macintosh OS

This Quick Start Guide contains essential streamlined instructions for downloading, installing and using XGate. Please refer to the XGate Help File for more in-depth discussions and additional information.

Install XGate Software For Mac

1. Download the XGate for Mac installer file 'maxgate.dmg' file; saving it to your computer. If you purchased your XGate Voucher (Activation Code) via our online store, login to your store account; you will find the file available in the downloads section. As an alternative, you can download the file from our website:

<http://www.globalmarinenet.com/downloads.php#XGate>

2. Using Finder, go to where you saved the download file (the file is usually saved to the Downloads Folder). Double-click on the file name 'maxgate.dmg'. This will open the MaXGate window.
3. In the MaXGate window, look for the file 'xgate.app' with the big red **X** icon. Click and drag the red **X** onto the desktop. Wait a few moments while the files are copied to the desktop. You will know it is done when there is a big red **X** on your desktop with xgate.app underneath.
4. Double-click on that big red **X** on your desktop to install XGate (not the red X in the MaxGate window). You will see a red **X** appear in your "Dock" and it will be bouncing.
5. On some browsers, you will receive a popup window asking "Are you sure you want to open the file?" Select <Open>.
6. Register XGate to receive your 'username' and 'password'. If this is the first time you are running XGate, it will open automatically to the Activation Wizard. You can also get to the Activation Wizard by going to <Program> <Registration Wizard>. Select one of the registration methods available:
 - A. **New Account Using Activation Code.** Use this if you purchased an XGate Voucher and received an Activation Code. <NEXT>

- a. Choose "Network Connection" if you have an internet connection available. (You can/will configure XGate to use a satellite phone connection later.) <Next>
 - b. Read the Registration Notice and select "I have read and agree...." <OK>
 - c. Complete the Activation Form. It is important to use a valid Contact Email address when registering. Preferred User Id and Alternate User Id must be between 3 and 16 characters. Account Password must be between 6 and 16 characters. Acceptable characters include lowercase English alphabet, numbers, period (.), hyphen (-), and underscore (_). <Activate>
 - d. Wait for confirmation that the Registration is Complete. Make note of the username and password assigned to the account. NOTE: If the Preferred User Id is not available, the Alternate User Id will be assigned. <Finish>
- B. New Account Using Credit Card.** Use this if you have not yet purchased an XGate email subscription. An internet connection is required to Create a New Account. <NEXT>
- a. Choose "Network Connection" <Next> (You can/will configure XGate to use a satellite phone connection later.)
 - b. Read the Registration Notice and select "I have read and agree..." <OK>
 - c. Complete the required fields on the Activation Form. It is important to use a valid Contact Email address when registering. Preferred User Id and Alternate User Id must be between 3 and 16 characters. Account Password must be between 6 and 16 characters. Acceptable characters include lowercase English alphabet, numbers, period (.), hyphen (-), and underscore (_). <Activate>
 - d. Wait for confirmation that the Registration is Complete. Make note of the username and password assigned to the account. NOTE: If the Preferred User Id is not available, the Alternate User Id will be assigned. <Finish>

- C. **New Account FREE 3 Day Demo.** Use this for the FREE 3-day trial of XGate. An internet connection is required to register for the 3-day trial account. <Next>
- a. Choose "Network Connection" <Next> (You can/will configure XGate to use a satellite phone connection later.)
 - b. Read the Registration Notice and select "I have read and agree...." <OK>
 - c. Complete the required fields on the Activation Form. It is important to use a valid Contact Email address when registering. <Activate>
 - d. Wait for confirmation that the Registration is Complete. Make note of the username and the password assigned to the account <Finish>
- D. **Enter User Id and Password.** Use this if you already been assigned an XGate User Id and Password. <Next>
- a. Choose "Network Connection" <Next>. (You can/will configure XGate to use a satellite phone connection later.)
 - b. Complete the Account Information Settings with your Real Full Name, your Assigned User Name, and your assigned Password. <OK>
 - c. Wait for confirmation that the Registration is Complete. <Finish>
- E. As an alternative to the above; if you have an internet connection on your computer, after purchasing an XGate subscription, you may register your new account on our website:
http://www.globalmarinenet.com/xgate_registration.php
- a. Complete the required fields on the XGate Product Registration Form. It is important to use a valid E-mail address when registering. Preferred User Id and Alternate User Id must be between 3 and 16 characters. Account Password must be between 6 and 16 characters. Acceptable characters include lowercase English alphabet, numbers, period (.), hyphen (-), and underscore (_).
 - b. Read the Terms. <Accept Terms and Submit>

- c. Wait for your registration confirmation. This will come to you as an email and will include important information about your account.
 - d. Using the information in the confirmation email, open XGate and go to XGate > Preferences. This opens the Settings/Gateway window. Complete the Account Information Settings with your Real Full Name, your Assigned User Name, and your assigned Password. <OK>
7. The XGate software installation is now complete. To test the installation, with an internet connection available, click on the "Start" button. XGate will connect to the server and you will receive the Welcome to XGate email. To read the Welcome to XGate email go to the XGate main screen and click on the Email icon. This will launch the email client bundled with XGate. It is a full featured, easy to use email program. *For information on how to use other email programs with XGate, such as MacMail go to Mail Program Configuration Guide in the XGate Help File.*
8. If you will be using a satellite connection, see *Configure XGate to use your Satellite Phone* below.

OPTIONAL: Looking at the Desktop, click and drag the red X to the Applications Folder in the 'Dock'.

OPTIONAL: Go to the Apple > System Preferences > System > Accounts > Login Items > add XGate to the list.

Configure XGate to use your Satellite Phone: (follow the instructions for your connection setup)

Serial Port to Serial Port Connection

1. Start with your satellite phone unplugged from your computer.
2. Open XGate, go to Program > Modem/Dialup Installer.
3. At the Welcome Screen, select <Continue>.
4. Read Important Information, select <Continue>.

5. Read the Software License Agreement. <Continue><Agree>.
6. Turn on your satellite phone, acquire a strong unwavering signal, plug in the satellite phone to your computer.
7. Select a Destination, <Continue>.
8. Select <Install>.
9. With the message "Running Package Scripts..." on the installing screen, look for the window "MacDialup Network Instructions". Sometimes this window is hidden behind the message "running package scripts". Select the appropriate Provider and Com Port, select <OK>. Wait for "The Installation was successful" <Close>

USB Port to Serial Port Connection (requires a Keyspan USB to Serial Adapter)

1. Start with your satellite phone unplugged from your computer.
2. Install the appropriate serial adapter before you continue. Keyspan is the recommended USB to serial adapter for Mac OS. Proceed to Step 3, only after the drivers for your serial adapter are installed successfully.
3. Open XGate, go to Program > Modem/Dialup Installer.
4. At the Welcome Screen, select <Continue>.
5. Read Important Information, select <Continue>.
6. Read the Software License Agreement. <Continue> <Agree>.
7. Turn on your satellite phone, acquire a strong unwavering signal, plug in the satellite phone to your computer.
8. Select a Destination, <Continue>.
9. Select <Install>.
10. With the message "Running Package Scripts..." on the installing screen, look for the window "MacDialup Network Instructions". Sometimes this window is hidden behind the message "running package scripts". Select the appropriate Provider and Com Port, select <OK>.
11. Wait for "The Installation was successful" <Close>.

Mini USB Port to USB Port Connection

1. Start with your satellite phone unplugged from your computer.
2. Open XGate, go to Program > Modem/Dialup Installer.
3. At the Welcome Screen, select <Continue>.
4. Read Important Information, select <Continue>.
5. Read the Software License Agreement. <Continue><Agree>.
6. Turn on your satellite phone, acquire a strong unwavering signal, plug in the satellite phone to your computer.
7. Select a Destination, <Continue>.
8. Select <Install>.
9. With the message "Running Package Scripts..." on the installing screen, look for the window "MacDialup Network Instructions". Sometimes this window is hidden behind the message "running package scripts". Select the appropriate Provider and Com Port, select <OK>. Wait for "The Installation was successful" <Close>

Test your Satellite Phone configuration

Important Information: If you are running any programs on your computer that automatically connect to the internet, it is important to disable them before attempting a connection via your satellite phone. These automatic update seekers will waste valuable airtime and may prevent a successful connection. Some known offenders include: Skype or any other instant messaging program, Automatic Updates, any utility program (Norton, McAfee, etc.).

1. Having disabled the programs mentioned above you are ready to run the test.
2. Make sure that your satellite phone is turned ON and that you have a strong, unwavering signal and that the phone is plugged into the computer.
3. Open XGate and click on the "Start" button. XGate will dial your satellite phone, connect to the email server, send email, receive email, and then disconnect your phone. You will see a log of the session in the XGate window.

4. When you see "Finished" at the end of the session log you know you were successful. Congratulations!

Troubleshooting

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

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

1. What is the make/model of your satellite phone?
2. Which Mac Operating System are you using (10.x.x?, Snow Leopard, Lion?, etc)
3. What is your connection setup between the phone and the computer (serial port to serial port, USB to serial port, Mini USB to USB port)?
4. If your connection setup is USB to serial port, what is the brand name of your USB to serial adapter?
5. Are you using a docking station? If yes, what is the make/model of the docking station?
6. Are you using an external antenna or only the antenna on the phone itself? If using an external antenna, what brand?
7. Where are you located in world? And describe the environment in your location...industrial, residential, at sea, etc.
8. What is your XGate username?
9. What is the error message that appears in the session log? Send a copy of the session log, if possible.

Submit your answers in an email to: support@globalmarinenet.com

Thank you for purchasing XGate. We hope you enjoy the service!