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Introduction

Thank you for choosing XGate Satellite Phone Email. XGate provides convenient access to email and web browsing via your wireless device. Designed for satcomm customers who must have access to fast and reliable email and/or web browsing while in remote locations.

Key Benefits

- Easy installation
- Simple user interface
- Create and/or read email offline
- Send multiple emails in one batch
- Full support for email attachments
- Management of large emails
- Fetch email from remote email accounts
- SMS messaging support
- Automatic dialing and disconnect
- Email compression
- Social media updates
- User controlled email filtering
- Virus scanning
- Mid-file restart
- Web Browsing with compression
- Weather Data

Caution

This device and software will establish a narrowband Internet connection primarily suited for email messaging and browsing mobile websites. Do not use high bandwidth applications made for terrestrial networks such as video or music. Usage charges are billed during the connection to the satellite network.

Requirements

This App is available for FREE to XGate users that have the following:

1. Either, a Satellite Wi-Fi Terminal¹;
OR an IP-based satellite phone/terminal²
WITH a compatible satellite wifi router³.
2. An internet connection for registration.
3. An active satellite airtime plan.
4. A valid XGate and/or XWeb username and password. (If you do not have a username and password, contact your XGate provider to obtain a New Account Activation Code.)

¹Satellite Wi-Fi Terminals include:

- RedPort Aurora Iridium WiFi Terminal
- Globalstar SatFi
- Iridium GO!

² IP-based satellite devices include (but are not limited to):

- Inmarsat FBB, BGAN, IsatPhone Pro
- Iridium Pilot/OpenPort
- Iridium 9555, 9575 (Extreme)
- Iridium Legacy 9500, 9505, or 9505a
- Iridium fixed phone based on 9522 such as the Eurocom or BEAM RST100
- Globalstar GSP-1700, GSP 1600
- Globalstar fixed phone 2900, 2800
- Thuraya XT
- Others

³Satellite WiFi Routers include:

- RedPort Optimizer WiFi Hotspot Router
- RedPort Optimizer Crew Broadband Router
- RedPort WXA Router (WiFi Enabled)

- Iridium AxcessPoint WiFi Device
- Globalstar 9600 WiFi Device

Quick Start

Thank you for choosing XGate satellite phone email & web Service. XGate provides the fastest, most reliable, on-demand access to wireless email information in the world.

This App is available for FREE to XGate users meeting the [Requirements](#).

Enter your assigned username and password into the account information section found in the Settings menu.

If you are not using a Satellite Wi-Fi Terminal, connect your WiFi device to your satellite phone:

- *Users with USB phones should plug the phone into one of the USB ports on the WiFi Device.*
- *Broadband satellite users will need to connect the terminal to the SAT port on the WiFi router using a standard Ethernet cable (not supplied).*
- *Iridium Legacy phones with serial ports should use a Prolific PL2303HX USB adapter (not supplied) to connect the unit to one of the USB ports on the WiFi device.*
- *Note that the Iridium AxxessPoint WiFi router only supports the 9555 and the 9575 phones. Iridium users with other models must use a RedPort Optimizer or a RedPort WXA router.*

Turn on the WiFi device and the satellite phone in an open, outdoor area (unless connected to an installed external antenna) and wait for the device to register on the satellite network.

Go to the iOS Settings. Select Wi-Fi. Choose the wireless network created by your satcomm

system. If required, enter the password provided with the WiFi device.

Go to the Settings menu of this App and select Connection. Then select the appropriate satellite phone from the menu.

If using a RedPort Optimizer or a RedPort WXA then select one of the following:

USB Satellite Phones

Select "Optimizer xxxxx" where xxxxx represents your satellite phone/terminal. (Use a Prolific PL2303HX USB to serial adapter when connecting legacy phones such as Iridium 9505a.)

Inmarsat BGAN/Fleet Broadband

The RedPort Optimizer and the RedPort WXA routers support two connection methods for Inmarsat broadband users. These are webXaccelerator Managed and Unmanaged connections.

Managed connections are intended for satellite terminals configured to be off-line except when a data session is taking place. For managed connections, select the device name from the available list (e.g. Sailor FBB). Configure the satellite terminal for "manual" connection mode. When using XGate, the software will instruct the terminal to go online, send/receive email (or browse), and then close down the connection. Note that an Inmarsat minimum airtime billing increment will be incurred for every connection.

Unmanaged connections are intended for satellite terminals configured to be online all the time. To use this method configure your terminal to automatically connect to the Internet on network traffic. In XGate, set the connection type to "Network Connection".

Note that since the Optimizer and the RedPort

routers block ALL traffic except email and web, unmanaged connections typically result in lower airtime bills since the number of connections incurring minimum billing increments is reduced.

Iridium Pilot

Managed Connections. Pilot users should set the XGate connection type to "Optimizer Iridium Pilot" for managed connections. Managed connections on the OpenPort Network means that the router will keep the connection alive by issuing pings to a remote host every 5 seconds while either an email or web session is in progress. Otherwise the satellite terminal will shut down the connection after 20 seconds causing the user to wait 20-30 seconds on the next network activity while the session is restarted. This connection delay can make it difficult to browse since the browsers will often encounter timeouts and wait times while the connection is being reestablished.

Unmanaged Connections. Pilot/OpenPort users should set the connection type to "Iridium OpenPort". Iridium does not have a minimum billing increment so airtime fees for managed/unmanaged connections are the same.

* * * * *

Email is created and read offline. To create an email select Mail from the main menu and tap the new email icon on the bottom right of the screen.

To view email tap the Inbox and then the desired email.

To send/receive email select Mail from the main menu and then tap the disclosure icon in the bottom left of the screen. Tap the Send/Receive Mail button to initiate a session.

Web Browsing with compression. To browse

the internet with compression, select the Web menu entry from the main menu. Then follow the instructions. To disconnect, return to the main menu and select Connection Control. Then tap the disconnect button to hang up and terminate your browsing session.

Registration

All users must register unless an alternative solution is provided by your service provider.

If you have already registered and received a username and password, enter this information in the account information dialog under Settings.

If you have not yet registered, contact your service provider to obtain a New Account Activation Code and registration information. Once you have successfully registered, your username and password will be sent to the email address you entered on the registration form.

Using XGate

Mail

To draft emails, tap <Mail> on the main menu and tap the "New Mail icon" at the bottom right corner of the screen. Tap <To:> and enter the recipient's address. Tap <Next> to enter the Subject. Tap <Next> to enter the body of the email message.

When the message is complete, tap <Add to Outbox>. Repeat until all emails are complete.

To Send/Receive mail, select the wi-fi device in the iOS Settings, then from the Mail screen, click on the "Send/Receive Mail icon" at the bottom left corner of the screen. Select <Send/Receive Mail>. The session log window will appear. Wait for the session to complete and disconnect; select <Done> to return to the Mail menu screen.

Web

To browse the Internet requires modifications to the iOS proxy settings. From the main menu, select <Web> and follow the instructions for configuration and use.

Send Photo

Photos can be attached to outbound emails. From the main menu, select <Send Photo> to open a New Mail window. You can choose to attach a File or a Photo to the new email. When the attachment is selected, its filename will appear beneath the Subject Line of the new email. Compose the new email and <Add to Outbox>.

Social Media

To use these social media options you must have the services pre-configured to accept postings

remotely. See the Social Media page of this Help File for details. Once configured:

To post to Facebook, select <Social Media> from the main menu and select <Facebook> to open a dialog box for entering your posting information. You can attach a photo and enter your text message. Tap <OK> to add the Facebook posting to the Outbox.

To post a tweet to Twitter, select <Social Media> from the main menu and select <Twitter> to open a dialog box for entering your posting information. Tap <OK> to add the tweet to the Outbox.

Weather

To use the weather service you must have the [Weather Settings](#) pre-configured.

Once configured, select <Weather>, then <Connect>. Enter location information, then <Continue>.

Wait for the message that the weather data is complete. Select <Done> to view the weather information.

Important Note

When you are not using the wi-fi device, turn it OFF to ensure that unplanned data charges are avoided.

Mail Setup

Email 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 satellite network.

Emails received during satellite connection can be read offline after the connection terminates.

Emails will be sent and received to a new <username>@<your provider domain>.com email address that is created and provided during registration.

Instructions are provided to forward or "fetch" other emails to this address in [Email Fetching Setup](#).

You must be registered to use this service. Once you have registered, go to Settings and enter your Account Information as provided in the registration confirmation email.

Email Fetching - How It Works

If you would like to receive emails from another email address into your XGate account, you can usually setup forwarding through your email provider. As an alternative, you can setup email fetching on this device.

Once configured and enabled, the email fetching feature is used to transfer mail from an external mail server to the XGate mail server and ultimately to this device. It is important to understand how this happens.

1. Mail transfer from an external server to the XGate mail server only occurs when an XGate connection is made.
2. Mail is NOT transferred in real time. A connection to the XGate mail server will initiate the transfer of mail from the external server. The process is started but runs in the background while XGate continues its normal operation. Mail from the remote server can take some time to transfer and will only be available for download to your device after the process completes. XGate will wait for the remote transfer to complete (keeping your connection open) and then it will transfer that mail to your local account.
3. A more efficient method of email fetching is to set "Fetch Asynchronously" to ON. With fetching asynchronously enabled, the fetching process is started and runs in the background, however, when the email currently on the server has been transferred, the connection is closed. Therefore, it takes a minimum of two (2) connections to retrieve the fetched mail. The first connection sends the "fetch email" request to the external server, the second connection retrieves the

fetches email. There is no way of knowing how long it will take to transfer the mail from the external server to the XGate mail server. We recommend using the [SMS Alerts](#) feature to be notified when email is ready for download.

4. There is no limit to the number of remote email accounts that can be configured for fetching.

Email Fetching Setup

If you would like to receive emails from another email address into your XGate account, you can usually setup forwarding through your email provider. As an alternative, you can setup email fetching. For an explanation of email fetching, see [Email Fetching - How It Works](#). To configure email fetching:

From the XGate Home screen, go to <Settings> <Your Account> <Set remote server fetch> <+> and complete the required information as provided by the ISP:

Account Type: Select the appropriate type as provided by the ISP managing the remote mail server. 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).

user name: Enter the User ID of the account to be fetched (some ISP's require the full email address).

account password: Enter the Password of the account to be fetched.

server address: 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 "Account Type".

port number: 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 "Account Type".

Use SSL: Enable SSL if required by the ISP

managing the remote mail server.

Enabled: Select ON to enable email fetching;
select OFF to disable email fetching.

Tap <Save>.

Go to: <Remote Fetch Settings>:

Remote fetch enabled: Select ON to enable email
fetching; select OFF to disable email fetching.

Fetch Asynchronously: The default is set to ON.
Select ON to enable asynchronous fetching;
select OFF to disable. For an explanation of
asynchronous transfer, see [Email Fetching - How
It Works](#).

Display extended debugging information: The
default is set to OFF. Select ON to enable debug
logging; select OFF to disable. When enabled
(ON), a detailed debug log of every fetching
session will be displayed. This can be useful
when setting up a new account. Under normal
operation however, this option should be OFF.

Fetch number per cycle: This controls the
maximum number of emails to transfer from the
remote account inbox during one connection
session. Limiting the number of mail messages
protects your account from being overwhelmed
by mail if a large number of mail messages reside
on the remote server. The default value is 10.
This value may be modified to meet your needs.

Email Fetch setup is complete.

Mail Use

Creating Email

From the main menu, tap <Mail>.

Tap the "New Mail icon" at the bottom right corner of the screen.

Once composition of the email is complete, tap <Add to Outbox>.

To add an attachment tap the "camera icon" on the Subject line. Select the attachment and complete composition of the email. Tap <Add to Outbox>.

Repeat until all emails are complete.

The new emails will sit in the Outbox until your next connection. Once connected to the satellite network, all email in the Outbox will be Sent.

Sending/Receiving Email

You must be connected to the wi-fi device.

From the main menu, tap <Mail>.

Tap the "Send/Receive Mail icon" at the bottom left corner of the screen.

Select <Send/Receive Mail>.

The session log window will appear. Wait for the session to complete and disconnect.

Select <Done> to return to the Mail Menu screen.

If the connection terminates prematurely during a data transfer, the mid-file restart feature will start sending/receiving at the point where the

file dropped once connected again to the satellite network.

Viewing Email

From the main menu, select <Mail>.

Select <Inbox> to open.

Tap the email message to open and read the email.

Managing Email

Once an email message is open, there are several options available:

Select <Back> to return to the previous screen.

Tap the "trash can icon" in the bottom left corner of the screen to move the email message to the Trash Folder.

Tap the "left-facing arrow icon" at the bottom of the screen to send a Reply message to the sender.

Tap the "folder icon" at the bottom of the screen to move the email message back to the Inbox Folder.

Select "Hide" at the bottom right corner of the screen to hide the email header information...or "Show" to display the email header information.

Big Mail

There are Big Mail 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 satellite network and usage charges will accrue as long as the satellite connection is in use.

Incoming BigMail

The default inbound limit per email message is 50kb. Incoming emails equal to or less than 50kb will be downloaded to your Inbox during your next satellite connection. Any emails greater than 50kb will be held on the server and reported to you in the "BigMail" folder.

BigMail waiting on the server will be displayed in the BigMail Folder. Select the email message to view information about the pending email. You have the following options:

Delete from server: creates a mailbot message to the server to remove the email from the server on the next connection.

Download: creates a mailbot message to the server to download the email selected, on the next connection.

Cancel: to return to the BigMail folder.

Changing the Inbound Email Size Limit

From the main menu, select <Settings>.

Select "Your Account Name".

Tap <Limit inbound message size to...>.

Select the size limit. The maximum inbound email size is 1000kb.

Tap <Save>. 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 50kb. All outgoing emails equal to or less than 50kb will be sent. Any outgoing email greater than 50kb will not be sent but will be held in the Outbox until you release them.

Changing the Outbound Email Size Limit

From the main menu, select <Settings>.

Select "Your Account Name".

Tap <Warn on outbound message of...>.

Select the size limit.

Tap <Save>.

SMS Alerts

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

To enable SMS alerts:

From the main menu, select <Settings>.

Select "Your Account Name".

Tap <Text when mail is available...>.

Receive text when mail is available: Select ON to enable SMS alerts; select OFF to disable.

Phone number: enter the full MSISDN (telephone number) for the satellite phone that is to receive the SMS alerts.

Tap <Save> to create a message to the server that will be uploaded on the next satellite connection. You will receive a confirmation email that SMS has been enabled.

If SMS messaging is enabled, an SMS message will be sent to the phone number entered in these settings when a new email message arrives on the server for this account.

Social Media

To use these social media options you must have the services pre-configured to accept postings remotely.

Facebook

Configuring XGate for Facebook allows simple posts to Facebook by converting your message into an email format acceptable to Facebook. You can even upload photos They will be resized, compressed, and posted at a size that works over handheld satellite phone data feeds. Broadband users can also upload video.

Activate Facebook Posting

From the main menu select <Settings>, then select <Social Media>.

If you already have a Facebook account that includes a *Personal Publishing Address*, enter it into the Secret Email box.

If you already have a Facebook account that includes a *Post-by-Email Address*, enter it in the Secret Email box. To find your Post-By-Email Address, log in to your Facebook account and go to your account Settings and select <Mobile> from the Settings menu. Your Post-By-Email Address is listed towards the bottom of your mobile information.

If you do not have either of the above, you must get a *Post-by-Email Address*, assigned to you by Facebook. Go to your Facebook Account Settings and select <Mobile>. Follow the instructions for mobile setup. Facebook will text you a code to your phone. This code must be entered into the Facebook window to link the phone to your Facebook account. Once linked, you will find your *Post-By-Email Address* in the Mobile section of

your Account Settings. Enter the *Post-By-Email Address* into the XGate <Settings> <Social Media> <Facebook> Secret Email.

To post to Facebook, select <Social Media> from the main menu and select <Facebook> to open a dialog box for entering your posting information. You can attach a photo and enter your text message. Tap <OK> to add the Facebook posting to the Outbox.

Twitter

Keep your followers informed.

Activate Twitter Posting

From the main menu, select <Settings>, then select <Social Media>. Tap to turn Twitter ON. Tap <Get a PIN from Twitter>. Enter your Twitter Username and Password and select <Authorize App>. Twitter will reply with a PIN code that must be entered into the XGate Settings. Note: XGate does not 'see' your Twitter login information. Enter the PIN in the Settings. When DONE, Twitter status will show as ON.

To post a tweet, select <Social Media> from the main menu and select <Twitter> to open a dialog box for entering your posting information. Tap <OK> to add the tweet to the Outbox.

Web Setup and Use

XGate utilizes web compression that allows you to browse the Internet using your 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.

XGate Web can reduce the time it takes to download typical web pages by up to a factor of 5x. However, **browse with caution** because the satellite network connections are inherently slow when compared to a residential high-speed internet connection.

Web Setup

To set web compression, exit this application and go to the Settings Menu for this iOS device. Select "Wi-Fi" and Choose the Network for your satellite connection so it is the Active Wi-Fi connection.

Scroll down to HTTP Proxy and select <Manual>.

Enter the Server as: 192.168.3.37

Enter the Port as one of the following:

3119 (maximum compression)

3120 (standard compression)

3121 (minimal compression).

Exit Settings and return to this application <Web> to verify connectivity.

Web Browsing

From the main menu, select <Web>.

Tap <Connect>.

When the connection is established Safari will be launched.

When you are done browsing, return to XGate <Connection Control> and "Tap" to Disconnect.

Changing the Compression Level

Exit this application and go to the Settings Menu for this iOS device. Select "Wi-Fi" and Choose the Network for your satellite connection so it is the Active Wi-Fi connection.

Scroll down to the HTTP Proxy settings and change the Port to one of the following:

3119 - Maximum Compression

3120 - Standard Compression

3121 - Minimal Compression

Please note: less compression will require longer satellite network connections with increased usage charges.

Weather Settings

Use Weather Settings to configure the weather data you would like to receive. To access the Weather Settings open Settings > Weather:

Locations

Use your current location or keep a list of "Stations" that you create in order to obtain weather data for specific locations. Select <+> to add a station. Enter a name for the station and the lat/lon coordinates. <Save>.

Enable one or more stations when downloading weather information.

Display Frequency: Select the incremental frequency of the forecast. For example, selecting <1h> displays an hourly forecast, <6h> will display a forecast in six hour increments.

Use GMT: Enable GMT to display the frequency in Greenwich Mean Time. With GMT disabled, the forecast will display the local time format of your device.

Duration (Days): Use this setting to select the number of days (24 hour periods) for which you want to see the forecast. For example, selecting <3> will give you today's forecast plus 3 more days.

Units: Use these settings to choose the output format of the weather information.

- Temperature
- Pressure
- Height/Distance
- Speed
- Lat/Long Format

Weather Parameters: Use these settings to select/deselect which weather information to download.

Surface Temperature
Surface Pressure
Wind Speed
Wind Direction(true)
Wave Period
Wave Height
Ice Pellets? (Y/N)
Visibility
Wave Direction(true)
Raining? (Y/N)
Snowing? (Y/N)
UV Index
Freezing Rain? (Y/N)
Convective precipitation
Convective Cloud Cover
Atmospheric Instability
Dew Point
Perceived Temperature
Thunderstorm Probability

Weather Parameters Defined

Data for the weather forecasts is gathered from several NOAA models and GFS models.

The following weather information is available for download.

Surface Temperature

The temperature 2 meters above the ground.

Surface Pressure

Surface pressure of the earth adjusted to mean sea level.

Wind Speed

Mean wind speed.

Wind Direction(true)

Mean wind direction, measured from true north.

Wave Height

Mean height of the 1/3 highest waves measured from crest to trough.

Wave Direction(true)

Mean wave direction, measured from true north.

Wave Period

Mean period between significant waves.

Ice Pellets

Precipitation in the form of ice pellets.

Snowing

Precipitation in the form of snow.

Freezing Rain

Precipitation in the form of freezing rain.

Raining

Precipitation in the form of rain.

Visibility

The range at which objects can be observed.

UV Index

Indicates the danger of exposure to UV radiation.

Dew Point

Temperature at which water in the atmosphere will condense given the current humidity level.

Convective precipitation

The precipitation rate over the user-selected Display Frequency, expressed in millimeters.

Convective Cloud Cover

The percentage of convective cloud cover only (not all types of clouds).

Atmospheric Instability

Expressed on a scale of 6+ Very Stable Conditions to 6- Very Unstable, Severe Thunderstorms Likely

Perceived Temperature

The 'feels like' temperature given the relative humidity.

Thunderstorm Probability

A composite estimate of the probability of thunderstorms.

Terms

The following terms are used throughout this document:

Username/UserId

A name assigned by your provider which is used as an access code to the XGate service. The name consists of a sequence of alpha numeric characters excluding spaces and in lower case letters. The username is also the first part of your email address as in 'your_assigned_username@gmn-usa.com'.

Password

A sequence of characters that only you know which is used to secure access to the XGate service.

Domain

The domain portion of an email address. In an address of the form 'your_assigned_username@gmn-usa.com' - the gmn-usa.com is the domain name.

Primary Account

An XGate account that can be accessed via the application over the internet. It has a unique email address and is a fully privileged email account with mail and spam filtering and virus checking.

Network Address

The TCP/IP address of a machine connected to a network.

Host

A server on a network.

Gateway

A server on a network (usually the Internet) that

acts as a "gateway" to access a service. For example, mail.gmn-usa.com, is the name of the gateway used by XGate to access the XGate mail server.

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GMN License Agreement

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About

XGate for iOS

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