



SATweb User Guide

October 2022



<u>Asset #:</u>	SATweb-PAL-XX
<u>WiFi SSID:</u>	EXPLORER510
<u>WiFi Password:</u>	8 digit serial number (Located on the back of the terminal)
<u>PHONE #:</u>	+8707 xxxx xxxx



SATweb Introduction

Connectivity without limits...

A goal that is synonymous with GlobalSat's commitment to improving opportunities for Australians working or travelling in some of the most remote areas in the world. Our love and passion for remote Australian wilderness has always kept us working towards solutions that can bring about positive change. With a vision to bridge the digital divide, we've developed a unique satellite connectivity solution that has no limits on your geographical location...

GlobalSat's SATweb is portable satellite internet, anywhere.

In today's world where connectivity is so vital and data is king, most of us are oblivious to how much data we consume on a daily basis. Having access to large data plans at home or at the office provides internet connectivity 24/7 on all devices, many of which consume data in the background without us even knowing. The need to monitor our data consumption in normal day to day life is completely unnecessary due to the large, often unlimited data plans now available however when using our SATweb portable satellite internet, every kilobyte (KB) of data counts and we encourage you to follow to guidelines below, taking extra care to ensure you get the most out of your SATweb data allocation.

Understanding & monitoring data consumption on your devices is paramount to maximising your SATweb data. If devices are not set up correctly and managed carefully, you will consume high amounts of data in a very short time which can be costly. By following the information provided the SATweb service performs exceptionally well and can be very cost effective.

Our SATweb service is charged per megabyte (MB) of data that is transferred both in and out of the terminal.

Normal internet usage will consume data very swiftly. Preventative measures need to be taken in order to optimise all devices connected to the system.

We strongly suggest these practices are carried out in order to minimize data consumption.

The SATweb service provides a direct connection to the internet which means it is always online when your data session is active. Some background data is required to maintain this connection and on average, 100KB will be consumed as a minimum per session.

A hard copy of the Quick Start User Guide has been provided with the satellite terminal and a digital copy placed on the USB memory stick, along with this document as well as a complete owner's manual and setup video. Please take the time to familiarise yourself with the setup process and ensure you read all relevant notes below relating to your specific device which you intend to connect to the SATweb terminal to help optimise the system performance.

It is extremely important that you understand all aspects of the SATweb solution and our team is available at any time to provide any support you require. Call +61 7 3282 8504.

DOWNLOADING THE CONTROL APPS

Before you get started with the setup lets first get the basics in place. To operate the SATweb terminal, you'll need to use two apps. The Explorer Connect app is used to control the terminal, The BGAN pointer app helps you find the satellite.

Download the apps below:

1. Download the **Explorer Connect** App (iOS & Android versions available)
2. Download the **BGAN POINTER** App (iOS Only)
This app allows you to locate the Inmarsat I4 satellite which is positioned above PNG.
3. Refer to the 'Quick Start User Guide' to get the terminal setup & online



Setting up Apple or Android Smart Devices for SATweb

Using an iOS (Apple) iPhone or iPad or an Android smartphone or tablet with SATweb is highly recommended as they can be quickly switched into low data mode and the background data used by apps can easily be restricted.

It is also extremely important that you ensure all apps are CLOSED before starting your data session. You will then only access the apps you need and close each one as you finish to ensure to maximise your SATweb data. To close your apps, you'll need to either double tap on the home button or swipe up from the bottom of the screen and pause in the middle of the screen. You will see all open apps previewed on the screen. To close each app, simply swipe up on each preview.

For Apple Devices:



TURN OFF "Background App Refresh"

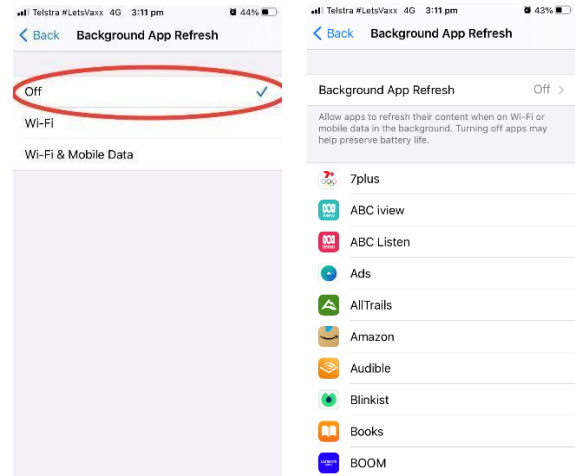
Follow the steps below to **TURN OFF** Background App Refresh before you login to your SATweb terminal. You'll only need to do this once.

1. Tap on your phone's Settings icon



2. You'll then need to go to **"GENERAL"**
3. Then tap **"Background App Refresh"**

You will see all app icons will be highlighted ON



4. Turn Background App Refresh **"OFF"**

All apps icons will no longer be highlighted green

Ensuring the background app refresh is off means that none of your apps will consume background data. When you begin using the apps you need via SATweb, we recommend keeping background data turned off.

Don't forget to swipe up and close each app after use. This is extremely important to remember as doing so will conserve data and maximise your usage.

TURN ON "Low Data Mode"

Follow the steps below to TURN ON Low Data Mode before you login to your SATweb terminal. You'll only need to do this once.

1. You'll need to turn the SATweb terminal ON to pair with Wi-Fi. You can do this anywhere and don't need to point the terminal to the satellite just yet so doing this indoors is fine. You're simply establishing the Wi-Fi connection between your smart device & the SATweb terminal. Doing so will then allow you to communicate with the device using the EXPLORER CONNECT app as well as establish your internet connection.

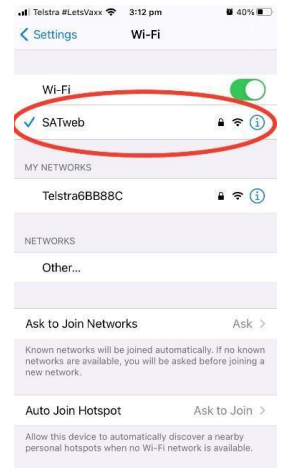
2. Looking at the back of the SATweb terminal, press and hold the POWER button on the left side until the lights at the bottom begin to flash.
3. The terminal will automatically enter **pointing mode** when turned on and will sound a **high pitch tone**. To **turn off pointing mode**, press the POWER button ONCE. The high pitch tone should now be off and the lights ON.

4. Tap on your phone's Settings icon



5. You'll then need to go to **"Wi-Fi"**

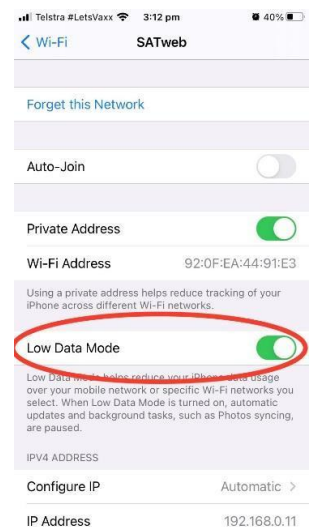
6. Tap on the SATweb SSID (EXPLORER 510) then enter in the Wi-Fi password which is **8 digit serial number** on the back of the terminal and is also noted on the cover page of this document.



7. Once you are paired with the SATweb terminal, you'll see a BLUE TICK on the left of the SSID. You can now tap **"SATweb"** or **"EXPLORER 510"** to enter into the Wi-Fi settings.

8. Scroll down to **"Low Data Mode"** and turn it **ON**.

The ON/OFF tab on the right will be highlighted green



**** Your Wi-Fi connection with the SATweb terminal is now set to Low Data Mode**

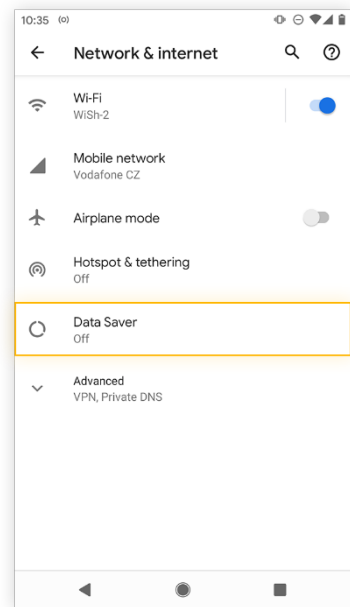
For Android Devices:



Restrict Background Data for all Android Apps

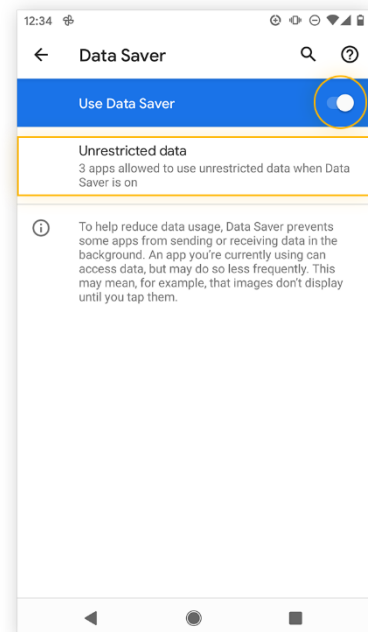
To completely restrict background data on Android, you need to **TURN ON data saver mode**. Please note that android devices vary depending on the manufacturer so some instructions may vary between device types. If your device shows things differently and you're struggling to find a setting, we suggest using the "search bar" in your settings menu. Here's how turn on data saver mode to manage background data on Android for all your apps:

1. Go to **Settings > Network & Internet > Data Saver**.



2. Toggle on **Use Data Saver**.

You can exempt specific apps from this restriction by tapping **Unrestricted data** then select specific apps however we strongly suggest disregarding this option & leaving **ALL APPS** on Data Saver to ensure all data usage is kept to a **minimum** when using SATweb.

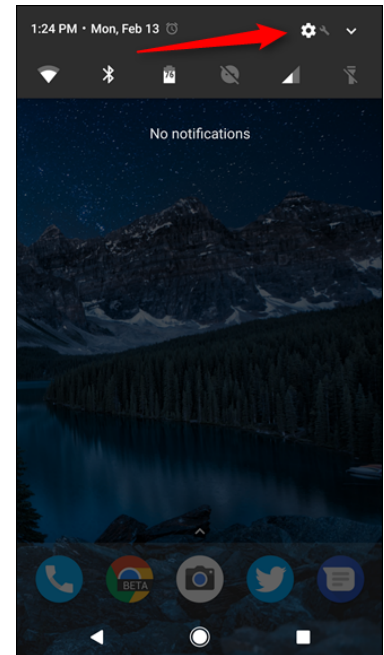


NOTE - If you cannot find "Data Saver" in your menu, you will need to use the "search" option located at the top of the "settings" menu. Search for "data saver" then tap the menu option and turn Data Saver ON.

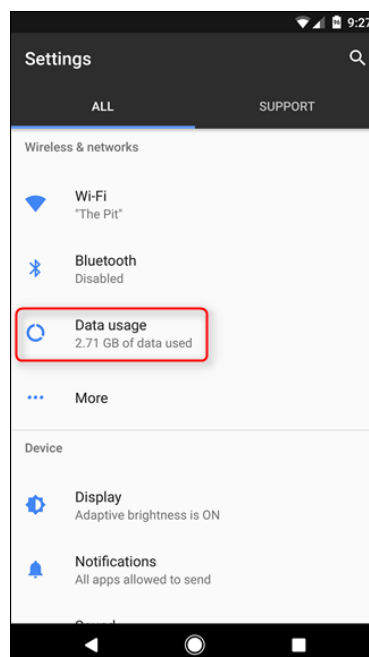
How to Restrict Wi-Fi Networks on Android

You'll need to turn the SATweb terminal ON to pair with Wi-Fi. You can do this anywhere and don't need to point the terminal to the satellite just yet so doing this indoors is fine. You're simply establishing the Wi-Fi connection between your smart device & the SATweb terminal. Doing so will then allow you to communicate with the device using the EXPLORER CONNECT app as well as establish your internet connection. If you're running the latest version of Android on your handset, things are pretty simple. The process may look a little bit different depending on your specific phone's manufacturer, but should be fairly similar.

1. Go to the **Settings** menu. You can do this by pulling down the notification shade and tapping the cog icon.



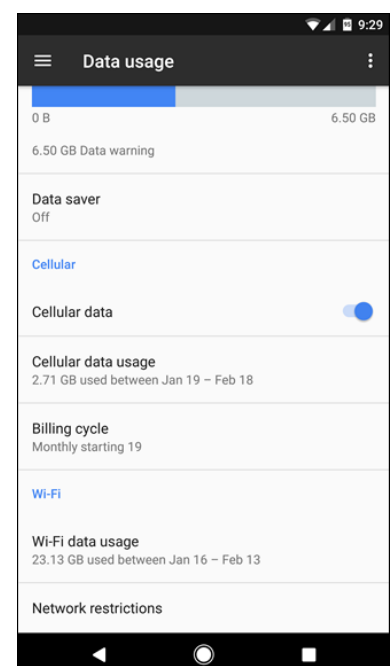
2. Then, tap on the **Data Usage** option.



3. At the bottom, you'll find a section labelled "Wi-Fi". You can see how much data has been used on Wi-Fi with the "Wi-Fi data usage" button. Tap the "**Network restrictions**" button (it may be labelled slightly differently depending on your manufacturer).

If you can't find "Network restrictions", use the search option in your settings menu

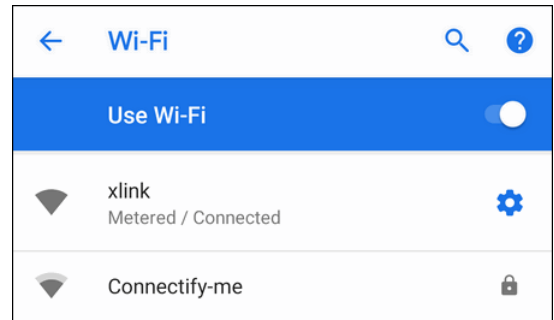
4. You'll see a list of Wi-Fi networks. Slide the toggle for networks for which you'd like to restrict data usage.



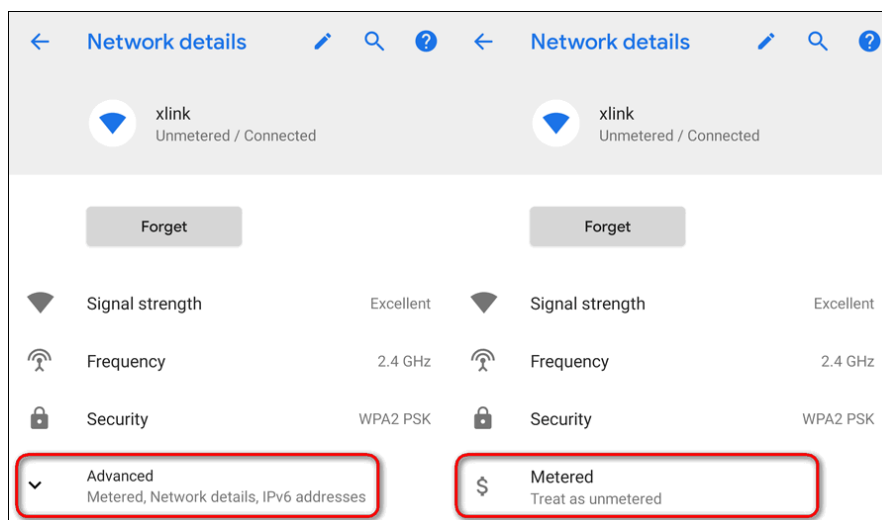
How to Enable Low Data (Metered Connection) on Android

1. Go to **Settings > Network & Internet > Network & Internet.**

2. Tap **Wi-Fi** then tap on **SATweb SSID:**
"EXPLORER 510"

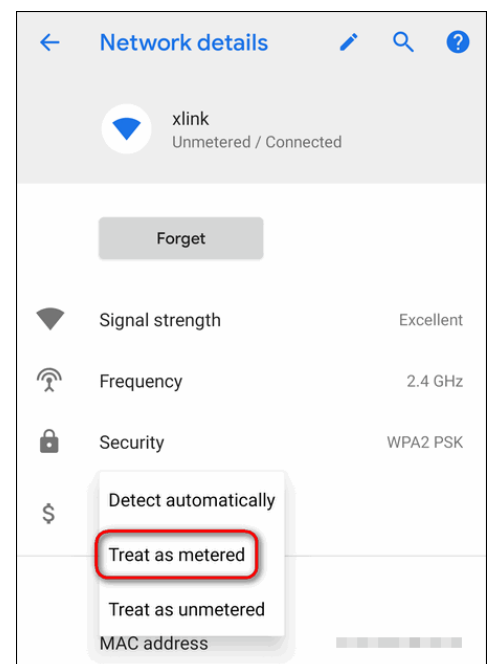


3. Then tap **Advanced > Network Usage**



4. Then select **Treat As Metered**

5. Once you have done it, you will see Metered / Connected in Wi-Fi network properties:



Web Browsing with SATweb

The amazing **Opera Browser** (iOS or Android) app that can cut 90% the data transferred over a browser. If you need to browse the internet with SATweb, we strongly suggest doing so using this app. Opera offers its own form of remote page compression and provides a variety of settings to control how much optimization occurs. Smart Browsing automatically selects the optimal browsing mode and the built-in ad blocker helps you get rid of annoying popup ads on all webpages, which improves data usage and provides smoother browsing.



**** We recommend checking your settings in Opera to ensure all **ad blocking** is turned **ON**, **block pop-ups** and **block cookies**. In some Android versions, you can **enable Data Savings** and **reduce image quality** or **turn images OFF**.**

VoIP Calling, Image Sharing and Messaging.

For all voice and text communication, we've found the ideal app to use is WhatsApp. You can also do video calling (which does use a fair amount of data) and can also send images. Ideally you need to make sure you have a WhatsApp account setup and have all your key contacts also setup before you leave for a remote area.



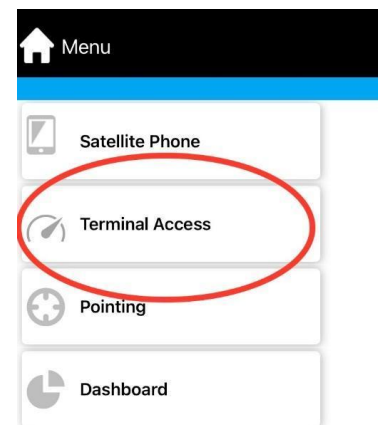
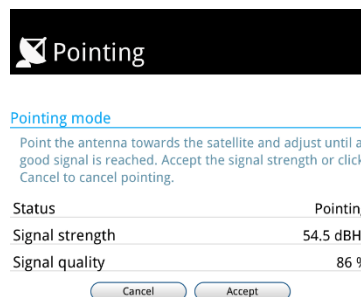
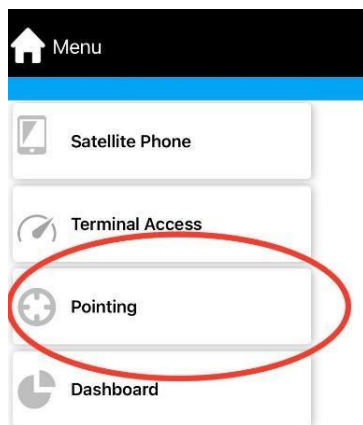
Accessing your SATweb Terminal via the EXPLORER CONNECT App

To establish a connection to the internet with the SATweb terminal, you'll need to be outside with your smartphone setup as per the previous steps and have the SATweb terminal ready to turn on.

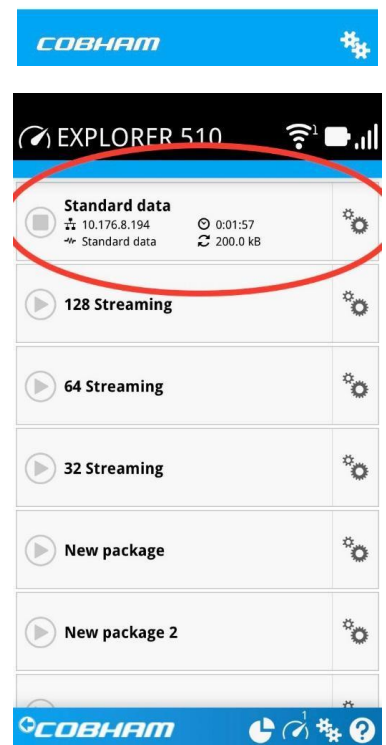
1. Firstly, using the BGAN POINTER app, locate the Inmarsat I4 satellite taking note of its approximate location in the sky as you'll need to point the SATweb terminal in that direction.
2. Unfold the stand from the back of the SATweb terminal and set it up in a suitable location that is stable, safe, out of harm's way and provides a clear line of sight towards the satellite. It's important to choose a location where the terminal will not be disturbed, this in turn will provide a stable connection to the satellite.
3. Turn the SATweb terminal on by pressing the power button in and holding for around 3 seconds or until the lights come on.



4. It will enter pointing mode automatically on start-up sounding a beep or high pitch tone. Adjust the position of the terminal until you get a continuous tone, this means you've located the satellite. You are listening for the highest pitch tone and this achieved by adjusting the AZIMUTH (left & right) and the ELEVATION (up & down).
5. You can also open the EXPLORER CONNECT app and click on **Pointing**. From here, you can see the **signal strength** and **signal quality**. You are looking for the highest reading for each and these will change depending on location and distance from the satellite. Once the terminal is pointed, you can exit pointing mode by pressing the power button once, or by pressing ACCEPT on the app.



6. Now that the terminal is pointed, it is ready to establish the connection to the internet. To do so, ensure all other apps are closed then open the EXPLORER CONNECT app and select **Terminal Access**.
7. From here, you will then be able to start & stop your data sessions. To **START** a data session, tap on the **PLAY** icon beside **"Standard data"**. The terminal will begin to establish a connection to the satellite. This can take some time so be patient. (**DO NOT USE "STREAMING CONNECTIONS"** - this is charged in addition to your standard data).
8. You'll know when you're connected as the data session stats will appear on the screen. This shows the session time and the most important of all, the amount of data being passed through the terminal. **NOTE:** each time you start a data session, you'll consume a minimum of approx. 100kB which is the amount of data required to establish the connection.



9. Once the session has started, you can exit the EXPLORER CONNECT app (**DO NOT CLOSE THE APP**) and open the specific app you require. You can re-enter the EXPLORER CONNECT app at any time to check on your **data consumption** displayed under the **session timer**.
10. When you've completed your online tasks, simply re-enter the EXPLORER CONNECT app and **STOP your data session** by tapping on the STOP icon beside Standard data.

***Remember to CLOSE EACH APP once you are finished using it. The only app you need to keep open is the EXPLORER CONNECT app.**

*** If you plan to leave the SATweb terminal on for extended periods, ideally, it should be plugged into an external power source (12V DC or 240V AC)**

Making a Satellite Phone Call the Explorer Connect App.

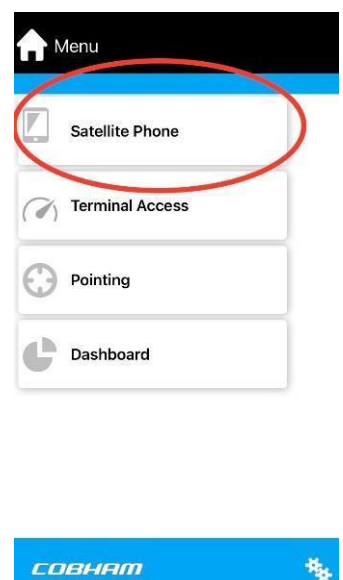
1. Open the app and tap on **"Satellite Phone"**

Follow the dialling instructions below.

NOTE:

***Making a satellite phone call this way DOES NOT consume data.**

***Calls are charged per minute at appropriate Inmarsat call rates.**



SATweb Voice Calling

Any voice calls made using the “Satellite Phone” tab in the Explorer Connect App are charged as additional satellite airtime, per minute & DO NOT consume data.

HOW TO DIAL

1. **To Call a Land Line Phone FROM your SATweb**
Dial + Country Code - Area Code (Drop ‘Leading 0’) - Local Number

Example: +61 - 7 - 3282 8504

2. **To Call or SMS a Mobile Phone FROM your SATweb**
Dial + Country Code - Drop ‘Leading 0’ - Mobile Number

Example: +61 - 0423 734 578

3. **To Call SATweb TO Another SATweb or Inmarsat Service**
Dial + then the 12 digit Inmarsat number:

Example: + 8707 xxxx xxxx

**** High call charges will apply when calling another satellite network such as Iridium ****

4. **To Call SATweb FROM a Land Line or Mobile IN AUSTRALIA**
Dial Country Exit Code (0011) then the 12 digit Inmarsat phone number:

Example: 0011 - 8707 xxxx xxxx

**** High call charges may apply when calling a satellite phone from a landline or mobile ****

5. **In an Emergency dial** ‘000’ or ‘112’ then press the **CALL**

For technical support, please contact us:

Tel: 61 7 3282 8504 or +61 412 339 775

Email: sales@globalsat.com.au

Web: www.globalsat.com.au



Your SATweb Number is: + 8707

KEY POINTS TO REMEMBER

Once the satellite terminal has been pointed and is connected to the network the SATweb data session must be enabled and disabled manually via the Explorer Connect App (refer to page 7 on the Explorer Quick Start User Guide)

You must remember to STOP the data session using the Explorer Connect App once you have completed your online tasks.

Keep the battery charged when power is available.

- Ensure that the SATweb terminal is pointed very accurately for maximum signal strength as this will ensure the least amount of re-transmissions and avoid lost packets of data.
- For frequent emailing, we advise setting up a unique email address which is shared strategically. You can also set up an auto response on your main email address which advises people that you are currently working in a remote area and if they need you urgently, to please email your unique email address. This will ensure you are only receiving relevant emails, no spam, no junk and nothing that will cause excessive data consumption.
- Avoid using data hungry apps that will “auto play” video, etc. This is predominately all social media apps. If you MUST HAVE access to these, you’ll need to ensure that any “Auto Play Video” settings are turned OFF.
- Avoid any music streaming apps.
- Avoid any video streaming apps.
- **Voice calls** made using the Explorer Connect App are charged as standard satellite airtime, per minute & **DO NOT consume data**.
- WiFi or VoIP calls made using WhatsApp, Messenger, etc. **WILL consume data**.
- Do not share your WiFi log in details with anyone as you will have no control over their data usage.
- Do not leave your devices, laptops or PC unattended when connected.

TIPS & TRICKS TO OPTIMIZE YOUR WINDOWS SYSTEM

WINDOWS PC USERS

MICROSOFT WINDOWS



Microsoft systems are data hungry. Updates occur automatically in the background and use large amounts of data which may add up to hundreds of Megabytes. We strongly recommend **all auto updates be turned off** prior to connecting to the SATweb Explorer Terminals. This can be done via the 'Control Panel' > Security Centre > Turn off automatic updates.

MICROSOFT WINDOWS 10

**** Refer to Windows 10 specific documentation on USB drive ****

Windows 10 now comes with the telemetry feature enabled by default which collects all sorts of user activity and sends it to Microsoft. Unfortunately, Microsoft has provided no way to disable it completely which makes it more difficult for SATweb users to control data usage. However there are some steps that can be taken to help reduce data usage in Windows 10.

SATweb users should set their terminals to a **Wireless Metered Connection** to help reduce data usage and instructions to do this can be found [here](#). We also recommend carrying out the following [steps](#) to help reduce data consumption even further.

Another option is to delay Windows 10 updates for a period of time and this only applies to anyone using Windows 10 Pro and upwards, please follow [these](#) instructions.

We highly recommend these steps are followed as Windows 10 has an inbuilt peer-to-peer feature that uploads and downloads updates from local or other PC's on the internet and can potentially process hundreds if not thousands of Megabytes over a period of time so please beware.

There are also programs available that monitor your connection to the Internet and will alert you when some program initiates a connection. [ZoneAlarm](#) is a free firewall program that alerts you with a PopUp window, and you select if you wish that program to connect or not.

You can check the data usage in Windows 10 by following the following steps:

1. Use the **Windows key + I** keyboard shortcut to open the Settings app.
2. Click Network & Internet.
3. Click Data usage. Under Overview, you'll see the total data usage from the last 30 days for Wi-Fi and Ethernet connections.
4. Click the Usage details link to view network data usage for all your applications installed on your computer.

OPTIMIZE EMAILS ON A PC

Many of our SATweb clients are most interested in using their Email connection to access & transfer files as well as communicate with their organization, customers, family and friends. Email works extremely well over a SATweb connection however, there is a simple trick with email where you set the mail client to "Download Headers Only". By doing this, an email client will only download the tiny headers of each email and NOT its body or attachments. Emails are read by clicking on them to start the download of that email. This little trick saves a tremendous amount of data being transferred and is superior to Webmail (although Webmail isn't too bad because while you are downloading images from the webmail page, webmail does NOT download email attachments without first clicking on it).

- Choose the best browsers for laptop computers
- Install Ad blocking software
- Turn off browser images

Access all SATweb documentation via the QR code below:

([Support & Documentation > SATweb / BGAN Terminals > SATweb Explorer 510](#))



Disclaimer

The information provided in this document is only a guide to optimising the SATweb service in order to maximise the performance of the system and to reduce data usage and costs where possible. Any responsibility or liability for loss or damage in connection with using this product and service including the accompanying documentation is disclaimed by GlobalSat. The SATweb service can be costly to run and we therefore recommend taking all precautions as laid out in the documentation including any other methods to reduce the risk of high operational costs. Failure to take these precautions may lead to very high operational costs and using this information is up to your own scrutiny.