

Setting up Outlook Express with SatDirect

PROBLEM: When using Outlook Express, the mail is downloading through the dial-up modem instead of the satellite. How do I get the messages to come down via the satellite?

DISCLAIMER: This document will guide you through the process of enabling SatDirect using Outlook Express **outside of a networked environment**. If you would like assistance setting up email in a networked environment, please review our [Networking Document](#).

Additionally, you must be using the latest version of the SatDirect software. Please visit our [Tech Support Website](#), go to the **Software Support** section, and click the link for the SatDirect software for your satellite.

Troubleshooting Step 1

- A. Open up your Outlook Express email client. You should see a screen similar to Figure 1-1

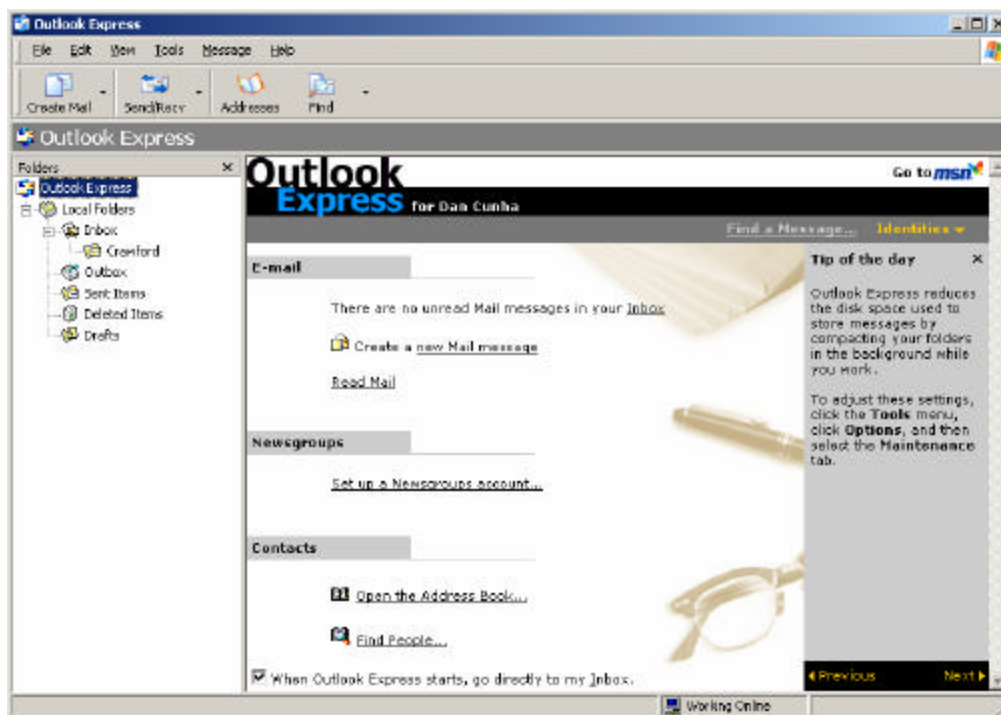


FIGURE 1-1

- B. Click on **TOOLS**, then **ACCOUNTS**.

- C. On the screen that appears, click on the **MAIL** tab. You should see a screen similar to Figure 1-2

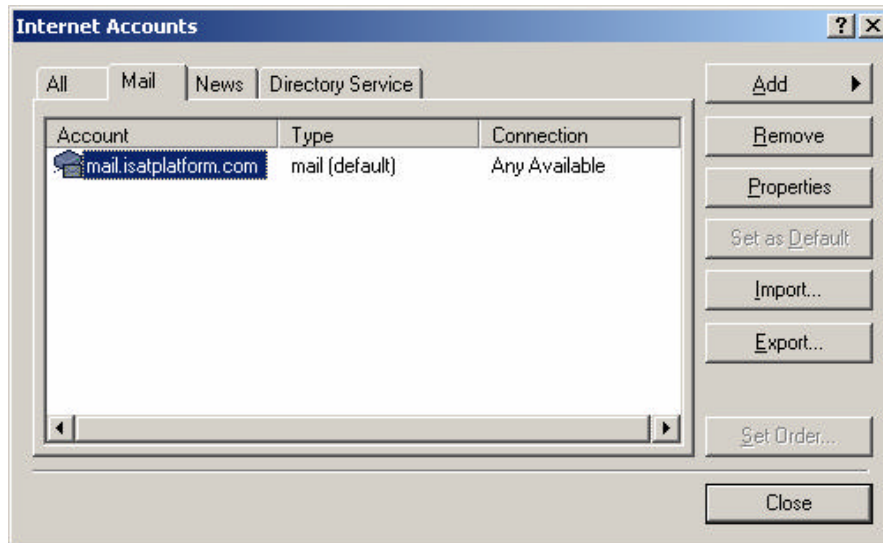


FIGURE 1-2

- D. Click on the **PROPERTIES** button on the left.
- E. On the screen that appears, click on the **SERVERS** tab at the top. You should see screen similar to Figure 1-3.

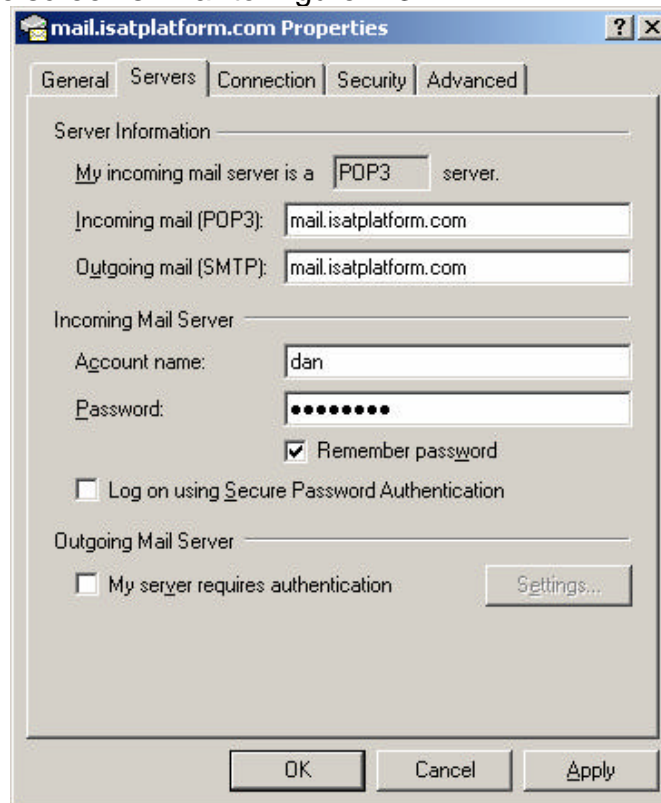


FIGURE 1-3

- F. Next to “Incoming Mail (POP3): type in the IP address **127.0.0.1**, as shown in Figure 1 -4.

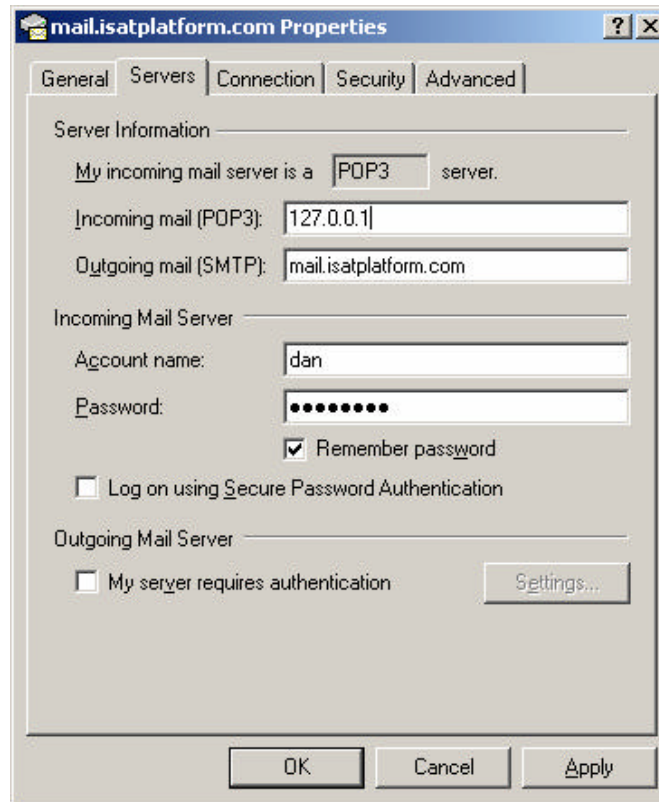


FIGURE 1-4

- G. Click **OK** on this screen, and then **CLOSE** on the next. Close Outlook Express.

Troubleshooting Step 2

- A. Click on the **Start** menu, **Programs** (or **All Programs** if running Windows XP), **Broadband4PC**, and **SatDirect Config**. This will bring up a window like in Figure 2-1.

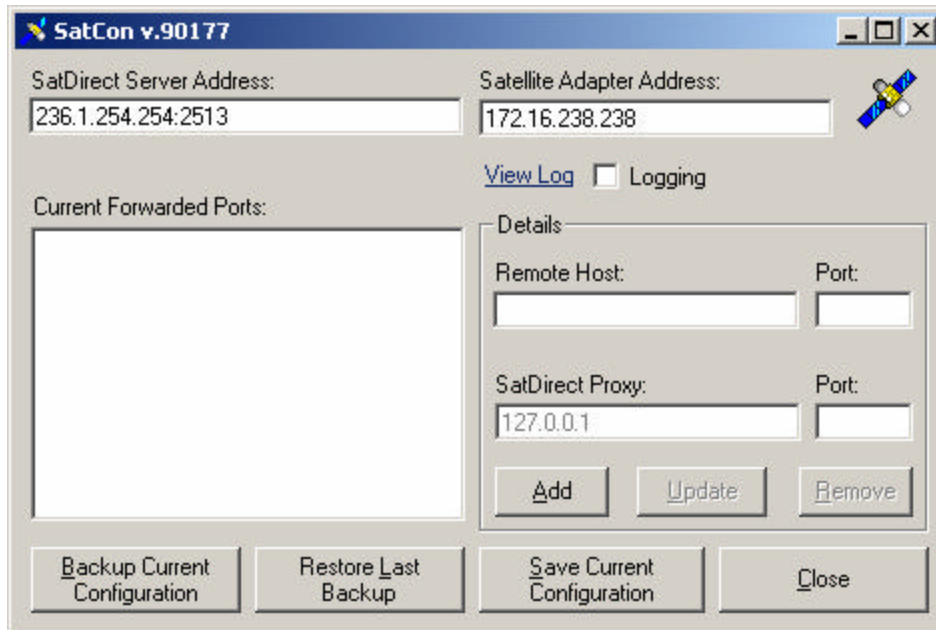


FIGURE 2-1

- B.** In the Details section, under **Remote Host**, type in the user's POP3 mail server address (ie – mail.isatplatform.com). To the right of this, under **Port**, type in **110**.

Next to SatDirect Proxy, under **Port**, type in **110**. You should have a screen similar to Figure 2-2.

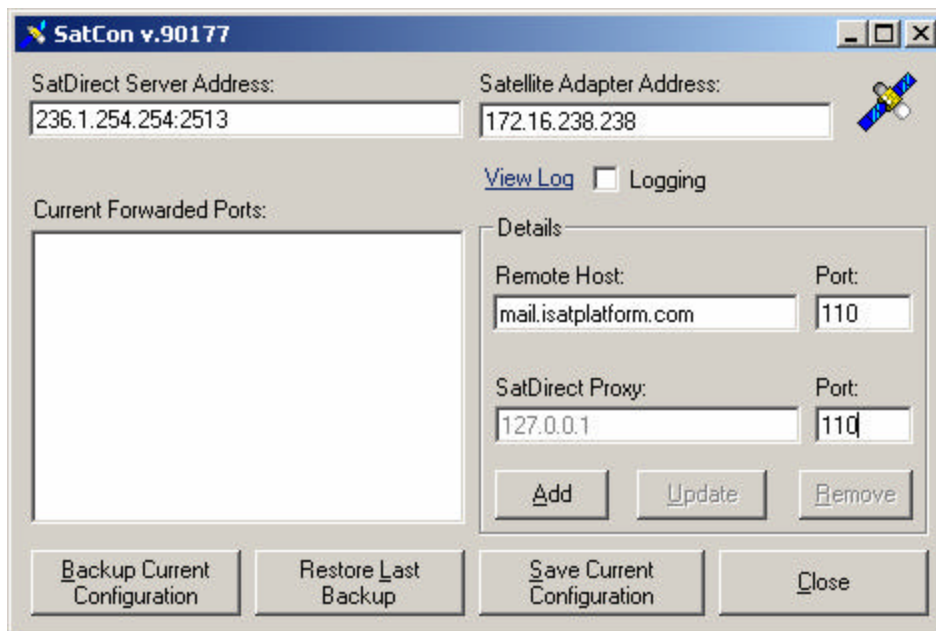


FIGURE 2-2

C. Click the **ADD** button. Your screen should look like Figure 2-3

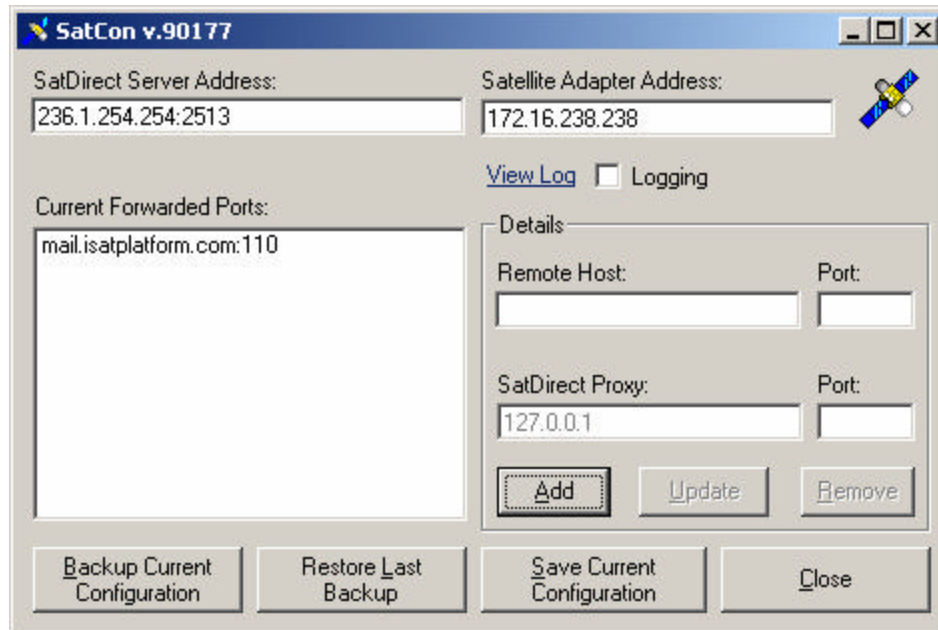


FIGURE 2-3

D. Click **CLOSE**. You will have a pop-up box that asks if you want to save your changes. Click **YES**.

Once you have completed these steps, restart your computer to ensure the changes have taken place.