

Setting up Outlook with SatDirect

PROBLEM: When using Outlook, 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 **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: Changing the Incoming Mail Server Address

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

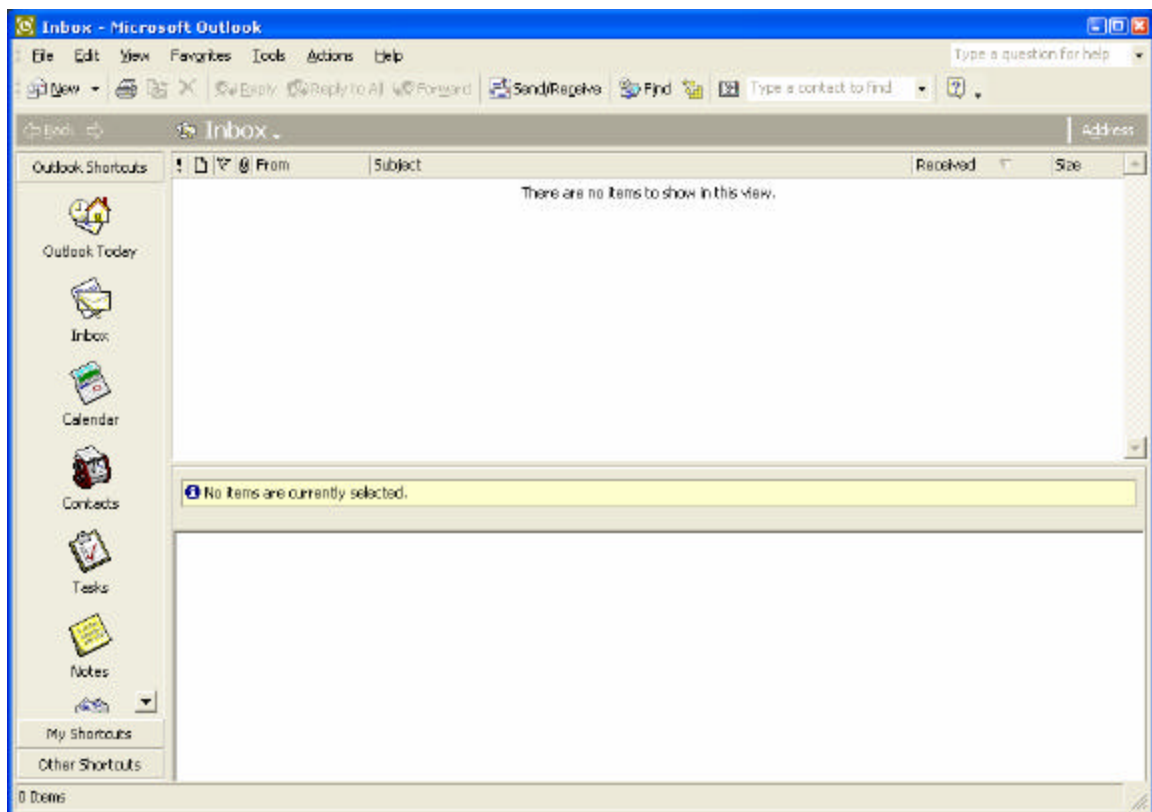


FIGURE 1-1

- B. Click on **TOOLS**, then **EMAIL ACCOUNTS**. You may need to click the arrow at the bottom of the Tools menu to find it.
- C. On the screen that appears, put a bullet next to “View or Change existing e-mail accounts”, as shown in Figure 1-2. Click the **NEXT** button.

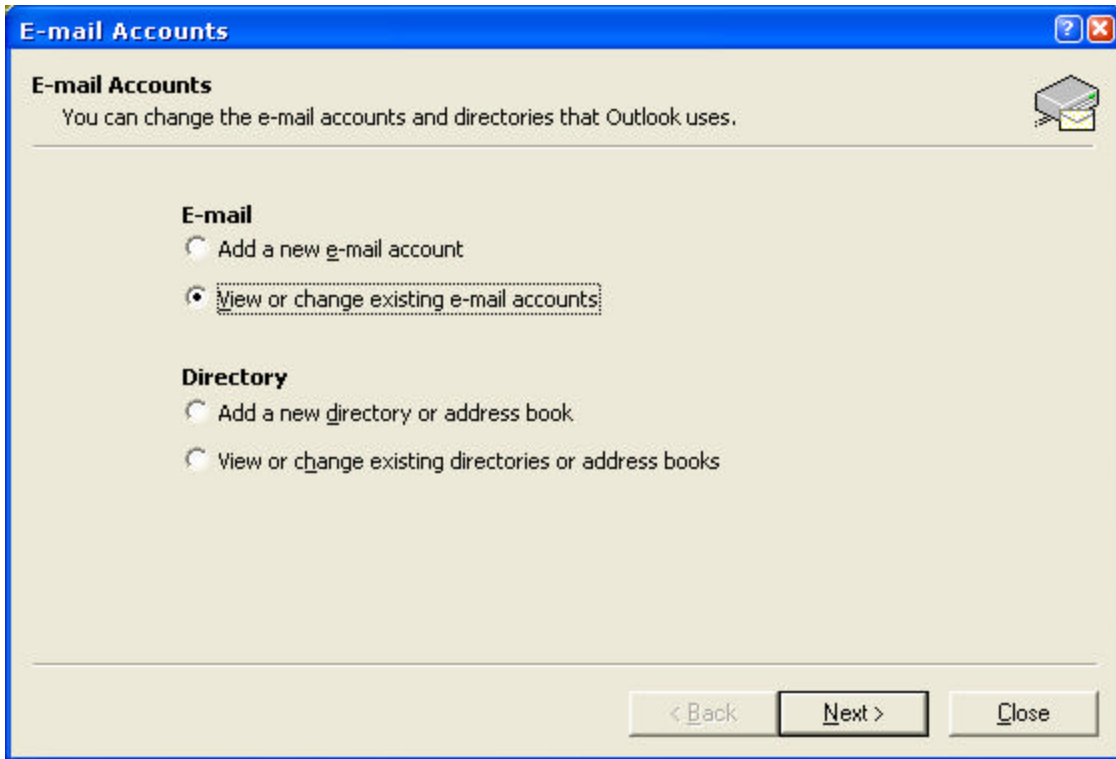


FIGURE 1-2

- D. Now you will see a screen similar to Figure 1-3. Select your mail account, and then click the **CHANGE** button.

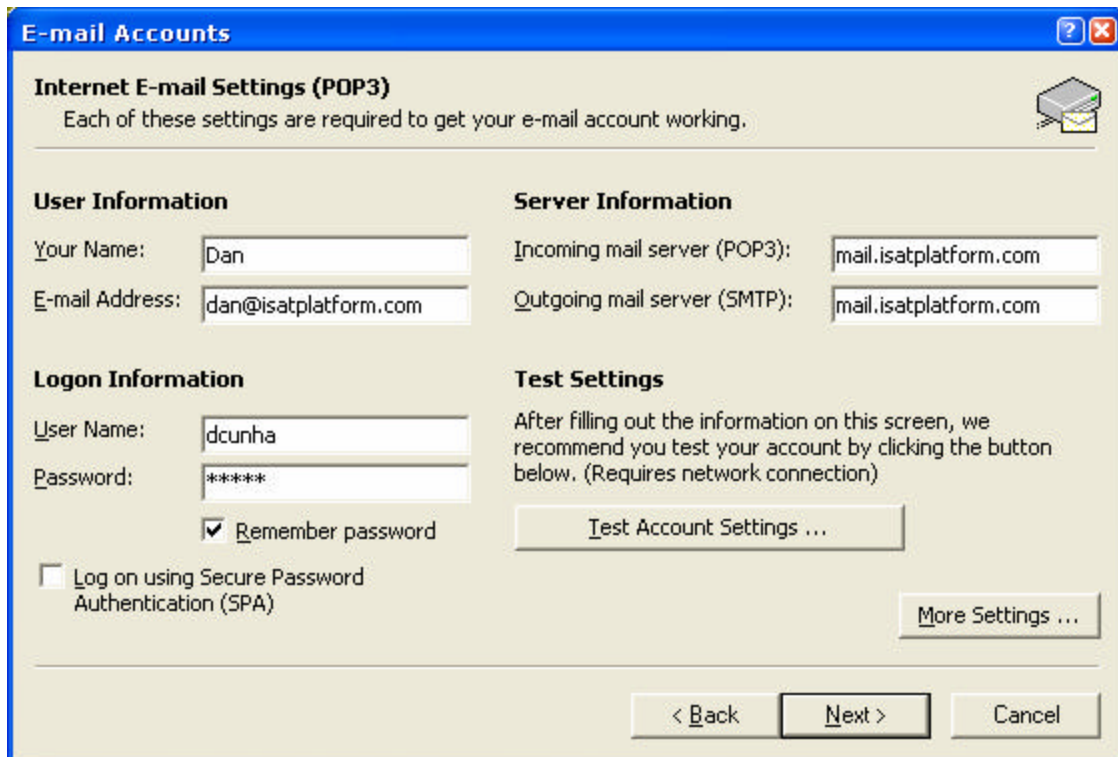


FIGURE 1-3

- E. Modify the “Incoming mail server(POP3)” address to reflect: **127.0.0.1**. Click the **NEXT** button.
- F. On the next screen, click **FINISH**. You are now finished with Outlook.

Troubleshooting Step 2: Modifying the SatDirect Software

- 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.

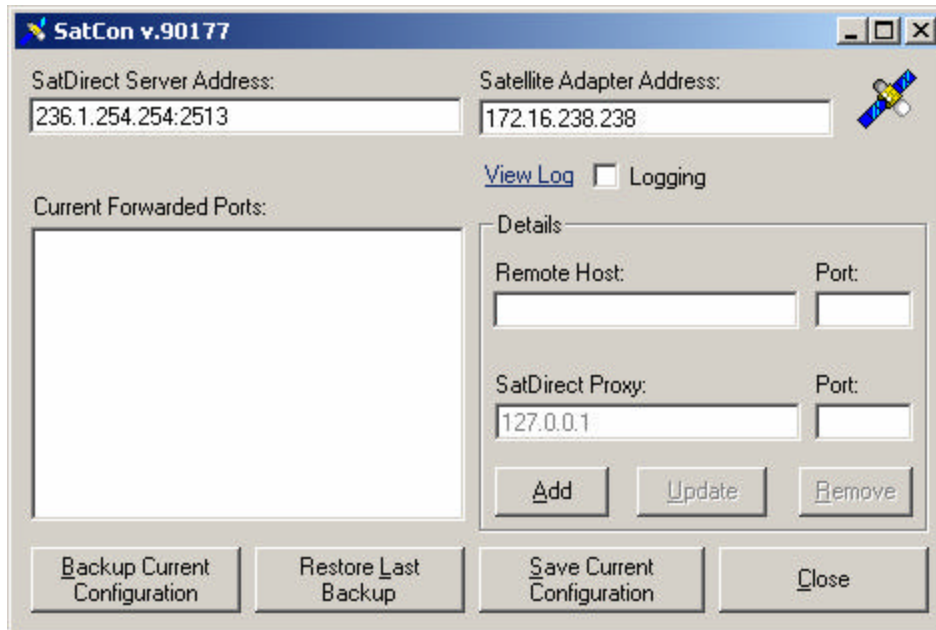


FIGURE 2-1

- 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.

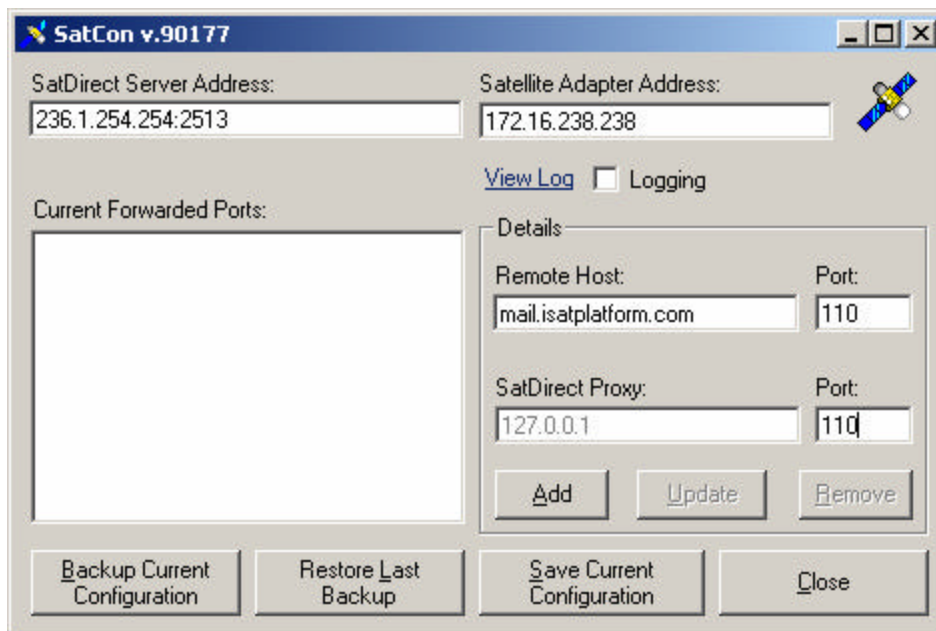


FIGURE 2-2

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

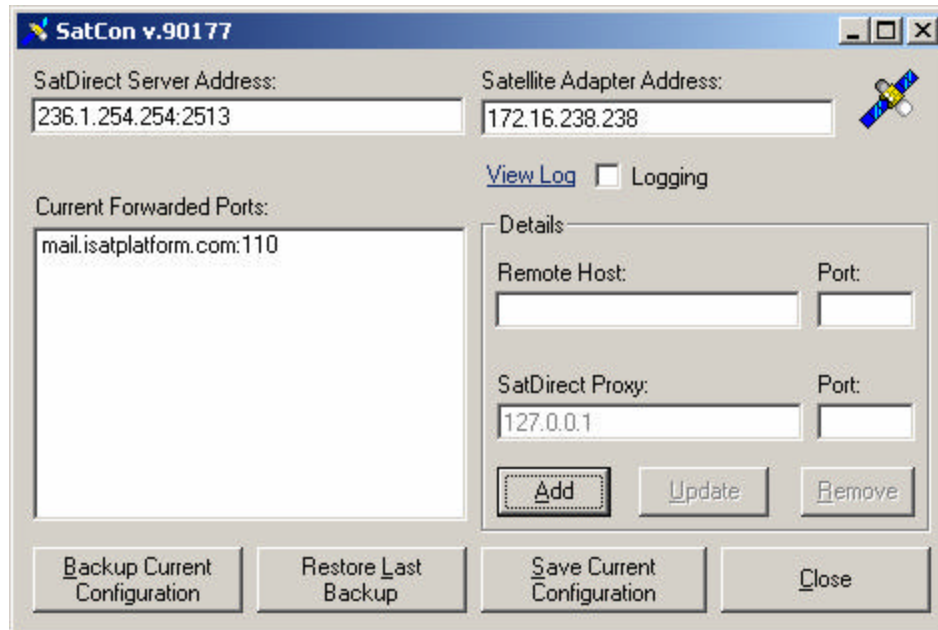


FIGURE 2-3

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. Outlook is now configured for use with SatDirect.