

# RedPort™

## Glow Satellite Wi-Fi Terminal

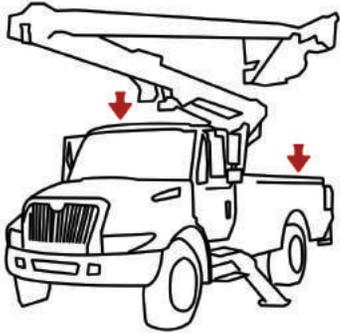
### Installation and Setup Guide

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# Physical Setup

1. Install Glow with any standard 1” threaded antenna mount. Glow does not come with a standard antenna mount due to the great variation in individual mounting options. Standard antenna mounts can easily be found at your local marine supply store.
2. Run Ethernet cable to your preferred power location.



## Vehicle Mounting

When mounting Glow on a vehicle, make sure there is no large obstruction blocking its view of the sky.

Run Ethernet into the cabin of the vehicle and plug it into a power source.

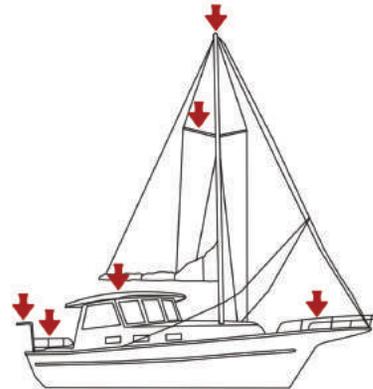
*Recommended Accessory: 12V “cigarette plug” adapter (sold separately).*

## Building Mounting

When mounting Glow on a building, make sure that there is no obstruction blocking its view of the sky.

Run Ethernet cable from the dome to your preferred powering location. Make sure you order enough Ethernet cable to reach. (Glow comes with 10m, but additional lengths can be ordered).

*Recommended Accessory: Wi-Fi hotspot for Wi-Fi extension indoors (sold separately)*



## Ship Mounting

Glow can be installed in many different locations on board. Make sure that Glow has a clear view of the sky and there is no large obstruction blocking its view of the sky.

The dome must not be on the same plane as the radar equipment. It is best to keep it away from radar and other radio frequency interference for best performance.

## Insert Or Switch Out SIM Card in Glow

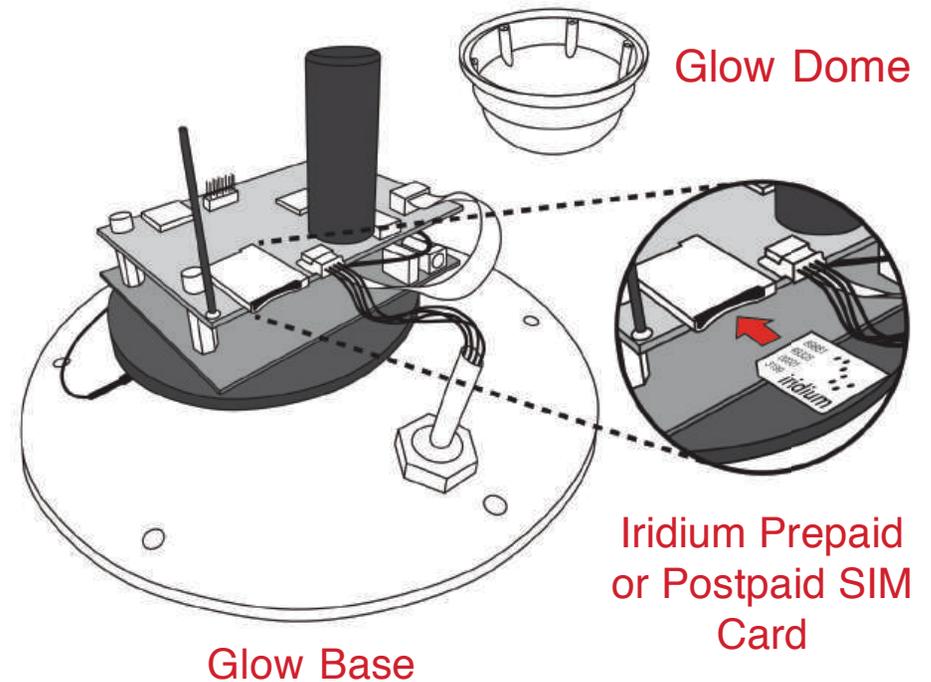
The SIM card in Glow is protected against weather, moisture and other severe conditions. For this reason, care needs to be taken when inserting or replacing a SIM card.

*Note: Many terminals ship with the SIM card already inserted. Please check with your dealer before opening Glow's dome unnecessarily.*

The SIM card slot in Glow is located inside the dome. In order to access the SIM slot unscrew the 6 screws located on the bottom of Glow's dome.

Carefully remove the dome and insert the SIM into the slot as shown on the following page.

## Inserting SIM Card into Glow



### Replacing the Dome

In order to maintain the watertight nature of Glow's dome and protect the electronics inside, do the following:

- Replace dome over Glow base and line up screwholes
- Apply a dab of silicon sealant inside a screwhole
- Insert and tighten screw
- Repeat for remaining screws

Failing to put silicon sealant inside the screwholes whenever Glow's dome is removed from the base unit can result in moisture entering the electronics. This can cause functionality issues or simply make the terminal cease to function.

## Standard Glow Power Setup with Optional Wi-Fi Repeater

The RedPort Glow Satellite Wi-Fi Terminal comes standard with a 1amp, 12v AC power supply/



The Optional Wi-Fi Hotspot is the RedPort Optimizer reprogrammed to repeat Glow's Wi-Fi signal.

## Powering Glow



Glow has a pigtail ethernet cable with the power connector and Ethernet plug. Connect the power supply to the barrel connector on Glow. The Ethernet option is there if you wish to hardwire Glow to a computer.

**\*Please notes that Glow is Not reverse polarity protected!  
If you hardwire the power supply, double-check the wiring so you don't burn up the unit.**

# Wi-Fi Connecting To Glow

## Step 1

Connect to your Glow terminal via Wi-Fi settings on your desktop, laptop or mobile device.

## Step 2

Open a web browser and go to 192.168.10.1. The Glow login screen will appear.

## Step 3

Login with the following credentials:

**Username:** admin

**Password:** webxaccess

The MMSI registration section of Glow's home page should be visible. Proceed with registration.

# Glow MMSI Registration

Glow terminals activated with Iridium GO! airtime plans (Terminals) are prohibited from enabling an always-on connection with the Iridium network that could negatively affect the available bandwidth for other Iridium subscribers.

These terminals are for use only in leisure maritime applications. As part of the registration process, maritime users are required to enter the Maritime Mobile Service Identity (MMSI) for their vessels. Users without MMSI's will be required to obtain one from the licensing agent in their vessels country of registration. U.S. based leisure mariners can obtain one from: <https://www.boatus.com/mmsi> or at <http://www.fcc.gov>.

Note that these terminals will not allow voice or data connections until a valid MMSI is entered to complete the registration process. On registration the vessel's MMSI, the unit's IMEI, and the SIM card ICCID are sent to Iridium. This information may be used at Iridium's discretion to police and enforce this Fair Use Policy. Information on Iridium's privacy policy may be found at: <https://www.iridium.com/privacypolicy>.

Iridium reserves the right to make a determination in its sole discretion that a particular device/subscriber is violating this Fair Use Policy and take responsive actions with or without notice including but not limited to the immediate suspension or termination of all or any portion of the service to the device/subscriber as well as other legal and technical actions.

Neither Iridium nor its agents will have any liability for any of these responsive actions.

## Activating SIM Card

If you purchased airtime or a SIM card for your Glow, your satellite provider will most likely have already inserted the SIM card into the unit for you. Most providers ship SIM cards unactivated, however, so you will have to request activation of your SIM card in order to begin testing and using your system.

Glow can use both prepaid and postpaid SIM cards.

Once you are ready to begin using your terminal, call or email your satellite dealer to request airtime activation. Generally, activation takes a few hours, but it can take up to 48 hours to cycle through the Iridium system. Once your airtime is activated, your validity period for prepaid airtime will start. If you have postpaid airtime, your contract start date will begin with the activation date.

If you did not purchase airtime or a SIM card at the time you purchased Glow, you will need to choose airtime and receive a SIM card. Please follow instructions under “Insert or Switch Out SIM Card” to insert the SIM card into Glow.

## Voice and PBX Software

Glow can run voice calls made on your smartphone through the Iridium network as regular Iridium satellite phone calls. In order to enable this feature you must download the free XGate Phone app.

Please visit <http://www.redportglobal.com/support/xgate-downloads/> to be directed to the appropriate App Store. You can also search “XGate Phone” in either the iOS App Store or Google Play Store to find the app.

*Note: While it is recommended to use the XGate Phone app, any SIP VoIP soft-phone client software can be used with Glow.*

All settings are automatically put in for you. It is not necessary to make any changes. The default Settings are:

**username:** 201  
**password:** 1234  
**proxy:** 192.168.10.1

To make a call, Glow must be powered ON and you must be connected to Glow’s wXa Wi-Fi network.

XGate Phone app will allow you to make phone calls through Glow using your smartphone. You will be able to access all your contacts just as you would normally.

Glow comes pre-programmed with four SIP voice extensions. By default, these extensions are 201 through 204.

The SIP password for all 4 extensions is 1234.

201 is defined as the captain line and is the only line that can receive calls. The XGate Phone app comes configured for use with extension 201. If more than one user is expected to use the system then each user should be assigned a different extension.

Extension, passwords, and ring groups can be defined in Glow's web admin UI under Services > PBX.

If using an analog phone adapter with Glow (sold separately), the phone adapter will assign line 1 (the Captain line) to extension 201 and line 2 (if using a dual phone adapter) to extension 202.

Users using the XGate Phone app in addition to analog adapters need to change the settings in XGate Phone or another SIP client to change the SIP extensions to something other than 201 and 202 (since those two extensions will automatically be assigned to the analog adapters and will cause conflicts if the SIP clients try to use those same extensions).

## Voice With Analog Phone

Glow will also work with one or two analog phones by using a Glow analog phone adapter (sold separately).

### **1-Port Analog Adapter**

This adapter provides an interface between Glow and one analog telephone to allow you to make phone calls over satellite with a standard telephone. This adapter is powered by a 12V adapter. This adapter is sold separately. Please contact your satellite dealer for more information.

### **2-Port Analog Adapter**

This adapter provides an interface between the Glow and two analog telephones to allow you to set up a PBX system with multiple analog telephones. This adapter is powered by a 5V adapter. This adapter is sold separately. Please contact your satellite dealer for more information.

Both analog adapters can work in conjunction with smartphone use. Care needs to be taken, however, in assigning the appropriate extensions to each device so that they don't conflict.

## GPS Tracking

Glow works as a tracking device with the industry-leading RedPort Tracking service. Glow provides tracking data using the integrated GPS chip built directly into the satellite terminals.

Glow works with the Iridium network and offers tracking. Tracking service with Glow is a premium service with a monthly fee. If you don't have tracking enabled, please contact your service provider for more information.

Glow can also send position reports via SMS.

## XGate Satellite Email Service

XGate is the world's leading independent satellite email, web and weather service. Glow blocks all data traffic from going over your satellite connection except XGate-compressed email, web and weather data.

XGate is available for several Operating System and platforms. You will find links for all versions here:

<http://www.redportglobal.com/support/xgate-downloads>

We recommend that you register your service before installing the software. XGate must be registered in order to receive a valid username and password. You can register here:

[http://www.globalmarinenet.com/xgate\\_registration\\_voucher.php](http://www.globalmarinenet.com/xgate_registration_voucher.php)

Online registration is required for new users that have only an iOS and/or Android device. Computer users are welcome to register online as well; or, you can register from within the software (see the XGate Help File > Register for Service for details).

During registration you must enter a Preferred User ID. This ID will become part of your new satellite email address. It is important to enter a valid email address for the Contact Email as this will become the email address of record on your account that is used for all official notices.

When you have successfully registered the account, open XGate and enter the account information in the Settings window. To find the Settings window:

On Windows: go to Options > Settings

On Mac: go to Preferences

On iOS: go to Settings

On Android: go to Settings

## Configure XGate To Work with Glow

Open XGate Settings and select the Connection Type "webxacc Iridium Direct Internet".

Test Your Configuration

1. Power ON Glow.
2. From your computer, tablet, etc. connect to the Wi-Fi network created by Glow. The name of the wireless network will be something like wXa-171-xxxx.
3. Open XGate and click the <Start> button.
4. You can see the progress of the connection in the XGate Log window.

## 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. Which OS are you using? (Windows, Mac, Linux, Apple iOS, Google Android, etc)
2. Where are you located in world? What environment are you in? (Rural, city, marina, open-sea, etc).
3. What is your XGate username?
4. What version of XGate are you using?
5. What is the error message that appears in the session log? To expedite your support request, please submit a copy of the entire transaction log.

Please note that you're using Glow and submit your answers in an email to your satellite dealer.

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