

MarineNet Radio NetWorks

SSB E-MAIL Installation

Download the MarineNet Installer and Calypso Wireless programs and remember where you put them! Read through this instruction manual completely before you attempt any installation.

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Introduction of services

MarineNet Radio is continuously improving wireless communication technology like SCS's Pactor-III and their "Professional Internet Bridge" (PIB), with a more streamlined approach to long-range wireless messaging services. PIB is the foundation for, higher speed Pactor-III mode service based on the following equipment: (a) The SCS PTC-II, II Pro and IIe modems. (b) HF/SSB radio equipment suitable for data. (c) A laptop computer. This format is fully compatible with AirMail for use with Ham WinLink 2000.

Where do I get the license codes?

Key Codes must be issued to you from service providers MarineNet Radio, Kiel Radio or one of our agents. There will be two license key codes...one for the SCS Professional software and one for our Calypso Wireless Client-mail program. When you setup the software, you will need to have these codes in front of you as you go through this setup procedure. **Do not attempt to install any programs without the proper license keys!** Note: If you are an Amateur Radio operator and use AirMail for WinLink2000, inform the service provider of your HAM call too as it will be added to the license key.

What needs installing?

1. **MarineNet Installer.** Upgrades you SCS modem, sets the dial-up account that the SCS modem will now dial. **WARNING!** Do not attempt to install this program without proper license key!
2. **Calypso Wireless E-mail** program with pre-configured mailboxes for SSB and Satellite that have the basic settings already selected. Just add your personal account information and Calypso's wireless license key that enables fast on-the-fly compression.
3. **MNIlauncher.** An easy way to launch other programs like JV Comm's weatherfax while your modem is operating in PIB mode. Sets the baud rate, comm. port and name of program to launch.

What the MarineNet Install program does

Specifically, this upgrades your SCS modem to the professional service "PIB" mode for use on MarineNet radio, Kiel Radio and other Affiliated Network Stations. Simply put... Your SCS radio modem, after a firmware programming upgrade, will "Look" and "Act" like a standard external Hayes phone modem that your computer easily talks to... It adds a Windows "Dial-up Networking" account and modem entry on your computer with user name and password similar to setting up a standard "Dial-up Connection" for the Internet at home but with no wires. You will go through several setup screens asking your license code, user name and password, etc. Important note to Ham operators... ***This format is fully compatible with AirMail*** for use with **WinLink 2000**. In order to use **AirMail**, simply un-check "**Restart Controller**" and change the "**Baud Rate**" to 38400. Notify your service provider what your **Ham call sign** is as that second callsign is added to your SCS license key too. Any call letters not in the SCS license key will not work. (Limit two)

MN Installer for SCS Modems

(For windows 95 thru ME only!)

This will guide you through the process of entering modem settings. **Please have the modem power turned on and attach the DB-9 cable serial cable between your SCS modem and computer.** Make sure you have the following information.

1. **Modem Key number or Key file...** Make sure you have the license key from your service provider before re-programming the modem! Make sure you keep this in a safe place if you need to reload it.
2. **What model of SCS modem you own.** **PTC-II, PTC-IIe or PTC-II-PRO.** Although automatically selected from the list, it's good to know!
3. **Make and model of the SSB Marine Radio.** If your radio is not in the radio selection list, use the "Ham" setting and contact your provider (MarineNet Radio, Kiel Radio) on which setting is best for you, most amateur radios should work with "Low" or "mid" settings.
4. **Fill out the e-mail address/password information** Enter using **lower case letters ONLY** and no spaces in call sign/account name. As per account information given to you by your service provider.
5. After installation process is complete, and you have re-started your computer, verify that the "**Dial-Up Networking**" has an Icon for the service provider you wish to use. Goto "**My Computer**" then "**Dial-Up Networking**" and look for **MarineNet Jupiter or Kiel Radio** for example. Click OK and proceed to the Calypso e-mail installation.

(Notes: In order to install the settings for the install shield, it will be necessary to restart your computer and return here to install the Calypso E-mail program on this CD. It is best to restart this CD by clicking on "My Computer" and the CD drive on your computer).

It is now time to locate and run the programs downloaded off the web site...

Install MarineNet Installation Program Now

(For Windows 95 thru ME only from your download)

For Windows 2K or XP install and follow the Win2K/XP Guide

(Setup service for MarineNet Radio NetWorks from download)

E-Mail Client Programs

“Wireless E-mail no matter what the platform, **SSB HF Radio, Satellite or Cellular/GSM**, suffers from one key problem.... very narrow radio channels with a result of slower e-mail speeds. The narrower the channel, like HF SSB, the slower the thru-put (Data). This e-mail program takes advantage of high-level compression/de-compression in order to shrink the amount of data passing through the modem and thereby reducing the time it takes to send e-mails and attachments.

The Calypso program is quite versatile and has the most desirable features of better-known programs like Outlook Express and Eudora however; it is “Lean” in its mail handling. Calypso is certainly worth sitting down with the “Help” file and examining features that work for you after you get the basic program installed.

Here are some items that you need to be very aware of when using *any type* of e-mail to the Internet

1. **Do not send HTML e-mail** due to the enormous amount of time they take in sending and receiving.
2. **JPEG and GIFF (Pictures) can now be sent** However, due to file sizes around 60 to 100Kbd for a picture, expect very long transmission times!!! If you need to send pictures back home...try to keep them small. (Less than 30kb) Remember...you are trying to squeeze as much mileage out of very tight bandwidth!
3. **Auto responders are a no-no**, as they tend to meet up and tangle with other auto responders that create a loop effect. You could have 200 e-mail responses to your single message saying they received your ONE message!
4. **Don't be overwhelmed** by the versatility of this program... many functions that you don't need or use have been turned off to improve performance. One very important thing is not to **under any circumstances** change the setting specifically detailed below as this would constitute a breach of service and may cripple your system performance requiring us to suspend your account until the problem is resolved! **If in doubt, ask us first** before you change anything.
4. **If you need technical support for Calypso Wireless** e-mail, contact MarineNet Radio e-mail at service@marinenet.net or call 561-747-5686 and ask for help.

Beginning Calypso Setup

After clicking the Calypso install shield button at the bottom of this section, you will be asked the following questions:

1. "Type your **Name** and **Company**" Put your name and vessel name here if you wish.
2. The "**Destination Folder**" Click next. This should remain unchanged.
3. With the installation just about completed, you can view the "readme" file or "**open**" Calypso. Select start Calypso...
4. As the program opens, look for "**Browse for a Mailbox**" button. Click on that and choose **SSB E-Mail.box**. NOTE: Once you have setup one of the pre-configured mailboxes, you may go back at a later date and setup the other mailbox from the desktop icon if you are also a GlobalStar/Satellite customer. (Goto GlobalStar/Satellite setup page. Close the "**Tip of the day**" and click on "**Mailbox**" in the top left toolbar menu and select "**Accounts**" from the dropdown menu then click on "**Properties**" to either mailbox you had selected... **SSB E-Mail** or **GlobalStar Mail**.

Account Settings

Here is where you enter in your MarineNet Radio account information. Goto "**Mailbox**" located in the toolbar (Top left screen). Down to "**Accounts**" and then over and down to "**Properties**" for the mailbox name "**SSB E-Mail**" and click on it. Remember to have the account name and password information that is assigned by MarineNet Radio handy.

1. The first tab "**Account Status**" Enter the "**E-mail address**" to your address **using lower case letters and no spaces**. Again, this address is assigned to you by the service provider such as your "**vessels call letters or accountname@mailmarinenet.net**" is the norm. Example is **wxy1234@mailmarinenet.net** or **johndoe@mailmarinenet.net**. In "**Real Name**" which appears in the "From" field in all sent e-mail from you. Leave the "**Reply-to address**" blank.
2. Goto the **Mail Server** tab and information such as, mail servers names are pre-set except for "**User ID**" **using lower case letters and no spaces** for example, type in your user name. Example, **waxy1234** or **johndoe**. Now click on the "**Password**" button, located midway down on the right and enter the password assigned to you by your service provider. **NOTE:** For first time password entries, only fill out the two lower boxes... do not fill in the top box... just the two lower ones only.
3. The above items are the only items that should be changed or set in this section... **click OK**. This completes changes under account "**Properties**" settings. Remember that all major functions have been pre-set and must **not** be changed unless you contact MarineNet Radio FIRST at service@marinenet.net.

Properties Settings

These settings are changed by again going to "**Mailbox**" in the toolbar (Top left screen) and select "**Properties**" in the drop down menu. We will only address areas that require some changes.

1. The first tab, "**Mailbox Status**" has been set however; you should make sure that the proper mailbox is showing as your default mailbox. If not, select it from the dropdown box at "**Select your default mailbox**".
2. "**Online/Offline**" tab is **VERY** important and most of it has been pre-set... and must **not** be changed: "**Online**", "**Connect with a modem**" and "**Always disconnect after communication**" **must remain as they are**. Example, you should have already installed the "**MarineNet SCS PIB Installer**" software so with "Online/Offline, you simply select to which dial-up account you wish to use by selecting it with the "**Default Dial-up**" menu. This acts like a switch of what Calypso will use to get an Internet e-mail connection. MarineNet Jupiter is a "Dial-up Property" wants to use and should be shown in the window.
3. The "**Account**" (**Button**) information, Tells the GateWay server who you are (example: **User Name: wxy1234** and what your password is **Password: 1234**) so make sure your account information in here and correct! **Use lower case letters only with no spaces between letters and numbers!** Note: The password box appears to be "grayed out" click "**Save Password**" box first and then enter your password.

Click "**OK**" and at this point the program is now functional with the exception of the high-speed wireless key. Please remember that the pre-configured mailboxes have been designed for greatest functionality and service. These standard functions **must not be changed** as it would more than likely stop working or, cause trouble. If you have any question about possible changes that you would like to try, contact us at service@marinenet.net before attempting any changes!

Turn on Wireless Option

The best part of Calypso's ability to compress messages for fast sending and receiving through the MarineNet Radio Gateway Server! Here's how to turn on this function...

1. At this time you should have **Calypso's wireless license code** numbers with you and, the program currently running on the screen. Locate "**Help**" in the Toolbar section, click "**About Calypso**" and then "**Change Activation Code**" enter the two line "**Register Calypso**" code that was assigned to you. Click OK and Calypso is now registered for Wireless!
2. Click on "**Mailbox**" and then "**Properties**" in the dropdown menu, and locate the tab called "**Wireless**" and click on it. Here you will be prompted to "**Enable Wireless Mode**" click on it.
3. "**Wireless Gateway:**" is **mailmarinenet.net** and the "**Port:**" is **23** should be showing.... click **OK**. This completes turning Calypso into a fast wireless enabled e-mail program that can be used for **SSB radio or satellite Internet connections!**

Other Calypso Settings

This example will give you the look and feel of Outlook Express, as this is my personal preference. Start by selecting “Windows” down to “Toolbar” and over to and click on “Large with Text”. This will increase the size of the buttons and add names to them. Next select “Windows” again and go down to “Window Layout” and select the second layout at the top and click OK. Click the button “Compose” (Far left) and again select “Windows” and again goto “Toolbar” and select “Large with text” then exit out of that window. Below are other items you should be aware of..

1. **“Signatures”** Should be used to create a small “Footnote” briefly explaining that you are on a Satellite service and to keep messages short! Here is an example... Please keep messages brief as we are billed by the minute! Don’t send jokes, e-mails with 100 addresses on them, or large attachments unless you have cleared it with me. Use “Plain Text Mode” and not “HTML” e-mail messages. Ask your service provider how. Thank You! Something like this can be used but best to keep them as short as possible. Goto **“Mailbox / “Accounts” / “Properties” / “Globalstar”** and to the tab **“Signature” / “Compose”** / Give it a **“Name”** and write one... When finished, click “Save” and remember to check the “Attach signature to outgoing mail” box and your done! Look in help file for more information on this.
2. **Turn off Antivirus Automatic update programs** while in the field. This option robs allot of satellite connect time!!! Update your Antivirus when you’re at home and not during remote field operations.
3. **Never open attachments unless you are VERY sure of its contents!!!** Even if you know the sender well!!! If there is the slightest bit of doubt, contact the sender before opening the attachment to verify they meant to send one. If a “Sender” has been infected by a virus, typically a virus will e-mail itself to all in the senders address book entries. Calypso’s address book is encrypted so if you catch a virus it will not spread via your e-mail to others. Never open files with .exe or .scr at the end, as this is typical for virus type e-mail. Remember that you are not using a “wired” connection so repairing virus damage while out mobile is terribly difficult! When you get back home with a high-speed connection, update your Antivirus program then!
4. **“Auto-responders”** Must not be used as was touched on earlier due to the problems they can cause an automated e-mail system.
5. **“Filters”** Tab can be useful and customers should consult the help file before use. In future use of filters, MarineNet radio will send notifications of weather, service notes etc via e-mail with specific titles in the Subject line that can be used to play a sound denoting their arrival for example.
6. **“Windows”** selection located in the toolbar, allows you to customize the appearance of how mail is displayed. Example, Select **“Window”** and then **“Toolbar”** then select **“Large w/ Text”** and notice how the toolbar buttons get larger and now have text in them. You can do the same thing to the **“Compose Message”** window by clicking on **“Compose”** and then **“Windows”** and change it also to **“Large w/ Text”**. For arranging how mail is displayed... Select **“Windows”** again and down to **“Window Layout”**. Here you can select how the windowpanes layout on Calypso. I am comfortable with Outlook Express so I use the second window layout. Click OK and your done.
7. **“Customize Toolbar”** button, allows you to add or remove buttons that you don’t plan to use on the toolbar. Refer to the **“Help”** file in Calypso for more information.

Wrapping it up!

This concludes the setup of your account information and at this point should be able to connect to your service providers/SSB E-Mail Host stations. Simply put, the routine will be to dial in on one of the [channels](#) best for the time of day and distance (programs available for calculating propagation) and click the red **Check Mail** mark button. You will notice a window at the bottom of your computer screen called “**Details**” that shows the status of the connect and, your radio will begin transmitting on and off as it tries to “Ping” the shore station that you can hear when you turn up the SSB’s volume. There are several benefits of using PIB over other systems such as the system will not accidentally key up during a transmission of another station. If you attempt to check mail on a busy channel, the system will tell you that the line is busy. You have a choice to either wait or go to another channel. If after a number of attempts there is no connect, please refer to the troubleshooter’s section and note the trouble in the “**Details**” box. Here is a brief description of the folders found in Calypso Wireless E-mail:

1. Address book: View entries
2. Auto-Responder: Not used
3. Filter: Refer to Calypso “Help” file.
4. Pending: Once messages are ready for sending, they are stored here.
5. Received: View incoming messages here.
6. Search results: Refer to Calypso “Help” file.
7. Sent Mail: Once messages are sent successfully, it is stored here.
8. Signature: Handy item for creating footnote message telling sender to keep messages short!
9. Wastebasket: Deleted messages are here. Clean out once a week!

To create a message, simply click on the yellow pencil button and the “Compose” window will appear. Create your message and hit “Send”. If Calypso has not seen “To: address before, you will be prompted to save the address and then your message will be stored in the “Pending” folder.

If a connect problem occurs and no mail goes out, double check the “Pending” folder and make sure a red “X” is not at the head of the message line. This tells you Calypso will not send the message again until the connect trouble is fixed. To re-cue the message, double click the message and click “Send” again and the yellow Icon with show. Attempt the satellite connection again.

How do I switch to and from another HF service like Kiel Radio or my satellite service?

MarineNet Radio's Calypso E-Mail program allows different mailboxes and/or dial-up accounts for SSB E-Mail and Satellite services. For example, once your basic account information is entered for one station provider you would simply add another "**Dial-up Account**" for another station. Then you select which service you wish to connect to via use of the tab "**Online/Offline**" default dial-up menu. To add more HF SSB E-Mail host stations, just reload the MarineNet Install Shield, **Do not upgrade or reprogram the modem**, re-enter your license key code and **select another station** from the provider list located in the "**MNinstaller**" program. This action creates additional Dial-up accounts with information like host station call letters (Shore Station) that will be added to your computers "**Dial-Up Networking**" list of available connections. Shore station providers have different call letters and settings stored for their service located in the "**Dial-up Networking**". Example: If switching from MarineNet WKS Radio to Kiel Radio DAO or a telephone/satellite service provider just change the appropriate dial-up information in Calypso's "Online/Offline" tab and by select it. Here's how... Goto "**Mailbox**" located in the upper left hand part of the screen and select "**Properties**" then to tab "**Online/Offline**" and goto "**Settings**" then choose from the different dial-up connections in the drop-down menu. The "**Settings**" part of "**Online/Offline**", acts as a switch by selecting your different dial-up accounts. (Services) Remember that each dial-up account has it's own unique information and frequencies.... If you use MarineNet Jupiter then make sure it says "MarineNet Jupiter" in the "Default Dial-up" window!

How do I get started with weather info?

Getting good weather reports is always an issue so we have bundled "**Xaxero Weatherfax 2000 and JV Comm's weather fax**" demo's on this CD that will enable you to use your SCS Pactor modem to be used as a receive converter. Many weather Fax stations around the world send weather charts on a morning schedule typicality, each weather fax station sends a fax schedule page typically, updating what maps is available during that transmission. Below are several helpful programs and frequency lists to get you started.

Weather/Navigational Related Programs

StarPath School of Navigation Demo programs including the new StarPilot PC The premier celestial navigation program!

- 1 **1Xaxero Weather Fax 2000**. SCS **Pactor modem upgrade**. Combine these two programs for a great weather fax program. 30-day trial program that can be registered via MarineNet Radio. Boxed sets available with great documentation.
- 2 JV FAX Weather Fax: Version 1.22 with NAVTEX On the Marinenet.net web site
- 3 Current list of Weather Fax Frequencies on the MarineNet.net web site on the members support page.
- 4 Radiofacsimile User's Guide. Great information on how to use the NWS weather products located on the MarineNet.net web site on the members support page.

There are a number of other possibilities that are being explored relating to fast accurate weather information e-mailed directly to you in the form of text and maps. More on this as it develops!

Can I surf the net with this system?

Sorry...No. Understand that MarineNet Radio primarily deals in High-speed **e-mail** and provides the fastest way to move it around the world. This information will help you understand options available to you. What you can do "wireless" depends on the service... As was stated earlier... Due to the VERY narrow bandwidths of **HF SSB radio**, it would take many hours to download any useful information to your location from a web page, it is simply not practical. For Satellite services such as our GlobalStar Hand-held SatPhone offering, it becomes more practical as this system is designed for higher speed access. MarineNet Radio and partners are developing "Low bandwidth" web sites for weather and other information that will load much faster than for example, web sites that have many graphic applications running in it that require **TIME** to download.

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Troubleshooting Guide

When things just won't work!

The system can be broken down into the following parts

1. [**Radio System and Antenna**](#)
2. [**SCS PTC Modem and cabling**](#)
3. [**Calypso Client Wireless E-Mail program and account information**](#)

Radio System

One of the largest sources of headaches for a service provider on new SSB radio installations aboard a vessel is little or a poor groundplane under the antenna tuner. This one item will make the difference whether you will have a pleasant experience or curse the day you bought it! If you have never installed a system, you may be better off consulting a marine electronics shop that specializes in SSB HF installations or goto our web site **www.marinenet.net to the page Antennas Help/Discussion**, for reliable information on this important topic. We can setup a consultation with you by phone if a shop is not available or direct you to one. Please note that we are happy to help out however our free time is limited! Based on your needs, MarineNet Radio may require the standard consultation fee. Contact us for more information.

Radio Problem	Indications	Things to check
<p>Radio act's like it's working but no transmit power indication and no connect to station. Calypso's "Details window shows a 650 error. "No Signal from station".</p>	<p>The ping-pong effect between TX/RX is happening but little or no power indication.</p>	<ol style="list-style-type: none"> 1. Check cables 2. Possible wrong level set for type of radio during modem setup. Contact MarineNet for changing this level. 3. Low voltage at radio power terminals (Less than 12.4 volts) 4. Contact MarineNet Radio for tech help service@marinenet.net
<p>Radio Ping-pong's TX/RX and power indication is good. Still no connect. Calypso's "Details window shows a 650 error. "No Signal from station".</p>	<p>Radio appears to draw good current (12 to 18 amps) during TX. Correct radio was chosen during setup and correct provider info is OK</p>	<ol style="list-style-type: none"> 1. Correct frequency? Goto Frequency List on the MarineNet web site. 2. Radio's "Clarifier" knob in the middle? (Glue it there!) 3. Grounds good? 4. Re-check best frequency? 5. Correct "Dial-up" info used? 6. Has any new software been added to the computer if it has connected before? If so what? 7. Contact MarineNet Radio for tech help. If possible, be on the vessel and have the equipment ready to operate.

<p>Connected for a long time and don't know if anything is really happening.</p> <p>Connected for a long time and don't know if anything is really happening. (Cont.)</p>	<p>Radio remains connected to provider but not happening in Calypso's "Details" window.</p> <p>Radio remains connected to provider but not happening in Calypso's "Details" window. (Cont.)</p>	<ol style="list-style-type: none"> 1 Turn up the speaker volume and check for interference to or weak signal from the shore station. 2 Remember, you hear the station better than it hears you due to the shore stations powerful transmitters and antennas. 3 Disconnect by clicking "Cancel" and select another "Band" and try again. (If you're on 9meg, try 12 meg's. 4 Make sure items like inverters, wind generators etc. are turned off! Turn off electronics at breaker panel to verify noise is not coming from vessels systems. 80% chance it is on some frequencies. 5 Low voltage at radio power terminals (Less than 12.4 volts) Start generator and top off batteries. 6 If station is loud, possible "Out of sync" condition during beginning of connection... Disconnect and try again. If same problem stop! Try another band. 7 Contact MarineNet Radio for tech help. If possible, be on the vessel and have the equipment ready to operate.
<p>I hear the transmitter coming through my stereo's speakers and different panel lights on the boat flicker when the radio is transmitting.</p>	<p>Vessels DC/AC current metering becomes erratic, Autopilot may act up or stop working etc.</p>	<p>Some interference to shipboard systems may be acceptable however, usually the first indication of a poor or inadequate grounding (counterpoise) system for the SSB. (See Antenna Page on web site). If this condition suddenly appears... re-check all ground straps for proper connection. Replace bad strap/add more!</p>

The Modem

Pactor-II, models **PTC-II, IIe** or **II Pro** require re-programming and will not function otherwise. This is the job of the **install shield program** that contains all information regarding the new **PIB mode**. Note that some programs may not run on this modem once re-programmed. Contact MarineNet Radio for more information on this. The install shield will create a "Dial-up" connection similar to a regular phone line connection and can be viewed by going to "**My Computer**" and double click "**Dial-up Networking**" and goto MarineNet WKS, for example and right click and goto "**Properties**". There you will see the information as it relates to what the modem is told to do. Refer to the "Professional PTC Pro" PDF document on this CD starting at page 14 for detailed information.

Modem Problem	Indications	Things to check
<p>I start the Install Shield program and it doesn't see my modem! I know what model modem it is.</p>	<p>Program will not recognize that the modem is attached to the computer. In this situation, the modem will not be reprogrammed and the system will not work</p>	<ol style="list-style-type: none"> 1. Are you sure the comm. port working? 2. Modem powered up and lights are on? 3. Good DB-9 serial cable between laptop and modem? 4. Did modem beep when first turned on? 5. Verify that no other program is running while the installation is in progress! Palm HotSync are the worst! Navigation software with GPS input? 6. Contact MarineNet Radio for tech help. If possible, be on the vessel and have the equipment ready to operate.
<p>Don't see my radio in the list in the Install shield.... Now what?</p>	<p>List contains several different settings. (TX Volume). Watch the transmit output power meter indication for good level... it should show similar output power when you talk loud into the microphone.</p>	<p>The transmit (TX) audio level to your transmitter is determined by radio type, how much data volume goes to it. If a radio is not on a list, Start at "Mid" setting. Contact MarineNet for on-air test and updated radio list. Connect may be possible but less watts output. Better to underdrive the radio than overdrive it!!!</p>

Calypso Client Wireless E-Mail program

The MarineNet Calypso E-Mail program is quite versatile and has a number of ways to check for correct information of: user name, user password, SMTP and POP server names, Wireless Mode, Gateway Domain Name, Port Assignment. There is an extensive "Help" menu built in this program. It is strongly recommended that the "Pre-configured" mailboxes be used as the versatility of this client program is great however has functions that need to be turned off due to use as a SSB E-Mail client program.

E-mail Problem	Indications	Things to check
<p>All correct info seems to be there but connect error keeps happening</p>	<p>In the bottom of Calypso window, look for the button "Details" in the bottom left of your screen. Click on it and see what kind of error it shows. You may need to Clear Screen by Clicking "Clear Screen" to see what is really happening.</p>	<ol style="list-style-type: none"> 1 Note error in "Details:" and refer to the "Help" section. Typical problem is wrong "Dial-up" connection used. 2 If station is loud, possible "Out of sync" condition during beginning of connection... Disconnect and try again. If same problem stop! Try another band. 3 Goto: "Mailbox" then "Properties" then "Online/Offline and click "Settings" button and look at which dial-up you are trying to use. 4 Click "Accounts" Is the correct account information in there?
<p>I get connected but suddenly disconnect</p>	<p>Looks like it connected and the program worked but not sure!</p>	<ol style="list-style-type: none"> 1 Check the "Details" box in Calypso and see if it failed or was successful. 2 Check "Pending" folder to see if the message landed in there. If yes, double click the message, check "To:" addressing and click send. If no, check the "Sent" folder and verify it went out. 3 If "No" and this is the first connect attempt, check user names and passwords again in the account setup. If all information has been checked, possibly a wrong username was used in the SCS MNInstaller program. <p>Contact MarineNet Radio for tech help. If possible, be on the vessel and have the equipment ready to operate.</p>
<p>Took a very long/short time to connect and disconnect and did not get mail. Says "Error See previous details" in the "Details" box.</p>	<p>Look in the "Details" box and get more information. What kind of error?</p>	<ol style="list-style-type: none"> 1 Wireless .dll caused by not having to "Wireless function turned on. (See Below) 2 Authentication Error caused by a missing password entry. (See Below) 3 Syntax error caused by bad or missing "Account Name" in "Mail Servers" under "Accounts". (Go over Calypso installation info again) 4 WINSOCK Error: Connection to socket failed. Make sure mailmarinenet.net is the server names for in and outbound mail. (See below) 5 Mail server responded: ' invalid usercode or password, please try again' caused by a bad or missing password. (See below)

<p>Still not connecting How do I check the locations of the possible problem? Still not connecting</p>	<p>Still getting errors showing in the details box.</p>	<ol style="list-style-type: none"> 1. Check for spaces between letters and numbers in the call letters. (Must be all lower case and no spaces) for user ID. 2. Upper case on all info for all key codes! 3. In Calypso, don't miss checking the "Account" info found in "Mailbox" then "Properties" and check the tab "Online/Offline" to the button "Accounts" and make sure that the "User Name" and "Password" is right and in lower case. There is a trick to have it "Save the Password"... Click "Save Password" box first and then type in the password itself. 4. Make sure the "Wireless Enabled" is turned on by clicking the check box under the tab "Wireless" that is also found in "Properties" when done, click OK. 5. Go back up to "Mailbox" and this time goto "Accounts" and down and over to "Properties" and over again to SSB mail and click on that. Double check the following: <ol style="list-style-type: none"> 1. The e-mail address is your call in lowercase@mailmarinenet.net 2. Goto the "Mail Server" tab and make sure the "User Name" is correct and the "Server Name" for both the "Incoming" and "Outgoing" are the same, mailmarinenet.net 3. In the "Mail Server" tab, click the "Password" button halfway down on the right and type in your password in the two lower boxes. If it throws a fit then try putting the password in all three boxes. It should tell you to check the account information and that is OK. <p>Now click the red check mail icon and see what happens. Also note that down in the "Details" window all information will be noted so you can click the box "Details" and it will give you the good or bad news.</p>
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DISCLAIMER

MarineNet Data Systems, Inc. has provided this CD for the specific use of our customers in order to setup service with MarineNet Radio and affiliate network stations. Some programs contained on this CD are simply for the convenience of our customers and any issues of installation, performance or use, is between the manufacturer or creator of that program and the customer. Questions related to software other than the: MarineNet Installer, MarineNet launcher, MarineNet Calypso, must be directed to the software company who created the program.

In Closing

It is my hope that you have found the information necessary to get up and running on this new and exciting service, that is just the beginning of possibilities for the marine wireless public. If you have questions or comments, please send them to: service@marinenet.net or call 561-747-5686. Please have license and equipment information available when you contact us. All the best and enjoy! John Heron, President MarineNet Radio.
www.marinenet.net