



FAQ's: Data via the IsatPhone

While the Internet connection of an IsatPhone is VERY slow, (2.5 Kbps) when it is paired with a small netbook computer, this solution is one of the lightest global Internet connection available today. IsatPhone Pro Info

How does IsatPhone Data Service work?

The IsatPhone Pro has a built-in dial-up modem that connects to the Internet by calling our data phone number, much like a computer dial-up modem connects to the Internet over telephone lines. A computer is connected to the IsatPhone by a mini USB cable. Instructions for setting up the computer to communicate with the IsatPhone Pro, and making the data call are available on request.

How fast is IsatPhone Data Service?

Incredibly Slow at about 2.4 Kbps or 20Kbps with compression, and should not be considered on par with archaic dial up speeds. You will need to configure your email and other applications to transmit and receive minimal amounts of data for this service to be practical. We will show you how.

If speed and portability is important, ISS recommends the [BGAN Hughes 9202](#), which uses the same IsatPhone satellites, but has broadband transfer speeds of 464 Kbps.

How much does the Data Service cost?

The monthly IsatPhone data service with ISS is included at no additional cost. You only pay for the standard calling per-minute rate. Please request this service to be activated when you purchase a service plan.

Is the IsatPhone per-minute cost cheaper than BGAN Service?

NO. BGAN charges about \$6 per Megabyte transferred, while IsatPhone standard calling rates are about \$1 per minute. A BGAN terminal would download a 100 Kilobyte page in about 5 seconds for about .60 cents. The IsatPhone would take 5.5 minutes to download that same page at a cost of \$5. If Internet is important, [BGAN](#) is the preferred solution.

Should I expect problems when using this connection?

Yes. Since most computers today have background applications that connect to the Internet, anything that tries to connect will clog the very small data pipe. ISS will provide you a guide to configure your computer to help stop unwanted traffic to the Internet.

What kinds of computers can use the IsatPhone Data Service?

Windows XP thru Windows 7 (32 and 64bit). This is because only these operating systems can use the USB driver software that allows the IsatPhone to communicate with a connected computer. No other software needs to be loaded.

Can any Browser or Email program be used?

Most applications are bandwidth hogs, and may "time-out" because the load time takes too long. ISS provides a guide showing our recommend browser and email programs for low-bandwidth connecting.

Do I need to run any special program while using the IsatPhone Data Service?

No. Connecting to the Internet through the IsatPhone does not require any special software (besides the USB drivers). Once you are connected, you are online.

How long does it take an email to load?

If no other applications are using the Internet connection, and only text is downloaded from an email, it will take about 10 to 20 seconds per email header. Without [optimization](#), email that has graphics in it can take minutes if not hours to load and will sometimes time-out.