

Facts



AMOS Connect

Whatever your email needs, Xantic has the solution

AMOS Connect integrates email, fax, telex and GSM text into a single messaging system. This user-friendly and yet highly sophisticated solution can be tailored to meet your needs for mobile connectivity from small yachts to large fleets of commercial vessels. You can now enjoy many of the benefits of AMOS Connect for free, with the option to upgrade to a higher version as and when your email needs change. Whichever package you choose, AMOS Connect ensures you significant savings in time, money and administration.

What is AMOS Connect?

AMOS Connect is a high-end e-mail solution that also provides for integration of telex, fax, SMS & e-mail, interoffice communication and access for mobile personnel in a single messaging system. By optimally handling all your ship/shore satellite communication, AMOS Connect offers substantial cost savings of up to 85%.

Ship-to-Shore and Shore-to-Ship

AMOS Connect is designed for use with Inmarsat-A, -B, -B-HSD, -M, mini-M, Fleet and Iridium. It provides an ultra-efficient satellite communications protocol, including error correction, designed specifically for ship-to-shore communication:

- full duplex transmission with simultaneous send and receive;
- automatic message compression, giving an average 50% reduction across all file types, and as high as 85% compression on text and database files;
- reduced modem synchronisation and handshake procedures, minimising connect time and, therefore, costs;
- automatic mid-message recovery after break, for minimum retransmission;
- delivery, non-delivery, read and unread notifications sent to the ship's mailbox.

AMOS Connect works in all Ocean Regions via Special Access Code 65 using either LES 12 (Burum) or 22 (Perth). If your ships are in range, GSM, NMT, PSTN or ISDN can also be used.

Reliability and Support

The AMOS managed hub is physically located within our Land Earth Station in Burum, The Netherlands meaning that the Inmarsat call never leaves our internal network, resulting in high quality calls.

The system is fully redundant with dual processors, back-up power supplies, etc. It is monitored 24 hours a day, 365 days a year by our professional telecom operators. Should any problems arise, vessels have **FREE** access to our Customer Service teams over Inmarsat via our SAC 68. This is backed up by our global network of local offices, providing on-site support when required.

Ease of installation

The basic free version comes with an auto-installation/activation program. Allowing you to easily install the software, register an email address and complete the whole activation on board. No prior registration forms are required, simply download the software from our web-site or if you prefer the software on cd, this can be requested from the same web-page.

Security over the Internet

The Internet is open to everyone. To protect you and your vessels we have created a range of security features:

- Virus scanning – all messages from the internet will be scanned automatically for viruses (expected date 1/7/03). We have also created a secure web-page where you can manage:
 - Black/whitelists – you can decide who can or cannot send e-mails to your vessels and up to what size.
 - Messaging rules – allows you control over received messages. For example you can remove attachments from certain originators, but allow the text to be sent.
 - Queue management – allows you to view the messages waiting to be collected by your ships, and delete them if required. You can also see the time of the last connection.

- SMTP tunnelling – by installing AMOS Mail Lite in your office, connected to your own existing e-mail system (no need to change), messages from ship to office (and vice versa) are sent immediately via our own secure AMOS format. Unlike with “normal” Internet messaging, you know for certain whether or not messages have been delivered.

Other Benefits

- Multiple users: each ship can have more than one e-mail address, for example for the Captain, First Officer and so on. These can be configured with different size limits.
- Messages addressed to telex and fax destinations are delivered immediately and directly. This means no refiler delays or loss of control as we know precisely what is happening to your messages.
- Free Non Delivery Notification (NDN) to Inmarsat-C: sometimes messages cannot be delivered to their final destination (when, for example, the fax machine is switched off). With AMOS Connect you don't have to wait until the next time the ship connects to the AMOS hub – we immediately send a NDN to the ship's Inmarsat C terminal **FREE OF CHARGE**.
- System maintenance notifications over Inmarsat-C: your vessels will be notified via Inmarsat-C prior to the rare occasions that our system is unavailable (e.g. for preventative maintenance). We can also e-mail your office should you require.
- Unemptied Mailbox alert: if the ship does not dial-in to collect his messages after a pre-configurable number of hours, you will receive an alert message.
- Account codes: each message can have a separate account code attached to it (for example, crew, owners, charterers). Used in conjunction with our TaB Application.
- Installation Service: we can arrange for installation on board in most ports at a competitive fixed price.
- When used in conjunction with Xantic's TaB (Traffic and Billing) Application, calls made, together with full details of all messages sent and received, can be reviewed **on a daily basis**.

Costs

We believe that users should only pay for the features which they need. Therefore we have introduced a basic version which is free of monthly subscription charges. The optional features are charged separately in accordance with the following table:

Feature	Note	Monthly Cost per vessel \$
Basic Version		
includes:		
Single mailbox/user licence		0
Automatic Compression		0
Full Duplex		0
Breakpoint recovery		0
Upgrade Options		
25 mailbox/users (including tix/fax/SMS gateway)	1	
Can also use GSM/PSTN/ISDN	2	50
API/Scan		100
Telex/fax/SMS gateway (forwarding extra)	3	50
Full product inc all options	4	25
		200
Notes:		
1 - Upgrades can be part of original order or taken later. If later, they are activated by licence key. No additional software is needed on board ship and existing email address can be retained.		
2 - Above 25 users, additional users available \$5/month in blocks of 5		
3 - Includes free NDN via Inmarsat C. This option is free of charge with upgrade to 25 users.		
4 - The price of the full product for mini-M, Iridium and migrating AMOS Mail customers is \$100. Note that there is no reduction for these users on the other upgrade options.		

These fees includes free use of the shipboard software, all messaging, free support calls using SAC 68 and free non-delivery notifications. The only extra charges are:

- installation on board (optional)
- the Xantic airtime calls
- the cost of delivering messages to telex and fax destinations – messages to and from the Internet are free. These competitive rates are available on request.

System Requirements

AMOS Mail is a 32 bit application. It requires: Windows 9x, Windows Me, Windows NT 4.0, Windows 2000 or Windows XP.

Ongoing Developments

Our policy is to continually add extra features and functionality to AMOS Connect. If you have any suggestions, please contact your Sales Manager. The feature may already be planned but, if not, we are always receptive to customer requests.

Customer Services

For more information visit our website:

www.xantic.net/amosconnect

or send an email to service@xantic.net :

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