

XPRESSLINK workshops by Navarino

In July, Navarino organized a series of XPRESSLINK workshops that took place at the Inmarsat premises in Piraeus. Fifty of the largest shipping companies in Greece participated in these workshops where they had the opportunity not only to watch a presentation, but also to use this new Inmarsat service, both with and without INFINITY.



Mr. Nicholas Papanikolaou.

Navarino specialists held 3 sessions per day and the participants were split into small groups of 3-4 shipping companies per session. "Our intention was to split the participants into groups of 6-8 persons each in order to participate in the conversation" said Mr. Papanikolaou, Navarino XpressLink product manager. Apart from the Xpresslink features, characteristics and commercial packages, participants were informed about the latest INFINITY features (version 1.6) and

they could see the benefit of using INFINITY with XPRESSLINK.

"The feedback we received from ICT managers that participated in these events has been positive and informative, and some very useful comments were noted", added Mr. Papanikolaou.

Navarino's demo room is equipped with a live XPRESSLINK unit and XPRESSLINK demonstrations can be organized upon request any weekday.



Navarino stand at POSIDONIA 2012

Participants from the maritime community and partners from all over the world visited us at our POSIDONIA stand and had the opportunity to discuss with Navarino personnel from various departments. XPRESSLINK, INFINITY and INFINITY PLUS were spotlighted and most of our visitors had the opportunity to watch a brief presentation. Many customers enjoyed the live demo of INFINITY and did not miss the opportunity to experience the high quality VoIP calling through INFINITY, with more than 1 concurrent calls. The number of visitors exceeded the 1,000 and we would like to thank you all for your presence.



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Did you know that ?

There are two options available when activating FleetBroadband Multi-voice: Standard and Enhanced. Standard FleetBroadband Multi-voice provides three additional lines for users of all FleetBroadband terminals, allowing a total of four simultaneous voice calls. Enhanced FleetBroadband Multi-voice provides the ability to scale up from the three additional voice lines provided in the Standard option, in increments of one voice line, up to a maximum of five additional lines.

Navarino stand at POSIDONIA 2012



INFINITY and INFINITY PLUS were spotlighted.



Mr. Christian Vakarelis and Mr. Sandro Delucia.



More than 1,000 visitors attended the Navarino stand.



Mr. Dimitris Tsikopoulos and Mr. Panos Tsikopoulos.



Mr. Dimitris Papatheodorou and Mr. Nicholas Papanikolaou



Customers discussing our services on the stand



Mr. Kjeld Skovgaard and Mr. Konstantinos Katsoulis



Mr. Kyriakos Striboulis and Mr. George Prachalias



Ms. Eleni Kousmidou and Ms. Aimilia Voudogeorgi.

New reduced voice rate on GSM Oceanwide

Following the full transition to the new GSM Oceanwide service last December, Inmarsat Maritime announced that due to the overwhelming success of the promotional voice rate changes offered over the past few months, the regular rate of 0.85 units/minute is being reduced to 0.69 units/minute (a reduction of 18.8%). Navarino offers to all its existing customers the special rate of 1.00 USD/unit, therefore the effective rate is 0.69\$/min.

GSM Oceanwide enables crew members to use their personal GSM phones to communicate with family and friends by voice and SMS while at sea.



Inmarsat named "Satellite Services Provider of the Year" for second consecutive year

Inmarsat has received a major industry leadership award, named Satellite Services Provider of the Year for the second consecutive year. The accolade was bestowed at a special ceremony at the Digital Studio Industry Leadership Awards in Dubai. The awards were attended by many of the Middle East's leading professionals from key industries - especially the media and TV and film production companies.

Premium services

"It's a great honour to receive this award for the second time," said Helene Bazzi, Inmarsat head of regional development for Europe, the Middle East and Africa. "We see it as great recognition of our efforts towards offering the best services possible to professionals and organizations in the region. "Inmarsat has gone to great lengths to develop our premium satellite services, which uses one of the most reliable satellite communications network in the world to provide global coverage for users to broadcast live news from wherever they may be."

Iridium Extreme 9575 global recall

Following an earlier notice that Iridium was halting all shipments of the Iridium Extreme (9575) phone, Iridium are requesting that users immediately stop using their Iridium Extreme phones and return them for replacement. Although Iridium Extreme phone users are still able to make calls and send messages, the phone's performance may be reduced and when operated with the antenna stowed (retracted or lowered) it may operate at a power level exceeding the equipment's authorized FCC radio frequency limits.

Next Release of Data History Reporting - September 1st, 2012

September 1st will see the second release of Data History Reporting. The service will go live with the new option for customers to download a one-off batch of all historic data traffic details, such as visited websites and IP addresses, dating as far back as December 1st, 2011.

Data History Reporting is great for trouble shooting, and identifying usage trends over time and with it you can better manage your communications configuration and costs.

FAQs for FleetBroadBand Multi voice

Inmarsat Maritime has released some very useful FAQs for FleetBroadband multi voice and we are pleased to share them with you. As you have already been informed, Multi voice was launched last May and allows up to nine simultaneous calls to be made through a single FB terminal.

What options are available?

There are two options available when activating FleetBroadband Multi-voice: Standard and Enhanced. Standard FleetBroadband Multi-voice provides three additional lines for users of all FleetBroadband terminals, allowing a total of four simultaneous voice calls. Enhanced FleetBroadband Multi-voice provides the ability to scale up from the three additional voice lines provided in the Standard option, in increments of one voice line, up to a maximum of five additional lines. Available on FleetBroadband 250 (FB250) and FleetBroadband 500 (FB500) terminals, it allows users to make up to nine simultaneous voice calls.

Who will benefit from FleetBroadband Multi-voice?

Vessels that require more than one voice line on board will benefit from FleetBroadband Multi-voice. It can be implemented according to vessel requirements - for example, the bridge phone can be assigned as the primary inbound calling unit, allowing the remaining voice lines to be accessed from the ship's PABX network. Crew members can make personal calls away from the bridge using pre-paid cards, affording them more privacy and avoiding any disruption to bridge operations.

(continued in the next page)

How can I access FleetBroadband Multi-voice?

FleetBroadband Multi-voice is available on new and existing FleetBroadband terminals. Existing users should contact Navarino to have this service activated on their current price plans. At the time of service launch, Thrane & Thrane FleetBroadband users can access the service through a firmware upgrade to their existing terminals and using additional approved handsets. Other FleetBroadband users can buy a Basics Multivoice PBX developed by Vocality for FleetBroadband Multi-voice.

What are the tariffs?

When using FleetBroadband Multi-voice there is no change to your current voice calling tariff for either your pre-paid or post-paid calling. There is only a nominal one-off activation charge at the time of FleetBroadband Multi-voice activation.

INFINITY Version 1.6 to be launched in September 2012

INFINITY version 1.6 will be officially launched in September 1st, 2012. This new version will include some unique features as well as some innovative enhancements of the existing features.

Currently this version is installed on 10 vessels, and the beta testing procedure will be completed in mid August.

The most important additions/enhancements in version 1.6 are:

- **VoIP ship-to-shipping company**



Shipping companies may choose to have the benefit of calling to and from their vessels through the use of INFINITY's Voice over IP (VoIP) service.

- **VoIP with global termination**



This service allows users onboard vessels to use Voice over IP calling instead of the regular voice channel as provided by their satellite communications systems. The main benefit is that VoIP consumes bandwidth from the monthly allowance/bundle of the vessel, avoiding out-of-bundle Voice charges.

- **Automatic Failover and Load balancing**



When more than one system exists on-board (e.g. two FB units or one FB and one VSAT unit), Infinity automatically balances the load between the two networks/devices for optimum web browsing performance and in case either one of the systems fails for whatever reason, INFINITY automatically swaps the connection to the next available system in operation to maintain connectivity.

- **Improved remote monitoring and control**

Firewall log: Administrators can view in real time all attempted sessions which are blocked

Hot Spot: All connected users/devices in the crew LAN can be retrieved remotely and the administrator can white-list or block any of them. Also all connected users can be disconnected if needed at any time

Virtual machines: All registered virtual machines with INFINITY Plus can be managed (start/ stop/ pause and resume) remotely from the hub

Mail queue: All suspended e-mails can be retrieved and released

VPN: All the VPN tunnels between ship and hub can be viewed

- **File Type filtering for e-mail and web.**



All well known file types can be blocked either during web surfing or exchange of e-mails. The IT administrator can have full control by accessing the relevant service through INFINITY's portal.

- **E-mail smart filters**

Through the use of this new smart filter mechanism it is possible to define any business rule, by combining e-mail attributes like priority, size, recipients and system properties like current provider, time periods etc.

- **Query enhancements**



INFINITY's "what you see is what you can query" mechanism has been further developed and now allows users to retrieve and execute results from queries. Users can define and build queries to be executed at specific intervals such as daily or at the end of the month (or in any other interval) and the results can be sent by e-mail to specific recipients in csv format.

- **High quality images at lower price**

All compressed images downloaded whilst web surfing can now be uncompressed to their original size, charging the user only for the compressed version. With this enhancement, the user surfing experience is improved whilst cost is kept at a minimum.

- **Permanent User Enhancements**

Purchasing limits can be assigned per user group. Different policies can be applied for any sub-category of the crew (e.g. one group can consist of the captain and Chief Engineer, another group can consist of the other officers and another group can consist of the rest of the crew) .

A "no purchase period" can be defined during the month allowing the shipping company to settle all pending transactions made on board (typically 1-2 days at the end of every month)

- **Audit Trail**



With INFINITY, there are different levels of authentication, which allow different operation and access to the vessel. All changes applied to the system are logged for security purposes.

- **Permanent User Self Registration (optional, upon customer request)**

The crew onboard can apply online for a new permanent INFINITY account.

All existing INFINITY units will be remotely upgraded a few months following the v.1.6 release.