



Frequently Asked Questions

SureLinx™ 8100 and Versa™ Multi-protocol Gateway

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Q. What is SureLinx 8100?

A. SureLinx 8100 is a compact, integrated wireless controller which combines SkyWave D+ satellite and quad-band GPRS to exploit the best of both networks. It provides global coverage for mobile assets and ensures that communications are delivered cost-effectively – typically GPRS messaging where available, seamlessly switching to SkyWave D+ networks the instant cellular coverage is unavailable. SureLinx 8100 D+/GPRS is a highly reliable global solution that offers the lowest total cost of ownership (TCO) and is compatible with all international GSM/GPRS footprints.

SureLinx 8100 offers:

- A common connection to GPRS and SkyWave D+ networks
- Intelligent, lowest-cost message routing
- Reduced integration, networking and support costs
- Lower total overall solution cost

Q. What is the Versa Multi-protocol Gateway?

A. SkyWave's Versa Multi-protocol Gateway provides a single interface for applications to connect to D+ and the SureLinx 8100 D+/GPRS terminals. Designed and built with high levels of redundancy and security, the Versa Gateway provides the critical link between customer's assets and the asset management application.

Versa improves application performance by providing a single interface to program, install and maintain, a single access point to multiple networks, and allows for application performance and features to evolve independent of the network.



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Versa provides:

- Enhanced scalability for business growth
- Cost-effective, real-time message routing
- Flexible terminal administration to suit your business needs
- End-user satisfaction
- Reduced operational cost

Q. Why add SkyWave D+ to existing cellular coverage?

A. Existing cellular network users can benefit by adding SkyWave D+ satellite to extend asset tracking, logistics and security globally, beyond cellular borders. As mobile assets move out of cellular coverage areas (e.g.: trucks crossing borders, ships at sea, in-land waterways through valleys, portable assets being deployed in the field), SkyWave D+ satellite provides a ‘lifeline’ data link. Low-bandwidth SkyWave D+ satellite coverage that increases the reliability of your solutions at a minimal cost.

Additionally, the SureLinx 8100 and Versa Gateway are built to ensure the cost-effective messaging. Dual-mode is ideally suited for applications:

- Involving assets that move in & out of cellular coverage
- When exception (alert) reports are needed
- When reliability of terminal and network are important
- When fast to-terminal messages are needed

Q. Why add GPRS to existing SkyWave D+ coverage?

A. Existing SkyWave D+ users can benefit by adding GPRS to extend SkyWave D+ revenue opportunities at a minimal cost. As remote assets move into cellular coverage areas (e.g. cities, ports), their satellite devices can be blocked by tall buildings or covered parking lots. The addition of cellular coverage enables asset coverage in these situations. Cellular has typically a higher bandwidth than satellite and globally-deployed GPRS offers a compliment to existing SkyWave D+ satellite service. The addition of low-cost GPRS messaging also provides solution providers with opportunities for new application capabilities. D+ and GPRS are ideally suited for applications:

- Involving assets that move in & out of cellular coverage
- When exception (alert) reports are needed
- When reliability of terminal and network are vital
- When fast and dependable to-terminal messages are needed

Q. I am a SkyWave D+ user. What can I leverage to use with the SureLinx 8100?

A. The SureLinx 8100 utilizes the same programming interface and network interface as the SkyWave D+ products. If you can program a DMR-200, you can program the SureLinx 8100. In addition, you can leverage how you are already conducting business with SkyWave. You get the same quality and dependability that you are used to with SkyWave’s D+ products.

Q. What networks does SureLinx 8100 operate on?

A. SureLinx 8100 uses the SkyWave D+ network for satellite communications. For GPRS, the SureLinx 8100 utilizes the GSM network provided by 3rd party operators. With the SureLinx 8100 and Versa



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gateway, GPRS messages will appear on the same application interface on which you are use to receiving your SkyWave D+ messages. This means if your application already communicates with the SkyWave D+ network, adding GPRS is a small incremental step on top of what you already know and are comfortable with.

Q. Where are SkyWave solutions used?

A. SkyWave solutions are deployed in some of the world's most challenging and rugged environments. Vertical markets include marine, land mobile, Supervisory Control and Data Acquisition (SCADA), government and defence.

Q. Why should I buy SureLinx 8100 and the Versa Multi-protocol Gateway?

A. If your applications need to handle multiple networks (D+, GPRS, SMS), this loading could cause instability or drive up server cost. A new interface and different rules are needed for each network; resulting in slower roll out of application features.

SkyWave's SureLinx 8100 and Versa gateway significantly simplifies the networking requirements to take advantage of D+ and GPRS networks. By combining SkyWave D+ and GPRS into Versa, your application needs only to interface to a single network, not two. The SkyWave solution offers:

- *Redundant global asset coverage:* Extend asset visibility anywhere, in virtually any geographic region, beyond cellular borders.
- *Low TCO:* Low total cost for messaging that includes 'insurance' coverage for improved safety and security of assets and personnel.
- *Reliable, predictable, dependable networking:* Ability for host to initiate mobile-terminated messages at any time. Competing solutions must wait for terminal to request or send SMS 'push'.
- *Flexible programming:* Ease of device configuration, installation and maintenance compared to two separate solutions, lowers operating cost and speeds up time to market. In addition, you are not locked into specific keyboards, displays or sensors.
- *D+/GPRS integration:* A single, easy-to-use gateway interface simplifies application development and improves reliability and scalability of the overall solution at low cost.
- *A feature complete product:* Loads of configurable features for customizing and differentiating your product offering such as Geofences, speeding violations, panic buttons and vehicle maintenance information.

Q. What are the benefits of SureLinx 8100?

A. When integrating separate D+ and GPRS systems, you must deal with different message formats and you receive no GPRS message details. Brute force routing is required, as well as more server resources and building redundancy is a complex task. The more programming required, the longer the learning curve and the higher the chances for error. SureLinx 8100 offers integrated D+ and GPRS capability. Together with Versa's single host interface, the solution offers a common message format, intelligent, low-cost message routing, detailed message records and built-in redundancy, resulting in low TCO.

Q. What are some common applications for a D+ and GPRS solution?

A. SureLinx 8100 is ideal for land and marine mobile applications for asset monitoring, tracking and messaging. Its low power, rugged exterior, discrete size and versatility make it ideal for short messaging mobile applications that require coverage in urban, rural and remote environments. Specific industry applications include:



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- Land Mobile
 - Inter-city transportation
 - Local transportation in rural/suburban areas
 - Remote workers
 - AVL
- Marine
 - In-land waterway transportation
 - In-port data transfer
- Fixed SCADA
 - Back-up communications path

SkyWave D+ satellite technology is being used in Automatic Vehicle Location (AVL) applications to communicate with thousands of trucks, vessels and their drivers around the world, to determine their location and in case of emergency, immobilize them remotely. For many fleet managers, SkyWave D+ AVL applications have become fundamental to their asset management strategy and overall business operations. SkyWave works closely with its partners to increase driver, vessel, vehicle and cargo safety, optimize logistical issues, diminish costs and increase profits for its customers.

Benefits of SkyWave D+ for AVL applications include:

- To gain a more holistic view of their operations, better control their resources and ultimately save money by optimizing their operations management
- To enhance the efficiency of a company's vehicle dispatch process while increasing the accountability of its drivers
- In some countries, insurance companies recognize the adoption of AVL as an indicator of reduced risk.
- Overall, use of AVL in private and commercial markets has been growing rapidly as fleet managers come to realize significant cost savings while increasing security and improving customer service.

Q. How does the SureLinx 8100 compare to other D+ and GPRS products?

A. Compared to existing dual-mode solutions, SkyWave's SureLinx 8100 dual-mode solution offer the most robust features, including:

- Quad-band GSM / GPRS
- Inmarsat D+ lifeline
- D+/GPRS auto-selection
- Least-cost message routing
- GPRS-only long messages
- Precision GPS
- Global roaming
- Serial port communications
- User-programmable
- Optional message priorities
- Exception-based reports



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- Over-the-Air Programming
- Geofence capability
- Expandable Input/Output
- Discrete in-cab terminal
- Low-profile satellite antenna
- Mass market GSM antenna

Q. Can I get GPRS air time from SkyWave?

A. SkyWave does not provide GPRS air time. Please contact your local GSM network provider for GPRS air time. The network provider will supply you with the necessary SIM card and network air time plan.

Q. Like a cellular phone, is the SureLinx 8100 locked to certain networks, SIM cards or network operators?

A. The SureLinx is an unlocked GPRS/GSM device. It can be used with any network, SIM card or network operator.

Q. What are the physical dimensions of the SureLinx 8100 terminal unit?

A. In-cab unit dimensions: 150mm x 127mm x 40mm (~ 6" x 5" x 1.5")
Low profile satellite antenna: 92mm x 120mm x 22mm (~ 3.6" x 4.75" x 0.9")

Q. We are currently using GPRS with SkyWave D+. Are there benefits to adopting SkyWave's D+/GPRS solution?

A. D+ and GPRS synchronization is complex. Many customers already combine GPRS and satellite, but they have to assemble multiple boxes with multiple physical and programming interfaces. On the network side, they have to design the application to make networking decisions and distinguish between messages on GPRS vs. messages on satellite. All these activities take time and money, and are prone to errors. With SkyWave's SureLinx 8100 and Versa gateway, those interfaces and complexities are eliminated. You can get your applications up and running quicker, with fewer issues, and focus on delivering application value to the end customer.

Q. How will billing be handled?

A. Customers will receive a single bill for SkyWave D+ and separate bill for GPRS from their GPRS/GSM supplier.

Q. When will the SureLinx 8100 and Versa Gateway be available?

A. The product is available in quantity in December 2006.

Q. Where can I purchase the SureLinx 8100 terminal and access to the Versa Gateway?

A. SkyWave sells through a global network of solution providers. Contact SkyWave at sales@skywave.com or +1 (613) 836-4844 for information on how to purchase our solutions.

Q. Who do I contact if I have more questions?

A. Existing customers, please contact SkyWave Customer Support at support@skywave.com or your account representative. New customers, please contact SkyWave at sales@skywave.com.