

**PLEASE READ THIS GUIDE CAREFULLY BEFORE ATTEMPTING TO OPERATE THE PHONE.**

## IRIDIUM QUICK START GUIDE

Your Satellite Telephone Number is: **8816-**\_\_\_\_\_ - \_\_\_\_\_

***Upon receipt of the phone please TEST the phone.*** From your satellite phone dial your cell phone to see if it rings. If it rings, the satellite phone is working perfectly. Do **NOT** answer your cell phone or you will be charged for the satellite phone call. (Another Test Option) Dial (00)+1-480-752-5105+OK (This is not a free call). This call will give you a recorded message confirming the phone is working properly and offering quick tips on proper handset usage. When you are outside you must **(wait)** until you receive consistent signal strength at that point you must **(wait)** and allow the phone to register **before** attempting to make a call. When the phone registers you will **see the word Iridium in** the display. When calling the U.S. dial 00 + 1 + area code and phone number and press OK. If you do not receive consistent signal strength and you are outside with an 80% view of the sky check you antenna connection refers to the trouble shooting guide provided.

You must have subscribed to voice mail access to have your voice mail fully set up and have the instructions provided.

Do Not Attempt to use this phone indoors. You must be outside **AWAY** from large structures and trees! **You must have 80% view of the sky when using this phone.** If you are on a ship you must be on the **upper deck** away from antennas and radar domes.

Here are the links for the USER Guides:

### **Model 9505A**

[http://www.globalcomsatphone.com/images/pdf/support/9505A\\_user\\_guide.pdf](http://www.globalcomsatphone.com/images/pdf/support/9505A_user_guide.pdf)

### **Model 9555**

[http://www.globalcomsatphone.com/images/pdf/support/9555\\_user\\_guide.pdf](http://www.globalcomsatphone.com/images/pdf/support/9555_user_guide.pdf)

### **Model 9575 Extreme**

[http://www.globalcomsatphone.com/images/pdf/support/Iridium9575\\_Extreme\\_Quickstart\\_Guide.pdf](http://www.globalcomsatphone.com/images/pdf/support/Iridium9575_Extreme_Quickstart_Guide.pdf)

**IF TRAVELING OUTSIDE THE COUNTRY, PLEASE CHECK WITH YOUR TRAVEL AGENT TO DETERMINE IF SPECIAL PERMISSION OR DOCUMENTATION IS REQUIRED AT BORDER CROSSING.**

**MAKING A CALL from an IRIDIUM unit:**

- 1.) **YOU MUST CHARGE THE BATTERIES BEFORE PROCEEDING.**
- 2.) **YOU MUST BE OUTDOORS AND AWAY FROM LARGE STRUCTURES OR TREE COVER. THE SATELLITE PHONE WILL NOT FUNCTION INDOORS.**
- 3.) **ALWAYS DIAL (00) + (COUNTRY CODE) + (PHONE NUMBER) + (OK) EXAMPLE: IF YOU WERE DIALING 1-510-923-9123 YOU WOULD DIAL 00-1-510-923-9123 AND PRESS (OK). (PLEASE NOTE: THE COUNTRY CODE FOR THE UNITED STATE IS ALWAYS "1" ).**

- Turn the phone ON.
- Be certain the battery is fully charged prior to use. Battery capacity is indicated on the LCD display on the phone.
- Gently pull out the telescoping antenna.
- Be certain the antenna is as vertical (upright) as possible. Antenna must make line of sight connection to satellite.
- Signal strength is indicated in the upper left hand corner of the display. The phone will go into a "search mode", then "registering mode". A small HOUSE icon will appear at center bottom screen.
- The word "IRIDIUM" appears on the display when the satellite signal is locked. The signal strength indicator should show five bars (upper left corner of display.)
- You are now ready to make and receive calls.

**People calling TO YOU from a landline phone have two options:**

- 1.) **Direct Dialing.** This is a International call. From the USA, please dial (011) +8816+ (the Iridium phone number). Call charges to the phone are paid by the originator (call charges vary widely from \$2.00 to \$7.00 per minute, please contact long distance carrier for specific rates). The user of the Iridium phone is not charged for this type of call.
- 2.) **Satellite Network.** Anyone calling from a landline or cellular phone may dial the satellite network at 1-480-768-2500. A recording will answer "Welcome to the Iridium Satellite Global Network". **Enter the Iridium 12 digit satellite phone number 8816-xxxx-xxxx. The call will be completed only if the Iridium Phone is powered up and locked on to the satellite signal. (Requires being outdoors and away from large structures or trees).** The originator will pay a long distance charge to Arizona and the Iridium Phone will be billed at \$1.99 per minute regardless of rate plan.

**To call another Iridium phone:**

Dial: (00) + The Iridium phone number      Example: (00) + 8816-3144-1049 + OK

**Text Messaging**

Log on to <http://messaging.iridium.com>. On that website, in the center of the page, click "Send a Satellite Message". Enter the 12 digit phone number 8816-xxxx-xxxx in the top box. Type the message in the second box (maximum 120 characters). Click SEND. **To receive the message, the Iridium phone must be powered up and locked on to the satellite signal. (Requires being outdoors and away from large structures or trees).** The system will attempt to deliver the message 3 times over a 12 hour period. It is recommended the sender generate the message TWICE, to insure it will access the network to get to the phone. You should also SHUT OFF the phone once, and turn it back ON, after each message viewing, in order to reboot and keep unit "open" and ready to receive future messages.

# Troubleshooting

## **Problem: you can't make calls or receive calls**

- Check the antenna. Is it fully extended? Do you have a clear unobstructed view of the sky?
- Did you enter the number in international format? All calls made from the iridium satellite system must be entered in international format. See page # 1 of this guide for dialing instructions.
- Check the signal strength indicator. If the signal is weak, move to an open space .

## **Problem: battery will not charge**

- Check the charger. Is it properly connected? Are its contacts clean and dry?
- Check the battery contacts. Are they clean and dry?
- Check the battery temperature. If it is warm, let it cool before recharging.

## **Problem: battery drains faster than normal**

- Is this a new battery? A new battery needs two to three charge/discharge cycles to attain normal performance.
- Has the battery been completely discharged? Allow the battery to fully discharge (until the phone turns itself off) and then charge the battery overnight.
- Are you using the phone in extreme temperatures? At extreme hot or cold temperatures, battery performance is significantly reduced.

## **Problem: phone is not responding the user controls, including power key**

- Remove the battery from the phone and then reattach it to cycle power and reset.

**FOR TECH SUPPORT PLEASE CALL:**

**Toll Free North America 1-800-563-2255**

**Worldwide +1-709-748-4226**