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| **How do I place a call from an Iridium phone?** |
| 1. You must be outside with a clear view to the sky. Satellite phones do not work indoors.
2. Make sure the antenna is firmly seated in its socket. Hold in the button above the antenna, and firmly push the antenna all the way into the socket. While the antenna is firmly seated, release the button.
3. Rotate the antenna up to a 45 degree angle, you will hear a click when it is in the correct position.
4. Pull on the end of the antenna to fully extend it.
5. Power on the phone and wait for the phone to register with the satellite.
6. To place a call enter 00 followed by country code, area code and phone number. The country code for the US is 1. So, to place a call for example to 770-555-1212, you would enter: 00 1 770 555 1212 (without the spaces), then press the "Send" button.

There is a 24x7 support line staffed by Stratos, our air time provider. If are still having a problem, give them a call. Before calling them, you should have available your Iridium phone number and the numbers off the sim card which is in your phone. Our activation confirmation email should have contained the sim number if you provided it. If you don't have this number, remove the back cover and then remove the battery. You might need to remove the sim to see the numbers. To remove, you slide the lock to unlock. After recording the sim number, place it back in the same position, insert battery, put the cover back on. The best way to get support is then to go outside with a cell phone and the Iridium phone, and call the toll free number from the link above, using your cell phone. They can then diagnose your problem. If they determine there is a hardware malfunction in your phone, it will need to be returned for repair. If it is a malfunctioning sim card, we'll have to send you a new one. If they determine it is a problem with your sim/phone number activation (not activated, no minutes remaining, etc.), then call or email us and we'll determine the problem. |

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| **How do I place a call TO an Iridium phone?** |
| Before traveling, you should provide those that need to contact you with instructions for placing a call to your Iridium phone. There are two ways that calls can be placed to your Iridium phone.1. Direct Dialing - Caller places international long distance call directly to the Iridium phone. Start with the international dialing prefix for the country where the caller is located followed by your Iridium phone number. The international prefix for the US is 011. So to place a call to the Iridium phone from the US, the caller dials 011 followed by the Iridium phone number beginning with country code 8816. If you do not answer the phone, the caller may leave a voice mail message that you can retrieve later.When placing a direct call as described above, the caller pays for the international call, and the incoming call on the Iridium is free, and does not use your minutes. However, some long distance carriers charge a very high per minute rate for calling country code 8816. We advise that callers check with their long distance provider for the per minute rate for country code 8816 before using this method. We provide an alternate method of placing a call to the Iridium to avoid this international rate, which is two stage dialing.
2. Two Stage Dialing - The caller places a call to 480-768-2500. At the prompt, the caller enters the Iridium phone number beginning with 8816. The call is then transferred to your Iridium phone. With this method, the caller pays for the call to area code 480, which is a US number. The incoming minutes will be charged to the Iridium phone at the same rate for placing a call, or in the case of prepaid minutes, the minutes are subtracted from your remaining prepaid minutes.

Most users select Two Stage Dialing since it is normally less expensive, and eliminates each caller needing to check with their particular long distance carrier to determine the international rate to call country code 8816. Select the method which best meets your usage requirements. |

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| **How do I send a text message to an Iridium phone?** |
| People that need to contact you may also send a text message to the Iridium phone. Incoming text messages are free, and can be retrieved when you connect to the satellite. To send a message, go to <http://messaging.iridium.com/>. This is the best method since a text character counter is provided. Alternatively you may send an email by entering the Iridium phone number into the following generic email address, 8816[number]@msg.iridium.com. You may send a maximum of 160 characters, including the header information. Any messages in excess of 160 characters will be truncated. |

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| **(Dial-Up) Can I dial into my Internet Service Provider using an Iridium phone?** |
| Yes, you can dial into your Internet Service Provider using Dial-up Data. (For greater reliability, utilize an access phone number in the greater Phoenix, Arizona, USA area.) |

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| **(Dial-Up) Does Iridium Dial-Up Data Service work in a MacIntosh environment?** |
| Iridium Dial-Up Data may function in a Macintosh environment, but Iridium does not guarantee any level of compatibility or functionality. At this time, Iridium only supports its Data software within Microsoft Windows 95, 98, 98SE, Me, NT 4.0, 2000 or XP Operating Systems. |

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| **(Dial-Up) Does Iridium recommend any specific Internet Service Provider?** |
| Iridium does not recommend any specific Internet Service Provider. If you are using Dial-Up Data Service, we recommend choosing an Internet Service Provider that provides high reliability. |

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| **(Direct) Does Iridium Direct Internet Data Service work in a MacIntosh environment?** |
| No. Iridium Direct Internet Data requires software that is compatible with Microsoft Windows Operating Systems only. |

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| **(Direct) What is "Spoofing"?** |
| When data is not transmitting over the connection for a period of time, the connection "spoofs." When a connection spoofs, the phone connection is dropped and a placeholder is reserved in the server. Once the user sends data (e.g. click on a hyperlink or send an email), the phone automatically dials back into the system and the connection is reestablished almost immediately. This feature reduces airtime and improves the phone´s battery life. |

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| **(Direct) What is the Smart Connect feature offered by Direct Internet Data?** |
| Transparent compression and it offers the "Spoofing" feature. |

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| **(Direct) Why does my Internet connection keep dropping while I am using Direct Internet Data?** |
| Direct Internet Data Service uses software that assists you in managing your airtime by seamlessly connecting and disconnecting you through the Iridium system. When data is not sent over the connection for a period of time, the connection "spoofs." When a connection spoofs, the phone connection is dropped and a placeholder is reserved in the server. Once the user sends data (e.g. click on a hyperlink or send an email), the phone automatically dials back into the system and the connection is reestablished almost immediately. This feature reduces airtime and improves the phone´s battery life. |
| [Back to Top](http://www.satellitephonesdirect.com/iridium_sales_faq.html#top) |

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| **Are Iridium World Data Services available for AVIATION UNITS?** |
| * AIRSAT1 – No. AIRSAT1 unit is not data capable.
* Sat Talk II – Yes. This product is an accessory to the Iridium 9505 Portable Phone, and will support data as long as the hardware/software requirements for the 9505 Phone are met.
* Sat Talk III – Yes. This product is an accessory to the Iridium 9505A Portable Phone, and will support data as long as the hardware/software requirements for the 9505A Phone are met.
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| **Are Iridium World Data Services sold separately?** |
| No. Currently when subscribing to Iridium World Data Services, both Dial-Up Data and Direct Internet Data are available. |

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| **Are there any benefits of using one Iridium World Data Service over the other?** |
| Yes. Direct Internet Data offers the Smart Connect feature not offered with Dial-Up Data. |

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| **Can any items within the Data Kit be purchased separately?** |
| Yes. The Iridium World Data Services CD is the only part of the Iridium Data Kit that is sold separately by Iridium at this time. However, serial cables (9-pin, M/F) may be purchased Satellite Phones Direct. |

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| **Can I hyper terminal with Iridium World Data Services?** |
| Yes. |

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| **Can I send a fax through an Iridium phone using either Data Service offered?** |
| No. This service is not currently available. |

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| **Can I still get text messages while on a data call?** |
| Yes, you can still receive text messages while on a data call. The phone will provide an audio alert and then prompt you to read the message. This will NOT interrupt a data call or cause loss of a connection. |

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| **Can I use my existing Iridium phone for a data call?** |
| Yes. You can use your Iridium 9500, 9505, and 9555 Satellite SeriesTM Portable Phones, either as stand-alone units or coupled with the 9570 Portable Dock to place a data call. All Iridium Satellite Series Phones require data capable software versions, which are available through your Authorized Service Provider. The Iridium 9500, 9505, and 9555, when used without the Portable Dock, require the user to purchase the Iridium Data Kit to make data calls. |

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| **Can I use my existing Subscriber Identity Module (SIM) for using Iridium World Data Services?** |
| Yes. Please contact an Satellite Phones Direct to have your Iridium account provisioned for Iridium World Data Services. |

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| **Can I use Netscape Navigator with Iridium World Data Services?** |
| Yes. It is recommended that you use version 4.7x or higher. |

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| **Do I need a special modem to make an Iridium Data call?** |
| No. The software on the Iridium World Data Services CD allows you to utilize your Iridium phone as a modem. This CD is sold separately or packaged with the Iridium Data Kit. |

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| **Do I need any special software to use Iridium World Data Services?** |
| Yes. The software required for Iridium World Data Services is available on a CD through an Iridium Authorized Service Provider either by itself or included in the Iridium Data Kit. |

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| **How can I display my SIM card phone number?** |
| * Step 1 - Press Menu until you see "Phone Book", and then press "OK" to select.
* Step 2 - Press Menu until you see "My Phone Number(s)", and then press "OK" to select.
* Step 3 - Your SIM card phone number will be displayed.
* Step 4 - Press and hold "C" to exit the menu.

Note: If you do not see your number(s), they have not been programmed onto your SIM card. Contact your Service Provider for more information. |
| [Back to Top](http://www.satellitephonesdirect.com/iridium_sales_faq.html#top) |

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| **How do I access my personal mailbox?** |
| * Step 1 - Dial MSISDN/ISDN-A or 8816 629 90000.
* Step 2 - Wait for voice prompt.
* Step 3 - Enter the number you are trying to reach (e.g. 8816 310 11425).
* Step 4 - Interrupt voicemail greeting by pressing \*. Wait for prompt to enter password.
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| **How do I make calls to/from the Iridium system?** |
| Example 1 – Originating a call from a landline phone in the United States terminating to an Iridium satellite phone. It does not matter where the satellite phone is located, the dialing is the same. From the landline phone, dial: 011 8816 XXX XXXXX 011, International Direct Dial (IDD) access code for United States/8816 XXX XXXXX, the MSISDN Example 2 – Originating a call from a landline phone outside of the United States terminating to an Iridium satellite phone. It does not matter where the ISU is located, the dialing pattern is the same. From the landline phone, (i.e. France) dial: 00 8816 XXX XXXXX 00, International Direct Dial (IDD) access code for France / 8816 XXX XXXXX, the MSISDN. Example 3 – Originating a call from the Iridium satellite phone (does not matter where the satellite phone is located) to a landline phone located in the United States. From the satellite phone, dial: 00 1 602-752-XXXX 00, for all outbound calls from the satellite phone/ 1, United States country code/ 602, area code/752-XXXX, actual phone number. Example 4 – Originating a call from an Iridium satellite phone (does not matter where the satellite phone is located) to a landline phone located in another country. From the satellite phone, dial: 00 CC XXXXXX 00, for all outbound calls from satellite phone/CC, country code/XXXXXX, actual number. |

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| **How do I obtain updated versions of the Iridium Data software?** |
| If software updates are released in the future, they will be available either through Satellite Phones Direct or as a download on our Website at www.iridium.com. |

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| **How do I register my Iridium phone with the satellite network?** |
| Step 1 - Press the "up arrow" then 8 on the phone.Step 2 - The phone screen will display "Registering".Step 3 - When you see "Registered" and the signal strength indicator or the home signal on the phone screen you are ready to make a call.Step 4 - If you see "Rotate Antenna" extend antenna upward and make sure you have a clear view of the sky.Step 5 - If you see "Call Failed", "System Busy", "Restricted Area", or "Weak Signal", this means the phone is unable to access the network. Try again in a few minutes. |

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| **How do I use the quick access keys on my Iridium phone?** |
| Up Arrow and 1 – Find phone book entry by name.Up Arrow and 2 – Check signal strength.Up Arrow and 3 – Call voicemail.Up Arrow and 4 – Show battery meter.Up Arrow and 5 – Lock phone now.Up Arrow and 6 – Turn vibrate alert on and off. Up Arrow and 7 – Read messages.Up Arrow and 8 – Register with the satellite network now.Up Arrow and 9 – Turn forwarding all calls on and off. |

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| **How does the Iridium Global Paging Service compare with existing paging operators that offer international service?** |
| Iridium is the first and only truly global paging service. Whether it is sold as a stand-alone service or in conjunction with Iridium voice services, a subscriber may receive paging messages virtually anywhere on earth. |

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| **I am not a current Iridium subscriber, but am interested in purchasing Iridium World Data Services. What should I do?** |
| Contact a Customer Service Representative at 1-888-684-3323 |

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| **Is the Iridium World Data Services CD required to use either Data Service offered?** |
| Yes. The CD is available either as a stand-alone item, or it is included in the Iridium Data Kit. Each Iridium World Data Services CD has a unique serial number that allows you to install the software and place Direct Internet data calls. |

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| **Is there an additional charge for Iridium World Data Services?** |
| For pricing information, please contact a Customer Service Representative at 1-888-684-3323 |

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| **What do the display messages on my phone mean?** |
| Power On Messages Blocked - If the SIM card PIN code is incorrectly entered three times in a row, your phone becomes blocked. Please contact your Service Provider. Blocked, Contact Your Supplier - Please contact your Service Provider immediately. Check Card - This message indicates that the SIM card is damaged or inserted incorrectly. Enter Phone Unlock Code - Your phone was locked after the last use. Enter your four-digit unlock code and press "OK". Enter PIN - Enter the 4-8 digit SIM card PIN. If you are unsure what the PIN is, contact your Service Provider. Enter PUK - Please contact your Service Provider. Insert Card - Power off your phone; make sure your SIM card is inserted completely; and then power your phone on again. Registering - Your phone is registering with the network. When the process is complete, you will see "Registered". Rotate Antenna or Orient Antenna - You also hear a tone when you see these messages. Extend the antenna upward and make sure you have a clear line of sight. Searching… – The phone is attempting to establish connection to the satellite. |

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| **What do the service light indicators mean?** |
| Alternating Red and Green: An incoming call. Flashing Green: You are receiving a signal from the satellite, and can place and receive calls. Flashing Yellow and Red: You did not successfully register with the satellite and cannot receive any incoming calls. Your SIM card may be inserted incorrectly, may not be inserted, or you may be in a restricted area. (See message on phone) Flashing Red: Service is not available. |

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| **What is Short Burst Messaging?** |
| Short Burst Messaging (SBM) services, currently being developed by Iridium, will provide two way messaging from small data messaging terminals. SBM services, targeted for unattended sensor, alarm and control applications, will support message sizes of 50-75 bytes and provide very low latency delivery. |

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| **What is the difference between Dial-Up Data and Direct Internet Data?** |
| Dial-Up Data allows a user to connect directly to their Internet Service Provider or a Corporate Network. Direct Internet Data connects the user directly to the Internet through the Iridium Gateway. |

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| **What is the rate of speed for each offered Iridium World Data Service?** |
| * Dial-Up Data is capable of 2.4Kbps
* Direct Internet Data is capable of 10Kbps
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| **What software is needed to read the documents on the Iridium World Data Services CD?** |
| Adobe Acrobat Reader Version 4 or later is required to read the documents found on the Iridium World Data Services CD. For your convenience, Adobe Acrobat Reader 5 is included on the Iridium World Data Services CD. |

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| **What types of Iridium World Data Service are available?** |
| Dial-Up Data and Direct Internet Data. |