

# Welcome to Using Iridium

Dear Customer,

Thank you for selecting I-LINX for your satellite communication needs. In this guide you will find information that will help you set up and use your Iridium Satellite Phone. If you need further assistance please refer to our Customer Service Procedures below.

Best Regards,  
I-LINX TEAM



## I-LINX Customer Service **Setting Up Your Iridium Phone**

I-LINX has several customer service channels to ensure that your problem is addressed efficiently. If you are experiencing problems with your product, please follow the following trouble shooting procedure:

**Fill out a trouble ticket at [www.i-linx.net/customerservice](http://www.i-linx.net/customerservice)\***. This information will be reviewed by our customer service center and acknowledged within 24 hours. Please also email your IT department and inform them of the trouble ticket number that you have submitted.

**If you cannot access the internet form.** Please call your IT Department to report the problem Your IT support staff will complete the trouble ticket for you and will also attempt to resolve the issue.

In the event that the IT department is not able to resolve this issue, please call I-LINX Customer Service at 202-232-0620 and a representative will walk you through the form.

**After business hours in D.C.** Call MVS, I-LINX technical support partners at two global locations:

Cyprus Business Hours : 9 am—5 pm  
Technical Support: +357-25-879-256

Moscow Business Hours: 10 am—7 pm  
Technical Support: +7.095.967.1237

If the problem persists and technical support cannot resolve the issue, I-LINX will temporarily replace the hardware in the field via a procedure called "drop and swap."

**Unpack Iridium 9505A Satellite Phone and accessories.** The package includes a high capacity battery, AC power adapter, international plug adapter kit, DC power, car adapter, portable auxiliary antenna, antenna adaptor, earpiece, leather holster, lanyard wrist strap and user guide. I-LINX has provided the SIM card inside the Iridium package.

**Activate SIM card.** To activate SIM visit [I-LINX](http://www.i-linx.net) and click on Iridium or fax the enclosed activation request form. You will need 24 hours to receive an activation confirmation form.

**Insert SIM.** Rotate and extend the antenna and remove the battery door. Insert the SIM card by pushing down and sliding the SIM card tray to the right.

**Power.** Install the battery by matching arrows on the phone and battery. Press and hold the phone's power on/off.

**Enter the SIM default PIN: 1111.**

**Program your number.** First time users have to program their voice phone number by pressing "MENU" and following these steps:

- Select "Phone Book" press OK.
- Scroll to "My Phone Number (s)," press OK
- Screen will display "1' Modify?" press OK.
- Enter voice number (MSISDN) press OK
- Edit Name if desired and press OK.
- Once you see "Stored," press <C> to exit.

**Making a call.** Fully extend the antenna and make sure it is vertical to the ground. Make sure antenna has clear and unobstructed view of the sky. Enter the Phone Number in International Format: international access code [<0><0>, or (hold <+> for 2 sec)] [country code] [phone number].

**Answer a call with antenna stowed.** When the phone chirps, rotate and extend the antenna. The phone will ring/vibrate. After "Call" followed by "Answer?" is in display, press OK.

**End a call.** Press the (C) key to end a call.

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# Two Stage Dialing Saves Your Organization Money

**PSTN Dialing.** PSTN stands for the Public Switched Telephone Network; which is the public land based telephone network. The Two-Stage Dialing Platform (PSTN originated dialing) was developed to allow callers without PSTN access to Iridium the ability to call an Iridium subscriber.

The calling party dials an Arizona USA number (+1.480.768.2500) that connects them to Iridium's Two-Stage Dialing platform located in the Iridium Gateway. Using automated voice prompts, the calling party enters the Iridium subscriber's voice phone number (MSISDN or ISDN-A). The system will look the number up in the database to see if the subscriber's

MSISDN/ISDN-A is restricted or unrestricted. If the subscriber has chosen to utilize the PIN option and the subscriber's MSISDN is unrestricted, they will be prompted to enter a valid PIN and will be connected to that ISU. If the subscriber's MSISDN/ISDN-A is restricted or an invalid PIN was entered, the call will not be connected. If the subscriber's MSISDN/ISDN-A is unrestricted and did not choose the PIN option, the call will be connected. For calls to an ISDN-A through this platform, the caller will follow the personal mailbox prompts after entering the subscriber's pager number to leave a message to the subscriber's pager.

The voice prompts on this platform are in the English language only.

**Two-stage platform pricing.** This service employs a hybrid Mobile Party Pays/ Calling Party Pays (MPP/CPP) pricing model. The calling party is charged long distance rates from the origination point to Iridium's Two-Stage Dialing Platform in the Iridium Gateway. The called party (Iridium subscriber) is charged the PSTN-ISU (Hybrid Mobile Party-Calling Party Pays) rate once the call is connected. Both parties pay for the entire duration of the call. There are no charges to a paging subscriber for messages left or sent if the caller enters the ISDN-A at the prompt.

<i>PSTN-ISU Charges</i>	
<b>PSTN-ISU (Hybrid Mobile Party-Calling Party Pays)</b> Calls made to the Iridium subscriber through Iridium's Two-Stage Platform via the following number: 1. 480.768.2500	<b>\$2.30 per minute</b>

Continued..

## Customer Service Procedure

### Drop and Swap

If the problem persists and customer cannot resolve the issue, I-LINX will temporarily replace the hardware in the field via a procedure called "drop and swap".

**Manufacturer Fault** The hardware unit will be sent back to the manufacturer to determine if in fact it is a hardware malfunction or user error. If it is a malfunctioning unit, then I-LINX will permanently replace the unit at no extra cost.

**User Error or Damage** However, if the problem is determined to be a user error then the hardware will be returned to the customer who will be responsible for all shipping and handling charges. If the unit was permanently damaged in the field by the user then the customer may elect to repair, replace, or discard the unit. Any temporary hardware supplied under these circumstances, must be returned to I-LINX or purchased outright by the customer.

**General questions and information.** Visit our website at [www.i-linx.net](http://www.i-linx.net). Our website is packed with guides, downloads and useful product information. Call I-LINX Customer Service at +1-202-232-0620 or e-mail [customercare@i-linx.net](mailto:customercare@i-linx.net).

## How to Track Your Usage

You can track your minutes by going to "Menu" and "Selecting call meters." This will give you the option of showing the time of last call, total time for all calls and life time timer. The timer for last call and total time can be reset for every billing cycle or prepaid charge. In order to view your usage per period, you should reset both call timers per billing cycle or prepaid charge. Once you select the call timer option the phone will display your elapsed air-time while on a call.

## Quick Fact: Iridium Features

- √ Provides up to **30 hours** of standby time
- √ Provides up to **3.6 hours** of talk time
- √ Quick Access Interface
- √ Water, shock & dust resistant for rugged environments
- √ Data Capable (use your satellite phone to transmit data with an optional RS232 adapter)
- √ 21 Language Choices for Prompts
- √ Vibracall Alert
- √ Illuminated holographic display

# Setup the SMS Service Center Number

# HELPFUL HINTS

**Setting up your SMS message center.** Before a subscriber can send an SMS message from the Iridium system, the Iridium SMS service center number must be stored on the SIM card. To store the Iridium Service Center Number:

- A. Press the Envelope Key on the 9505 handset.
- B. Use the Scroll Key to select the 'Message Settings' option. Press OK.
- C. Use the Scroll Key to select the 'Service Centre' option. Press OK.
- D. Enter 00881662900005 or 881662900005. Press OK.
- E. The phone will momentarily display "Completed".

This procedure needs to be performed once per SIM card because the number will be stored on the SIM.

**Determine Handset Software Version** *This procedure is valid only for Satellite Series 9505 handsets that have the current software version, which is LAC0307. To determine the software version of any 9505 handset, go to the initial screen:*

A. Press <\*>#91#. The following software for 9505 handsets has been released in the past: LAC0103, LAC0105, LAC0107, and LAC109G (the most common version). 9505 handsets with older software can be reflashed\* by your Iridium service provider. Only one reflash is required; it is *not necessary* to incrementally reflash, i.e., reflash from LAC0107 to LAC109G then finally to LAC0307.

Currently the Iridium SIM cards that support both mobile originated and mobile terminated SMS are those that have the following phone numbers:

- 8816 214 xxxxx
- 8816 310 xxxxx
- 8816 314 xxxxx
- 8816 317 xxxxx.

All other SIM cards continue to support mobile terminated SMS messages.

\*Reflash means that the handset needs to be send back to the manufacture in order to update the software.



- ✓ Need clear view of sky, outdoors, away from buildings and tall structures.
- ✓ Rotate and fully extend antenna into a vertical position.
- ✓ Wait until registration is complete (you will see **A Registered** and the **+** and **n** indicators). If no registration (**n** missing), press **E 8**.
- ✓ To dial, press: [**0 0**] or [**0** and hold for two seconds], [**country code**], [**phone number**], **O**.
- ✓ Talk with antenna above your head and vertical to the ground.

## Send a message to an Iridium subscriber from the Iridium website (It's FREE!)

You can send message to an Iridium subscriber for free by going to <http://messaging.iridium.com>:

- A. Enter the full phone number of the Iridium subscriber in the "To:" field.
- B. If a reply is desired, enter in an optional reply-to address.
- C. Enter the message and send (160 char max).

Access this message on your Iridium phone (Press <ENVELOPE> key)

Receiving, Reading, Storing just like your cell phone

To write a Text Message: Scroll to MESSAGE EDITOR

### To reply to a message from an email account

- A. Press the Envelope Key on the 9505 handset.
- B. Select "Received Messages". Press the OK Key.
- C. Use the Scroll Key to select your message.
- D. Select "View Options" by pressing the OK Key.
- E. Select "Reply to Sender" by pressing the OK Key.
- F. The email address that sent the original message will be already entered along with a blank space. Enter the text of your reply and finish by pressing the OK Key.
- G. Select "Send Message"
- H. You will next be asked to enter the destination number. The destination number will be pre-populated with "+<star>2". It is not necessary to alter this number. Select "Send Message" by pressing the OK Key.

I. The 9505 handset will display "Sending Message" for a few seconds and then display "Message Sent" if the message was successfully delivered to the Iridium SMS Center.

# How to Access Your Voicemail

All subscribers for Iridium service are automatically provided with their own personal mailbox (telephony/paging). At the time of activation, the process is as follows:

After a Telephony contract (with or without voicemail) goes active in SPNet the process will automatically turn on the call forwarding features. (If you call the Iridium number that has been activated in SPNet (with or without voicemail) the call will forward to into the personal mailbox.)

Example 1: If an individual calls an Iridium Subscriber that has voicemail activated, they will hear a recorded greeting for them to leave a voicemail message or a numeric number.

Example 2: If an individual calls an Iridium Subscriber without voicemail activated, they will hear a recorded greeting asking them to leave a numeric number.

It is suggested that the mailbox number be programmed in the "Envelope" button on the ISU. This is only if the subscriber would like to retrieve voicemail messages via the "Envelope" button on the ISU.

## Program Your Voicemail Number

The following instructions indicate how to program the number into the "Envelope" option of the ISU:

- A. Press the "Envelope" button  
It will prompt "call voicemail" select?
- B. Scroll with left/right arrows (< or >) until "Message settings view options?" appears
- C. Press "OK" button - "Voicemail number select?" will appear as the next prompt
- D. Press "OK" button - enter the voicemail number in this section (English = 00881662990000 )
- E. Press "OK" button
- F. Press "Check Mark" button then "Completed" will appear
- G. Press the "C" button to Exit options

## Retrieving Voicemail

Retrieving voicemail using the "Envelope" button on the ISU:

- A. Press the "Envelope" button  
"Call Voicemail select?" will appear
- B. Press the "OK" button  
This will automatically call the general mailbox number (for example: 00881662990000). Subscribers will then need to enter their own Iridium number, wait for the recording (greeting) to begin
- C. Press the "\*" button then enter the password (default last 7 digits of MSISDN or ISDN-A). This will get the subscriber into main menu.

The other option subscribers have to retrieve voicemail messages while calling from their ISU is to dial their own Iridium number. This will route them directly into their recorded greeting. The subscriber will then need to press the "\*" button to interrupt the greeting, then enter their password. The subscriber will now be in the main menu of their mailbox. Another option a subscriber has to retrieve messages from a landline (PSTN) is by calling the Iridium number, wait for the recorded greeting message to be announced, in the middle of announcement press the "\*" button then enter the password. The subscriber will then be at the main menu.

## NOTE:

The above process is to be used to retrieve voicemail/messages as long as the user has not modified any of the call forwarding features via the ISU.

# Iridium: Q & A

## How can I display my SIM card phone number?

- A. Press Menu until you see "Phone Book", and then press "OK" to select.
- B. Press Menu until you see "My Phone Number(s)", and then press "OK" to select.
- C. Your SIM card phone number will be displayed.
- D. 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.

## How can I send an SMS message to an Iridium phone using e-mail?

To send an SMS to a Iridium phone from an email, do the following:

- A. Open your email software and create a new email message
- B. In the TO: field, type the full number of the Iridium phone that you wish to send the SMS to.
- C. After the number, type the domain @msg.iridium.com. For example the Iridium number +8816 123 45678 would become [881612345678@msg.iridium.com](mailto:881612345678@msg.iridium.com)
- D. Next, write your message as you would for a normal email. **You must not use more than 160 characters.**
- E. Once you have finished, send the message as you would with any other email.

## Will the Iridium handset or pager work inside buildings?

The Iridium system design is predicated upon line-of-sight access to the satellite. Therefore, in-building coverage for handsets is generally not available. The Iridium pager provides a better means of receiving messages in urban locations and can be used inside buildings. In any case, callers who are unable to reach the subscriber on an Iridium handset for any reason will have the option of leaving a message that will be delivered the next time the handset has line-of-site access to the satellite constellation.

## How large is Iridium's service coverage area?

The Iridium system is the only communications system providing true global communications coverage including oceans, and all land areas including the Poles. The Iridium system blankets the Earth, connecting global satellite coverage with local ground-based wireless services.



**IRIDIUM® SERVICE ACTIVATION REQUEST**

Please return to I-LINX: Attn. Sales Department



This form is used to register and activate your Iridium Satellite Equipment and SIM Card for service with I-LINX USA, INC. (hereinafter referred to as "I-LINX"). **Customers are required to fill out ONLY the information pertaining to their chosen service options in Section A, B, D and E and fax it back to I-LINX, LLC.** Upon activation, I-LINX will assign customers with numbers for the various services they have requested and insert them in section C of this form. I-LINX will then fax a activation confirmation form back to the customer. **All new Customers must submit a completed Subscriber Credit Application and agree to be bound by the I-LINX terms and conditions governing Iridium service.** The Subscriber Credit Application is available from your authorized I-LINX reseller or by contacting your I-LINX Account Manager. **Customers transferring their account to a new SIM card agree that they are responsible for any charges incurred on their previous account for up to 12 months.** Service activation requests for new customers that do not have an attached Subscriber Credit Application will be returned to the customer.

Please Print Clearly & Complete All Sections That Apply

<b>Section A: CUSTOMER INFORMATION</b>	
Name: _____	Date: _____
Company Name (if applicable): _____	Telephone: _____
Address: _____ _____	Fax: _____

<b>IRIDIUM WORLD SATELLITE SERVICE INFORMATION (To be completed by customer if applicable)</b>	
IMEI (phone's serial #): _____	SIM Serial Number: _____

<b>SECTION B: SELECTED IRIDIUM SERVICE RATE PLAN (Must be completed by customer)</b>	
I-LINX Basic Post Paid Plan _____	<b>Additional Services:</b>
	Add 50 min e-voucher _____
I-LINX Basic Pre-Paid Paid Plan _____	Add expiry e-voucher _____
500 min e-voucher _____	Voice Mail Service _____
75 min e-voucher _____	75-min

<b>SECTION C: ASSIGNED IRIDIUM SERVICE NUMBERS (To be completed by I-LINX)</b>
Iridium Satellite Service Phone #: _____
Iridium Page Service Phone #: (Stand Alone): _____
Follow Me Paging Service Phone #: (Optional): _____
Personal Identification Number (PIN): _____
Iridium Voicemail Number: ____ Last 7 digits of phone number _____
(Once you are ready to use the Iridium handset, the instructions in the display window will prompt you for your PIN. Simply enter this number when prompted and then you can proceed to use the phone)

<b>SECTION D: CUSTOMER SERVICE ACCEPTANCE (Must be completed by customer)</b>
I understand and agree to pay all traffic charges and monthly fees associated with this account. I also understand that delinquent payments will result in finance charges of 1.5% and may also result in the deactivation of my account.
Customer Signature: _____

Account will be activated and Iridium phone/pager numbers sent to the customer within 24 hours of credit approval. For any customer support issues regarding your Iridium Satellite Equipment and/or your I-LINX airtime service, please contact I-LINX Customer Service at: 1 202 232-0620 or [customerservice@i-linx.net](mailto:customerservice@i-linx.net)