IRIDIUM

9505 SATELLITE PHONE USER'S GUIDE

Options Menu Quick Reference

Menu

Phone Book

- Personal Numbers
- Show Services
- Last Ten Calls
- My Phone Number(s)
- Fixed Dialing
- One-Touch Dial Setting

Call Related Features

- Show Battery Meter
- Show Signal Strength
- Pending Call Drop
- Call Forwarding
- Call Waiting
- Call Barring

Messages

- Call Voicemail
- Received Messages
- Outgoing Messages
- Message Editor
- Message Settings

Call Meters

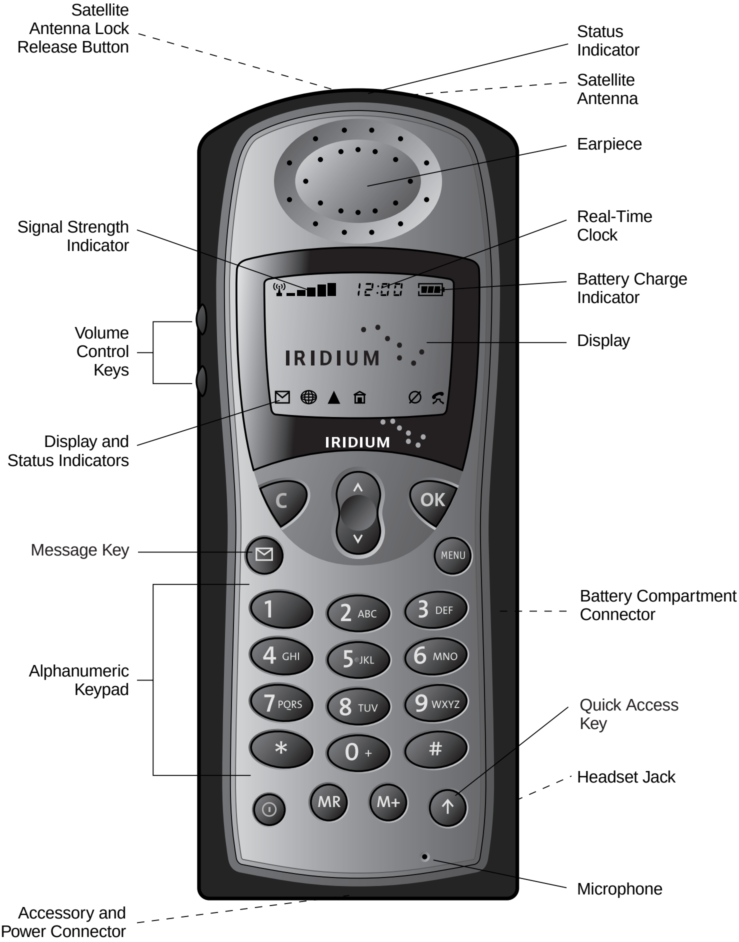
- Show Call Timers
- Set Audible Call Timers
- Set In-Call Display
- Lifetime Timer

Network Selection

- Register Now

Phone Setup

- Adjust Ring Volume
- Ring or Vibrate
- Set Ringer Tone
- Phone Lock
- Require SIM Card PIN
- Change SIM PIN2 Code
- New Security Code
- Extended Menus
- Show Time and Date
- Set Time and Date
- Set Time Format
- Language Selection
- Lights
- Select Keypad Tones
- Phone Status


Satellite Antenna Lock Release Button
Status Indicator
Satellite Antenna
Earpiece
Signal Strength Indicator
Real-Time Clock
Battery Charge Indicator
12:00
Volume Control Keys
Display
IRIDIUM
Display and Status Indicators
IRIDIUM
C
OK
MENU
Message Key
Battery Compartment Connector
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
MR
M+
Alphanumeric Keypad
Quick Access Key
Headset Jack
Microphone
Accessory and Power Connector

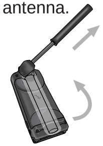
- - - - - - - - - - - - - - - Represents functions not on front of phone.

HELPFUL HINTS

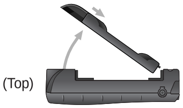
- Need clear view of sky, outdoors, away from buildings and tall structures. Rotate and fully extend antenna into a vertical position.
- Wait until registration is complete (you will see ☞ Registered and the 🌐 and ⌂ indicators). If no registration (⌂ missing), press ↑ 8 TUV.
- To dial, press: [0 + 0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

Getting Started

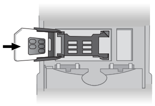
1. Rotate and extend the antenna.



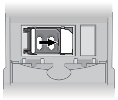
2. Remove battery door.



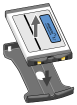
3. Insert the SIM card.



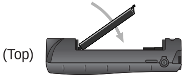
4. Push down and slide the SIM card tray to the right.



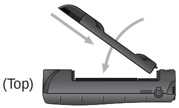
5. Remove battery's protective cover.



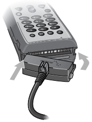
6. Install the battery by matching arrows on phone and battery.



7. Attach battery door cover.



8. Attach charging device.

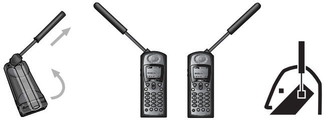


9505 PORTABLE QUICK REFERENCE

Basic Operation

Turn the phone's power on/off: Press and hold ⏻.

Place a call: You need a clear view of the sky, away from tall structures Rotate and extend the antenna in a vertical position. To dial, press: [0+ 0+] *or* [0+ and hold for two seconds], [country code], [phone number], OK .



Answer a call (with antenna rotated and extended):
Phone rings and/or vibrates
After `Call` followed by `Answer?` is in display, press OK .
Answer a call (with antenna stowed):
Phone chirps
Rotate and extend antenna
Phone will ring and/or vibrate
After `Call` followed by `Answer?` is in display, press OK .
End a call: Press C .

Special Features

Adjust earpiece volume:
Press upper and lower volume keys on the side of the phone.

Adjust ringer volume:
Press ↑ and then the upper and lower volume keys on the side of the phone.

Clear the last digit in the display or exit a submenu:
Press C .

Clear the entire display or exit the menu system:
Press and hold C .

Select prompt language:
Press and hold C to return to idle display.
Press MENU 2 ABC 6 MNO OK to go to the language selection submenu.
Press MENU until you see the preferred language.
Press OK to select.

Special Features Continued

Keypad disable:
Press * and # keys simultaneously to prevent accidental usage of the phone. All keys with the exception of the ⏻ key will be disabled. You can still answer an incoming call by pressing OK when the keypad is locked. To remove the keypad disable, press * and # simultaneously.

Display your phone number:
Press MR # .
Also refer to the "View Your SIM Card Phone Number(s)" section of the User's Guide.

Quick Access Menu

Factory default for satellite mode.

↑
1 Find Name
2 ABC Mute
3 DEF Call Voicemail
4 GHI Battery Meter
5 JKL Lock Now
6 MNO Vibrate On/Off
7 PQRS Read Messages
8 TUV Register Now
9 WXYZ Forward On/Off

Phone Book

Recall a number from the phone book:
1. Press MR .
2. Enter the one-, two-, or three-digit location number of the entry, and then press OK .
3. Press OK to call the displayed entry.

Recall last ten numbers dialed:
1. Press MENU until you see `Phone Book`, and then press OK .
2. Press MENU to scroll to `Last Ten Calls`, and then press OK to select.
3. Press MENU to scroll to `Last Calls Made` and then press OK to select.
4. Press MENU to scroll to the number you are looking for.
5. Press OK to place a call to that number.

IRIDIUM

The 9505 Satellite Telephone, working exclusively within the Iridium Satellite Communications System, outperforms other current communications equipment. Designed and manufactured to exacting standards, it is small, light and resistant to water, dust, shock and environmental variables and is ideal for remote areas and rugged conditions.

Only Iridium offers complete coverage of the most remote points on earth—oceans, land masses, airways, and even polar regions—and a comprehensive range of mobile and fixed wireless products. No matter where on the globe, your telephone remains in contact at all times and provides a clear signal.

Combined with World Satellite Service and World Data Service, the Iridium 9505 Satellite Telephone provides the ultimate solution to your communications needs.

Customize your own package of satellite services, designed for flexible, global coverage, and enjoy your state-of-the-art 9505 Satellite Telephone!

Anytime.
Anywhere.

You have Iridium.

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Safety Information

Important: Read this information before using your wireless mobile phone.

Exposure to Radio Frequency Signals

Your wireless mobile telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals.

International agencies have set standards and recommendations for the protection of public exposure to RF electromagnetic energy.

- International Commission on Non-Ionizing Radiation Protection (ICNIRP)1996
- Verband Deutscher Elektrotechniker (VDE) DIN-0848
- United States Federal Commission, Radio Frequency Exposure Guidelines (1996)
- National Radiological Protection Board of the United Kingdom, GS 11,1988
- American National Standards Institute (ANSI) IEEE. C95. 1-1992
- National Council on Radiation Protection and Measurements (NCRP). Report 86
- Department of Health and Welfare Canada. Safety Code 6

These standards are based on extensive scientific review. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the updated ANSI standard.

The design of your phone complies with these standards when used as described under “Phone Operation” on page 8.

Antenna Care

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate local agency regulations.

Phone Operation

Normal Operation: Hold the phone as you would any other telephone. Rotate the antenna to either the left or right detent, and make sure the antenna is fully extended. The antenna should be vertical to the ground and have a clear unobstructed view of the sky.

Tips on Efficient Operation: For your phone to operate most efficiently:

- Rotate and extend your antenna fully.
- Make sure the antenna has a clear unobstructed view of the sky.
- Do not touch the antenna unnecessarily when the phone is in use. Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed.
- Do not wear the phone on your body while making calls with the headset accessory. Wearing the phone on the body can interfere with proper phone operation, since the antenna requires a clear unobstructed view of the sky to access the Iridium® satellite network.

Batteries

Caution: All batteries can cause property damage, injury or burns if a conductive material, such as jewelry, keys or beaded chains, touches exposed terminals. The material may complete an electrical circuit and become quite hot. To protect against such unwanted current drain, exercise care in handling any charged battery, particularly when placing it inside your pocket, purse or other container with metal objects. When the battery is detached from the phone, your batteries are packed with a protective battery cover; please use this cover for storing your batteries when not in use.

Driving

Check the laws and regulations on the use of wireless telephones in the areas where you drive. Always obey them. Observe the following guidelines when using your phone while driving.

- Give full attention to driving—driving safely is your first responsibility.
- Use hands-free phone operation, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain equipment may not be shielded against the RF signals from your wireless phone.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six inches (6") be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research.

Persons with pacemakers:

- should ALWAYS keep the phone more than six inches from their pacemaker when the phone is turned ON
- should not carry the phone in a breast pocket
- should use the ear opposite the pacemaker to minimize the potential for interference
- should turn the phone OFF immediately if you have any reason to suspect that interference is taking place

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Turn your phone OFF in any facility where posted notices so require.

Aircraft

Airline regulations prohibit using your phone while in the air. Check and comply with the policy of your airline regarding the use of your phone while the aircraft is on the ground.

Switch OFF your phone before boarding an aircraft.

Blasting Areas

To avoid interfering with blasting operations, turn your phone OFF when in a “blasting area” or in areas posted: “Turn off two-way radio.” Obey all signs and instructions.

Potentially Explosive Atmospheres

Turn your phone OFF and do not remove your battery when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks from your battery in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often but not always clearly marked. They include, but are not limited to: fueling areas such as gasoline stations; below deck on boats; fuel or chemical transfer or storage facilities; areas where fuel odors are present (for example, if a gas/propane leak occurs in a car or home); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you normally would be advised to turn off your vehicle engine.

For Vehicles Equipped with an Air Bag

An air bag inflates with great force. Do NOT place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

AC Travel Charger with International Plug Kit

TUV Product Services Approval only applies when the Europlug adapters are used with this product.

Overview

This chapter provides an overview of this user’s guide, your new satellite phone, and available Satellite Series™ accessories.

Guide Overview

Key Presses

Key presses are represented in this guide using symbols. A sequence of key presses may be shown as follows:

MENU OK C

This means you should press MENU followed by OK and then C, in sequence, not simultaneously.

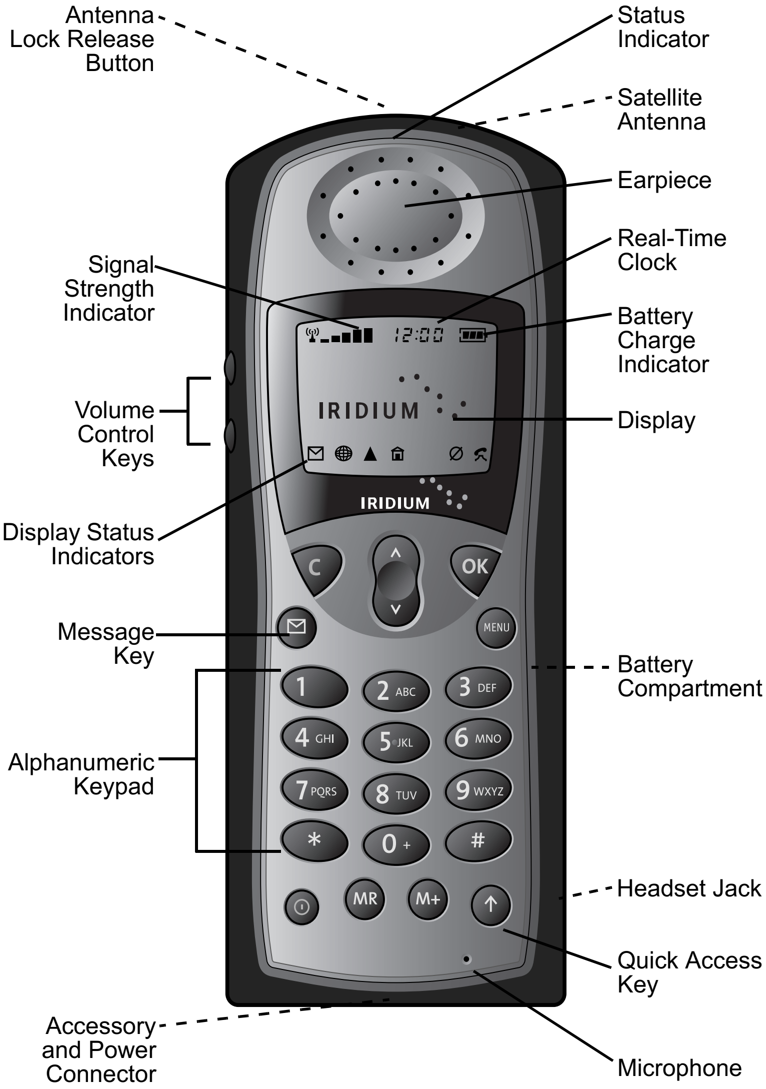
Prompts and Messages

Your phone responds to key presses by displaying either a prompt that guides you to the next action or a message confirming that your action is complete. Prompts and messages are represented in this guide in LCD style, for example: Enter PIN or Completed.

Tips

In the margins of this guide are useful hints and ways to improve your phone’s performance.

Phone Overview


Antenna Lock Release Button
Status Indicator
Satellite Antenna
Earpiece
Signal Strength Indicator
Real-Time Clock
Battery Charge Indicator
Volume Control Keys
Display
Display Status Indicators
Message Key
Battery Compartment
Alphanumeric Keypad
Headset Jack
Quick Access Key
Accessory and Power Connector
Microphone
12:00
IRIDIUM
IRIDIUM
C
OK
MENU
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
MR
M+

Note: Phone shown with antenna in stowed position.

Special Keys

Key	Function
⏻	Turns the phone’s power on and off
OK	Selects menu settings or options, or initiates and answers calls
✉	Takes you directly to the Messages menu, where you can call your voicemail number or read messages you have received
M+	Stores numbers in the phone book
MR	Recalls numbers from the phone book
↑	Enters the Quick Access menu
MENU	Enters the Options menu and scrolls forward through menu features
C	Clears characters from the screen or exits the Options menu
^ v	Scrolls backward or forward through menu features

Volume Control Keys

The volume control keys are located on the left side of the phone. They adjust earpiece and ringer volume. See “Adjust Earpiece Volume” on page 49 and “Adjust Ringer Volume” on page 50 for more information.

Satellite Antenna

You must rotate and fully extend the satellite antenna to answer calls, make calls, and access satellite services.* See “Holding the Phone” on page 40 for more information.

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* Satellite products require a clear line of sight to satellite.

Satellite Antenna Lock Release Button

This button releases the satellite antenna so you can attach the auxiliary antenna.

Display

Your phone’s Liquid Crystal Display (LCD) displays as many as four rows of 16 characters.

The LCD on your phone may respond slowly to key presses in extremely cold temperatures. This is normal and does not affect the phone operation in any way.

Headset Jack

The headset jack located on the right side of the phone provides a connection for an optional headset.

Accessory and Power Connector

This connector, located on the bottom of the phone, provides the connection for an external power supply or a data cable.

Indicators

Status Indicator

The status indicator is located at the top of your phone. This LED indicator provides information on your phone's current state of service.

If the LED is...	Then...
Alternating red and green	A call is incoming.
Flashing green	You are receiving a signal from the Iridium satellite network. You can make and receive calls.
Flashing yellow	You are temporarily unable to make or receive calls. Try again in a few minutes.
Flashing yellow and red	Your SIM card may be inserted incorrectly, may not be inserted, or you may be in a restricted area. You can make emergency calls only.
Flashing red	Service is not available.

Display Status Indicators and Icons

Indicator	Description
📶	**Signal Strength Indicator** indicates the strength of the signal from the network. The signal strength indicator appears continuously in the top left hand corner of the display. The more segments displayed in the bar graph, the stronger the signal. Five bars indicate full signal strength. No bars indicate a weak signal.
🔋	**Battery Charge Indicator** indicates the strength of the battery charge. The more segments displayed, the greater the battery charge. You can also check the strength of the charge at any time through the menu. See “Viewing the Battery Meter” on page 101 for more information.
12:00	**Real Time Clock Indicator** displays the time in either 12-hour or 24-hour format. See “Change the Time Displayed” on page 141 for more information.
✉	**Message Indicator** appears when you receive a new message. It flashes when the SIM card is full. See “Getting to Received Messages...” on page 111 for additional information.
🌐	**Satellite Mode Indicator** appears when your phone is in satellite mode.

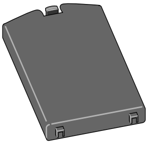
Indicator	Description
⌂	**Home System Indicator** appears when the phone has successfully registered with the Iridium satellite system.
∅	**No Service Indicator** appears when your phone is not capable of placing or receiving calls.
☎	**In Use Indicator** appears when a call is in progress.
↕	**Scroll Bar** appears on the right of the display when you are in a menu. The button on the scroll bar indicates where you are in the list.
✓	**Check Mark** indicates a menu item is currently selected.
⌛	**Hourglass Icon** appears in the display when your phone has to request settings from the network.
📖…☎	**Quick Access Menu Icons** allow you to easily identify Quick Access features as you scroll through the Quick Access menu.

Accessories

Product appearance and specifications are subject to change without notice.

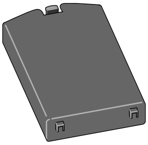
Batteries

Standard Capacity Lithium Ion Battery



- Provides up to 2.4 hours of talk time or 24 hours of standby time*
- Weighs 2.3 ounces/66 grams

High Capacity Lithium Ion Battery



- Provides up to 3.6 hours of talk time or 38 hours of standby time*
- Weighs 3.4 ounces/98 grams

* All talk and standby times are approximate and depend on network configuration, signal strength, and the features selected.

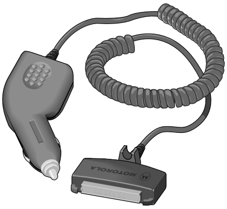
AC Travel Charger with International Plug Kit

The AC travel charger with international plug kit provides rapid charge for optimal performance and can be used to power the phone when the battery is depleted.

- Includes four international plug adapters for use in Europe, Australia, India, and the United Kingdom
- May be used with both the 9505 portable phone and desktop charger
- Allows you to use the 9505 portable phone while recharging the battery
- Convenient self-storing cord

Auto Accessory Adapter

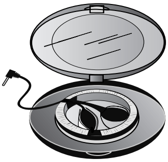
Restores full battery power for portable phone operation or desktop charger functions from any operating vehicle (using standard 12-volt accessory connector port).



- Make and receive phone calls using the auto accessory adapter for direct power when batteries are depleted
- Recharge battery while using the desktop charger or attached to portable phone

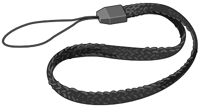
Headset

The convenient headset provides both an earphone and microphone in one small piece for simple hands-free and private telephone conversations. The headset plugs directly into the jack on the right side of your phone.

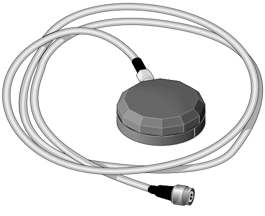


Lanyard Wrist Strap

The lanyard wrist strap is made of nylon. It provides a convenient way to carry your phone.



Portable Auxiliary Antenna

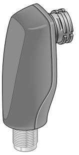


From one car to another, this compact pocket-sized antenna with convenient magnetic mount goes in every vehicle you do, to provide improved reception.

- For use with the portable phone
- Reliable magnetic mount, ceramic patch antenna
- Attached 1.5-meter cable

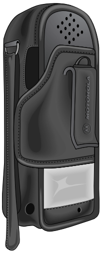
Note: The use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these devices.

Antenna Adapter



This adapter provides the required external antenna connection to use your 9505 portable phone with the portable auxiliary antenna.

Carry Case



This high-quality leather case helps protect your phone. It includes a belt clip and a lanyard wrist strap.

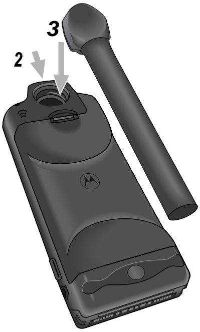
Getting Started

Getting started with your new satellite phone is easy. Just insert your phone’s SIM (Subscriber Identity Module) card and charge the battery. This chapter shows you how.

Attaching the Satellite Antenna

Attach the Antenna

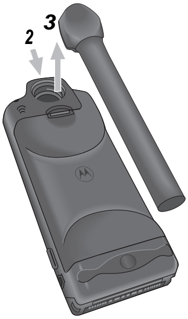
1. **Attach the antenna** in the down position.
2. **Press and hold** the lock release button at the top of the phone.
3. **Push the antenna** until it clicks into place and release the lock release button.



Remove the Antenna

You may want to remove the satellite antenna to attach an auxiliary antenna.

1. **Place the antenna** in the down position.
2. **Press and hold the lock release button** at the top of the phone.
3. **Remove the antenna** by pulling straight out.



What Is a SIM Card?

Your SIM (Subscriber Identity Module) card is a small smart card that contains your phone number, service details, and memory for storing Phone Book entries and messages.

Note: Your phone has limited functionality without the SIM card.

SIM Card Protection

You may want to keep your SIM card in your wallet or purse when you are not using your satellite phone. This helps keep your personal information secure and gives you access to your service even if your phone is not available. If you forget your phone, insert your SIM card into a friend’s phone to access your personal service.

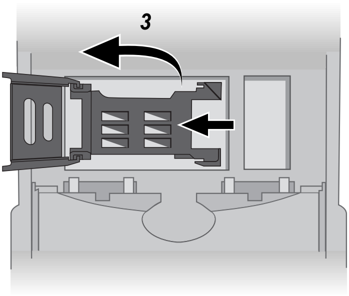
Caution: Do not bend or scratch your SIM card, and avoid exposing your card to static electricity, water, or dirt.

Installing/Removing the SIM Card

The SIM card is stored in a recess in the battery compartment. It is normally covered by the battery when you use your phone.

Caution: Make sure your phone is powered off before inserting or removing the SIM card. If you don’t, you may damage the memory on your SIM card.

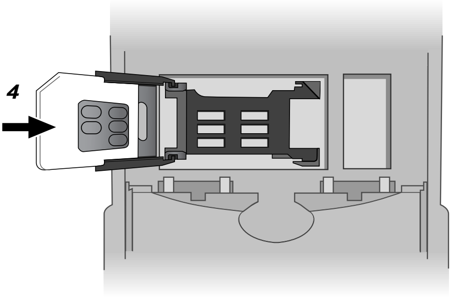
1. **Turn your phone off** by pressing and holding the ◎ key.
2. **Remove the battery cover and battery**. (See “Removing the Battery” on page 31.)
3. **Slide the SIM card tray** to the left and **lift up** the right side of the tray.



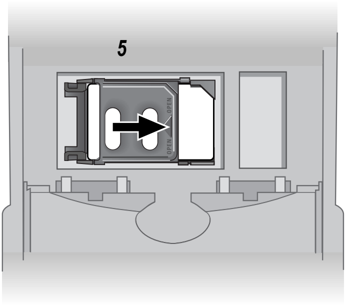
4. **Insert the SIM card into the tray** with the notch up and the gold plate facing out.

   or

   Remove the SIM card from the tray.



5. **Push down the SIM card tray** and **slide the tray** to the right to lock it in place.



6. **Replace the battery and battery cover**. (See “Insert the Battery” on page 29.)

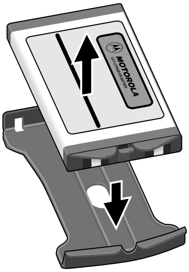
Removing the Battery Cover

Your new batteries are shipped uncharged and fitted with protective covers.

Save the covers for storing and carrying unused batteries. The covers prevent metal objects from contacting both battery terminals, which can reduce the risk of injury, or damage from a battery short circuit.

Remove the Battery Safety Cover

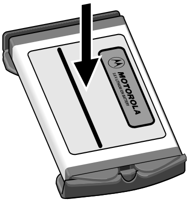
1. **Press in** the release latch.



2. **Continue pushing in and upwards** until the battery slips free from its cover.

Attach the Battery Safety Cover

1. **Lower the side** opposite the latch into the cover.

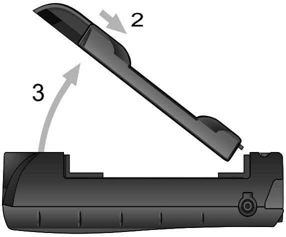


2. **Slip the side** with the release latch down until it clicks.

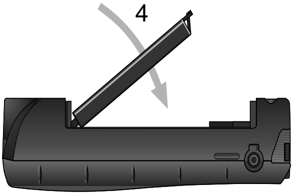
Installing the Battery

Insert the Battery

1. **Remove or rotate the satellite antenna** before installing the battery. (See “Attaching the Satellite Antenna” on page 24.)
2. **Press and hold the release latch** at the top of the battery compartment cover.
3. **Pull the cover upward**, and then remove it from the phone.

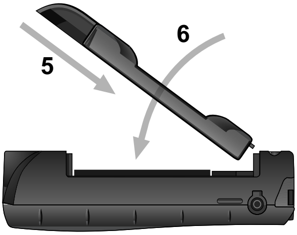


4. Align the arrows on the battery with the arrows in the battery compartment. **Insert the battery**, bottom end first, into the compartment, and then press the battery downward until it clicks into place.



Tip: *The battery compartment is located on the back of the phone.*

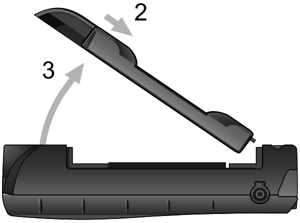
5. **Insert the bottom end** of the battery compartment cover into the slots at the end of the compartment.



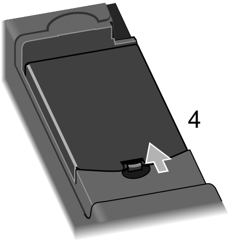
6. **Snap the cover** down into place.

Removing the Battery

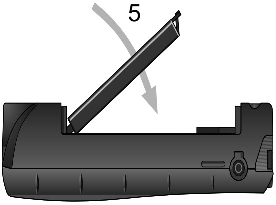
1. **Remove or rotate the satellite antenna** before removing the battery. (See “Attaching the Satellite Antenna” on page 24.)
2. **Press and hold the release latch** at the top of the battery compartment cover.
3. **Pull the cover upward**, and then remove it from the phone.



4. **Press and hold the release latch** at the base of the battery.

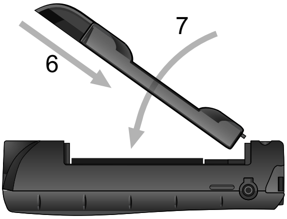


5. **Pull the battery upward** and out of the phone.



Tip: *The battery compartment is located on the back of the phone.*

6. **Insert the bottom end** of the battery compartment cover into the slots at the end of the compartment.



7. **Snap the cover down** into place.
8. **Replace** the battery safety cover. See “Attach the Battery Safety Cover” on page 28 for more information.

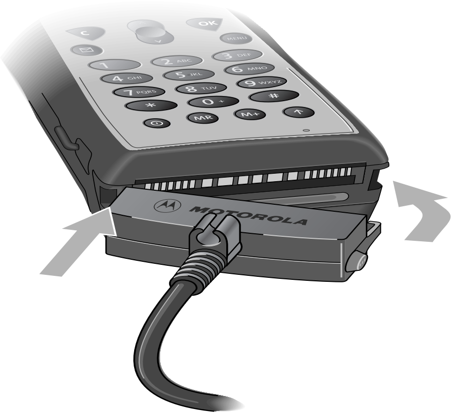
Charging the Battery

Any battery that hasn't been used for a month or more—including new batteries—should be charged for about 3–4 hours before use.

Using the Internal Charger

A battery charger is built right into your phone. Using either the travel charger or auto accessory adapter, you can plug the handset directly into a power source to charge the installed battery.

1. **Connect the travel charger** or auto accessory adapter to the phone.



2. **Plug the travel charger** or auto accessory adapter into the appropriate power source. The phone beeps, flashes the ▮▮▮ (battery charge) indicator, and displays Charging Battery
3. If the phone is powered on, **press** ◎ to place the phone in charge-only mode.

   If the phone is powered off, it automatically enters charge-only mode.

Note: You can still place and answer calls while using the internal charger. If you wish to place or answer a call:

Press ◉ to exit charge-only mode and return to normal operation.

Remember that talking on the phone uses power, so charging takes more time.

Checking Battery Charge Level

Low Battery Warning

When the battery level is low and only a few minutes of talk-time remains, your phone signals you in two ways:

- Low Battery appears on the display
- A warning tone (two double beeps) sounds

Note: To help maintain the best battery and phone performance, recharge your battery as soon as possible after you receive the low battery warning.

View Battery Meter

The 🔋 (battery charge) indicator appears continuously in the upper right corner of the display.

You can also display a more detailed battery meter at any time to check the charge level on your battery. See “Viewing the Battery Meter” on page 101 for more information.

Battery Information

Maximizing Battery Life

Caution: To prevent injuries or burns, do not allow metal objects to contact or short circuit the battery terminals.

Caution: At extreme temperatures (eg., -10°C) battery life capacity is significantly reduced.

To ensure maximum battery life and use your battery to its fullest capacity, observe the following guidelines.

- Always use Motorola-approved battery chargers
- Always use Motorola-approved batteries (Standard, High Capacity, Ultra High Capacity battery)
- Maintain the battery at or near room temperature when charging
- When you don’t plan on using a particular battery for a while, store the battery uncharged in a cool, dark, and dry place
- To prolong the life of your batteries, avoid exposing them to temperatures below -10°C (14°F) or above 45°C (113°F)
- Always take your phone with you when you leave your car

Disposing of Batteries

To dispose of batteries, check with your local recycling center for a battery recycler near you. Never dispose of batteries in fire.

Using Your Phone

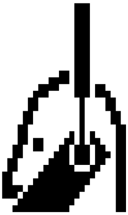
Read this chapter to learn how to get up and running with your new satellite phone.

Startup Procedures

Turn the Power On and Off

1. **Insert your SIM card** if necessary. (See “Installing/Removing the SIM Card” on page 26.)
2. **Press and hold** ◎ to turn the phone on and off.

   When you turn your phone’s power on, you will hear the wakeup tone (or feel a vibration if the VibraCall® alert function is activated) and see the wakeup screen. The wakeup screen displays a short animated sequence that reminds you to rotate and extend the antenna, and shows how to hold the phone for best reception (see illustration). You may see a number of other power-on messages (described on pages 39-40).



   When the ∅ (no service) indicator disappears and the ⌂ (home system) indicator appears, you are ready to make a call.

Power-On Messages

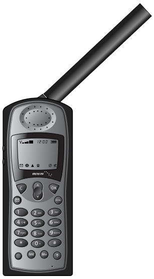
Once your phone is powered on, you may see:

Message	**Description**
Searching...	The phone is attempting to establish communications with the satellite network. See “Accessing the Network” on page 149.
Rotate and Extend Antenna	You also hear a tone when you see this message. Make sure the antenna is rotated upward and fully extended and has a clear unobstructed view of the sky.
Rotate Antenna Registering... **or** Registering...	Your phone is registering with the network. When the process is complete, you will see Registered. See “Accessing the Network” on page 149.
Check Signal	Your phone is unable to establish registration with the satellite network. Move to a location with a clear unobstructed view of the sky.
Invalid Account	Contact your service provider.
Enter Phone Unlock Code	Your phone was locked after the last use. Enter your four-digit unlock code and press OK to proceed. See “Locking and Unlocking Your Phone” on page 133.
Enter PIN	Enter the four- to eight-digit SIM card PIN code provided by your service provider and press OK to proceed. See “Protecting the SIM Card” on page 135.
Insert Card	Power off your phone, make sure your SIM card is inserted completely, and then power your phone on again.
Check Card	The SIM card is damaged or inserted the wrong way.

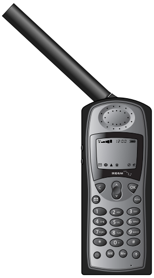
Message	Description
Blocked	If the SIM card PIN code is incorrectly entered three times in a row, your phone becomes blocked. See “Unblock the PIN Code” on page 136 for instructions on how to unblock it.
! Blocked	If the SIM card PIN2 code is incorrectly entered three times in a row, some features (e.g., Fixed Dialing) become blocked. See “Unblock the PIN2 Code” on page 138 for instructions on how to unblock PIN2.
Bad Card See Supplier	Your SIM card has been damaged or incorrectly issued. Contact your service provider for information.

Holding the Phone

1. **Rotate the antenna** to either the left or right detent. The antenna will stop here.

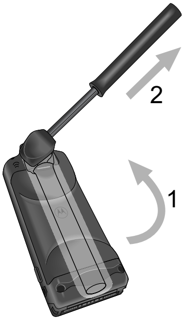


Left Detent

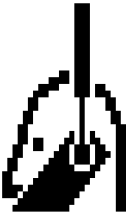


Right Detent

2. **Extend the antenna** by pulling out on the end of it.



The antenna should be vertical to the ground when you talk on the phone (as shown in the following illustration from the wakeup screen animated sequence).



3. Make sure the antenna has a clear unobstructed view of the sky.

Standby Mode

To conserve energy, your phone may turn off its display backlight when you have not pressed a key for several seconds. The light reappears the next time you press a key.

Placing a Call

To place a call, your phone must be powered on, have a SIM card inserted, be unlocked, and be in contact with the satellite network. See “Accessing the Network” on page 149 for network information.

You can enter a phone number up to a maximum of 20 digits. The digits are displayed in two rows, 16 digits in the top line and four digits in the next line.

Dial a Number

1. **Rotate and fully extend** the satellite antenna. “See Holding the Phone” on page 40.

Tip: *If you make a mistake, press* C *once to delete the last digit, or press and hold* C *to clear all digits.*

2. **Enter the number** using the digit keys. As you begin entering digits, you will see Call?.

   You must enter the phone number in international format:
   [*international access code*, 00, or +]
   [*country code* or *Iridium country code*]
   [*phone number*]

   Note: If you are calling another Iridium satellite subscriber, use the Iridium country code, then phone number.

3. **Press** OK. You will see Calling followed by the number you dialed.

   You will see either the flashing message Calling or the flashing messages Calling, Registering..., and the phone will play a series of setup tones.

If the call connects and is answered, Connected appears on the display for a few seconds, followed by End Call?.

If the call does not connect, you may see one of the following messages:

Message	Description
Rotate and Extend Antenna	Make sure the antenna is rotated upward and fully extended and has a clear unobstructed view of the sky.
Busy Try Later **or** Please Try Later	The phone is unable to access the network. Try again in a few minutes.
Restricted Area	The phone is unable to access the network. Move to an area where calls are allowed.
Redial?	Press OK to redial the number automatically. See “Automatic Redial” on page 44 for more information.

International Dialing

To make an international phone call:

1. **Press and hold 0+.**

   After a few seconds the international dialing prefix + appears in the display. This allows you to call from any country without knowing the local international access code.

2. **Enter the country code** followed by the phone number. The country code follows the conventional format.

Automatic Redial

If the number or your network is busy, you will see Redial? for five seconds.

Press OK to redial the number automatically.

Note: Your phone makes a maximum of ten redial attempts. If the call cannot be connected within this maximum, you will see the message Redial Failed.

Redial Last Number Called

Whenever your phone is on standby, you can redial the last number called:

1. **Press** OK to display the last number dialed.
2. **Press** OK again to place the call.

Dial Special Characters

You can insert special characters in your numbers:

To enter...	Then...
0	**Press** 0+.
*	**Press** *.
+ (for international calls)	**Press and hold** 0+.
□ (for pause dialing)	**Press and hold** *.
supplementary service numbers, PINs, and unblocking	**Press** # or * one or more times as necessary.

Dial a Number With Pauses

See “Using Pauses in Numbers” on page 67 for information on dialing numbers with pauses.

Dial a Number from the Phone Book

Your phone contains a phone book that you can use to store names and telephone numbers. Once you have stored information in your phone book, you can save dialing steps by:

- using one-touch dialing (page 83)
- recalling and dialing an entry by location (page 71)
- recalling and dialing an entry by name (page 70)
- recalling and dialing one of the last ten numbers called (page 80)

See “Managing the Phone Book” on page 59 for information on how to store and retrieve names and numbers from the phone book.

Call a Number in a Message

For details on how to call a phone number embedded in a message, see “Return a Call” on page 114 in the “Using Message Services” chapter.

End a Call

Use one of the following procedures to end a call:

- **Press** OK
- **Press** C

Receiving a Call

Receive a Phone Call

To receive a call, your phone must be powered on, have a SIM card inserted, be unlocked, and be in contact with the satellite network. See “Accessing the Network” on page 149 for network information.

There are two scenarios for receiving calls in satellite mode, depending on the antenna position:
(1) antenna raised and fully extended, or
(2) antenna stowed or in the down position.

Antenna Raised and Fully Extended

When you receive a call:

Tip: *See page 132 to set your phone’s alert.*

- Your phone rings and/or vibrates
- The status indicator alternates red and green
- The phone displays Call, followed by Answer? on the next line

To answer the call:

Press OK or any digit key (1 - 9WXYZ, * or #).

You will see Connected.

If the call does not connect properly, you may see one of the following messages:

Message	Description
Orient Antenna Call Attempt	You need to fully extend the antenna upwards with a clear unobstructed view of the sky.
Call Failed	The antenna is not properly adjusted or the network signal is not strong enough.

Antenna Stowed or in the Down Position

When you receive a call:

- The phone chirps up to three times to alert you of an incoming call
- The phone displays Rotate Antenna, followed by Call Attempt on the next line

You must rotate and extend the antenna as quickly as possible to receive the call.

Rotate and fully extend the antenna as described in “Holding the Phone” on page 40

You will see Iridium Call Attempt. Do not attempt to answer until the phone rings or vibrates.

After several seconds, your phone will ring or vibrate and display Call followed by Answer? on the next line.

To answer the call:

Press OK or any digit key (1 - 9WXYZ, * or #).

You will see Connected.

If the call does not connect properly, you may see one of the following messages:

Message	Description
Orient Antenna Call Attempt **or** Rotate Antenna Call Attempt	You need to fully extend the antenna upwards with a clear unobstructed view of the sky.
Call Failed	The antenna is not properly adjusted or the network signal is not strong enough.

End a Call

Use one of the following procedures to end a call:

- **Press** OK
- **Press** C

Unanswered Calls

If you are away from your phone or choose not to answer a call, your phone displays the message Unanswered Call.

Personal Mailbox

Callers who are unable to reach you can leave numeric, text, and voice messages. The next time you register with the satellite network you will receive these messages. Then you will have the option of returning the call or saving the message for later viewing.

For information on retrieving messages, see “Accessing Received Messages” on page 110.

Additional Phone Features

Lock and Unlock the Keypad

To prevent accidental usage of the phone, press the # and * keys simultaneously to lock the keypad. All keys with the exception of the ◎ key are disabled. You can still answer an incoming call by pressing OK when the keypad is locked.

To remove the keypad lock, press # and * simultaneously.

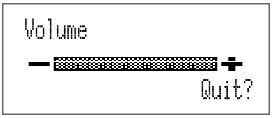
Adjust Earpiece Volume

To adjust earpiece volume:

- **Increase the volume** by pressing the upper volume control key
- **Decrease the volume** by pressing the lower volume control key

Tip: *The volume control keys are located on the side of the phone.*

As you press the keys, the phone's speaker demonstrates the new volume level. The bar graph in the display represents the volume level. The higher the graph, the louder the volume.



Volume

Quit?

Note: You can also use the volume control keys to scroll through Phone Book entries.

Adjust Ringer Volume

To adjust the ringer volume:

Tip: *The volume control keys are located on the left side of the phone.*

Press ↑ and then the up or down volume control key

The phone sounds the new volume level as you adjust it.

Note: You can also use the Phone Setup menu to adjust ringer volume. See “Adjust the Ringer Volume” on page 131 for more information.

View Your SIM Card Phone Number

To retrieve and view your phone number from your SIM card:

Press MR #

Notes: If you do not see your phone number, the number has not been programmed onto your SIM card. You can program your phone number onto your SIM card by following the steps described in “Modify Your Phone Number(s)” on page 82.

You can also use the Phone Book menu to view your phone number. See “View Your SIM Card Phone Number(s)” on page 81 for more information.

Using In-Call Features

Read this chapter to learn how to use In-Call menu features. The In-Call menu is displayed when you press MENU during a call.

Muting a Call

For privacy during a call, try muting the phone. You hear the party on the other end, but the other party does not hear you.

While in a call:

Tip: *You can also mute the phone from the Quick Access menu. See "Using the Quick Access Menu" on page 56.*

1. **Press** MENU until you see Turn Mute on or off.
2. **Press** OK to select. You will see Mute.

To unmute a call:

Press OK again to resume your conversation.

or

1. **Press** MENU until you see Turn Mute on or off.
2. **Press** OK to select.

Using the Menus

Many of your phone's features are organized into lists of options called *menus*. There are three menus:

- The main **Options menu** lets you select and/or adjust phone features
- The **Quick Access menu** gives you instant access to the menu features you use most frequently
- The **In-Call menu** gives you access to call-related features when you are in a call

Some options give you access to additional lists of options called *submenus*.

Using the Options Menu

The Options menu gives you access to your phone's features and options. You can *not* access this menu during a call.

Navigate the Options Menu

Learning how to use just a few keys enables you to move freely through the entire menu system.

If you want to...	**Then...**
enter the Options menu	**Press** MENU. You will see the first available submenu.
scroll through the Options menu	• **Press** MENU to scroll forward. • **Press** ▲▼ to scroll backward or forward.
select options and submenus	**Press** OK to select a menu option or submenu when that option or submenu name is displayed.
exit features and menus	• **Press** C to exit the feature or submenu. • **Press and hold** C to exit the Options menu.

How the Phone Responds

As you scroll through the Options menu, you will see one of three questions on the bottom line of the display.

If your phone asks...	**Then...**
View Options?	**Press** OK to enter the submenu.
Select?	**Press** OK to select the displayed feature.
Quit?	**Press** OK to exit the feature.

Display Messages and Indicators

If you see...	**Then...**
✓ Completed	This indicates a feature has been activated.
! Failed	The display returns to the menu in a few seconds.
Enter PIN **or** Enter Name	Enter requested information, then press OK.
☞ Busy Try Later	You may have requested information while your phone was completing another task.
↕	The scroll bar indicates where you are in a menu.
⌛	Your phone may take a few seconds to request settings from the network.

Customize the Options Menu

To personalize the Options menu—to hide and move features—see “Move Menu Features” on page 162.

Using the Quick Access Menu

The Quick Access menu is a way to keep your favorite menu options readily accessible. Each digit key, 1 to 9WXYZ, is matched to a Quick Access feature. See the table on page 57 for the default setup.

If you know the number of the feature, activating that option takes only two button presses! If you do not know the number or want to review your options, just scroll through the icon menu and read the tag attached to each option.

Activate the Feature Directly

To access the feature directly:

Press ↑, and then **press** the digit key of the feature.

Scroll to the Feature

To scroll to the feature:

1. **Press** ↑.
2. **Press** MENU to scroll through the available features.
3. **Press** OK to select a feature.

Default Quick Access Settings

The following features (and associated icons) are the default settings for the Quick Access menu.

Key	Icon	Quick Access Feature
1	A B	**Find Name** searches your Phone Book by the full name.
2 ABC	🔇	**Mute** mutes and unmutes a call in progress.
3 DEF	✉	**Call Voicemail**[1] calls your voicemail number to check your voicemail.
4 GHI	- 🔋 +	**Battery Meter** displays a fuel gauge indicating charge. The more bars, the greater the charge.
5 JKL	123 ➡	**Lock Now** locks your phone immediately.
6 MNO	📳	**Vibrate On/off** activates or deactivates the VibraCall® alert function.
7 PQRS	✉ ←	**Read Messages** displays the newest message received.
8 TUV	📱	**Register Now** initiates a search for the Iridium satellite network. You must wait three minutes between registration attempts.
9 WXYZ	📱 ↗	**Forward On/Off**[1] activates or deactivates unconditional call forwarding depending on the current setting.

1 You must subscribe to this network feature through your service provider. Contact your service provider for additional information.

Customize the Quick Access Menu

See “Personalizing the Quick Access Menu” on page 164 for instructions on how to modify the feature selection on the Quick Access menu.

Managing the Phone Book

Your satellite phone can store up to 100 names and numbers, and your SIM card expands memory capacity even more.

You can use the dedicated keys or the Phone Book menu to add and retrieve numbers from the phone book. With the Phone Book menu you can also access phone book maintenance and security features.

Phone Book Menu

- Phone Book
  - Personal Numbers
    - Find Entry By Name
      - Enter Name:
        - Call Number
        - Modify Name Or Number
        - Erase Name And Number
    - Find Entry By Location
      - Enter Location:
        - Call Number
        - Modify Name Or Number
        - Erase Name And Number
    - Add Entry
      - Add To Phone Memory
      - Add To SIM Card Memory
    - Check Capacity
      - Check Phone Capacity
      - Check SIM Capacity
    - Prevent Access
      - No Memory Restrictions
      - To Phone Memory
      - To SIM Card Memory
      - To Phone & SIM Memory
  - Show Services
  - Last Ten Calls
    - Last Calls Made
    - Erase All Numbers
  - My Phone Number(s)
  - Fixed Dialing
    - View Fixed Dial List
    - Setup Fixed Dialing
      - On/Off
      - Edit Entry
      - Add Entry
      - Erase Entry
  - One-Touch Dial Setting
    - To Phone Memory
    - To SIM Card Memory
    - To Fixed Dial List

Organizing Your Phone Book

Each name and phone number in your Phone Book is stored in a numbered memory location. The satellite phone has two types of memory—phone memory and SIM card memory.

	Phone Memory	**SIM Card Memory**[1]
Personal Numbers	100 entries	155 entries
Fixed Dial Numbers	No entries	40 entries
Phone Number Digits	32	20
Name Characters	16	16
Location Numbers	1-100	101-255

[1] SIM card capacity varies depending upon the card issued by your service provider.

Your phone's memory can seem overwhelming if you do not have a strategy for organizing your Phone Book. Begin setting up your Phone Book by asking yourself three questions:

Which numbers do I call most?

Make a list of the numbers you call most frequently. You will probably want to store these numbers in the first nine memory locations of your Phone Book. You can then dial them with a single keystroke by using one-touch dialing.

When do I use these numbers?

Group the numbers on the list according to when you use them. Most people call a different set of numbers during the day than they do in the evening and on weekends. You can switch one-touch dialing to your phone’s memory (locations 1–9), your SIM card’s memory (locations 101–109), or to your fixed dial list (locations 1–9). Store your evening and weekend numbers on one type of memory and your daytime numbers on another.

Which numbers do I need to keep secure?

Tip: *If you have many entries, group them in blocks of ten to make them easier to find.*

Use your SIM card to store the numbers you need to keep secure, like the numbers of friends and family members. You can remove your SIM card and keep it securely in your wallet or purse when you are not using your phone. If you wish, you can even require a PIN code every time your SIM card is inserted into *any* phone. (To deactivate your PIN code, see “Activate and Deactivate the SIM Card PIN Code” on page 135.) Store more public numbers, like business associates and travel agents in your phone’s memory.

Getting to Personal Numbers...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to Personal Numbers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Storing Names and Numbers

Add an Entry

Use the Options Menu

1. **Follow the steps in** “Getting to Personal Numbers...” to get to Add Entry, and then **press** OK.
2. **Press** MENU to scroll to Add To Phone Memory or Add To SIM Card Memory.
3. **Press** OK to select. You will see Enter Number.
4. **Enter a number**, and then **press** OK. You will see Enter Name.
5. **Enter a name** (as described in “Entering Names” on page 65), and then **press** OK. You will see Enter Location.
6. **Enter a one-, two-, or three-digit location number** (1-100 for phone memory or 101-255 for SIM memory*), and then **press** OK. You will see Stored XXX.

   or

   Press OK to select the next available location. You will see Stored XXX.
7. **Press and hold** C to exit the menu.

Tip: *Numbers should be entered in international format.*

---

* SIM memory is dependent on your SIM card.

Tip: *If you have more than one number for the same person, try attaching a descriptive tag to the name, like* Home, Office, *or* Mobile.

Use the Dedicated Keys

1. **Enter the phone number** you want to store.
2. **Press** M+ to begin storing.
3. **Press** MENU to scroll to Add To Phone Memory or Add To SIM Card Memory, and then **press** OK. You will see Enter Number, followed by the number you entered.
4. **Press** OK to accept the number. You will see Enter Name.
5. **Enter a name** (as described in “Entering Names” on page 65), and then **press** OK. You will see Enter Location.
6. **Enter a one-, two-, or three-digit location number**, and then **press** OK. You will see Stored XXX.

   or

   Press OK to store the entry in the next empty memory location. You will see Stored XXX.

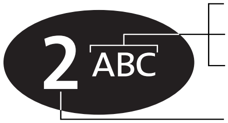
Adding Entry Messages

When you enter the location number for your entry, you may see one of these messages:

Message	Description
Stored XXX	You have stored the entry.
Range XXX-XX	You have chosen a memory location outside the appropriate range. Enter a new number within the range listed on the display.
Overwrite?	You have chosen an occupied location. Press OK to overwrite the location or press any other key to try another location.

Entering Names

You can use the keypad to produce any letter in the alphabet. For example, press 2 ABC to enter the letters A, B, or C, as shown:



press 1 time to insert an A
press 2 times to insert a B
press 3 times to insert a C

press 4 times to insert a 2

Enter Characters

1. **Enter a letter** by pressing a key as many times as necessary.
2. **Press** MENU to advance the cursor.
3. **Repeat steps 1 and 2** as many times as necessary, and then **press** OK.

Tip: *Press and hold any numeric key to toggle between uppercase and lowercase characters.*

Correct an Entry

To **delete** a character:

1. **Press** MENU to scroll the cursor to the right of the character you want to delete.
2. **Press** C to delete one character at a time.

   or

   Press and hold C to clear the display.

To **add** a character:

1. **Press** MENU to scroll the cursor to the location where you want to add a character.
2. **Enter a letter** by pressing a key as many times as necessary.

Available Characters

Use this chart as a guide for producing characters:

1	Space . 1 ? ! , @ _ & : “ ( ) ‘ ¿ ¡ % £ $ Space . 1 ? ! , @ _ & : “ ( ) ‘ ¿ ¡ % £ $
2 ABC	A B C 2 Ä Å à Æ β Ç a b c 2 ä å à æ β ç
3 DEF	D E F 3 Δ É è Φ d e f 3 Δ é è Φ
4 GHI	G H I 4 Γ ì g h i 4 Γ ì
5 JKL	J K L 5 Λ j k l 5 Λ
6 MNO	M N O 6 Ñ Ö Ø Ò Ω m n o 6 ñ ö ø ò Ω
7 PQRS	P Q R S 7 Π ß Σ p q r s 7 Π ß Σ
8 TUV	T U V 8 Θ Ü ù t u v 8 Θ ü ù
9 WXYZ	W X Y Z 9 Ξ Ψ w x y z 9 Ξ Ψ
0 +	+ - 0 x * / = > < # + - 0 x * / = > < #

The upper line for each key shows the uppercase characters. The lower line for each key shows the lowercase characters.

Using Pauses in Numbers

When you call automated systems, a recorded message prompts you for numbers such as PIN numbers and account numbers. You can store these numbers in the same memory location as the automated system's access number. Separate the numbers with "pauses"—special characters that tell your phone to wait a few seconds before sending additional numbers—and store the string in the same way you would other numbers.

Enter Pauses in Numbers

1. **Enter the phone number** you use to access the automated system.
2. **Press and hold** *. You will see a ¤ (pause) character inserted into the number entry.
3. **Enter the next group of numbers**. For example, enter your PIN number. If the automated system requires a * or #, enter those symbols, too.
4. **Repeat steps 2 to 3** as many times as necessary.
5. **To store the entry** follow the procedures in "Add an Entry" on page 63.

Tip: *You can store 32 characters in a phone memory location, or 20 characters in a SIM card memory location. A pause is equal to one character.*

Dial Numbers With Pauses

To dial a number with pauses:

1. **Recall the entry**. (See “Locating Entries” on page 70.)
2. **Press** OK to place the call.

   The first pause in the number waits until the call is answered. When the automated system answers, your phone waits a few seconds and then automatically sends the next set of numbers, then the next, until all numbers are sent.

Tip: *Your phone displays up to 32 digits (two rows of 16 digits) when you enter a number with pauses.*

Using Phone Number Prefixes

You can save time when you dial by storing the prefixes that you often use. This is sometimes called “postscripting.” Your satellite phone allows you to change or add to Phone Book entries without overwriting them.

Store a prefix in your Phone Book just as you would any other number. See “Storing Names and Numbers” on page 63.

Use a Stored Prefix

To use a stored prefix:

1. **Recall the prefix** from your Phone Book. (See “Locating Entries” on page 70.)
2. **Add** the remaining numbers.
3. **Press** OK to place the call.

Tip: *Try naming the prefix by area, like* Downtown*,* Suburbs*, or* Germany*.*

Change Entry to a Similar Number

To change an entry to a similar number:

1. **Recall the number** from your Phone Book. (See “Locating Entries” on page 70.)
2. **Press** C to delete the unwanted digits.
3. **Enter** the replacement digits.
4. **Press** OK to place the call.

Getting to Personal Numbers...

1. **Press** MENU until you see `Phone Book`, and then **press** OK.
2. **Press** MENU to scroll to `Personal Numbers`, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Locating Entries

Find an Entry by Name

Search your Phone Book by the first few letters of the entry.

Tip: *Your phone sorts SIM card memory and phone memory together alphabetically.*

Note: If you have restricted access to either SIM card or phone memory, those entries will not be available. For more information, see “Preventing Access to the Phone Book” on page 74.

1. **Follow the steps in** “Getting to Personal Numbers...” to get to `Find Entry By Name`, and then **press** OK to select. You will see `Enter Name`.

Tip: *Use the MENU, ⇕, or volume control keys on the side of the phone to scroll through Phone Book entries.*

2. **Enter one or more characters** of the entry, and then **press** OK. If necessary, scroll to the entry you are looking for.
3. **Press** OK to access options for that entry, and then proceed to “Calling, Modifying, or Erasing an Entry” on page 72.

Getting to Personal Numbers...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to Personal Numbers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Find an Entry by Location

Find an entry by its location number.

Use the Options Menu

1. **Follow the steps in** “Getting to Personal Numbers...” to get to Find Entry By Location, and then **press** OK to select. You will see Enter Location.
2. **Enter the one-, two-, or three-digit location number**, and then **press** OK. You will see the entry displayed.

   If you enter an empty location number, you will see Location XXX is Empty. Your phone then selects the next available location. If no numbers are stored, you will see No Numbers Stored.
3. **Press** OK to access options for that entry, and then proceed to “Calling, Modifying, or Erasing an Entry” on page 72.

Use the Dedicated Keys

1. **Press** MR. You will see Enter Location.
2. **Enter the one-, two-, or three-digit location number** of the entry, and then **press** OK. You will see the entry displayed.

   If you enter an empty location number, you will see Location XXX is Empty. Your phone then selects the next available location.
3. **Press** OK to call the displayed entry. You will see the number followed by Calling.

Calling, Modifying, or Erasing an Entry

Once you have selected a Phone Book entry, you can call, change, or erase that entry.

Call a Selected Entry

1. **Find an entry**, and then **press** OK. (See “Locating Entries” on page 70.)
2. **Press** MENU until you see Call Number, and then **press** OK. You will see Calling followed by the number you dialed.

Modify a Name or Number

Tip: *For help entering letters or changing entries, see “Entering Names” on page 65.*

1. **Find an entry**, and then **press** OK. (See “Locating Entries” on page 70.)
2. **Press** MENU until you see Modify Name Or Number, and then **press** OK. You will see Edit Number, followed by the phone number stored in that entry.
3. **Enter changes** to the number, and then **press** OK. You will see the name stored in that entry.
4. **Enter changes** to the name, and then **press** OK. You will see Modified XXX.

Erase a Name and Number

1. **Find an entry**, and then **press** OK. (See “Locating Entries” on page 70.)
2. **Press** MENU until you see Erase Name And Number, and then **press** OK. You will see Erased xxx.

Getting to Personal Numbers...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to Personal Numbers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Checking Phone Book Capacity

Use this feature to see how many available memory locations you have in either SIM card memory or phone memory.

1. **Follow the steps in** “Getting to Personal Numbers...” to get to Check Capacity, and then press OK to select.
2. **Press** MENU until you see Check Phone Capacity or Check SIM Capacity, and then **press** OK. You will see XXX Unused Locations.
3. **Press and hold** C to exit the menu.

Preventing Access to the Phone Book

You may want to restrict memory access when loaning your phone to others. You can choose to prevent access to the phone memory, SIM memory, or both.

1. **Follow the steps in** “Getting to Personal Numbers...” to get to `Prevent Access`, and then **press** OK to select.
2. **Press** MENU until you see the restriction type you desire: `No Memory Restrictions`, `To Phone Memory`, `To SIM Card Memory`, or `To Phone & SIM Memory`.
3. **Press** OK to select the displayed option. You will see `Enter Security Code`.
4. **Enter security code**. Enter your six-digit security code. You will see `Completed`.
5. **Press and hold** C to exit the menu.

Tip: *The factory default security code is: 000000.*

Note: If you restrict access to either phone memory **or** SIM memory and try to access an entry stored in that type of memory, you will see a list of the entries that are not restricted. If you prevent access to both your phone memory **and** SIM memory and then try to access an entry, you will see `Restricted`.

Getting to Fixed Dialing...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to Fixed Dialing, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Restricting Phone Use

You can restrict calling on your phone to a list of numbers that you create. When the fixed dialing feature is active, you can only call numbers or use prefixes (for example, country codes or area codes) that exactly match those stored in your fixed dial list. You can store up to 40 entries on your list. These entries are stored on your SIM card.

Activate Fixed Dialing

Use this feature to activate fixed dialing. For instructions on how to store entries in the fixed dial list, see “Add an Entry” on page 76.

Note: The fixed dialing feature restricts access to your SIM memory.

1. **Follow the steps in** “Getting to Fixed Dialing...” to get to Setup Fixed Dialing, and then **press** OK to select. You will see Enter PIN2.
2. **Enter code**. Enter your SIM card PIN2 code, and then **press** OK.
3. **Press** MENU until you see On or Off, and then **press** OK. You will see Completed.
4. **Press and hold** C to exit the menu.

Tip: *You should have received your SIM card PIN2 code from your service provider.*

Add an Entry

To add an entry to the fixed dial list:

1. **Follow the steps in** “Getting to Fixed Dialing...” to get to Setup Fixed Dialing, and then **press** OK to select. You will see Enter PIN2.

Tip: *Phone numbers must be in international format.*

2. **Enter code**. Enter your SIM card PIN2 code, and then **press** OK.
3. **Press** MENU until you see Add Entry, and then **press** OK. You will see Enter Number.
4. **Enter the number**, and then **press** OK. You will see Enter Name.

Tip: *See “Entering Names” on page 65 for help entering letters.*

5. **Enter the name**, and then **press** OK. You will see Enter Location.
6. **Enter a location number**, and then **press** OK. You will see Stored.
7. **Press and hold** C to exit the menu.

Getting to Fixed Dialing...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to Fixed Dialing, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Erase an Entry

To erase an entry in the fixed dial list:

1. **Follow the steps in** "Getting to Fixed Dialing..." to get to Setup Fixed Dialing, and then **press** OK to select. You will see Enter PIN2.
2. **Enter code**. Enter your SIM card PIN2 code, and then **press** OK.
3. **Press** MENU until you see Erase Entry, and then **press** OK to select. You will see the first entry in your fixed dial list.
4. **Press** MENU to scroll to the number you wish to erase. You will see Erased?.
5. **Press** OK to confirm. You will see Erased.
6. **Press and hold** C to exit the menu.

Tip: *You should have received your SIM card PIN2 code from your service provider.*

Edit an Entry

To edit an entry in the fixed dial list:

1. **Follow the steps in** "Getting to Fixed Dialing..." to get to Setup Fixed Dialing, and then **press** OK to select. You will see Enter PIN2.
2. **Enter code**. Enter your SIM card PIN2 code, and then **press** OK.
3. **Press** MENU until you see Edit Entry, and then **press** OK to select. You will see the first entry in your fixed dial list.
4. **Press** MENU to scroll to the entry you want to change, and then **press** OK. You will see the current number for that location.
5. **Enter changes** to the number, and then **press** OK. You will see the current name for that location.
6. **Enter changes** to the name, and then **press** OK. You will see the current location.
7. **Enter a new location**, and then **press** OK. You will see Modified.
8. **Press and hold** C to exit the menu.

Getting to Fixed Dialing...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to Fixed Dialing, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

View Your Fixed Dialing List

This feature enables you to review, but not change, your fixed dial list.

1. **Follow the steps in** “Getting to Fixed Dialing...” to get to View Fixed Dial List, and then **press** OK to select. You will see the first number on your fixed dial list.
2. **Press** MENU to scroll through the numbers on your fixed dial list.
3. **Press and hold** C to exit the menu.

Getting to Phone Book Features...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Viewing the Last Ten Calls Made or Received

Your phone saves the last ten phone numbers you dialed.

To view the phone numbers of the last ten calls you have made:

1. **Follow the steps in** "Getting to Phone Book Features..." to get to Last Ten Calls, and then **press** OK to select.
2. **Press** MENU to scroll to Last Calls Made or Erase All Numbers, and then **press** OK to select.
3. If you select Last Calls Made, **press** MENU to scroll to the number you are looking for, and then **press** OK to place a call to that number.

   or

   If you select Erase All Numbers, you will see Completed.
4. **Press and hold** C to exit the menu.

Tip: *If you want to add a number from* Last Ten Calls *to your Phone Book, press* M+ *when the number is displayed, then follow the steps in "Storing Names and Numbers" on page 63.*

Viewing and Modifying Your Phone Numbers

View Your SIM Card Phone Number(s)

You can program up to three phone numbers (such as your voice and data phone numbers) onto your SIM card. Use this feature to view your phone number(s).

1. **Follow the steps in** “Getting to Phone Book Features...” to get to My Phone Number(s).
2. **Press** OK to select. You will see your phone’s voice phone number followed by Modify?.
3. **Press** MENU to scroll through your numbers.
4. **Press and hold** C to exit the menu.

Note: If you do not see your phone number(s), they have not been programmed onto your SIM card. You can program your voice phone number and other phone numbers onto your SIM card by following the steps described in “Modify Your Phone Number(s)” on page 82.

Tip: *Pressing* MR # *also brings up your phone number.*

Getting to Phone Book Features...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Modify Your Phone Number(s)

Use this feature to modify or program your voice phone number onto your SIM card. You can also program other phone numbers (for example, a data phone number) onto your SIM card. You can have up to three phone numbers.

1. **Follow the steps in** “Getting to Phone Book Features...” to get to My Phone Number(s).
2. **Press** OK to select. You will see your phone’s voice phone number followed by Modify?.
3. **Press** MENU to scroll to the number you want to modify.
4. **Press** OK to modify the number. You will see Edit Number followed by the number for the selected entry.
5. **Enter changes** to the number, and then **press** OK. You will see Edit Name followed by the name for the entry selected.
6. **Enter changes** to the name (as described in “Entering Names” on page 65) and then **press** OK. You will see Stored.
7. **Press and hold** C to exit the menu.

Using One-Touch Dialing

One-touch dialing enables you to place calls instantly. You can choose to dial the phone numbers in the first nine memory locations in either your SIM memory, phone memory, or your fixed dial list. You choose which type of memory you want to be active with this feature.

Set Up One-Touch Dialing

To set the active memory for one-touch dialing:

1. **Follow the steps in** “Getting to Phone Book Features...” to get to One-Touch Dial Setting, and then **press** OK to select.
2. **Press** MENU to scroll through To Phone Memory, To SIM Card Memory, or To Fixed Dial List, and then **press** OK to select the displayed option. You will see Completed.
3. **Press and hold** C to exit the menu.

Getting to Phone Book Features...

1. **Press** MENU until you see Phone Book, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Use One-Touch Dialing

To use one-touch dialing:

Press and hold the appropriate digit key.

For example, press and hold 2ABC to dial the number stored in location 2 of your phone memory, location 2 of your fixed dial list, or 102 of your SIM memory, depending on your setting.

Tip: *You do not need to press* OK *to call the number when you use one-touch dialing.*

Viewing Service Phone Numbers

The show services feature provides a read-only list of service phone numbers that are pre-programmed by your service provider. This list resides on the SIM card and allows for call placement only.

1. **Follow the steps in** “Getting to Phone Book Features...” to get to Show Services.
2. **Press** OK to select. You will see a list of service phone numbers.
3. **Press** MENU to scroll to the number you are looking for.
4. **Press** OK to place a call to that number.

   or

   Press and hold C to exit the menu.

Note: If you do not see any service dialing number(s), they have not been programmed onto your SIM card. Contact your service provider for more information.

Using Calling Features

This chapter describes call-related features. Many of these features are network features that you must subscribe to in order to access.

Call Related Features Menu

Call Related Features

- Show Battery Meter
- Show Signal Strength
- Pending Call Drop
  - On/Off
- Call Forwarding[1]
  - Forward When Unavailable
    - On/Off
  - Forward All Calls
    - On/Off
  - Detailed Forwarding[2]
    - Forward Voice Calls
      - Forward All Voice Calls
        - On/Off
      - If Busy
        - On/Off
      - If No Answer
        - On/Off
      - If Not Reachable
        - On/Off
    - Forward Data Calls
  - Cancel All Forwarding
- Call Waiting[1]
  - On/Off
- Call Barring[2]
  - Bar Outgoing Calls
    - Intl Calls
    - Intl Calls Except Home
    - All Calls
    - On/Off
  - Bar Incoming Calls
    - When Roaming
    - All Calls
    - On/Off
  - Cancel All Barring
  - Change Bar Password

[1] This feature is network and subscription dependent.

[2] This feature is network and subscription dependent. It is available only when the extended menus are activated.

Getting to Call Forwarding...

1. **Press** MENU until you see Call Related Features, and then **press** OK .
2. **Press** MENU to scroll to Call Forwarding, and then **press** OK .
3. **Press** MENU to scroll to one of the features described below.

Forwarding Calls When Unavailable

Use this feature when you are unable to answer your phone calls.

Note: You must subscribe to this network feature through your service provider. Contact your service provider for additional information.

To activate this feature:

1. **Follow the steps in** “Getting to Call Forwarding...” to get to Forward When Unavailable, and then **press** OK to select. Your phone takes a moment to request the current setting from the network.
2. **Press** MENU to scroll to On or Off, and then **press** OK to select.
    - If you select On, continue with **step 3**
    - If you select Off, continue with **step 5**
3. **Press** MENU to scroll to Voicemail or Other Number, and then **press** OK to select.
    - If you select Voicemail, continue with **step 5**
    - If you select Other Number, then you will see Enter Number. Continue with **step 4**
4. **Enter the number** you want calls forwarded to, and then **press** OK .
5. **Press and hold** C to exit the menu.

Tip: *If you have not yet stored a voicemail number, go to page 124 to learn how.*

Getting to Call Forwarding...

1. **Press** MENU until you see Call Related Features, and then **press** OK.
2. **Press** MENU to scroll to Call Forwarding, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Forwarding All Your Calls

This feature forwards all of your calls to the number you choose. Your phone does not ring.

Note: You must subscribe to this network feature through your service provider. Contact your service provider for additional information.

To activate this feature:

1. **Follow the steps in** “Getting to Call Forwarding...” to get to Forward All Calls, and then **press** OK to select. Your phone takes a moment to request the current setting from the network.
2. **Press** MENU to scroll to either On or Off, and then **press** OK to select.
    - If you select On, your phone takes a moment to contact the network and update the setting. You will see Call Forward On. Continue with **step 3**
    - If you select Off, continue with **step 5**
3. **Press** MENU to scroll to Voicemail or Other Number, and then **press** OK to select.
    - If you select Voicemail, continue with **step 5**
    - If you select Other Number, then you will see Enter Number. Continue with **step 4**

Tip: *If you have not yet stored a voicemail number, go to page 124 to learn how.*

4. **Enter the number** you want calls forwarded to, and then **press** OK.
5. **Press and hold** C to exit the menu.

Getting to Call Forwarding...

1. **Press** MENU until you see Call Related Features, and then **press** OK.
2. **Press** MENU to scroll to Call Forwarding, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Using Detailed Call Forwarding

This feature lets you select the specific situations when you want your calls forwarded. The Forward When Unavailable and Forward All Calls features override the settings you select here.

Notes: You must subscribe to this network feature through your service provider. Contact your service provider for additional information

This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139

Voice Calls

To forward voice calls:

1. **Follow the steps in** “Getting to Call Forwarding...” to get to Detailed Forwarding, and then **press** OK to select. Your phone takes a moment to request the current setting from the network.
2. **Press** MENU to scroll to Forward Voice Calls, and then **press** OK to select.
3. **Press** MENU to scroll to the option you desire: Forward All Voice Calls, If Busy, If No Answer, or If Not Reachable.

4. **Press** OK to select the displayed option. Your phone takes a moment to contact the network and update the setting. You will see Call Forward On.
5. **Press** MENU to scroll to either Voicemail or Other Number, and then **press** OK.
    - If you select Voicemail, continue with **step 7**
    - If you select Other Number, then you will see Enter Number. Continue with **step 6**
6. **Enter the number** you want calls forwarded to, and then **press** OK.
7. **Press and hold** C to exit the menu.

Tip: *If you have not yet stored a voicemail number, go to page 124 to learn how.*

Getting to Call Forwarding...

1. **Press** MENU until you see Call Related Features, and then **press** OK.
2. **Press** MENU to scroll to Call Forwarding, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Canceling All Forwarding

This feature cancels all call forwarding settings.

Note: You must subscribe to this network feature through your service provider. Contact your service provider for additional information.

1. **Follow the steps in** “Getting to Call Forwarding...” to get to Cancel All Forwarding, and then **press** OK to select.

   Your phone takes a moment to contact the network and update the setting. You will see Call Forward Off. All call forwarding settings are now set to Off.

2. **Press and hold** C to exit the menu.

Getting to Call Related Features...

1. **Press** MENU until you see Call Related Features, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Restricting Calls with Call Barring

You can use call barring to restrict both incoming and outgoing calls. Call barring is useful if you are loaning your phone to others or when you wish to control incoming calls. When you change one of your call barring settings, your phone takes a few seconds to request the setting from the network.

Notes: You must subscribe to this network feature through your service provider. Contact your service provider for additional information

This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139

Getting to Call Barring...

1. **Press** MENU until you see `Call Related Features`, and then **press** OK.
2. **Press** MENU to scroll to `Call Barring`, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by `Select?`.

Bar Outgoing Calls

This feature enables you to receive incoming calls but prevents outgoing calls.

To bar outgoing calls:

1. **Follow the steps in** “Getting to Call Barring...” to get to `Bar Outgoing Calls`, and then **press** OK to select.
2. **Press** MENU to scroll to `Intl Calls`, `Intl Calls Except Home`, `All Calls`, or `Off`, and then **press** OK to select. You will see `Enter Password`.
3. **Enter your bar password**, and then **press** OK. You will see `Completed`.
4. **Press and hold** C to exit the menu.

Tip: *Your service provider gives you a bar password.*

Bar Incoming Calls

This feature allows you to place calls, but refuses incoming calls. Callers hear a recording telling them that you are unavailable. To be sure not to miss a call, see “Using Detailed Call Forwarding” on page 92.

To bar incoming calls:

1. **Follow the steps in** “Getting to Call Barring...” to get to Bar Incoming Calls, and then **press** OK to select.
2. **Press** MENU to scroll to When Roaming, All Calls, or Off, and then **press** OK to select. You will see Enter Password.
3. **Enter your bar password**, and then **press** OK. You will see Completed.
4. **Press and hold** C to exit the menu.

Getting to Call Barring...

1. **Press** MENU until you see Call Related Features, and then **press** OK.
2. **Press** MENU to scroll to Call Barring, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Cancel All Barring

To cancel all call barring settings:

1. **Follow the steps in** “Getting to Call Barring...” to get to Cancel All Barring, and then **press** OK to select. You will see Enter Password.
2. **Enter your bar password**, and then **press** OK. You will see Call Barring Off. All call barring settings are now set to Off.
3. **Press and hold** C to exit the menu.

Change Bar Password

When you subscribe to call barring, your service provider gives you a four-digit bar password. Use this feature to change it to something easy to remember.

1. **Follow the steps in** “Getting to Call Barring...” to get to Change Bar Password, and then **press** OK to select. You will see Enter Password.
2. **Enter your bar password**, and then **press** OK. You will see Enter New Password.
3. **Enter the new bar password**, and then **press** OK.
4. **Enter the new bar password** again to confirm, and then **press** OK.
5. **Press and hold** C to exit the menu.

Tip: *If you are changing the password for the first time, use the password supplied by your service provider.*

Getting to Call Related Features...

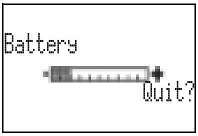
1. **Press** MENU until you see Call Related Features, and then **press** OK .
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Viewing the Battery Meter

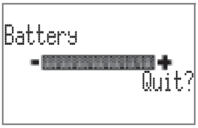
Use this feature to check the charge level on your battery.

1. **Follow the steps in** “Getting to Call Related Features...” to scroll to Show Battery Meter, and the **press** OK to select.

   You will see the battery meter:



Low Charge



High Charge

   You may also see one of the following messages:

Message	Description
Not Available	The battery meter doesn’t appear because a battery is not installed.
Charging Battery	The battery is being charged.
Fast Charge Completed	The battery has completed charging.
Invalid Batt.	You have an unapproved battery inserted in your phone.

2. **Press and hold** C to exit.

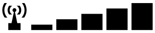
Viewing Signal Strength

Use this feature to check the strength of the signal that your phone is receiving from the Iridium satellite network.

1. **Follow the steps in** “Getting to Call Related Features...” to get to Show Signal Strength.
2. **Press** OK to select. You will see Checking Signal....

   If the antenna is not rotated, you will see Rotate and Extend Antenna. Rotate and extend the antenna to continue.

   The signal strength indicator is located in the upper left corner of the display:

   Signal strength is sampled every four to five seconds; the indicator shows the average strength for the last three samples. The more segments displayed in the bar graph, the stronger the signal. Five bars indicate full signal strength. The indicator shows the tower icon but no bars when the signal is weak.
3. **Press and hold** C to exit the menu.

Getting to Call Related Features...

1. **Press** MENU until you see Call Related Features, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Deactivating Pending Call Drop Signal

Under rare circumstances, due to system overcapacity or a satellite outage, a satellite may not be available to take your call. When this happens, your phone notifies you with a series of three consecutive tones and displays Pending Call Drop. The tones continue periodically until a new satellite moves into range or the call is dropped.

To activate or deactivate the alert tones:

1. **Follow the steps in the** “Getting to Call Related Features...” to get to Pending Call Drop, and then **press** OK to select.
2. **Press** MENU to scroll to either On or Off, and then **press** OK to select.
3. **Press and hold** C to exit the menu.

Using Message Services

You can receive voicemail notification messages, and send and receive numeric and text messages through your Personal Mailbox service—around the world. Wherever you are, you can have instant reference to all your communication.

Messages Menu

Messages

- Call Voicemail
- Received Messages
  - *(first message)*
    - Delete Message
    - Reply to Sender
      - Send Message
      - Store Message
    - Return Call
    - Edit Message
      - Send Message
      - Store Message
    - Go to Next Message
- Outgoing Messages
  - *(first message)*
    - Send Message
    - Edit Message
      - Send Message
      - Store Message
    - Delete Message
    - Go to Next Message
- Message Editor
  - Send Message
  - Store Message
- Message Settings
  - Voicemail Number
  - Service Centre
  - Expiry Period
  - Outgoing Message Type
    - Text

Getting to Message Features...

1. **Press** ✉ to go directly to the Messages menu.

   or

   Press MENU until you see Messages, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Checking Your Voicemail

This feature makes checking your voicemail simple.

1. **Follow the steps in** “Getting to Message Features...” to get to Call Voicemail.
2. **Press** OK to select. You will see your voicemail number followed by Calling.

If you have not previously stored a voicemail number, then you will see No Number Available. See “Store Your Voicemail Number” on page 124 for instructions on how to enter a voicemail number.

Managing Your Received Messages

How Your Phone Notifies You of Messages

If your phone is powered on, it notifies you of received messages in the following ways:

- **An alert sounds and/or the phone vibrates**

  Your phone beeps and/or vibrates three times to inform you of an incoming message. (See page 132 for instructions on how to set your phone's alert.)

- **The ✉ (message) indicator is displayed**
- **The message is displayed immediately** and remains on the display for several seconds.

  or

- Message Read Now? **is displayed** if the message is an alphanumeric text message of up to 160 characters. For more information see "Read a New Message" on page 110

How Messages Are Stored

Your phone stores all messages on your SIM card. The total number of messages that you can store depends on your service provider.

If the message indicator is flashing, your SIM card is full. See "Delete a Message" on page 112 to make room for the new message.

What Messages Contain

You can receive short text or numeric messages in your Personal Mailbox. Text messages may contain up to 160 characters. Numeric messages—typically phone numbers—may contain up to 20 digits.

Your personal mailbox works along with Call Forwarding. For more information see “Personal Mailbox” on page 48, and the Call Forwarding feature descriptions on pages 89-94.

Messages contain multiple screens with the following information:

- the message
- the date and time the message was sent
- the phone number (if available) from which the message was sent

Accessing Received Messages

Read a New Message

Notification Messages

An incoming voicemail notification message automatically scrolls across your screen. You can:

- **Press** OK to store it on your SIM card
- **Press** C to delete it

Text Messages

When you receive a new alphanumeric message, you will see Message Read Now? To read it:

1. **Press** OK and continue with **step 2**.

   or

   Press C to read the message later. See "Read a Stored Message" on page 111.

2. **Press** MENU to move forward through a message one screen at a time.
3. **Press** OK to access menu options for the message. These options are described on pages 112-114.

Note: If the message storage space on your SIM card is full, you will not be able to store a message for later retrieval. Use the delete message feature (page 112) to make room for new messages on your SIM card.

Getting to Received Messages...

1. **Press** ✉ to go directly to the Messages menu.

   or

   Press MENU until you see Messages, and then **press** OK.
2. **Press** MENU to scroll to Received Messages, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Read a Stored Message

To read a stored message that you have received:

1. **Follow the steps in** “Getting to Received Messages...” to enter the message center. You will see the number of messages stored, followed by the first message. If you do not have any messages, you will see No Messages.
2. **Press** MENU to scroll through the message one screen at a time.
3. **Press** OK to access menu options for the message.

   or

   Press and hold C to exit the menu.

Go to the Next Message

To go to the next message:

1. **Follow the steps** in “Read a Stored Message” on page 111.
2. **Press** MENU until you see Go To Next Message and then **press** OK. You will see the next message. If you are at the end of your message list you will see the first message again.
3. **Press** MENU to scroll through the message one screen at a time.
4. **Repeat steps 2 to 3** to read all of your messages.
5. **Press and hold** C to exit the menu.

Delete a Message

Use this feature to make room for new messages on your SIM card.

1. **Follow the steps** in “Go to the Next Message” (above) until you see the message you want to delete, and then **press** OK.
2. **Press** MENU until you see Delete Message, and then **press** OK. You will see Message Deleted.
3. **Press and hold** C to exit the menu.

Reply to Sender

Use this feature to reply to a message.

1. **Follow the steps** in “Go to the Next Message” on page 112 until you see the message you want to reply to, and then **press** OK.
2. **Press** MENU until you see Reply to Sender and then **press** OK.
3. Compose your message. For more information, see the section titled “Managing Outgoing Messages” on page 115.

   If you are replying to an email, the sender’s email address will appear, and a blinking cursor indicates where you should begin composing your message. Note: Leave a space between the email address and the beginning of your message.
4. **Press** OK. You will see Send Message.
5. **Press** OK. You will see Enter Number. If available, the sender’s phone number will automatically appear. If you are replying to an email, the standard email response number (00*2 or +*2) will appear.
6. Enter number (if none is present) and **press** OK to send the message.

Return a Call

A callback number appears in quotes within the received message. If one is enclosed, you can instantly place a call to that number. If a callback number is not included, your phone selects the first number in the message.

1. **Follow the steps** in “Go to the Next Message” on page 112 to display the desired message, and then **press** OK.
2. **Press** MENU until you see Return Call.
3. **Press** OK to place a call to that number. You will see the number followed by Calling.

Edit a Received Message

You can edit a message that you have received, then send the modified message and/or store it in the outgoing messages list.

1. **Follow the steps** in “Go to the Next Message” on page 112 until you see the message you want to edit, and then **press** OK.
2. **Press** MENU until you see Edit Message and then **press** OK.

The message is copied to the message editor. You will see the final portion of the message displayed in the editing area. The cursor is placed at the end of the message.

For instructions on how to edit a stored message, see “Edit a Stored Message” on page 122.

Getting to Message Features...

1. **Press** ✉ to go directly to the Messages menu.

   or

   Press MENU until you see `Messages`, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by `Select?`.

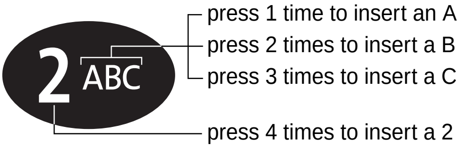
Managing Outgoing Messages

You can create a new message and send it immediately, or store it in an outgoing messages list for later use. You can also edit a message that you have received, then send and/or save the modified message. Messages are created and edited in the message editor.

Message Editor

The message editor lets you create a new message or modify a (received or outgoing) stored message.

You use the keypad to create or edit a message. You can produce any letter in the alphabet by pressing the appropriate key. For example, press 2ABC to enter the letters A, B, or C, as shown:


2 ABC
press 1 time to insert an A
press 2 times to insert a B
press 3 times to insert a C
press 4 times to insert a 2

For a complete list of the characters you can enter from the keypad, see page 66.

Create a New Message

To create a new message in the message editor:

1. **Follow the steps in** “Getting to Message Features...” on page 115 to get to Message Editor, and then **press** OK to select.

   The message editor displays the contents of the last message entered. If there are no previous messages, the cursor is placed in the upper left corner of the editing area.

2. **Press and hold** C to clear the entire message editor contents, if necessary.
3. Begin composing your message. **Enter a letter** by pressing a key as many times as necessary.
4. **Press** ↕ to advance the cursor.
5. **Repeat steps 3 and 4** as many times as necessary to complete your message.

Tip: *Press and hold any numeric key to toggle between uppercase and lowercase characters.*

Lines of text are automatically formatted in the display. When you reach the bottom of the editing area, the top lines of text scroll up and off the display in order to keep the cursor and the last few lines of text in view.

When you have finished composing your message:

6. **Press** OK to access options for that entry.

Message editor menu options let you send the message immediately or store it for later use. These options are described on pages 118-119.

Create a New Email Message

Check with your service provider for availability of this feature on your home gateway.

1. **Follow the steps** in “Create a New Message” on page 116 until you get to step 3.
2. Compose your message, starting with the destination email address, followed by a space, and then your message.
   For example:
   johndoe@domain.com This is a sample message.

   Note: The maximum length of the entire message (including the destination email address) is 160 characters. The editor will stop after the 160th character has been entered
3. **Press** OK to access options for that entry.

Edit a Message

You can edit a new message at any time while you are creating it.

You can also edit received messages or messages stored in the outgoing messages list. See “Edit a Received Message” on page 114 for instructions on how to copy a received message into the message editor. See “Edit a Stored Message” on page 122 for instructions on how to copy an outgoing message into the message editor.

To **delete** text in a message:

1. **Press** MENU to scroll the cursor to the right of the text you want to delete.
2. **Press** C to delete one character at a time.

   or

   Press and hold C to clear the display.

To **add** text to a message:

1. **Press** MENU to scroll the cursor to the location where you want to add new text.
2. **Enter a letter** by pressing a key as many times as necessary.

Send a Message

To send a message from the message editor:

1. **Press** OK to access message editor menu options.
2. **Press** MENU until you see Send Message and then **press** OK. You will be prompted to enter the destination address (phone number) for the message.
3. **Enter the destination address** and then **press** OK to send the message.

   If the destination is a phone number, enter it beginning with “00” or “+”. If the destination is an email address, enter “00*2” or “+*2”.

The message is sent to your message service center, which forwards the message to its final destination. You will see Message Sent when the message arrives at the service center.

If the message cannot be delivered to the service center, you will see Message Failed, followed by Resend? on the next line. You can:

Press OK to resend the message.

or

Press C to abandon the attempt to send the message at this time. See “Store a Message” on page 119 for instructions on how to store the message for later mailing.

If you have not previously stored a service center number, then you will see No Service Center. See “Enter Service Centre Number” on page 125 for instructions on how to enter a service center number.

Store a Message

To store the contents of the message editor to the outgoing messages list:

1. **Press** OK to access message editor menu options.
2. **Press** MENU until you see Store Message and then **press** OK. You will see Stored to Outgoing.

Outgoing messages are stored on your SIM card. When the SIM card is full (indicated by a flashing message indicator), you will not be able to store a message for later retrieval. Use the delete message feature (page 123) to make room for new messages on your SIM card.

Getting to Outgoing Messages...

1. **Press** ✉ to go directly to the Messages menu.

   or

   Press MENU until you see `Messages`, and then **press** OK.
2. **Press** MENU to scroll to `Outgoing Messages`, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Read a Stored Message

This feature displays the first message stored in the outgoing messages list.

To read a stored message:

1. **Follow the steps in** “Getting to Outgoing Messages...” to enter the message center. You will see the number of messages stored, followed by the first message. If you do not have any messages, you will see `No Messages`.
2. **Press** MENU to scroll through the message one screen at a time.
3. **Press** OK to access menu options for the message.

   or

   Press and hold C to exit the menu.

Go to the Next Message

This feature takes you to the next message in the outgoing messages list.

To go to the next message:

1. **Follow the steps** in “Read a Stored Message” on page 120.
2. **Press** MENU until you see Go To Next Message and then **press** OK. You will see the next message.
3. **Press** MENU to scroll through the message one screen at a time.
4. **Repeat steps 2 to 3** to read all of your messages.
5. **Press and hold** C to exit the menu.

Send a Stored Message

This feature sends a message stored in the outgoing messages list.

To send a stored message:

1. **Follow the steps in** “Read a Stored Message” on page 120.
2. **Press** MENU until you see Send Message and then **press** OK. You will be prompted to enter the destination address (phone number) for the message.
3. **Enter the destination address** and then **press** OK to send the message.

   If the destination is a phone number, enter it beginning with “00” or “+”. If the destination is an email address, enter “00*2” or “+*2”.

The message is sent to your message service center, which forwards the message to its final destination. You will see Message Sent when the message arrives at the service center.

If the message cannot be delivered to the service centre, you will see Message Failed, followed by Resend? on the next line. You can:

Press OK to resend the message.

or

Press C to abandon the attempt to send the message at this time.

If you have not previously stored a service center number, then you will see No Service Centre. See “Enter Service Centre Number” on page 125 for instructions on how to enter a service center number.

Edit a Stored Message

You can edit a message that you have stored in the outgoing messages list.

To edit a stored message:

1. **Follow the steps** in “Go to the Next Message” on page 121 until you see the message you want to edit, and then **press** OK.
2. **Press** MENU until you see Edit Message and then **press** OK.

The message is copied to the message editor. You will see the final portion of the message displayed in the editing area. The cursor is placed at the end of the message.

For instructions on how to edit a received message, see “Edit a Received Message” on page 114.

Delete a Stored Message

Use this feature to make room for new messages on your SIM card.

To delete a stored message:

1. **Follow the steps** in “Go to the Next Message” on page 121 until you see the message you want to delete, and then **press** OK.
2. **Press** MENU until you see Delete Message, and then **press** OK. You will see Message Deleted.
3. **Press and hold** C to exit the menu.

Getting to Message Settings...

1. **Press** ✉ to go directly to the Messages menu.

   or

   Press MENU until you see Messages, and then **press** OK.
2. **Press** MENU to scroll to Message Settings, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Managing Other Message Settings

Store Your Voicemail Number

To store a voicemail number:

Tip: *Use pause dialing to store your voicemail access and PIN numbers together. See "Using Pauses in Numbers" on page 67.*

1. **Follow the steps in** "Getting to Message Settings..." to get to Voicemail Number, and then **press** OK to select. You will see Enter Voicemail Number followed by your current voicemail number. If this is the first time you have stored a number, continue with **step 3**.
2. **Press** OK to select Voicemail Number. **Press** C to clear one digit at a time, **or press and hold** C to erase the entire number.
3. **Enter the new number**, and then **press** OK. You will see Completed.
4. **Press and hold** C to exit the menu.

Enter Service Centre Number

Use this feature to enter the number for the service center that forwards your outgoing messages. You must specify a service number before you can send any messages.

To enter the service center number:

1. **Follow the steps in** “Getting to Message Settings...” on page 124 to get to Service Centre, and then **press** OK to select. You will see Enter Service Number followed by your current service center number. If this is the first time you have stored a number, continue with **step 3**.
2. **Press** C to clear one digit at a time, **or press and hold** C to erase the entire number.
3. **Enter the new number**, and then **press** OK. You will see Completed.
4. **Press and hold** C to exit the menu.

Tip: *The service center number is provided by your service provider.*

Getting to Message Settings...

1. **Press** ✉ to go directly to the Messages menu.

   or

   Press MENU until you see Messages, and then **press** OK.
2. **Press** MENU to scroll to Message Settings, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Set Expiry period

This feature specifies the maximum amount of time, in hours, that an unforwarded outgoing message will remain at the service center before it is deleted.

To set the message expiration period:

Tip: *The default expiration period setting is 8 days (192 hours).*

1. **Follow the steps in** “Getting to Message Settings...” to get to Expiry Period, and then **press** OK to select. You will see Enter Hours followed by the current setting.
2. **Press** C to clear one digit at a time, **or press and hold** C to erase the entire number.
3. **Enter the new number**, and then **press** OK. You will see Hours followed by the number you entered.
4. **Press and hold** C to exit the menu.

Specify Outgoing Message Type

You can send messages to a device which interprets them in a format other than text. Your service center converts the messages before forwarding them to the destination address.

Note: Currently, the only supported message type is “TEXT”.

To specify the outgoing message type:

1. **Follow the steps in** “Getting to Message Settings...” on page 126 to get to Outgoing Message Type, and then **press** OK to select.
2. **Press** MENU to scroll to the desired type, and then **press** OK to select it.
3. **Press and hold** C to exit the menu.

Customizing Phone Features

Once you are comfortable with the basic features of your new phone, use the Phone Setup menu to configure your phone the way you like it.

Phone Setup Menu

Phone Setup

- Adjust Ring Volume
- Ring or Vibrate
  - Ring Only
  - Vibrate Only
  - Vibrate Then Ring
  - No Ring or Vibrate
- Set Ringer Tone
  - Standard Tone
  - ⋮
  - High Tone
- Phone Lock
  - Automatic Lock
    - On/Off
  - Lock Now
  - Change Unlock Code
- Require SIM Card PIN
  - On/Off
  - Change SIM PIN Code
- Change SIM PIN2 Code
- New Security Code
- Extended Menus
  - On/Off

The following Phone Setup menu items are available only when the extended menus are activated.

- Show Time and Date[1]
  - Show Home Time + Date
  - Show Away Time + Date
  - Change Clock Display
    - Home Time
    - Away Time
- Set Time and Date[1]
  - Set Home Time + Date
  - Set Away Time + Date
- Set Time Format[1]
  - 12 Hour
  - 24 Hour
- Language Selection[1]
  - English
  - ⋮
  - Türkçe
- Lights[1]
  - On/Off
- Select Keypad Tones[1]
  - Normal Tones
  - Single Tone
  - No Tones
- Phone Status[1]
  - Status Review
  - Master Reset
  - Master Clear

[1] This feature is available only when the extended menus are activated.

Getting to Phone Setup...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Managing Phone Ringer Settings

You can adjust your phone’s ringer volume and tone, and set the phone to ring or vibrate to notify you of incoming calls.

Adjust the Ringer Volume

Use this feature to adjust the volume of the ringer. The phone sounds the new volume level as you adjust it.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Adjust Ring Volume, and then **press** OK to select.
2. **Increase the volume** by pressing the upper volume control key on the side of the phone.

   or

   Decrease the volume by pressing the lower volume control key on the side of the phone.
3. **Press and hold** C to exit the menu.

Tip: *You can also press* ↑, *and then the up or down volume control key.*

Set the Phone to Ring or Vibrate

This feature is ideal for situations where a ringing phone is inappropriate or in noisy places where you might not hear the ringer. The VibraCall® alert function notifies you of incoming calls by discreet vibrations.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Ring or Vibrate, and then **press** OK to select.
2. **Press** MENU to scroll to Ring Only, Vibrate Only, Vibrate then Ring, or No Ring or Vibrate, and then **press** OK to select the displayed option. You will see Completed.
3. **Press and hold** C to exit the menu.

Tip: *If you select* Vibrate then Ring, *your phone vibrates for two cycles, and then rings.*

Set the Ringer Tone

Select your favorite tone from 10 different options.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Set Ringer Tone, and then **press** OK to select.
2. **Press** MENU to scroll through the ringer tone options. You will hear a one-ring-cycle demonstration of each tone as its name is displayed.
3. **Press** OK to select the desired ringer tone.
4. **Press and hold** C to exit the menu.

Getting to Phone Lock...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to Phone Lock, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Locking and Unlocking Your Phone

These features can help you prevent unwanted use of your phone.

Lock the Phone Automatically

Use this feature to set your phone to lock itself every time it is powered on.

1. **Follow the steps in** “Getting to Phone Lock...” to get to Automatic Lock, and then **press** OK to select.
2. **Press** MENU to choose On or Off, and then **press** OK to select. You will see Completed.
3. **Press and hold** C to exit the menu.

Lock the Phone Instantly

Use this feature to lock your phone immediately.

1. **Follow the steps in** “Getting to Phone Lock...” to get to Lock Now.
2. **Press** OK to select. You will see: Locked.

Note: Once you unlock your phone, it remains unlocked until you lock it again.

Unlock the Phone

1. **Enter unlock code.** Enter your four-digit phone unlock code.
2. **Press** OK.

Tip: *The factory default unlock code is 1234.*

Change the Unlock Code

The unlock code is originally set to 1234. You should change it as soon as possible.

1. **Follow the steps in** “Getting to Phone Lock...” to get to Change Unlock Code, and then **press** OK to select. You will see Enter Security Code.

Tip: *The factory default security code is 000000.*

2. **Enter security code.** Enter your six-digit security code. You will see your current lock code and Enter Phone Unlock Code.
3. **Press** C to clear one digit at a time, **or press and hold** C to clear all the digits.
4. **Enter new code**. Enter a new four-digit unlock code, and then **press** OK. You will see Phone Lock and the new lock code.
5. **Press and hold** C to exit the menu.

Getting to Require SIM Card PIN...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to Require SIM Card PIN, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by View Options?.

Protecting the SIM Card

You can use a Personal Identification Number (PIN) code to protect the information stored on your SIM card even when it is inserted into someone else's phone.

Activate and Deactivate the SIM Card PIN Code

When you activate the SIM card PIN code, your phone requests the code whenever the phone is powered on. To change this setting, you need to enter the PIN code that your service provider gave you.

1. **Follow the steps in** "Getting to Require SIM Card PIN...".
2. **Press** MENU to scroll to On or Off, and then **press** OK. You will see Enter PIN.
3. **Enter code.** Enter your four- to eight-digit SIM card PIN code, and then **press** OK. You will see Completed.
4. **Press and hold** C to exit the menu.

Tip: *You should have received your SIM card PIN code from your service provider.*

Getting to Require SIM Card PIN...

1. **Press** MENU until you see `Phone Setup`, and then **press** OK.
2. **Press** MENU to scroll to `Require SIM Card PIN`, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by `View Options?`.

Change the SIM Card PIN Code

To choose your own PIN code:

1. **Follow the steps in** "Getting to Require SIM Card PIN..." to get to `Change SIM Card PIN`, and then **press** OK to select. You will see `Enter Old PIN`.
2. **Enter the current PIN code**, and then **press** OK. You will see `Enter New PIN`.
3. **Enter a new PIN code**, and then **press** OK. You will see `Repeat New PIN`.
4. **Re-enter the new PIN code**, and then **press** OK again. You will see `Completed`.
5. **Press and hold** C to exit the menu.

Unblock the PIN Code

Tip: *The message* `Blocked` *indicates that an incorrect PIN code was entered. The message* **!** `Blocked` *indicates that an incorrect PIN2 code was entered.*

If your PIN code is entered incorrectly three times in a row, `Blocked` appears in the display. You need to enter a PIN unblocking key (PUK1), which you can obtain from your service provider.

1. **Press** * * 0+ 5 JKL *.
2. **Enter unblocking key.** Enter the eight-digit PUK1 unblocking key, and then **press** OK. Your service provider supplies this code.
3. **Enter a new PIN code**, and then **press** OK.
4. **Re-enter the new PIN code**, and then **press** OK.

Getting to Phone Setup...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Managing Other Security Settings

Your phone includes other security features:

- a SIM card PIN2 code for accessing fixed dialing settings and other subscription-dependent features
- a security code controls access to security and other menu options

Change the SIM Card PIN2 Code

Your SIM card PIN2 code is used to access fixed dialing settings. This four- to eight-digit code is issued to you when you subscribe to the feature. Use this feature to choose a new code.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Change SIM PIN2 Code, and then **press** OK to select. You will see Enter Old PIN2.
2. **Enter the current PIN2 code**, and then **press** OK. You will see Enter New PIN2.
3. **Enter new PIN2 code**, and then **press** OK. You will see Repeat New PIN.
4. **Re-enter the new PIN2 code**, and then **press** OK again. You will see Completed.
5. **Press and hold** C to exit the menu.

Tip: *You should have received your SIM card PIN2 code from your service provider.*

Getting to Phone Setup...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Unblock the PIN2 Code

If your PIN2 code is entered incorrectly three times in a row, ! Blocked appears in the display. You need to enter a PIN2 unblocking key (PUK2), which you can obtain from your service provider.

1. **Press** * * 0+ 5JKL 2ABC *.
2. **Enter unblocking key.** Enter the eight-digit PUK2 unblocking key, and then **press** OK. Your service provider supplies this code.
3. **Enter a new PIN2 code**, and then **press** OK.
4. **Re-enter the new PIN2 code**, and then **press** OK.

Change the Security Code

The security code is your phone's primary security number. You use it to reset your phone to its default settings and prevent access to your phone book. It is originally set to 000000.

1. **Follow the steps in** "Getting to Phone Setup..." to get to New Security Code, and then **press** OK to select. You will see Enter Security Code.
2. **Enter the current security code**, and then **press** OK. You will see Enter New Security Code.
3. **Enter a new security code**, and then **press** OK. You will see Secur. Code and the six-digit number selected.
4. **Press and hold** C to exit the menu.

Activating Extended Menus

This feature activates and deactivates the extended menus. See “Personalizing the Options Menu” on page 162 to learn how extended menus can make your phone even simpler to use.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Extended Menus, and then **press** OK to select.
2. **Press** MENU to choose On or Off, and then **press** OK.
3. **Press and hold** C to exit the menu.

When extended menus are deactivated, you can activate them temporarily to access hidden features. Press and hold MENU to activate the extended menus temporarily. This shortcut displays all extended menus features until you exit the Options menu.

Getting to Phone Setup...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Managing Time and Date Settings

View the Time and Date

Use this feature to view the current time and date in one of two time zones.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Show Time and Date, and then **press** OK to select.
2. **Press** MENU to choose Show Home Time + Date or Show Away Time + Date, and then **press** OK. The selected time and date are displayed.
3. **Press any key** to clear the time and date from the display and return to the menu.
4. **Press and hold** C to exit the menu.

Change the Time Displayed

Use this feature to determine which time is displayed on your real time clock indicator.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Show Time and Date, and then **press** OK to select.
2. **Press** MENU to scroll to Change Clock, and then **press** OK.
3. **Press** MENU to scroll to either Home Time or Away Time, and then **press** OK to select.
4. **Press and hold** C to exit the menu.

Set the Time Format

You can choose a12-hour or 24-hour time format.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Set Time Format, and then **press** OK.
2. **Press** MENU to choose either 12-hour or 24-hour, and then **press** OK to select.
3. **Press and hold** C to exit the menu.

Getting to Phone Setup...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Set the Time and Date

To make it easy to check the local time when you travel, your phone can save the current time and date for two different time zones.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

Tip: *The time displayed (home or away) on the real time clock indicator is the one you selected on page 141.*

1. **Follow the steps in** “Getting to Phone Setup...” to get to Set Time and Date, and then **press** OK to select.
2. **Press** MENU to choose Set Home Time + Date or Set Away Time + Date, and then **press** OK. You will see Enter Time and the time currently set.
3. **Press** OK to accept the displayed time.

   or

   Enter the time in 24-hour format, and then **press** OK. You will see Enter Date and the date currently set.
4. **Press** OK to accept the displayed date. You will see Completed.

   or

   Enter the date in day(dd)-month(mm)-year(yy) form and then **press** OK. You will see Completed.
5. **Press and hold** C to exit the menu.

Selecting the Display Language

Your phone contains 21 languages. Use this feature to select the language in which your phone displays menus and messages.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Language Selection, and then **press** OK to select.
2. **Press** MENU to scroll through the choices, and then **press** OK to select the displayed option.
3. **Press and hold** C to exit the menu.

If you accidentally change the language of your phone’s display, press and hold the C key to return to the idle display, then press MENU 2 ABC 6 MNO OK to return directly to the language selection submenu.

Getting to Phone Setup...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Turning Lights On and Off

You can activate or deactivate all phone lighting, including the phone status indicator, display backlighting, and keypad backlighting.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Lights, and then **press** OK to select.
2. **Press** MENU to choose On or Off, and then **press** OK to select the displayed option.
3. **Press and hold** C to exit the menu.

Setting Keypad Tones

Choose the sounds your phone makes when its keys are pressed.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

1. **Follow the steps in** “Getting to Phone Setup...” to get to Select Keypad Tones, and then **press** OK to select.
2. **Press** MENU to choose Normal Tones, Single Tone, or No Tones, and then **press** OK.
3. **Press and hold** C to exit the menu.

Getting to Phone Status...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to Phone Status, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Managing Phone Settings

Review Your Phone's Settings

Use this feature to review all of your phone's settings that have changed from their original default settings.

To review all settings:

1. **Follow the steps in** "Getting to Phone Status..." to get to Status Review, and then **press** OK.
2. **Press** MENU to scroll through the list of all the menu items you have changed.
3. **Press and hold** C to exit the menu.

Note: You can reset your phone's original settings if desired. See "Reset Phone Options to Factory Defaults" on page 146.

Reset Phone Options to Factory Defaults

Use the master reset feature to reset all settings to their original default settings. This feature:

- resets audible call timers, the in-call timer, and the automatic lock
- resets extended menus to default setting
- restores keypad tones to normal, ringer tone to standard, and the volume level to the middle (fourth bar) of its range

To reset all settings:

1. **Follow the steps in** “Getting to Phone Status...” on page 147 to get to Master Reset, and then **press** OK to select. You will see Enter Security Code.
2. **Enter your six-digit security code**. You will see Reset Complete.
3. **Press and hold** C to exit the menu.

Tip: *The factory default security code is 000000.*

Getting to Phone Status...

1. **Press** MENU until you see Phone Setup, and then **press** OK.
2. **Press** MENU to scroll to Phone Status, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Clear All Stored Information

The master clear feature resets the same items as master reset, plus the following:

- clear phone book entries from phone memory (not from SIM memory)
- clear last calls made and received lists
- reset resettable call timers

Master clear does not clear the:

- fixed dial list
- my number(s) list
- received messages list

To clear all settings:

1. **Follow the steps in** “Getting to Phone Status...” to get to Master Clear, and then **press** OK to select. You will see Enter Security Code.
2. **Enter your six-digit security code**.You will see Reset Complete.
3. **Press and hold** C to exit the menu.

Tip: *The factory default security code is 000000.*

Accessing the Network

This chapter shows you how to register with the Iridium satellite network.

Network Selection Menu

Network Selection

- Register Now

Getting to Network Selection...

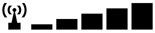
1. **Press** MENU until you see Network Selection, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below. You will see the feature name, followed by Select?.

Registering With the Satellite Network

Use this feature to access Iridium satellite service. Your phone searches for the Iridium satellite network.

1. **Rotate and extend the antenna** upward. See “Holding the Phone” on page 40.
2. **Follow the steps in** “Getting to Network Selection...” to get to Register Now.
3. **Press** OK to select. You will see Registering.... This may take a few seconds.

   If the phone finds the signal, you will see Registered and the signal strength indicator:

   The 🏠 (home system) indicator also appears.

   If the phone is unsuccessful you may see one of these messages: Rotate and Extend Antenna, Check Signal, Busy Try Later, Please Try Later, or Restricted Area.

Note: You must wait three minutes between registration attempts.

Timing Your Calls

Your phone's call meters give you a variety of options for tracking the time you spend on the phone. You can monitor the length of individual calls, set a timer to track monthly usage, or have the phone alert you with tones at specific intervals.

Call Meters Menu

Call Meters

- Show Call Timers
  - Show Last Call
  - Total For All Calls
  - Reset All Timers
- Set Audible Call Timers
  - Single Alert Timer
    - On/Off
  - Repetitive Timer
    - On/Off
- Set In-Call Display
  - Show Time Per Call
  - No In-Call Display
- Lifetime Timer[1]

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[1] This feature is available only when the extended menus are activated.

Getting to Show Call Timers...

1. **Press** MENU until you see Call Meters, and then **press** OK.
2. **Press** MENU to scroll to Show Call Timers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Showing Call Timers

Call timers help you track your airtime. Keep a running tab of your monthly usage or view the airtime of your most recent call.

Show the Time of the Last Call

Use this feature to display the elapsed time of your most recent call.

1. **Follow the steps in** “Getting to Show Call Timers...” to get to Show Last Call, and then **press** OK to select.

   You will see the airtime of the most recent call in hours, minutes, and seconds. After several seconds, the display returns to Show Last Call.

2. **Press and hold** C to exit the menu.

Note: The last call timer shows elapsed time of the most recent call made since your phone was turned on. This information is not saved when you shut off the phone.

Getting to Show Call Timers...

1. **Press** MENU until you see Call Meters, and then **press** OK.
2. **Press** MENU to scroll to Show Call Timers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Show Total Time for All Calls

Use this feature to display your total airtime since you last reset the Call Timer.

1. **Follow the steps in** “Getting to Show Call Timers...” to get to Total For All Calls, and then **press** OK to select.

   You will see the airtime accumulated since the timer was last reset. The airtime is displayed in hours, minutes, and seconds. After several seconds, the display returns to Total For All Calls.

2. **Press and hold** C to exit the menu.

Reset All Timers

Reset your timers at the beginning of each billing cycle to keep track of your spending.

1. **Follow the steps in** “Getting to Show Call Timers...” to get to Reset All Timers, and then **press** OK to select.

   You will see Completed. The display then returns to Reset All Timers.

2. **Press and hold** C to exit the menu.

Note: This does not reset the Lifetime Timer described on page 160.

Getting to Audible Call Timers...

1. **Press** MENU until you see Call Meters, and then **press** OK.
2. **Press** MENU to scroll to Set Audible Call Timers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Setting Audible Call Timers

Let your phone watch the clock for you. The call timers signal at a set time or interval with beeps only you can hear.

Set the Single Alert Timer

Use this feature to set your phone to alert you after an elapsed time.

1. **Follow the steps in** “Getting to Audible Call Timers...” to get to Single Alert Timer, and then **press** OK to select.
2. **Press** MENU to scroll to On or Off, and then **press** OK to select.
    - If you select On, you will see Enter Seconds. Continue with **step 3**
    - If you select Off, you will see Completed. Continue with **step 4**
3. **Press** OK to accept the current setting. You will see Seconds XXX.

   or

   Enter a number from 11 to 999, and then **press** OK. You will see Seconds XXX.
4. **Press and hold** C to exit the menu.

Getting to Audible Call Timers...

1. **Press** MENU until you see Call Meters, and then **press** OK.
2. **Press** MENU to scroll to Set Audible Call Timers, and then **press** OK.
3. **Press** MENU to scroll to one of the features described below.

Set the Repetitive Timer

Use this feature to set your phone to alert you at specific intervals, for example every 45 seconds.

1. **Follow the steps in** “Getting to Audible Call Timers...” to get to Repetitive Timer, and then **press** OK to select.
2. **Press** MENU to scroll to On or Off, then **press** OK to select.
    - If you select On, you will see Enter Seconds. Continue with **step 3**
    - If you select Off, you will see Completed. Continue with **step 4**
3. **Press** OK to accept the current setting. You will see Seconds XXX.

    or

    Enter a number from 11 to 999, and then **press** OK. You will see Seconds XXX.
4. **Press and hold** C to exit the menu.

Getting to Call Meters...

1. **Press** MENU until you see Call Meters, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below.

Showing the In-Call Timer

Use this feature to display a running clock of the airtime elapsed while on a call.

1. **Follow the steps in** “Getting to Call Meters...” to get to Set In-Call Display, and then **press** OK to select.
2. **Press** MENU to scroll to Show Time Per Call or No In-Call Display, and then **press** OK to select.
3. **Press and hold** C to exit the menu.

Getting to Call Meters...

1. **Press** MENU until you see Call Meters, and then **press** OK.
2. **Press** MENU to scroll to one of the features described below.

Showing the Lifetime Timer

Use this feature to show the total time of all calls for the life of your phone.

Note: This feature is available only when the extended menus are activated. See “Activating Extended Menus” on page 139.

Tip: *The lifetime timer can not be reset. The Reset All Timers feature has no effect on this timer.*

1. **Follow the steps in** “Getting to Call Meters...” to get to Lifetime Timer, and then **press** OK to select.

   You will see the total airtime of your phone since it was manufactured.

2. **Press and hold** C to exit the menu.

Customizing the Menu System

This chapter shows you how to hide the menu features you don’t use regularly, and how to add your favorite features to the Quick Access menu for instant recall.

Personalizing the Options Menu

You can customize the Options menu by moving features in and out of the extended menus. Features that you place on the extended menu are hidden when extended menus are turned off, and become visible when you activate the extended menus.

Note: The default factory setting for your phone is extended menus activated.

Move Menu Features

To move menu features:

1. **Find the feature** you want to move.
2. **Press and hold** OK. You will see one of two responses depending on where that menu feature is currently located. If you see:

Message	Description
Remove From Short Menus (The feature is in the short menu).	**Press** OK to move the feature to the extended menu. You will see Menu Item Moved. **or** **Press** MENU to scroll to Leave in Short Menus, and then **press** OK to select. You will see Move Cancelled.
Add To Short Menus (The feature is in the extended menu).	**Press** OK to move the feature to the short menu. You will see Menu Item Moved. **or** **Press** MENU to scroll to Leave in Long Menus, and then **press** OK to select. You will see Move Cancelled.

Note: Some features and submenus cannot be moved. You will see Cannot Move Menu Item.

Activate/Deactivate Extended Menus

Use the Options menu to activate and deactivate extended menus. Activate them when you need access to every feature. Deactivate them for everyday use.

1. **Press** MENU until you see Phone Setup, and then **press** OK to select.
2. **Press** MENU to scroll to Extended Menus, and then **press** OK to select.
3. **Press** MENU to scroll to either On or Off, and then **press** OK to select.

   All hidden features are accessible when you activate the extended menus.

Access Hidden Features

If you want to access a feature hidden in the extended menus, but don't want to leave the extended menus active, you can use this shortcut:

Press and hold MENU for a few seconds.

All extended menus features remain accessible until you exit the Options menu.

Personalizing the Quick Access Menu

You can replace the default Quick Access menu features described on page 57 with any of the following features.

Icon	Quick Access Feature
12	**Find by Location** recalls a Phone Book entry by its memory location number.
📱←	**Add Entry to Phone** stores entered numbers in the next available phone memory location.
←	**Add Entry to SIM** stores entered numbers in the next available SIM card location.
🔔	**Ring Volume** displays and sets the incoming call ring tone volume.
📶	**Check Signal** checks the strength of the signal from the satellite network.
📱↙	**Switch Memory** switches one-touch dialing between the phone and SIM memories depending on the current setting.
📱⏱	**Last Call Timer** displays the duration of your last call.
i	**Show Services** displays a list of service phone numbers programmed by your service provider.
⇔	**Mode Selection**: This feature is not currently supported.

To change a default quick access feature to one of the features listed above:

1. **Press** ↑ and then **press** MENU to scroll to the feature you wish to change.
2. **Press and hold** OK to access the list of features available.
3. **Press** MENU to scroll through the list until you find the desired feature.
4. **Press** OK to store the displayed feature in the new location. You will see `Completed`.

Troubleshooting

This chapter tells you what to do if you experience one of the following problems:

Problem	Solution
You can't turn the phone's power on.	• Did you press and hold the ⊙ key for three seconds to turn the phone's power on? • Check the battery. Is it charged, properly fitted, and are the contacts clean and dry?
You can't make calls.	• Check the antenna. Is it fully extended and rotated? 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 in international format. • Check the signal strength indicator. If the signal is weak, ensure that you have a clear line of sight to the sky and there are no buildings, trees, etc. around. • Try to register manually. • Is Restricted displayed? Check the Call Barring setting. • Has a new SIM card been inserted? Check that no new restrictions have been imposed. • Check to see if your fixed dialing list is enabled. If so, you can only make calls to numbers or prefixes that are on the list.
You can't receive calls.	• Check to see that your phone is powered on. • Check the antenna. Is it fully extended and rotated? Do you have a clear unobstructed view of the sky? • Check the signal strength indicator. If the signal is weak, ensure that you have a clear line of sight to the sky and there are no buildings, trees, etc. around. • Check the Call Forwarding and Call Barring settings. • Check the Ringer setting. If it is off, there is no audible ringer. • Check to see if your fixed dialing list is enabled.

Problem	Solution
You can’t make international calls.	• Have you included the relevant codes? Press and hold the 0+ key to display the international dialing prefix (+) and then enter the appropriate country code followed by the phone number.
Your phone will not unlock.	• Have you inserted a new SIM card? Enter the new PIN code. • Enter the default phone unlock code —1234. • Have you forgotten the unlock code? Press MENU to change the unlock code (you need your security code).
Your PIN is blocked.	Enter the PIN unblocking key (PUK1) or contact your service provider. See “Unblock the PIN Code” on page 136 for additional information.
Your PIN2 is blocked.	Enter the PIN2 unblocking key (PUK2) or contact your service provider. See “Unblock the PIN2 Code” on page 138 for additional information.
Your SIM card will not work.	• Is the card inserted the correct way? • Is the card visibly damaged or scratched? Return the card to your service provider. • Check the SIM and phone contacts. If they are dirty, clean them with an antistatic cloth.
You can’t cancel Call Forwarding or Call Barring.	Wait until you are in an area with good network coverage and try again.
The ✉ (message) indicator is flashing.	There is not enough memory available to store another message. Use the Messages menu to delete one or more messages.

Problem	Solution
The battery won't 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. • Is it an old battery? Battery performance declines after several years of use. Replace the battery. • Make sure you have a Motorola approved battery installed. If you see `Invalid Batt.` in the display, you will not be able to charge this battery.
The battery drains faster than normal.	• Are you in an area of variable coverage? This uses extra battery power. • Is your antenna fully rotated and extended? Do you have a clear unobstructed view of the sky? This helps use less battery power. • Is it a new battery? A new battery needs two to three charge/discharge cycles to attain normal performance. • Is it an old battery? Battery performance declines after several years of use. Replace the battery. • Is it a battery that hasn't been completely discharged? Allow the battery to fully discharge (until the phone turns itself off) and then charge the battery overnight. • Are you using your phone in extreme temperatures? At extreme hot or cold temperatures, battery performance is significantly reduced.
You find your phone becoming warm during use.	You may notice this during long calls or during charging. The heat is produced by the electronic components within your phone and is quite normal.
Phone is not responding to user controls including the power key.	Remove the battery from the phone and then reattach it to cycle power and reset.

Problem	Solution
Your SIM card is inserted in the phone but the display says:	• Check Card **or** Insert Card Check that the SIM card has been inserted correctly. The contacts of the SIM card may be dirty. Turn the phone off, remove the SIM card and rub the contacts with a clean cloth. Replace the card in the phone. • Blocked **or** ! Blocked Enter the PIN unblocking key (PUK1) or the PIN2 unblocking key (PUK2) respectively, or contact your service provider. See “Unblock the PIN Code” on page 136 and “Unblock the PIN2 Code” on page 138 for additional information. • Bad Card See Supplier Please contact your service provider.
You find your phone’s prompts in a language other than your own.	1. **Press and hold** the C key to return to the idle display 2. **Press** MENU 2ABC 6MNO OK to go directly to the language selection submenu 3. **Press** MENU until you see your preferred language 4. **Press** OK to select

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Patent Information

Manufactured under one or more of the following U.S. patents:

4121218
4138681
4193036
4254382
4302845
4312074
4327319
4329666
4369516
4369522
4378603
4390963
D269873
4398265
4400584
4400585
D270835
D271491
Re.31470
4431977
4434461
4455534
4462098
D275951
4484153
4485486
4486624
D276809
4491972
D277667
4504834
D278708
4523155
4546329
4550426
4551696
4564821
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4571595
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4574243
4585957
4602218
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4616314
4617520
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4667333
4668917
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4672502
4680787
4681476
4683585
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4704588
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4706036
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4710724
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4716391
4723305
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4741034
4742562
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4746242
D295973
D295975
4751737
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4761621
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D297735
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4797929
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4811377
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4827226
4827507
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5175874
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5185566
5187809
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5195106
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5201069
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5214675
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Other patents pending.

Warranty Information

Iridium Limited Warranty For Satellite Subscriber Radiotelephone Products

1. Coverage and Duration

Iridium warrants that its new satellite subscriber radiotelephone products and accessories (the "Product") shall be free from defects in materials and workmanship for a period of twelve (12) months from the date such Product is delivered to the first end-user purchaser or first lessee (the "Purchaser"), or the date such Products are first placed into satellite subscriber service, whichever occurs earliest.

Iridium, at its option, shall at no charge to Purchaser, either repair or replace the Product, or refund the purchase price of a Product that does not conform to this warranty, provided the Product is returned in accordance with the instructions set out below and within the warranty period. These remedies are Purchaser's exclusive remedies under this warranty. Repair may include the replacement of parts or boards with functionally equivalent reconditioned or new parts or boards. A Product that has been repaired or replaced is warranted for the balance of the original warranty period. A Product for which a replacement has been provided shall become Iridium's property.

This warranty is made by Iridium to the Purchaser of the Products only, and it is not assignable or transferable by the Purchaser. This is Iridium's sole and complete warranty for the Products. Iridium assumes no obligation or liability for additions or modifications to this warranty unless made in writing and signed by an officer of Iridium. Iridium does not warrant any installation, maintenance, or service of the Products not performed by Iridium.

This Product is covered by a U.S.A. warranty. If the Product has been sold outside of the U.S.A., Iridium will honor the U.S.A. warranty terms and conditions only. Outside of the U.S.A., any different warranty terms, liabilities and/or legal requirements of the country in which the Product is sold are specifically disclaimed by Iridium.

2.Conditions Not Covered By This Warranty

a. Products that are integrated, installed, maintained, or serviced in any manner other than in accordance with the Iridium user documentation furnished with or applicable to the Product.

b. Product damage caused by the use of ancillary equipment not furnished by Iridium, including accessories and peripherals.

c. Problems where the Product is used in a combination with ancillary equipment not furnished by Iridium, and it is determined by Iridium there is no fault with the Product.

d. Ancillary equipment not furnished by Iridium which is attached to or used in connection with the Products is not the responsibility of Iridium, and all such equipment is expressly excluded from this warranty. Furthermore, Iridium does not warrant the integrated operation of the combination of the Products with any ancillary equipment not furnished by Iridium.

e. Defects or damage resulting from: use of the Product in any manner not normal or customary; misuse, accident or neglect including but not limited to dropping the Product onto hard surfaces, immersion in or exposure to water, rain or extreme humidity, immersion in or exposure to sand, dirt or other particulates, exposure to extreme heat, spills of food or liquid; improper testing, operation, maintenance, installation, adjustment; or any alteration or modification of any kind.

f. Batteries manufactured by Iridium and sold with Products whose capacity exceeds 80% of rated capacity are not covered. Batteries whose capacity falls below 80% of rated capacity, or that develop leakage, shall be considered non-conforming. This warranty is voided for batteries if: a) such batteries are charged by other than the Iridium-approved battery charger specified for charging such batteries; b) any seals on such batteries are broken or show evidence of tampering; or c) such batteries are used in equipment other than the Product for which they are specified; or d) such batteries are charged and stored at temperatures greater than 60 degrees centigrade.

g. Breakage or damage to antennas, or scratches or other damage to plastic surfaces or other externally exposed parts caused by Purchaser's use.

h. Products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim.

i. Products on which serial numbers or date tags have been removed, altered or obliterated.

j. Coil cords that are stretched or on which the modular tab is broken; leather cases, which are covered under separate manufacturers' warranties;

k. Products rented on a month-to-month basis.

l. Normal wear and tear.

3.Obtaining Warranty Service

For warranty questions, repairs, or for the return of Product, please call your Service Provider or Point-of-Sale, not Iridium. Equipment needing service should be returned to your Service Provider or Point-of-Sale, not Iridium.

SERVICE WORK PERFORMED BY SERVICE CENTERS NOT AUTHORIZED BY IRIDIUM TO PERFORM SUCH WORK WILL VOID THIS WARRANTY.

All Products shipped to Iridium's authorized Warranty Service Center must be shipped with freight and insurance prepaid. Purchaser must include with the Product a bill of sale, a lease, or some other comparable proof of purchase, the name and location of the installation facility, if any, and most importantly, the Purchaser's name, address, and telephone number and a written description of the problem. Product that is repaired or replaced under this warranty shall be returned to Purchaser at Iridium's expense for the freight and insurance, and at Purchaser's expense for any applicable duties or other charges. If additional information is needed, please contact Iridium at the address and phone number listed in Paragraph 6 below.

4.General Provisions

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, THIS WARRANTY COVERS THE PRODUCTS ONLY, AND NO WARRANTY IS MADE AS TO COVERAGE, AVAILABILITY, OR GRADE OF SERVICE PROVIDED BY IRIDIUM SEPARATELY FOR IRIDIUM SATELLITE SERVICES. IN NO EVENT SHALL IRIDIUM BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT IN QUESTION, OR FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.

5.State Law and Other Jurisdiction Rights; Software Copyrights

SOME STATES AND OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO PURCHASER.

This warranty gives Purchaser specific legal rights, and Purchaser may also have other rights which vary from jurisdiction to jurisdiction.

Laws in the United States and other countries preserve for Iridium certain exclusive rights for copyrighted Product software such as the exclusive rights to reproduce in copies and distribute copies of such Product software. Product software may be copied into, used in and redistributed with only the Product associated with such Product software. No other use, including without limitation disassembly, of such Product software or exercise of exclusive rights in such Product software is permitted.

6.Contact

For additional information about this Product warranty, please contact your Service Provider or Point of Sale.

For additional information about Iridium products and services, please contact Iridium as follows:

By Telephone: Customer ServiceToll Free Number:
+1-866-947-4348

Local or International Number:
+1-480-752-5155

By Email: Info@iridium.com

By Mail: Iridium Satellite LLC
Attn: Customer Service
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