

2014 Iridium Time Epoch Change

NEW ROLL BACK INFORMATION

- Satellite Phone Impact

June 26th, 2014



As part of standard satellite network operations, Iridium periodically resets the Iridium L-Band system time count, otherwise known as a “re-epoch”. When Iridium reset the L-Band count at 10:00:00 EDT on June 17, 2014 to Era 2, a small number of Iridium partners notified us that their applications had an issue with the re-epoch.

Iridium is committed to the operation of ALL applications on our network. **Therefore we made the decision to “roll back” or reset the Iridium L-Band Counter back to Era 1.** Iridium is hereby providing advance notice of the “roll-back” to all customers in order to allow adequate time for any technical preparations to occur in order to transition customers back to Era 1.

- The activities to “roll back” the Iridium L-Band counter will start on June 30th at 15:37:00 UTC
- The Iridium L-band counter start time will revert back to March 8th, 2007 3:50:21 UTC

Iridium plans to conduct the re-epoch again in the 1st Quarter of 2015 and will provide additional guidance later this year, and you should consider this when preparing for the rollback.

Satellite Phone Impact

For Iridium Satellite Phone users, this epoch change on June 30th, 2014 will have no impact to service availability and the ability to successfully complete phone calls, SMS messages, or data services.

This epoch change will impact Iridium Satellite Phones differently, depending upon whether they modified their epoch settings for the June 17th Era 2 as follows:

Iridium 9555 / Iridium Extreme	June 17 th – June 30 th	June 30 th – Q1 2015	Corrective Action Required for June 30 th – Q1 2015
-With prior Era 1 time	Incorrect Date/Time	Correct Date/Time	None
-With new Era 2 time	Correct Date/Time	Incorrect Date/Time	Setting change to Era 1 time
9505A, 9505, 9500			
-With prior Era 1 time	Incorrect Date/Time	Correct / Date Time	None
-With new Era 2 time	Correct Date/Time	Incorrect Date/Time	Setting change to Era 1 time

As referenced above, satellite phone users or inventory that was not updated to the new Era 2 time will revert to the correct date/time starting on June 30th (no action required). All inventory shipped from Iridium has been programmed with the Era 1 time, therefore will not require corrective action unless updated by the partner, reseller, or end user.

Satellite Phone Instructions

Satellite phone users or inventory that was updated to the new Era 2 time will require a setting change to comply with the new Era 1 time starting June 30th.









Iridium 9555 and Iridium Extreme® customers

Those that recently updated their Era settings can restore the correct time settings by following these steps after June 30th:

1. Dial *#99#2007030803502100#
2. Press the green key
3. Turn off/on their phone

Iridium 9505A, 9500, and 9500 customers

Those that recently updated their time and date can restore the correct time settings by updating from their phone menu after June 30th. The extended phone set-up menu must be set to “On” (see page 137 of Iridium 9505A user guide, page 149 of the Iridium 9500 user guide, or page 139 of the Iridium 9505 user guide), then follow these instructions to reset the time and date:

1. Follow the steps in “Getting to Phone Setup...” to get to Set Time and Date, and then press  to select.
2. Press  to choose Set Home Time + Date or Set Away Time + Date, and then press . You will see Enter Home Time or Enter Away Time and the time currently set.
3. Press  to accept the displayed time.
or
Enter the time in 24-hour format, and then press . You will see Enter Home Date or Enter Away Time and the date currently set.
4. Press  to accept the displayed date. You will see Completed.
or
Enter the date in day(dd)-month(mm)-year(yy) form and then press . You will see Completed.
5. Press and hold  to exit the menu.

Future Plans

New satellite phone inventory will continue to ship with the Era 1 setting to support the correct date/time from June 30th – Q1 2015. Additional communications will occur next week to update instructions on Iridium.com and to the recipients of the early June SMS notification.

Communications will be sent in Q4 2014 in preparation for the Q1 2015 epoch change.