

# Iridium® Services


## Motorola 9500/9505 Guide

Customer Care +1 703-330-9028  
 support@skyhelp.net  
 Iridium call # 2468

### QUICK REFERENCE GUIDE

Power ON/OFF	Press <b>0</b>
Make call	Enter number, press <b>OK</b>
Answer call	Press <b>OK</b> or open Flip
End call	Press <b>OK</b> or close Flip
Call voicemail	Press (↑) <b>3</b>
Ringer vibrate alert ON/OFF	Press (↑) <b>6</b>
Show battery meter	Press (↑) <b>4</b>

### POWERING UP THE PHONE

1. Rotate antenna upward and extend it fully, making certain it locks into place. The antenna MUST have a clear view of the sky in order to operate. **Note:** The antenna may dislodge during shipping. If this occurs, press the release button at the top of the phone and remove the antenna. Re-insert it in the down position by holding the release button until it locks into place.
2. Press and hold **0** to power on the phone.
3. When the ∅ no service indicator disappears and the  home and global **#** signal appears on phone screen you are ready to make a call. Default PIN=1111

### REGISTERING WITH A SATELLITE NETWORK

You may need to register with a network to access the Iridium Satellite Service when outside local service coverage.

1. Press (↑) **8** on phone
2. The phone screen will display "REGISTERING"
3. When you see "REGISTERED" and the signal strength indicator or the home signal on the phone screen you are ready to make a call.
4. If you see "ROTATE ANTENNA" or "ORIENT ANTENNA" extend the antenna upward and make sure you have a clear view of the sky.
5. If you see "CALL FAILED", "SYSTEM BUSY", "RESTRICTED AREA", or "WEAK SIGNAL", this means the phone is unable to access the network. Try again in a few minutes.

### OUTGOING CALLS

1. Rotate antenna upward and extend it fully. The antenna MUST have a clear view of the sky in order to operate.
2. All calls must be dialed in the international format. Begin call by pressing and holding down the **0+** key until "+"

symbol appears on phone display, or by using the Int'l access code of 00

3. Enter the Country Code (see list enclosed).
4. Enter the city/area code (excluding the leading 0 if applicable).
5. Enter the telephone number and press **OK**.  
 Example calling a North American number from any country:  
**0+** 1 905 272 3633 **OK** or 00 1 905 272 3633 **OK**  
**0+** Example calling 44 (0) 171 4838 8450, a U.K. number, from any country:  
**0+** 44 171 4838 8450 **OK** or 00 44 171 4838 8450 **OK**  
 (note: the leading 0 is excluded)  
 Example Satellite to Satellite calling, from any country:  
**0+** 8816 314 20186 **OK** or 00 8816 314 20186 **OK**

### INCOMING CALLS

To answer a call rotate and fully extend the antenna and press **OK**. To disconnect press **OK**.

### How to reach you on your Iridium telephone:

The caller dials the country's international access code (Canada & US = 011), (UK=00) then dials (8816) and then the 8 digit Iridium number.

*Please Note:* The caller may experience a minor delay while the call connects. If you are unavailable, the caller has the option of leaving a voice or numeric message. When they are prompted, they must enter (8816) and the 8 digit Iridium number.

**In some situations, calls cannot be placed from your local long distance provider to your Iridium telephone. See Satellite Messaging Service below for alternate means of receiving messages or contact Roadpost for more information.**

**Phone calls originating from public switched telephone networks will be charged on the caller's landline telephone bill. Rates will vary with long distance subscribers.**

#### Example 1:

If your Iridium number is listed as (8816) 314-12086 and your office (in the US) is calling you on your Iridium telephone, they would dial:

011 8816 314 12086.


#### Example 2:

If your Iridium number is listed as (8816) 314-12086 and your office (in the UK) is calling you on your Iridium telephone, they would dial:

00 8816 314 12086.

### VOICEMAIL RETRIEVAL

From an Iridium telephone:

1. To access voicemail, press  key or manually dial your Iridium number. (Example, if your Iridium number is listed as (8816) 314 12086, enter +8816 31412086)
2. When prompted, enter your Iridium Number, beginning with 8816.
3. Press **\*** to interrupt the message.
4. When prompted to enter your pass code, enter the last 7 digits of your Iridium Number. (Example, if your Iridium Number is listed as (8816) 314 12086, enter 1412086)
5. To play your messages, press 1, and follow voice prompts.  
*Please note: Call charges apply when accessing voice mail.*

### SATELLITE MESSAGING SERVICE

#### Sending a Satellite Message via the Iridium Web Page:

1. Log onto the internet.
2. Go to <http://messaging.iridium.com/>
3. In the **To** box, enter the Iridium phone number you would like to send the message to, beginning with 8816.
4. In the **Message** box, enter your text message, up to a maximum of 160 characters per message.
5. Click on **Send Message** once complete




#### Sending a Satellite Message via E-mail:

E-mail messages can be sent to the Iridium mobile phone using the following e-mail address:  
your iridium phone number@ msg.iridium.com

**For Example:** If your Iridium Number is listed as (8816) 314-12086,  
the e-mail address would be: 881631412086@ msg.iridium.com

Please note: messages can only be received. You cannot respond to e-mail messages from your handset.


#### Reading Satellite Messages Iridium telephone:

1. When your phone receives a message, a small envelope icon will appear on the phone's display.
2. To read your messages, press the  key.
3. Using the  key, scroll until the phone reads **Received Messages**. Press **OK**.
4. The system will indicate the number of old and new messages.
5. Using the  key, scroll through each message.
6. At the end of your message, you will be asked **View Option?** Press **OK** to scroll through your options.
7. To delete your message, press **OK** until you see **Delete Message**. Press **OK**. Your screen will read **Message Deleted**.

### TROUBLESHOOTING

If "PENDING CALL DROP", "CALL FAILED", "SYSTEM BUSY", "RESTRICTED AREA", or "WEAK SIGNAL" is displayed on phone screen, you will be notified by a series of 3 consecutive tones. This means a satellite may not be available to take your call. The tone will continue periodically until a new satellite moves into range.

### BATTERY RECHARGING

1. To charge battery insert adapter into wall outlet and plug into base of phone. The plug should be clipped to the base of phone beginning with left side first and then the right side. The battery symbol on phone will flash, indicating charging. If the phone is powered on while charging press  twice to place the phone in "charge-only" mode. **Charging battery** will be displayed on the phone. If phone is powered off while charging it automatically enters "charge-only" mode.
2. Once the display reads "Fast Charge Complete" the battery is fully charged.
3. To remove charger from the phone, press the release on the right hand side of the plug.

Note: It is recommended that phone be turned off to achieve a complete charge.

### LOST OR STOLEN PHONES

If your Iridium telephone becomes lost or stolen please contact Roadpost Customer Service immediately at +1-703-330-9028 to have your line disconnected. *Note:* You will be billed for all rental and airtime rates until the phone is reported lost or stolen to Roadpost.

### RETURNING YOUR PHONE

Everything you need to return your phone is located in the back pouch of your rental kit.

### SELECT COUNTRY CODE LIST

Argentina	54	Hungary	36	Poland	48
Australia	61	Iceland	354	Portugal	351
Austria	43	India	91	Romania	40
Bahrain	973	Ireland	353	Russia	7
Belgium	32	Italy	39	Saudi Arabia	966
Brazil	55	Japan	81	Scotland	44
Canada	1	Kuwait	965	South Africa	27
China	86	Luxembourg	352	Singapore	65
Denmark	45	Malaysia	60	Spain	34
Egypt	20	Malta	356	Sweden	46
England	44	Mexico	52	Switzerland	41
Finland	358	Monaco	339	Taiwan	886
France	33	Morocco	212	Thailand	66
Germany	49	Netherlands	31	Turkey	90
Gibraltar	350	New Zealand	64	UAE	971
Greece	30	Norway	47	UK	44
Hong Kong	852	Pakistan	92	USA	1