



Personal Satellite Network, Inc.

www.skyhelp.net

703-330-9028 voice

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Welcome to the new Iridium™ Satellite Service

Troubleshooting tips

- **Make sure the antenna is fully seated in its socket.** The release button is easily hit when inserting or removing the unit from the holster. This loosens the antenna creating a poor connection. If this occurs, place the antenna in the down position, press the release button and push the antenna fully into the socket.
- **Fully extend the antenna,** and try to keep it in a vertical position.
- **The phone needs a clear view of the sky,** all the way to the horizon if possible. Avoid standing next to power lines, radar antennas, or other strong sources of electronic radiation.
- **Iridium™ operates in frequencies close to those used by GPS.** Your transmitting Iridium™ phone could affect a nearby GPS receiver.
- **The default PIN code is 1111.** Do not change the default PIN until you are familiar with using the unit. If you lose the new PIN the unit will "block" itself after 3 bad PIN attempts. This is an anti-theft protection. To "unblock" you must get a PUK code from the Iridium™ Operations Center and follow the special procedure published in the owner's manual.
- **All telephone numbers are dialed as international numbers** with 00 or +, the country code and then the telephone number.
- **Short messages** (120 characters) can be sent to the phone via e-mail using the phone number "at" msg.iridium.com as the address.
For example: 881631488777@msg.iridium.com
- **Call forwarding** can be used when you arrive someplace where someone can answer your calls, such as a hotel, your office, or home. Remember to remove the call forwarding feature when the situation changes.
- **Voice Mail (an optional service)** allows you to be paged on the phone for missed calls or voice mail. You can check your voice mail from any phone.
- **Important numbers should be written on the phone or loaded into memory;** e.g., Coast Guard, rescue agency, home, office or other frequently called numbers. Then, in case of an emergency all you need is the phone.
- **Keep both batteries charged.**
- **The code "system busy" usually does not mean the system is busy,** but some fault is stopping the call. Low signal strength or dialing an incorrect number can cause this code to show up. Wait a few minutes and re-register the phone to a different satellite by pushing "up arrow" and 8. You should acquire a new satellite and have a signal strength of at least two bars. If you dial the number and still get a "system busy," something is wrong. Call Iridium™ Customer Care to get help.
- **Low signal strength causes most call failures.** If you have a signal of less than "2 bars," the call could fade out. Make sure the antenna has a good view of the sky: extend the antenna above your head, step away from large objects, and get a good wide view of the sky. The satellites all travel from north to south and at best have a 10-minute pass. They will automatically hand off your call to the next satellite.
- **"Invalid Account"** is displayed after phone tries to register, means the SIM card is bad (not active), contact support to see why it is not active.

Remember, if all else fails... read the manual!