



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.

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