IRIDIUM

USER GUIDE

Freedom to Communicate. Anytime. Anywhere.

Keypad Legend

User Guide Symbols	Corresponding Phone Keys					
#	#	#	# ▸	# >		
*	*	*	◂ *	* ◂		
clear	CLR	CLR	CLR	CLR	Clr	CLEAR	C
send	SEND YES	YES	SEND	SND	Send	TALK	↰ ↱
ok	OK	OK				
end	END NO	NO	END	END	End	END	①	①

Color Legend

User Guide instructions may vary, depending on whether your home network is Iridium, AMPS, CDMA, TDMA, or GSM. Please refer to our color code to identify the instructions for your network. (If you need help identifying your home network, please contact your service provider.)

- ■ Follow blue instructions if your home network is Iridium
- ■ Follow red instructions if your home network is a GSM network
- ■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

Iridium service is contingent on national government approval. For current service availability, please refer to the Iridium coverage maps enclosed in the Welcome Kit. You may also view the latest maps on our Web site at *www. iridium.com.*

For optimal operation, satellite phones should have a clear view of the sky. The satellite signal may be weak or unavailable inside buildings, tunnels, or other structures.

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An Introduction to Iridium

Welcome

Thank you for choosing Iridium for your communication needs. Iridium is dedicated to providing unparalleled global wireless communications—virtually anytime, anywhere in the world. We look forward to bringing a new global connectivity to you and the rest of the planet.

What is Iridium?

Iridium is a global wireless telephone company that operates the world's first satellite-based personal mobile communications network. By combining the worldwide reach of 66 low-orbiting satellites and land-based cellular systems, Iridium allows customers to communicate with handheld telephones and pagers virtually anywhere in the world.

The Iridium Satellite Network

With 66 satellites forming a cross-linked grid in space, the Iridium system is the first low-Earth-orbiting system for wireless telephone service. Only 780 km (485 miles) above the Earth, the satellite network makes it possible for you to place, or receive a call, virtually anywhere on the planet. Within the range of a land-based network—in an urban environment, for example—your handheld Iridium dual-mode or multi-mode telephone uses the local wireless telephone network. In areas with inadequate communications infrastructure, your calls are routed directly from your handheld phone to the Iridium satellite orbiting above your location. Each satellite is able to connect to the others in the Iridium constellation. Thus your telephone calls and paging messages are relayed from one satellite to another until they reach the area where the signals are to be relayed back to Earth.

Iridium and Cellular Networks

As a complement to cellular phone service, the Iridium system allows you to "roam" onto virtually any type of cellular network. Iridium routes calls through land-based wireless telephone systems when you are within the coverage area of cellular networks that have roaming agreements with Iridium. Iridium World Roaming Service makes it possible to use local cellular service throughout the world with your regular phone number.

Two world-class manufacturers—Motorola of the USA and the Kyocera Corporation of Japan—have designed small, lightweight satellite telephones and pagers for communicating virtually anywhere in the world. (In addition to these satellite phones, conventional cellular phones may be used with Iridium World Roaming Service.)

IMPORTANT
To participate in Iridium World Product Care
(see page 29), you must register within five business
days of receiving your Iridium equipment.

The Iridium Telephone By Motorola

The Motorola Satellite Series™ 9500 Telephone functions as either a satellite or a cellular phone. To "roam" onto cellular networks throughout the world, simply attach a Cellular Cassette™ compatible with the local cellular network. (Cassettes are initially available for GSM 900 and CDMA 800/AMPS/N-AMPS standards, with additional standards planned for the future.) Outside cellular coverage, the phone's antenna connects you to the satellite network.

The Iridium Telephones By Kyocera

The Iridium "multi-mode" phone by Kyocera consists of a combination of four cellular phones and an Iridium satellite adapter unit. You may purchase any or all of the cellular phones, which will be available for each of the leading cellular standards (PDC, CDMA 800, GSM 900, or AMPS). For cellular roaming, select the phone that matches the technology standard of the network in the area from which you are calling. For satellite calls, simply snap your cellular phone into the adapter unit to access the Iridium satellite network.

If you don't require cellular roaming capability, Kyocera offers a satellite-only Iridium phone.

The Iridium Pagers

Motorola and Kyocera have each designed a pager for the unique global paging service offered by Iridium. The belt-worn pager allows you to receive alphanumeric messages of up to 200 characters in any one of 16 languages.

The Iridium SIM Card

Your SIM (subscriber identity module) card stores information regarding your Iridium account. It must be inserted into certain types of phones to place or receive calls. The card works with any Iridium phone, and also allows you to use GSM-based cellular or PCS phones.

(NOTE: YOUR SIM CARD MAY NOT OPERATE IN A PHONE THAT HAS BEEN SUBSIDY LOCKED OR "SIM LOCKED" TO A PARTICULAR OPERATOR'S NETWORK.)

Motorola Pager

*Motorola
"Multi-Mode" Telephone*

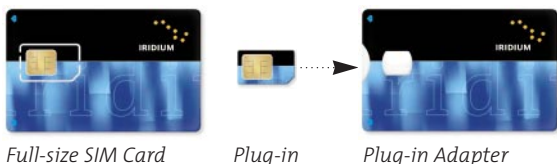*Kyocera "Multi-Mode" and
Satellite Telephones*

Kyocera Pager

Your SIM Card Allows You To:
- Place or receive calls over the Iridium satellite network, as well as other networks with which Iridium has roaming agreements
- Maintain the security of your Iridium account
- Store phone numbers or text messages

How To Insert Your SIM Card Into The Phone
SIM cards are available in two sizes: "full-size" (the size of a credit card) and a miniature "plug-in size." Your phone will accept only one of the two sizes. If you have a plug-in SIM card and wish to use it in a phone that accepts only full-size SIM cards, a plug-in adapter card will convert the plug-in SIM to a full-size SIM. Contact your service provider to obtain a plug-in adapter card.

The SIM card may already be inserted into your phone when you receive it from your service provider. If not, you can easily insert it into the slot provided on the phone. Your phone's user manual provides specific instructions.

Full-size SIM Card   *Plug-in*   *Plug-in Adapter*

PIN And PUK Security Features
The personal identification number (PIN) and PIN unblocking key (PUK) provide additional security options. When the PIN feature is activated, your phone will display a message each time it is switched on, asking you to enter your PIN before the phone can be used. If the PIN feature is not activated, you may use your phone's menu options to activate the PIN for your phone.

To ensure the security of your account, your SIM will be blocked automatically if an incorrect PIN is entered three times consecutively. To unblock the SIM, use your 8-digit PUK. If you don't have a PUK, or have misplaced it, contact your service provider.

How To Store Phone Numbers And Text Messages
Frequently dialed phone numbers or text messages may be stored on your SIM card by following your phone's menu-driven instructions.

Lost Or Stolen SIM Cards
If your SIM card is lost or stolen, contact your service provider or Iridium Global Customer Care (see page 28). Please keep in mind that charges can be billed to your account if your SIM card is used with another phone.

Iridium Services

Iridium offers four primary services: World Satellite, World Roaming, World Page, and World Calling Card Service. In addition, many "value-added" services are available (see page 13).

Iridium World Satellite Service

Iridium World Satellite Service covers the Earth's entire surface and enables you to communicate with a handheld satellite telephone in places where telephone service is non-existent or unreliable. You must have an Iridium satellite telephone to use this service.

(NOTE: THE SATELLITE ANTENNA MUST BE EXTENDED WHEN TALKING. SEE YOUR PHONE'S USER MANUAL.)

How To Place A Call

(NOTE: SOME BUTTONS MAY BE LABELED DIFFERENTLY ON YOUR PHONE. IF YOU DO NOT RECOGNIZE THE BUTTONS DESCRIBED BELOW, SEE YOUR PHONE'S USER MANUAL.)

Every phone call from an Iridium satellite phone must be dialed in an international format. Begin all phone numbers with 00, the international access code from the Iridium network:

0 **0** [country code] [phone number]

The **0** **0** may be replaced by the **+** button:

+ [country code] [phone number]

Once you have entered all digits, press **ok** or **send**.

How To Clear A Single Digit
Press and release **clear**.

How To Clear The Display
Press and hold **clear** for approximately one second.

How To Receive A Call
Extend the satellite antenna.

Press **ok** or **send**.

How To End A Call
Press **ok** or **end**.

Iridium World Roaming Service

Iridium World Roaming Service allows you to use local cellular networks throughout the world. When you switch on your phone, you are automatically registered with participating local cellular networks, and callers can reach you through your home phone number.

In addition to an Iridium phone, you may use a cellular or PCS phone with Iridium World Roaming Service.

How To Place A Local Call

(NOTE: SOME BUTTONS MAY BE LABELED DIFFERENTLY ON YOUR PHONE. IF YOU DO NOT RECOGNIZE THE BUTTONS DESCRIBED BELOW, SEE YOUR PHONE'S USER MANUAL.)

STEP 1: Enter the phone number.

In some locations, local calls must be dialed in an international format, i.e., [international access code] [country code] [phone number]. Use the following international access codes:

When roaming on GSM networks:
(0) (0) or **(+)**

When roaming on AMPS, CDMA, or TDMA networks:
Use the international access code for the country from which you are placing the call (see the list of codes on page 31).

STEP 2: Press **(ok)** or **(send)**.

How To Place A Long Distance Or International Call

STEP 1: Enter the phone number in the following format:

[international access code] [country code] [phone number]

Use the following international access codes:

When roaming on GSM networks:
(0) (0) or **(+)**

When roaming on AMPS, CDMA, or TDMA networks:
Use the international access code for the country from which you are placing the call (see the list of codes on page 31).

STEP 2: Press **(ok)** or **(send)**.

How To Clear A Single Digit

Press and release **(clear)**.

How To Clear The Display

Press and hold **(clear)** for approximately one second.

How To Receive A Call

Press **(ok)** or **(send)**.

How To End A Call

Press **(ok)** or **(end)**.

Iridium World Page Service

Iridium World Page Service covers the Earth's entire surface and makes it possible for you to receive messages anywhere, anytime. Available as a stand-alone service or as a complement to other Iridium services, Iridium World Page Service allows you to receive alphanumeric messages of up to 200 characters in any one of 16 languages. It is important to keep in mind that delivery of a satellite message will take several minutes.

How Messages Can Be Sent To Your Pager
Depending on the caller's location and your service provider's capabilities, messages can be sent to your pager in one of the following ways:

(NOTE: PLEASE CHECK WITH YOUR LOCAL SERVICE PROVIDER TO DETERMINE WHICH METHODS ARE AVAILABLE TO YOU.)

Via your Iridium world page number
- **STEP 1:** Caller dials your pager number using a touch-tone phone and waits for your mailbox greeting.
- **STEP 2:** Following instructions provided in your greeting, the caller uses the keypad on the phone to leave a numeric message of up to 20 digits.
- **STEP 3:** When the caller hangs up, the message is automatically sent and displayed on your pager.

Via a PC and messaging software
- **STEP 1:** Using messaging software on a personal computer or a dedicated message entry device (for example, a Motorola Wordsender), the caller accesses your Iridium modem number, which is provided by your service provider.
- **STEP 2:** The caller enters your pager number, followed by an alphanumeric message of up to 200 characters.
- **STEP 3:** After the caller follows the on-screen prompts, the network automatically sends the message, which is then displayed on your pager.

Via E-mail
E-mail messages sent to your Iridium ID (your Iridium phone or pager number@iridium.com) will be placed in your personal mailbox.

Via the Iridium Web page
Using the Iridium Web site (*www.iridium.com/messaging*), messages can be placed in your personal mailbox.

Via a messaging dispatch service
A caller can dial a messaging dispatch service, and leave a numeric or alphanumeric message. Dispatch services usually provide either an operator or a voice response system to prompt the caller to enter your pager number and the message. The message is sent directly to the Iridium network, and delivered to your pager.

(NOTE: CONTACT YOUR SERVICE PROVIDER TO DETERMINE IF THIS OPTION IS AVAILABLE TO YOU.)

Message Delivery Areas

The Iridium network directs messages to your pager according to specific geographic regions known as Message Delivery Areas (MDAs). To ensure that messages are delivered to the area(s) where you are located, it is important that you select up to three MDAs.

To select an MDA for your pager, refer to the MDA maps and complete the following steps:

Touch-tone registration

STEP 1: Using a touch-tone phone, call your Iridium pager number and wait for your mailbox greeting.

STEP 2: Enter ✱ and your PIN.

STEP 3: Press ④ to access the personal options menu

STEP 4: Press ③ to modify your message notification options.

STEP 5: Press ② to review or change your default delivery area.

STEP 6: Press ② to add a delivery area.

Press ③ to delete a delivery area.

(NOTE: PRESS THE # KEY AFTER YOU ENTER AN MDA. IF YOU ALREADY HAVE THREE MDAs SELECTED, DELETE AN MDA BEFORE SELECTING A NEW ONE.)

Operator-assisted registration

STEP 1: Call your service provider's customer service for assistance with establishing or changing MDA locations. Before calling, have your pager number and password available.

(NOTE: THIS ASSISTANCE IS AVAILABLE AT THE DISCRETION OF YOUR SERVICE PROVIDER.)

■ *Automatic registration*

If you also use World Satellite Service or World Roaming Service (see page 6), your message delivery areas can be set automatically while you travel. See "Automatic Location Registration For Pagers," page 13.

Personal Mailbox

As part of Iridium World Page Service, you have a personal mailbox that can receive and store numeric messages, text messages, and (optionally) voice mail messages.

How to access your personal mailbox

STEP 1: From any touch-tone phone, dial your Iridium pager number and wait for the mailbox greeting.

(NOTE: IRIDIUM SATELLITE PHONES OFFER ONE-BUTTON MAILBOX ACCESS. FOR MORE INFORMATION, SEE YOUR PHONE'S USER MANUAL.)

STEP 2: Enter ✱ and your PIN.

STEP 3: Follow the prompts (see page 16).

■ Follow blue instructions if your home network is Iridium
■ Follow red instructions if your home network is a GSM network
■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

How To Personalize Your Mailbox

When accessing your mailbox for the first time, you will be given instructions on how to personalize your mailbox. See "Your Personal Mailbox" on page 13 for more details. During this session, you may return to a previous menu at any time by pressing $*$.

Review Or Change Your Message Delivery Areas (MDAs)

To review MDAs without making changes:

STEP 1: In the main menu, press 4 to access the personal options menu.

STEP 2: Press 3 to access the message notification menu.

STEP 3: Press 2 to manage your MDA list.

STEP 4: Press 1 to review MDAs.

To add an MDA:

STEP 1: In the main menu, press 4 to access the personal options menu.

STEP 2: Press 3 to access the message notification menu.

STEP 3: Press 2 to manage your MDA list.

STEP 4: Press 2 to add a new MDA, or change an MDA.

STEP 5: At the prompt, enter the new MDA, or press $*$ to cancel.

To delete an MDA:

STEP 1: In the main menu, press 4 to access the personal options menu.

STEP 2: Press 3 to access the message notification menu.

STEP 3: Press 2 to manage your MDA list.

STEP 4: Press 3 to delete an MDA.

At any time, press $*$ to cancel the command.

Message Blocking

This feature allows you to block incoming messages. When activated, message blocking requires callers to enter a password before they can leave a message in your mailbox.

STEP 1: In the main menu, press 4 to access the personal options menu.

STEP 2: Press 4 to access the personal preferences menu.

STEP 3: Press 5 to access the message blocking menu.

STEP 4: Press 1 to enable or disable message blocking. Then follow the prompts.

You may change your message blocking security code by completing steps 1 through 3, and then pressing ②. At the prompt, enter your new 4-to-7-digit password, or press ✱ to cancel the command.

Message Time/Date Stamp

When the message time/date stamp is enabled, the system marks messages with the time and date when they were received.

STEP 1: In the main menu, press ④ to access the personal options menu.

STEP 2: Press ④ to access the personal preferences menu.

STEP 3: Press ② to select your playback preferences.

STEP 4: Press ③ to activate or deactivate the time/date stamp.

Message Enable/Disable

When this feature is enabled, messages are stored but not transmitted to your pager.

STEP 1: In the main menu, press ④ to access the personal options menu.

STEP 2: Press ③ to access the message notification menu.

STEP 3: Press ③ to enable or disable message notification.

Iridium World Calling Card Service

Iridium World Calling Card Service provides convenient calling from public telephones around the world. Public phones in hotels, airports, and other facilities are more accessible as you no longer need local currency to place a call. Calls are billed directly to your credit card.

How To Place A Call

STEP 1: Dial the calling card access number for your location (see *The Access Number Guide* for a complete list of numbers).

STEP 2: At the prompt, enter your Iridium World Calling Card Number and your four-digit PIN. If you are calling from a rotary or pulse dial phone, an operator will assist you.

STEP 3: For calls in the U.S. and Canada, dial the area code and the phone number. For all other calls, dial ⓪ ① ① , the country code, the city code, and the phone number.

STEP 4: To place additional calls, press and hold the # key for two seconds and enter the phone number.

Speed Dialing

The speed dialing feature allows you to store and dial phone numbers for fast access.

STEP 1: Dial the calling card access number for your location (see *The Access Number Guide* for a complete list of numbers). Enter your Iridium World Calling Card Number and your four-digit PIN.

STEP 2: Press $*$ and then 4.

STEP 3: Press 0 to record speed dialing numbers.

STEP 4: To use speed dialing, press the key corresponding to your recorded number.

Conference Calling

STEP 1: Dial the Iridium World Calling Card access number for your location, which can be found in *The Access Number Guide*, and enter your account number. After entering your PIN, press $*$ and then 5.

STEP 2: Dial the telephone number of the first party of your conference.

STEP 3: Press $#$ to add up to three additional parties.

(NOTE: YOU WILL BE GIVEN THE OPTION OF LISTENING TO A TUTORIAL ABOUT CONFERENCE CALLING. TO LISTEN TO OR TERMINATE THIS TUTORIAL AT ANY TIME, PRESS $*$.)

Computer Connections

You can use your calling card to establish connections with your computer.

STEP 1: In your software program, enter a dial string beginning with the access number for your location (see *The Access Number Guide* for a complete list of numbers), followed by the $ symbol.

STEP 2: Enter your account number and your PIN, followed by the $ symbol.

STEP 3: Enter your destination number.

(NOTE: DIAL STRING MAY VARY DEPENDING ON YOUR COMPUTER SETUP.)

Receiving An Itemized Statement Of Your Calls Via Fax

STEP 1: Dial the Iridium World Calling Card access number for your location, which can be found in *The Access Number Guide*, and enter your account number. After entering your PIN, press $*$, then press 3 to access your fax mail box.

STEP 2: Press 6 to retrieve your statement. At the prompt, select last month's statement or the present month's statement to date.

STEP 3: At the prompt, enter the fax number at which you wish to receive your statement.

Customer Service
If you have questions regarding Iridium World Calling Card
Service, dial the toll-free access number for your location.
Dial **(0)** or hold the line to be connected to a customer ser-
vice representative. You can also contact your service provider
or Iridium Global Customer Care.

Value-Added Services

In addition to the four primary services, Iridium offers a
variety of "value-added" services to meet your individual
communication needs. Check with your service provider to
see which services are available to you.

■ Your Personal Mailbox

If your home network is Iridium (you have a phone
number beginning with country code 8816 or 8817, or a
pager number beginning with country code 8816), you have
a personal mailbox that can receive and store numeric
messages, text messages, and (optionally) voice mail
messages (see page 16).

When using World Satellite Service or World Roaming Service,
unanswered calls (when your phone is busy or not reachable)
are automatically forwarded to your personal mailbox.

When using World Page Service, callers are directly connect-
ed to your personal mailbox. The caller can leave either a
numeric message or (optionally) a voice mail message. Text
messages may be sent to the mailbox using a variety of
methods (see "How Text Messages Can Be Sent To You If Your
Home Network Is Iridium," page 20).

How To Direct Messages To Your Phone Or Pager
After a message has been left in your mailbox, the Iridium
system notifies you via the display of your phone or pager,
depending on the service to which you subscribe. Numeric
and text messages are sent directly to your phone, pager, or
both. See page 16 for instructions on how to specify where
you want your mailbox to send your messages.

Automatic Location Registration For Pagers
If you subscribe to Iridium World Page Service along with
World Roaming Service or World Satellite Service, you can
take advantage of automatic location registration for your
pager. Simply switching your phone on while traveling and
allowing it to register permits the Iridium network to auto-
matically select your pager's Message Delivery Area based on
the location of your phone. See the "Activate Automatic
Follow-Me" option under "Message Notification Options" on
page 17.

■ Follow blue instructions if your home network is Iridium
■ Follow red instructions if your home network is a GSM network
■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

How To Access Your Personal Mailbox

STEP 1: From any touch-tone phone, dial your Iridium phone or pager number and wait for the mailbox greeting.
(NOTE: IRIDIUM SATELLITE PHONES OFFER ONE-BUTTON MAILBOX ACCESS. FOR MORE INFORMATION, SEE YOUR PHONE'S USER MANUAL.)

STEP 2: Enter $*$ and your PIN.

STEP 3: Follow the prompts (see page 16).

How To Personalize Your Mailbox

When accessing your mailbox for the first time, you will be given instructions on how to personalize your mailbox. During this session, you may return to a previous menu at any time by pressing $*$.

Create a new PIN to ensure privacy

STEP 1: In the main menu, press 4 to access the personal options menu.

STEP 2: Press 4 to access the personal preferences menu.

STEP 3: Press 1.

STEP 4: Enter a new 4-to-7-digit PIN (choose a PIN you can memorize easily), followed by $#$.

Record your name

STEP 1: In the main menu, press 4 to access the personal options menu.

STEP 2: Press 4 to access the personal preferences menu.

STEP 3: Press 3 to access the name menu.

STEP 4: Press 2 to record your name.

STEP 5: Press 1 to listen to your recording.

STEP 6: If you are satisfied with your recording, press $*$ $*$ to return to the main menu. To delete the recording and record your name again, press 2.

Record a greeting for callers

STEP 1: In the main menu, press 3 to access the greeting menu.

STEP 2: Press 2 to record your greeting.

STEP 3: Press 1 to listen to your greeting.

STEP 4: If you are satisfied with your recording, press $*$ $*$ to return to the main menu. To delete the recording and record your greeting again, press 2.

Storage Capacity

Contact your service provider to determine how many messages can be kept in your mailbox and after how much time the messages expire automatically.

How To Obtain Assistance

If you need assistance with accessing or using your mailbox, contact your service provider, or visit the Iridium Web site at *www.iridium.com*.

■ Numeric Messaging

Numeric messaging allows you to receive numeric messages on your phone, pager, or both. This feature is only available if your home network is Iridium (you have a phone number beginning with country code 8816 or 8817, or a pager number beginning with country code 8816). This feature works in conjunction with your personal mailbox.

Callers have the option of leaving a numeric message (for example, a return phone number) of up to 20 digits in your mailbox using the keypad of a touch-tone phone. The message is then automatically sent to your phone, pager or both. See page 16 for instructions on how to specify where you want your mailbox to send your messages.

Receiving Numeric Messages On Your Phone

When your phone receives a message, a small envelope icon or a similar indicator will appear on the phone's display. You can access the message using your phone's menu (see your phone's user manual).

On most phones, you can directly dial the received number without re-entering it, or store it on your SIM card or in the phone's internal memory (see your phone's user manual).

If a message cannot be delivered to your phone because it is switched off or out of coverage, the message is stored in your personal mailbox. It is then delivered automatically as soon as your phone is again accessible to the network.

(NOTE: WHILE ALL IRIDIUM SATELLITE PHONES SUPPORT THIS FEATURE, CELLULAR OR PCS PHONES MUST SUPPORT MOBILE-TERMINATED SHORT MESSAGE SERVICE (SMS) TO ACCEPT NUMERIC MESSAGES. YOU CANNOT RECEIVE MESSAGES WHILE ROAMING ON AN AMPS, CDMA, OR TDMA NETWORK.)

Receiving Numeric Messages With Your Pager

Your pager will automatically display messages as they are received.

How Will You Be Charged?

When using Iridium World Satellite Service, there is no charge to you when numeric messages are left in your personal mailbox. When using Iridium World Roaming Service, calls will be forwarded to your personal mailbox from the local cellular network. You may be charged for the forwarding of the call from the local cellular network to your personal mailbox, in addition to roaming airtime.

■ Follow blue instructions if your home network is Iridium
■ Follow red instructions if your home network is a GSM network
■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

■ Personal Mailbox
(Advanced options have been omitted for clarity)

Listening to Messages

Call Own Phone Number

re-enter phone number if prompted

Access

Press ✱ during greeting
Enter PIN

Main Menu

①	Play messages
②	Record messages
③	Manage greetings
④	Personal options
⑥	Resend message
✱	Exit

listen to messages

Play Messages

①	Rewind
②	Pause
⑤	Options
⑥	Copy message
⑦	Delete message
⑨	Save message

record comment followed by #

record message followed by #

Record Messages

①	Replay message
②	Pause/continue
⑤	Delivery options
⑦	Delete message
⑨	Send message

Manage Greetings

①	Play
②	Record
⑦	Delete

Personal Options

③	Notification options
④	Preferences
⑥	Message destination

Message Destination

①	Pager
②	Mobile phone
③	Both

Global Commands

✱	Previous menu
✱ ✱	Main menu
end or [*hang up*]	Exit
✱ ✱ #	Disconnect

16

Person Calls Voice Phone Number

Caller Listens To Greeting

Voice Recording Tone Will Play If No Response To The Menu

Opening Menu

①	Leave numeric message
⑦	Record voice message
✳	Login to mailbox
#	Skip to recorded tone

Records message and presses # key

After Recording

②	Continue recording
③	Replay message
⑤	Delivery options
✳	Delete message
#	Send message

Delivery Options

①	Urgent
②	Private
③	Delayed delivery
#	Send immediately

Options

②	Normal/auto playback
⑤	Date/time stamp

Copy Message

①	Replay message
②	Record comment
⑦	Delete comment
⑨	Send message

Message Notification Options

①	Activate automatic follow-me
②	Manage Message Delivery Areas
③	Disable message notification
⑥	Notification destination

Notification Destination

①	Mobile phone
②	Pager
③	Both

①	Review Message Delivery Areas
②	Add/change Message Delivery Areas
③	Delete Message Delivery Areas

Preferences

①	Change password
②	Playback preferences
③	Name
⑤	Message blocking

Playback Preference

①	Change message order
②	Normal/automatic playback
③	Enable date/time stamp

Message Blocking

①	Enable blocking
②	Change password

Name

①	Play
②	Record
③	Delete

■ Voice Mail

Voice mail allows callers to leave a recorded message in your personal mailbox. This feature is available if your home network is Iridium (you have a phone number beginning with country code 8816 or 8817, or a pager number beginning with country code 8816).

If your home network is a cellular network, check with your service provider to see if you have voice mail service.

After hearing your personal greeting, callers can leave a voice mail message, which is then stored in your mailbox. A notification is automatically sent to your phone, pager, or both. See page 16 for instructions on how to specify where you want your mailbox to send your messages. This setting also applies to voice mail notifications.

Notification To Your Phone
Notifications directed to your phone are automatically displayed on your phone. If a notification cannot be delivered to your phone because it is switched off or out of coverage, your mailbox sends the notification as soon as your phone is again accessible to the network.

(NOTE: WHILE ALL IRIDIUM SATELLITE PHONES SUPPORT THIS FEATURE, CELLULAR OR PCS PHONES MUST SUPPORT MOBILE-TERMINATED SHORT MESSAGE SERVICE (SMS) TO ACCEPT VOICE MAIL NOTIFICATIONS. YOU CANNOT RECEIVE NOTIFICATIONS WHILE ROAMING ON AN AMPS, CDMA, OR TDMA NETWORK.)

Notification To Your Pager
Your pager will automatically display notifications as they are received.

How to listen to messages
To listen to your voice mail messages:

STEP 1: From any touch-tone phone, dial your Iridium phone or pager number and wait for the mailbox greeting.
(NOTE: IRIDIUM SATELLITE PHONES OFFER ONE-BUTTON MAILBOX ACCESS. FOR MORE INFORMATION, SEE YOUR PHONE'S USER MANUAL.)

STEP 2: Enter ✱ and your PIN.

STEP 3: Press ① to listen to your messages.

How to record or copy messages
You can record messages and send them to another Iridium mailbox provided by the same Iridium service provider. Messages you receive can also be copied to another mailbox. You can specify urgent or confidential delivery, request notification in case the message is not delivered, or schedule future delivery of a message.

To record a message, press ② to access the record menu and follow the prompts.

To copy a message, press ⑥ after listening to the message, then follow the prompts.

How Will You Be Charged?

When using Iridium World Satellite Service, there is no charge to you when voice mail messages are left in your personal mailbox. When using Iridium World Roaming Service, calls will be forwarded to your personal mailbox from the local cellular network. You may be charged for the forwarding of the call from the local cellular network to your personal mailbox, in addition to roaming airtime.

Text Messaging

Text messaging allows you to receive short text messages on your phone or pager. The phone may receive messages of up to 160 characters, while the pager may receive messages of up to 200 characters.

■ If your home network is Iridium (you have a phone number beginning with country code 8816 or 8817, or a pager number beginning with country code 8816), this feature works in conjunction with your personal mailbox. Text messages can be placed in your mailbox and automatically sent to your phone, pager, or both. See page 16 for instructions on how to specify where you want your mailbox to send messages.

■ If your home network is a GSM network, you can receive text messages on your Iridium satellite phone while using Iridium World Satellite Service. Messages will be forwarded to your phone from your home network.

■ If your home network is an AMPS, CDMA, or TDMA network, you will not be able to receive text messages while using Iridium services.

■ ■ Text Messages To Your Phone

When your phone receives a message, a small envelope icon or a similar indicator will appear on the phone's display. You can access the message using your phone's menu (see your phone's user manual).

On most phones, you can store the message on your SIM card or in the phone's internal memory (see your phone's user manual).

If a message cannot be delivered to your phone because it is switched off our out of coverage, the message is stored in your personal mailbox. It is then delivered automatically as soon as your phone is again accessible to the network.

(NOTE: WHILE ALL IRIDIUM SATELLITE PHONES SUPPORT THIS FEATURE, CELLULAR OR PCS PHONES MUST SUPPORT MOBILE-TERMINATED SHORT MESSAGE SERVICE (SMS) TO ACCEPT TEXT MESSAGES. YOU CANNOT RECEIVE MESSAGES WHILE ROAMING ON AN AMPS, CDMA, OR TDMA NETWORK.)

Text Messages To Your Pager

Your pager will automatically display messages as they are received.

■ Follow blue instructions if your home network is Iridium
■ Follow red instructions if your home network is a GSM network
■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

■ **How Text Messages Can Be Sent To You**
 If Your Home Network Is Iridium
(NOTE: PLEASE CHECK WITH YOUR LOCAL SERVICE PROVIDER TO DETERMINE WHICH
METHODS ARE AVAILABLE TO YOU.)

Via E-mail
E-mail messages sent to your Iridium ID (your Iridium phone
or pager number@iridium.com) will be placed in your per-
sonal mailbox.

Via the Iridium Web page
Using the Iridium Web site (*www.iridium.com*), messages can
be placed in your personal mailbox.

Via PC dial-up
Using a PC and Iridium-supplied messaging software,
messages can be placed in your personal mailbox.

Caller dials a messaging dispatch service
A caller can dial a messaging dispatch service, and leave a
text message. Dispatch services usually provide either an
operator or a voice response system to prompt the caller to
enter your pager number and the message. The message is
sent directly to the Iridium network, and delivered to your
phone or pager.

■ **How Will You Be Charged?**
There is no charge to you when text messages are left in your
personal mailbox.

Call Forwarding

Call forwarding allows you to redirect incoming calls to
another phone number.

Forward all calls
All calls will be immediately forwarded to the number
you specify.

Forward on busy
When your are talking on your phone, calls will be forwarded
to another number.

■ (NOTE: IF YOUR HOME NETWORK IS IRIDIUM, BY DEFAULT, THESE CALLS WILL BE FORWARD-
ED TO YOUR PERSONAL MAILBOX. WHEN YOU ACTIVATE "FORWARD ON BUSY", THESE CALLS
WILL BE FORWARDED TO THE NUMBER YOU SPECIFY, NOT TO YOUR PERSONAL MAILBOX.)

Forward on not reachable, forward on no answer
When your phone is off or cannot be contacted by the
network, calls will be forwarded to another number.

■ (NOTE: IF YOUR HOME NETWORK IS IRIDIUM, BY DEFAULT, THESE CALLS WILL BE FORWARD-
ED TO YOUR PERSONAL MAILBOX. WHEN YOU ACTIVATE" FORWARD ON NOT REACHABLE"
OR "FORWARD ON NO ANSWER," THESE CALLS WILL BE FORWARDED TO THE NUMBER YOU
SPECIFY, NOT TO YOUR PERSONAL MAILBOX.)

■ Follow blue instructions if your home network is Iridium
■ Follow red instructions if your home network is a GSM network
20   ■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

■ ■ How To Use Call Forwarding With The Iridium Satellite Network Or When Roaming On GSM Networks

Use your phone's menu or enter the following commands:

Forward all calls

ACTIVATE: (*) (*) (2) (1) (*) [telephone number] (#) (ok)

RESTORE FORWARDING TO PERSONAL MAILBOX: (*) (*) (2) (1) (*)
[personal mailbox access number] (#) (ok)

REVIEW NUMBER TO FORWARD TO: (*) (#) (2) (1) (#) (ok)

Forward on busy

ACTIVATE: (*) (*) (6) (7) (*) [telephone number] (#) (ok)

RESTORE FORWARDING TO PERSONAL MAILBOX: (*) (*) (6) (7) (*)
[personal mailbox access number] (#) (ok)

REVIEW NUMBER TO FORWARD TO: (*) (#) (6) (7) (#) (ok)

Forward on not reachable

ACTIVATE: (*) (*) (6) (2) (*) [telephone number] (#) (ok)

RESTORE FORWARDING TO PERSONAL MAILBOX: (*) (*) (6) (2) (*)
[personal mailbox access number] (#) (ok)

REVIEW NUMBER TO FORWARD TO: (*) (#) (6) (2) (#) (ok)

(NOTE: YOU CAN OBTAIN YOUR PERSONAL MAILBOX ACCESS NUMBER BY REVIEWING THE NUMBER BEFORE MAKING ANY CHANGES OR BY CONTACTING YOUR SERVICE PROVIDER.)

■ ■ How To Use Call Forwarding When Roaming On AMPS, CDMA, Or TDMA Networks

Enter the following commands:

Forward all calls

ACTIVATE: (*) (7) (1) [telephone number] (send)

RESTORE FORWARDING TO PERSONAL MAILBOX: (*) (7) (1) [personal mailbox access number] (send)

Forward on busy or not reachable

ACTIVATE: (*) (7) (2) [telephone number] (send)

RESTORE FORWARDING TO PERSONAL MAILBOX: (*) (7) (2) [personal mailbox access number] (send)

■ **IF YOUR HOME NETWORK IS AN AMPS, CDMA, OR TDMA NETWORK**

■ **How To Use Call Forwarding With The Iridium Satellite Network Or When Roaming On GSM Networks**

Enter the following commands:

Forward all calls

ACTIVATE: ✱ 8 8 1 6 ✱ 7 1 [telephone number] # ok

CANCEL: ✱ 8 8 1 6 ✱ 7 1 0 # ok

Forward on busy or not reachable

ACTIVATE: ✱ 8 8 1 6 ✱ 7 3 [telephone number] # ok

CANCEL: ✱ 8 8 1 6 ✱ 7 3 0 # ok

Forward on no answer

ACTIVATE: ✱ 8 8 1 6 ✱ 7 4 [telephone number] # ok

CANCEL: ✱ 8 8 1 6 ✱ 7 4 0 # ok

(NOTE: ENTER KEY SEQUENCES EVEN IF YOUR PHONE PROVIDES MENU SELECTIONS TO CONTROL THE ABOVE FEATURES.)

Call Barring

Call barring allows you to bar either all incoming or all outgoing calls. If you bar incoming calls, your phone will not receive calls. If you bar outgoing calls, nobody will be able to place calls from your phone.

(NOTE: CALLS WILL NOT BE SENT TO YOUR PERSONAL MAILBOX IF CALL BARRING OF INCOMING CALLS IS ACTIVE. THESE CALLS WILL BE REJECTED BY THE NETWORK.)

■ ■ **IF YOUR HOME NETWORK IS IRIDIUM OR A GSM NETWORK**

■ ■ **How To Use Call Barring On The Iridium Satellite Network Or When Roaming On GSM Networks**

To activate, cancel, or verify call barring, access the phone's menu or enter the following commands:

To bar incoming calls

ACTIVATE: ✱ 3 5 ✱ [password] # ok

CANCEL: # 3 5 ✱ [password] # ok

VERIFY: ✱ # 3 5 # ok

■ Follow blue instructions if your home network is Iridium
■ Follow red instructions if your home network is a GSM network
■ Follow green instructions if your home network is an AMPS, CDMA, or TDMA network

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To bar outgoing calls

ACTIVATE: (✱) (3) (3) (✱) [password] (#) (ok)

CANCEL: (#) (3) (3) (✱) [password] (#) (ok)

VERIFY: (✱) (#) (3) (3) (#) (ok)

If you change call barring settings, you must enter your password. The initial password will be supplied by your service provider. To change your password, access the phone's menu or enter the following commands:

(✱) (0) (3) (✱) (3) (3) (0) (✱) [old password]

(✱) [new password] (✱) [new password] (#) (ok)

■ ■ How To Use Call Barring When Roaming On AMPS, CDMA, Or TDMA Networks

You will not be able to change your call barring settings while roaming onto these networks.

If your home network is a GSM network, additional outgoing call barring types are not supported when roaming into these networks.

Incoming call barring will function normally although you won't be able to modify your settings.

■ IF YOUR HOME NETWORK IS AN AMPS, CDMA, OR TDMA NETWORK

■ If any type of outgoing calls are barred in your home network, you will not be able to place calls on Iridium. Please contact your service provider to see if any types of calls are restricted.

Incoming call barring will function normally.

Emergency Calling

Emergency calling allows you to place an emergency call in most of the world by dialing an abbreviated number to request local assistance.

■ ■ ■ How To Use Emergency Calling On The Iridium Satellite Network Or When Roaming On GSM Networks

The Iridium satellite network and GSM networks provide a standard emergency number that can be dialed in much of the world: **112.** Your SIM card may contain additional abbreviated emergency numbers; contact your service provider for further information.

To place an emergency call, insert your SIM card, enter the PIN (if required), and dial (1) (1) (2). Some GSM networks allow you to place an emergency call without the SIM card inserted into the phone; contact your service provider for further information.

(NOTE: *WHERE* AN EMERGENCY CALL IS SENT BY THE IRIDIUM SATELLITE NETWORK WILL DEPEND ON YOUR LOCATION.)

■ ■ **How To Use Emergency Calling When Roaming On AMPS, CDMA, Or TDMA Networks**
Emergency numbers vary throughout the world on AMPS, TDMA, and CDMA networks. Contact your service provider or Global Customer Care for assistance in obtaining the emergency number for your location. It may also be available through local agencies or advertisements.

Additional Customer Information

Calling Charges

How your calls are charged for Iridium World Satellite Service and Iridium World Roaming Service depends on whether your home network is Iridium (you have a phone number beginning with country code 8816 or 8817) or a cellular network (you have a cellular phone number).

■ **IF YOUR HOME NETWORK IS IRIDIUM**

■ A feature called Complete Calling Party Pays allows you to receive all calls free of charge, regardless of whether you are using Iridium World Satellite Service or Iridium World Roaming Service.

■ **Iridium World Satellite Service**
International calls you place will be charged at the international satellite rate. Domestic calls you place will be charged at the domestic satellite rate.

Call forwarding
If forwarding of all calls is activated, you will be charged at the Iridium satellite rate for routing calls from the Iridium ground station nearest the calling party to the point of final call destination.

If calls are forwarded when your phone is busy or not reachable, you will be charged at the Iridium satellite rate for routing calls from the Iridium ground station nearest to your phone to the point of final call destination.

■ **Iridium World Roaming Service**
When placing a call while roaming onto a cellular network, you will be charged for roaming airtime and, if applicable, a long distance charge to the point of final call destination.

Call forwarding
If forwarding of all calls is activated, you will be charged at the Iridium satellite rate for routing calls from the Iridium ground station nearest the calling party to the point of final call destination.

If calls are forwarded when your phone is busy or not reachable, you will be charged for routing calls from the local cellular network to the point of final call destination and for roaming airtime.

■ ■ IF YOUR HOME NETWORK IS A CELLULAR NETWORK

■ ■ Iridium World Satellite Service

International calls you place will be charged at the international satellite rate. Domestic calls you place will be charged at the domestic satellite rate. When receiving calls, you will be charged for routing the call from your home network to the Iridium network.

Call forwarding
If forwarding of all calls is activated, you will be charged for routing calls from your home network to the point of final call destination.

If calls are forwarded when your phone is busy or not reachable, you will be charged at international rates for routing calls from your home network to the Iridium network. In addition, you will be charged at the Iridium satellite rate for routing calls from the ground station nearest your phone to the point of final call destination.

■ ■ Iridium World Roaming Service

When placing a call while roaming onto a cellular network, you will be charged for roaming airtime and, if applicable, for routing calls to the point of final call destination. When receiving calls while roaming onto a cellular network, you will be charged for roaming airtime. In addition, you will be charged for routing the call from your home network to the local network.

Call forwarding
If forwarding of all calls is activated, you will be charged for routing calls from your home network to the point of final call destination.

If calls are forwarded when your phone is busy or not reachable, you will be charged for routing calls from your home network to the local network. In addition, you may be charged for routing calls from the local network to the point of final call destination and roaming airtime.

Troubleshooting Tips

Iridium Telephones

Problems with satellite telephones can usually be resolved with a few simple steps. If your phone remains inoperable, refer to your phone's user manual for more detailed information.

Unable To Make Calls

- Check your phone's display to make sure that the phone is switched on. If the phone does not display information on its screen, check if the battery is fully charged and properly installed.
- Check that the SIM card is not damaged and is correctly installed in your phone.

- Check that you have dialed the number correctly.
- Satellite phones should have a clear view of the sky. If you are inside a building, tunnel, or other structure that limits your view of the sky, the satellite signal may be weak or unavailable. To check signal strength, access the menu and follow the prompts on the display. The higher the number of bars displayed on your phone, the better the signal. A "no service" icon is available on the Motorola satellite phone.
- Check that the antenna is properly positioned. The Motorola satellite phone requires the antenna to be fully extended and positioned in one of the available detents (extended positions). The Kyocera satellite phone requires the antenna to be fully extended.
- If using the "multi-mode" Iridium phones, check that the phone is switched to the proper mode. For satellite calls, the phone must be in the Iridium mode; for cellular calls, the phone must be in the cellular mode.
- Check that the correct SIM card PIN has been entered. For your security, the SIM card is blocked if an incorrect PIN is entered three times consecutively.
- Check that outgoing calls are not barred. If barring is enabled, cancel the bar by referring to your phone's user manual.
- If using a Kyocera phone, check that you have not reached the maximum call limit. If you have, reset the limit.
- If you subscribe to a domestic-only satellite service, check that you have not traveled beyond your service area.

Unable To Accept Calls
- The satellite signal may be weak or unavailable if you are inside a building, tunnel, or other structure. Your phone should have a clear view of the sky.
- Check that incoming calls are not barred. If barring is enabled, cancel the bar by referring to your phone's user manual.

Your Phone Does Not Ring When A Call Comes In
- Check that the phone is set to ring.

Call Forwarding Does Not Work
- Check that you have entered the destination phone number correctly.

Cannot Send A Voice Message
- Check that you have not reached the maximum number of recorded messages or exceeded the maximum recording time (see "Voice Mail," page 18).

Cannot Save Phone Numbers Or Messages
On Your Phone Or SIM Card
- Check that the phone memory or SIM card memory is not full.

Problems with pagers can usually be resolved with a few simple steps. If your pager remains inoperable, refer your pager's user manual for more detailed information.

The Display Is Blank
- Replace the battery if power is low.
- Check that the battery is properly installed. Locate its polarity markings (+ and -) and re-install it.
- Check for physical damage (for example, cracks or breakage) to your pager's display. If necessary, contact your service provider or Global Customer Care for an authorization number and help with returning the pager for repair or replacement.

Your Pager Does Not Receive Messages
- Check that the non-display side of your pager (the side with the antenna) is facing away from the holster.
- Your pager works best with a clear view of the sky, or near a window inside buildings. If you are inside a building, tunnel, or other structure that limits signal penetration, the satellite signal may be weak or unavailable. To check the signal strength indicator, press and hold the top button on the pager for two seconds.
- Your pager may be located outside your message delivery area (MDA). MDAs are initially programmed by the service provider. You can specify up to three MDAs per individual or group account (For a list of valid MDAs and their associated territories, see the coverage maps in your welcome kit, or check the Iridium Web site.). If you subscribe to Iridium World Page Service along with Iridium World Satellite Service or World Roaming Service, you may receive messages based on the location of your phone. Switch on your phone to register with the local network.
- If your pager still does not work properly, it may have been coded incorrectly. Contact Global Customer Care for further assistance.

Your Pager Receives Messages, But In The Wrong Language
- Your pager can display messages in one of 16 languages. Language selection is programmed at the time of purchase. For proper performance, origination language and pager language must match. To change the language selection, return the pager to your service provider for reprogramming. The Iridium pager supports the following languages: Arabic, simplified Chinese, traditional Chinese, Danish, English, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Swedish, and Thai.

Where Should You Call?

For questions about service coverage, billing, maintenance, or equipment, call your service provider. Your service provider is ready to assist you with:

• Sales information
• Activation of services
• Service or equipment problem resolution
• Billing or contract inquiries
• Replacement of lost, stolen, inoperable, or damaged
  equipment if you are in the service provider's territory
• Account maintenance
• Service contract changes
• Information regarding service features or functions,
  and how to use them
• Service coverage information

If your service provider is not available, or you are traveling internationally, Iridium Global Customer Care is available 24 hours a day, every day of the year. Iridium Global Customer Care is ready to assist you with:

• General inquiries about products and services
• Troubleshooting service problems with Iridium World
  Satellite Service, Iridium World Roaming Service, Iridium
  World Page Service, and Iridium phone or pager functions
• Equipment problems
• Service coverage information
• Replacement of lost, stolen, inoperable, or damaged
  equipment
• Warranty registration
• Registration for the equipment replacement program

Contact your nearest customer care center: +61.2.9215.1836 (Sydney, Australia); +31.79.347.1856 (Zeotermeer, The Netherlands); +1.407.659.1809 (Maitland, Florida, USA).

How You Can Use Global Customer Care When Traveling

Iridium Global Customer Care is an easy to use, 24-hour resource, no matter where you are located in the world. Simply identify the three-digit code that matches your choice of language on the following list. Dial the appropriate code with your Iridium satellite phone in satellite mode to speak to a representative in your language.

Iridium Global Customer Care Language Codes

Language	Code	Language	Code
Arabic	823	Japanese	818
Chinese/Cantonese	819	Korean	821
Chinese/Mandarin	820	Portuguese	813
English	811	Russian	814
French	817	Spanish	812
German	815	Thai	822
Italian	816	Other	824

Toll-free numbers from cellular or landline telephones are available in 70 countries.

- From any cellular or landline phone: dial one of the numbers listed in *The Access Number Guide*.
- If a toll-free number is not available in the country from which you are calling, call your service provider or dial one of the following toll numbers. See *The Access Number Guide* for information about call rates.

ENGLISH	8817-629-90051 407-659-1331	JAPANESE	8817-637-90058 61-2-9215-1518
SPANISH	8817-629-90052 407-659-1332	CANTONESE	8817-637-90059 61-2-9215-1519
PORTUGUESE	8817-631-90053 31-79-347-1513	MANDARIN	8817-637-90060 61-2-9215-1520
RUSSIAN	8817-631-90054 31-79-347-1514	KOREAN	8817-637-90061 61-2-9215-1521
GERMAN	8817-631-90055 31-79-347-1515	THAI	8817-637-90062 61-2-9215-1522
ITALIAN	8817-631-90056 31-79-347-1516	ARABIC	8817-631-90063 61-2-9215-1523
FRENCH	8817-631-90057 31-79-347-1517	OTHER	8817-637-90064 61-2-9215-1524

Iridium World Product Care

If your Iridium phone or pager is lost, stolen, damaged, or otherwise inoperable, Iridium World Product Care provides you with 24-hour assistance in getting your Iridium product repaired or replaced. In order to take advantage of this program, you must register as described below.

How To Register For Iridium World Product Care
Call Iridium Global Customer Care (see page 28) and have the information from your product information label available. Registration is required within five business days of receiving your Iridium product. Failure to register within five business days may limit our ability to meet your replacement needs in a timely fashion. Please see the registration notice included in your welcome kit for further details about the registration process.

Registered Iridium customers will be able to take advantage of the following services, 24 hours a day, everyday of the year:
- Warranty and repair claims processing support for Iridium equipment.
- Facilitated replacement of your Iridium-compatible phone or pager.
- One global price for replacement of Iridium equipment.
- Expedited worldwide delivery of the replacement equipment directly to you.

How To Replace Iridium Products

If your Iridium phone or pager is lost, stolen, damaged, or otherwise inoperable, call Iridium Global Customer Care (see page 28) and have the following information ready:

• Your Iridium phone number
• Your security password
• The address to which you would like the replacement equipment delivered
• A telephone number at which you can be reached

In addition, you will be asked to provide the customer service representative with credit card information for billing the cost of the replacement equipment. An authorized credit card is required for processing all replacement requests. Claims are limited to two replacements over the life of your Iridium service.

Iridium Warranty and Claims Processing Support

If you experience problems with your Iridium phone or pager, contact your service provider or Iridium Global Customer Care. If you contact Iridium Global Customer Care, a customer service representative will help you resolve the problem.

If the problem is caused by defective equipment and the equipment is under manufacturer's warranty, the representative will help you locate the nearest manufacturer service center, which is prepared to provide timely warranty services for Iridium customers around the world. If the equipment is not under manufacturer's warranty, the representative will provide information about out-of-warranty repair options.

GMPCS-MoU Registry Mark

The GMPCS-MoU ITU registry mark appears on the back of Iridium telephones and pagers. This "mark" provides a means for authorities to recognize that Iridium phones and pagers comply with applicable national and international standards and that Iridium will respect and comply with the laws and regulations of every country.

The International Telecommunication Union (ITU), the United Nations-affiliated organization that administers the GMPCS-MoU agreement, has authorized the use of the GMPCS-MoU registry mark to facilitate the transit of GMPCS equipment, such as Iridium telephones and pagers, across international borders.

International Access Codes

LOCATION	COUNTRY CODE	IDD PREFIX	LOCATION	COUNTRY CODE	IDD PREFIX	LOCATION	COUNTRY CODE	IDD PREFIX
AFGHANISTAN	93	00	FRENCH GUIANA	594	00	NEW ZEALAND	64	00
ALBANIA	355	01	FRENCH POLYNESIA	689	00	NICARAGUA	505	00
ALGERIA	213	00~	GABON	241	00	NIGER	227	00
AMERICAN SAMOA	684	00	GAMBIA	220	00	NIGERIA	234	009
ANDORRA	376	00	GEORGIA	995	8~10	NIUE	683	00
ANGOLA	244	00	GERMANY	49	00	NORFOLK ISLAND	672	00
ANGUILLA	264*	011	GHANA	233	00	NORTH KOREA	850	00
ANTARCTICA	672		GIBRALTAR	350	00	NORWAY	47	00
ANTIGUA	268*	011	GREECE	30	00	OMAN	968	00
ARGENTINA	54	00	GREENLAND	299	009	PAKISTAN	92	00
ARMENIA	374	8~10	GRENADA	473*	011	PALAU	680	00
ARUBA	297	00	GUADELOUPE	590	00	PANAMA	507	0
ASCENSION ISL.	247	01	GUAM	671*	011	PAPUA NEW GUINEA	675	05
AUSTRALIA	61	0011	GUANTANAMO BAY	5399	00	PARAGUAY	595	00
AUSTRIA	43	00	GUATEMALA	502	00	PERU	51	00
AZERBAIJAN	994	8~10	GUINEA-BISSAU	245	00	PHILIPPINES	63	00
BAHAMAS	242*	011	GUINEA (PRP)	224	00	POLAND	48	0~0
BAHRAIN	973	0	GUYANA	592	001	PORTUGAL	351	00
BANGLADESH	880	00	HAITI	509	00	PUERTO RICO	787*	1
BARBADOS	246*	011	HONDURAS	504	00	QATAR	974	0
BARBUDA	268*	011	HONG KONG	852	001	RÉUNION ISLAND	262	00
BELARUS	375	8~10	HUNGARY	36	00	ROMANIA	40	00
BELGIUM	32	00	ICELAND	354	00	ROTA ISLAND	670	011
BELIZE	501	00	INDIA	91	00	RUSSIA	7	8~10
BENIN	229	00	INDONESIA	62	001,	RWANDA	250	00
BERMUDA	441*	011			008	ST. HELENA	290	01
BHUTAN	975	00	IRAN	98	00	ST. KITTS/NEVIS	869*	011
BOLIVIA	591	00	IRAQ	964	00	ST. LUCIA	758*	011
BOSNIA &			IRELAND	353	00	ST. PIERRE & MIQUELON	508	00
HERZOGOVINA	387	00	ISRAEL°	972		ST. VINCENT &		
BOTSWANA	267	00	(BEZEQ LTD)		00	GRENADINES	809*	011
BRAZIL	55	00	(GOLDEN LINES)		012	SAIPAN ISLAND	670*	011
BRITISH VIRGIN ISL.	284*	011	(BARAK LTD)		013	SAN MARINO	378	00
BRUNEI	673	00	(BEZEQ LTD)		014	SAO TOMÉ & PRINCIPE	239	00
BULGARIA	359	00	ITALY	39	00	SAUDI ARABIA	966	00
BURKINA FASO	226	00	IVORY COAST			SENEGAL	221	00
BURMA (MYANMAR)	95	0	(CÔTE D'IVOIRE)	225	00	SERBIA	381	00
BURUNDI	257	90	JAMAICA	876*	011	SEYCHELLES ISL.	248	00
CAMBODIA	855	00	JAPAN	81	001	SIERRA LEONE	232	00
CAMEROON	237	00	JORDAN	962	00	SINGAPORE	65	001
CANADA	1	011	KAZAKHSTAN	7	8~10	SLOVAK REPUBLIC	421	00
CAPE VERDE ISL.	238	0	KENYA	254	000	SLOVENIA	386	00
CAYMAN ISLANDS	345*	011	KIRIBATI	686	00	SOLOMON ISL.	677	00
CENTRAL AFRICAN			KOREA (NORTH)	850	00	SOMALIA	252	19
REPUBLIC	236	19	KOREA (SOUTH)	82	001	SOUTH AFRICA	27	09, 091
CHAD	235	15	KUWAIT	965	00	SOUTH KOREA	82	001
CHATHAM ISLAND			KYRGYZ REPUBLIC	996	8~10	SPAIN	34	07~
(NEW ZEALAND)	64	00	LAOS	856	14	SRI LANKA	94	00
CHILE	56	00	LATVIA	371	00	SUDAN	249	00
CHINA (PRC)	86	00	LEBANON	961	00	SURINAME	597	00
CHRISTMAS ISL.	672	00	LESOTHO	266	00	SWAZILAND	268	00
COCOS-KEELING ISL.	61	0011	LIBERIA	231	00	SWEDEN	46	009
COLOMBIA	57	90	LIBYA	218	00	SWITZERLAND	41	00
COMOROS	269	10	LIECHTENSTEIN	41	00	SYRIA	963	00
CONGO	242	00	LITHUANIA	370	8~10	TAIWAN	886	002
CONGO, DEM. REP. OF			LUXEMBOURG	352	00	TAJIKISTAN	7	8~10
(FORMER ZAIRE)	243	00	MACAU	853	00	TANZANIA	255	00
COOK ISLANDS	682	00	MACEDONIA (FORMER			THAILAND	66	001
COSTA RICA	506	00	YUGOSLAV REP.)	389	00	TINIAN ISLAND	670	011
CROATIA	385	00	MADAGASCAR	261	16	TOGO	228	00
CUBA	53	119	MALAWI	265	101	TOKELAU	690	00
CUBA	5399	00	MALAYSIA	60	00	TONGA ISLANDS	676	00
(GUANTANAMO BAY)			MALDIVES	960	00	TRINIDAD & TOBAGO	868*	011
CYPRUS	357	00	MALI REPUBLIC	223	00	TUNISIA	216	00
CZECH REPUBLIC	420	00	MALTA	356	00	TURKEY	90	00
DENMARK	45	00	MARSHALL ISL.	692	00	TURKMENISTAN	993	8~10
DIEGO GARCIA	246	00	MARTINIQUE	596	00	TURKS & CAICOS ISL.	649*	011
DJIBOUTI	253	00	MAURITANIA	222	00	TUVALU	688	00
DOMINICA	767*	011	MAURITIUS	230	00	UGANDA	256	00
DOMINICAN REP.	809*	011	MAYOTTE ISLAND	269	10	UKRAINE	380	8~10
EASTER ISLAND	56	00	MEXICO	52	98	UNITED ARAB EMIRATES	971	00
ECUADOR	593	00	MICRONESIA	691	011	UNITED KINGDOM	44	00
EGYPT	20	00	MIDWAY ISLAND	808	00	USA	1	011
EL SALVADOR	503	0	MOLDOVA	373	8~10	US VIRGIN ISL.	1	01
EQUATORIAL GUINEA	240	00	MONACO	377	00	URUGUAY	598	00
ERITREA	291	00	MONGOLIA	976	00	UZBEKISTAN	7	8~10
ESTONIA	372	8~00	MONTSERRAT	664*	011	VANUATU	678	00
ETHIOPIA	251	00	MOROCCO	212	00~	VATICAN CITY	376	00
FAEROE ISLANDS	298	009	MOZAMBIQUE	258	00	VENEZUELA	58	00
FALKLAND ISLANDS	500	0	MYANMAR	95	0	VIETNAM	84	00
FIJI ISLANDS	679	05	NAMIBIA	264	09	WAKE ISLAND	808	00
FINLAND	358	00,	NAURU	674	115	WALLIS & FUTUNA ISL.	681	19~
		990,	NEPAL	977	00	WESTERN SAMOA	685	0
		994,	NETHERLANDS	31	00	YEMEN	967	00
		999	NETH. ANTILLES	599	00	YUGOSLAVIA	381	99
FRANCE	33	00	NEVIS	869	011	ZAMBIA	260	00
FRENCH ANTILLES	596	00	NEW CALEDONIA	687	00	ZIMBABWE	263	00

NOTES:
IDD CODE: International Direct Dial access code
* *From U.S. and Canada:* dial 1+ code + phone number. *From other countries:* dial IDD + 1 + code + phone number.
** Use 95 to dial US/Canada/Caribbean; country code not needed.
~ Wait for a second tone at this stage
° Calling Israel may be illegal in certain locations

AMPS (Advanced Mobile Phone Service)
An analog (non-digital) technology standard for cellular telephones.

Call Barring
A "value-added" service that allows you to bar either all incoming or all outgoing phone calls.

Call Forwarding
A "value-added" service that allows you to redirect incoming calls to another phone number.

Cellular Cassette™
The cellular technology cartridges provided for Motorola's "multi-mode" Iridium phone.

CDMA (Code Division Multiple Access)
A digital technology standard for cellular and PCS networks.

Emergency Calling
A "value-added" service that allows you to place an emergency call virtually anywhere in the world by dialing an abbreviated number.

Gateway
A ground station that connects the Iridium satellite network to the public-switched telephone networks around the world.

Global Customer Care
Worldwide assistance for Iridium customers provided 24 hours a day, seven days a week, in 13 languages.

GSM (Global System for Mobile Communications)
A technology standard for cellular telephones that use digital technology.

Iridium World Satellite Service
A satellite service that allows you to communicate with a handheld satellite phone in places where phone service is non-existent or unreliable.

Iridium World Roaming Service
A cellular phone service that allows you to use different cellular networks around the world .

Iridium World Page Service
A paging service that provides global coverage.

Iridium World Calling Card Service
A card that provides convenient access to public telephones.

Iridium World Product Care
Worldwide 24-hour assistance in replacing or repairing your Iridium product.

Message Delivery Areas (MDAs)
Geographic regions used by the Iridium satellite network to direct messages to pagers.

Multi-mode Phone
A phone capable of operating on two or more wireless standards as well as on the Iridium satellite network.

Numeric Messaging
A "value-added" service that allows you to receive numeric messages on your phone, as well as on your pager.

PCS (Personal Communications System)
A wireless communications network operating at a frequency of 1800MHz or 1900 MHz.

Personal Mailbox
A "value-added" service that allows you to receive and store numeric messages, text messages, and voice mail messages.

Personal Mailbox Access Number
When changing your call forwarding options, enter this number, which was assigned by your service provider, to have calls forwarded to your personal mailbox

PIN (Personal Identification Number)
A code provided by your service provider to control access to your SIM card or your personal mailbox. If you have lost or forgotten your PIN, contact your service provider.

PUK (PIN Unblocking Key)
A code used to unblock a SIM card.

Roaming
The ability to use cellular or PCS networks other than your home network.

Service Provider
A retail outlet for Iridium products and services.

SIM (Subscriber Identity Module) Card
A type of "smart" card that contains necessary identification information to allow you to operate your phone.

TDMA (Time Division Multiple Access)
A digital technology standard for cellular and PCS networks.

Text Messaging
A "value-added" service that allows you to receive short text messages on your phone, as well as on your pager.

Value-added
A service provided in addition to primary service.

Voice Mail
A "value-added" service that allows callers to leave a recorded message in your personal mailbox.

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