Troubleshooting GSP-1700 Mobile Phone

Phone will not turn on.

- Hold PWR for more than one second.
- Check the battery installation.
- Recharge or replace the battery.

Charging the battery

- Install only Qualcomm batteries.
- Check that the battery contacts are clean and dry.
- Check the charger connection.
- If the battery does not charge at first, remove the charger plug from the phone, wait ten seconds, and then reinsert the plug.
- Check the battery temperature. If it is too warm; allow it to cool before recharging it.
- Replace the battery if it is several years old.
- If problems persist, please contact your Spectrum Rep.

Battery draining quickly

- Check that your antenna is pointing straight up and has a clear view of the sky to conserve battery life.
- Set the backlight option to "off".
- Replace the battery if it is several years old.
- Check the battery temperature. If temperatures are too warm or too cold, battery life is decreased.
- Disable the Ring While Stowed feature.
- If problems persist, please contact your Spectrum rep.

Making Calls

- Rotate and fully extend the antenna.
- Ensure that the antenna has a clear view of the sky.
- Check that you selected that correct service mode:

- Check the signal strength indicator.
- If "Calling is Restricted" displays, check the Restrict Phone setting under the Security menu.

Receiving Calls

- Check that the phone is turned on.
- Check that the ringer is loud enough.
- Rotate or fully extend the antenna.
- Ensure that the satellite antenna has a clear view of the sky.
- Check the signal strength indicator.
- Remove all service providers from the Prohibited List
- If problems persist, please contact your Spectrum Rep.

Dropping calls

- Ensure that your antenna is pointing straight up when placed next to your head and when using the keypad or viewing the screen.
- Ensure that the antenna has a clear view of the sky.
- Rotate or fully extend the appropriate antenna.
- Check the signal strength indicator. '
- If problems persist, please contact your Spectrum Rep.

Remembering your lock code

  If you have forgotten your lock code and you are unable to access your phone,   Contact Globalstar Customer Care for the lock code for the Security menu or phone lock feature.