

**READ THIS GUIDE
BEFORE USING YOUR SERVICE**



Roadpost Satellite Service

Iridium 9555

User Guide

Customer Care

A free call from your Roadpost
satellite phone:

+1.416.253.6008

A free call from North America:

+1.888.622.7368

customercare@roadpost.com

www.roadpost.com



**Roadpost**

Iridium Satellite Service

Iridium satellite service lets you maintain contact while traveling anywhere that cellular or landline service is not available.

On land, on water, from Pole to Pole, Iridium's network offers 100% global coverage. **With a single phone number, callers can reach you anywhere.**

Help Available by Phone and Web

Answers to common questions are provided in the Troubleshooting section at the back of this guide. Additional support is available online, and through our call center.

Please visit **www.roadpost.com/support**, or contact Roadpost Customer Care at **customercare@roadpost.com** or **1.888.622.7368** toll-free from within North America, or at **+1.416.253.6008** a free call from your Roadpost phone.

Emergency Services

Check with your travel agent or local representative for the emergency services information in the country you are traveling.

911 service is available in the continental US only, Roadpost recommends that you pre-program emergency numbers for any other destination prior to your departure.

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Getting Started

Charging Your Phone

Your phone's batteries must be charged in order to use it. Be sure to plan ahead and do this before leaving for your destination. To charge the batteries, connect the charging cable to the phone, and insert the plug into a suitable power source. It will take 3 hours and 15 minutes to completely charge the battery.

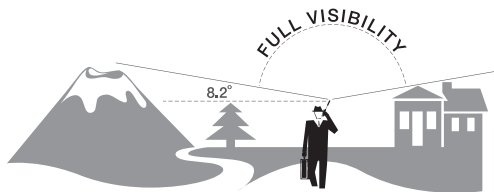
Your SIM Card

Your SIM card (Subscriber Identity Module) is the key to your Iridium service. This small chip contains all the information about your phone and enables you to access the network. Your phone comes ready-to-use, with your SIM card in place.

Maximizing Performance

The most important thing to know about using a satellite phone is that it is **crucial to have a completely open view of the sky**. Tall buildings, trees, or mountains can all affect call quality or call completion because they may block the signal between the phone's antenna and the satellites that facilitate service, if they are too close. To ensure the best call quality, use your phone in an open area where, if you were to turn in a full 360 degree circle, you see no physical obstructions between your phone's antenna and the sky.

Use the diagram below as a guideline to follow, ensuring that surrounding obstructions are low to the ground, or in the far distance. Natural environments such as clouds, fog, rain, snow, wind and smoke will not negatively impact reception and call quality.



Note: When using a satellite phone on a ship, the ship's communications equipment may cause poor call quality or low signal strength. To place and receive calls, be sure to use your phone on the ship's top level and stand at least 50 feet away from all the ship's antennas.

Using Your Iridium Service



Phone with antenna extended



Using Your Iridium Service

Powering on Your Phone

To power the phone 'on' or 'off' press and hold the **On/Off button** for 5 seconds.



When you turn your phone's power on, it performs a self test to let you know it's operational. When the phone's display indicates "Registered", you are ready to start calling.

Holding the Phone When on a Call

1. Fully **extend the telescoping antenna** and rotate it to the left or right until it clicks into place on a 45 degree angle. The antenna is permanently affixed to the satellite phone, please take care when extending and rotating the antenna.
2. When talking on the phone, the antenna should be pointing to the sky – this is important.
3. Make sure that your surroundings are free of obstructions (see Getting Started).

Making Calls

1. The '+' symbol appears on the display automatically as the lead character. If the '+' does not appear hold the '0' key until it appears then dial your number beginning with the country code then the number.
2. Press the **green button** to execute your call.



Example: To call 416 253 6008, a number in North America, dial +1 416 253 6008 and press the green button on your phone.

Answering Calls

To answer a call, press the left soft key.

Dialing Instructions

For callers to your satellite phone

To reach you, callers dial their **international access code**, followed by your **satellite phone** number.



Example: If your Iridium number is 8816 310 12345, callers from North America dial **011** 8816 310 12345, callers from Europe dial **00** 8816 310 12345.

For callers using two-stage dialing

Two-stage dialing allows callers who are otherwise unable to reach you dialing directly to a satellite network, to reach you through an Arizona-based number. Calls received through two-stage dialing are not included in free incoming calls, and will be charged to you at the per minute rate associated with your rate plan. The person calling you using Two-Stage Dialing will be charged for a regular long distance call to Arizona.

If you would like your contacts to use this method to reach you please provide them with the following instructions:

1. Dial **480-768-2500**, a North American (Arizona) number.
2. When prompted, they will enter your **12-digit Iridium number**.



Example: If your Iridium number is 8816 310 12345, callers dial 480 768 2500, and when prompted, enter 8816 310 12345

Voicemail

General information

1. The default **PIN code is the last 7 digits** of your phone number. **Ensure that you record your PIN code somewhere safe.**
2. When someone leaves you a message, an incoming voicemail notification message automatically scrolls across the handset screen. **'Save'** by pressing the left soft key to store the voicemail, or **'Delete'** by pressing the right soft key to delete the voicemail.

To retrieve messages

1. From the main screen, press the soft key labeled **'Menu'**.
2. Use the two way navi-key to scroll until **'Voicemail'** is highlighted, **'Select'** using the left soft key.
3. Use the two way navi-key to scroll until **'Call Voicemail'** is highlighted, **'Select'** by pressing the left soft key.
4. When you hear the main message, enter your **phone number**.
5. Press ***** to access the message center.
6. Enter your **PIN code**.
7. Follow the system prompts.

Voicemail system prompts

While in the main menu the following prompts are available:

- '2' Record Message
- '3' Change Greeting
- '4' Access Personal Options
- '9' Make a Call

While reviewing your messages the following prompts are available:

- '1' Play Message
- '2' Record Message
- '7' Delete Message
- '9' Save Message
- '*' Return to Main Menu
- '#' Keep message as "New" and go to next message

Call Waiting

Call waiting alerts you when another caller is attempting to contact you when you are already on a call.

To enable or disable call waiting

1. Starting from the main screen, select '**Menu**' press the left soft key.
2. Use the two way navi-key to scroll until '**Setup**' is highlighted, '**Select**' by pressing the left soft key.
3. '**Call options**' will already be highlighted, '**Select**' by pressing the left soft key.
4. Use the two way navi-key to scroll until '**Call Waiting**' is highlighted, '**Select**' by pressing the left soft key.
5. The current '**Call Waiting**' configuration is displayed, use the two way navi-key to enable or disable the Call Waiting feature, press the soft key labeled '**Select**'.
6. Press the **red button** to return to the main screen.

Call Forwarding

Use the instructions below to forward incoming calls to voicemail, another satellite or fixed-line phone. Your phone will not ring, and all calls will be diverted to this alternate number.

To activate call forwarding

1. Starting from the main screen, press the left soft key labeled '**Menu**'.
2. Use the two way navi-key to scroll until '**Setup**' is highlighted, '**Select**' by pressing the left soft key.
3. Use the two way navi-key to scroll until '**Call Options**' is highlighted, '**Select**' by pressing the left soft key.
4. Use the two way navi-key to scroll until '**Call Forwarding**' is highlighted, '**Select**' by pressing the left soft key.
5. Select the call type to forward from the list provided:
All calls, If busy, If no answer, If unavailable.

To forward calls to voicemail

1. Repeat above steps 1-5 then;
2. Select '**Voicemail**' using the '**Select**' soft key.

To forward calls to another number

1. Repeat steps 1-5 under "To activate call forwarding" section.
2. Scroll to '**Other Number**'.
3. You will see '**Number**'. Enter the number you are forwarding to (be sure to include both the **+** sign and **country code**).
4. After a short pause, you will see '**Call Forward On**'.
5. Press and hold the **red button** to exit the menu.

To cancel call forwarding

1. Press '**Menu**' soft key then scroll to '**Setup**' and press '**Select**'.
2. Use the two way navi-key to scroll until '**Call Options**' is highlighted, '**Select**' by pressing the left soft key.

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3. Use navi-key to scroll to '**Call Forwarding**', press the '**Select**' soft key.
4. Scroll to call forward rules such as **Busy**, **If no answer**, and **If unavailable**. Use the '**Select**' soft key to uncheck/check options one-by-one to suit your preferences. If the option is checked it means the rule is applied.
5. Press and hold **red button** to exit the menu when done.

Call Display

Call display is automatically enabled, allowing you to view an incoming caller's number on your satellite phone.



Note: *Call display may not work when a caller has withheld their number, when the caller is using a different or international network, or when the call is placed through a company switchboard.*

Text Messaging

Send and receive text messages on your satellite phone.

General text messaging information

- Messages are restricted to a maximum of 160 characters.
- To receive a text message your satellite phone must be switched 'on' and must be in service.
- When your phone is 'off', your message will be held in the message center until your phone is switched on and in service. You are notified of a new text message in the following ways:
 - An alert sounds and/or the phone vibrates
 - The message indicator is displayed
 - The message '**New SMS. Read Now?**' is displayed

Receive text messages

1. When you receive a new message, you will see **'New SMS. Read Now?'** displayed on your phone.
2. Press **'Yes'** soft key and continue with "Send text messages to another Iridium or cellular phone" (below) or press **'No'** soft key to read the message later.

Send text messages to another Iridium or cellular phone

1. Starting from the main screen, select **'Menu'** by pressing the left soft key.
2. Use the two way navi-key to scroll until **'Messages'** is highlighted, **'Select'** by pressing the left soft key.
3. **'Create message'** will already be highlighted, **'Select'** by pressing the left soft key.
4. Compose your message using the keypad. Select **'Options'** by pressing the left soft key.
5. **'Send'** will already be highlighted, **'Select'** by pressing the left soft key.
6. **'New recipient'** will already be highlighted, **'Add'** by pressing the right soft key.
7. **'Enter number'** will already be highlighted, **'Select'** by pressing the left soft key.
8. **Enter destination phone number**, preceded by the **'+'** sign, select **'OK'** by pressing the left soft key.
9. **'Send'** by pressing the left soft key.



Example: If the Iridium number you are sending your text message to is (8816) 555 55555, you will dial +8816 555 55555 <OK>. If the cellular number you are sending your text message to is (212) 555 1212, you will dial +1 212 555 1212 <OK>.

Send text messages to an email address

1. Starting from the main screen, select '**Menu**' by pressing the left soft key.
2. Use the two way navi-key to scroll until '**Messages**' is highlighted; and '**Select**' by pressing the left soft key.
3. '**Create message**' will already be highlighted, '**Select**' by pressing the soft key.
4. Using the keypad compose your message. When done, select '**Options**' by pressing the left soft key.



Note: You must begin your message with the recipient's email address, leaving a blank space between the email address and the beginning of your message.
To create the @ sign press the * key and select from a list of available characters.



Example: johnsmith@mail.com <space> Having a great trip!


5. '**Send**' will already be highlighted, '**Select**' by pressing the left soft key.
6. '**New recipient**' will already be highlighted, select '**Add**' by pressing the right soft key.
7. '**Enter number**' will already be highlighted, '**Select**' by pressing the left soft key.
8. In the number field, enter **+*2** and press the left soft key labeled '**OK**'.
9. '**Send**' by pressing the left soft key.

Reply to sender of a text message

1. When viewing a text message, press the '**Options**' soft key.
2. '**Reply**' will already be displayed, press the '**Select**' soft key.
3. Compose your message. Press the '**Options**' soft key. (If responding to an email message, leave a space between the email address and beginning of your message.)
4. '**Send**' will already be displayed, press the '**Select**' soft key.

Troubleshooting

Q: *How do I **remove the message envelope symbol** on the screen?*

A: This  indicates that a new text message has been received. You must check your text messages to ensure that all new messages have been viewed. You may then delete or save any messages, and the envelope symbol should no longer appear.

Q: *I am **not able to receive a signal** or I am **having problems with call quality**.*

A: Ensure that your antenna is fully rotated, locked in place, and that you have a clear view of the sky. Check the signal strength meter; if the signal is weak, move into an open area. If you are inside a building, move next to a window or ideally, move outside.

Q: *The **message envelope symbol is flashing**.*

A: This means there is not enough memory for you to receive another text message. Follow the instructions under "Text Messaging" to read and delete one or more messages.

Q: ***My SIM card won't work**.*

A: Check that the SIM card is inserted correctly, and that the gold surface of the SIM chip is clean. If it still does not work, contact Roadpost customer care from another phone.



Note: *For any other questions, or additional help using your phone, call Roadpost customer care. Dial +1 416 253 6008 – a free call from your Roadpost phone.*

Country Codes

Australia	61	Lebanon	961
Austria	43	Lithuania	370
Belgium	32	Malaysia	60
Bosnia-Herzegovina	387	Malta	356
Bulgaria	359	Morocco	212
Canada	1	Netherlands	31
Chile	56	Norway	47
China	86	Philippines	63
Croatia	385	Poland	48
Czech Republic	420	Portugal	351
Denmark	45	Romania	40
Egypt	20	Russia	7
Finland	358	Saudi Arabia	966
France	33	Singapore	65
Germany	49	South Africa	27
Greece	30	Spain	34
Hong Kong	852	Sweden	46
Hungary	36	Switzerland	41
Iceland	354	Taiwan	886
India	91	Thailand	66
Indonesia	62	Turkey	90
Israel	972	UAE	971
Ireland	353	UK	44
Italy	39	USA	1
Jordan	962	Yugoslavia	381
Kuwait	965	Zimbabwe	263

For a complete list of country codes, please visit www.roadpost.com/support.