



Portal > Knowledgebase > Inmarsat > IsatPhone Pro > Troubleshooting > Calls not routing to voicemail on IsatPhone Pro & IsatPhone 2

Calls not routing to voicemail on IsatPhone Pro & IsatPhone 2

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Follow the steps below if your calls are not routing to voicemail on the IsatPhone Pro or IsatPhone 2.

Step 1: Register to the network

1. Rotate and extend the antenna so it is pointing at the sky.
2. Make sure you are facing in the direction of the satellite.

Note: the satellites are geostationary, they do not change location. You will need to make sure you are facing the satellite in your region. If you do not face the right direction you will not register to the network. The signal indicator will show bars, if it does not, turn 90 degrees to the right and continue doing so until you have achieved signal gain.

Step 2: Activate diverts

1. Press the "Menu" key.
2. Highlight "Settings" and press the "Select" key.
3. Highlight "Call settings" and press the "Select" key.
4. Highlight "Call divert" and press the "Select" key.
5. Highlight "If busy" and press the "Select" key.
6. Highlight "To voice mailbox" and press the "Select" key.
7. The phone will send a command to the network.
8. Highlight "If no reply" and press the "Options" key.
9. Highlight "Network default" and press the "OK" key.
10. Highlight "To voice mailbox" and press the "Select" key.
11. Highlight "If out of reach" and press the "Options" key.
12. Highlight "To voice mailbox" and press the "Select" key.
13. Highlight "If not available" and press the "Options" key.
14. Highlight "Activate" and press the "Select" key.
15. Highlight "Network default" and press the "OK" key.
16. Highlight "To voice mailbox" and press the "Select" key.

Step 3: Place test call

Place a test call using the following format +870 and the phone number. Dial 011 870 if calling from a cell phone or landline in North America.