



## Iridium 9555 Satellite Phone Simple User Guide

This is not a regular cellphone, but it's easy!  
Just follow these 3 simple steps...

**1** Go Outside    **2** Extend Antenna    **3** Switch On

### 1) Go Outside

Before you switch on the phone ensure that you are outside, away from buildings and trees, with a clear uninterrupted view of as much sky as possible.

The phone requires a clear line of sight to the satellites at all times. The more sky you can see the more reliable the connection will be. This phone will not work reliably indoors (if at all), even by a window.

*It may be helpful to understand that there are many Iridium satellites, and that they are continually moving across the sky, 'handing-over' your signal from one to another as they pass overhead. Therefore, it is normal for the signal strength to vary as the satellites cross your path. If you do not have a sufficiently expansive clear uninterrupted view of the sky then your received signal strength may vary dramatically, or even drop altogether, as you await the arrival of the next satellite. The only solution to this is to find yourself a position with more sky!*

## 2) Extend Antenna

Fully extend the antenna from the body of the phone, and hold it vertically.

*The antenna works best when it is pointing vertically upwards. To achieve this it can be pivoted from side to side depending whether you intend to use the phone in your left or right hand. In practice however, in favourable signal conditions, this is usually unnecessary.*

## 3) Switch On

Press and hold the Power button  on the top edge of the phone until the phone switches on (this takes a few seconds).

The display will show "Searching for network" and the satellite signal strength (maximum 5 bars) will be shown at the top left of the screen.

Once a satisfactory signal has been acquired the display will show "Registered" and the phone is ready to make and receive calls.

*This whole process should take less than a minute. If the phone has not successfully registered in this time then it may be necessary to turn off the phone and retry. The most likely cause for failed registration, however, will be poor signal strength. For best results always remember to keep the antenna vertical and to position yourself away from any local obstructions (buildings, trees, etc.) and find yourself the best possible view of as much sky as you can.*

## Making Calls from the Iridium Phone

All calls must be dialed in the following format, always including the appropriate country code:

+ CountryCode AreaCode PhoneNumber

The Iridium phone will automatically insert the '+' symbol in front of the number you enter.  
Just enter the number you wish to dial and press the green key.

*For example:  
to call Mobal in New York...*

1 212 785 5800



*to call another Iridium phone...*

8816 xxxx xxxx



## Receiving Calls

When the phone rings, answer the call by pressing the green key



## To End Calls

Press the red key



## Sending Messages from the Iridium Phone

You can send short text messages to email addresses, other Iridium phones and most cellphones.

### To send a text message to a cellphone or another Iridium phone

Press **Menu**, scroll down to **Messages** and press **Select**

Press **Select (Create message)**

**Type your message** (using the number keys to select letters - max 160 characters) and press **Options**

Press **Select (Send)**

Press **Add (New Recipient)**

Press **Select (Enter Number)**

**Enter the recipient's number**, in international format:

+ CountryCode AreaCode PhoneNumber.

*For example, to a US cellphone: + 1 xxx xxx xxxx,*

*or to another Iridium phone: + 8816 xxxx xxxx)*

Press **OK**, scroll down to highlight the number, and press **Send**

### To send a text message to an email address

Press **Menu**, scroll down to **Messages** and press **Select**

Press **Select (Create message)**

Enter the recipient's **email address**, followed by a **space**, and then

**type your message** (using the number keys to select letters - max 160 characters - for the 'dot' press 1; for the @ symbol press 1 twice, and for the space press 1 four times)

Press **Options**

Press **Select (Send)**

Press **Add (New Recipient)**

Press **Select (Enter Number)**

In the **'Number:'** box, after the +, enter **\*2** and press **OK**

Scroll down to highlight the **+\*2** and press **Send**

## Making Calls to the Iridium Phone

There are two ways to call an Iridium phone; **'Direct-Dialing'**, and **'2-Stage Dialing'**.

Unfortunately many phones cannot make **direct-dialed** calls to satellite phones; even phones that can are often charged at very high rates. Some telephone providers charge up to \$12 per minute for direct-dialed calls to Iridium phones, therefore callers are first advised to contact their provider to confirm the cost!

Iridium's **2-Stage dialing** system solves these problems by providing a domestic US number (in Arizona) to call instead. This means that virtually any phone will be able to call you, and the caller will only pay for the cost of a call to Arizona. The Iridium user will be charged an incoming call charge for calls dialed in this way, however the sum of these two charges is usually far less than the cost of a direct-dialed call.

### Direct-Dialing to the Iridium Phone

Call            011 8816 xxxx xxxx

*(If calling from outside the USA, the caller must replace 011 with the appropriate international dial-out code for the country they are calling from)*

### 2-stage Dialing to the Iridium Phone

1) Call            480-768-2500

2) At the voice prompt, enter the 12 digit Iridium phone number...

8816 xxxx xxxx

## Sending Messages to the Iridium Phone

It's easy to send messages to the Iridium phone – check out the three options below:

### Leave a Voicemail Message

If the Iridium phone cannot be reached (because it is switched off, out of coverage, or busy on another call) then incoming calls will be forwarded to the Iridium Voicemail Service.

**Important note:** *The caller may be prompted to re-enter the Iridium phone number. If so, they must enter the 12 digits only (8816 xxxx xxxx).*

### Send a Text Message via the Internet

Sending text messages to Iridium phones from cellphones can be problematic. A more reliable alternative is to send text messages from Iridium's website. It's quick and easy – and totally free of charge:

- Visit <http://messaging.iridium.com>
- Enter the Iridium phone number (8816 xxxx xxxx)
- Type the message in the "Message" box (maximum 160 characters)
- Click "Send Message"

### Send a short email

Each Iridium phone has its own email address. It is the 12-digit Iridium phone number followed by "@msg.iridium.com".  
([8816xxxxxxx@msg.iridium.com](mailto:8816xxxxxxx@msg.iridium.com))

*Note that emails may contain up to 160 characters only, and that any text in the 'Subject' line will not be delivered.*

*These messages will be delivered to the Iridium phone the next time it registers with the satellite network.*

## VoiceMail

### Leaving a Voicemail Message

If your Iridium phone cannot be reached (because it is switched off, out of coverage, or busy on another call) then your incoming calls will be forwarded to the Iridium Voicemail Service.

**Important note:** *The caller may be prompted to re-enter your Iridium phone number. If so, they must enter the 12 digits only (8816 xxxx xxxx).*

### VoiceMail Notification

Notification of your new voicemail messages will automatically be delivered to your Iridium phone either when it is next switched on, re-establishes coverage, or your current call is ended.

### Listening to your Voicemail Messages

To listen to your voicemail messages simply call your own Iridium number:

8816 xxxx xxxx 

At the prompt, enter your Voicemail Password.  
*This is the **last 7 digits** of your Iridium Phone Number.*

Follow the voice prompts to listen to your messages.

- 1 to play your message(s)
- 7 to delete your message(s)

End the call by pressing the red key



## Emergency Calls

911 emergency calls can only be made while in the USA.  
Outside the USA you cannot call any emergency service numbers  
(911, 112, 999 etc.)

We therefore strongly recommend that you look up the local  
numbers of the emergency services in the regions in which you  
intend to travel, and store them into your phone.

### Remember...

- Before you switch on the phone ensure that you are outside, away from buildings and trees, with a clear uninterrupted view of as much sky as possible
- The phone requires a clear line of sight to the satellites at all times
- The more sky you can see the more reliable the connection will be
- This phone will not work reliably indoors, even by a window
- Always fully extend the antenna, and point it vertically
- It is normal for the signal strength to vary all the time
- Always dial in international format, including the country code

**For more information please refer to the Iridium Handset User Manual supplied.**

**If you experience any problems that cannot be resolved by reference to these guides then please contact us as soon as possible.**

**+ 1 212 785 5800**  
**support@mobal.com**