

**READ THIS GUIDE
BEFORE USING YOUR SERVICE**



Roadpost Satellite Service

Globalstar

User Guide

Customer Care

free call from your Roadpost
Satellite phone:
+1.905.272.5665

free call from North America:
+1.888.622.7368

customercare@roadpost.com
www.roadpost.com

0806

Globalstar Satellite Service

The Globalstar network of satellites connects you to the people and information that matter most from virtually anywhere in over 120 countries around the world.

With Roadpost you have the benefit of reliable voice and data communications from Globalstar.

Roadpost also offer BGAN—simultaneous voice and broadband service and Iridium voice and data for remote regions. For more information on staying connected by BGAN or Iridium, contact **Roadpost customer care**, or visit **www.roadpost.com**.

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 **1.888.622.7368** toll-free from within North America, or at **+1.905.272.5665**.

Contents

Getting Started	2
Charging Your Phone	2
Emergency Services	2
Maximizing Performance	2
Using Your Globalstar Service	5
Powering On Your Phone	5
Holding The Phone	5
Making Calls	5
Answering Calls	5
Voicemail	6
General voicemail information	6
To retrieve messages	6
Voicemail system prompts	7
Call Forwarding	7
Unconditional Call Forward (All Calls)	7
No Answer Call Forward	8
Busy Call Forward	8
Text Messaging	9
General text messaging information	9
Receiving text messages	9
Troubleshooting	11
Country Codes	13

Getting Started

Charging Your Phone

Before you are able to use your phone, ensure that the phone's batteries are charged. Be sure to do this before leaving for your destination. Should the batteries require charging, connect your charging cable to your phone, and insert the plug into a suitable power source.

Emergency Services

Be sure to check with your travel agent or local representative for the emergency information in the country you are traveling to.

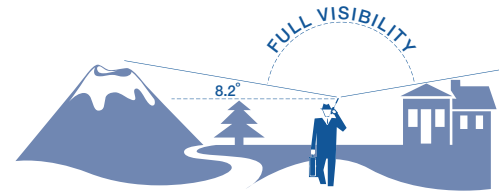
Maximizing Performance

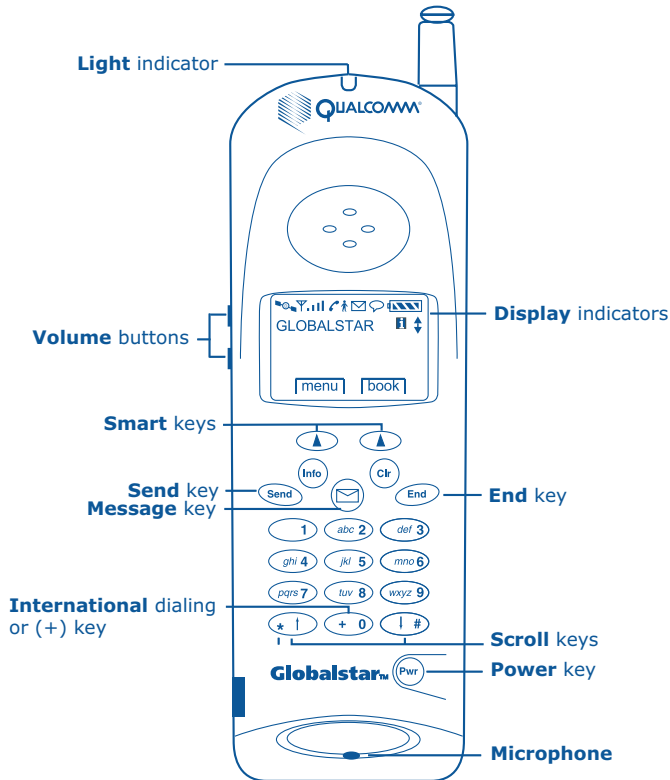
Having a completely open view of the sky plays a very important role in ensuring call quality when using a Globalstar Satellite phone. Nearby obstructions such as tall buildings, trees or mountains, can prevent calls, as they block the signal between the phone's antenna and the satellites that facilitate service.

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 own 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. Stand at least 50 feet away from all the ship's antennas.





Using Your Globalstar Service

Powering On Your Phone

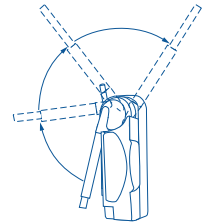
Press and hold **<PWR>** to turn the phone on and off.



When you turn your phone's power on, it performs a self test to let you know it's operational. When the LCD screen displays an 'i' symbol on the top right of the screen, you are registered with the Globalstar network.

Holding The Phone

1. Rotate and extend the antenna into one of the 3 locking positions (the antenna will click into place).
2. When talking on the phone, the antenna should be pointing to the sky.
3. Make sure that your surroundings are free of obstructions.



Making Calls

1. Rotate and fully extend the antenna.
2. Press and hold **<0>** key until the "+" symbol appears on the display.
3. Dial **the number** including **the country code**, and press **<SEND>**.



Example: Calling 905 272 5665, a number in North America dial +1 905 272 5665 **<SEND>**.

Answering Calls

To answer a call, press **<SEND>**.

Instructions for callers to your satellite phone:


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



Example: If your Globalstar number is 613 272 1111 callers dial 1 613 272 1111 from North America, 00 1 613 272 1111 from Europe.

Voicemail

□ General voicemail information

- The default PIN code is **1111**.
- When someone leaves you a voice message, your phone will display an envelope symbol  or you will receive an SMS message.
- Please ensure that you record your PIN Code somewhere safe.
- The voicemail system can store up to 25 messages, record messages up to 3 minutes in length and store played messages for 30 days.

□ To retrieve messages

1. Dial *86 (*VM).
2. Enter your pin code.
3. Follow the system prompts



Note: To set up/access voicemail from a landline phone, call the satellite phone number, press 5 when you hear the greeting and then enter your 4 digit pin code. Follow the system prompts.

□ Voicemail system prompts

While in the main menu the following prompts are available:

- '1' Change Notification options
- '2' General options
- '3' Record your greeting
- '4' Change language prompts

While in the personal options the following prompts are available:

- '1' Change Notification options
- '2' General options
- '3' Record your greeting
- '4' Change language prompts

While reviewing your message the following prompts are available:

- '#' Next message
- '1' Replay Message
- '5' Message information
- '7' Delete Message
- '9' Save Message
- '*' Cancel menu

Call Forwarding

Use the instructions below to forward incoming calls to voicemail, another satellite or fixed-line phone.

□ Unconditional Call Forward (All Calls)

Unconditional call forward diverts all your calls to another

number. While in this mode, your phone will not ring even if it is switched on.

To activate unconditional call forwarding:

1. Press ***72** and **the 11 digit number** you wish to call forward to, and **<SEND>**.
2. You will hear three beeps, which confirms that this feature is activated.

To deactivate:

Press ***720** and **<SEND>**.

❑ No Answer Call Forward

This feature can be activated when you wish to have calls forwarded when you are away from your phone. If you don't answer your phone after several rings or your phone is turned off, the call will be forwarded to your selected number.

To activate No answer Call Forward:

1. Press ***92** and **the 11 digit number** you wish to call forward to, and **<SEND>**.
2. You will hear three beeps, which confirms that this feature is activated.

To deactivate:

Press ***920** and **<SEND>**.

❑ Busy Call Forward

This feature can be activated to route all your incoming calls to a selected phone number when you are busy on other calls.

To activate Busy Call Forward:

1. Press ***90** and the 11 digit number you wish to call forward to, and **<SEND>**.
2. You will hear three beeps, which confirms that this feature is activated.

To deactivate:

Press ***900** and **<SEND>**.

Text Messaging

❑ General text messaging information

- Maximum 19 characters per subject heading and 14 characters per message, including spaces.
- 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. An envelope or similar icon will appear in the display when a text message is received.
- You cannot send a text message from a Globalstar handset.

❑ Receiving text messages

Canadian Customers

Your contacts can send a text message to the handset at the following address: **Mobile#@msg.globalstar.ca**.



Note: Do not add a '1' in front of the satellite number. Emails must be in Plain Text format.

US Customers

Your contacts can send a text message to the handset at the following address: **Mobile#@msg.globalstarusa.com**.



Note: Do not add a '1' in front of the satellite number. Emails must be in Plain Text format.

Troubleshooting

Q: *How do I test my Globalstar phone?*

A: To test your Globalstar phone and to ensure that it is working properly, call the following number from the handset: **#8378 (#TEST)**. This is a free call.

Q: *How do I charge the battery?*

A: **Install only Qualcomm batteries;** check that the battery contacts are clean and dry; check the charger connection; 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.

Q: *What happens if my battery is draining quickly?*

A: Check that your Globalstar satellite antenna is pointing straight up and has 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.

Q: *I'm having a problem making/receiving calls.*

A: Rotate or fully extend the appropriate antenna. In Globalstar satellite mode, be sure the satellite antenna has a clear view of the sky. Check that you selected the correct service mode:

- Press and hold **<*>** to display the mode menu, and press **'2'** for Globalstar.
- Remove all service providers from the **Prohibited List**.
- If **"Service Not Found"** displays, check the auto preference and mode selection settings.

- Check the signal strength indicator.
- Check that the SIM card is properly installed. If the SIM was removed, turn the phone off and on.
- If “Calling is Restricted” displays, check the **Restrict Phone** setting under the **Security Menu**.

Q: *I am unable to call certain numbers.*

A: If you are unable to call a certain number, please confirm that you are dialing the number correctly, using the international dialing pattern. You can test the phone itself by calling **+1 905 272 5665**. If you can get through to this number then your problem is with the phone number itself or the way you are dialing it.

Q: *I am losing calls.*

A: Make sure that your satellite antenna is pointing straight up when placed next to your head and when using the keypad or viewing the screen. Make sure that the satellite antenna has a clear view of the sky. Rotate or fully extend the appropriate antenna. Check the signal strength indicator.

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.