



## Iridium Service 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](mailto:customercare@roadpost.com)  
[www.roadpost.com](http://www.roadpost.com)

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## Getting Started

### PLEASE EXCUSE OUR APPEARANCE

Please excuse the appearance of this User Guide. As this is no longer a product we regularly have in stock, the formatting/content of this guide may not be up to our current standards. Rest assured that it still includes all the detailed information required to use your Iridium 9500 Satellite phone.

As always, answers to any questions not contained in this guide are just a free call away. Dial +1.905.272.5665 - a free call from your Roadpost Satellite phone.

### • **Welcome To Roadpost**

Connection with Roadpost's Iridium satellite service gives you access to a broad range of cellular features. This user guide explains the features and services, and details how to use them.

### • **Charging Your Phone**

Before you are able to use your phone, you must charge the phone's batteries. Be sure to do this before you arrive at your destination. Connect your charging cable to your handset, and then insert the cable into a suitable power source.

### • **Your SIM Card**


Your SIM card is the key to your Iridium Service and contains all the information you store on your phone. Your phone comes ready-to-use, with your SIM card already inserted into your handset.

### • **Use While Driving**

You should be aware of the local laws regarding the use of satellite phones while driving. Be sure to check local regulations before using your phone while driving. Roadpost recommends that you always use a headset while driving, and use caution when using a satellite phone. For your convenience and safety, headsets are available for purchase. **Contact Roadpost Customer Care or visit [www.roadpost.com](http://www.roadpost.com) for details.**

**• Emergency Services**

You can make an emergency call virtually anywhere in the world (without unlocking your phone) by dialing 112. Provided your phone has found a network, you are able to make an emergency call. The emergency call is directed to a central emergency operator. Be sure to check the emergency service number in the country you are traveling to. Roadpost recommends programming the local emergency service number into your SIM card. Ask your travel agent for this emergency information.


 *We recommend that you program all important phone numbers into your handset, including the full international access codes. For information on how to program numbers into your phone, please refer to the manufacturer's user guide.*





## Quick Reference Guide

## Using Your Iridium Service

### • Powering On Your Phone

1. Open the keypad cover to expose the keypad.
2. Press and hold  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. You may see a number of other power-on messages. When the  $\emptyset$  indicator disappears and the  icon appears, you are ready to start calling.*

### • Holding The Phone

1. Extend the antenna by pressing the antenna release button at the top of the handset.
2. Rotate the antenna to either a left or right angle (the antenna will stop here). When talking on the phone, the antenna should be vertical to the ground, with the top of the antenna pointing up.
3. Make sure the antenna has a clear view of the sky.

### • Making Calls

1. Rotate and fully extend the antenna.
2. Open the keypad cover to expose the keypad.
3. Press and hold + key until the '+' symbol appears on the display.
2. Enter the country code (see Country Code List).
3. Enter the city/area code.
4. Enter the telephone number and press OK.

 *Example: Calling 905 272 5665, a North American number: +1 905 272 5665 OK*


### • Receiving Calls

To answer a call, press OK.

Your phone is programmed with an Iridium network number.


### For callers dialing from a Public Switch Telephone Network:


The caller dials the international access code for that country, your Iridium prefix (8816), plus your satellite number.

 *Example: If your Iridium number is 8816 310 49640, caller dials:  
011 8816 310 49640 From North America  
00 8816 310 49640 From the UK*


## Using Your Iridium Service

### • Voicemail

 *The default PIN code is the last 7 digits of your phone number.*

 *When someone leaves you a voice message, the voicemail system automatically sends a text message to notify you. Your phone will display an envelope symbol, indicating a new text message has been received.*

### **To retrieve messages:**

1. Enter  to access the "Messages" menu.
2. Enter MENU and scroll to "Call Voicemail"
3. Press OK to select. You will see your voicemail number followed by "Calling".
4. There may be a short delay, please wait for the main message. When you hear the main message, enter your phone number.
5. Press \* to access the message center.
6. Enter your password.
7. Follow the system prompts as you listen to your voicemail messages.

## Using Your Iridium Service


### • 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

 *Please ensure that you record your PIN Code somewhere safe. If you forget your PIN Code, we cannot reset it for you.*

## Using Your Iridium Service

### • Call Forwarding

When you select this option, all your calls are forwarded to the number you choose. Your phone does not ring.

1. Press MENU until you see "Call Related Features", then press OK.
2. Press MENU to until you see "Call Forwarding", then press OK.
3. Press MENU to scroll to "On", and then press OK to select.
4. Press MENU to scroll to "Voicemail" or "Other Number", and then press OK to select. If you select "Voicemail", continue with step 6. If you select "Other Number", then you will see "Enter Number". Continue with step 5.
5. Enter the number you want all your calls forwarded to, and then press OK. Your phone takes a moment to request the setting from the network, and then you will see "Call Forward On".
6. Press and hold CLEAR to exit the menu.

### To Cancel Call Forwarding:

1. Press MENU until you see "Call Related Features", then press OK.
2. Press MENU to until you see "Call Forwarding", then press OK.
3. Press MENU to scroll to "Off", and then press OK to select.
6. Press and hold CLEAR to exit the menu.

## Using Your Iridium Service

### • Call Display

Call display enables you to view an incoming caller's number on your satellite handset.

**!** *Call display may not work when a caller has withheld their number, from some non-Iridium networks, company switchboards, or when the call is being made from various international networks.*

### • Call Waiting

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

### To Activate Call Waiting:

1. Press MENU until you see "Call Related Features", then press OK.
2. Press MENU to until you see "Call Waiting", then press OK.
3. Press MENU to scroll to "On", and then press OK to select.
4. Press and hold CLEAR to exit the menu.

### To De-activate Call Waiting:

1. Press MENU until you see "Call Related Features", then press OK.
2. Press MENU to until you see "Call Waiting", then press OK.
3. Press MENU to scroll to "Off", and then press OK to select.
4. Press and hold CLEAR to exit the menu.

- **Text Messages**

Your phone has been equipped so text messages can be received from any short message device.

 *Please note the following restrictions:  
o Maximum 160 characters per message.*


- **Receiving Text Messages**


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. The text message may be accessed through your phone's main menu. When you receive a new alphanumeric message, you will see "Message Read Now?"

1. Press OK and continue with step 2 or press CLEAR to read the message later.
2. Press MENU or the arrow buttons to move forward through a message one screen at a time.
3. Press OK to access options for that entry.

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

A: The message envelope symbol 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 be visible.

 *When someone leaves you a voice message, the voicemail system automatically sends a text message to notify you. Your phone will display an envelope symbol, indicating a new text message has been received. Once you have viewed this message, the message envelope symbol is removed.*

 *To read and delete text messages, follow the instructions under Text Messaging. Please note that the text message envelope symbol will be displayed until all text messages have been saved or deleted.*

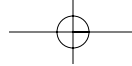
**Q: I am not able to receive a signal. What should I do?**

A: Ensure that your antenna is fully rotated, 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.

**Q: The message envelope symbol is flashing. What does this mean?**

A: 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.





## Troubleshooting

## Contact Us

**Q: My SIM card won't work. What should I do?**

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, your SIM card may be faulty. Contact Roadpost Customer Care from another phone.

**Q: I'm having problems with call quality. What should I do?**

A: Check the signal strength meter on the handset. If the signal is weak, move to an open area. If you are inside a building, move next to a window.

**Telephone:**

**+1.905.272.5665**

(free call from your Roadpost satellite phone)

or

**1.888.622.7368**

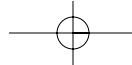
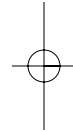
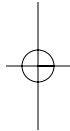
(toll free within North America)

**Email:**

**[customercare@roadpost.com](mailto:customercare@roadpost.com)**

**Web:**

**[www.roadpost.com](http://www.roadpost.com)**



## Country Codes

Argentina	54	Malta	356
Australia	61	Mexico	52
Austria	43	Monaco	339
Bahrain	973	Morocco	212
Belgium	32	Netherlands	31
Brazil	55	New Zealand	64
Canada	1	Norway	47
China	86	Pakistan	92
Denmark	45	Poland	48
Egypt	20	Portugal	351
England	44	Romania	40
Finland	358	Russia	7
France	33	Saudi Arabia	966
Germany	49	Scotland	44
Gibraltar	350	South Africa	27
Greece	30	Singapore	65
Hong Kong	852	Spain	34
Hungary	36	Sweden	46
Iceland	354	Switzerland	41
India	91	Taiwan	886
Ireland	353	Thailand	66
Italy	39	Turkey	90
Japan	81	UAE	971
Kuwait	965	UK	44
Luxembourg	352	USA	1
Malaysia	60		

For a complete list of country codes, please visit  
[www.roadpost.com/dialingpatterns.asp](http://www.roadpost.com/dialingpatterns.asp)