Outfitter™ Satellite Phones

Thanks for purchasing an Iridium GO!.   It is important to read and understand its User Guide and make a test call prior to leaving for any remote location.

Where is my Iridium GO! Mobile Number?

The Iridium GO! mobile number is a 12-digit number beginning with 8816 that is found on the invoice that came your Iridium GO!. If you selected the *optional* U.S. phone number service, that number is the 480 area code number on the same invoice.

Making Your First Call:

- Download and install the Iridium GO! app into your smartphone or tablet.
- Place the Iridium GO! device outside with a clear view of the sky and turn it on by rotating its Wi-Fi antenna to the "up" position.
- On your smartphone or tablet, select IRIDIUM-xxxxx as the Wi-Fi network.   On an iPhone this is found under Settings : Wi-Fi network.
- When you start the Iridium GO! app on your smartphone, you will be asked to accept the terms and conditions. Then login with *username: guest* and *password: guest*
- You will be notified if the emergency contact used by the SOS function is not yet setup. For now, press cancel, but be sure to setup the SOS function before leaving for a remote location.
- The signal strength is shown in the upper left corner of the Iridium GO! app. You need 4 or 5 bars of signal strength to reliably make calls.
- Click the "Call" button.
- Dial *00 + Country Code + Phone Number* and press the green *Send button*. For example, to call Outfitter Satellite you would dial **0016158898833** and press the green button.   *Hint: To dial another Iridium phone, the country code is 8816, so you would dial 008816xxxxxxxx.*
- To end the call, press the red "End" button.

How do I call an Iridium GO! ?

A **U.S. phone number** option is available on postpaid plans for a small monthly fee.   Alternatively, you can use the Iridium 2-stage dialing service.   To do this, call **480-768-2500** (a U.S. number).   You will be prompted to enter your 12-digit Iridium GO! mobile number. Be patient! The call can take up to 30 seconds to connect.   *Up to 5 devices* on the Iridium GO!. *When an inbound call occurs all of these devices will ring. Any user can answer the call. The call subsequently can be transferred to another user.*

TECHNICAL SUPPORT
(615) 889-8833 & press 7

From the Iridium GO! dial **0016158898833**.   After regular business hours, you can still leave a detailed message, and we will normally return your call within a few hours. Be sure to include your satellite mobile number and contact information.

Checking Your Iridium Voicemail:

Use the Call : Voicemail function in the Iridium GO! app. It takes about *30 seconds* to reach the Iridium voicemail system. The default **voicemail password** is the **last 7 digits** of your Iridium mobile number. We recommend changing your password for improved security.

Checking or Reloading Prepaid Accounts:

If you are using prepaid service, dial **2888** for a free prepaid balance check. You will hear an auto-attendant provide the remaining minutes on the account, the number of days until the account expires, and the date and time (in UTC time) of expiration.

Your Iridium prepaid account can be reloaded online. Go to www.OutfitterSatellite.com. Select the *Iridium* drop down menu and then select *Prepaid Reloads*. Urgent after-hours reloads can be performed by our Technical Support team 24/7 but this requires a minimum 500-minute voucher purchase.

Recharging the Battery:

At room temperature, the internal battery recharges completely in about 4 to 5 hours when using the AC wall charger or DC car charger. Recharging using a USB power port is slower. Outfitter Satellite offers a portable solar charging system that lashes to your backpack or bike. This solar charging system can charge the Iridium GO! as well as your iPhone, iPad etc. See OutfitterSatellite.com/portable-solar-panels.html for more details.

SMS Messaging and Email-to-Text:

Our website has a lot of useful information about SMS messaging. For more information about SMS Messaging for Iridium, go to www.OutfitterSatellite.com/FAQ.html

Iridium Mail & Web app:

The Iridium Mail & Web app is used for data applications such as email, web access and some social media functions. Though this app is useful for light email applications, the relatively slow 2400 bps data speed makes web browsing difficult except for specially optimized mobile web sites. For more information, go to the *Documents* tab of www.OutfitterSatellite.com/IridiumGO.html to register for your free email account.

IMPORTANT: The Iridium Mail & Web app using the username and password are found in your Iridium Mail setup confirmation email. The first time you use the app, you will enter the username and password.

Best Practices & Troubleshooting:

- The people I call can't hear me! Some iPhone users can't be heard when making calls. If this is happening, it means that when you initially installed the Iridium GO app from the Apple Store you enabled a mute restriction on your iPhone. The solution is to go to iOS settings and select "General". Then scroll down and select "Restrictions". Scroll down and select "Privacy". Select "Microphone" Make sure your microphone is set to "On".
- The Iridium GO! needs to have a 360˚ view of the horizon unobstructed by trees, buildings or the superstructure of a ship. To help achieve this there is an optional antenna adapter that can be used with any Iridium mast antenna.