

KEEPING YOU

IN TOUCH, IN FLIGHT



Axxess II Users Manual

AirCell
Axxess[™]



Axxess II Satcom System Users Manual

AirCell Part Number: D12058 • Revision A • April 2006

(Browse www.aircell.com for online manuals with the latest revisions)

Important Telephone Numbers

AirCell Customer Service AIR1 (2471) Toll-free or +1.303.379.0278

AirCell Customer Service Hours of Operation

Monday through Friday, 0730 (7:30 am) to 1700 (5:00 pm), USA Mountain Time

Aircraft Numbers

Aircraft Registration _____

Aircraft Make & Model _____

Aircraft Serial Number _____

Aircraft Phone Numbers

Iridium Phone Number 1 _____

Iridium Phone Number 2 _____

Iridium Phone Number 3 (Optional) _____

Iridium Phone Number 4 (Optional) _____

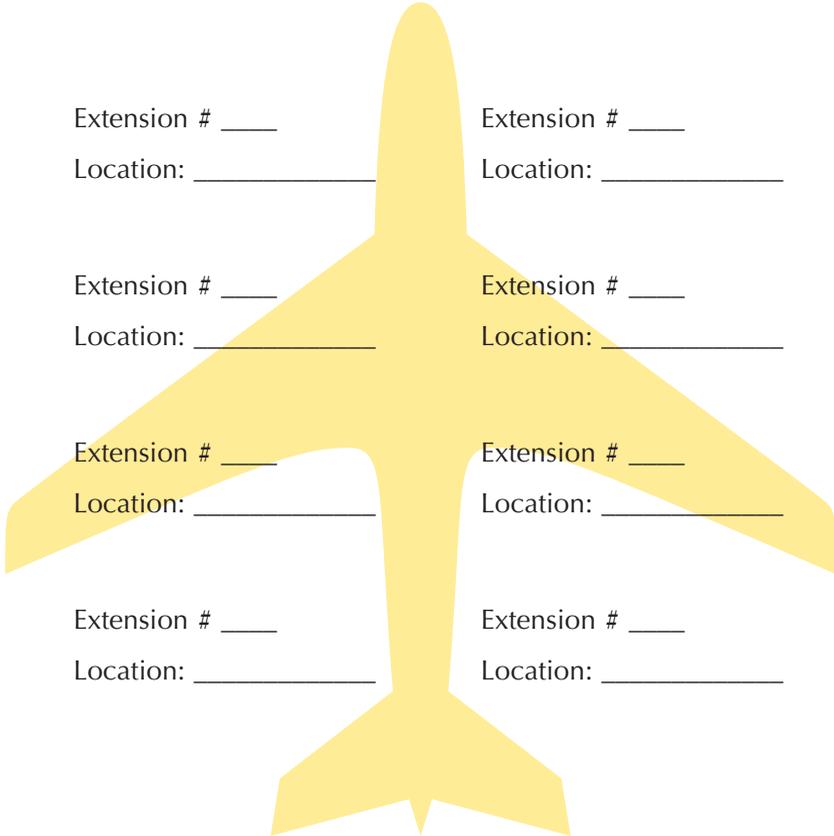
Inmarsat Phone Number (Optional) _____

Satcom Direct Number (Optional) _____

Aircraft Fax Number (Optional) _____

Identifying Telephone Extensions

Record the extension numbers and locations on your aircraft:



Extension # ____ Extension # ____
Location: _____ Location: _____

Extension # ____ Extension # ____
Location: _____ Location: _____

Extension # ____ Extension # ____
Location: _____ Location: _____

Extension # ____ Extension # ____
Location: _____ Location: _____

Axxess Configuration Data Port

Location: _____

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Welcome

Congratulations

Congratulations on purchasing the AirCell Axxess™ Satcom system, the most advanced, capable, and user-friendly system flying. We're proud to add you to the thousands of satisfied AirCell customers around the globe. We wish you many years of productive and efficient airborne communications.

Your new Axxess system offers a host of exceptional features, many of which were previously unavailable in an airborne telephone system:

- Easy-to-use graphical menus
- Call conferencing
- Advanced noise cancellation
- Headset and earbud compatibility
- Internal phone books
- Award-winning AirCell product support

AirCell Axxess and the Iridium Satellite Network

The Axxess telephone works with the Iridium Satellite Network of 66 Low-Earth Orbit (LEO) satellites and operates in the frequency range of 1616 MHz to 1625.5 MHz.

Calling Emergency and Toll-Free Numbers

The Iridium Satellite Network System for aeronautical use does not currently support Emergency 911 calls. Toll-free numbers, such as 800, 877, and 888 numbers, may not work for Iridium or international calls.

Calling with Operator or Directory Assistance

The Iridium Network does not support operator-assisted calling or Directory Assistance.

Learning About the Handset

Note these important areas of your handset:

- 
- 1 Displays the telephone number being dialed or the system status
 - 2 Displays additional options
 - 3 Accesses additional menus & features
 - 4 Enters numbers & characters
 - 5 Recalls
 - 6 Puts call on hold
 - 7 Connects headphones
 - 8 Shows handset's extension number
 - 9 Scrolls up & turns volume up
 - 10 Scrolls down & turns volume down
 - 11 Dials speed dialing numbers
 - 12 Clears (deletes) characters
 - 13 Connects call
 - 14 Disconnects call

Getting Started

Turning Power On

Your Axxess phone system has power anytime the aircraft's main avionics power switch is on.

During initial power up, the Welcome to AirCell Axxess Screen appears in the phone's display. Once the Main Dialing Screen with instructions appears, you can use the phone.



Starting from the Main Dialing Screen

The Main Dialing Screen below displays when power is on, and you can use the phone. All instructions in this manual start from this screen.



Using the Function Key

Press the handset's **FCN** key to access your phone's additional menus and advanced functions. You will do this frequently, so memorize this key.



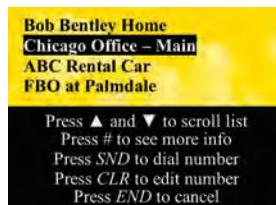
Once you press this key, additional menu choices become available. You can select one of the menu choices shown below.

Learning About Functions	
FCN 0	Change Handset Unlock Code
FCN 1	Change Handset Ringer Volume
FCN 2	Change Key Tone Volume
FCN 3	3-Way Conference Calling
FCN 5	Lock Handset
FCN 6	Mute or Unmute Microphone
FCN 8	Transfer a Call

Selecting Menu Choices

How to select a menu choice:

- 1 Highlight the choice by using the  or  keys to navigate.
- 2 Apply your choice by pressing .



Using Your Phone System

Placing Calls from the Aircraft

The Main Dialing Screen displays the calling instructions.

How to place a call:

- 1 From the Main Dialing Screen, dial the desired number, then press **(SND)**.
 - USA/Canada: Dial 9 + 1 + Area Code + Number.
 - International Calls: Dial 9 + Country Code + Number.
- 2 While Axxess is connecting your call, the number dialed flashes on screen, and the message **Dialing** displays.
- 3 When your call connects successfully, the screen displays **Call in Progress**.

Note: You may hear up to five beeps in the 10–12 seconds while your call is being connected.



Placing Calls to Another Iridium Phone

To place a call from one Iridium phone to another, dial 9 + 8816 + XXX.XXXXX (other subscriber's Iridium Phone Number).

Redialing Calls

To automatically redial the last number called, press , and then . The last number is redialed.

Calling Stored Phone Numbers

You can quickly call phone numbers stored in your personal phone book, or stored as speed dialing numbers. For details on these two features, see the section on “Personalizing Your Phone System.”

Receiving Calls

When your telephone rings, pick up the handset and press the  key to answer the phone.

Picking Up Calls

You can pick up calls that are ringing on another extension. To pick up a call, press  and then **9**.

Ending Calls

Always press the  key to end your current call.

Placing Calls to the Aircraft from the Ground

Placing a call to an AirCell Axxess-equipped aircraft via the Iridium Network is quick and easy. You can use direct dialing or two-stage dialing.

Two-Stage Dialing to the Aircraft from the Ground

Two-stage dialing may be the most cost-effective method of calling an AirCell Axxess-equipped aircraft. Using this method, the calling party is charged by their long distance provider for a call to Tempe, Arizona, USA for the call's duration. The called party (in the aircraft) is charged AirCell per minute charges, from the time the call connects in Tempe, until the call is ended.

How to use two-stage dialing:

- 1 Dial the Iridium Call Routing Center:
 - From USA/Canada: Dial 1.480.768.2500.
 - From outside USA/Canada: Dial 00** (IDD access code prefix) + 1 (USA Country Code) + 480.768.2500.
- 2 When prompted, dial 8816 (Iridium Country Code) + XXX.XXXXX (Iridium Phone Number you are calling). The call is routed to the aircraft. If registered on the network, the phone will ring in 4–6 seconds.

Direct Dialing the Aircraft from the Ground

When direct dialing an Iridium-equipped aircraft, there may be a pause of up to 25 seconds as the system completes your call.

How to use direct dialing:

- USA/Canada: Dial 011 (IDD) + 8816 (Iridium Country Code) + XXX.XXXXX (Iridium Phone Number).
- Outside USA/Canada: Dial 00** (IDD access code prefix) + 8816 (Iridium Country Code) + XXX.XXXXX (Iridium Phone Number you are calling).

Learning About Calling

All calls using the Iridium Satellite Network are considered international calls. When calling Iridium-equipped aircraft, always use the 8816 Iridium Country Code.

Direct-dialed calls to an AirCell Axxess phone are billed by long distance providers as international calls. Since rates vary greatly, check rates before making calls. Or use two-stage dialing, which may be more cost effective.

Some long distance providers do not recognize the 8816 Iridium Country Code. Two-stage dialing does recognize the Iridium Country Code.

In the procedures, 00** represents the International Direct Dial (IDD) access code prefix of the country you are calling from. In many countries, the IDD code is 00.

See the Appendix for a list of International Direct Dial (IDD) access code prefixes, as well as Country Codes. For a more current list, refer to Internet sites such as www.iridium.com/customer.

Muting or Unmuting Calls

To mute the handset's microphone, press **FCN** and then press **6**. While the handset is muted, you can hear other callers, but they cannot hear you. While muted, the screen displays **MICROPHONE MUTE**. To unmute the handset's microphone, press **FCN** and then press **6** again.



Putting Calls on Hold

To put the current call “on hold,” press the **HLD** key. Press **HLD** again to reconnect the call. While on hold, the screen displays **Call Holding**.



Transferring Calls

You can transfer calls to another extension. Calls can be transferred an unlimited number of times, until either party ends the call.

How to transfer a call:

- 1 Put the call on hold by pressing **HLD**.
- 2 Dial the other extension number (such as 81 or 82) and press **SND**.
- 3 When the other party answers, press **FCN** and then **8** to transfer call.

Note: If the extension does not answer, press **HLD** again to reconnect with the call that is on hold.

Using Phones as an Intercom

Two or more AirCell handsets can be used as an intercom. Just pick up a handset, dial **8X** (for example, dial **81**, **82**, and so on), then press **SND**.

Note: You can use a maximum of three handsets per channel at the same time for intercom conferencing. The maximum is two for conferencing with a ground caller.

Making a Conference Call

The person answering a call can make a 3-way conference call.

How to make a conference call:

- 1 Put the call on hold by pressing **HLD**.
The screen displays **Call Holding**.
- 2 Dial the 3rd party you want to add.
You can either dial another extension or dial another telephone number.
- 3 Press **SND**. The screen displays **Conference: Waiting** and the number.
- 4 If the third person answers the call, press **FCN** and then press **3**.

This reconnects with the call on hold and makes a 3-way call. The screen displays **Call In Progress**.



Personalizing Your Phone System

Using Your Personal Phone Book

You can store and recall up to 99 frequently-called phone numbers. You also have the option of storing a name that identifies each stored number.

How to store a phone number in your phone book:

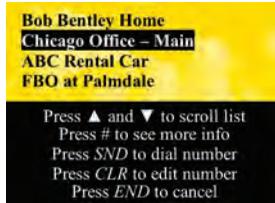
- 1 Enter the phone number in one of the following formats:
 - 9 + 1 + Area Code + Number
 - 9 + Country Code + Number
- 2 Press  to store the number.
- 3 At the **Specify a location** prompt, press  to use the next open memory location.
- 4 At the **Enter name** prompt, enter up to seven characters, then press . Or to leave the name blank, simply press .
- 5 At the **Stored?** prompt, press  to save your entry.

How to edit a number stored in your phone book:

- 1 Press  twice to display your phone book.
- 2 Scroll through the saved numbers list by pressing  or , then press  to edit the selected entry.
- 3 At **The New Number** prompt, press  to backspace, enter your corrected number, then press  to continue.
- 4 At **The New Name** prompt, press  to backspace, enter your corrected name, then press  to continue.
- 5 At the **New Location** prompt, press  to resave the existing location.
- 6 At the **CHANGE?** prompt, press  to confirm all the changes and finish editing.

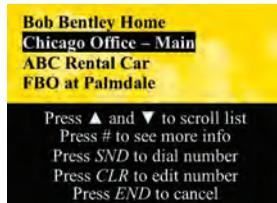
How to dial a number stored in your phone book:

- 1 Press **RCL** twice to display your phone book.
- 2 Scroll through the saved numbers list by pressing **▲** or **▼**.
- 3 Press **SND** to call the selected number.



How to clear a phone number from your phone book:

- 1 Press **RCL** twice to display your phone book.
- 2 Scroll through the saved numbers list by pressing **▲** or **▼**.
- 3 Press **CLR** to delete the selected entry.
- 4 At the **Clear?** prompt, press **STO** to confirm the deletion of the number from your phone book.



Using One-Touch Speed Dialing

For speed dialing, you can use two special keys:  and . Store one frequently-called number, such as your home or main office number, for each of the keys.

How to store a speed dialing phone number:

- 1 Enter the phone number in one of the following formats:
 - 9 + 1 + Area Code + Number
 - 9 + Country Code + Number
- 2 Press  to store the number.
- 3 At the **Specify a location** prompt, press the  or  key to store the number at that location.
- 4 At the Enter name prompt, do not enter any characters. Simply press  to store your entry.

Note: Once a speed dialing number is entered at a location, it can be changed, but it cannot be deleted.

How to call a stored speed dialing phone number:

- 1 Press .
- 2 Press one of the two speed dialing keys:  or .



Learning About Entering Characters

Use the same basic techniques when entering characters for your phone book or one-touch speed dialing.

You can enter alphabetic or numeric characters using the phone's keypad.

To enter characters, use the "multi-press" procedure common to personal cell phones. For example:

- To enter the number **2**, press the **2** key once.
- To enter the letter **a**, press the **2** key twice.
- To enter the letter **b**, press the **2** key three times.

To backspace over a character and select a new character, press .

Changing the Ear Piece Volume

You can change the ear piece volume during a call, or whenever the handset is out of the cradle. Increase or decrease the volume by pressing the  or  keys. The maximum setting is five bars.



Changing the Ringer Volume

You can change the ringer volume during a call, or whenever the handset is out of the cradle. Increase or decrease the volume by pressing **FCN**, and then pressing **1**. Next press the  or  keys.



The screen indicates the volume level. The maximum setting is five bars. At the lowest setting, the ringer is turned off.

Changing the Key Tone Volume

You can change the key tone (the sound the keys make when pressed) volume during a call, or whenever the handset is out of the cradle.

Increase or decrease the volume by pressing **FCN** and then **2**. Next press the  or  keys.



The screen indicates the volume level. The maximum setting is five bars. At the lowest setting, the ringer is turned off.

Locking or Unlocking Handsets

You can lock or unlock handsets to prevent unauthorized use.

How to lock a handset:

- 1 Press **FCN**, and then press **5**.
- 2 At the **LOCK HANDSET?** prompt, press **STO** to lock the handset from use, and display a confirmation. Or press **END** to cancel.



To unlock a handset:

- 1 Press **FCN**, and then press **5**.
- 2 Press the unlocking code **333**, then press **SND**.
- 3 If you make an error, start over by pressing **CLR**.

Note: If a handset is locked when a call comes in, you must unlock the handset to answer the phone.

Integrating Other Equipment

Using the Iridium Network for Data Calls

Data calls are limited to the 2.4 Kbps bandwidth of the Iridium Network, which was originally designed for less-demanding voice service.

For best results with data calls, we recommend the Direct Internet 2.0 service from Iridium. This new service uses dedicated servers, plus data compression techniques, that result in faster data transfer rates. Direct Internet 2.0 requires a compatible computer, serial cable, an available Iridium transceiver channel, and the installation of free software. For more information, visit www.iridium.com.

Connecting Equipment for Data Calls

Your AirCell Axxess system provides you with two data channels, which use the Iridium Network. Because voice calls generally use Channel 1, we recommend that you connect data equipment to Channel 2. This maintains greater availability of Channel 2 for general use.

Connect a PC data device using a standard RS-232 serial computer cable. Note that only one data device can be connected per channel – so be sure to promptly disconnect any unneeded devices.

Placing Data Calls

Your Axxess system lets you place e-mail and Internet data calls.

How to place a data call:

- 1 Connect the computer to your Axxess system.
- 2 Using your software, initiate a data call.
- 3 While connecting, watch the call progress on the computer monitor. Watch for the message that indicates a connection.
- 4 Test the connection by opening a simple Web site with your browser. For example, browse www.google.com.

Note: *If you cannot connect, check your hardware connections, software settings, and dialing information. If problems persist, contact AirCell Customer Support.*

Safety Information

For the safe and efficient use of your AirCell Axxess telephone, please note the following information.

Your AirCell Axxess phone is a mobile transmitter and receiver. When using your phone, the antenna mounted on the outside of the aircraft transmits and receives radio frequency (RF) energy.

Using Axxess With Other Electronics

Most modern electronic equipment, including personal medical devices (pacemakers, hearing aids, etc.) or equipment in hospitals and cars are shielded from RF energy. However, RF energy from radio telephones may affect some electronic equipment.

Troubleshooting Your Phone System

How Do I Reset a Handset?

If a handset becomes inoperative, first try pressing the  key. If that doesn't solve the problem, reset the phone's circuit breaker.

What if the Main Dialing Screen Displays, But I Can't Place Calls?

If you see the Main Dialing Screen but can't place calls (you get a fast busy signal when attempting to dial), it means the handset has registered itself with the onboard PBX – but the Iridium system is unavailable. The system could be busy sending a fax, placing another call, it may be unable to see the sky, or it may simply be unable to register on the Iridium Network.

Why Does Contact Product Support Display?

This means that the handset cannot register with the PBX. Contact AirCell Customer Service or your installing dealer for product support.



What Happens if All Channels Are Full?

If you try to place a call when all channels are full, you get a fast busy signal. Simply wait until an outgoing channel becomes available, and then try your call again.

Appendix

International Direct Dial Prefixes and Country Codes

To make a call, dial IDD Prefix + Country Code + Phone Number.

Note: At International Direct Dial Prefix access code, wait for second tone.

Location	Country Code	IDD Prefix
AFGHANISTAN	93	00
ALBANIA	355	00
ALGERIA	213	00~
AMERICAN SAMOA	684	00
ANDORRA	376	00
ANGOLA	244	00
ANGUILLA	264*	011
ANTARCTICA	672	
ANTIGUA	268*	011
ARGENTINA	54	00
ARMENIA	374	8~10
ARUBA	297	00
ASCENSION ISL.	247	01
AUSTRALIA	61	0011
AUSTRIA	43	00
AZERBAIJAN	994	8~10
BAHAMAS	242*	001
BAHRAIN	973	0
BANGLADESH	880	00
BARBADOS	246*	011
BARBUDA	268*	011
BELARUS	375	8~10
BELGIUM	32	00
BELIZE	501	00
BENIN	229	00
BERMUDA	441*	011
BHUTAN	975	00
BOLIVIA	591	00
BOSNIA & HERZOGOVINA	387	00
BOTSWANA	267	00
BRAZIL	55	00
BRITISH VIRGIN ISL.	284*	011
BRUNEI	673	00
BULGARIA	359	00
BURKINA FASO	226	00

Location	Country Code	IDD Prefix
BURMA (MYANMAR)	95	0
BURUNDI	257	90
CAMBODIA	855	00
CAMEROON	237	00
CANADA	1	011
CAPE VERDE ISL.	238	0
CAYMAN ISL.	345*	011
CENTRAL AFRICAN REPUBLIC	236	19
CHAD	235	15
CHATHAM ISL., N. ZEAL.	64	00
CHILE	56	00
CHINA (PRC)	86	00
CHRISTMAS ISL.	672	00
COCOS-KEELING ISL.	61	0011
COLOMBIA	57	90
COMOROS	269	10
CONGO	242	00
CONGO, DEM. REP. OF (Former ZAIRE)	243	00
COOK ISL.	682	00
COSTA RICA	506	00
CROATIA	385	00
CUBA	53	119
CUBA (Guantanamo Bay)	5399	00
CYPRUS	357	00
CZECH REPUBLIC	420	00
DENMARK	45	00
DIEGO GARCIA	246	00
DJIBOUTI	253	00
DOMINICA	767*	011
DOMINICAN REPUBLIC	809*	011
EASTER ISL.	56	00
ECUADOR	593	00
EGYPT	20	00
EL SALVADOR	503	0
EQUATORIAL GUINEA	240	00

Location	Country Code	IDD Prefix
ERITREA	291	00
ESTONIA	372	8-00
ETHIOPIA	251	00
FAEROE ISL.	298	009
FALKLAND ISL.	500	0
FIJI ISL.	679	05
FINLAND	358	00, 990, 994, 999
FRANCE	33	00
FRENCH ANTILLES	596	00
FRENCH GUIANA	594	00
FRENCH POLYNESIA	689	00
GABON	241	00
GAMBIA	220	00
GEORGIA	995	8-10
GERMANY	49	00
GHANA	233	00
GIBRALTAR	350	00
GREECE	30	00
GREENLAND	299	009
GRENADA	473*	011
GUADELOUPE	590	00
GUAM	671*	011
GUANTANAMO BAY	5399	00
GUATEMALA	502	00
GUINEA-BISSAU	245	00
GUINEA (PRP)	224	00
GUYANA	592	001
HAITI	509	00
HONDURAS	504	00
HONG KONG	852	001
HUNGARY	36	00
ICELAND	354	00
INDIA	91	00
INDONESIA	62	100,108
IRAN	98	00
IRAQ	964	00
IRELAND	353	00
IRIDIUM NETWORK	8816	00
ISRAEL	972	
<i>Calling Israel</i> (BEZEQ LTD)	00	
<i>may be illegal</i> (GOLDEN LINES)	012	
<i>in certain locations</i> (BARAK LTD)	013	
(BEZEQ LTD)	014	
ITALY	39	00
IVORY COAST	225	00

Location	Country Code	IDD Prefix
JAMAICA	876*	011
JAPAN	81	001
JORDAN	962	00
KAZAKHSTAN	7	8-10
KENYA	254	000
KIRIBATI	686	00
KOREA (NORTH)	850	00
KOREA (SOUTH)	82	001
KUWAIT	965	00
KYRGYZ REPUBLIC	996	8-10
LAOS	856	14
LATVIA	371	00
LEBANON	961	00
LESOTHO	266	00
LIBERIA	231	00
LIBYA	218	00
LIECHTENSTEIN	41	00
LITHUANIA	370	8-10
LUXEMBOURG	352	00
MACAU	853	00
MACEDONIA (Former YUGOSLAV REPUB.)	389	00
MADAGASCAR	261	16
MALAWI	265	101
MALAYSIA	60	00
MALDIVES	960	00
MALI REPUBLIC	223	00
MALTA	356	00
MARSHALL ISL.	692	00
MARTINIQUE	596	00
MAURITANIA	222	00
MAURITIUS	230	00
MAYOTTE ISL.	269	10
MEXICO	52	00
MICRONESIA	691	011
MIDWAY ISL.	808	00
MOLDOVA	373	8-10
MONACO	377	00
MONGOLIA	976	00
MONTERRAT	664*	011
MOROCCO	212	00~
MOZAMBIQUE	258	00
MYANMAR	95	0
NAMIBIA	264	09
NAURU	674	115
NEPAL	977	00
NETHERLANDS	31	00
NETH. ANTILLES	599	00

Location	Country Code	IDD Prefix
NEVIS	869	011
NEW CALEDONIA	687	00
NEW ZEALAND	64	00
NICARAGUA	505	00
NIGER	227	00
NIGERIA	234	009
NIUE	683	00
NORFOLK ISL.	672	00
NORTH KOREA	850	00
NORWAY	47	00
OMAN	968	00
PAKISTAN	92	00
PALAU	680	00
PANAMA	507	0
PAPUA NEW GUINEA	675	05
PARAGUAY	595	00
PERU	51	00
PHILIPPINES	63	00
POLAND	48	0-0
PORTUGAL	351	00
PUERTO RICO	787*	1
QATAR	974	0
RÉUNION ISL.	262	00
ROMANIA	40	00
ROTA ISL.	670	011
RUSSIA	7	8-10
RWANDA	250	00
ST. HELENA	290	01
ST. KITTS/NEVIS	869*	011
ST. LUCIA	758*	011
ST. PIERRE & MIQUELON	508	00
ST. VINCENT & GRENADINES	809*	011
SAIPAN ISL.	670*	011
SAN MARINO	378	00
SAO TOMÉ & PRINCIPE	239	00
SAUDI ARABIA	966	00
SENEGAL	221	00
SERBIA	381	00
SEYCHELLES ISL.	248	00
SIERRA LEONE	232	00
SINGAPORE	65	001
SLOVAK REPUBLIC	421	00
SLOVENIA	386	00
SOLOMON ISL.	677	00
SOMALIA	252	19
SOUTH AFRICA	27	09, 091
SOUTH KOREA	82	001
SPAIN	34	07-

Location	Country Code	IDD Prefix
SRI LANKA	94	00
SUDAN	249	00
SURINAME	597	00
SWAZILAND	268	00
SWEDEN	46	009
SWITZERLAND	41	00
SYRIA	963	00
TAIWAN	886	002
TAJIKISTAN	7	8-10
TANZANIA	255	00
THAILAND	66	001
TINIAN ISL.	670	011
TOGO	228	00
TOKELAU	690	00
TONGA ISL.	676	00
TRINIDAD & TOBAGO	868*	011
TUNISIA	216	00
TURKEY	90	00
TURKMENISTAN	993	8-10
TURKS & CAICOS ISL.	649*	011
TUVALU	688	00
UGANDA	256	00
UKRAINE	380	8-10
UNITED ARAB EMIRATES	971	00
UNITED KINGDOM	44	00
USA	1	011
US VIRGIN ISL.	1	01
URUGUAY	598	00
UZBEKISTAN	7	8-10
VANUATU	678	00
VATICAN CITY	376	00
VENEZUELA	58	00
VIETNAM	84	00
WAKE ISL.	808	00
WALLIS & FUTUNA ISL.	681	19~
WESTERN SAMOA	685	0
YEMEN	967	00
YUGOSLAVIA	381	99
ZAMBIA	260	00
ZIMBABWE	263	00

Notes:
* USA/Canada: Dial 1 + Code + Phone Number.
Elsewhere: Dial IDD + 1 + Code + Phone Number.
** Dial 95 to dial USA/Canada/Caribbean; country code not needed.
~ Wait for a second tone at this stage.

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