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Iridium GO! User Guide

Pivotel makes your Iridium GO! easy to use with standard +1 US numbers removing the need for complex dialing codes. This guide will help you quickly and easily start using your Pivotel Iridium GO! service.

Pivotel Iridium GO! Rate Plans
The Iridium GO! can be connected on the Pivotel Iridium rate plans, or the Pivotel Iridium GO! Unlimited Data Plan.

Before using your Iridium GO! please refer to the Iridium GO! User Manual provided.

<u>**Helpful hints on using your Iridium GO! on Pivotel's Unique Network**</u>

Please ensure:

1) The SIM is installed, the battery is charged.

2) The Iridium GO! is outside with the swivel antenna raised to the upright position so it has a clear view of the sky.

3) The Iridium GO! applications are downloaded and installed on your smartphone.

4) Iridium GO! is paired with your smart phone using Wi-Fi settings.

5) SOS Emergency settings and Pivotel voicemail number are configured as below.

Emergency SOS Button Settings
Iridium GO! is equipped with GPS, a dedicated SOS button which is under the SOS cover on the side of the Iridium GO! and an SOS icon on the Iridium GO! Application.

You may choose what happens when the SOS button is pressed or activated on the Iridium GO! Application:

1) You may choose your own personal recipients to receive text messages and/or calls when you press the SOS button (for example a family member or co-worker)

OR;

2) You may choose to access the global emergency support services of the GEOS Alliance International Emergency Response Centre operated by Travel Safety Group Limited.

The GEOS Alliance services are provided by Iridium at no additional cost - before you can access these services you must register at **https://my-geos.com/registration**

Full instructions on SOS settings are available in the Iridium GO! User Manual.

Voicemail

Pivotel provides a voicemail service so you never miss a call. The Iridium GO! is pre-programmed with '+881662990000' and needs to be configured to the Pivotel Voicemail number.

Go to Iridium GO! Application, select Settings > Call > Voicemail number > enter +18882886880 and select Save. You can call this number from your Iridium GO! to setup your voicemail and retrieve your voicemail messages.

How to make Pivotel Satellite phone calls and/or send SMS messages:

Voice Calls

Whether you are calling a standard national number from within the United States, calling a local number within an international country when you are overseas, or calling an international number in general, it is recommended that you always use the international dial format when you make a call.

To make a call simply enter the number in the format + <country code> <area code> <phonenumber>.

Remember, if the area code has a leading 0 then you must omit that when you enter the number, for example to call XXX XXXX in San Francisco with area code 415, USA (countrycode 1) dial +1415XXXXXXX. If you want to call the number 04 XXXX XXXX in Australia(country code 61) dial +614XXXXXXXX, omitting the leading 0.

Storing Numbers

We recommend you store the contact numbers in your phone in the international dialing format, so that you don't experience difficulties when you're using your Iridium GO!. That way you will be able to dial the number successfully wherever you are calling from.

Emergency Calls

To make an emergency call there is no need to dial the international dial codes. Simply dial 112 or 911 when dialing within the United States.

If you are intending on using your satellite phone outside of the United States you will need to obtain and save the local emergency number of the country you are in before leaving cellular coverage. There is no guarantee 911 services will operate outside of the United States, and this includes Canada.

SMS Text Messages

You can send SMS text messages from your satellite Iridium GO! to standard cellular phones in the United States and overseas. For international SMS you must add the international prefix, for example +642XXXXXXXX for a New Zealand cell phone.

SMS Service Centre Number

The correct SMS service centre number must be stored in your Iridium GO! in order to send SMS text messages successfully. This number is stored in your Pivotel SIM and will normally transfer to the Iridium GO! automatically when the SIM is installed.

If you are unable to send SMS text messages please check the SMS service centre number – select Settings >Message> Service center> +61415011740 and select Save.

If the correct number is not displayed you can edit the number by tapping on the number, deleting the old number, entering the correct number and selecting 'OK'. If the correct number is displayed and you are still unable to send SMS text messages please call Pivotel Customer Care on +1-865-379-8723.

GPS Essentials

Iridium GO! GPS features include sending Quick GPS and Tracking text messages or emails to your chosen recipients. Each GPS and Tracking message and email will be charged at SMS text messaging rate. Full instructions on the Quick GPS and Tracking setting of Iridium GO! are available in the Iridium GO! User Manual.

Using your Pivotel Iridium GO! for data connection:

Direct Internet Data

You can use your Iridium GO! to connect to specific Iridium GO! supported Apps such as XGate.

Iridium Direct Internet is much slower than normal internet services and Pivotel does not recommend using Iridium GO! for general Internet use or speed sensitive data applications.