

Pivotel makes your Iridium GO! as easy to use as a mobile phone with standard Australian mobile numbers removing the need for complex dialling 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, please note the Iridium GO! GEOS emergency response is not supported on the Iridium Classic Casual Plan.

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

[Helpful hints on using your Iridium GO! on Pivotel's Unique Network](#)

### **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 smart phone.
- 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 a 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**

For Pivot Plan subscribers, Pivotel provides a voicemail service so you never miss a call. 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 +61424212121 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:**

### **National Calls & Mobile Calls**

To make a standard national call simply enter the area code and number – for example to call a fixed line number in Queensland simply dial 07 XXXX XXXX and to dial a standard national mobile number, including a call to another Pivotel Satellite number, simply dial 04XX XXX XXX. You can also dial 13, 1300 and 1800 numbers just as they are advertised without entering any special codes.

### **International Calls**

To make an international call simply enter the number in the format + <country code> <area code> <phone number>. Remember, if the area code has a leading 0 then you must omit that when you enter the number – for example to call the number 09 XXX XXXX in Auckland, New Zealand dial +649XXXXXXX or to call the number 415 XXX XXXX in California, USA dial +1415XXXXXXX.

### **Using your Pivotel Iridium service outside Australia**

If you are using your Pivotel Iridium service outside Australia and you are dialling a number local to the country you are in, you must dial the number in international format. For example if you are in New Zealand and you want to dial the number 09 XXX XXXX in Auckland, New Zealand you must dial +649XXXXXXX.

### **Storing Numbers**

Pivotel also recommends that you store the contact numbers in your contacts in the international dialling format, so that you don't experience difficulties when you use your Iridium GO! outside Australia or use your SIM in another phone. For example, to save a fixed line number 07 XXXX XXX in Queensland you should store the number in the format +617XXXXXXX or to save a mobile number 04XX XXX XXX you should store the number in the format +614XXXXXXX. That way you will be able to dial the number successfully wherever you are calling from.

## SMS Text Messages

You can send SMS text messages from your satellite Iridium GO! to standard mobile numbers in Australia and overseas. For international SMS you must add the international prefix, for example +642XXXXXXXX for a New Zealand mobile.

## 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 Pivotal 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 Pivotal Customer Care on 1300 882 448.

## 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 Pivotal Iridium GO! for data connection:

### Direct Internet Data

You can use your Iridium GO! to connect to the Internet using the Iridium Direct Internet Service.

**Iridium Direct Internet is much slower than normal internet services and Pivotal does not recommend using Iridium GO! for data applications.**

**If you require further assistance please contact  
Pivotal Customer Care on 1300 882 448.**



1300 882 448 | [www.pivotel.com.au](http://www.pivotel.com.au)