

## HOW TO MAKE CALLS TO & FROM THE IRIDIUM SYSTEM

### Quick tips:

- Fully charge the phone's battery.
- The SIM card slot is located under the phone's battery.
- Ensure your service is activated: [Activate Service - Blue Sky Network](#)
- Iridium phones must have clear line-of-sight to a satellite. Do not use it in a building or by an obstruction.
- Turn the phone on, extend the antenna, and wait for the phone to register on the network. The LED indicator on top of the phone will flash green and you will see "IRIDIUM Registered" on the display.
- To answer a call, extend the antenna and press the green button. Press the red button to hang up.
- Review the video tutorials for [Iridium 9555](#) and [Iridium Extreme](#) satellite phones.

The following examples show how to originate a call to and from the Iridium system, both in the United States (U.S.) and internationally. The dialing pattern is the same, regardless of the country in which the satellite phone is located.

**Note:** Calls placed to the Iridium satellite phone are considered an international—not local—phone call.

### Originating a call from a landline phone in the U.S. terminating to an Iridium satellite phone.

From the landline phone, dial:

**011** – International Direct Dial (IDD) access code for U.S.

**8816** – Iridium country code

**XXX XXXXX** – MSISDN number

### Originating a call from the Iridium satellite phone to a satellite phone located in the U.S.

From the landline phone, dial:

**00** – Use 00 for all outbound calls from the sat phone

**1** – U.S. country code

**XXX-XXX-XXXXX** – Area code and phone number

### Originating a call from the Iridium satellite phone to another Iridium satellite phone.

From the landline phone, dial:

**00** – IDD access code for France

**8816** – Iridium country code

**XXX XXXXX** – MSISDN number

### Originating a call from a landline phone outside the U.S. terminating to an Iridium satellite phone.

From the landline phone, dial:

**00** – IDD access code for France

**8816** – Iridium country code

**XXX XXXXX** – MSISDN number

### Originating a call from the Iridium satellite phone to a landline phone located in another country.

From the satellite phone, dial:

**00** – Use 00 for all outbound calls from the sat phone

**CC** – U.S. country code

**XXXXXX** – Actual number



## IRIDIUM PHONE – TWO STAGE DIALING

- Two-stage dialing allows you to call an Iridium phone without incurring high charges. The cost of the call is charged to the Iridium subscriber.
- Dial **+1.480.768.2500**. You will hear, “Welcome to the Iridium satellite global network.”
- Using the automated voice prompts, enter the Iridium subscriber’s 12-digit satellite phone number (**8816...**). If the subscriber is unavailable, the caller can follow voice prompts to leave a numeric or voicemail message.

**Note:** Long-distance call charges to a U.S. number will apply to your phone bill.

## FREQUENTLY ASKED QUESTIONS

### 1. What is my Iridium phone’s PIN code?

The default PIN code is 1111. We recommend creating a new PIN code to protect your SIM card and account. Refer to the phone’s user guide for more information.

### 2. I mistyped the PIN code and now my Iridium phone is blocked. How do I unblock it?

If the PIN code is entered incorrectly three times in a row, the phone will automatically block the SIM card. To unblock it, turn on the phone, enter **\*\*05\***, and press the green button. When prompted, enter the 8 digit PUK1 code and press the green button. You will be prompted to set up your new PIN code.

The PUK1 code is supplied with your SIM card upon activation via email. Please contact your service provider for assistance.

### 3. Can I use my Iridium phone to call 911?

Any Iridium subscriber using Iridium voice service within the U.S., District of Columbia, Puerto Rico, and the U.S. Virgin Islands can access the 911 emergency call system.

Outside of the U.S. and its territories, a 911 call will terminate to a switch message instructing you to hang up and dial the emergency provider or your service provider directly.

### 4. How can I test my Iridium phone and service for free?

Dial **00-1-480-752-5105** from your satellite phone to verify it is working properly and familiarize yourself with the phone’s operation. A recorded message will confirm that the call was completed and provide quick tips on proper handset usage. This automated service allows subscribers to test their phones anytime and anywhere.

### 5. Can I have a local U.S. number for my satellite phone?

Yes, for a small monthly fee Blue Sky Network offers a 480 area code local U.S. number assigned to your satellite phone for your convenience.

### 6. How do I check my Iridium prepaid account balance?

*Option 1:* Dial 288 on your Iridium phone (free call)

- The number of remaining call minutes and days until account expiration will be announced in English.

*Option 2:* Create and send a blank SMS to 2888, 002888, or +2888 (free message)

- The number of remaining call minutes, days until account expiration, and the expiration data will be texted in English to your Iridium phone.

*Option 3:* Place a call from your Iridium phone

- Remaining minutes are always announced before the call is connected.