Iridium® Chat User Guide

Getting Started

Iridium GO! exec® uses Iridium Messaging Transport® (IMT®) to send and receive messages and images over the Iridium satellite network.

To use Iridium Chat with your Iridium GO! exec, please ensure your device is updated to the firmware ver. **2.0.3** or higher. To upgrade your device firmware, download the latest version of the Iridium GO! exec app, connect to the Iridium GO! exec device, and follow the app's prompts.

As Iridium Chat uses Bluetooth to connect to Iridium GO! exec, ensure your smart device's Bluetooth is discoverable.

For first-time setup / linking to an Iridium GO! exec, Iridium Chat must have network connectivity, either via high-speed internet or the Iridium network through Iridium GO! exec (note: this requires a clear view of the sky).

⚠ Prior to using Iridium GO! exec, read and understand the User Manual, including the safety warnings and information, as well as the Product Regulatory and Safety card included with your device. Failure to do so could result in serious injury or death.

⚠ The Iridium GO! exec SOS service cannot be accessed through Iridium Chat. It can only be accessed through the Iridium GO! exec app or by pressing the red SOS button on your Iridium GO! exec device. See iridium GO! exec User Manual for instructions to configure and use SOS. Failure to follow those instructions could prevent or delay an emergency response and result in serious injury or death.

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Setting Up Iridium Chat

1. Turn on Iridium GO! exec

Click on settings icon → click on "Show IMT linking code."

Please note: IMT messaging is disabled by default. First-time users must enable the "Allow Linking" option to view the linking code. To enable, click on "Enable and Manage linking code in Admin Settings" and Select "Allow Linking." Go to the Linking Code menu and note down the six-digit linking code shown.

2. Open Iridium Chat

Open Iridium Chat → either tap on the top status bar and click on "Connect" OR click on "Settings" icon in the app → select "Link to IMT device."

The app will automatically display a list of nearby available Iridium GO! exec devices. The device is identified by its serial number (located on the bottom of the Iridium GO! exec – the same number as its Wi-Fi SSID).

3. Enter Linking Code

Ensure you have network connectivity, and press "Submit Code." Iridium Chat will link to the Iridium GO! exec.

Additional Notes:

Iridium GO! exec device connects via Bluetooth. Once a connection is established, this is referred to as "Bluetooth connected."

Iridium Chat's connection to the device is communicated to the messaging servers via internet or satellite. This is referred to being "Linked."

Iridium Chat can be linked to multiple devices, but it can only be Bluetooth connected to one terminal at a time.

One Iridium GO! exec can support up to four simultaneous Iridium Chat app users.

Iridium Chat can link to up to 10 Iridium GO! exec devices, but it can only be Bluetooth connected to four at any one time.

The Iridium GO! exec device admin can help manage device usage by unlinking and / or preventing Iridium Chat users from connecting using the Admin Settings menus.

Help Guide

1. Features

Iridium Chat includes the following features:

- Supports app-to-app messaging
- Three message delivery statuses: Sending, Sent and Delivered
- Smart device contacts are sorted so known Iridium Chat users are easy to find and message
- Allows chat backup to google cloud or apple cloud
- Group messaging
  - Supports group chat for up to 50 members
  - Notifies you when you're added to a group
  - Each group has a single administer
- Image messaging
  - Share any image – it will be automatically compressed to up to 95kb
  - Review compressed image before sending
  - See thumbnails of received images
  - Choose to download full images when received via satellite
  - Save received images to the smart device's gallery
- Location sharing
  - Share location
  - Share location with added text
  - Clickable link for location that appears in the smart device's available maps app

2. Supporting Network and Devices

Iridium Chat will operate only when one or more of the following networks are available:

1. Wi-Fi connection to the internet
2. Mobile cellular network
3. Iridium satellite network over IMT (when the smart device is connected to Iridium GO! exec)

3. Status Bar Icons

When Iridium Chat is "Linked" and "Bluetooth connected" to an Iridium GO! exec, the following Icons are displayed:

- Iridium network signal level and "INT" for internal antenna in use or "EXT" for external antenna in use

- Iridium GO! exec device errors

- Iridium GO! exec battery life

- Messaging via high-speed internet or mobile data

- Messaging via Iridium GO! exec IMT network **IMT**

When the app is not connected to an Iridium GO! exec, the following Icons are displayed:

- Messaging via high-speed internet or mobile data.

4. Personal Chat

4.1 Start a New Chat

- Select "New Chat" icon

- Contacts that already have an Iridium Chat account are colored pale blue. Select a contact and choose "New Chat"

- Type your message; add emoticons if desired
  - All messages are capped at 1,000 characters

- Press "Send"

- You can see the status of your message as "Sending," "Sent," "Delivered," or "Failed to Send"

- An icon indicates whether you sent the message via the Iridium network or via High-Speed Internet

4.2 Responding to a Chat

- The chat screen will display an indicator for unread messages when a new message is available

- All messages are time and date stamped with the time the message was sent. Messages are always sorted by time / date received

- Open the chat you wish to respond to and then type and send your response

4.3 Managing Chat Messages

- Long press on a chat message to copy the text. It can then be pasted into other messages or other applications

- Deleting a chat on the Android application is completed by swiping left to reveal the trash bin icon and then selecting the icon

- Deleting a chat on iOS application is completed by long pressing the chat and choosing "Delete"

5. Group Chat

Start new group chat

- Select "New Chat" icon
- Select multiple contacts from the list of contacts who already have the app installed. Please note: If someone you want to message does not have Iridium Chat, they'll need to download it and register as a user first
- Select up to 50 contacts
- Select "New Chat" button
- After selecting "New Chat," you can name your group

6. Chats Inbox

This is the Iridium Chat's primary home screen, which lists all conversations and group chats

- Chats with newest messages are show at the top
- Chats also display a preview of the timestamp
- A preview of the last sent/received message is shown
- Unread messages are indicated by a badge with the number of unread messages shown within
- A preview of the last sent message is show along with the sent status icon, i.e. double ticks for Delivered and single tick for Sent (but not delivered)
- Chat conversations can be deleted. To delete an entire chat, swipe left to reveal the trash bin icon and click

7. Sending / Recieving Images

- You can share images in chats using the inbuilt compression tool
- All images are compressed to up to 95kb
- The app also supports managing your image compression to 15kb, 25kb, 50kb, 70kb, and 95kb (the default setting)
- To send an image:
  - Select the image from your gallery or click on a new image
  - If you're happy with your selected and compressed image, press "Send"
- When an image is received over internet, it will automatically download to the chat
- When an image is received over the Iridium network, a thumbnail is shown in the initial message. By clicking on the thumbnail, you are prompted if you want to download the full image
- To save the image to your gallery, press the "Download" icon on the bottom right while viewing it

8. Contacts

Your smart device contacts sync with Iridium Chat

- You can add or update your Iridium Chat contacts through your smart device's native contacts app
- Ensure contacts stored in your native contact application have their phone numbers formatted with the international dialing code

9. Inviting a User

To message a contact, the recipient must have the Iridium Chat app downloaded and be registered as a user.

Network connectivity either via high-speed internet or Iridium GO! exec is required to send a new user invitation.

To invite a new user to start a chat:

- Go to "New Chat" button
- Press the "Invite a Friend" button
- Choose the user from the list of phone contacts. (Note: You must already have them as a contact in your smart device, and their phone number should be internationally formatted with a +XX prefix)

10. Sharing Location

Note: Accuracy is based on the visibility of your smart device to the GNSS network

- To share your location:
  - In your chat, click the "location" icon
  - You can directly send the location, or you can add text
- In a chat conversation, clicking the location icon will navigate you to the available mapping applications on your smart device
- If the smart device does not currently have internet access, the location shown on the maps app will depend on your offline downloaded maps

11. App Settings

This section highlights and explains the different options in iridium Chat's settings.

11.1 App

11.1.1 App Settings

- Notification Tone: You can set you notification tone from your device's available tones

11.1.2 My Chat Account

Phone Number
This displays the phone number you used when registering and allows you to update/change it as necessary

Sync Contacts

You can manually sync contacts to refresh your contacts in the app, but this must be done on high-speed internet or mobile data. Synching contacts ensures the application knows which of your contacts are registered with Iridium Chat

Backup and Restore

Allows you to backup your chats to your Google drive using your gmail address or your Apple icloud using your icloud email address.

Iridium chat messages once delivered to the receipent are no longer available on the server, so we recommend backing up your chats to avoid losing your chat history.

When enabled, chats are automatically backed up weekly by default but can be changed in the settings.

Backup is only performed over high speed interenet, so autobackup will be paused if no high speed internet is detected. Therefore remember to initiate backup now before deleting account or uninstalling the app.

Please note that only undelivered chats i.e. messages and/or images will be retained on the server for 30 days. After 30 days these chats are automatically purged from the server.

Options:

- Backup Now: immediately backs up chat
- Last Successful Backup: displays time/date of last backup
- Last successful backup Size: displays the size of last backup
- Automatic Backup Enabled: enable/disable autoback up feature
- Automatic Backup Frequency: Daily, Weekly, Monthly
- Delete Backup: deletes chat back up on google cloud or apple cloud
- Restore Existing Backup: restores chat history from backed up file

Delete Account

Delete Now: Permanently deletes your account. You will need to re-register; all past data will be erased

Logout

Logs you out of your account on the current smart device. Message history is retained on the device and will be available if you log in again with the SAME account. If you login with a different account, then message history will be lost.

After Logout, users will need to register again to send or receive any further messages. Use this option to log out of a smart device and switch to a new smart device. If switching devices its recommended to complete a backup before logging out, so message history will be restored to the new device.

11.1.3 Link Status

Linking and Bluetooth Connect Overview

Iridium Chat can optionally connect to an Iridium GO! exec to send messages over the Iridium network. The device connects via Bluetooth. Once connected, this is referred to as "Bluetooth connected." Iridium Chat will then be linked with the device; this is communicated to the messaging servers via internet or satellite. This is referred to being "Linked." Iridium Chat can link to multiple devices, but it can only be Bluetooth connected to one terminal at a time.

The Link Status screen includes:

Linked/Connected Device

- When connected, the names of currently "Linked" and "Bluetooth connected" device is shown
- "Disconnect" will stop the Bluetooth connection (but linking remains active)
- "Disconnect Bluetooth and Unlink" action will stop the Bluetooth connection and unlink the app from the device. To fully unlink, this action needs to be communicated to the messaging server via internet or satellite connection

Other Linked Devices

- The names of all devices that are linked (but not Bluetooth connected) are listed in this section
- "Unlink" will unlink the application from the device. To fully unlink, this action needs to be communicated to the messaging server via internet or satellite connection

Link to Iridium GO! exec device

- "Link to Iridium GO! exec Device" will start the process to link and BLE connect to a new device.
- See section 11.2 for details of the Linking process

11.1.4 About the App

This section contains information regarding:
• App version
• Terms and conditions
• Licenses

11.2 Device

This section allows easy management of the current BLE connected device or connection to a new device.

11.2.1 Link to Iridium GO! exec device

• The "Link to Iridium GO! exec device" initiates the connection to a new (or previously linked) Iridium GO! exec. Once selected, it displays a list of all visible Iridium GO! exec devices; the user can choose which one to link. The name of the device is shown as IRDMXXXXXX – the "XXXXXX" is the device's serial number of the device (also found on its base).

• "Enter IMEI manually" allows a user to manually enter the 13-digit IMEI (found on the device's base). This option can be used to link to a terminal that is not turned on or located near the smart device.

Additional Notes:

Once a device is selected, the Bluetooth connection will be established and the linking process will begin. If a high-speed internet connection is available, linking will be completed over the internet. If high-speed internet is not available, linking will be completed over the Iridium network. The device must have a good view of the sky or an external antenna to successfully link over the Iridium network. The device LCD should show a green LED and the status bar should show signal bars and the wold Iridium to indicate network registration and good signal.

As part of the linking process, Iridium Chat will prompt for the six-digit linking code. The code is unique to each terminal and can be viewed via the Settings: Show Linking Code menu on the device. This helps to secure the linking process so only approved users are allowed to send messages over the Iridium network.

See the troubleshooting section for an FAQ on the linking process.

Once Bluetooth connected and linked, the device settings menu changes to show the following options:

11.2.2 Unlink from Iridium GO! exec device

This action will stop the Bluetooth connection and unlink the app from the device. To fully unlink, this action needs to be communicated to the messaging server via internet or satellite connection.

11.2.3 Disconnect Bluetooth from Iridium GO! exec device

This action will stop the BLE connection (but linking still remains active).

12. Iridium GO! exec Device Settings

 Iridium GO! exec status bar: The status bar includes an IMT Icon

 When IMT communications are active, arrows show the activity

12.1 Viewing the IMT Linking Code

- The current IMT Linking Code can be viewed in the "Settings: Show IMT Linking Code" menu

- The IMT Linking Code menu shows the current six-digit linking code if linking is enabled and shows "Disabled" if linking is disabled

- The second menu item will transition the user to the "IMT Settings" menu. This menu is inside the Admin Settings menu, so the user will be prompted for the Admin PIN (if enabled)

- See section 12.2 for details of the IMT Settings Menu

12.2 Enabling and Managing IMT Linking

The "Settings: Admin Settings: IMT Settings" screen provide:

- Chat counter settings

This screen includes:

- Counts of Premium messages sent and received. These messages are counted toward a monthly quota of allowed messages

- Counts of text messages sent and received. These messages are free and are not counted toward the monthly quota

- Indication of the date when the counts were last reset

- The user can also choose to manually reset all the counts to zero

- Image attachment settings

This screen allows:

- The admin to enable or disable the ability for apps to send and receive images. This setting defaults to "enabled."

- The admin chooses the maximum image size that will be sent over the satellite bearer. The options are 15kb, 35kb, 50kb, 70kb, or 95kb (default setting). This setting is only used to compress images sent over the satellite network.

- A larger image will take longer to send

- Linking Settings

This screen allows the admin user to enable and disable linking, manage the linking code, and manage linked devices

- Allow Linking
  - Setting "Allow Linking" to "On" enables linking and will allow the setting below to be shown
  - When "Allow Linking" is "Off," linking is disabled and the menus below are disabled
  - **IMPORTANT**: When this setting is changed, the device needs to send the changed setting to the network server. Please ensure the unit has an external antenna connected, or that the internal antenna is lifted and the unit has a good view of the sky

12.2 Enabling and Managing IMT Linking (cont'd)

Linking Code

- The "Linking Code" menu shows the current six-digit linking code
  - The refresh button allows the admin user to request a new linking code be generated and shared to the network server
  - Once a linking code is changed, any new or existing applications will need to use this linking code when requested by the application
  - IMPORTANT: When the linking code is refreshed, the device needs to send the changed code to the network server. Please ensure the unit has an external antenna connected, or the internal antenna is lifted and that the unit has a good view of the sky

- "Linked Apps" shows the count of currently linked applications for this terminal. It will be "0" if there are no linked applications. It can be a maximum of 4 applications

- For each linked application, the screen will show the following details:
  - Phone number

Still encountering issues?
Reach out at <<Insert Iridium email>>

FAQs

Where can I download Iridium Chat?

The Iridium Chat app is available on the **Google Android Play Store** and the **Apple iOS App Store**.

What version of firmware do I need to be on my Iridium GO! exec to support this app?

To update your Iridium GO! exec device: download the latest update of the Iridium GO! exec app, connect the Iridium GO! exec via Wi-Fi, you'll receive a notice that says, "new firmware upgrade available", follow the steps to complete the upgrade.

On what networks can I use Iridium Chat?

Iridium Chat is an app-to-app messaging application built for Iridium GO! exec. It works on the Iridium network when connected to the Iridium GO! exec and also works on IP data when connected to a high-speed internet connection such as Wi-Fi or mobile data.

What is Iridium Chat's and Iridium GO! exec range?

When used with Iridium GO! exec, Iridium Chat uses BLE connectivity. Therefore, it needs be within 30 meters.

When paired with Iridium GO! exec, does Iridium Chat use IP data?

No, it uses Iridium Messaging Transport® (IMT®)

How do I create an Iridium Chat account?

After you download Iridium Chat, register with your active mobile number. Make sure to select the correct international dialing code when entering your numbers. A one-time password will be send by SMS to your entered number. Once you enter it and hit submit, your account creation will be complete.

Does Iridium Chat use Bluetooth or Wi-Fi to connect to Iridium GO! exec?

Iridium Chat uses Bluetooth in the background to connect to the Iridium GO! exec device. Users need to ensure their Bluetooth option is enabled on their phone prior to using Iridium Chat.

When using Iridium GO! exec, how do I connect to the Iridium network to start / stop receiving messages? Is there a start / stop button?

No. The user experience is seamless and doesn't require a start/stop function – just a clear view of sky and strong Iridium network availability. The Iridium GO! exec firmware handles users connections, store and forward of messages, mailbox routing, and notifications. Users must complete the one-time linking process to prepare their devices for network use. There is no need to start or stop connections.

What is "Linking"?

"Linking" indicates the smart device is BLE connected to the Iridium GO! exec device and also registered on the network.

How do I connect Iridium Chat to an Iridium GO! exec?

Ensure you have high-speed internet or Iridium network connectivity.

Open Iridium Chat → click on top status bar → click on connect → based on the serial number, select your Iridium GO! exec.

On the Iridium GO! exec device screen, go to settings → click on "show linking code."

Enter this linking code in the app to link.

Why can't I find my linking code?

The linking code is disabled by default and must be enabled prior to initial use. To enable, click on the settings option on the Iridium GO! exec device → click on "Show IMT linking code" → click on "Enable and manage linking code in Admin Settings" → select "Allow Linking." Then navigate back to the IMT linking code page.

How do I message someone from my contacts?

As Iridium Chat is an app-to-app messaging service, the recipient also must be a registered Iridium Chat user

Both my contact and I have Iridium Chat installed, but I still cannot see them as a user

Please ensure your contact's number is stored with their full international dialing code

Do images always compress to 100kb prior to sending?

The default compression is 100 kb, it can be adjusted to 25, 50, or 75 kb.

How do I add a new contact?

Use your smart device's contacts function to add a new contact, then use the 'sync contacts' option from the settings in Iridium Chat to sync your contacts.

Can I invite new users?

Yes – by selecting the "invite new user" option in Iridium Chat. This can be completed over the iridium network using Iridium GO! exec or via high-speed internet.

What does "BLE" connected" mean?

"BLE connected" indicates the smart device is connected to the Iridium GO! exec, but the Iridium GO! exec is not connected to the Iridium network.

What is the range of Iridium Chat and the Iridium GO! exec?

When paired with an Iridium GO! exec, Iridium Chat uses BLE connectivity. Therefore, it must be within 30 meters (98 feet).

How many total users can be on the Iridium GO! exec and Iridium Chat simultaneously?

The total number of users that can connect and use Iridium GO! exec simultaneously is four (4). This includes Iridium GO! exec app and Iridium Chat app users.

What information and data does Iridium Chat keep and collect?

See **privacy policy** and **data retention policy**.

How long does the Iridium Chat backup exist?

90 days after last use. You will then be automatically logged out and your chat history will be erased. You can create a new account with your existing phone number when you need to resume use

How do I move my Iridium Chat account to a new or different device?

First, log out of your account, then reinstall the app and register with the same number. However: To ensure your data is restored, please complete the transfer in less than 90 days. After 90 days of inactivity, the Iridium Chat backup is deleted

Why can't I see locations on the map?

When you click on the location link shared in Iridium Chat, the link will open on your smart device's default maps app. The accuracy of location links displayed depends on the offline maps available on your default map app

Linking: Linking Code doesn't work?

Please regenerate the code and try again.

Can I set my own linking code for an Iridium GO! exec?

No. The Iridium GO! exec will always choose a random number to use. The device admin can refresh the code at any time via the settings menu.

Linking: Why does linking take so long?

When trying to complete linking over satellite it might mean you might not have a clear view of the sky or good satellite connectivity. Please check for network and try again

Linking: I didn't receive the verification code

Please recheck the phone number you entered. Check your spam folder, and wait a few minutes and try again.

Can I use Wi-Fi to connect to Iridium GO! exec and use Iridium Chat over an IP connection?

Yes, but this means Iridium Chat messages will be sent over IP connection and therefore not use Iridium Messaging Transport (IMT). It will require you to use the connection manager to start/stop the connect and use the open profile with this app.

What happens when I delete and reinstall Iridium Chat?

If the app is uninstalled from a smart device, all data on the device is removed, but the server will keep recent messages on the server. Therefore, if you reinstall the application onto the same or another smart device, those messages and conversations will be restored to the new application. Restoration only occurs over high-speed internet connection. If you want to leave Iridium Chat and remove all your data, it's important to delete your account before removing the application.