

# Inmarsat User Guide

If you require further assistance contact Customer Care on +1-865-379-8723

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mobile everywhere®

Pivotel makes your Inmarsat satellite phone as easy to use as a mobile phone, with standard US +1 numbers removing the need for complex dialling codes. This guide will help you quickly and easily start using your Pivotel Inmarsat service. Before using your phone, please refer to the user manual provided to ensure the SIM card is installed, the battery is charged and the phone is outside with the antenna extended so it has a clear view of the sky.

## National Calls & Mobile Calls

To make a standard national call within the United States simply enter +1 <area code> <phone number>. For example, to call the 302-260-8378 Pivotel Test Number, simply dial +13022608378.

## 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 +649XXXXXXXX or to call the number 04 XXX XXXXX in Australia dial +614XXXXXXXX.

## Storing Numbers

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

## Using your Pivotel Inmarsat service outside the US

If you are using your Pivotel Inmarsat service outside the US 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 +649XXXXXXXX.

## Voicemail

Pivotel provides a voicemail service so you need never miss a call. The voicemail number is +61424212121 – you can call this number from your satellite phone to setup your voicemail and then to retrieve your voicemail messages.

To save this number in your phone for easy access, you can manually enter it by selecting Menu > Settings > Call Settings > Voicemail number > Options > Edit > Manually enter '+61424212121' > Options > Accept. Alternatively you can also add the voicemail number from phonebook by selecting Menu > Settings > Call Settings > Voicemail number > Options > Add from Phonebook > Select 'Voicemail' from the list > Options > Accept. You could also find the voicemail number in the SIM contact, go to Menu > Contacts > SIM contacts > Voicemail.

## SMS Text Messages

You can send SMS text messages from your satellite phone to standard mobile numbers in the United States and overseas. To send a text message, select Menu > Messaging > New Message > Text message > simply enter the recipient's mobile number at the start of the message, followed by the text you want to appear in the text message > Options > Send. Always enter the mobile number in the international format, for example a US mobile number in the format +1XXXXXXXXXX, an Australian mobile would be entered in the format +614XXXXXXXX and a New Zealand mobile number in the format +642XXXXXXXX.

## SMS Service Centre Number

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

If you are unable to send SMS text messages please check the SMS service centre number – select Menu > Messaging > Options > Settings > Text msg. settings > SMSC management > The number displayed must be +61415011740. If the correct number is not displayed you can add a new SMSC by pressing Select > Scroll Down to the next line > Options > Edit > Enter '+61415011740' > Select 'Apply' > Select 'Yes' to activate this number as current message center. If the correct number is displayed and you are still unable to send SMS text messages please call Pivotel Customer Care (+1-865-379-8723)

## SMS to Email

Pivotel Inmarsat users can send an SMS message to an Email recipient. To do so, you first need to set the Email center numbers to '2' by selecting Menu > Messaging > Options > Settings > Email settings > Email centre numbers > Select > Options > Edit > Enter '2' > Apply > Select 'Yes' to activate this number as current email centre.

To send an Email message, select Menu > Messaging > New Message > Email message > simply enter the recipient's email address at the start of the message, followed by the text you want to appear in the email > Options > Send.

## Assistance Button Settings (Isatphone 2 Only)

The Inmarsat Isatphone 2 phone is equipped with GPS and a dedicated assistance button on the top side of the phone. An assistance alert allows you to rapidly make a call to a recipient, or send an alert text message or email to one or more recipients. An assistance alert is not the same as an emergency call. You cannot configure the call recipient of the assistance button to call a national emergency number (e.g. 112 or 000) or other numbers of less than five digits. To call an emergency number, simply dial the national emergency number manually.

You may choose what happens when the assistance button is pressed:

1) You may choose your own personal recipients to receive calls and/or text and email messages when you press the assistance 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 Inmarsat at no additional cost – before you can access these services you must register at <https://my-geos.com/registration>

**Note:** It is important to enter the correct Isatphone 2 handset IMEI, IMSI and Device/Service Phone Number during registration. To obtain the IMEI and IMSI information, go to Menu > Settings > About on your Isatphone 2 device.

To configure your Inmarsat Isatphone 2 phone to contact your own personal recipients when you press the Assistance button:

- a) Select Menu > Location services > Assistance button > Configure > Assistance feature > Enabled.
- b) Choose the method you want to use to communicate with your personal recipients when the Assistance button is pressed – Alert type > Select 'Call & message', 'Call only' OR 'Message only'.
- c) Then select Call config. > Edit recipient > Options > Edit > Enter Name and Number > Save. Enter the number of your chosen Call Recipient in the international format – for example, to save a US number you would enter in the format +1 XXXXXXXX.
- d) Press “back” then select Message config. > Edit recipient > Options > 'Add new recipient' > Select 'Text Message' or 'Email Message' > Enter Name and mobile number or Email address > Save. You can also select to 'Add from contacts' rather than manually 'Add new recipient'.

To send a text message, enter the number of your chosen Message Recipient in the international format - for example to enter a US number you would enter in the format +1 XXXXXXXX . Note: This must be a mobile number as the message is sent by SMS.

To send an email message, enter the Email address of your chosen Message Recipient. An email cannot exceed 160 characters, including the recipient's email address, and you cannot personalise messages by entering additional text.

A maximum of ten message recipients is permitted. The content of assistance messages is automatically created by the handset. It always includes an up-to-date GPS fix, the time at which the fix was acquired and the time that the alert was triggered.

- e) Press “back” then “exit”. Your setup is now complete.

**To configure your Inmarsat Isatphone 2 phone to access the global emergency response services of the GEOS Alliance International Emergency Response Centre when you press the Assistance button:**

Note: before you can access these services you must register at <https://my-geos.com/registration>

- a) Select Menu > Location services > Assistance button > Configure > Assistance feature > Enabled.
- b) Then select Alert type > Call & Message.
- c) Press “back” then select Call config. > Edit recipient > Options > Edit > Enter Nickname to be 'GEOS' and Telephone to be '+19365823190' > Save.
- d) Press “back” then select Message config. > Edit recipient > Options > Add new recipient > Text message > Enter Nickname to be 'GEOS' and Telephone to be '+61428029345' > Save. You can add up to nine other Text or Email message recipients of your choice.
- e) Press “back” then “exit”. Your setup is now complete.

