

# Iridium GO!™

Global Online Smartphone Access



User Manual



## Thank you for purchasing the state of the art Iridium GO!™

This Iridium GO! product package contains the following:

- User Manual (including Safety and Regulatory Information, GEOS Emergency Services Brochure)
- Legal Information Booklet (contains limited warranty, including exclusions, disclaimers, limitations of liability and conditions of use, warranty claim process; privacy and data security and software license)



Prior to using Iridium GO!, read and understand this User Manual including the safety warnings and information. Failure to do so could result in serious injury or death.

Materials are also available online at [www.iridium.com](http://www.iridium.com)  
or by calling 1.480.752.5155 (Direct); 1.866.497.4348 (Toll Free North America).

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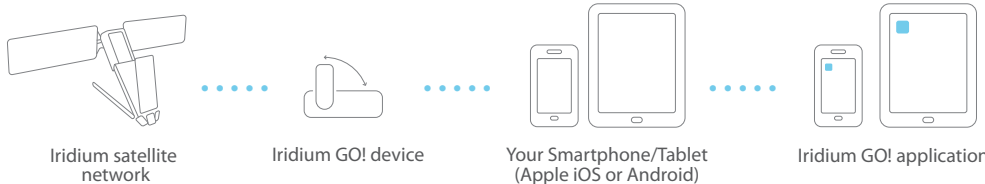
# Contents

<b>1: Introduction</b> .....	<b>1</b>
<b>2: Important Safety and Regulatory Information / Renseignements importants sur la sécurité</b> .....	<b>2</b>
Maximum permissible exposure calculations / Calcul de l'exposition maximale permise .....	2
FCC notices / Avis de la FCC .....	3
Batteries / Batteries .....	6
Emergency calling / Appels d'urgence .....	7
Emergency mode (SOS button) / Mode d'urgence (bouton SOS) .....	9
Antenna care / Soins de l'antenne.....	9
<b>3: Device Overview</b> .....	<b>20</b>
<b>4: Setting Up Your Iridium GO! Device</b> .....	<b>14</b>
STEP ONE: Set-up Iridium GO! .....	14
STEP TWO: Setting up your smartphone.....	21
STEP THREE: Pair Iridium GO! with your smartphone .....	23
STEP FOUR: Configure the Iridium GO! application .....	24
<b>5: Using Iridium GO! and your smartphone</b> .....	<b>31</b>
Placing a call .....	32
Receiving a call .....	34
Iridium GO! application contacts .....	34
Text messages (SMS).....	35
Twitter .....	36
Notifications.....	36
Internet Call .....	36
<b>6: Advanced Settings</b> .....	<b>38</b>
Example uses of Iridium GO! .....	42
<b>7: Troubleshooting</b> .....	<b>45</b>
<b>8: Iridium GO! user information</b> .....	<b>48</b>

# 1: Introduction

Iridium GO! provides the freedom of using your smartphone everywhere on the planet by simply downloading the Iridium GO! application on your Android or Apple iOS device.

The Iridium GO! solution consists of 4 important components:



**Important:** Free Iridium GO! applications for text-based services are available from Iridium’s application download section on the Apple iOS app store and Google Play marketplace. For more information visit: [www.iridiumgo.com](http://www.iridiumgo.com).

## 2: Important Safety and Regulatory Information

**Important:** Read this entire chapter, before using Iridium GO!

### Maximum Permissible Exposure Calculations

Iridium GO! meets international standards for exposure to radio waves. Your satellite device is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy. These limits are part of guidelines and established permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies.

Unlike a mobile phone, Iridium GO! is designed to be used 20 centimeters (7.8 inches) or more away from persons. The RF exposure determination for this type of device is based on the calculation of the extent to which RF radiation from the device does not exceed the maximum permissible exposure (MPE) limit for use by the general public in an uncontrolled environment. At a separation distance of 20 cm, the highest percentage of the MPE for Iridium GO! is 21.7% when using the built-in antennas. If using an external antenna for Iridium transmitter, the highest percentage of the MPE for the Iridium GO! is 27.1% assuming a maximum antenna gain of 3.0 dBi; users should maintain a 20 cm separation from both Iridium GO! and an external antenna. Accordingly, the Iridium GO! complies with the FCC's guidelines for limiting RF exposure when used as directed.

The International Agency for Research on Cancer (IARC) concluded in May 2011 that there is limited evidence to suggest a possible link between RF signals and two specific types of cancer. The IARC's conclusion is based on its review of existing studies and information.

## 2 : Renseignements importants sur la sécurité

**Important :** Bien lire le chapitre au complet avant d'utiliser l'appareil Iridium GO!<sup>MD</sup>

### Calcul de l'exposition maximale permise

L'appareil Iridium GO! répond aux normes internationales d'exposition aux ondes radio. Votre appareil satellitaire est conçu et fabriqué pour ne pas dépasser les limites d'exposition à l'énergie radioélectrique (HF). Ces limites font partie des lignes directrices et des limites autorisées pour l'énergie HF pour le grand public. Les directives sont basées sur les normes élaborées par des organismes scientifiques indépendants par une évaluation approfondie et régulière d'études scientifiques.

Contrairement à un téléphone mobile, le téléphone Iridium GO! doit être utilisé à une distance de 20 centimètres (7,8 pouces) ou plus de toute autre personne. Le calcul du rayonnement pour ce type d'appareil repose sur le calcul du degré auquel le rayonnement de l'appareil ne dépasse pas la limite d'exposition maximale permise (EMP) pour une utilisation par le grand public dans un environnement non contrôlé. À une distance de sécurité de 20 cm, le pourcentage le plus élevé d'EMP pour l'appareil Iridium GO! est de 21,7 % lors d'une utilisation avec les antennes intégrées. Avec une antenne externe, le pourcentage le plus élevé d'EMP pour l'appareil Iridium GO! est de 27,1 % en supposant un gain d'antenne maximal de 3,0 dB; les utilisateurs devraient conserver une distance de sécurité de 20 cm autant par rapport à l'appareil Iridium GO! qu'e par rapport à une antenne externe. Par conséquent, l'appareil Iridium GO! respecte les lignes directrices de la FCC quant à la limite du rayonnement lorsqu'il est utilisé comme indiqué.

Le Centre International de Recherche sur le Cancer (CIRC) a conclu en mai 2011 qu'il existe des preuves limitées de liens

The United States agencies responsible for setting RF exposure limits, the FCC and FDA, however, indicated that there is not sufficient scientific evidence to support a link between wireless device use and cancer and that use of wireless devices such as mobile phones according to current regulations is safe.

### Reference websites

- [www.fcc.gov/guides/wireless-devices-andhealth-concerns](http://www.fcc.gov/guides/wireless-devices-andhealth-concerns)
- <http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/ucm116282.htm>

If you wish to reduce your exposure to RF energy, you can limit the amount of time you use Iridium GO! and your mobile phone and increase the distance between Iridium GO! mobile phone/antennas and your body when you use it.

PLEASE NOTE THAT MODIFICATIONS TO THIS PRODUCT MODEL COULD CAUSE DIFFERENCES IN THE MPE CALCULATIONS FOR LATER PRODUCTS; IN ALL CASES, PRODUCTS ARE DESIGNED TO BE WITHIN THE GUIDELINES.

possibles entre les signaux RF et deux types précis de cancers. La conclusion du CIRC repose sur son examen des études et des renseignements existants.

Le FCC et la FDA, organismes des États-Unis chargés de fixer les limites d'exposition au rayonnement, indiquent toutefois qu'il n'y a pas suffisamment de preuves scientifiques pour établir un lien entre l'utilisation d'appareils mobiles et le cancer, et que l'utilisation d'appareils mobiles tels que des téléphones mobiles en respectant la réglementation en vigueur est sécuritaire.

### Sites Web pour référence

- [www.fcc.gov/guides/wireless-devices-andhealth-concerns](http://www.fcc.gov/guides/wireless-devices-andhealth-concerns)
- <http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/CellPhones/ucm116282.htm>

Si vous souhaitez réduire votre exposition à l'énergie HF, vous pouvez limiter votre temps d'utilisation de l'appareil Iridium GO! et de votre téléphone mobile, et accroître la distance entre l'appareil Iridium GO!, le téléphone mobile ou l'antenne et votre corps pendant l'utilisation.

VEUILLEZ NOTER QUE TOUTE MODIFICATION AU MODÈLE DE CE PRODUIT POURRAIT OCCASIONNER DES DIFFÉRENCES DE VALEUR D'EMP POUR LES PRODUITS ULTÉRIEURS; DANS TOUS LES CAS, LES PRODUITS SONT CONÇUS POUR RESPECTER LES LIGNES DIRECTRICES.

## FCC notices

### Part 15 Conditions

This device contains a Wi-Fi transmitter and associated digital circuitry that operate under Part 15 of the FCC Rules. The following notice applies to operations under Part 15:

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

### Radio Frequency Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### No Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Avis de la FCC

### Conditions énoncées à la partie 15

Cet appareil comporte un émetteur sans fil (Wi-Fi) et des circuits numériques connexes qui fonctionnent conformément aux exigences stipulées à la partie 15 des règlements de la FCC.

L'avis qui suit s'applique aux utilisations en vertu de la partie 15 :

Cet appareil respecte les exigences énoncées à la partie 15 des règlements de la FCC.

Son exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage,
- (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### Exposition à l'énergie radioélectrique

Cet appareil respecte les limites d'exposition au rayonnement fixées par la FCC dans un environnement non contrôlé. Les utilisateurs finaux doivent suivre précisément les instructions d'utilisation pour respecter les exigences en matière d'exposition au rayonnement. Le présent émetteur ne doit pas être situé au même endroit qu'un autre émetteur ou une autre antenne ni fonctionner en conjonction avec un autre émetteur ou une autre antenne.

### Modifications

Les changements ou modifications qui n'ont pas été expressément approuvés par la partie responsable de vérifier le respect pourraient annuler l'autorisation d'utilisateur de l'appareil pour l'utilisateur.

## Industry Canada

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## Industrie Canada

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.








Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.




## Batteries

All batteries may cause serious injury or property damage, particularly if handled improperly or used after damage.

## Batteries

Toutes les batteries peuvent occasionner des blessures graves ou des dégâts matériels, surtout si elles ne sont pas manipulées correctement ou si elles sont utilisées alors qu'elles sont endommagées.

 <b>WARNING / AVERTISSEMENT</b>		
	Failure to follow these safety instructions could result in serious injury or death caused by fire, explosion, leakage, or other hazard.	Une utilisation ou une manutention incorrectes des batteries peut entraîner, entre autres, des risques d'incendie, d'explosion ou de fuites.
	Do not disassemble, crush, puncture, shred or otherwise attempt to change the form of the battery.	Ne démontez pas, n'écrasez pas, ne perforez pas ou ne broyez pas les batteries, ou ne modifiez en aucune façon leur forme.
	Do not let Iridium GO! or battery come in contact with water. Water can lead to corrosion of the circuits.	Ne permettez pas à l'appareil Iridium GO! ou à la batterie d'entrer en contact avec de l'eau. L'eau peut entraîner la corrosion des circuits de l'appareil.
	Do not allow the battery to touch metal objects. Contact with metal objects can cause the battery to heat and possibly explode.	Ne permettez pas à la batterie d'entrer en contact avec des objets métalliques, car la batterie pourrait chauffer et même exploser.
	Do not place your battery near a heat source. Excessive heat can damage Iridium GO! or battery by causing it to swell, leak or malfunction.	Ne placez pas votre batterie près d'une source de chaleur. Une surchauffe peut endommager l'appareil Iridium GO! ou la batterie; il peut en résulter un gonflement, des fuites ou un mauvais fonctionnement.
	Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.	Ne faites pas sécher une batterie mouillée ou humide en utilisant un appareil ou une source de chaleur comme un sèche-cheveux ou un four.

 <b>WARNING / AVERTISSEMENT</b>		
	Do not leave Iridium GO! in an automobile or other vehicle with high temperatures.	Ne laissez pas votre appareil GO! dans une automobile ou un autre véhicule avec des températures élevées.
	Do not drop the battery or Iridium GO! because the impact can damage them. Contact your service provider or Iridium if your Iridium GO! or battery has been damaged from dropping or high temperatures.	Ne faites pas tomber la batterie ou l'appareil Iridium GO!, car l'impact pourrait les endommager. Communiquez avec votre fournisseur de service ou Iridium si votre appareil Iridium GO! ou la batterie ont été endommagés par une chute ou une exposition à des températures élevées.

**Important:** Use only Iridium original products for safety and quality assurance. Iridium's warranty does not cover damage caused by use of non-Iridium batteries.

**Important:** Follow these guidelines when charging your battery:

- Keep the battery at room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.
- New batteries are not fully charged and may take more time to charge.

**Important:** Pour plus de sécurité et pour assurer la qualité du produit, utilisez uniquement des produits d'origine Iridium. La garantie d'Iridium ne couvre pas les dommages qui découlent de l'utilisation d'une batterie autre que les batteries Iridium.

**Important:** Suivez les directives ci-dessous lorsque vous chargez votre batterie :

- Gardez la batterie à la température de la pièce. N'exposez jamais les batteries à des températures inférieures à 0 °C (32 °F) ou supérieures à 45 °C (113 °F) lorsque vous les chargez.
- Les batteries neuves ne sont pas entièrement chargées et peuvent prendre plus de temps à charger.

**⚠ WARNING / AVERTISSEMENT**



**Battery Disposal**

Proper battery disposal is not only important for safety but also benefits the environment. Consumers should recycle used batteries and telephones in accordance with applicable national, state or local laws and regulations. Under EU requirements, all electrical and electronic products must be taken to separate collection at the end of their working life and must not be disposed of as unsorted municipal waste.



Do not dispose of your battery in a fire, because this may cause an explosion resulting in serious injury or death.

**Élimination des batteries**

Il est important de bien éliminer les batteries pour des raisons de sécurité, mais aussi pour protéger l'environnement. Vous devriez faire recycler les batteries et les téléphones en suivant les lois et règlements nationaux et locaux pertinents.

En vertu des exigences de l'Union européenne (UE), tous les produits électriques et électroniques doivent être apportés à des centres de récupération distincts à la fin de leur vie utile et il est interdit de les jeter parmi les déchets domestiques.

Ne vous débarrassez pas de vos batteries en les jetant au feu. Ceci pourrait causer une exposition donnant lieu à des blessures graves ou à la mort.

**Emergency Calling**

**CHECK WITH YOUR SERVICE PROVIDER FOR LOCAL EMERGENCY NUMBERS** (full international access code, country code, and phone number) for all locations outside the United States and mainland Australia. Iridium currently only supports in-country emergency call routing to 911 within the United States and to Triple Zero (000) or 112 within mainland Australia. Outside of the United States and mainland Australia, calls to emergency access numbers such as 999, are not able to be made on the Iridium system. When placing a call to an emergency operator or local public safety answering point, always verbally report your location to assist first responders with identifying your location to provide assistance. Caller

**Appels d'urgence**

**VÉRIFIEZ AUPRÈS DE VOTRE FOURNISSEUR DE SERVICES AFIN DE CONNAÎTRE LES NUMÉROS D'URGENCE LOCAUX** (indicatif d'accès international complet, indicatif de pays et numéro de téléphone) pour tous les endroits à l'extérieur des États-Unis et en Australie continentale. Iridium ne permet actuellement que les appels d'urgence 911 aux États-Unis et au « triple zéro » (000) ou 112 en Australie continentale. À l'extérieur de ces deux régions géographiques, les appels d'urgence qui utilisent des numéros tels que 999 ne peuvent être placés sur le système Iridium. Pour téléphoner à la réception d'un service d'urgence ou un centre d'appel pour la sécurité publique, vous devez toujours indiquer verbalement votre position géographique (coordonnées) afin d'aider le

location identification is not automatically transmitted to local emergency operators through the Iridium system.

Iridium does not guarantee network availability at all times due to situations where the network is unavailable due to satellite availability, terrain, weather, or other conditions that may prevent an emergency call from being placed.

**EMERGENCY CALLS WITHIN MAINLAND AUSTRALIA:** Power on Iridium GO!, rotate the antenna towards the open sky, confirm proper registration and signal strength of Iridium GO!, and follow the normal protocol for dialing Triple Zero (000) on your mobile phone using Iridium GO! application on your smartphone. Verbally report the situation and your location to the operator for assistance. The Iridium service does not provide enhanced emergency calling service which automatically identifies the caller location.

**EMERGENCY CALLS IN ALL OTHER LOCATIONS:** You will need to obtain and dial the full international access code, country code, and phone number for the local fire, police, or ambulance depending upon the nature of the emergency. Power on Iridium GO!, rotate the antenna toward the open sky, confirm proper registration and signal strength of Iridium GO!, and follow the normal protocol for dialing 911 on your mobile phone using Iridium GO! application on your smartphone. Verbally report the situation and your location to the operator for assistance. The Iridium service does not provide enhanced emergency calling service which automatically identifies the caller location.

répondant à identifier votre position pour vous apporter de l'aide. L'identification de la position de l'appelant n'est pas automatiquement transmise sur le système Iridium. Iridium ne peut garantir la disponibilité en tout temps du réseau; parfois, le réseau peut ne pas être disponible en raison de la disponibilité des satellites, du terrain, des conditions météorologiques, ou d'autres conditions qui peuvent empêcher d'acheminer un appel d'urgence.



**APPELS D'URGENCE EN AUSTRALIE CONTINENTALE :** Mettez sous tension l'appareil Iridium GO!, dépliez l'antenne vers le ciel ouvert, vérifiez l'inscription et la force du signal de l'appareil Iridium GO!, puis suivez les procédures habituelles pour composer le « triple zéro » (000) sur votre téléphone mobile en utilisant l'application Iridium GO! de votre téléphone multifonctions. Indiquez verbalement votre situation et votre position à l'opérateur pour obtenir de l'aide. Le service Iridium n'offre pas de service d'urgence amélioré qui permet d'identifier automatiquement la position de l'appelant.

**APPELS D'URGENCE EN PROVENANCE DE TOUT AUTRE ENDROIT :** Vous devez préalablement obtenir le numéro de téléphone complet à composer, avec l'indicatif d'accès international, l'indicatif du pays et le numéro de téléphone local des services locaux d'incendie, de police ou d'ambulance selon la nature de l'urgence. Mettez sous tension l'appareil Iridium GO!, dépliez l'antenne vers le ciel ouvert, vérifiez l'inscription et la force du signal sur l'appareil, puis suivez les procédures habituelles pour composer le 911 sur votre téléphone mobile en utilisant l'application Iridium GO! de votre téléphone multifonctions. Indiquez verbalement votre situation et votre position à l'opérateur pour obtenir de l'aide. Le service Iridium n'offre pas de service d'urgence amélioré qui permet d'identifier automatiquement la position de l'appelant.



## Emergency Mode (SOS button)

## Mode d'urgence (Bouton SOS)

 <b>WARNING / AVERTISSEMENT</b>	
	<p>You must configure the Emergency Mode in order for the SOS button to send an emergency message to a designated Call Recipient and Message Recipient. Failure to configure the SOS button will result in no message being sent when the SOS button is pressed. This could prevent or delay an emergency response and result in serious injury or death.</p>
	<p>Vous devez configurer le mode d'urgence afin que le bouton SOS puisse servir à envoyer un message d'urgence à un destinataire désigné et un destinataire de message. Si vous ne configurez pas le bouton SOS, aucun message n'est envoyé lorsqu'on appuie sur le bouton SOS, et retarder ou empêcher une réponse rapide en cas d'urgence, ce qui pourrait entraîner des blessures graves, voire la mort.</p>




### Antenna Care

Use only an approved antenna. Unauthorized antennas, modifications, or attachments could damage the device and may violate government regulations. When using remote mount antenna, ensure that antenna is mounted at least 20cm away from the user. Also when using a remote mount antenna in order to reduce potential radio interference to other users, the antenna type and its gain should be 3dBi or less.

### Soin de l'antenne

N'utilisez que l'antenne livrée avec l'appareil ou une antenne de remplacement agréée. Les antennes non agréées, les modifications ou les accessoires peuvent endommager le téléphone et enfreindre la réglementation en vigueur. Lors de l'utilisation d'une antenne montée à distance, monter l'antenne à au moins 20 cm de l'utilisateur. De plus, si vous utilisez une antenne auxiliaire portable, afin de réduire le risque d'interférences radio avec les autres utilisateurs, le type d'antenne et son gain devraient être choisis afin que la puissance isotrope rayonnée équivalente (PIRE) ne soit pas plus que celle autorisée pour permettre la communication.

## **WARNING / AVERTISSEMENT**

	To avoid interfering with blasting operations, leave your device OFF when in a "blasting area" or in areas posted: "Turn off two-way radio." Obey all signs and instructions. Failure to do so could result in injury or death.	Pour éviter de gêner les opérations de minage, mettez votre téléphone hors tension lorsque vous vous trouvez dans une « zone de minage » ou dans des endroits où est indiqué : « Veuillez désactiver votre radio bidirectionnelle ». Conformez-vous à tous les panneaux et à toutes les instructions.
	<p><b>Potential Explosive Atmospheres</b></p> <p>Areas with a potentially explosive atmosphere are often but not always clearly marked. They include, but are not limited to: fueling areas such as gasoline station; below decks on boats; fuel or chemical transfer or storage facilities; areas where fuel odors are present (for example, if a gas/propane leak occurs in an automobile or home); areas where air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you normally would be advised to turn off your vehicle engine.</p>	<p><b>Atmosphères potentiellement explosives</b></p> <p>Les lieux à l'atmosphère potentiellement explosive sont souvent clairement indiqués comme tels, mais pas toujours. Il s'agit, sans que la liste soit exhaustive : des zones de ravitaillement en carburant, de l'entrepôt des bateaux, des usines de transfert ou de stockage de produits chimiques, des endroits où des effluves de carburant sont présents (par exemple, en cas de fuite de gaz ou de propane dans une voiture ou une maison), des endroits où l'air contient des produits chimiques ou des particules, comme du grain, de la poussière ou des poudres métalliques, et tout autre lieu où il est normalement conseillé de couper le moteur de votre véhicule.</p>
	Turn your device OFF and do not remove, install or charge your battery when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks from your battery in such areas could cause an explosion or fire resulting in serious injury or death.	Mettez votre appareil hors tension et ne retirez pas, n'installez pas ou ne chargez pas votre batterie lorsque vous vous trouvez dans un lieu à l'atmosphère potentiellement explosive. Conformez-vous à tous les panneaux et toutes les instructions. Des étincelles provenant de votre batterie dans ce genre d'endroit peuvent causer une explosion ou un incendie et entraîner des blessures graves, voire la mort.

## Electronic Devices

Most electronic equipment is subject to interference from RF energy from external sources if inadequately shielded. In some circumstances your mobile device may cause interference with other devices. Turn OFF your device in any location where posted notices instruct you to do so. For optimal performance and to be sure that exposure to RF energy does not exceed guidelines set forth in the relevant standards discussed in the above section "Maximum Permissible Exposure Calculations", always follow the instructions and precautions.

## Implantable Medical Devices

## Appareils électroniques

S'ils ne sont pas bien blindés, la majorité du matériel électronique est sensible aux interférences de l'énergie radioélectrique (HF) de sources externes. Dans certains cas, votre appareil mobile peut perturber le fonctionnement d'autres appareils. Mettre l'appareil HORS tension lorsque des directives demandent de le faire. Pour garantir un rendement optimal et pour s'assurer que l'exposition à l'énergie HF ne dépasse pas les lignes directrices fixées par les normes pertinentes présentées précédemment à la section « Calcul de l'exposition maximale permise », toujours suivre les instructions et les précautions indiquées.

## Dispositifs médicaux implantables

## Hearing Aids

Some digital wireless devices may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

## Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Consult your physician to determine compatibility with your medical device.

Do not use your device in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

## Aircraft

Airline regulations prohibit using Iridium GO! while in the air. Check and comply with the policy of your airline regarding the use of your device while the aircraft is on the ground. Leave Iridium GO! OFF when boarding an aircraft.

## Appareils auditifs

Certains téléphones sans fil numériques peuvent nuire au bon fonctionnement de certains appareils auditifs. En cas d'interférence, veuillez vous renseigner auprès du fabricant de votre appareil auditif pour connaître les solutions de rechange possibles.

## Autres appareils médicaux

Si vous utilisez un autre appareil médical personnel, contactez le fabricant de votre appareil pour vérifier s'il est équipé d'un système antibrouillage de l'énergie HF externe. Votre médecin pourra vous aider à déterminer la compatibilité avec votre appareil médical.

Mettez votre appareil hors tension dans les centres de soins de santé lorsque le règlement vous y invite. Les hôpitaux ou les centres de soins de santé utilisent parfois du matériel sensible aux signaux radioélectriques externes.

## Avions

Le règlement des compagnies aériennes vous interdit d'utiliser votre appareil Iridium GO! en vol. Vérifiez auprès de votre compagnie aérienne si elle autorise ou non l'utilisation de votre appareil lorsque l'avion est au sol et conformez-vous à ces dispositions. Laissez l'appareil Iridium GO! hors tension au moment de monter à bord d'un avion.

### WARNING / AVERTISSEMENT



Persons with Pacemakers:

- Should ALWAYS keep Iridium GO! and any mobile phone more than eight inches from their pacemaker when the device or phone is turned ON.
- Should turn Iridium GO! OFF immediately if there is any reason to suspect that interference is taking place.
- Failure to heed this warning could result in serious injury or death.

Les personnes avec un simulateur cardiaque :

- doivent TOUJOURS garder l'appareil Iridium GO! et tout téléphone mobile à plus de 20 cm (8 pouces) de leur simulateur cardiaque lorsque l'appareil ou le téléphone est sous tension.
- doivent immédiatement mettre l'appareil Iridium GO! hors tension si elles soupçonnent une interférence quelconque.
- Le non-respect de ces consignes pourrait entraîner des blessures graves, voire la mort.

### 3: Device Overview

#### Description

- 1 Device screen
- 2 Panel buttons
- 3 Status LED
- 4 Swivel antenna
- 5 Power button
- 6 USB power / data connection
- 7 SOS button
- 8 External antenna connector / reset button
- 9 Lanyard connector
- 10 Battery cover
- 11 Accessory connector (1/4" screw mount)
- 12 Loudspeaker
- 13 Pressure vent



### 4: Setting Up Your Iridium GO! Device

Everything needed to enhance the use of Iridium GO! is included within the box. The box contains:

- Iridium GO! device
- Battery
- Universal AC Travel Charger
- USB Charging/Data Cable
- Four International Adapters
- One DC Adapter
- Protective Cover
- User Manual
- Legal Manual
- SOS Guide

Set-up Iridium GO! in four simple steps:

**STEP ONE: Set-up Iridium GO!**

**STEP TWO: Set-up smartphone**

**STEP THREE: Pairing device**

**STEP FOUR: Configure Application and GO!**

#### STEP ONE: Set-up Iridium GO!

Begin set-up of your new Iridium GO! device by ensuring the SIM card is inserted, the battery is installed and charged, and the battery cover is properly installed. The following important steps will walk you through this process, and ensure that device is properly set-up to function with the included accessories. Be sure to follow all instructions prior to using Iridium GO!.

## Installing the SIM Card

1. Remove the battery cover with a flat blade screw-driver, or a small coin.
2. Slide SIM card-holder toward the hinges, and lift to open.
3. Insert SIM card into slot.
4. Close card-holder and slide it away from the hinges to lock.

## Installing the Battery

1. Install the battery with the gold battery contacts facing down over the 4 connector fingers.
2. Replace the battery cover, and ensure screws are firmly tightened to maintain correct water resistant seal.

## Charging Your Battery

1. Open the USB cover and firmly plug in the USB cable.
2. Connect the USB cable to the Universal Travel Charger, or Car Charger.
3. When charging is complete, close the USB cover to maintain water resistant seal.

### NOTE:

1. The battery will automatically stop charging in very low or high temperatures. (Standard Li-Ion charging range between 0°C to 45°C battery temperature)
2. Charge time of 4 to 5 hours using the AC Travel or Car Charger.
3. Iridium GO! can be charged from the USB port of your PC, Laptop or USB hub (500mA port or higher). Please use the supplied USB cable. Charging will take longer.



Installing the SIM Card



Charging the Battery



Installing the Battery

### TIP!

While the battery compartment is open, record the SSID number "IRIDIUM-xxxxxx" from the serial label – this will be used to connect your device to Iridium GO! Wi-Fi.

**Important:**

1. All batteries may cause serious injury or property damage, particularly if handled improperly or used after damage.
2. Use only Iridium original products for safety and quality assurance. Iridium's warranty does not cover damage caused by use of non-Iridium batteries.
3. Follow these guidelines when charging your battery:
  - Keep the battery at room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.
  - New batteries are not fully charged and may take more time to charge.
4. ⚠ Refer to chapter 2 "Safety and regulatory information" on proper use, disposal of batteries, and other information.

**Powering Your Device On**

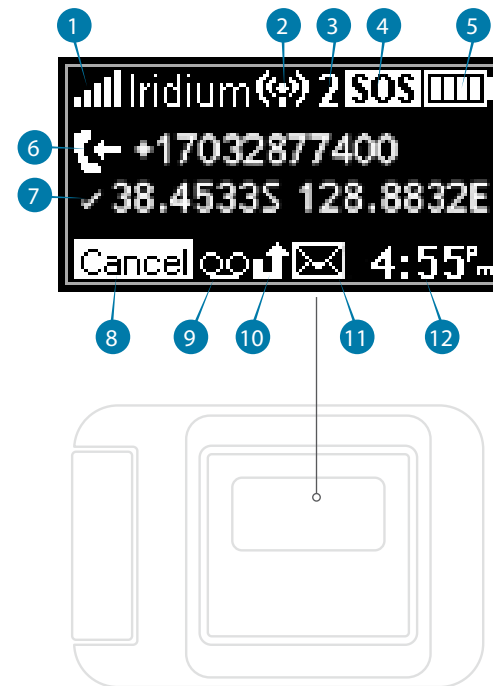
Iridium GO! is powered on by either:




1. Raising the Swivel Antenna to upright position,
2. Pressing the Power button for 2 seconds, or
3. Inserting USB cable connected to Travel Charger, Car Charger, or Computer.

When turned on, the status LED will illuminate. Please wait for Iridium GO! to power-up. Iridium GO! should be placed outside in open sky view to register the Iridium network.



**Device Screen Overview**



- 1. Signal Strength
- 2. Wi-Fi Connection
- 3. No. of Connected Users
- 4. SOS Activated
- 5. Battery Indicator
  - Not found 
  - Charging 
  - Fully Charged 
- 6. Incoming/Outgoing Call
- 7. GPS Valid/GPS Stale
- 8. Cancel SOS button
- 9. Voicemail
- 10. Missed Call
- 11. Message Received
- 12. Clock (12hr/24hr)

## STEP TWO: Setting up your smartphone

Iridium-optimized applications must be downloaded to your smartphone to access the available Iridium GO! services. Available applications include:



### Iridium GO! Application

Application provides Voice calling, SMS, Tracking, SOS, Twitter posting, and Internet Call access.



### Iridium Mail & Web Application

Application provides compressed and optimized Email and data access; social media support; and photo transfer capabilities via Email, Facebook, and Twitter. Using "Iridium Mail & Web" may incur additional usage and account fees.



### 3rd Party Applications

Additional applications that have been designed to operate on Iridium GO! will be configured, tested, and certified with product details and located on [www.iridiumgo.com](http://www.iridiumgo.com) in the Application Marketplace.

## How to Download:



### iPhone®, iPod® or iPad®

Using Apple iTunes®, search the required applications (App Store<sup>SM</sup>) to download and install using your Apple ID. Apple installation requires connection to the internet via your office or home broadband connection.

Apple, the Apple logo, iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.  
App Store is a service mark of Apple Inc.  
Android is a trademark of Google Inc.

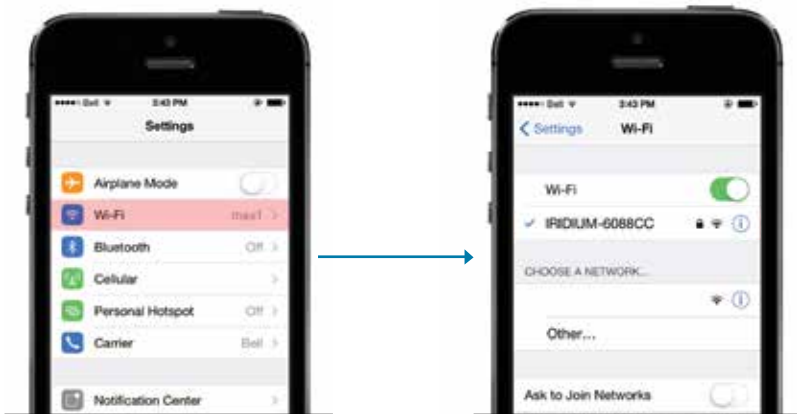


### Smartphone or Tablet for Android™

Using Google Play® on your device (or similar App store on the Android Marketplace), search the Apps, download and install. The Android .APK application install file can also be copied onto your device, and does not need to have internet access for installation.

## STEP THREE: Pair Iridium GO! With Your Smartphone

Iridium GO! provides a wireless access point Wi-Fi (802.11g/n) connection. On your personal device (smartphone, iPod® or tablet) go to Wireless Network Settings and ensure your Wi-Fi function is enabled. Select the Wi-Fi Network Name SSID displayed that matches your Iridium GO! unit "IRIDIUM-xxxxxx". Once your device has connected, you can begin using the Iridium GO! application.

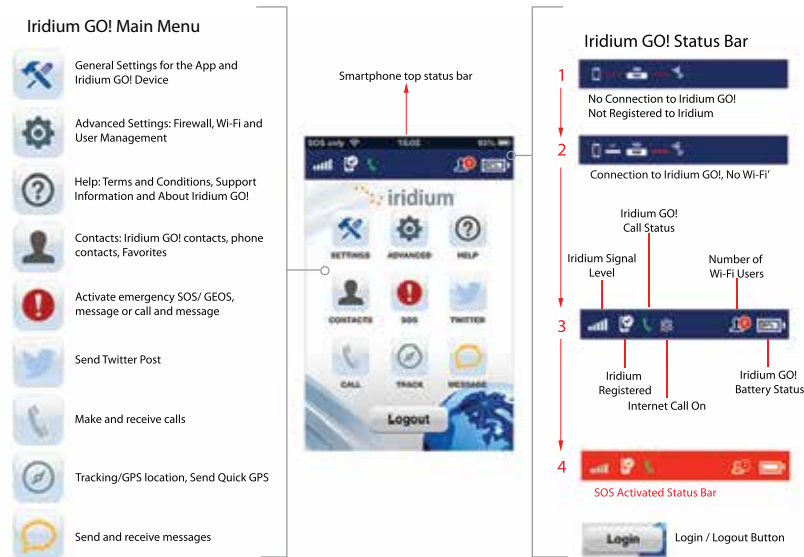


### TIP!

The Wi-Fi connection on Iridium GO! is an open (visible) network with no password. If required, Iridium GO! Wi-Fi can be configured with a WPA2 mode password – to configure, please use the Iridium GO! Application Advanced Settings.

## STEP FOUR: Configure the Iridium GO! Application

### Iridium GO! Application Screen



**NOTE:** Tracking, SOS, and Twitter functions require configuration before use.

## Iridium GO! Application Configuration and Settings

### SIM

If prompted for a SIM PIN, enter the four to eight digit SIM card PIN code provided by your service provider. The default SIM PIN is 1111 and may be modified. Pressing the incorrect code multiple times will lock Iridium GO! and require an unlock code. The unlock key can be provided by Iridium service providers (the provider from whom the device was purchased)

### Application Language

The display language in Iridium GO! application is automatically selected by the current choice in the phone settings. The supported languages are: English, French, Spanish, Japanese, Russian, simplified Chinese (Mandarin), Arabic, and Portuguese.

### Device Language

There are three ways to change the language on the device:

1. **Iridium GO! device** – navigate the menu and select Languages
2. **Iridium GO! App** - Settings > Display > Language
3. **Advanced Settings Portal** - 192.168.0.1

### Users

The Iridium GO! application provides access to all functions of Iridium GO! in an automatic user mode (password is “guest”). Connect up to 5 devices simultaneously to the Iridium GO! Wi-Fi as “guest” users.

To set user privileges for individual users, go to “advanced” and select “Users”.

Important: All users will be able to modify programmed SOS contact information unless individual privileges are programmed/locked.

### TIP!

Multiple user names (and passwords) can be created, with different privileges if required.

## Configuring SOS

The Iridium GO! device is equipped with a programmable SOS button (next to the USB port) for emergency notifications to your specified contacts.



<Insert section on GEOS>

### WARNING

You must configure the Emergency Mode in order for the SOS to send an emergency message to a designated Call Recipient and Message Recipient. Failure to configure the SOS button will result in no message being sent when the SOS button is pressed. This could prevent or delay an emergency response and result in serious injury or death.





The SOS can also be activated from the Iridium GO! application by pressing on the SOS button from the main screen.

You will be prompted to enter an emergency call recipient and emergency message recipient each time your Iridium GO! is powered on until these contacts are programmed. From the main menu, Press 'Settings' and then navigate to the 'SOS' tab.

After sliding SOS mode, there is a 20 second countdown to allow cancelling a false alarm. Then once the SOS is activated – a message **and/or call** will be initiated and your location will be sent every 5 minutes to your specified emergency recipient. To modify these settings, select 'Emergency Options.'

### ⚠ WARNING

You must configure the Emergency Mode in order for the SOS to send an emergency message to a designated Call Recipient and Message Recipient. Failure to configure the SOS button will result in no message being sent when the SOS button is pressed. This could prevent or delay an emergency response and result in serious injury or death.

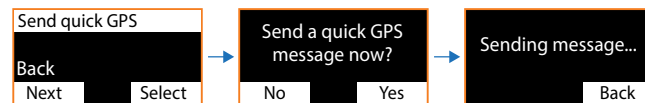
#### Important:

1. Swivel Antenna must be raised for SOS message or SOS call to be made.
2. You must configure the SOS button Emergency Mode contact in order to send an emergency message to a designated emergency call recipient.
3. SOS Emergency **Voice Call** is only supported when using SOS via Iridium GO! application.
4. SOS mode will remain activated even if Iridium GO! application or smartphone is turned off.

## Configuring Tracking

Iridium GO! can send location track messages in two ways:

1. **Quick GPS** – Press 'Track' from Iridium GO! application main screen, or from Tracking Message menu of Iridium GO!
2. **Interval Tracking** – Messages are sent automatically according to the interval tracking frequency.



Quick GPS from Iridium GO! device



Track Messaging from Iridium GO! application

## Quick GPS

To view your current GPS location using the Iridium GO! application, press the 'Track' button from the main screen (initial update can take up to 2 minutes). Share your location by using a pre-configured Quick GPS list. To program a quick GPS list, go to Settings and select Tracking, then add to the **Quick GPS Recipients** list.

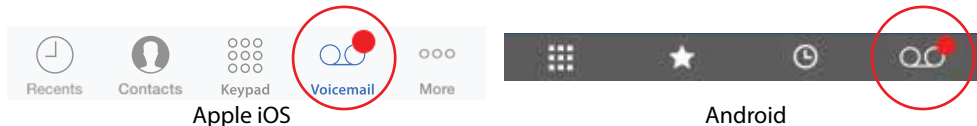
Quick GPS and Interval tracking supports "Share location". Your message will be sent with a link to Iridium.com that will display your location on a map viewed on the recipient's web browser.

## Interval Tracking

To send your location on a regular update schedule, go to Settings and select 'Tracking' and select the **Tracking Frequency**. Then add the **Tracking Recipients**. Once these settings are saved, regular tracking messages will be sent even if Iridium GO! application or smartphone is turned off.

## Voicemail

Press the Voicemail dedicated button to place call to voicemail.



The default Voicemail number is +881662990000 (Please check with your service provider). To place a voicemail set-up call, go to an outdoor area with a clear view of the sky, raise the swivel antenna on the device.

Press the Voicemail icon to start the call:

- When prompted, enter your Iridium phone number followed by the star (\*) key, then enter your password (default is the last seven (7) digits of your phone number).
- Follow the audio prompts to set your new password, record your greeting and configure your account settings.
- End the call by pressing the red button and follow the same 'Call Voicemail' steps to check voicemail notifications in the future.

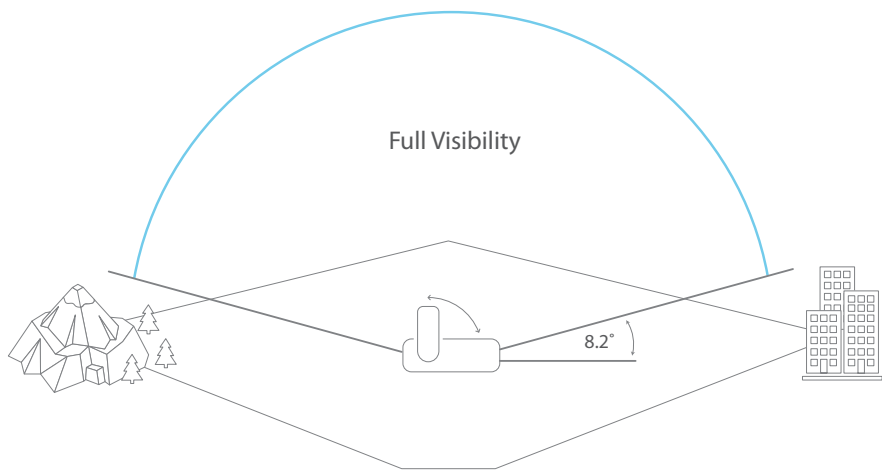
## Advanced Settings

To reach advanced settings on Iridium GO! either:

1. Use the smartphone Iridium GO! application: press More ➔ Advanced Settings, or
2. Use Web interface 192.168.0.1 on your browser connected to a laptop, or from a smartphone or tablet.

**NOTE:** If you are prompted for login, the user default is "guest" with password "guest".

## 5: Using Iridium GO! and Your Smartphone



Iridium GO! requires connection to the Iridium Satellite Network. The swivel antenna should be vertical to the ground and have a clear unobstructed view of the sky. The antenna must be able to “see” the entire sky from approximately 8 degrees above the horizon. Nearby tall buildings or similar structures, heavily leafed trees and mountains can all degrade performance as they block the signal between the antenna and the satellites. Having a completely open view of the sky plays a very important role in maximizing performance, as the Iridium satellites move across the sky from North horizon to South horizon during a connected call.

### Tips on Efficient Operation

For Iridium GO! to operate most efficiently:

1. Keep the battery charged to ensure that the device is ready for use when needed.
2. Ensure antenna is pointed directly up while in use.
3. Make sure the antenna has a clear unobstructed view of the sky.
4. Do not touch the antenna unnecessarily when Iridium GO! device is in use, as contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed.
5. Iridium GO! is not designed to be worn on your body.

### Using the External Antenna

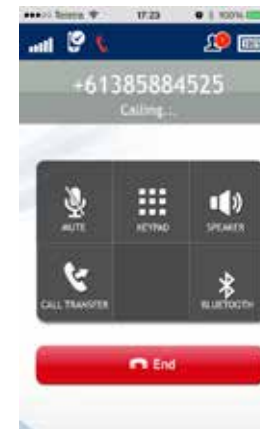
When the external Antenna Adaptor cable is plugged in, ensure the Swivel antenna remains raised. Lowering the swivel antenna will end the Iridium transmission.



### Placing a Call

The Iridium GO! device must be used outside, away from trees and tall buildings.

1. Raise the swivel antenna.
2. Iridium GO! will display ‘Iridium’ when registered.
3. Connect your smartphone or tablet to Iridium GO! Wi-Fi.
4. Launch Iridium GO! application and press the Call icon.



5. To make a call, enter the full dialing sequence: **00 or + [Country Code] [Phone Number]**, or use the Country flag dropdown menu.
6. Press the green key to initiate the call and press the red key to end the call.

#### TIP!

During the Voice call you may press to **Mute** your voice, use **DialPad** (for in-call DTMF), use handsfree smartphone **SpeakerPhone**, **Call Transfer** to another connected user, or use **Bluetooth** connected to your smartphone.



### Receiving a Call

For incoming (mobile terminated) voice calls, Iridium GO! swivel antenna must be raised with an unobstructed view of the sky.

1. The Iridium GO! loudspeaker will sound the ringtone, and ringing of all connected smartphones that have the Iridium GO! application running, or minimized.
2. The first user that answers with their smartphone will take the call.
3. Other users (if present) will see a notification of call in progress via a red handset icon in the Iridium GO! application status bar.



### Iridium GO! Application Contacts

The Iridium GO! application has two types of Contacts- personal and shared. Personal contacts are stored on the individual's phone or tablet. Shared contacts are stored on the Iridium GO! device and shared among all Iridium GO! App users.

Press the Contacts icon from the Iridium GO! application main screen to access the primary address book, containing personal contacts. To access the shared contact list, navigate to the "more" tab.



### Text Messages (SMS)

You can send and receive text messages and short emails using your Iridium GO! application. Prior to sending short emails, it is helpful to store email addresses in your Contacts phonebook to automate delivery.

1. To send a text message press the Messages icon from the main screen. An email address can also be entered as a recipient.
2. Once your message is completed, press the Send icon.

#### NOTE:

- A conversation history is stored in Iridium GO! application for each message recipient.
- Messages are synchronized between users (from Iridium GO! memory).
- Re-connecting users will synchronize to the last 50 messages, or the last 30 days history whichever is smaller.
- New users connecting will not synchronize to any previous messages from their log-in start date.
- Iridium GO! supports multi-segment SMS, up to 1000 characters in length.

### Receiving Text Messages

Incoming messages are sent to all connected users, who are notified from the message icon and via push notifications (if configured).

## TIP!

Make sure your contacts have your Iridium Phone number. They can send you a message by visiting Iridium.com and selecting “send a satellite message” or by sending an email to 8816[number]@msg.iridium.com



## Twitter

The Iridium GO! application allows posting to a Twitter account. Note that Twitter functionality only enables posting, and does not pull down Twitter feeds.

Two modes for Twitter delivery:

- SMS to **40404** – Add the Iridium MSISDN to your Twitter.com account settings.

**NOTE:** All devices on the Iridium GO! unit will post to same Twitter account, as Iridium GO! is linked to a single SIM card.

## 5 Notifications

The Iridium GO! application supports notifications of Missed calls, SMS Messages, and SOS states which appear as pop-ups.



## Internet Call

The Iridium GO! device can be used to connect to an Internet Service Provider (ISP) to enable connected Wi-Fi users to use a web browser or email.

The Internet call can be launched via:

1. Iridium GO! device menu – Internet Call, or
2. Iridium GO! application – press the ‘Advanced’ icon, then ‘Internet Call’

## 3. The Advanced Settings portal, ‘Communication’ ➔ ‘Internet Call’

The default ISP number is 0088160000330, and is configurable in the ‘Internet Call’ settings.

**NOTE:** If Iridium GO! application is closed, the Internet Call remains connected until it is turned off at one of the three locations aforementioned. Iridium data charges apply for the entire duration of the Internet Call connection.

**Important:** The Wi-Fi connection on Iridium GO! is an open (visible) network with no password (by default). When the Internet Call is active, other devices on the 192.168.0.1 will share this internet connection. To lock down this access, it is recommended to use enable WPA2 encryption. To configure go to the Advanced Settings portal, and navigate to ‘Communication’, then ‘Wi-Fi’.

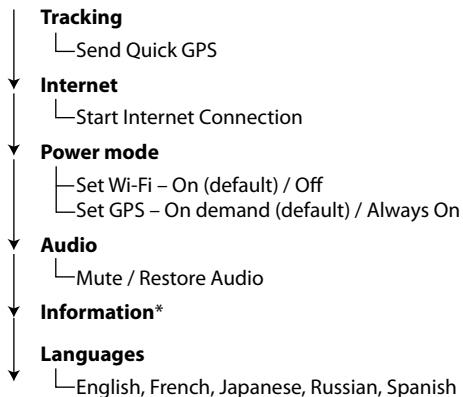


## 6: Advanced Settings

### Device Display Menu

The screen displays status messages and icons. There is a configuration menu which is controlled using the two Panel buttons. The display automatically turns off after a period of inactivity.

The following menu system (navigation by using the right and left buttons):



\*Information mode displays the Device Serial number, Main Firmware, Wi-Fi SSID, IP Address, IMEI, ICCID, Transceiver Firmware, and Hardware Revision.

**NOTE:** Display Menu is subject to change – please check latest firmware

### Power Modes

Iridium GO! has the following Power Mode settings:

Power Mode...	Indicates
Wi-Fi ON (default)	The Wi-Fi access point is ON, and will maintain connection to devices, and push notifications and incoming calls (if Iridium is ON and registered).
Wi-Fi OFF	Users cannot connect to Iridium GO! over Wi-Fi. This mode could be chosen if Iridium GO! is used to extend battery run time for device only SOS, or device only Tracking.
GPS On demand (default)	GPS is on for initial Iridium GO! turn on, and then powers off GPS receiver to save battery power. GPS will start up automatically when required to send a Track message, or when SOS emergency is activated. Acquisition of GPS location may take longer in this mode.
GPS Always On	GPS receiver is always running to maintain fastest location information for use in tracking and SOS messages.

## Status Indicator LED

The status indicator at the top of Iridium GO! has the following meanings:

LED	Description
Flashing Green	Unit is ON and registered to Iridium network
Flashing Red	Unit is ON and not registered to Iridium network
Red	Iridium GO! is powering ON
Alternating red and green	Call in progress; ringing, dialling or in a call
Slowly flashing RED	SOS has been triggered
OFF	Unit is OFF

## Firewall Settings

Iridium GO! has an inbuilt firewall system that blocks non-essential internet traffic when an Internet Call is in progress.

Firewall settings can be adjusted depending from Advanced Settings Portal, 'Communication' ➔ 'Firewall'.

## Factory Defaults

To restore Iridium GO! device back to original factory defaults.

1. Turn on Iridium GO!
2. Open the External Antenna cover.
3. Use a paperclip or similar point and press gently inside the Restore button hole.
4. Follow the screen menu prompts to reset settings to factory defaults.

**Important:** All previous settings will be lost, the SSID will be reset, and new users will be deleted.

## Upgrading Firmware

Please check the Iridium website or your Service Provider if a new release of firmware is available. Download the firmware to your computer, and the firmware can be upgraded from Advanced Settings Portal, 'System' ➔ 'Firmware'.

## Example Uses of Iridium GO!

### Shared Access

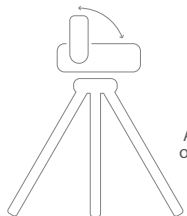
Iridium GO! connects to up to five users via Wi-Fi. When used outdoors the Wi-Fi range is 80m (260 feet) or further.

To maximize range to your device, raise Iridium GO! device off the ground by at least one foot (using a tripod), or placed on top of a vehicle roof. Always ensure the Iridium signal has an unobstructed view of Satellites.

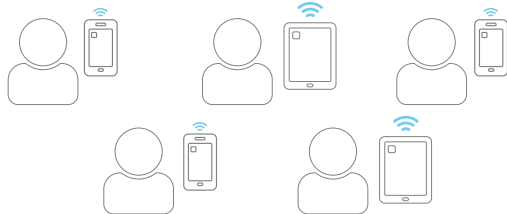
**NOTE:** Maximum distance also depends on the smartphone, as different models have varying Wi-Fi performance.



Outdoor Shared Access



At least 1 foot off the ground



### In-Vehicle

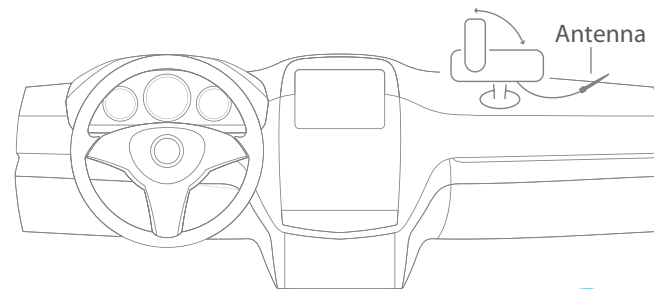
Iridium GO! can be used during car travel by using the External RF Cable Adaptor (WAAC1301), and a Magnetic mount Iridium antenna (each sold separately). This allows wireless connection to your smartphone, in and around your vehicle.

The Iridium GO! can be secured to the front or rear dash of your vehicle, by using standard camera 1/4"-20 mounting brackets (e.g. from RAM Mounts [www.rammount.com](http://www.rammount.com))

Please ensure Iridium GO! is facing upwards towards the window if you wish to have GPS reception for tracking and SOS functions.



In-Vehicle



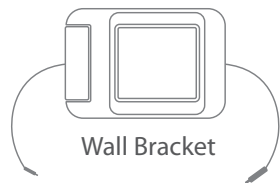
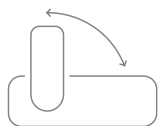


## In-Building

Iridium GO! can be mounted indoors, with a connection to an external Iridium Antenna. By using the External RF Cable Adaptor (WAAC1301), and the Wall Mount Bracket Kit (WBKT1301) (each sold separately). This allows wireless connection to your smartphone, and Wi-Fi enabled computers in and around an office or remote home.



In-Building



Wall Bracket



## 7: Troubleshooting

### What is my password?

Iridium GO! does NOT have Wi-Fi password unless it is configured.

To configure go to Advanced ➔ Wi-Fi, via Iridium GO! application, or from 192.168.0.1 on your browser.

The default User credentials are “guest”, with password “guest”.

### Forgot my password?

Use the Restore button to clear passwords, or log in as another user (if created) at 192.168.0.1 on your browser.

### How do I connect an external antenna?

Use the External RF Cable Adaptor (WAAC1301) – sold separately. Refer to the ‘Using External Antenna’ option (page 42).

### Unable to make / receive calls?

- Check that your antenna is raised and Iridium GO! has a clear unobstructed view of the sky
- Check that your smartphone is still connected to “IRIDIUM-xxxxxx” Wi-Fi of Iridium GO!
- Did you enter the number in international format? All calls made from the Iridium satellite system must be in international format. See “Placing a Call” on page 42.
- Check the signal strength indicator. If the signal is weak, ensure that you have a clear line of sight to the sky and there are no buildings, trees, or other objects interfering.
- Is Restricted displayed? Check the Call Barring setting.
- Has a new SIM card been inserted? Check that no new restrictions have been imposed.

### **No network registration?**

Check for the following: a) SIM card installed, b) antenna in the elevated position, c) clear line of sight above the units for connection to the satellite network.

### **Cannot connect smartphone to Iridium GO! ?**

Your personal device **MUST** be connected via Wi-Fi to Iridium GO! (SSID "IRIDIUM-xxxxxx") in order for Iridium GO! application to operate. Please check your Wireless Network Settings as they may have changed to another Wi-Fi network (such as your home or office Wi-Fi).

### **The battery does not charge?**

- Check the charger. Is it properly connected? Are its contacts clean and dry?
- Check the battery contacts. Are they clean and dry?
- Check the battery temperature. If it is warm, let it cool before charging.
- Is it an old battery? Battery performance declines after several years of use. Replace the battery.
- Make sure you have an Iridium approved battery installed.

### **Unable to hear ringtones?**

Check that the Audio settings are enabled.

### **Cannot use the Advanced Settings Web configuration over Wi-Fi?**

Check Wi-Fi network of Iridium GO! unit SSID is connected to PC. Go to 192.168.0.1 in browser. If DHCP has been disabled and the Static address is unknown, use the Restore button on the device. Default user is "guest", and password is "guest".

### **The battery drains faster than normal.**

- Are you in an area of variable coverage? This uses extra battery power.
- Is your antenna fully extended and correctly angled? Do you have a clear unobstructed view of the sky? This helps use less battery power.
- Is it a new battery? A new battery needs two to three charge/discharge cycles to attain normal performance.
- Is it an old battery? Battery performance declines after several years of use. Replace the battery.
- Is it a battery that has not been completely discharged? Allow the battery to fully discharge (until the phone turns itself off) and then charge the battery overnight.
- Are you using your Iridium GO! in extreme temperatures? At extreme hot or cold temperatures, battery performance is significantly reduced.

### **You find your phone becomes warm during use.**

You may notice this during long calls or during charging. The heat is produced by the electronic components within your Iridium GO! and is quite normal.

### **No response to user controls including the power button.**

Remove the battery from the phone and then reattach it to cycle power and reset. Try charging the battery.

## 8: My Iridium GO! user information

Iridium GO! Serial Number	APM _ _ _ _ _
Wi-Fi <b>SSID</b> (from label in battery compartment)	IRIDIUM - _ _ _ _ _
My Iridium Phone Number	
My Customer Care Phone Number	
My Customer Care Email Address	



YOUR LIFE. YOUR DEVICES. CONNECTED. **EVERYWHERE.**

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