



## ISATPHONE PRO HANSET USAGE

To make and receive calls, the Isatphone Pro satellite phone must be outside with a clear view to the sky and the antenna properly deployed, unless it's in a dock with an external antenna. After powering ON the phone you must wait a couple of minutes for the phone to obtain a GPS fix prior to making calls.

### How to test the IsatPhone Pro to make sure it's operating correctly

To test the IsatPhone Pro you can dial 00 870 776 999 999 (or +870 776 999 999). This is a free call that will enable you to test your phone for connectivity. If your call is successful you will hear a recorded message informing you of this.

### How to dial out with your IsatPhone Pro

To place a call anywhere in the world.

Dial 00 + Country Code + Phone Number. For example, to call a US number you would dial 00-1- 10-digit phone number.

To call another IsatPhone Pro:

Dial 00 + Inmarsat Phone Number (870-xxxx-xxxx).

### How can people call my IsatPhone Pro Satellite Phone?

**From a U.S land line:** dial 011 + Inmarsat Phone Number (870-xxxx-xxxx).

### International Dialing

International Dialing Code + IsatPhone Pro Phone Number

The 870 is a unique IsatPhone Pro "country code" that is always the same regardless of your location. The calling party pays for calls routed to your IsatPhone Pro and will be billed at their long distance rate by their telephone service provider.

### Text Messaging

The Isatphone Pro can receive on screen messages up to 160 characters per message from other IsatPhone Pros and some cellular phones.

### Sending Free Text Messages to your IsatPhone Pro

You can send a free text message to an IsatPhone Pro from our website. Visit <http://www.northernaxcess.com/pages/sat-sms.html>, and click on the Inmarsat icon and send free text messages.

### Sending a message from a cellular phone or another Isatphone Pro

\*Sending a message from a cellular phone the sender has to follow their provider's instructions.

\*Sending a message from another IsatPhone send an SMS to the subscriber's satellite phone number.

Standard messaging rates will apply plus international long distance charges. International SMS is not available on some cellular phones.

## **Sending a text message via email to the Isatphone Pro**

Your satellite phone's email address is (Your Satellite Phone Number) 870-xxxx-xxxx@message.inmarsat.com.

## **Setting Voicemail**

Activating your Voicemail is a free service provided by Inmarsat.

### **Set up voicemail instructions.**

- Press the square center menu button above the numeric keypad.
- Go to Contacts
- Select Voice Mail Number
- Select Number > options > call
- A voice mail service will ask you for what language you wish to have the Voice mail in.
- Voice mail service will ask you to enter a 4 digit pin code then the # key. Select and enter a code you will remember.
- Voice mail service will ask if you wish to record a greeting.
- Select 1 for a greeting. Once your greeting is confirmed, your voicemail is setup and ready to use.

## **How to access Voice Mail**

The voicemail icon will be shown on the display screen and in the Info menu if you have new voice messages. To listen to messages, hold down the number "1" key. You may also dial the short code 570 followed by the green call key.

## **How to send GPS LOCATION**

From the Menu, select GPS Position > Options > Send GPS location > Send > Text Message or Email Message and enter the recipient's address information in the "To" field. Then press SEND.

## **How to check Prepaid Balance on the IsatPhone Pro**

- 1) To check your balance on your prepaid SIM Card from the main calling screen enter the balance enquiry code (\*106#) and press the green call key. Your current balance and expiry date will be shown on the screen. This is a free call.
- 2) You can also get your balance via the phone menu:
  - Select Menu
  - Select Setting
  - Select Prepay
  - Select Balance EnquiryYour current balance and expiry date will be shown on the screen.
- 4) From a landline or mobile dial +870772000591 (0011870772000591).



### How do I redeem a Prepaid Voucher?

**From the main screen enter the top-up code:**

\*101\* Voucher Number # (example \*101\*1234567891234568# and then press the green key. Your new balance will be shown on the screen.

### How do to purchase extra Prepaid Units for the IsatPhone Pro

You can reload your prepaid sim card online by visiting our website at <http://www.northernaxcess.com/satellite-phones-airtime-reload/isatphone-pro-prepaid-airtime-reload/>

You can also send a request to [support@northernaxcess.com](mailto:support@northernaxcess.com) or contact us at 1-877-299-9931.

\*Your name and Sim Card Number is required to process reload requests.