Iridium GO! User Guide (NZ)

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Pivotel Iridium GO! Rate Plans

The Iridium GO! can be connected to Pivotel Iridium rate plans. Pivotel Iridium rate plans come with a standard Australian mobile phone number which costs up to 10x less to call from a New Zealand fixed line telephone than a standard satellite number.

This guide will help you quickly and easily start using your Pivotel Iridium GO! service.

Before using your Iridium GO! please refer to the user manual provided.

Helpful hints on using your Iridium GO! on Pivotel's Unique Satellite Network

Please ensure:
1) The SIM is installed, the battery is charged.
2) The Iridium GO! is outside with the swivel antenna raised to the upright position so it has a clear view of the sky.
3) The Iridium GO! applications are downloaded and installed on your smart phone.
4) Iridium GO! is paired with your smart phone using Wi-Fi settings.
5) SOS Emergency settings and Pivotel voicemail number are configured as below.

Emergency SOS Button Settings

Iridium GO! is equipped with GPS, and has a dedicated SOS button which is under the SOS cover on the side of the Iridium GO! and an SOS icon on the Iridium GO! application. You may choose what happens when the SOS button is pressed or activated on the Iridium GO! application:

1) You may choose your own personal recipients to receive text messages and/or calls when you press the SOS 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 Iridium at no additional cost. Before you can access these services you must register at **www.geosalliance.com/iridium/**

Full instructions on SOS settings are available in the Iridium GO! User Manual.

Voicemail

For Pivot Plan subscribers, Pivotel provides a voicemail service so you never miss a call. Iridium GO! is pre-programmed with a voicemail number '+881662990000' which needs to be changed to the Pivotel voicemail number to use the Pivotel voicemail service.

Go to Iridium GO! application, then select Settings > Call > Voicemail number > enter +61424212121 and select Save. You can call this number from your Iridium GO! to setup your voicemail and retrieve your voicemail messages.

How to make Pivotel Satellite phone calls and/or send SMS messages:

National Calls & Mobile Calls

To make a standard national call you must enter the country code, area code and number – for example to call a fixed line number 09 XXX XXXX in Auckland dial +649XXXXXXX. To dial a standard national mobile number 02X XXX XXXX dial +642XXXXXXX. To dial an Australian mobile number 04XX XXX XXX, dial +614XXXXXXX.

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 02 XXXX XXXX in NSW, Australia dial +61 2 XXXX XXXX or to dial 415 XXX XXXX in California, USA dial +1415XXXXXXX.

Using your Pivotel Iridium service outside New Zealand

If you are using your Pivotel Iridium service outside New Zealand 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 USA and you want to dial the number 415 XXX XXXX in California, USA you must dial +1415XXXXXXX.

Pivotel also recommends that you store your contact numbers in the international dialling format, so that you don't experience difficulties when you use your Iridium GO! outside New Zealand or use your SIM in another phone. For example, to save a fixed line number 09 XXX XXXX in Auckland you should store the number in the format +649XXXXXXX or to save a mobile number 02X XXX XXXX you should store the number in the format +642XXXXXXX. That way you will be able to dial the number successfully wherever you are calling from.

SMS Text Messages

You can send SMS text messages from your satellite Iridium GO! to standard mobile numbers in New Zealand and overseas. For all SMS's you will need to add the international prefix, for example +642X XXX XXXX for a New Zealand mobile number or +614XX XXX XXX for an Australian mobile number.

SMS Service Centre Number

The correct SMS service centre number must be stored in your Iridium GO! in order to send SMS text messages successfully. This number is stored in your Pivotel SIM and will normally transfer to the Iridium GO! automatically when the SIM is installed. If you are unable to send SMS text messages please check the SMS service centre number – select Settings >Message> Service center> +61415011740 and select Save. If the correct number is not displayed you can edit the number by tapping on the number, deleting the old number, entering the correct number and selecting 'OK'. If the correct number is displayed and you are still unable to send SMS text messages please call Pivotel Customer Care on 0508 882 448.

GPS Essentials

Iridium GO! GPS features include sending Quick GPS and Tracking text messages or emails to your chosen recipients. Each GPS and Tracking message and email will be charged at SMS text messaging rate. Full instructions on the Quick GPS and Tracking setting of Iridium GO! are available on the Iridium GO! User Manual.

Using your Pivotel Iridium GO! for data connection:

Direct Internet Data

You can use your Iridium GO! to connect to the Internet using the Iridium Direct Internet Service via the Iridium Mail & Web application.

Iridium Direct Internet is much slower than normal internet services and Pivotel recommends using Iridium GO! for data applications with caution.

If you require further assistance please contact Pivotel Customer Care on 0508 882 448.