Inmarsat User Guide

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

Pivotel makes your Inmarsat satellite phone as easy to use as a cellular phone, with standard US +1 numbers removing the need for complex dialing 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.

Voice Calls
Whether you are calling a standard national number from within the United States, calling a local number within an international country when you are overseas, or calling an international number in general, it is recommended that you always use the international dial format when you make a call.

To make a 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 XXX XXXX in San Francisco with area code 415, USA (country code 1) dial +1415XXXXXXX. If you want to call the number 04 XXXX XXXX in Australia (country code 61) dial +614XXXXXXXX, omitting the leading 0.

Storing Numbers
We recommend you store the contact numbers in your phone in the international dialing 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.

Emergency Calls
To make an emergency call there is no need to dial the international dial codes. Simply dial 112 or 911 when dialing within the United States.

If you are intending on using your satellite phone outside of the United States you will need to obtain and save the local emergency number of the country you are in before leaving cellular coverage. There is no guarantee 911 services will operate outside of the United States, and this includes Canada.

Voicemail
Pivotel provides a voicemail service so you need never miss a call. The voicemail number is 121. 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 121 > Options > Accept. Alternatively you can also add the voicemail number from the 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.

For your convenience you can check your Pivotel Voicemail from another phone by calling (+1) 888 288 6880. You will need to enter your Pivotel phone number and voicemail access code which you chose when you setup your voicemail.

SMS Text Messages

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

SMS Service Center Number

The correct SMS service center 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 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 center.

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 911) or other numbers of less than four 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 Coordination Center 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 cell 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 Coordination Center 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.