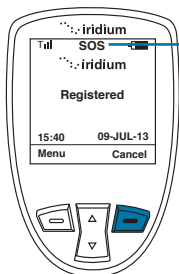


After selecting **Enter Emergency Mode** the countdown screen appears. You will have 20 seconds to press the right soft key labeled **Cancel** to stop **Emergency Mode** if initiated accidentally. This feature is designed to help reduce false notifications to your designated emergency contacts.



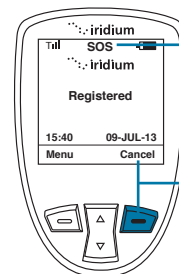
Once in **Emergency Mode** the phone will initiate a call and/or message to your designated contacts. The phone call (if programmed) will occur in speakerphone mode and will retry if the attempted call is unsuccessful.

Additionally, the phone (if programmed) will send an SMS message to your designated contact every five minutes in the following format:

```
EMERGENCY/Lat+38.950116(stdv 0075)/Lon-077.250050(stdv 0075)/Alt+964
ft(stdv 0075)/GPS sats 04/2012-06-15 15:37UTC/Batt 86%/Lang en/Iridium user
```

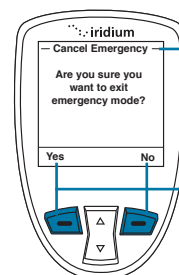
This message contains the following information:

- EMERGENCY notification
- The Latitude and standard deviation for accuracy
- The Longitude and standard deviation for accuracy
- The Altitude and standard deviation for accuracy
- The number of GPS satellites that were visible to the phone to assist with gauging accuracy. If number of GPS satellites is generally greater than 4, the accuracy is generally good. If "NO GPS AVAIL" is displayed, the location provided is an approximate location based on Iridium location that is only an approximate location within an accuracy of ~90 miles.
- The date (year – month – day) and time (UTC)
- The % of phone battery charge remaining
- The language of the phone menu setting to give some indication of the language of the user (ex. "en" is English)
- Iridium User



While in **Emergency Mode** the dedicated **SOS LED** will illuminate and **SOS icon** on the phone screen will appear. The **SOS LED** will change colors from red to green depending upon the transmission status and an audible tone will also occur (if programmed) when the **Emergency Mode** message is being sent.

Emergency Mode can be cancelled by pressing the **right soft key**, labeled **Cancel**.

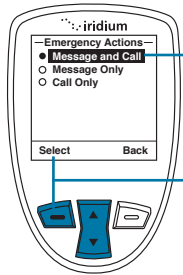


If you decide to **cancel Emergency Mode**, the phone will prompt you with a message asking you if "**Are you sure you want to exit emergency mode?**" If you select "**No**" by pressing the **right soft key**, labeled **No**, **Emergency Mode** will not be cancelled. If you select "**Yes**" by pressing the **left soft key** labeled "**Yes**", **Emergency Mode** will be cancelled. If **Emergency Mode** is canceled, a cancellation message will be sent to your designated contact.

Note: if you do not cancel **Emergency Mode**, your phone will continue to remain in **Emergency Mode** even after you turn off and on the phone. If you attempt to turn off power while in Emergency Mode, you will receive a countdown warning timer that power down will commence and then a notification that the phone is sending a power down notification to emergency contacts. You will be provided the option prior to this screen to immediately turn off the phone or you can wait for confirmation that the power down notification was successfully sent and then the phone will automatically power down.

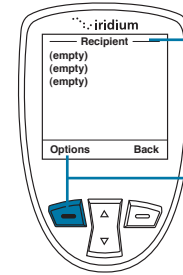
Emergency Actions

In the **Emergency Options** menu, **Emergency Actions** will allow you to determine the types of call and/or message actions that will occur when **Emergency Mode** is initiated. The default setting is **Message and Call**, which means that a message and call will be initiated to your programmed contacts in the event that **Emergency Mode** is started by pressing the red SOS button on the top of the phone or by selecting Emergency Mode from the menu.



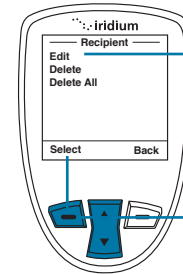
To change the default setting to either **Message Only** or **Call Only**, use the **2-way Navi-key**, highlight the preferred option and press the **left option key**, labeled **Select**.

Note: If the **GPS Settings Lock** is enabled, you will be prompted for the **GPS Settings Lock PIN** when attempting to change this setting.



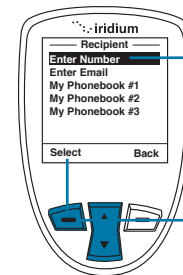
To program a new **Message Recipient**, use the **2-way Navi-key** and highlight the listing that you would like to **Edit** or **Delete**. Press the **left option key**, labeled **Options**.

Note: If the **GPS Settings Lock** is enabled, you will be prompted for the **GPS Settings Lock PIN** when attempting to change this setting.



Next, use the **2-way Navi-key** to highlight the desired option to **Edit**, **Delete**, or **Delete All**. If **Edit** is selected, the phone will allow you to Edit or enter a new message recipient. If **Delete** is selected, it will delete the previously highlighted **Message Recipient** listing. If **Delete All** is selected, **all Message Recipient listings** will be deleted.

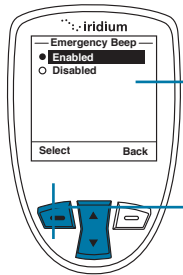
Once the desired action is highlighted using the **2-way Navi-key**, press the **left option key**, labeled **Select**.



Next, if **Edit** is selected, the **Select Recipient** screen will appear providing the options to **Enter Number**, **Enter Email**, or select an existing address from your Phonebook.

- To **Enter Number**, press the **left option key**, labeled **Select**, and enter the number.
- To **Enter Email**, use the **2-way Navi-key** to highlight **Enter Email** and press the **left option key**, labeled **Select**.

Emergency Beep



In the **Emergency Options** menu, if **Emergency Beep** is enabled, the handset will beep three (3) times every five (5) minutes to enable responders to hear where the handset is located. The default setting is **Disabled**. To change the default setting to **Enabled**, use the **2-way Navi-key** to highlight **Enabled** and press the **left option key**, labeled **Select**.

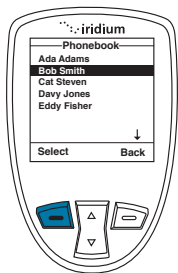
Note: If the **GPS Settings Lock** is enabled, you will be prompted for the **GPS Settings Lock PIN** when attempting to change this setting.

Message Recipient

In the **Emergency Options** menu, **Message Recipient** will allow you to program up to three (3) contacts that will receive **Emergency Mode** notifications via messaging. In order for this feature to operate, "**Message and Call**" or "**Message Only**" needs to be selected in **Emergency Actions**.

The default setting for **Message Recipient** is "empty", meaning that recipients need to be added in order to notify a designated contact in the event of an emergency. Additionally you may configure the Message Recipient to contact GEOS service by selecting "GEOS Service", the last menu option under "Emergency Options". Details on GEOS Service can be found in the written materials found in your phone box or on Iridium.com.

It is recommended that message recipients are stored as email addresses. If using mobile carrier SMS numbers, not all wireless carriers have interoperability arrangements and therefore these numbers should be tested prior to relying upon them for emergencies. Email addresses should also be tested.



- To select an existing address, use the **2-way Navi-key** to highlight the **My Phonebook** listing and press the **left soft key**, labeled **Select**.

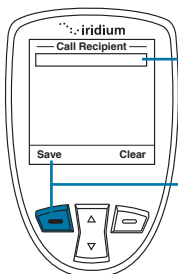
Once the **My Phonebook** listing is selected, you will need to use the **2-way Navi-key** to highlight which address to use and then press the left option key, labeled **Select**.

Once your recipient has been added, it will appear in your **Message Recipient** listing.

Call Recipient

In the **Emergency Options** menu, **Call Recipient** will allow you to program one (1) contact that will receive an **Emergency Mode** phone call. In order for this feature to operate, "**Message and Call**" or "**Phone Only**" needs to be selected in **Emergency Actions**.

The default setting for **Message Recipient** is blank, meaning that a call recipient needs to be added in order to notify a designated contact in the event of an emergency. Additionally you may configure the Call Recipient to contact GEOS service by selecting "GEOS Service", the last menu option under "Emergency Options". Details on GEOS Service can be found in your phone box or on Iridium.com.

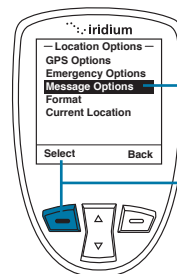


To program a new **Call Recipient**, type in the desired number and press the **left soft key**, labeled **Save**.

Note: a + sign is automatically added at the beginning of the dialing string to automatically insert the international access code, therefore 00 is not required. The call recipient number must include the country code and number (ex. +12125551212) or emergency number (ex. +911). Note that Iridium only supports 911 in the US and 000 in Australia and these numbers will not work in other geographies.

Message Options

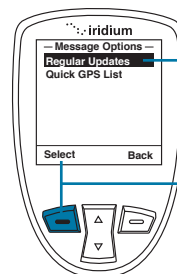
In the **Location Options** menu, **Message Options** will allow you to program settings for **Regular Updates** of location and also use of a **Quick GPS** list feature.



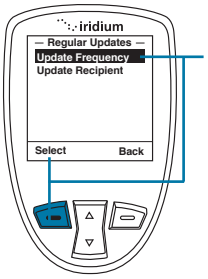
To program **Message Options**, press the **left soft key**, labeled **Select**.

In the **Message Options** menu, **Regular Update** will allow you to program one (1) recipient to receive regularly scheduled messages from you with your location. Once the recipient is programmed and a message frequency is selected, your designated contact will receive **Regular Updates** from you automatically.

Quick GPS will allow you to send one (1) single location update to up to five (5) recipients programmed in your phone via messaging. To initiate a **Quick GPS**, press the **Convenience Key** located on the right side of your phone, obtain an updated location, select "**Share**" with the **left soft key**, and select **Quick GPS** with the **left soft key**.

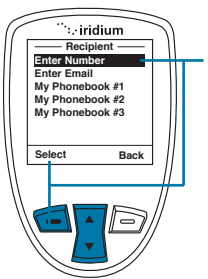


To program the **Regular Updates** from the **Message Options** screen, select **Regular Updates** with the **left soft key**, labeled **Select**. Once selected, **Update Frequency** and **Update Recipient** will appear.



- To modify the **Update Frequency**, press the **left soft key**, labeled **Select**. The default setting is **No Update**, meaning that no update message will be sent. The options are: **No update, Startup only, 2 minutes, 5 minutes, 10 minutes, 30 minutes, 1 hour, 4 hours, 8 hours, 12 hours, 18 hours, 1 day, 3 days, 1 week.**
- To modify the default setting, use the **2-way Navi-key**, highlight the desired option and press the **left soft key**, labeled **Select**.
- To modify the **Update Recipient**, use the **2-way Navi-key** to highlight **Update Recipient** and press the **left soft key**, labeled **Select**.

After selecting **Update Recipient**, you will see one empty listing for programming. Press the **left soft key**, labeled **Options** in order to **Edit, Delete, or Delete All** of the **Update Recipient** listing. Next, if **Edit** is selected, the **Select Recipient** screen will appear providing the options to **Enter Number, Enter Email**, or select an existing address from your **Phonebook**.

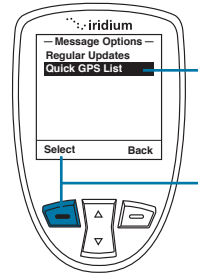


- To **Enter Number**, press the **left soft key**, labeled **Select**, and enter the number.
- To **Enter Email**, use the **2-way Navi-key** to highlight **Enter Email** and press the **left soft key**, labeled **Select**.
- To select an **existing address**, use the **2-way Navi-key** to highlight the **My Phonebook** listing and press the **left soft key**, labeled **Select**. Once the **My Phonebook** listing is selected, you will need to use the **2-way Navi-key**

to highlight which address to use and then press the **left soft key**, labeled **Select**.

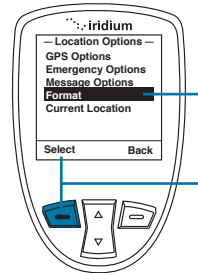
Once your recipient has been added, it will appear in your **Update Recipient** listing.

Quick GPS List



To program the **Quick GPS List** from the **Message Options** screen, use the **2-way Navi-key** and select **Quick GPS List** with the **left soft key**, labeled **Select**. Once selected, five (5) empty listings will appear. To add a **new recipient**, highlight the empty listing that you would like to change and press the **left soft key**, labeled **Select**. To **Enter Number, Enter Email**, or select an existing address from your **phonebook**, follow the same instructions as programming an **Update Recipient** as described above.

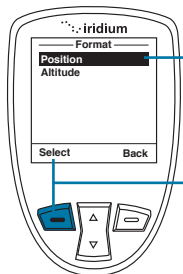
Format



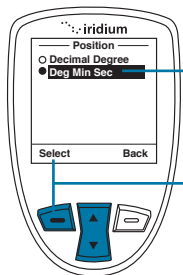
The **format** of your GPS location information can be modified. The handset provides two (2) options for position:

- Decimal degrees
- Deg Min Sec (default setting)

Position Format

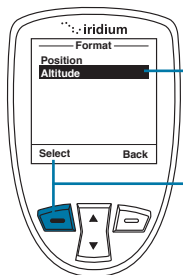


From the **Format** screen, to modify the setting for **position** format, press the **left soft key**, labeled **Select**.

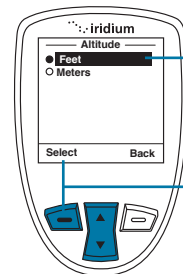


From the **Position** screen, to modify the setting for **position format**, use the **2-way Navi-Key** to highlight and the preferred format and then use the **left soft key**, labeled **Select**.

Altitude Format

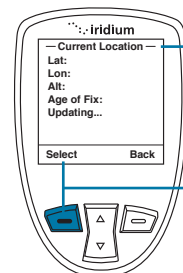


From the **Format** screen, to modify the setting for **Altitude format**, press the **left soft key**, labeled **Select**.



From the **Altitude** screen, to modify the setting for **Altitude format**, use the **2-way Navi-Key** to highlight and the preferred format and then use the **left soft key**, labeled **Select**.

Current Location

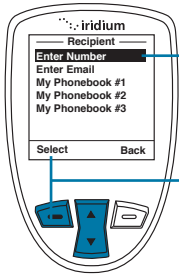


This screen is reached via the **Location Options** menu or by pressing the side **Convenience Key** which is programmed to pull up **Current Location** (to modify this setting, see Chapter 13). When **Current Location** is displayed:

- If GPS is enabled, your phone's location will appear on the screen. The first fix will take longer (up to 2 minutes) and subsequent position updates will appear in less than 30 seconds.
- If GPS and the GPS Settings Lock are disabled, you will be asked if you want to enable GPS; if so, the screen will be loaded with blank position data and with the message "Acquiring location" in place of "Age of fix".
- If you choose not to enable GPS, or if GPS is disabled and the **GPS Settings Lock** is on, then a "No location information available" message will be displayed temporarily.

If location is available, it will be displayed in the configured format including Latitude, Longitude, Altitude, Age of fix, and number of GPS satellites. The screen will update automatically as frequently as your designated setting.

From this screen, you have the option to **Share your location** with other people by sending it in a message. To **Share**, press the **left soft key**, labeled **Share**.



If **Share** is selected, the **Share Location Options** will appear. The available options are:

- **Quick GPS** – to send your location to your preconfigured list of up to five (5) contacts (see Quick GPS List section for programming instructions).
- **New message** – to append your location to a new message, allowing you to add additional text and then address the message to a new or existing contact.

To **Share** your location, use the **2-way Navi-key** to select your desired Share method and press the **left soft key**, labeled **Select**. This feature will pre-populate a Web link to your location that will be sent to your designated recipient(s). These recipients will be able to click this Web link that is viewable on a smartphone, tablet, or computer's Internet browser. This information is not stored by Iridium and is subject to Iridium's Privacy Policy posted on Iridium.com and Google Maps's Terms of Service posted on the mapping page. Standard messaging rates apply for use of this service and no additional fees will be charged for use of the mapping feature.

Online Portal Integration with 3rd Parties

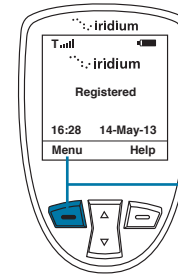
Your 9575A also supports integration with 3rd party online portals using short burst data (SBD). These 3rd party online portals provide the ability to track your phone's location online, see location history, two-way message, set-up geofences, and coordinate scheduled check-ins. This capability is helpful if you are managing a fleet of phones and need to monitor workflow and/or safety with a solution that provides more robust capabilities than standard messaging. For more information about 3rd party online portal integration, contact your service provider or visit <http://www.iridiumextreme.com/how-to-buy/partnerportals.php> for available Portal Partners.

Your Service Provider or designated portal provider will be able to advise you on the appropriate service package required to enable this capability. This service must be provisioned separately. Registration of the device can be managed from the "Location Options" section of the menu under "Portal Options" to "Register" or obtain "Portal Status" of the phone and information on your designated provider.

15: Using the Security Menu

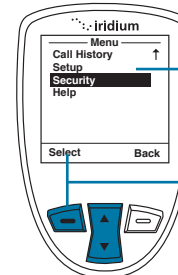
Important: Do not change the PIN/PUK/SIM settings unless you have your original settings available. Your phone and/or SIM card may be disabled if you don't know the correct code and enter it incorrectly three times. If a PIN becomes blocked, you must enter a Personal Unblocking Key (PUK) to restore the SIM to service which is obtained from your service provider.

Locating the Security Menu



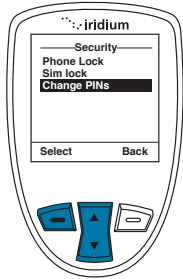
Starting from the **Main Screen**:

1. Press the **left soft key**, labeled **Menu**.



2. The **Main Menu** is displayed. Use the **2-way Navi-key** to scroll until **Security** is highlighted.
3. Press the **left soft key**, labeled **Select**.

About the Security Menu

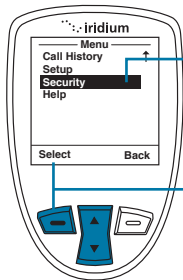


You can perform the following functions using the **Security** menu:

- Lock and unlock the phone
- Enable and disable the SIM lock
- Change PIN and block PIN codes

Locking and Unlocking Your Phone

This capability helps prevent unwanted use of your phone.

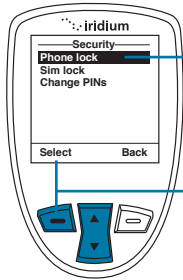


Starting from the **Main Menu**:

1. Use the **2-way Navi-key** to scroll until **Security** is highlighted.

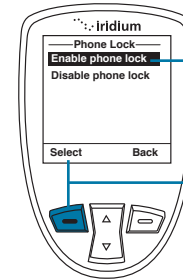
Note: Scroll one down from **Setup** to view the **Security** option.

2. Press the **left soft key**, labeled **Select**.



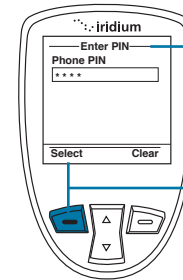
3. The **Phone lock** option is highlighted. If not, use the **2-way Navi-key** to scroll until it is.

4. Press the **left soft key**, labeled **Select**.



5. The **Enable phone lock** option is highlighted. If not, use the **2-way Navi-key** to scroll until it is.

6. Press the **left soft key**, labeled **Select**.



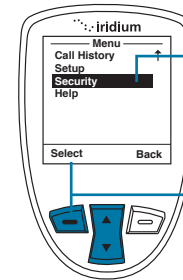
7. The **Enter PIN** screen appears. Using the keypad enter the PIN number.

8. Press the **left soft key**, labeled **Select**.

The Phone lock capability takes effect when you turn OFF your 9575A. Each time you restart the phone, you are prompted to enter your Phone PIN. Once you do, the phone is fully operational.

Enable or Disable the SIM lock

When you activate the SIM lock capability, your phone requests your SIM PIN whenever your phone is powered on. To change this setting, you need to enter the SIM PIN code that your service provider gave you.

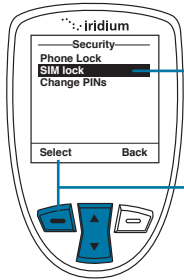


Starting from the **Main Menu**:

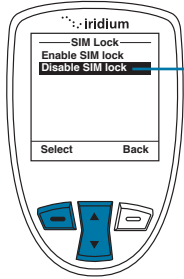
1. Use the **2-way Navi-key** to scroll until **Security** is highlighted.

Note: Scroll one down from **Setup** to view the **Security** option.

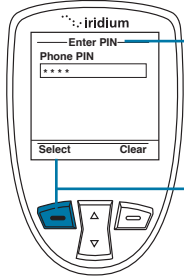
2. Press the **left soft key**, labeled **Select**.



- 3. Use the 2-way **Navi-key** to scroll until **SIM lock** is highlighted.
- 4. Press the **left soft key**, labeled **Select**.



- 5. Use the 2-way **Navi-key** until the action you prefer is highlighted.



- 6. The **Enter PIN** screen appears. Using the keypad enter the PIN number.
- 7. Press the **left soft key**, labeled **Select**.

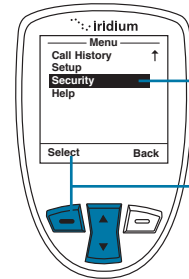
The message **SIM lock disabled** or **SIM lock enabled** briefly appears, then returns to the SIM Lock menu.

Using the Change PIN Menu

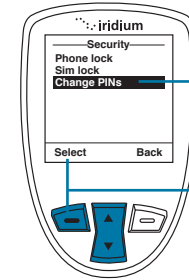
Change the Phone PIN Code

This capability allows you to modify the default PIN associated with your phone.

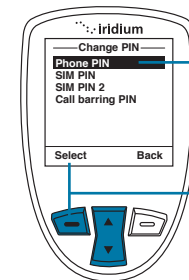
Starting from the **Main Menu**:



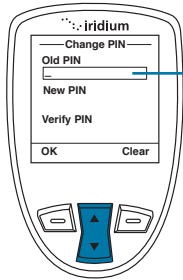
- 1. Use the 2-way **Navi-key** to scroll until **Security** is highlighted.
- 2. Press the **left soft key**, labeled **Select**.



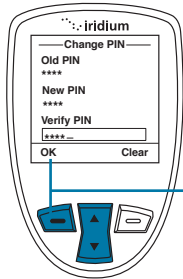
- 3. Use the 2-way **Navi-key** to scroll until **Change PINs** highlighted.
- 4. Press the **left soft key**, labeled **Select**.



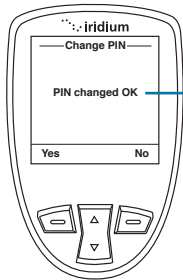
- 5. The **Change PIN** menu appears. **Phone PIN** is highlighted.
- 6. Press the **left soft key**, labeled **Select**.



7. Enter your current PIN in the **Old PIN** field (the default PIN is 1234). Use the **2-way Navi-key** to move to the next field and enter your new PIN into the **New PIN** field. Move to the **Verify PIN** field and enter the new PIN again.



8. When all fields are complete, press the **left soft key**, labeled **OK**.

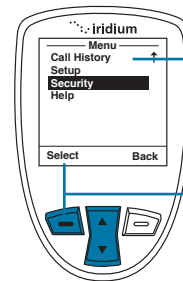


9. The screen displays **PIN changed OK** then returns to the **Change PIN** menu.

Change the SIM PIN Code

This capability allows you to modify the default PIN associated with your SIM card.

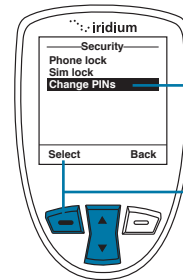
Starting from the **Main Menu**:



1. Use the **2-way Navi-key** to scroll until **Security** is highlighted.

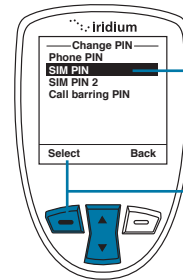
Note: Scroll one down from **Setup** to view the **Security** option.

2. Press the **left soft key**, labeled **Select**.



3. Use the 2-way **Navi-key** to scroll until **Change PINs** is highlighted.

4. Press the **left soft key**, labeled **Select**.

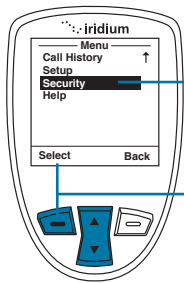


5. Use the **2-way Navi-key** to scroll until **SIM PIN** is highlighted.

6. Press the **left soft key**, labeled **Select**.

Change the SIM Card PIN2 Code

Your SIM card PIN2 code is used to access fixed dialing settings. This four-to eight-digit code is issued to you when you subscribe to the capability.

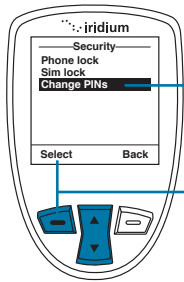


Starting from the **Main Menu**:

1. Use the **2-way Navi-key** to scroll until **Security** is highlighted.

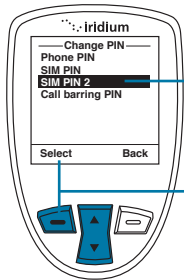
Note: Scroll one down from **Setup** to view the **Security** option.

2. Press the **left soft key**, labeled **Select**.



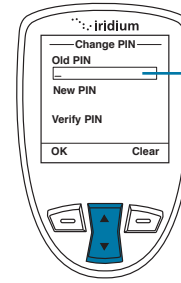
3. Use the 2-way **Navi-key** to scroll until **Change PINs** is highlighted.

4. Press the **left soft key**, labeled **Select**.

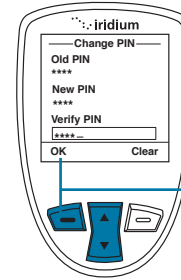


5. Use the **2-way Navi-key** to scroll until **SIM PIN 2** is highlighted.

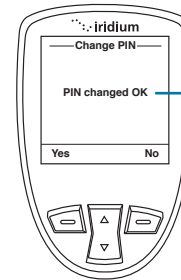
6. Press the **left soft key**, labeled **Select**.



7. Enter your current PIN in the **Old PIN** field (the default PIN is 1111). Use the **2-way Navi-key** to move to the next field and enter your new PIN into the **New PIN** field. Move to the **Verify PIN** field and enter the new PIN again.



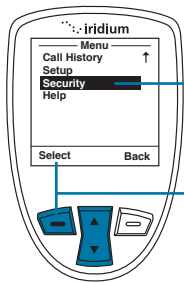
8. When all fields are complete, press the **left soft key**, labeled **OK**.



9. The screen displays **PIN changed OK** then returns to the **Change PIN** menu.

Call Barring PIN

Call Barring may be enabled for incoming and/or outgoing calls in the **Setup, Call Options** menu. When you enable Call Barring, you are prompted for a PIN. The Call Barring PIN may be changed as follows.

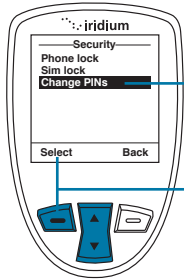


Starting from the **Main Menu**:

1. Use the **2-way Navi-key** to scroll until **Security** is highlighted.

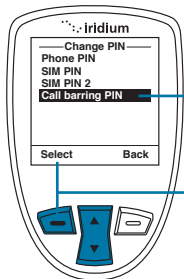
Note: Scroll one down from **Setup** to view the **Security** option.

2. Press the **left soft key**, labeled **Select**.



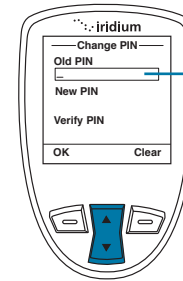
3. Use the 2-way **Navi-key** to scroll until **Change PINs** is highlighted.

4. Press the **left soft key**, labeled **Select**.

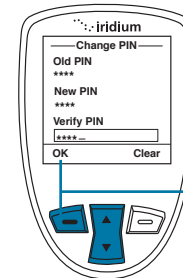


5. Use the **2-way Navi-key** to scroll until **Call barring PIN** is highlighted.

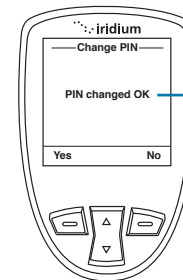
6. Press the **left soft key**, labeled **Select**.



7. Enter your current PIN in the **Old PIN** field. Use the **2-way Navi-key** to move to the next field and enter your new PIN into the **New PIN** field. Move to the **Verify PIN** field and enter the new PIN again.



8. When all fields are complete, press the **left soft key**, labeled **OK**.



9. The screen displays **PIN changed OK** then returns to the **Change PIN** menu.

16: Troubleshooting

Problem	Solution
Phone won't power on.	<ul style="list-style-type: none"> • Did you press and hold the power button for a minimum of three seconds to turn the phone's power on? • Check the battery. Is it charged, properly fitted, and are the contacts clean and dry?
You can't make calls.	<ul style="list-style-type: none"> • Check the antenna. Is it fully extended and correctly angled? Do you have a clear unobstructed view of the sky? • 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 40. • 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. • Check to see if your fixed dialing list is enabled. If so, you can only make calls to numbers or prefixes that are on the list.
You can't receive calls.	<ul style="list-style-type: none"> • Check to see that your phone is powered on. • Check the antenna. Is it fully extended and correctly angled? Do you have a clear unobstructed view of the sky? • 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 around. • Check the Call Forwarding and Call Barring settings. • Check the Ringer setting. If it is off, there is no audible ringer. • Check to see if your fixed dialing list is enabled.

You can't make international calls.	<ul style="list-style-type: none"> Have you included the relevant codes? Enter 00 or + followed by the appropriate country code and the phone number.
Your phone will not unlock.	<ul style="list-style-type: none"> Have you inserted a new SIM card? Enter the new PIN code the default PIN is 1111). Enter the default phone unlock code: 1234 Have you forgotten the unlock code?
Your PIN is blocked.	<ul style="list-style-type: none"> Enter the PIN unblocking code or contact your service provider. See "Using the Security Menu" on page 179 for more information.
Your PIN2 is blocked.	<ul style="list-style-type: none"> Enter the PIN2 unblocking code or contact your service provider. See "Using the Security Menu" on page 179 for more information.
Your SIM card will not work.	<ul style="list-style-type: none"> Is the SIM card inserted the correct way? Is the card visibly damaged or scratched? Return the card to your service provider. Check the SIM and card contacts. If they are dirty, clean them with an antistatic cloth.
You can't cancel Call Forwarding or Call Barring .	Wait until you are in an area with good network coverage and try again.
The message indicator is flashing.	There is not enough memory available to store another message. Use the messages menu to delete one or more messages.
The battery won't charge.	<ul style="list-style-type: none"> 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. If you see ? on the display near the charging icon, you cannot charge this battery.

The battery drains faster than normal.	<ul style="list-style-type: none"> 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 hasn't 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 phone in extreme temperatures? At extreme hot or cold temperatures, battery performance is significantly reduced.
You find your phone becoming warm during use.	You may notice this during long calls or during charging. The heat is produced by the electronic components within your phone and is quite normal.
Phone is not responding to user controls including the power keys.	Remove the battery from the phone and then reattach it to cycle power and reset.
Your SIM card is inserted in the phone but the display says: Check Card or Insert Card or Blocked	<p>Check Card or Insert Card</p> <p>Check that the SIM card has been inserted correctly. The contacts of the SIM card may be dirty. Turn the phone off, remove the SIM card and rub the contacts with a clean cloth. Replace the card in the phone.</p> <p>Blocked</p> <p>Enter the PIN unblocking key or contact your service provider. See "Call Barring PIN" on page 188 for additional information.</p>

<p>Your phone is displaying an unknown foreign language and you would like to restore it to its original setting.</p>	<ul style="list-style-type: none"> • Power on the phone. <ol style="list-style-type: none"> 1. Press the red key three times 2. Press the left soft key. 3. Scroll down six times. 4. Press the left soft key again. 5. Scroll down four times 6. Press the left soft key and then press it a second time. The English option is at the top so press the left soft key a final time to confirm change back to English.
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<p>Phone states "Searching for Network"</p>	<ul style="list-style-type: none"> • Ensure you are in an area with an open view of the sky • Extend the antenna and point upright towards the sky directly above in order to receive a signal • If your phone was powered on inside of a building or area with an obstructed view of the sky just prior to attempting a call outside, the phone may be temporarily in a power saving mode to conserve battery life. You may either wait for it to automatically exit the power saving mode within a minute or two on its scheduled interval or just simply turn off your phone and turn it on again to accelerate the registration process.
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17: Certification and Compliance Information

Export Compliance

The 9575A is controlled by the export laws and regulations of the United States of America. The U.S. Government may restrict the export or re-export of this phone to certain individuals and/or destinations. For further information, contact the U.S. Department of Commerce, Bureau of Industry and Security or visit www.bis.doc.gov

Standards Compliance Information

The 9575A is designed to comply with the standards for Radio Emissions Compliance, Electromagnetic Compatibility, and AC Safety in the United States, European Union, Canada and Mexico.

FCC Compliance

The 9575A is certified under 47 CFR Part 25 as FCC ID: Q639575. It also complies with Part 15 of the FCC Regulations. Operation is subject to the condition that this device does not cause harmful interference. Any unauthorized antennas, modifications or attachments could damage the 9575A and may violate FCC regulations and void your authority to operate the phone.

EU Regulatory Conformity

The 9575A complies with the essential requirements and other relevant provisions of the EU Directive 1999/5/EC.

Canada Regulatory Conformity

The 9575A complies with Industry Canada RSS-170. Certification Number IC 4629A-9575.

18: Limited Warranty, Product and Satellite Service Terms, Warranty Support, and Software License

This Limited Warranty applies only to the Iridium branded 9575A (including hardware, software and firmware but excluding leather case) and the Accessories listed in Chapter 3 of this User Manual (collectively, "Product") sold by Iridium or its authorized resellers and distributors (collectively, "Service Providers"). This Limited Warranty extends only to the first purchaser of the Product and is not assignable or transferable.

Subject to the Exclusions contained below, Iridium warrants to you that the Product will be free from defects in materials and workmanship under normal usage for a period of one year from your date of purchase. You are required to provide proof of purchase as a condition of receiving warranty service as more fully described in "Warranty Claim Process" on page 205.

Any replacement products or parts may contain new and used materials equivalent to new in performance and reliability. Any replacement product or part will also have functionality at least equal to that of the product or part being replaced. Replacement products and parts are warranted to be free from defects in material or workmanship under normal usage for the remainder of the applicable warranty period of the original Product for which a replacement product or part is provided under this Limited Warranty. A returned Product for which a replacement has been provided shall become Iridium's property.

If Iridium receives, during the warranty period and in accordance with the instructions set out in this Limited Warranty, notice of a defect in the Product covered by this Limited Warranty, Iridium will repair or replace the Product or refund the purchase price of the Product, at Iridium's sole option. Iridium shall have no obligation to repair, replace, or refund unless the defective Product is returned in accordance with the instructions set out in this Limited Warranty and within the warranty period.

IRIDIUM DOES AND MAY CONTINUE, AT ITS SOLE DISCRETION, TO SUBCONTRACT TO AND ENGAGE A THIRD PARTY TO PROVIDE THE WARRANTY SERVICES PROVIDED FOR IN THIS USER MANUAL.

If you acquired this Product and Accessories in Australia or in New Zealand, this Product and Accessories come with guarantees that

cannot be excluded under the Australian Consumer Law or similar legislation in New Zealand. Notwithstanding other express terms and other limitations of this Limited Warranty (which other express terms and other limitations are negated by this paragraph, but only to the extent inconsistent with this paragraph, and will not be applied to limit consumer rights under such guarantees), where such guarantees operate, consumers are entitled to a replacement or a refund for a major failure of this Product and Accessories and for compensation for any other reasonably foreseeable loss or damage. Where such guarantees operate, consumers are also entitled to have this Product and Accessories repaired or replaced if this Product and Accessories fail to be of acceptable quality and the failure does not amount to a major failure. Please follow the instructions as to use and report problems promptly: problems caused by use that is abnormal or contrary to instructions will generally not be covered. You should contact your Product and Accessories provider in relation to problems with the Product and Accessories and Iridium will assist your Product and Accessories provider to resolve them, including replacement where required.

Exclusions

This Limited Warranty does not apply in the following circumstances:

Normal wear and tear. Periodic maintenance, repair or replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of rated capacity and batteries that leak are covered by this Limited Warranty. Batteries that are charged by other than an Iridium-approved battery charger; having seals that are broken or show evidence of tampering; are used in equipment other than the Product; or are charged and stored at temperatures greater than 60 degrees centigrade, are not covered by this Limited Warranty.

Abuse and Misuse. Defects or damage that result from improper operation or storage, misuse or abuse, accident or neglect; exposure to open, uncovered connectors including contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat or spills of food; use of the Product for abnormal purposes; stretching coil cords or breaking coil cord modular tabs; breakage or damage to antennas or scratches or other damage to plastic surfaces or other externally exposed parts caused by your use; or other acts which are not the fault of Iridium, are excluded from coverage.

Use of Non-Iridium Products and Accessories. Defects or damage that result from the use of non-Iridium branded products (other than the

antenna supplied with your Product), accessories or software or other ancillary or peripheral equipment are excluded from coverage.

Unauthorized Service or Modifications. Defects or damage resulting from any service, testing, adjustment, integration, installation, operation, maintenance, service, alteration, modification or integration with any non-Iridium product in any manner other than in accordance with Product user documentation and instructions and/or by someone other than Iridium or a Service Provider are excluded from coverage.

Altered Products. Products that have been tampered with, altered, have non-Iridium housings or parts, or have had the serial numbers or date tags removed, altered or obliterated are excluded from coverage.

Communication Services. Defects, damages or failure of the Product due to any non-Iridium communication service or signal or use of a non-Iridium branded communication service or signal are excluded from coverage.

Software Embodied in Physical Media. No warranty is made that any software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software will be uninterrupted or error free, or that all defects in the software will be corrected.

Privacy and Data Security. Privacy and data security are important to everyone. Some features of your Product may affect your privacy or data security. Therefore, it is important to monitor access to your Product and not to leave it where others might have unmonitored access. Lock your satellite phone's keypad when not in use. Erase all personal information or data before disposing of the satellite phone or recycling it. See Chapter 8 of this User Manual for instructions on how to delete all personal information. The satellite phone uses network-based positioning technology, which may be used to obtain a user's approximate location and thereby affect a user's privacy.

Limitations of Warranty/Local Laws

IRIDIUM MAKES NO REPRESENTATIONS, GUARANTEES, CONDITIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED REPRESENTATIONS, GUARANTEES, CONDITIONS OR WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, USE, OR RELATED TO THE PERFORMANCE OR NONPERFORMANCE OF ANY PRODUCTS,

ACCESSORIES, FACILITIES OR SERVICES OR USER INFORMATION, EXCEPT AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. ANY OTHER STANDARDS OF PERFORMANCE, GUARANTEES, CONDITIONS AND WARRANTIES ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN FAILS OF ITS ESSENTIAL PURPOSE. FURTHER, THIS LIMITED WARRANTY COVERS THE PRODUCT ONLY, AND NO WARRANTY IS MADE AS TO USER INFORMATION AND/OR COVERAGE, AVAILABILITY OR GRADE OF SERVICE PROVIDED BY IRIDIUM SEPARATELY FOR IRIDIUM SATELLITE SERVICES.

This Product is covered by a U.S.A. warranty. This Limited Warranty is applicable in all countries and is enforceable in any country or region where Iridium or its Service Provider offer warranty service for the Product. Outside of the U.S.A., any different warranty terms, liabilities and/or legal requirements of the country in which the Product is sold are specifically disclaimed by Iridium. Warranty service availability and response times may vary from country to country and may be subject to registration requirements in the country of purchase. Your Iridium Service Provider can provide details.

This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state/country to country. Some states/countries do not allow or acknowledge the existence, limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so some limitations or exclusions of this Limited Warranty may not apply to you. You are advised to consult applicable state/country laws for a full determination of your rights.

Conditions of Use and Limitations of Liability.

This Limited Warranty is your sole and exclusive remedy. These terms and conditions supersede any prior agreements or representations, including those made in Iridium sales literature or advice given to you by or on behalf of Iridium in connection with your purchase.

ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL IRIDIUM BE LIABLE, WHETHER IN CONTRACT OR TORT OR ANY OTHER LEGAL THEORY, INCLUDING WITHOUT LIMITATION

STRICT LIABILITY, GROSS NEGLIGENCE OR NEGLIGENCE, FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT AND/OR THE COST OF IRIDIUM SATELLITE SERVICES PROVIDED. NOR SHALL IRIDIUM BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF PRIVACY, LOSS OF USE, LOSS OF TIME OR INCONVENIENCE, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS CAUSED BY THE PRODUCT AND/OR THE IRIDIUM SATELLITE SERVICES, OR ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE, OR THE USE OF THE PRODUCT AND/OR THE IRIDIUM SATELLITE SERVICES TO THE FULLEST EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW AND REGARDLESS OF WHETHER IRIDIUM WAS ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES. IRIDIUM IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

USERS OF THE IRIDIUM SATELLITE PHONE SERVICES AND RELATED EQUIPMENT, INCLUDING WITHOUT LIMITATION THOSE USING THE SERVICE AND THE PRODUCT IN ANY MANNER IN CONJUNCTION WITH EMERGENCY 911 (U.S.), EMERGENCY TRIPLE ZERO (000)/ 112 (AUSTRALIA) OR ANY OTHER DISTRESS CALLING OR EMERGENCY SERVICES, BOTH PUBLIC OR PRIVATELY OPERATED, ACKNOWLEDGE AND AGREE AS A CONDITION OF THE PROVISION OF SERVICE AND PRODUCT BY IRIDIUM THAT THEY WILL MAKE NO CLAIM, WHETHER IN CONTRACT, INDEMNITY, TORT OR ANY OTHER LEGAL THEORY AGAINST IRIDIUM FOR BODILY INJURY, LOSS OF LIFE, DAMAGE TO PROPERTY OR FOR ANY OTHER LOSS WHATSOEVER, OR FOR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL OR PUNITIVE DAMAGES, BY REASON OF ANY UNAVAILABILITY, DELAY, FAULTINESS OR FAILURES OF THE IRIDIUM FACILITIES OR SERVICE, PRODUCT, OR EQUIPMENT OR FOR INACCURACIES OR FAILURES WITH REGARD TO ANY USER INFORMATION PROVIDED. THIS IS A WAIVER AND RELEASE AND DISCLAIMER OF LIABILITY TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW AND APPLIES REGARDLESS OF THE CAUSE OF ANY LIABILITY, INCLUDING WITHOUT LIMITATIONS, TO WRONGFUL CONDUCT, OMISSION OR FAULT OF EMPLOYEES OR AGENTS OF IRIDIUM.

By your use of the Product and Iridium Satellite Services you consent to Iridium's disclosure of user information, including, but not limited to name, address, telephone number and location information, including, where available, the geographic coordinates of equipment, to governmental and quasi-governmental agencies where Iridium deems it necessary in its sole discretion to respond to an exigent circumstance. These governmental and quasi-governmental agencies shall be deemed "users" for all purposes of this Limited Warranty.

You are permitted to use the Product only as described and specified in this Limited Warranty. By using the Product, you are indicating that without limitation you agree to comply with the terms of this Limited Warranty, including without limitation this section describing permitted use of the Product (the “Conditions of Use”). If you fail to comply with this Limited Warranty and the Conditions of Use, Iridium may void certain protections offered under the Limited Warranty and Iridium reserves the right to terminate your right to use the Product on the Iridium system. If you do not accept the terms of this Limited Warranty, do not use the Product on the Iridium system.

You are permitted to use the Product only in connection with service on the Iridium system using airtime purchased from your Service Provider. You are required to comply with this Limited Warranty and the Conditions of Use and Limitations of Liability, as well as all terms and conditions that are provided separately by your Service Provider, as such terms and conditions may change from time to time. Iridium or your Service Provider may also establish additional terms and conditions from time to time. In the event any Iridium term or condition conflicts with any Service Provider term or condition, the Iridium term or condition shall govern. Service provider will be provided with notice of any new terms and conditions or any changes in these terms and conditions. All terms and conditions will be effective as of your receipt of the notices of new or modified terms and conditions, and your continued use of the Product after such receipt shall constitute your acceptance of such new or modified terms.

You may not use the Product in connection with any third-party devices, including but not limited to computers, cameras, batteries, GPS devices, recorders or other devices which alter the information sent or received by the Product, except to the extent that Iridium has tested those devices and confirmed that their use will have no adverse effect on the Iridium system. All devices approved by Iridium will be advertised and labeled as being approved by Iridium and you may use only “Iridium Certified Devices” with this Product and with the Iridium system.

You may not modify the Product or any component of the Product. You may not reverse-engineer, or attempt to reverse-engineer, the Product, any component of any Product or the manner in which the Product connects to, sends information to, receives information from, or otherwise interacts with the Iridium system.

You are required to comply with all applicable laws and regulations in your use of the Product. To the extent that you: (i) violate this Limited Warranty, the terms and conditions applicable to the Iridium system or other agreements between you and Iridium, or between you and your Service Provider; (ii) utilize a product other than an Iridium-Approved

Device on the Iridium system; (iii) modify the Product or any Product component, reverse-engineer the Product or any Product component or attempt to do so; or (iv) violate any applicable laws or regulations (collectively “Unauthorized Use”), you agree to defend, indemnify and hold Iridium and your Service Provider harmless with respect to any claims or actions by governmental entities or other third parties related to your Unauthorized Use and to pay all costs, damages, fines and other amounts incurred by us, or on our behalf, in the defense of any such claims or actions. Further, we specifically disallow any liability and will not credit back airtime charges related to any Unauthorized Use.

In addition to Iridium’s express reservation of other remedies available to us, we reserve the right to discontinue providing Iridium Satellite Services to you and/or to disable your Product’s access to the Iridium system. If Iridium reasonably believes that you are engaged in any Unauthorized Use, we may seek equitable relief to prevent such Unauthorized Use without having to wait to see if damage to the Iridium system occurs.

Warranty Claim Process

Should your Product require service within the warranty period or for warranty questions, repairs or for the return of the Product, **please contact your Service Provider or any other Service Provider in your country. Do not contact Iridium.** For warranty claims, you will be required to provide the following proof of purchase documentation: your dated bill of sale or delivery receipt (including your name, address and telephone number; the name and address of the Service Provider who sold you the Product; the model number and International Mobile Identification Number (IMEI); and the sale price of the Product), together with a written description of the problem. You are responsible for shipping the Product to the authorized warranty service center designated by your Service Provider with freight and insurance prepaid. Product that is repaired or replaced under this Limited Warranty shall be shipped to your Service Provider who will work with you to arrange transfer of the product. In certain states/countries, including Australia and New Zealand, the law requires that manufacturers or sellers incur costs relating to the warranty return and replacement of any products. In those jurisdictions, Iridium and/or the Service Provider will pay the costs of return and/or replacement, as required.

Refer to www.iridium.com for a list of Service Providers or contact your Service Provider for warranty information.

SOFTWARE LICENSE

The following terms govern your access and use of the Iridium or Iridium-supplied software (“Software”) contained on the Product you purchased.

License. Conditioned upon compliance with the terms and conditions of this Limited Warranty, Iridium grants to you a nonexclusive and nontransferable license to use for your internal purposes the Software and the Documentation. “Documentation” means written information (whether contained in user or technical manuals, training materials, specifications or otherwise) pertaining to the Software and made available by Iridium with the Software in any manner. You shall use the Software solely as embedded in (or, if downloaded, as provided via download), for execution on, and for communication via the Iridium system.

No other licenses are granted by implication, estoppel or otherwise.

General Limitations. This is a license, not a transfer of title, to the Software and Documentation, and Iridium retains ownership of all copies of the Software and Documentation. You acknowledge that the Software and Documentation contain trade secrets of Iridium or its suppliers or licensors, including but not limited to the specific internal design and structure of individual programs and associated interface information. Except as otherwise expressly provided, you shall have no right, and you specifically agree not to:

- (i) transfer, assign or sublicense your license rights to any other person or entity (other than in compliance with any Iridium relicensing/transfer policy then in force), or use the Software on unauthorized or secondhand Iridium equipment, and you acknowledge that any attempted transfer, assignment, sublicense or use shall be void;
- (ii) make error corrections to or otherwise modify or adapt the Software or create derivative works based upon the Software, or permit third parties to do the same;
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