



Enhancing Your
Connectivity
with Universat Italia Services

Iridium GO!

Customer Support Best Practices Guide



Version 2.0
11 February 2021



Iridium GO!

Universat Supplemental Guidance/Practice

● Downloading & Installing the Iridium GO! App (iOS & Android)

Follow the steps below on how to download and install the Iridium GO! App for use with the Iridium GO!

Note: In order to leverage the Iridium GO! voice and SMS functionality, you must install the Iridium GO! Application for your iOS or Android device.

Solution: Download & Install Iridium GO! App

1. Download and install the Iridium GO! Application from the Google Play Store for Android or the Apple App Store for Apple iOS.
2. Pair your smartphone via Wi-Fi by selecting the Iridium GO! Wi-Fi network (ex: "Iridium-6088CC") from your mobile device Wi-Fi settings and connect.
3. Once the device is connected, the Iridium GO! is ready for use.
4. Launch the Iridium GO! App and login using the 'Guest' profile.

Note: Additional configuration is required for tracking, SOS and Twitter use. These instructions can be found in the in app help section. You can also set up additional users for management purposes. Connect up to 5 devices (all must have the Iridium GO! app) to the Iridium GO! Wi-Fi as "guest" users. To create or delete user profiles, edit privileges, or control access for individual users, go to the "Advanced" menu and select "User Management".

● Mail & Web App Quick Start Guide

for iOS and Android

Click the attached below to download the Iridium GO! Mail & Web Quick Start Guide for iOS/Android

📎 [Iridium GO Mail&Web iOSSetup QSG.pdf](#)

This Quick Start Guide will assist you with the following,

- Downloading the Iridium Mail & Web application
- Registering for an Iridium Mail & Web account
- Pairing your iOS/Android device with the Iridium GO!
- Configuring the Iridium Mail & Web application



● Receiving Email on Iridium GO! – for iOS

using Iridium Mail & Web

Follow the steps below on how to receive emails using the Iridium Mail & Web application for iOS (iPhone, iPad, iPod etc).

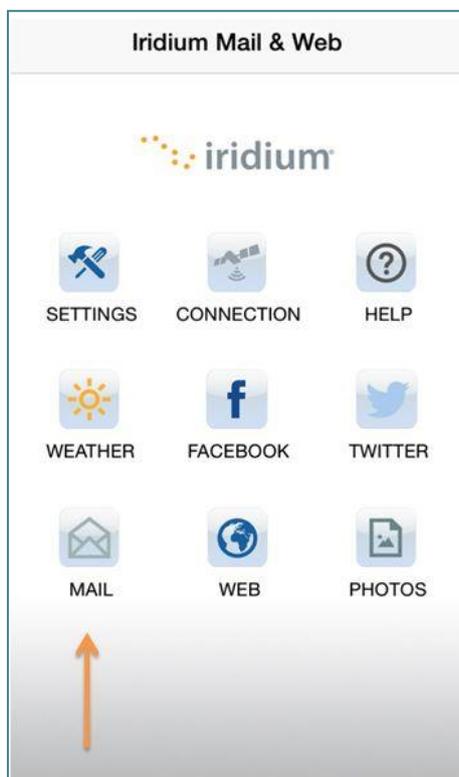
- **Note:** Before following the instructions below, please ensure you have completed the setup and configuration instructions outlined in the [Iridium GO Mail&Web iOSSetup QSG.pdf](#)

Solution: Receiving Emails

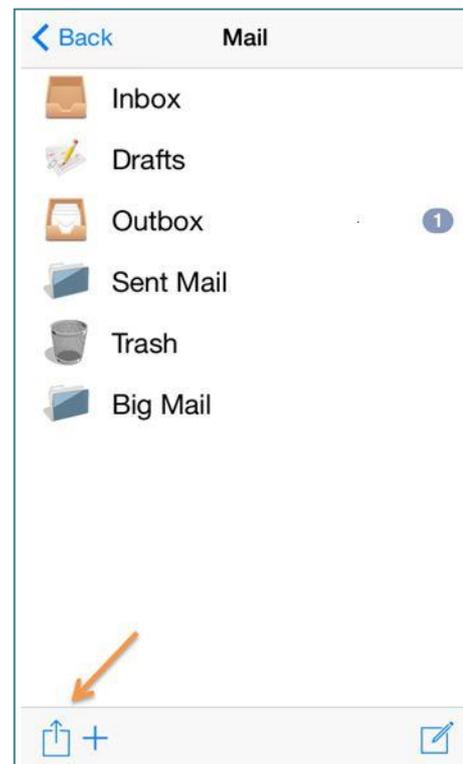
1. Launch the Iridium Mail & Web application.



2. Select Mail from the Iridium Mail & Web home screen.



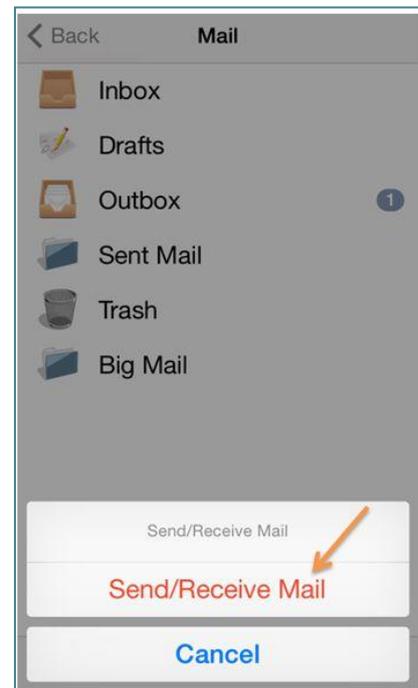
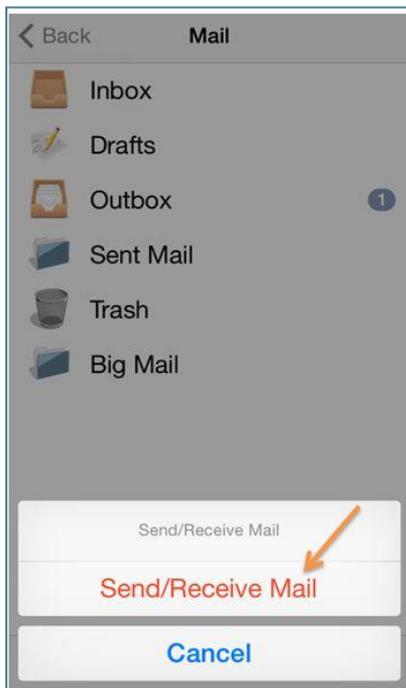
3. Select the Send/Receive icon in the lower left corner.



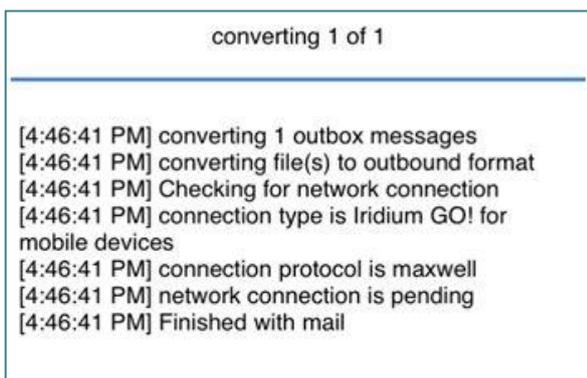


4. When you're ready to check for any new or undelivered email, ensure the Iridium GO! is registered to the network and it is maintaining at least 3 bars of signal strength. Select Send/Receive Email to establish the data connection and receive email messages.

5. When you're ready to check for any new or undelivered email, ensure the Iridium GO! is registered to the network and it is maintaining at least 3 bars of signal strength. Select Send/Receive Email to establish the data connection and receive email messages.



The progress indicator and log will provide you with the necessary information to ensure any new or undelivered emails have been received successfully.





● Receiving Email on Iridium GO! – for Android

using Iridium Mail & Web

Follow the steps below on how to receive emails using the Iridium Mail & Web application for Android.

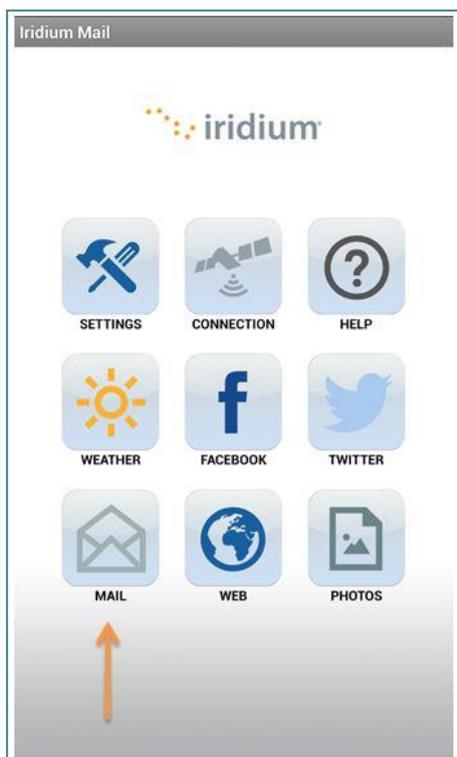
- **Note:** Before following the instructions below, please ensure you have completed the setup and configuration instructions outlined in the [Iridium GO Mail&Web AndroidSetup QSG.pdf](#)

Solution: Receiving Email

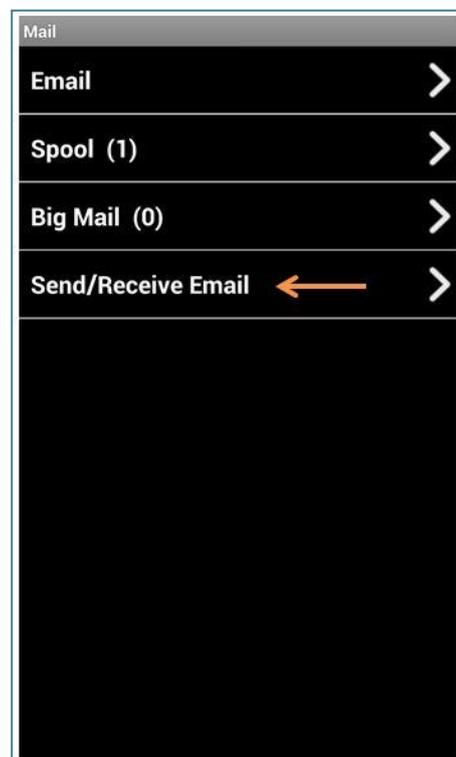
1. Launch the Iridium Mail & Web application.



2. Select Mail from the Iridium Mail & Web home screen.

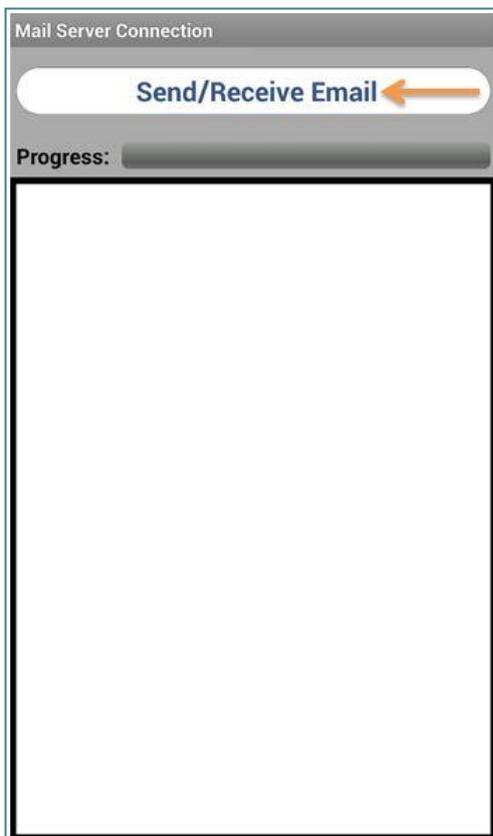


3. Select Send/Receive Email





4. When you're ready to check for any new or undelivered email, ensure the Iridium GO! is registered to the network and it is maintaining at least 3 bars of signal strength. Select Send/Receive Email to establish the data connection and receive email messages.
5. The progress indicator and log will provide you with the necessary information to ensure any new or undelivered emails have been received successfully.





● Sending Email on Iridium GO! – for iOS

using Iridium Mail & Web

Follow the steps below on how to send emails using the Iridium Mail & Web application for iOS (iPhone, iPad, iPod etc).

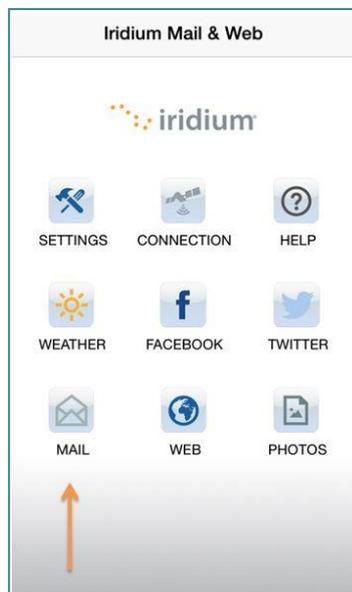
Note: Before following the instructions below, please ensure you have completed the setup and configuration instructions outlined in the [Iridium GO Mail&Web iOSSetup QSG.pdf](#).

Solution: Composing & Sending Emails

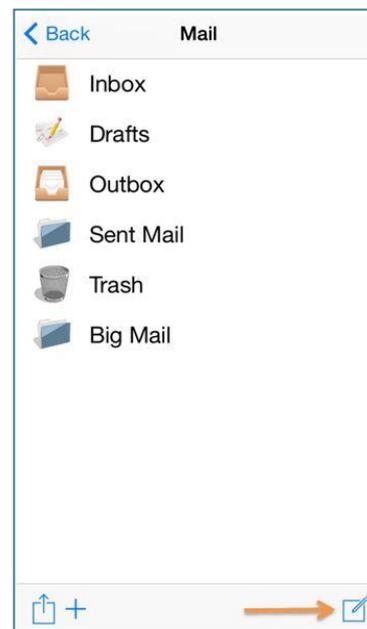
1. Launch the Iridium Mail & Web application.



2. Select Mail from the Iridium Mail & Web home screen.

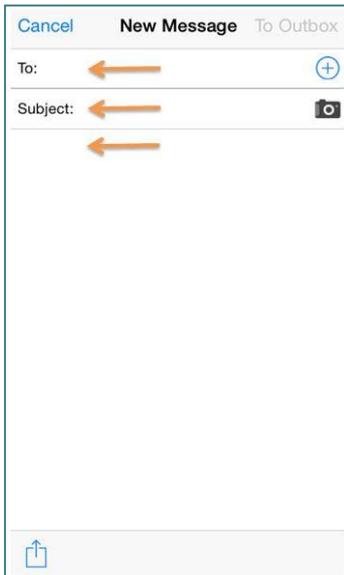


3. Select the New Message icon in the lower right corner to start a new email message.





4. Enter the email address of the recipient, the subject of the email, and the body of the message.



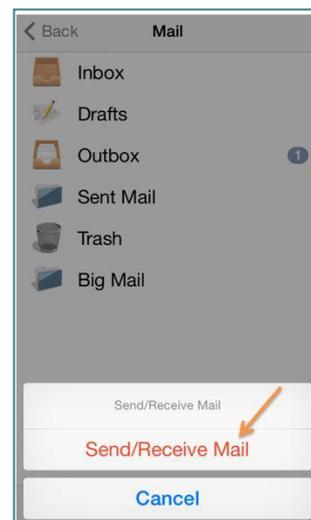
5. When finished composing the email message, add the email to the Outbox by selecting To Outbox.



6. The Outbox will now display one new message queued up for delivery. Select the Send/Receive icon in the lower left corner.



7. When you're ready to transmit your email, ensure the Iridium GO! is registered to the network and it is maintaining at least 3 bars of signal strength. Select Send/Receive Mail to establish the data connection and send the email message.





The progress indicator and log will provide you with the necessary information to ensure the email has been sent successfully.

```
converting 1 of 1

[4:46:41 PM] converting 1 outbox messages
[4:46:41 PM] converting file(s) to outbound format
[4:46:41 PM] Checking for network connection
[4:46:41 PM] connection type is Iridium GO! for
mobile devices
[4:46:41 PM] connection protocol is maxwell
[4:46:41 PM] network connection is pending
[4:46:41 PM] Finished with mail

Done
```



● Sending Email on Iridium GO! – for Android using Iridium Mail & Web

Follow the steps below on how to send emails using the Iridium Mail & Web application for Android.

Note: Before following the instructions below, please ensure you have completed the setup and configuration instructions outlined in the [Iridium GO Mail&Web AndroidSetup QSG.pdf](#)

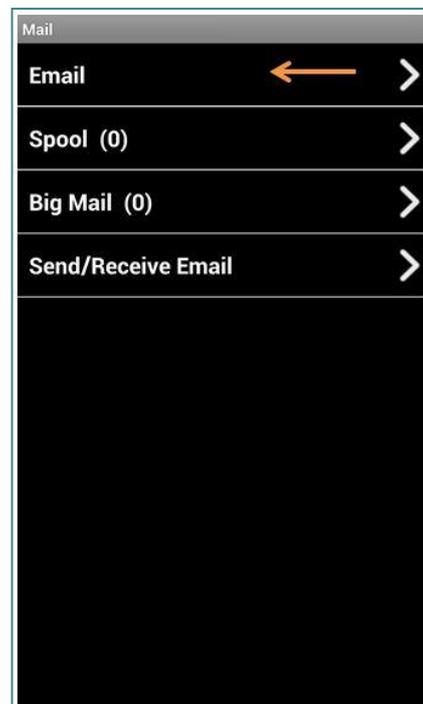
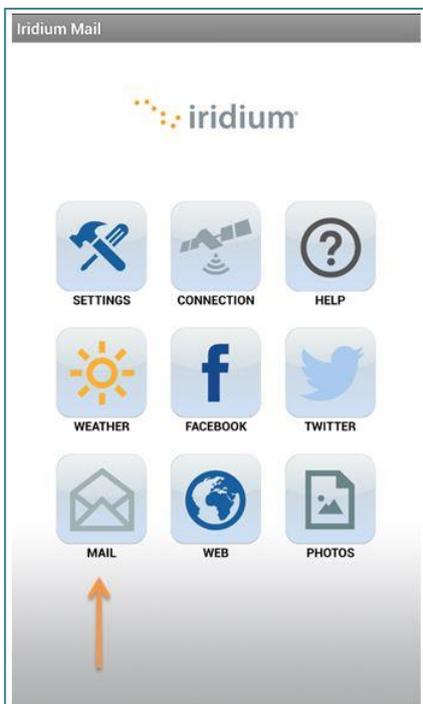
Solution: Composing & Sending Emails

1. Launch the Iridium Mail & Web application.



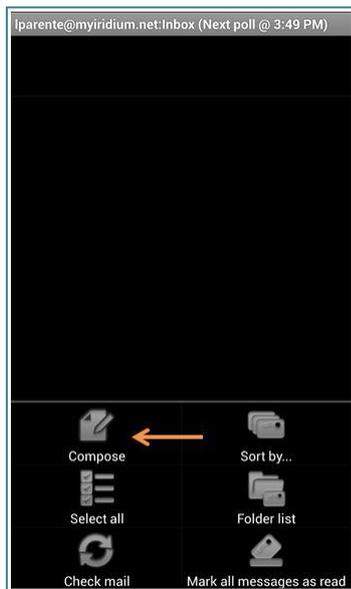
2. Select Mail from the Iridium Mail & Web home screen.

3. Select Email to access your Email Inbox.





4. Press the Menu key on your Android handset and select Compose.



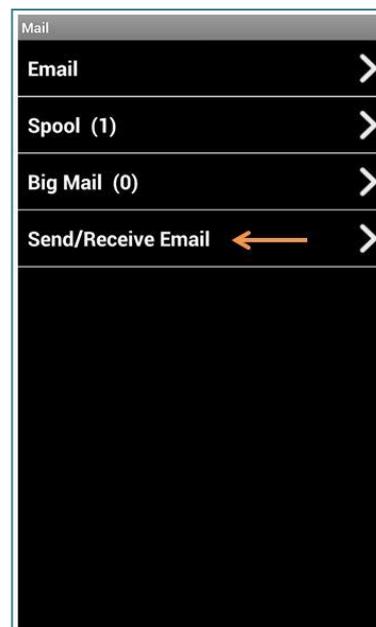
5. Enter the email address of the recipient, the subject of the email, and the body of the message. When finished, collapse the keyboard by pressing the Back button on your Android handset.



6. Press the Menu key on your Android handset and you will be presented with options. Select Send to queue up the email for delivery.



7. Select Send/Receive Email

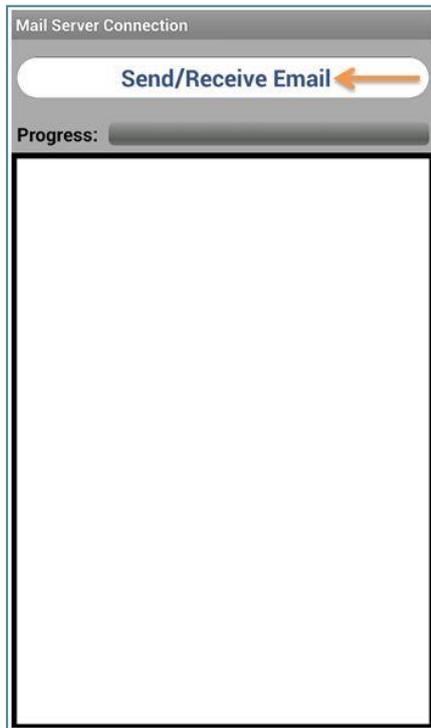




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- When you're ready to transmit your email, ensure the Iridium GO! is registered to the network and it is maintaining at least 3 bars of signal strength. Select Send/Receive Email to establish the data connection and send the email message.



- The progress indicator and log will provide you with the necessary information to ensure the email has been sent successfully.



● Downloading GRIB Files with the Iridium GO!

The best way to obtain a GRIB file is by using an approved Iridium GO! third party app. Iridium maintains a growing list of compatible third party apps here: <https://www.iridium.com/IridiumApps.aspx>. Please keep in mind that some apps may require a one-time fee or an ongoing monthly subscription. Universat will not provide any technical support for third party apps. Support will be provided by the app vendor.

● Configuring & Loading Weather forecasts

using Iridium Mail & Web for Android & iOS

🔗 [Link Videotutorial](#)

Learn how to configure and download weather forecasts using the Iridium Mail & Web application for Android & iOS devices.

Note: Some pages and menu options may vary based on the Android or iOS device type you are using. Please also ensure your mobile device is connected to the Iridium WiFi hotspot before proceeding.

Step 1: Configure "Weather" forecasts using Iridium Mail & Web (Android & iOS)

1. Launch the Iridium Mail & Web application
2. Select "Settings"
3. Select "Weather"
4. Select "Locations" to view a list of configured locations
5. Select "+" or "Add another location" to add a new location
6. Manually enter the location details or select "Select Airport" / "By airport code"
 - If manually entering location: Enter the name, latitude and longitude
 - If searching by airport: Search for the desired airport location, select your desired location, and press "Save"
7. Once you've saved your location, return to "Weather Settings"
8. Go through the list of "Weather Settings" and enable or disable the desired parameters

Step 2: Download "Weather" forecasts using Iridium Mail & Web (Android & iOS)

1. Connect your mobile device to the Iridium GO! WiFi hotspot
2. Using the Iridium GO! access the on-display menu by pressing the left soft-key
3. Continue to press the left soft-key until Internet is highlighted
4. Press "Select" on Internet
5. Start internet connection? will be displayed, select "Yes"
6. Launch the Iridium Mail & Web application
7. Select "Weather"
 - For Android, select "Refresh" followed by "Fetch Weather"
 - For iOS, select "Connect"
8. Once the download has been completed, you will have the latest weather forecast on your mobile device



● Enable Tracking with the Iridium GO!

The Iridium GO! allow you to perform tracking based on time intervals. Your Lat/Long will be broadcast to one recipient via email or SMS.

1. Connect to the Iridium GO! with your phone or tablet
2. Open the Iridium GO! app
3. Tap on the "Login" button
4. Enter admin credentials (default is guest for username and password)
5. Tap on "Settings"
6. Tap on "Track"
7. Tap on "Tracking Frequency" and select an interval (please note that each track sent out is charged as an SMS)
8. Tap on "Tracking Recipient" and enter either a phone number for SMS (use international formatting +1 followed by area code and phone number) or an email address for email
9. Save the changes

The device will now start tracking. To disable tracking perform the same steps and select "No update" under "Tracking Frequency."

● Configuring SOS on Iridium GO!

Follow the steps below on how to configure the SOS button for the Iridium GO!. You have the option to use GEOS as the SOS monitoring and dispatch facility or you can use your own contacts to notify in the event an SOS is declared.

Note: The Iridium GO! application is required to configure the SOS feature.

Solution 1: Registering for and using GEOS

1. Visit www.geosalliance.com/iridium.
2. Select Iridium GO! from the drop down menu.
3. Accept GEOS monitoring terms and conditions.
4. You will be required to enter the following information:
 - GO! Phone number
 - GO! SIM card number
 - GO! Phone IMEI
 - First and last name
 - Address
 - Country and citizenship
 - Primary and secondary emergency contacts
 - Additional medical info
5. Once you have completed registration, navigate to the SOS settings in the Iridium GO! app.



6. Select "GEOS Service" followed by "Use", enter the 5 digit authorization code provided by GEOS and select submit.
7. If successful, the SOS settings will appear and the SOS action is set to Call and Message, for the GEOS service.
8. You also have the option to add additional message emergency contacts under Message Recipients
9. Once completed, store SOS settings on the Iridium GO! device:
 - o For iOS, select "Save".
 - o For Android, navigate "Back", then "Save".

Solution 2: Decling GEOS and using your own emergency contacts

1. Navigate to the SOS settings in the Iridium GO! app.
2. Select "GEOS Service" followed by "Do not use" to decline GEOS service.
3. Select SOS Action. The call action enables an automatic phone call to your designated call recipient when SOS is initiated from the Iridium GO!. The Message action enables automatic Emergency SMS alerts scheduled at five minute intervals until cancelled.
4. Under Call Recipient, enter the number for your call recipient. It is important that the number is entered in the correct international format with the international access code (+ or 00), country code, and phone number for proper routing. (I.e. +14162536008)
5. Under Message Recipient, enter the message recipient(s). Recipients can either be entered as an email address or a mobile phone number in the correct international format for SMS purposes.
6. Once completed, store your SOS settings on the Iridium GO! device:
 - o For iOS, select "Save".
 - o For Android, navigate "Back", then "Save".

● Placing a call to another Iridium phone

Follow the steps below on how to place a call to the Iridium 9555 & Iridium Extreme.

Solution 1: Dialling from a landline or cellular

1. To place a call to an Iridium phone you must have international dialling capabilities
2. From a North American landline or cellular dial, 011 followed by the 8816 number
 - o Example: 011 8816 325 12345

Solution 2: Dialling from an Iridium phone to an Iridium phone

1. From the Iridium phone dial, + followed by the 8816 number.
2. To obtain the + sign, press and hold the 0 key until the + appears
3. Dial the Iridium satellite phone number and press the Green button
 - o Example: + 8816 325 12345



● Checking Prepaid Balance using Iridium GO! – for Android & iOS

Complete the steps below while logged in to the Iridium GO! app.

Solution 1: Call to check balance

1. Tap on "Call" icon
2. Dial 2888 press Green call button



3. You will hear their balance information

Solution 2: Check balance via SMS

1. Tap on "Message" icon
2. Compose a new SMS message
3. Type 2888 in the "To:" field and text 2888 in message field



4. An SMS will arrive with the balance details



● Iridium GO! Firmware Update Version (x.xx)

To update the firmware on your device please perform the following actions:

1. Download the firmware file from here: link to <https://www.iridium.com/resources> , then select / flag Iridium GO! from the list on the left of the page and check the latest released firmware version.
2. Unzip the downloaded firmware file to your Desktop.
3. Power on the Iridium GO! by flipping up the antenna.
4. Wait for the device to fully boot.
5. From your computer (must be a computer and not an iPad, iPhone, or Android phone) join the Iridium GO! Wi-Fi network.
Example Iridium GO! SSID: IRIDIUM-02473.
6. Open a web browser and type in the following IP address into the address bar: 192.168.0.1.
7. An Iridium interface page will open.
8. Type in "guest" for the "User Name" and "Password" fields.

Iridium GO!™ Advanced Features

Iridium GO! Advanced Features

User Name *

Password *

LOGIN

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9. From the main page, click on the "System" tab.

The screenshot shows the 'Iridium GO!™ Advanced Features' interface. The 'SYSTEM' tab is highlighted with a red box. The interface includes a navigation menu on the left with options: Status, Users, Power, Settings, and GPS. The main content area has a 'Refresh' button and a table of system status:

Iridium Satellite	Signal 0/5 registered
GPS	No fix
Wi-Fi	ON
SSID	IRIDIUM-02473
Gateway IP	192.168.0.1
Number of Logged in Clients	0
Antenna Orientation	Up
Power Scheme	GPS: On Demand WiFi: ON

10. Click on the "Choose File" button.

The screenshot shows the 'Iridium GO!™ Advanced Features' interface with the 'SYSTEM' tab selected. The 'Firmware' section is active, displaying 'Current Firmware' as 'Iridium GO! Firmware: 1.0.66'. Below this, the 'Firmware Upgrade' section contains a 'Choose File' button (highlighted with a red box), an empty file input field, and an 'Upgrade' button. A progress bar below the input field shows '0%'.

11. Select the previously unzipped firmware file. The file name should be called "IridiumGO_Portal_upgrade_X_X_X.frm"



12. Once the file has been selected, click on the "Upgrade" button.

Iridium GO!™ Advanced Features Help | Logout

GENERAL COMMUNICATION LOCATION OPTIONS SYSTEM

Firmware

Current Firmware
Iridium GO! Firmware: 1.0.66

Firmware Upgrade

Choose File

Upgrade

13. The progress bar will start to count up to 100%. The upgrade will take up to 15 minutes to complete.

Iridium GO!™ Advanced Features Help | Logout

GENERAL COMMUNICATION LOCATION OPTIONS SYSTEM

Firmware

Current Firmware
Iridium GO! Firmware: 1.0.66

Firmware Upgrade

Choose File

Upgrade

Firmware upgrade in progress. Please do not navigate away from this page.



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14. Once the firmware update reaches 100% the Iridium GO! will reboot. The device will be ready to use again.

Iridium GO!™ Advanced Features ? Help | Logout

GENERAL	COMMUNICATION	LOCATION OPTIONS	SYSTEM
Firmware			
Current Firmware Iridium GO! Firmware: 1.0.66			
Firmware Upgrade			
<input type="button" value="Choose File"/> <input type="text"/>			
<input type="button" value="Upgrade"/> <div style="width: 100%; background-color: #ccc; text-align: center; padding: 2px;">100%</div>			
RESTARTING IRIDIUM GO!. PLEASE WAIT...			
If the portal does not automatically reload, please check that your computer has successfully reconnected via WiFi.			