

Iridium GO!™

Help Guide



Wi-Fi connectivity

Your smartphone or tablet device **MUST** be connected via Wi-Fi to Iridium GO! (ex. "Iridium-06088") in order for the Iridium GO! application to login successfully and operate. Please check the Wireless Network Settings on your smartphone or tablet as they may have changed to another Wi-Fi network (such as your home or office Wi-Fi).

Login

To login to the Iridium GO! application, press the Login button located at the bottom of the application home screen to enter your user name and password. The Iridium GO! Application provides a default user name of "guest" with a password of "guest" (both the user name and password are case sensitive). Up to 5 users can concurrently send messages (Tracking, Twitter, SMS) while only one active call (voice or internet) can occur at the same time.

Call

To make a call, enter the full dialing sequence: 00 or + [Country Code] [Phone Number] using the country/flag drop-down if required, or select a Contact. Press the green key to initiate the call and press the red key to end the call.

Contacts

Existing contacts that are stored in your smartphone must be updated to the full internal dialing sequence in order to connect calls: 00 or + [Country Code] [Phone Number].

All Iridium shared contacts, Recents, and Favorites must be stored in this international dialing format in order to connect properly.

Personal contacts are stored on the individual's phone or tablet (called Contacts). Shared contacts are stored on the Iridium GO! device and shared among all Iridium GO! application users (called Iridium). Additionally recent calls can be accessed and favorites can be stored to simplify dialing and improve ease of accessing most frequently used contacts (instead of scrolling through long lists of contacts).

Messaging

When messaging, enter the international dialing sequence of the intended recipient: 00 or + [Country Code] [Phone Number].

An email address destination is also permitted

Twitter

To utilize Twitter functionality the following is required:

- Active Twitter account
- Iridium GO! subscriber number linked to your Twitter account

To link your Twitter account with your Iridium GO! device, login to [Twitter.com](https://twitter.com) and update your Account settings with the Iridium phone number.

Once the Iridium GO! has been linked to your Twitter account, posting messages within the Iridium GO! Twitter feature will post directly to your Twitter profile.

Further information on Tweeting via SMS can be found at <http://support.twitter.com>

SOS Settings

The Iridium GO! offers a programmable SOS button that can be configured to notify specified contacts in the case of an emergency. Once configured, an SOS can be initiated either from the Iridium GO! device or application.

An SOS initiated by pressing the SOS button on the Iridium GO! device will only send an emergency message with location information, while an SOS initiated from the Iridium GO! application will also provide the option for two-way voice communication with the designated contact.

WARNING! You must configure the SOS button in order for the SOS to send an emergency message to a designated Call Recipient and Message Recipient. Failure to configure the SOS button will result in no message being sent when the SOS button is pressed. This could prevent or delay an emergency response and result in serious injury or death.

Using the Settings menu in the Iridium GO! application, you may configure SOS while paired to the Iridium GO! device. Only one SOS emergency contact setting can be stored per Iridium GO! device, so multiple users will all share the same SOS settings. It is important to plan accordingly. The SOS settings will provide the option to use or not use the GEOS service.

GEOS safety services: To support the SOS feature, Iridium has contracted with GEOS Travel Safety Group to provide an emergency response coordination service for your Iridium GO! at no additional charge. These services are offered and provided exclusively by GEOS and not by Iridium which is a separate, unrelated company. Standard airtime charges will apply to SOS mode messages and/or calls to GEOS, a valid Iridium SIM subscription and online registration at www.geosalliance.com/iridium is required.

To use GEOS service: You must first register at www.geosalliance.com/iridium from your computer. To register, you will need your Iridium phone number and Iridium GO! IMEI (located on the Help -> About page).

After completing the GEOS on-line registration process, navigate to Settings -> SOS-> GEOS Service and select 'Use', and enter the 5-digit authorization code provided by GEOS, then Submit.

If successful, your SOS settings will appear and the SOS action will be set to Call and Message, for the GEOS service. You may then choose to add additional emergency message contacts (see Message Recipient, below).

Once completed, store your SOS settings on the Iridium GO! device. For iOS, select Save. For Android: navigate Back, then Save.

To decline GEOS service and configure designated emergency contacts: Navigate to Settings -> SOS and select 'Do Not Use' to decline GEOS Service.

Upon declining the GEOS service you should select the SOS Action (Call and Message or Message). The Message action enables automatic Emergency SMS alerts to be sent at 5 minute intervals until canceled. The Call and Message action enables the message feature as well as an automatic phone call to your designated call recipient when SOS is initiated from the Iridium GO! application.

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.

Message Recipient(s): Up to three message recipients can be entered as either an email address or a mobile phone number in the correct international format.

Spoken Language: Select the spoken language of the emergency response personnel. The SOS emergency message will contain an abbreviation of the preferred language you have selected. This field helps to inform the emergency response personnel of the language you would prefer for spoken communication. However, it does not guarantee that the emergency response personnel will be able to speak in the preference selected.

Once completed, store your SOS settings on the Iridium GO! device.

Important for SOS use:

- The Iridium GO! antenna must be raised and kept oriented towards the sky.
- SOS can be initiated either by pressing the SOS button on the Iridium GO! device or the SOS icon within the Iridium GO! application.
- To place an Emergency Call you must use the Iridium GO! application.
- The Iridium GO! device will remain in SOS mode until canceled by the user.
- The SOS mode is not canceled when the Iridium GO! application is closed or the smartphone is turned off.
- If the Iridium GO! device is turned off while in SOS mode, upon restart the Iridium GO! device will resume sending SOS messages.

- If the Iridium GO! antenna is lowered while in SOS mode the device will prompt you to raise the antenna and send a notification message to the emergency recipient(s) that you are powering down the device.

Tips on efficient operation

For Iridium GO! to operate most efficiently:

1. Keep the battery charged to ensure that the device is ready for use when needed.
2. Ensure antenna is pointed directly up while in use.
3. Make sure the antenna has a clear unobstructed view of the sky.
4. Do not touch the antenna unnecessarily when the Iridium GO! device is in use.

User Management

User management provides the administrator with the ability to create additional user accounts. These new accounts can then be modified by the administrator to limit access to different features within the Iridium GO! application: make calls, send or receive messages, send Quick GPS or post to Twitter. By default the “guest” user account is set as an administrator. The “guest” login can be used concurrently by 5 different users resulting in 5 administrators logged in at the same time. If you wish to limit access to the administrative settings (Firewall, Wi-Fi, SOS and user management), you may modify the “guest” account to remove the “administrator” rights. Prior to modifying the “guest” account, please ensure that you have created a new account with administrator privileges.

Advanced Features portal

The Iridium GO! device contains an internal portal which can be used to modify device settings through your laptop or computer. To access the portal connect to the Iridium GO! Wi-Fi via your laptop or computer, open an internet browser and enter 192.168.0.1 in the address bar. Press Enter on your keyboard, and login with an administrator account (by default "guest").

Captain and Crew Calling

A captain or crew calling scratch card can be used in the Iridium GO! device. The application can be configured to dial the first stage dialing number and submit the captain PIN or crew scratch # automatically. Configure this setting at settings -> Captain/Crew Calling option.

Additional information

For further information on the Iridium GO! application visit <http://www.iridiumgo.com>