

ISatPhone Pro

Inmarsat ISatPhone Pro

User Instructions

Returning The Equipment

Cellhire has pre-arranged procedures with UPS to collect your phone. Simply follow the instructions in the Rental Pack provided. Please make a note of your tracking number.

Customers are responsible for the return of all equipment to:

Cellhire Returns Department
3520 West Miller Road, Suite 100
Garland, TX 75041 USA

Lost/Stolen Equipment

If your equipment is lost or stolen you must contact Cellhire immediately at support@cellhire.com or call **+1.214.355.5200** (follow the prompts).

All calls made are the responsibility of the customer until the line is suspended by the network.

For a complete users manual please visit:
www.cellhire.com/support/equipment-manuals

24 Hour Technical Support

Cellhire's Support Center is available 24 hours a day, 7 days week:

Within the US: **1 877 244 7242**

Outside the US: **+1 214 355 5200**

support@cellhire.com
www.cellhire.com/support

Your Mobile Number

▶ Basic Phone Operation

Setting up your Inmarsat phone

Be sure the battery is charged. Your phone is supplied with a dual volt charger (110/220 volt) and an international adapter so it can be charged anywhere in the world.

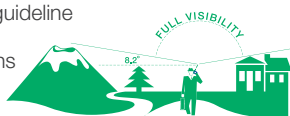
To power the phone on/off

Press and hold the red phone key until phone powers on or powers off.

Maximizing performance

Having a completely open view of the sky plays a very important role in ensuring call quality when using an Inmarsat Satellite phone. Nearby obstructions such as tall buildings, trees or mountains, can prevent calls, as they block the signal between the phone's antenna and the satellites that facilitate service.

Use this diagram as a guideline to follow, ensuring that surrounding obstructions are low to the ground, or in the far distance.



Upon arrival at your location of intended use, it is likely that you will be some distance from where the handset last registered a GPS fix therefore this may take longer than usual. It may take up to 5 minutes to acquire a first fix after travelling. Subsequent fixes when switching the device on in the same locale will not take as long.

Stand outside with a clear view of the sky and the phone antenna pointing upwards. The top left of the screen will display 'Inmarsat' once you are connected to the satellite. At least 2 signal bars are required to make and receive calls.

When attempting to receive a signal, it is recommended that you point the aerial upwards. If you don't immediately receive a signal, it may help if you slowly turn through 360 degrees and once you find a good signal strength, continue to use that position. With practice you should be able to do this very quickly.

Before you make a call, your phone needs a GPS fix so it can be located by the satellite. This happens automatically, but if a new GPS fix is needed, the red icon will be displayed. Place the phone in the open with a clear view of the sky until the red icon disappears.

To answer & end a call

To answer press the green key. To end press the red key.

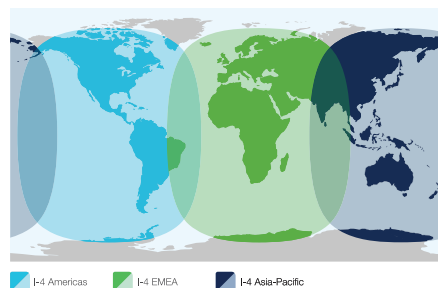
To make an emergency call

Dial 112 then press the green key.

To adjust volume

Press the volume keys on the right side of the phone.

▶ Coverage



IsatPhone Pro may be operated globally.

This map depicts Inmarsat's expectations of coverage, but does not represent a guarantee of service. The availability of service at the edge of coverage areas fluctuates depending on various conditions.

▶ Dialing Instructions

Making calls & receiving calls

1. Rotate and extend the antenna.
2. Press and hold <0> key to bring up a "+" symbol.
3. Dial the number, including the country code and press the green key. See *International Country Codes* section.

For example, to call Cellhire Support, dial: +1 214 355 5200

US country code
phone number
area code

4. People in the US should dial "011" instead of the "+" symbol when calling you from a landline.

▶ Text Messaging Instructions

Receiving text messages

Messages can be received when the antenna is deployed and your phone is connected to the network, even if you are on a call, or when incoming calls are forwarded to another phone number.

1. When you receive a message on your phone, an envelope icon will appear on the status bar. Info will pop-up and display a list of unread messages.
2. To read the message, select **Menu > Messaging > Inbox**. If you wish to read the message later, press Close.

Sending text messages

1. Select **Menu > Messaging > New message > Text message**. A blank screen will appear.
2. Compose your message.
3. When you have finished, add the recipient(s). If their details are already stored in your Contacts select **Options > Add recipient** and select the name from the list. Use the left and right navigation keys to move between Phonebook and SIM contacts. If the recipient's details are not stored, use the up navigation key to move the cursor to the To: line. Enter the recipient's full international number.
4. When you have finished adding recipients, select **Options > Send** or press the center selection key. If you want to save your message so you can edit or send it later, select **Options > Save**, or select **Options > Exit** and confirm that you want to save the text. The message will be saved in the Drafts folder. When you are ready to complete it, select **Menu > Messaging > Drafts**.

▶ VoiceMail Instructions

Retrieval of messages left in your VoiceMail will be charged at the standard call rate. Please refer to your Rental Agreement for your unit rate.

Important Note: In order for Cellhire to offer the best possible rental service, please do not change the standard VoiceMail greeting or the default PIN code. If it is necessary for you to alter the greeting, please contact a Cellhire representative for further assistance.

Accessing your VoiceMail from a US landline

Dial 011 870 772 001 899, then follow the prompts.

Accessing your VoiceMail from your handset

Press and hold the <1> key and you will automatically be connected to your VoiceMail. Alternatively, call +870 772 001 899 and then press the green key.

Additional Information

For further information, please visit www.cellhire.com and click **Support**.