

The Verizon Wireless logo, featuring the word "verizon" in white lowercase letters with a red checkmark above it, and the word "wireless" in a smaller, white lowercase font to its right.

verizonwireless

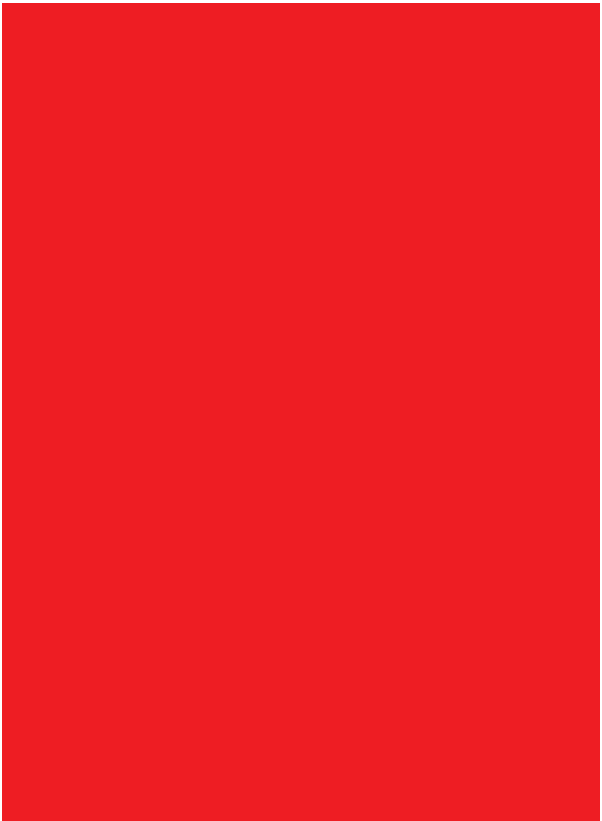
a guide to using your

Global Rental Satellite Phone

The Cellhire logo, consisting of the word "cellhire" in white lowercase letters with a stylized signal tower icon to its right, and the tagline "international wireless solutions" in a smaller font below it.

cellhire
international wireless solutions

Verizon Wireless in partnership with Cellhire



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Your Global Rental Satellite Phone



Display Icons



Special Features

How to adjust the earpiece volume

Press the upper and lower volume keys on the left side panel of the handset.

How to adjust the ringer volume

Press **1** then the upper and lower volume keys on the left side panel of the handset.

How to clear the last digit in the display, or exit a submenu

Press **C**.

How to clear the display, or exit the menu system

Press and hold **C**.

How to display your Global Rental satellite phone number on screen

Press **MR** then **#**.

Quick Access Menu

Press **1** then:

- 1** Find Name
- 2** Mute
- 3** Call Voicemail
- 4** Battery Meter
- 6** Vibrate On/Off
- 7** Read Text Messages
- 8** Register Now


Please note: No call forwarding available. Phone calls made to your Verizon Wireless U.S. cell phone number cannot be forwarded to the Global Rental satellite phone.

IMPORTANT

If you cannot get the Global Rental satellite phone to work, contact Customer Services, from a landline, immediately. All charges that you incur calling this number will be refunded. If you are on a cruise or in a hotel, please request an itemized bill so we can refund the correct amount. Please see page 24 for full contact details.

Getting Started

How to turn your Global Rental satellite phone on and off

To turn your Global Rental satellite phone on press and hold the  button, located on the bottom left corner of the phone. Repeat this process to turn the phone off.




The power button is located here

How to lock the keypad

Please make sure you lock the keypad at the end of every call and when the phone is not in use. This will ensure you do not accidentally place any calls.

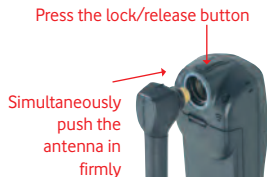
To lock the keypad, press the  and  keys simultaneously. Repeat this process to unlock the keypad.

When the keypad is locked, all keys with the exception of the power button will be disabled. You can still answer an incoming call by pressing  when the keypad is locked.

Please note: If you do not lock the keypad and you accidentally place a call or fail to disconnect a call, you will be charged for the airtime used from the time the send key is pressed until the call is disconnected.

How to attach the antenna

To attach the antenna, press the lock/release button on the top of the phone while pushing the antenna into the back of the phone, as far as it can go. Release the lock/release button. The antenna will now be correctly inserted.

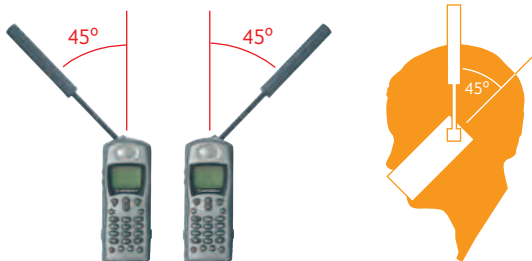




Confirm the antenna is attached correctly by rotating it to 45 degrees. If the antenna is inserted correctly, it will click into place when it reaches 45 degrees. If you do not hear an audible click, reinsert the antenna.

How to connect to the Iridium network

Once the Global Rental satellite phone is switched on and the antenna attached, you will need to connect to the Iridium network. Ensure you are outside, then rotate the antenna to a 45 degree angle.

Please note: The satellite phone antenna is a fragile piece of equipment. **Do not** rotate the antenna when it is extended.

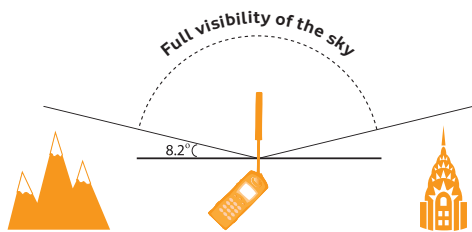


Once the antenna is correctly inserted and rotated, the Global Rental satellite phone will automatically search and connect to the Iridium network. When the phone connects to the network, the  and  icons will show on the display.

BE PATIENT. If after 5 minutes, the phone does not register and the  icon is missing, press  then  to manually connect to the network.

Tips on obtaining a good connection

Global Rental satellite phones will work anywhere (outdoors) on the earth's surface but require a strong signal to work well. To maximize the ability to make a good connection, find an unobstructed view of the sky, outside, away from buildings and tall structures before placing any calls.



Check your signal strength and try to remain stationary. This will help to keep your signal strong and reduce the likelihood of calls being dropped. If signal strength is good but the connection sounds poor, persevere with your call – your Global Rental satellite phone should be working correctly and any interference may be temporary.

When the handset is not in use, collapse the antenna and rotate it down so that it is stowed. This will help avoid damaging the handset or antenna.

Please note: The use of satellite devices and their accessories may be prohibited or restricted in certain countries. Always obey the laws and regulations on the use of these devices.

Receiving Calls

How to be contacted when you are traveling

Please note: Phone calls made to your Verizon Wireless U.S. cell phone number cannot be forwarded to the Global Rental satellite phone.

Your contacts can call you directly using your Global Rental satellite phone number, found on the inside front cover of this user guide. Please ensure you give your Global Rental satellite phone number to all your contacts, both inside and outside of the U.S. along with your travel dates.

For example:

To call your Global Rental phone from the U.S. dial

011 8816 xxxx xxxx

U.S. exit code

Global Rental satellite phone number

To call your Global Rental phone from any other country dial




exit code 8816 xxxx xxxx

exit code for the country the caller is in

Global Rental satellite phone number



If you have any questions regarding these dialing procedures, please contact Customer Services (see page 24 for contact details).

How to answer or reject a call

- If you receive a call when your Global Rental satellite phone is connected to the network, with the antenna extended at a 45 degree angle, the phone will ring and **Call. Answer?** will be displayed on the screen. Press  to answer.
- If you receive a call when your Global Rental satellite phone is connected to the network but the antenna is collapsed and stowed, the phone will make an audible tone and **Call Attempt. Rotate Antenna.** will be displayed on the screen.
 1. Rotate the antenna to the 45 degree angle, until you hear it click into place. Then extend the antenna.
 2. **Call. Answer?** will then be displayed on screen.
 3. Press  to answer.
- To hang up or reject a call press .

Making Calls

How to make calls using your Global Rental satellite phone

1. Rotate the antenna to the 45 degree angle, until you hear it click into place. Then extend the antenna.
2. Wait for the phone to connect to the network.
3. Press and hold  to display a + sign.
4. Enter the country code for the country you are calling.
5. Enter the phone number, including area code (without the first 0)*.
6. Press .

The country code for the country you are dialing must be used when calling phone numbers from a Global Rental satellite phone. Please see the country code list on page 15.

* Whenever dialing an Italian phone number, you must **not** omit the first **0** at the front of the area code.

Please note: A Global Rental satellite phone will take longer to connect than a cell phone or landline.

For example

To call a number in the U.S. dial:



To call Customer Services, dial:

+1 214 355 5285

area code
number
US country code

To call another Global Rental satellite phone, dial:

+ 8816 XXXX XXXX

Global Rental satellite phone number

For a list of countries where Global Rental provides satellite service, please visit www.vzwsatellite.com or reference the country list included with your Travel Package.

Please note: Use of the Global Rental satellite phone in countries not published on the Global Rental website (www.vzwsatellite.com), will result in chargeable airtime. Please refer to the Global Rental satellite terms and conditions for airtime pricing.

Country code list

All countries have an international country code allowing you to make calls into that country. For your convenience, a selection of these codes is listed below:

Australia 61	Germany 49	Peru 51
Austria 43	Ghana 233	Philippines 63
Bahamas 1242	Greece 30	Poland 48
Bahrain 973	Hong Kong 852	Portugal 351
Barbados 1246	Hungary 36	Qatar 974
Belgium 32	India 91	Russia 7
Bermuda 1441	Indonesia 62	Saudi Arabia 966
Bosnia 387	Ireland 353	Sierra Leone 232
Botswana 267	Israel 972	Singapore 65
Brazil 55	Italy 39	S. Africa 27
Brunei 673	Japan 81	S. Korea 82
Cambodia 855	Jordan 962	Spain 34
Canada 1	Kenya 254	Sweden 46
Cayman Isl. 1345	Kuwait 965	Switzerland 41
China 86	Lebanon 961	Taiwan 886
Cyprus 357	Malaysia 60	Thailand 66
Denmark 45	Mexico 52	Turkey 90
Ecuador 593	Monaco 377	Vietnam 84
Egypt 20	Netherlands 31	UK 44
Estonia 372	New Zealand 64	USA 1
Finland 358	N.Korea 850	Zimbabwe 263
France 33	Norway 47	
	Pakistan 92	


Vicemail


Due to the nature of the Iridium network, voicemail notification only appears on your Global Rental satellite phone when it is being used to make or receive a call. If you have not been using the phone but have received new messages, the phone will not alert you until it is next used.

Please note: All retrieved voicemail messages are automatically deleted after 14 days. All unretrieved voicemail messages are automatically deleted after 7 days.




To ensure you always know when you have received new voicemail, it is recommended that you periodically place a FREE call to the Iridium test number listed below. This enables the phone to alert you to any new messages that may have been left since you last placed or received a call.

How to dial the Iridium test number

1. Dial 1234. Press .
2. You will hear a short message welcoming you to Iridium. During this time, notification of any new text or voicemail messages will be delivered to the phone.
3. End the call once you have listened to the welcome message twice.


If you have received a new message, the  icon will appear on the bottom left of the screen. Please review your messages to determine whether this is voicemail.

How to retrieve your voicemail

1. Press the  key.
2. **Call Voicemail Select?** will be displayed, press .
3. You will now be asked to enter your Iridium satellite phone number (your Global Rental satellite phone number). This is found on the back of the handset and on the inside front cover of this user guide, and starts 8816 xxxx xxxx.
4. Interrupt the next message you hear by pressing .
5. You will be asked to enter a password (this is the last 7 digits of your Global Rental satellite phone number).
6. You will now be in the Main Menu.
7. Follow the prompts.

Please note: Charges for retrieving voicemail messages are noted in the terms and conditions included in your Travel Package. All voicemail messages are removed from the mailbox upon return of the Global Rental satellite phone.






Main menu functions

- | | |
|--|--|
|  Play Messages |  Personal Options |
|  Record Messages |  Resend Messages |
|  Change Greetings |  Exit |

Text Messaging






You can send and receive text messages to and from other Global Rental satellite phones and regular email addresses (a 160 character limit applies, including the email address).

How to send a text message to an email address

1. Press the  key.
2. Scroll to **Message Editor**, press .
3. Before you compose your message, type in your contacts email address followed by a space. Now type your message using the keypad.
4. Press .
5. **Send Message?** will appear, press .
6. Enter the destination number as 00*2.
7. Press .

The message will now be sent.



How to send a text message to another Global Rental satellite phone

1. Press the  key.
2. Scroll to **Message Editor**, press .
3. Type a message using the keypad.
4. Press .
5. **Send Message?** will appear, press .
6. Enter 00 followed by the number of the other Global Rental satellite phone.
7. Press .

The message will now be sent.

Please note: Charges for incoming and outgoing text messages are noted in the terms and conditions included in your Travel Package.

Receiving a text message

1. When you receive a message, the phone will beep and display **Message Read Now?** The  icon will also appear on the bottom left of the screen.
2. Press  to retrieve your message.

FREE text messaging service

Your friends, family and colleagues can stay in touch with you for FREE via the Global Rental website - <http://messaging.iridium.com/>.

This web-based service allows your contacts to send text messages to your Global Rental satellite phone at no cost to you (to receive them) or your contacts (to send them). Give your Global Rental satellite phone number and the details below, along with your travel dates, to all your contacts.

1. Log on to the Global Rental website:
<http://messaging.iridium.com/>
2. Type your Global Rental satellite phone number in the 'To' field and the message in the 'Message' field (160 character limit).
3. Click the 'Send Message' button.

To reply to one of these text messages, simply send a response to the senders email address (see instructions on page 18).

Sending emails to the Global Rental satellite phone

Your contacts can reach you by email, as follows:

1. In the address bar type your Global Rental satellite phone number followed by [@msg.iridium.com](mailto:8816xxxxxxx@msg.iridium.com) (e.g. 8816xxxxxxx@msg.iridium.com).
2. Do not enter a subject line.
3. Type a message no longer than 120 characters in length (including spaces).
4. Press send.

How to Return Your Global Rental Satellite Phone

For rental customers only:

Information along with a prepaid UPS shipping label has been provided in your Travel Package. Please call Customer Services Toll Free on **866-708 2847** if you have any concerns or questions.

Do not return your phone using a UPS drop box. You MUST arrange collection or return via a local UPS store location.

Please note: Ensure your Global Rental satellite phone is received within 4 working days of the end of your rental period (disconnect date). If the phone is not received within this period, additional daily rental charges will apply, until FedEx collects the phone. If the device is not returned within 15 working days of the end of your rental period (disconnect date), you will be charged for the equipment, as noted in your terms and conditions.

Lost, Damaged and Stolen Phones

If your Global Rental satellite phone is lost, damaged or stolen, it is essential that you contact us **immediately** to have the phone disconnected. You will be charged daily rental fees and for any airtime used until you contact us and disconnect the phone.

To disconnect your Global Rental satellite phone please call:

+1 214 355 5285

For a list of Toll Free contact numbers from other countries, please see page 24.

The phone will then be disconnected.

Incident reporting to Customer Services

A) When reporting your phone lost, damaged or stolen, you will be asked for the following information:

- Your name.
- Your Global Rental satellite phone number.
- Where the Global Rental satellite phone was lost, stolen or damaged.
- The time of the incident.

The phone will then be disconnected.

B) Once you have reported the incident to Customer Services:

If your phone is damaged:

- The damage assessment will determine your liability.

If your phone is lost or stolen:

- The full replacement cost will apply unless the customer has purchased theft & loss protection at the time the order was placed. For more information on replacement charges, please refer to the terms and conditions included in your Travel Package.

Contact Details

To place a new order, call 1 800-711-8300

Please note: Only the contact of record on the Verizon Wireless account may place an order. You will be asked for your Verizon Wireless U.S. cell phone number and a valid credit card.

How to contact Customer Services

Toll Free from your Global Rental satellite phone


Dial +1 214 355 5285 

Toll Free from U.S. landlines

Dial +1 866 708 2847

E-mail: support@cellhire.com

Web: www.vzwsatellite.com



**Wishing you safe and
happy travels**

