

INMARSAT STANDARD PRE-PAID INFORMATION PACKET

*VOUCHERS have 12 months from date of purchase to be activated, before they expire.

Your Inmarsat SIM card does not expire, so if you would like to keep the number to use again later, just hold onto the SIM card and you can add vouchers to it at any time from SatPhone Shop.

INMARST Standard Pre-Paid Calling Guide:

What does a Pre-Paid INMARSAT Satellite Number look like?

When you activate an INMARSAT Pre-Paid service you will be issued with a 12-digit number starting with either one of the following:

- 8707 XXXX XXXX

Making calls from your INMARSAT Pre-Paid Service:

Making calls from your INMARSAT Satellite Pre-Paid service requires you to always dial the full international number sequence, even if you are making calls within Australia. See the 2 examples below:

Calling a Fixed/Landline Phone in Australia

Calling a Home/Work phone - number 03 8588 4500. To make a call to this number from your smart phone you would dial:

International Exit Code	Country Code	Area Code (drop the zero)	Full Number
"+"or "00"	"61"	"3"	"85884500"

Therefore, from your smart phone, within the app, you would dial +61385884500

Calling a Mobile Phone in Australia

Calling a Mobile service/phone - 0400100500. To make this call from your smart phone you would dial:

International Exit Code	Country Code	Full Number (drop the zero)
"+"or "00"	"61"	"400100500"

Therefore, from your satellite phone, you would dial +61400100500

What numbers can I dial?

From your satellite service, you can dial any Full National number where an area code would be used, and any mobile 04 service.

Please Note: You cannot dial: 13 / 1300 / 1800 / 1900 or other special short numbers from an INMARSAT Pre-Paid Service.

Most 13/1300 services will have a normal full national number available, so just call them before you leave. You can dial "000" in an Emergency or "112".

How does someone call your INMARSAT Pre-Paid Service?

From their handset, they would dial "0011" (Australian *IDD access Code*) then your satellite number

8707 1234 5678 So, they would dial "0011870712345678"

(This call is classified as an international call so the phone being used must have access to calling international numbers. Many business phones have restrictions on being able to call international numbers. IDD stands for International Direct Dial).

If they are dialing from overseas, then they would replace "0011" with their local IDD access code.

Is DATA supported on my pre-Paid service:

Data is not supported on your pre-Paid service, only Voice and SMS services are supported.

Does my Pre-Paid service support Voicemail?

Yes, access to a Voicemail service is provided free of charge. Diversions to Voicemail are Free and retrievals are charged at varying rates depending on your plan. Please check your actual cost against your plan. Your Voicemail number to set is: 8816 6299 0000.

Do people I call see my Satellite number (Caller ID)?

INMARSAT supports CLI (Call Line Indicator) in both directions. However, there are instances with CLI where the number sent from INMARSAT is stripped by the PSTN carrier.

Do I get charged a Call Connection Fee per call?

No, at SatPhone Shop we do not charge a Call Connection fee.

Do I pay to receive calls or SMS messages?

No, you are not charged to receive a standard call or SMS message.

Can I send a SMS to an Australian Mobile service?

Yes, INMARSAT supports SMS from satellite to most major Teleco's (Telstra/Optus) and vice versa.

Can an Australian Mobile service send a SMS to me?

Yes, INMARSAT supports SMS from satellite to most major Teleco's (Telstra/Optus) and vice versa. You can also send a FREE text to any satellite INMARSAT satellite phone via the INMARSAT website.

<http://connect.inmarsat.com/Services/Land/IsatPhone/SMS/sms.html>

What happens with my account once I run out of credit?

Once you have used up all your credit, (or the time limit according to the plan you selected has expired) your Inmarsat SIM card does not expire and is re-usable later by loading a new voucher on it. So always keep your SIM card somewhere safe so you can re-use it anytime and you will also have your original number.

Can I check if my phone is working BEFORE, I load my voucher?

Yes, Inmarsat provides 2 free units with the Pre-Paid SIM card you have received. These are only valid for 30 days from your date of order with SatPhone Shop. So, you can make a 1-minute call with these 2 units to ensure your phone is working properly before you install your pre-Paid voucher, which once installed, cannot be cancelled, or refunded. Inmarsat also have a free call number to test your phone anytime you think it's not working –

IsatPhone Free test number: +870 776 999 999

How do I check my available credit?

Make sure you are outside with a clear view of the sky. If in Australia, the satellite will be roughly to the North. Wait until the handset registers on the network.

The display will show,

"Ready for Service"

Balance Enquiry: " **Menu->Settings->Prepay->Balance enquiry** "
..and press the Green Send key.

*Alternatively, you can just press *106# then press the send green key and you balance, and expiry will be displayed on your phone screen. This is provided free of charge.*

How do I load my voucher?

Make sure you are outside with a clear view of the sky. If in Australia, the satellite will be roughly to the North. Wait until the handset registers on the network.

The display will show,

"Ready for Service"

Redeem a voucher: " **Menu->Settings->Prepay->Redeem voucher** "
..and press the Green Send key.

Have your 16-digit voucher number on hand, and follow the prompts displayed on the screen.

Please remember that the voucher MUST be applied before the expiry date, and that the validity period applies from the date added to the account via the handset

When attempting to load a voucher following the steps above carefully, and you receive a "Network Terminated" response on your phone, try checking your balance as per instructions above. If your balance is still nil, then contact Satphone Shop and we can manually load the voucher for you. Note, this is only available standard Business Hours.

Once a voucher has been entered it cannot be cancelled or refunded!

Can I use my Pre-Paid Satellite Service overseas?

Yes, you can use your INMARSAT Pre-paid service anywhere INMARSAT provides service.

(Some countries may have specific regulations/restrictions about bringing in a satellite phone, so please check with the relevant country prior to leaving).

How do I "Top Up" my account?

To top-up / add additional minutes or time to your existing account, please call SatPhone Shop on 1300 368 611 from a fixed or mobile phone. Please check the SatPhone Shop website for what plan you would like to purchase. Tops-ups can only be done with a valid credit card – Visa / MasterCard.

Please note – Top ups can only be done Monday – Friday 9:00am to 5:00pm EST

Can I buy more vouchers to have with me?

Yes, you can purchase multiple vouchers in advance to keep with you. Vouchers do not start / commence until you have loaded them into your phone, so can then be added anytime you require additional minutes / time. Vouchers are valid for 12 months from the date of purchase.

The Inmarsat Pre Paid SIM card also does not expire when your credit expires. So, for example if you are traveling for a month with no coverage, you could load your pre-paid for that month. Then maybe for the next month you're in coverage, so you don't need the satellite service, so you can let it expire. Then 2 months later, you can still add a voucher to your SIM card when out of coverage again. Your satellite number remains the same.

“Global” SPS Pre-Paid Plans:

These plans are designed to work anywhere in the world.

Units required per minute by Call Type – All INMARSAT Pre-Paid Plans

INMARSAT to PSTN	INMARSAT to INMARSAT	INMARSAT to Iridium	INMARSAT Voicemail*	Sending SMS	Standard Call (inbound)
1.5	1.5	12.7	1.5	0.6	0

*Voicemail retrieval. Voicemail diversion is free.

Call Charges:

Calls are charged/deducted from your account for the first 30 seconds and then in 15 second increments. The actual cost per unit depends on the call type. Please refer to the chart above for charges by call type.

Being a Pre-Paid account, you are not issued with a bill or usage summary at any stage. Once your credit has been used up, you will not be able to make or receive calls. Your SIM card can still be used later, by loading a new voucher from SatPhone Shop.

When you first purchase your pre-Paid account, you can select from a range of options. You can also mix in match other plans to make your "own custom" plan that suits your specific needs! Most plans are compatible with other plans for additions to or top upstoo. See the chart below which highlights what plans are compatible with each plan. For plan pricing please visit www.satphoneshop.com.

Call Charges Chart:

Plan	Price	UNITS	Validity
ISATPP100-SPS	\$225	100 Units	90 Days
ISATPP250-SPS	\$455	250 Units	6 Months
ISATPP500-SPS	\$895	500 Units	12 Months
ISATPP1000-SPS	\$1,545	600 mins	12 Months
ISATPP2500-SPS	\$3,595	2500 Units	12 Months
ISATPP5000-SPS	\$5,995	5000 mins	12 Months
ISATPP30D-SPS*	\$85	0 mins	30 Days

- † All call costs based on 'per minute' calculations.
- *This plan only extends your Prepaid an additional 30 days. No additional units are added.
- It is FREE to receive an SMS.
- Friends and family can send a FREE SMS to the INMARSAT satellite number via:
<http://connect.inmarsat.com/Services/Land/IsatPhone/SMS/sms.html>

Do I get charged an Activation Fee?

No, at SatPhone Shop we do not charge any activation fee

Do I get charged a Load/Recharge Fee?

No, at SatPhone Shop we do not charge any additional fees to Top-up/Re charge your existing account, apart from the actual Pre-Paid voucher selected.

How do I use voicemail?

Dial one of the following access codes:

- Full number: 00 870 772 001 899
- Short code: 570
- **IsatPhone Pro & IsatPhone 2 users: Speed dial by holding down the 1 key until the call is initiated.**

2. Depending on how your mailbox is set up, you may also need:

- The phone number supplied to you by your Service Provider as part of your subscription.
- Your mailbox PIN. You choose your PIN when you first set up your mailbox. See Setting up voicemail for the first time on this page.

3. Enter these if prompted.

4. You will hear the automated greeting when you have successfully accessed voicemail.

Setting up voicemail for the first time

The first time you access voicemail, you will be led through the setup procedure by the automated voice. As part of this procedure, you are asked to select your preferred language, enter a PIN number, and record a voicemail greeting.

Note: Your account cannot be setup if you do not complete this initial procedure.

Note: You must use the terminal or handset associated with your subscription to setup the account.

1. Access voicemail from your satellite phone using one of the access codes shown in the ins above.
2. When prompted, select your preferred language from the list presented. English is the default (key 1).
3. You will be asked to enter a new 4-digit PIN followed by the # key.

Note: The # key is referred to as the "hash" key by the automated voice (also known as the "pound" key in some countries).

4. You will be asked to confirm the 4-digit PIN followed by the # key. If the PINs you entered match, you are informed that the PIN has been changed.

Note: You must enter a PIN when setting up voicemail for the first time. Subsequently, you will only be asked for your PIN when you call from a phone other than your own terminal. If you want to disable this feature, you can do so at any time after completing the initial set up. See Changing the PIN skip settings on page 8 for details.

5. Finally, you will be asked to record your greeting. Say the greeting that you want callers to hear when you are unable to take a call, followed by the # key. You can elect not to record a greeting in which case voicemail identifies you to your callers by your phone number.

6. Once the # key has been pressed, you have the following options:

1. Use this greeting and proceed with the setup procedure
2. Listen to the greeting
3. Re-record your greeting

The automated voice confirms that the setup procedure is complete, informs you if there are any voicemail messages for you, and offers you further management options.

Using voicemail

1. During message playback, your options are as follows (Option key marked):
2. # - Save the message and listen to the next message
3. 1 - Listen to a message again
4. 2 - Delete the message
5. 3 - Listen to the message details (caller number, date, and time of the call)
6. 4 - Mark the message as new.
7. 5 - Get the caller's phone number (if supplied) sent to you as a text message
8. 7 - Rewind whilst listening to the message
9. 9 - Fast forward
10. *7 Listen to the previous message. This will work even if you have deleted the
11. previous message
12. *0 Pause the message for up to 35 seconds. Press 8 to resume

Listening to voicemail messages from a satellite phone

1. Access voicemail by dialling the full number (00 870 772 001 899) or the short code (570); quick dial (1) can be used from the IsatPhone Pro or IsatPhone 2. The voicemail system will automatically recognise your number and take you straight to your mailbox.
 2. Enter your PIN Only required if PIN Skip is set to off.
 3. You are told how many new or saved messages you have (if any).
- New messages are played automatically unless you have suppressed automatic message play (see Changing the automatic message play setting on page 7).
 - You will be told the caller's number (if supplied), the time and date of the call, and the message itself, unless you have reconfigured your message format (see Changing the message content on page 8). The message is saved automatically, and the next new message (if any) is played.
 - After playing all new messages or if you have no new messages, you can listen to saved messages by pressing 1.

Leaving a voicemail message

Your callers can leave a voicemail message lasting up to 60 seconds as long as you have room in your mailbox. Your mailbox can store 10 messages, but once full, your callers will not be able to leave a message.

Your caller is diverted to the voicemail system if you do not answer the phone (for whatever

1. reason).
2. If your caller has dialled voicemail using the long number from a non-Inmarsat number, they will be asked whether they wish to leave a message or access a mailbox.
3. Select 1 to leave a message. The caller is prompted to enter the number of the person for whom he wants to leave a message. Enter the phone number without leading zeroes or plus sign, followed by the # key.
4. If your mailbox has been activated and is not full, your caller will receive a mailbox greeting and is invited to record a message, followed by the # key.

Configuring Voicemail Alerts

When accessing the voicemail system, you are advised how many new and saved messages are waiting. Voicemail can be configured to notify you whenever a voice message is left. Notifications are sent out in your preferred language.

To configure voicemail alerts:

1. From the main menu, select Administer Mailbox (3).
2. From the Administer Mailbox menu, select Voicemail alerts (2).
1. **Note:** If alert notifications have previously been configured, you will be prompted with the details of your current settings
2. Select one of the following options on the following page:
3. 1 - Enable (or disable) voicemail alerts by text. (Note: not available for SPS)
4. 2 - Enable (or disable) voicemail alerts by voice call. (Note: not available for IsatPhone Pro)
5. 3 - Set the number to which you want voicemail notifications to be diverted

Note: If a number already exists to which voicemail notifications are sent, you will be prompted with the number and have the opportunity to retain or delete this setting.

Note: The number to which alerts will be sent must be entered without leading zeroes or + symbol and must be finished with #.

Note: If you make a mistake during phone number entry, press the * key and start again.

*2 - Return to the previous menu

Troubleshooting

My phone does not accept the PIN I enter

- Contact your Service Provider

My phone does not seem to receive voice messages

- Mailbox may not be active: see Setting up voicemail for the first time on page 2
- Mailbox may be full (maximum 10 saved messages allowed): delete some messages and retry
- Message must not be longer than 60 seconds: leave a shorter message if necessary
- Caller may have already had three attempts to leave a message: access voicemail again and retry
- Ensure your Service Provider has enabled voicemail

My IsatPhone does not accept speed dial (1) to access voicemail

- Keep the 1 key pressed until the call is initiated

I have been unable to set up voicemail for the first time

- Ensure you use your own satellite phone to conduct first-time setup

My phone does not automatically notify voicemail messages

- See Configuring voicemail alerts on page 9
- Periodically check voicemail for messages

IsatPhone Pro users – **Important**



The Isatphone Pro is now considered end-of life. This does not mean that it can't be used on the Inmarsat network, it simply means there will be no further firmware updates made available, so it is very much a case of making sure your IsatPhone Pro has the latest firmware applied. The latest firmware is 5.17.2 [Instructions to upgrade your IsatPhone Pro](#)

Your IsatPhone Pro **MUST** have firmware 5.3.0 or higher to operate on the network. It is HIGHLY recommended that you upgrade to the latest 5.17.2 version. SatPhone Shop are unable to assist with Firmware upgrades or support for the Isatphone Pro.