

Do Not Attempt to use this phone indoors. You must be outside away from large structures and trees. **You must have 80% view of the sky when using this phone.** If you are on a ship you must be on the **upper deck** away from antennas and radar domes.

Upon receipt of the phone you are required to test the phone. Follow the instructions below and dial "# test" and press (send). You should receive a recording that states "You have made a successful call on the Globalstar Satellite network". When you are outside you must **(wait)** until you receive consistent signal strength at that point you must **(wait)** and allow the phone to register **before** attempting to make a call. When the phone registers you will **see an inverted letter "i"** in the right side of the display. *This may take as long as two to three minutes so do not attempt to use this phone until it is registered.* If you experience problems using the phone please refer to the trouble shooting guide enclosed. You must have subscribed to voice mail access to have your voice mail fully set up and have the instructions provided.

PLEASE READ THIS GUIDE CAREFULLY BEFORE ATTEMPTING TO OPERATE THE PHONE.

GLOBALSTAR QUICKSTART GUIDE

Your satellite phone number is 254-_____-_____

- CHARGE THE BATTERIES UPON RECEIPT OF THE PHONE.
- TO MAKE AND RECEIVE CALLS, IT IS NECESSARY TO BE OUTDOORS AND AWAY FROM buildings, STRUCTURES, tree cover, etc.
- THE PHONE WILL NOT FUNCTION INDOORS.

LARGE ANTENNA, located at the back of the phone (not the small antenna on top of phone) should be rotated to an upright position and extended. **A lower case "i" will appear in the top right hand corner of the display. The "i" indicates the phone is registered on the satellite and is ready to make and receive calls. It is not possible to make or receive calls unless the "i" is visible on the display.**

Making Calls while in the US and Canada

When you are outside you must **(wait)** until you receive consistent signal strength at that point you must **(wait)** and allow the phone to register **before** attempting to make a call. When the phone registers you will **see an inverted letter "i"** in the right side of the display. *This may take as long as two to three minutes so do not attempt to use this phone until it is registered.* To complete a call while traveling in the US and Canada, please dial 1+area code + telephone number.

Making Calls outside the US and Canada

When you are outside you must **(wait)** until you receive consistent signal strength at that point you must **(wait)** and allow the phone to register **before** attempting to make a call. When the phone registers you will **see an inverted letter "i"** in the right side of the display. *This may take as long as two to three minutes so do not attempt to use this phone until it is registered.* To complete a call while traveling outside the US, Canada and Caribbean press and hold down the 0 number key until a + sign appears in the display (the International code will automatically dialed) then dial the Country Code+ area code + telephone number + "send". The country code for the U.S. is 1

To end a call, please press "end".

Toll free customer service can be reached from the satellite phone by dialing *611 + "send" or from a landline phone at 1-877-452-5782. While roaming (outside US or Canada) please dial 1-905-712-7197.

Text Messaging

Online-to-Phone Text Messaging is available to contact Globalstar customers. This is a FREE service. You can send a message up to 18 characters long. Simply go to the link listed below, enter in the satellite phone number, type message and press "send".

<http://www.globalstarusa.com/en/services/enhancedservices/sms.php>

TROUBLE SHOOTING

If the "i" does not appear and the phone is searching for service for some time, please complete the following procedure:

- 1.) Power up phone.
- 2.) Choose "menu" by pressing the up arrow key at top of key pad.
- 3.) Press "8".
- 4.) Press "8".
- 5.) Press "1".
- 6.) On the display, you should see the "i" in the top right hand corner and the bottom line of the display should read "GStar Only". If it does not read "Gstar Only" use the buttons on the left side of the phone to scroll down till you see "Gstar Only". Press the up arrow to indicate "OK".
- 7.) You should now see the "i" in the upper right hand corner of the display. The phone is now ready to make and receive calls.

Problem: you can't make calls or receive calls

- Check the antenna. Is the large antenna, located at the back of the phone, rotated and fully extended?
- Do you have a clear unobstructed view of the sky?
- Check the signal strength indicator. If the signal is weak, move to an open space away from tree cover, buildings or structures.

Problem: battery will not charge

- Check the charger. Is it properly connected? Are the charger contacts clean and dry?
- Check the battery contacts. Are they clean and dry?
- Check the battery temperature. If it is warm, let it cool before recharging.

Problem: battery drains faster than normal

- Is this a new battery? A new battery needs two to three charge/discharge cycles to attain normal performance.
- Has be battery been completely discharged? Allow the battery to fully discharge (until the phone turns itself off) and then charge the battery overnight.
- Are you using the phone in extreme temperatures? At extreme hot or cold temperatures, battery performance is significantly reduced.

Problem: phone is not responding the user controls, including power key

- Remove the battery from the phone and then reattach it to cycle power and reset.