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

GLOBALSTAR QUICKSTART GUIDE

Your satellite phone number is ____-____-____

- 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.

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 if placing a call from the US, simply dial 1 the area code and number. Other instructions on placing a call are on the second page.

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. **This may take as long as two to three minutes so do not attempt to use this phone until it is registered.** When the phone registers you will see the words “Entering Globalstar Service”. Once in service the phone will say **Globalstar, the time and date.** As shown in the pictures below. 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.

GLOBALSTAR CUSTOMER CARE: 877-452-5782
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 it will say “Entering Globalstar Service” and look like the image on first page. *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 it will say “Entering Globalstar Service” and look like the image on first page. *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”

Receiving an incoming call

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 receiving an incoming call. Caller dials 1 then the 10 digit Globalstar number. To answer an incoming call, simply press the “send” key, to terminate the call press the “end” key.

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 @ [http://www.globalstar.com/en/index.php?cid=5510](http://www.globalstar.com/en/index.php?cid=5510) (Note you cannot send an outbound text message with any Globalstar phones).

TROUBLE SHOOTING

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 the 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.

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