

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

GLOBALSTAR QUICKSTART GUIDE

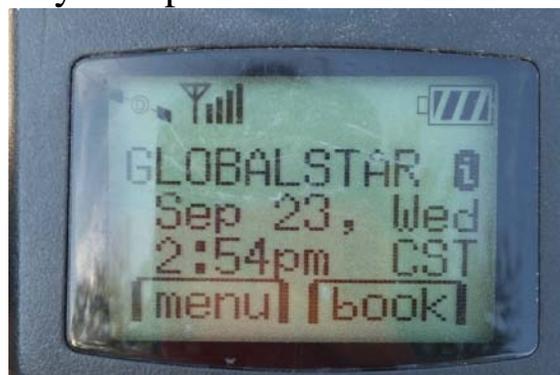
Your satellite phone number is _____ - _____ - _____

- **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> (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.

GLOBALSTAR CUSTOMER CARE: 877-452-5782