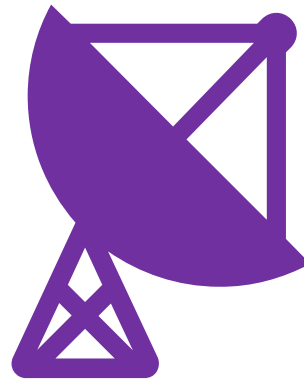


# USING A VDH SATELLITE PHONE

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Vermont Department of Health

# The Phone - Iridium 9555 and Accessories

## Features:

- Volume key on Left side of phone
- Power port under rubber flap on Left side of phone
- Right “soft key” for HELP
- Headset port under rubber flap on Right side of phone
- Remove rubber plug on back/top to connect automobile antenna

## Accessories:

- AC and DC charger adapters are included in carrying case
- Magnetic automobile antenna can be affixed to car roof
- Phone numbers and instructions stored under the “egg crate” foam panel in the lid of the Pelican carrying case



# Preparation Tips

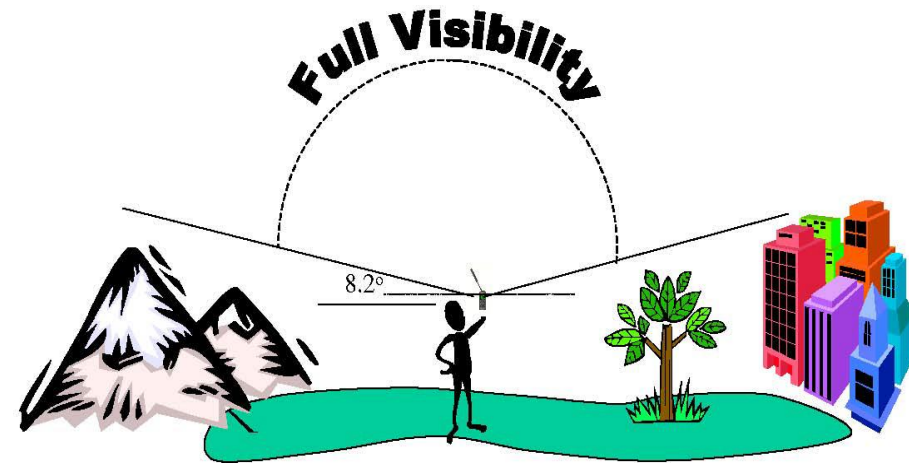
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- Charge phone approximately every 4 months (**create a calendar reminder**)
  - *Batteries should be completely drained before charging to optimize battery performance.*
- Designate calling locations, plus alternatives
- Periodically verify or print out a new satellite phone contact list



# Tips for Good Reception

- The phone must be **used outside** and away from trees and tall buildings. Best reception requires approximately  $140^\circ$  of view above the horizon in all directions, and nearest building should be more than 40 feet away. (*Unless used with the optional cradle and indoor antenna.*)
- Fully extend the handset antenna.
- Rotate the antenna so it is pointing directly up.



# Making a Satellite Phone Call

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- When outside, press and hold round power button on top of phone to turn ON (and OFF).
- Wait for “REGISTERED” to display on screen. This may take up to 30 seconds. Do not attempt to place a call if the satellite phone does not register and have signal bars.
- Optimal signal strength is 3 bars or more shown in the upper left corner of the display
- Status indicator flashes **GREEN** when there is a signal; **RED** when there is no signal.
- Free satellite phone test calls may be made by calling:  
**00 – 1 – 480 – 752 – 5105**
- Be aware that satellite phone calls are expensive – high rates apply!

# Dialing Instructions

- **Satellite Phone to Satellite Phone**

Dial: + OR 00, then 12-digit satellite phone #

+ – 8816 – 123 – 4567 OR 00 – 8816 – 123 – 4567

- **Satellite Phone to Cell or Landline Phone**

Dial: + OR 00, then 1, then 10-digit phone #

+ – 1 – 123- 456 – 7891 OR 00 – 1 – 123- 456 – 7891

- **Cell or Landline Phone to Satellite Phone (saves \$!)**

Dial local number assigned to satellite phone

1 – 802 – 123 – 4567

**\*satellite phone to satellite phone reduces the chance of poor reception/failure\***

# Satellite Phone Text Messaging

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## Free and Unlimited Web-based Text Messaging to Sat Phone:

- \*\*\* Recommended for non-urgent communication; messages stored for 1 week
- Go to: [www.iridium.com](http://www.iridium.com)
- At the Homepage, point on 'Support,' and select 'Send a Satellite Message'
- Enter the 12-digit Iridium telephone number; skip the 'Reply Email' box unless using reply texting from sat phone
- Type in message up to 160 characters in the large box
- Click send message; message will appear on the receiver's sat phone display
- Web browsers must allow reCAPTCHA functionality to support this capability

# Iridium text messaging fields

## Iridium Messaging

[Messaging](#) [MDA](#) [FAQ](#) [Iridium.com](#)

160 characters remaining

**CAPTCHA no longer works with Internet Explorer if you don't see the CAPTCHA use a different browser**

I'm not a robot  
reCAPTCHA  
[Privacy](#) - [Terms](#)

[Send Message](#)

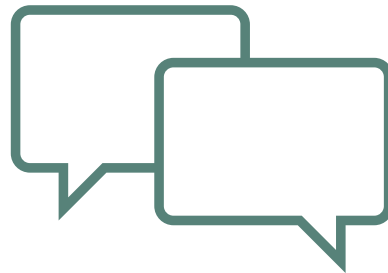


# Satellite Phone Text Messaging

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## Sat Phone texting to Sat or Cell Phone:

- From Main menu screen, select 'Messages'
- Select 'Create Message,' and write your message in the message area, and then select 'Options'
- Select 'Send,' and enter number at 'New Recipient,' or select from any pre-saved numbers, press 'OK,' and hit 'Send'



# Questions?

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- Refer to the documentation in the lid of your satellite phone's carrying case.
- Visit the website: [www.iridium.com](http://www.iridium.com)
- Contact VDH DEPRIP:
  - Health Alert Network Coordinator  
AHS.VDHSVTHAN@vermont.gov
  
  - Public Health Program Administrator  
AHS.VDHSVTHPP@vermont.gov