

Telstra Mobile Satellite User Guide

Introduction

This document contains important information that you should be aware of. There is also additional material to be read in conjunction with your Motorola[#] Satellite Series 9505 Portable Telephone User Guide.

The Telstra Mobile Satellite network is continually being upgraded, so please keep in touch with your dealer for new developments, value added services and enhancements.

1. Motorola Satellite Series 9505 Portable Telephone User Guide

This section is to be read together with the Motorola Satellite Series 9505 Portable Telephone User Guide for use of the handset in connection with Telstra Mobile Satellite.

Please note that there are several instances where information provided in the Motorola Satellite Series 9505 Portable Telephone User Guide does not cover menu items displayed by the handset. This addendum does not attempt to cover these additional features but rather is intended only to provide information relevant to the operation of a handset in connection with Telstra Mobile Satellite.

Operating Mode

In the User Guide there are a number of references to “Selecting a Mode” of operation and to both “Satellite” and “Cellular” modes, however, only Satellite mode is currently supported by the Iridium[®] Satellite Network.

Telephone Battery Charging

A mains power charger and an in-vehicle charger are provided in the standard package. A desktop charger (shown in the Motorola Satellite Series 9505 Portable Telephone User Guide) is not provided with Motorola Satellite Series 9505 Portable Telephone and is no longer available. A solar charger may be available for separate purchase through your dealer or Telstra Shop.

SIM Card Security

Telstra Mobile Satellite does not currently support the SIM PIN2 security options described in the User Guide. The PIN security option, which operates each time the phone is turned on (unless you choose to deactivate it), is supported.

National Calling (within Australia)

When in Australia and calling an Australian number, it is not necessary to use the international dialling prefix (+) and country code prefix. However an Area Code (eg 02) is always required except for numbers beginning with 1 and 0.

For Example:

To call a home phone in Sydney = 02 xxxx xxxx (even if you are in Sydney at the time).

To call a Mobile phone = 04xx xxx xxx

To call an 1800 number = 1800 xxx xxx (Note that not all 1800 numbers may be available from a Motorola Satellite Series 9505 Portable Telephone).

International Calling

If dialling another country, International dialling 0011 or + 11 then country code must be used, regardless of where you are calling from. For example, if you are in New Zealand and you need to call a number in New Zealand, you must dial 0011 or +11 then the country code and the rest of the number.

Calls to Telstra Mobile Satellite users

Callers in Australia calling your new Motorola Satellite Series 9505 Portable Telephone must dial the full national number provided to you the subscriber, i.e. 01471 xxxxx.

This information is important to pass on to anyone who will be going to call you on your new Motorola Satellite Series 9505 Portable Telephone.

As these calls are sent via a 'satellite' network, the person calling a Motorola Satellite Series 9505 Portable Telephone will experience a different calling scenario than they are used to.

A typical example may be: The caller dials your new satellite number 014714xxxx and hears nothing for about 5 seconds. Then a few 'beeps' are heard, like when you make an International call, then silence again. Don't hang up as the call is going through. This silence may last up to an additional 20 seconds depending on the status of the phone you are calling before you start to hear a ring tone etc.

Emergency Services

Dialling "000" will connect you to an emergency service operator in Australia. The 000 operator will have some indication of the caller's location, but only within several hundred kilometres. Calls dialled to 112 (a GSM standard emergency number) will be connected as for 000. A SIM card does not need to be present in the handset for either emergency numbers to be routed to Australia.

Personal Mailbox

Personal mailbox operation is similar to Telstra Mobile MessageBank®. Access to your mailbox will be by dialling 101 and notification of messages received will be via SMS (Short Messaging Service).

MEMO – personal messenger

Memo is available and supported by Telstra Mobile Satellite. Ask your dealer about your options.

View SIM Card Phone number

To view your SIM card phone number, it will need to be added manually to the SIM card.

In Call Features

The features, described in the "Using In-Call Features" section of the User Guides, may not be available initially and will be added when possible.

Received and Outgoing SMS Messages

Your handset is capable of receiving SMS messages, generated by the Voicemail service to indicate a message waiting and those generated by SMS users worldwide.

The ability to send SMS messages¹ is supported on Motorola Satellite Series 9505 Portable Telephones, however depending on when your handset was purchased, it may require a software upgrade to enable this feature. You can check this by switching the phone on and entering *#91#. If the phone responds with anything other than LAC0307, it will need a software upgrade. Please ask your dealer about getting this done.

SMS messages can also be sent from various SMS online tools like SMS Buddy and Web notes on Telstra.com.

PocketNews® on demand:

PocketNews on demand is also available on Telstra Mobile Satellite with a compatible Motorola Satellite Series 9505 Portable Telephone. This gives you access to on demand services like news, horoscopes, weather, financial services, ski updates, entertainment, Lotto and sports results. Please ask your dealer about this great service.

Warranty and Repair information

For all warranty and repair enquiries, please call the Telstra Mobile Satellite Support group on:

125 135* Monday to Friday 7:30am – 7:30pm. Saturday 10am – 4pm. EST

2. Telstra Mobile Satellite billing details and other important information

Billing cycles and billing information

Monthly billing is available in connection with Telstra Mobile Satellite. For the purposes of all call records, call times will be expressed according to Eastern Standard Time (EST). Your Telstra Mobile Satellite account cannot be integrated with Single Bill or any other Telstra Mobile GSM or CDMA phone.

Service coverage

Access to Telstra Mobile Satellite is available from coverage areas in Australia and in most overseas countries. The antenna of your handset must be pointing straight up with a clear line of sight to a wide view of the sky. The quality of service may be affected where there is a narrow view of the sky (such as where there is dense forest canopy or dense tall buildings or high, narrow gorges).

Using your Motorola Satellite Series 9505 Portable Telephone overseas

Use of your Motorola Satellite Series 9505 Portable Telephone in some countries may be illegal. If you use your Motorola Satellite Series 9505 Portable Telephone to access the service from overseas, you do so entirely at your own risk and you are responsible for all call costs incurred while using Telstra Mobile Satellite overseas (including any charges levied by the local carrier).

When using your Motorola Satellite Series 9505 Portable Telephone overseas you, will be charged to both receive and make calls in a similar way to how 'International Roaming' currently works with GSM phones.

It is recommended then to 'unconditionally' divert your phone to your MessageBank® or memo service. This will allow you to still receive messages, but without the cost of answering the call directly. It is also recommended that any 'conditional' diversions be switched off also to reduce the costs to you. (Applicable calls costs apply for diverted calls.)

GST will be charged for all calls made using Telstra Mobile Satellite originating in Australia, including up to 200 nautical miles out to sea and Australian external territories (except Antarctica), due to system capability limitations.

For further information on the application of GST to charges incurred for use of Telstra Mobile Satellite, or to obtain an adjustment if you can establish that calls were made from GST-free regions, contact Telstra on 125 135*.

Data services:

Data is available and supported on Telstra Mobile Satellite. You will need a Data Kit and computer device to use the data service. The cost of accessing data services starts at \$24.95 per month (including GST) plus data usage charges and your monthly access fee. Please check with your dealer.

Data on Iridium requires a Serial connection point on your PC. If your PC does not support a Serial connection, then you will need to purchase a “usB – Serial” connector.

For the Iridium Direct Connect data service, if your PC does not support Serial connection, you will need to purchase a PCMCIA card.

If you use the Iridium Direct Connect data service, then you will need to change the pre-loaded Iridium Direct Internet access number (as set out below) to reduce your dial in costs.

To modify the Iridium Direct internet access number, please follow these steps:

1. Double click on the ‘Apollo Configuration’ icon located on the desktop.
2. Click onto the ‘Services’ tab.
3. Select ‘Edit’.
4. In the General section you will see a field called ‘telephone number’ which is populated with the default direct internet number “008816000021”. Highlight this number and delete. Then enter the short code access number of 66666.
5. Select ‘OK’.
6. Select ‘Apply’.
7. Select ‘Apply’ again.
8. Select ‘OK’ and window will close.

Additional Customer Support Contact

For all service / handset questions please call 125 135*. Monday to Friday 7:30am – 7:30pm. Saturday 10am – 4pm. EST

For billing or pricing enquiries please phone 125 135*. 24 hrs a day, 7 days a week.

1. Subject to SMS character limit (up to 160 characters depending on network to which SMS is sent). SMS sent in excess of character limit will be charged as multiple messages. You will be charged for each SMS message sent, regardless of whether the SMS is received.

*A FREE call from your Telstra Mobile Satellite handset.

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