

Iridium FAQs – Voice Mail & Messaging

Voice mail services on Iridium satellite phones are not SIM dependant, they can be switched on or off by the user/subscriber

Voice Mail – Call Forwarding Settings

To enable voicemail on Iridium services please note the following Call Forwarding settings must be correct before starting the set up process:-

1. The default setting for Call Forwarding is "forward when unavailable", the below procedure is for 9500/9505/A, please see page 21 of the [User Manual](#) for ECI procedure
2. Access **Call Related Features** from the menu and by using cursor keys scroll up or down to **Call Forwarding**
3. Select **View Options**, if telephone is registered to the Iridium Network and has a good signal strength, the current call forwarding status is displayed
4. Select whether call forwarding is to be **On** or **Off** according to user preference, wait 30 seconds (approx) and the system will update to your choice
5. The choice of call forwarding should be **Forward When Unavailable > Voicemail**

Voice Mail – Set Up

1. Ensure the Iridium satellite phone has an active SIM card installed, the unit is switched on and is registered with a satellite
2. Dial **00881662990000** and press **OK**
3. After a short pause you will hear the message 'You have now accessed the Iridium messaging centre, please enter the number of the person you are trying to reach'
4. Dial your own Iridium number in the following format **8816314XXXXX**
5. You will hear the message 'You have reached the voicemail of **8816314XXXXX**'
6. Before the message ends, press * (**asterisk**) located on the bottom left hand corner of the keypad
7. You will hear the message 'Please enter your password'
8. New subscribers are to enter the last seven digits of their Iridium telephone number as a default password, typically this will be 14XXXXX - existing subscribers should have already chosen a personalised password
9. DO NOT PRESS OK AFTER ENTERING YOUR PASSWORD
10. Iridium messaging service has now been accessed, by following the voice prompts you can personalise your outgoing message, change your access password and customise many other features. To ensure full operation of your Iridium satellite phone you should:-
 - a. record an outgoing message
 - b. change your access password to an easy to remember 4 digit number
 - c. record your name in the message preferences when prompted
11. The Iridium satellite phone is now ready to receive voice messages when calls are unanswered or user is unavailable

Please note, *Pound* is an American term for *Hash* or **# key**

Voice Mail – Changing the Default Voicemail Key

1. Programming the voicemail key to dial your own phone number (008816XXXXXXX) speeds up the process of retrieving voicemail from your handset, to do this:-
 - a. Press the **Envelope** key on the left upper portion of the keypad
 - b. Use the **Up & Down** arrow keys on the keypad scroll to **Message Settings** and press **ok**
 - c. Use the **Up & Down** arrow keys on the keypad scroll to **Voicemail Number** and press **ok**
 - d. Enter your Iridium phone number starting with double zero, for example 008816 xxx xxxxx and press **ok**
2. Please note, when first setting up voicemail the default Iridium Voicemail Number **00881662990000** MUST be entered in the **Envelope Key**
3. You can change this to your own Iridium number after voicemail is setup, using the above process
4. Alternately you can set it up voicemail for the Iridium phone by dialling into the Iridium number from a your local telephone (PSTN) and once the Iridium voicemail centre has been reached and the Iridium telephone number reentered leaving off the (00) or (011) the automated message will explain the Iridium number 8816 xxx xxxxx has been reached
5. Before the message finishes interrupt it with * (asterisk) and then enter the password, the last 7 digits of the Iridium phone number or 9999 if the voicemail has been reset, the voicemail for this satellite phone can then be set up.

Important Things to Remember About Messaging

1. Iridium satellite phones cannot receive text messages reliably until voicemail is correctly setup
2. Users will not automatically be notified of any outstanding messages until the Iridium satellite phone makes a connection with the system, typically this will be when you have placed a call or checked for messages by calling the Iridium message centre, When one of these actions takes place the Iridium Constellation becomes aware of your location and alerts the user of any outstanding messages
3. If you would like to retrieve messages on behalf of another Iridium satellite phone user they will still need to phone the Iridium voicemail centre or their own number from the phone to conduct the above process interrupting the message with a * (asterisk) each time and entering the password to retrieve voicemail.

Text Messaging

1. To send a text message to an Iridium telephone, email client software must be used.
2. To send a text message simply address it to the appropriate Iridium telephone Number in the following format 8816XXXXXXX@msg.iridium.com
3. You must not include a subject when creating your email and you must restrict the message to 120 characters