SPOT Global Phone
User Manual

This guide is based on the production version of the SPOT Global Phone. Software changes may have occurred after this printing.

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Cautions and Warnings

Warning

Only use the batteries, antennas, and chargers provided by SPOT or Globalstar. The use of any other type may be dangerous.

Warning

Allow only authorized personnel to service the phone and its accessories. Unauthorized service can invalidate the warranty.

Caution

Any modification to this product is prohibited and will void your warranty. The opening of the unit and use of the components for purposes not otherwise authorized by this document, including any use in airplanes or any other Aviation application, is prohibited and will void your warranty.

Caution

Avoid exposing the phone and accessories to rain or other liquids. If the phone gets wet, turn the power off immediately and remove the battery pack. See Battery Care and Maintenance, page 85, for more information.

Note

When using the SPOT Global Phone near a television or radio, the phone can cause interference. Regulatory agencies in your area, such as the United States Federal Communications Commission (FCC) or Canadian Industry Canada (IC), can require you to stop using the phone if such interference cannot be eliminated. If you need assistance, contact your service provider.

Getting Started

Congratulations on purchasing your SPOT Global Phone.
Your phone comes with the following:

- Phone
- Battery
- Charger
- Quick Reference Guide

It is *very* important that you read this section because your SPOT satellite phone is unique.

This section provides information on the following basic concepts.

- Understanding this guide
- Preparing to make calls
- Making voice calls
- Making data calls
- Receiving calls
- Ending calls
- Displaying your phone number
- Solving problems
- Contacting customer service

For more detailed information on usage, refer to the other sections in this guide. If you need further assistance, see Solving problems, page 6.

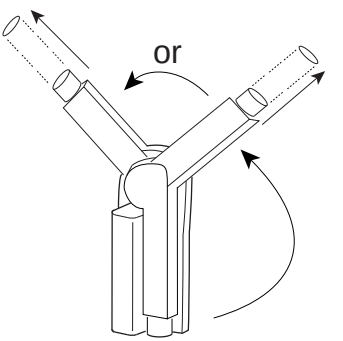
Understanding this guide

These conventions or representations are used in this guide:

Type of Action	Example	Action
Key Presses	Press 1.	Press key briefly.
	Press and hold 1.	Press key for more than one second.
Using SMART KEY™ options	Press **menu**.	Press the SMART KEY* under the appropriate option on the screen.
Scrolling	Scroll to select "yes" or "no."	Press either of the volume buttons (on the side of the phone) or the * and # keys.

Preparing to make calls

- Charge and properly install the battery. For more information, refer to Battery Care and Maintenance, page 85.
- Rotate and extend the antenna located on the back of the phone (see Phone features and keypad, page 8).

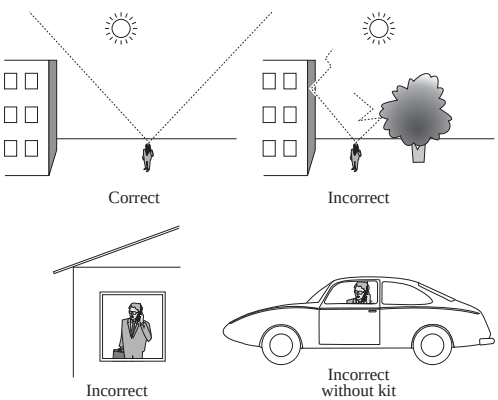


*SMART KEY™ is a trademark of QUALCOMM Incorporated.

- Move the antenna to its optimal position (pointing straight up to the sky) until it sets into one of three positions. Ensure the antenna is fully extended. You cannot make or receive a call with the antenna stored. The following shows correct and incorrect antenna positions:

NOTE: Full Antenna Extension

- The phone does not operate inside a building, nor does it operate in a vehicle, unless you are using the Globalstar Installation Kit (works with SPOT Global Phone.
- To prevent dropped calls, use the phone outdoors where you can see the whole sky and have direct line of sight access to the satellite. If a call is dropped, a “fade alert” sounds (to verify that this feature is turned on, see Fade, page 71).
- For best performance, move away from tall obstacles such as buildings or trees.



Making voice calls

1. Rotate and extend the antenna (see Preparing to make calls, page 2).
2. Press and hold to turn your phone on.

Note
The roaming indicator ( ) usually displays immediately if the network roams to find a service provider.

3. Enter the phone number that you want to call (see Entering numbers, page 15). To dial international calls, see International dialing, page 17.

Note
When using the keypad or viewing the screen, keep the antenna pointing up to maintain service.

4. Press .

   A message displays if the phone is locked, the phone number is restricted, or there is another problem.

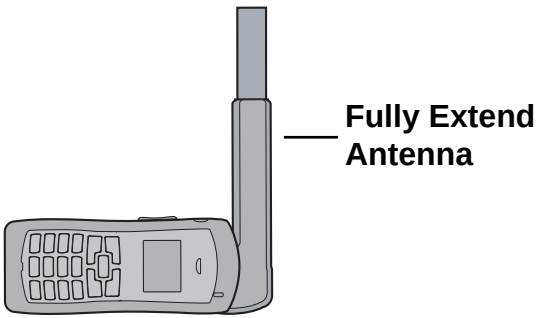
Making Data Calls

SPOT offers a packet data service so you can make data calls.

The SPOT Global Phone data cable is required to connect your computer to the phone. Depending on the computer or other device, additional cables or an adapter may be required.

With the SPOT Global Phone data cable installed, your computer can be used to send and receive email, use Telnet or FTP, or browse the Internet.

Note
Position the phone on its side for better stability.



Receiving calls

To receive a call

1. Turn the phone on.
2. Rotate and extend the antenna to find service.

Note
To answer calls, the antenna *must* be extended and rotated to vertical, in a location with a view of the whole sky.

3. When you receive a call, the phone rings, the indicator light flashes, and the “Incoming Call” message flashes on the screen until the call is answered.
4. To answer a call, do *one* of the following:
   - Press .

- From standby mode, press any key except . The Any-Key Answer feature must be set to “on” (see Any-Key Answer, page 74).

5. If you miss a call, a message is displayed. To display the call history list for details about the missed call, press **view**.

6. Press **ok** to return to standby mode.

Ending calls

To end calls, press . The total duration of the call is displayed. (For details of all calls, see Viewing call history details, page 35.)

Displaying your phone number

- To display the phone number:
  - Press **menu**.
  - Press 9 WXYZ for My Number. (See My Number, page 84.)

Note

The currently registered phone number briefly displays when the phone is turned on.

Solving problems

If you have problems using your phone, see Troubleshooting, page 101. If the problems are not resolved, contact SPOT at www.findmespot.com

Contacting customer service

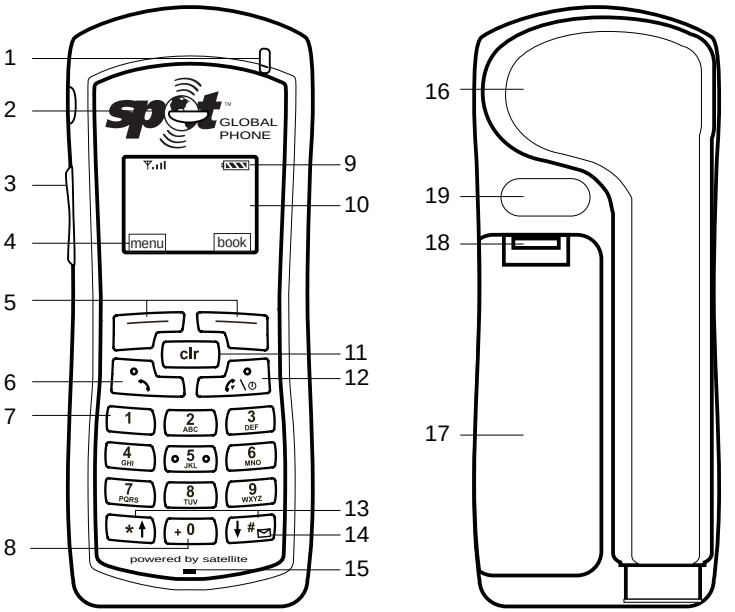
Contact SPOT for customer service.

Phone Basics

This section provides information on the following functions:

- Phone features and keypad
- Display indicators
- Antenna

Phone features and keypad

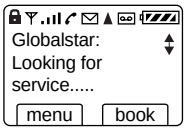


1. Light indicator – Flashes when turning the phone on, when receiving incoming calls, or when receiving text (not available in all markets) or voice mail messages.
2. Earpiece.
3. Volume buttons:
   - Adjust ringer volume when not on a call.
   - Scroll through the menu items if a scroll arrow displays.
   - Scroll through call history and phone book.
   - Move the cursor when editing alphabetic characters or digits.

4. SMART KEY options – Select the SMART KEY option on the screen by pressing the SMART KEY button below it.
5. SMART KEY buttons:
6. Send key – Originate or answer a call. Also used for features such as call waiting.
7. Punctuation key – Add punctuation or spaces when entering letters.
8. International dialing or plus (+) key – Make international calls (see International dialing, page 17).
9. Display indicators – Show phone and battery status (see Display indicators, page 10).
10. Screen.
11. Clear key:
    - Delete characters (see Entering numbers, page 15, and Entering letters and other characters, page 23).
    - Return to previous screen.
12. End/Power key – Press to end a call, return to the main menu, or turn the phone on or off.
13. Scroll keys:
    - Scroll through menu items if a scroll arrow displays on the screen.
    - Move cursor.
14. Message key – To access messages, press and hold the key. (See Messages Menu, page 37.)
15. Microphone.
16. Antenna (see Preparing to make calls, page 2).
17. Battery.
18. Battery release latch.
19. Globalstar Installation Kit connector (works with SPOT Global Phone).

Display indicators

The indicators on the screen show the status of the phone and the battery charge level at a quick glance.



Symbol	Status
	Indicates signal strength ranging from a strong signal (four lines) to an extremely weak signal (one line).
	Call in progress.
	No service available. If service is unavailable, the phone sounds a beep when you try to make a call.
	Roaming – service is established outside the home area.
	Home – service is established inside the home area.
	Notification of a text message (not available in all markets).
	Notification of a voice mail message.
	Battery charge. Ranges from four vertical bars (full charge), to one bar (minimal charge), to no bars and blinking (no charge).
	Ringer volume indicator.
	Ringer silenced.

E	Indicates that encryption is turned on.
✓	Designates the menu option currently selected.
↑ ↓ ↕	Indicates that you can scroll between screens using the volume buttons (located on the side of the phone) or the * and # keys.
🔒	Indicates that either the selected text message is locked or the keypad is locked.
🔓	Indicates that the text message is unlocked.

Antenna

Phone performance depends on the strength of the signal it receives. As you fully extend and rotate the antenna, the signal strength indicator shows the strength of the signal received in that particular antenna position. You cannot make a satellite call with the antenna stored.

It is important to use the antenna properly for the best performance. Follow these guidelines for the antenna:

- Never hold the phone by the antenna.
- Do not use the phone if the antenna is damaged, unless the phone is being used with the Globalstar Installation Kit (works with SPOT Global Phone).

For more information on how to use the antennas, see Preparing to make calls, page 2.

Calling Basics

This section provides information on the following basic features:

- Turning the phone on and off
- Standby mode
- Power save mode
- Entering numbers
- Making emergency calls
- Redialing a call
- Muting a call
- Possible service provider services

Turning the phone on and off

Turning the phone on

1. Before turning the phone on, make sure that the battery is charged and properly installed (see Battery chargers, page 87, and Battery replacement, page 89).
2. Press and hold until the indicator light illuminates (about one second).
3. The phone is now in standby mode (see Standby mode, page 14) searching for service.

Tip

When the phone is turned on, a Globalstar animation sequence displays. To stop this animation, press any key.

Turning the phone off

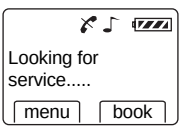
1. Press and hold until “Powering Off” displays.
2. Release .

Tip

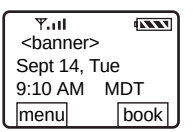
If the phone does not turn off, press and hold for more than one second.

Standby mode

With the power on, the phone is in standby mode while searching for service. The following screen shows the search messages that display.

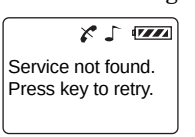


Once service is established (also called service registered), your banner, the date and time, and the appropriate icons display.



Power save mode

If service is not established (registered) while in standby mode, the phone switches to *power save* mode. Power save mode maximizes battery life by periodically looking for service. The following message displays:



To return to standby mode, press any key.

Entering numbers

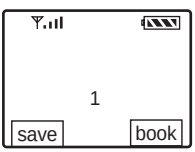
When you enter a telephone number, the phone accepts up to 32 digits or other characters including hyphens and pauses.

Note

All 32 characters do not always display on certain screens and may be replaced by periods (...). To display the entire number, use the View # option in the Phone Book menu (see Finding entries, page 27) or the Call History menu (see Viewing call history details, page 35).

To enter telephone numbers

From standby mode, use the keypad to enter the desired telephone number directly into the opening screen. After the first number key is pressed, a new screen displays the number and provides the following options:



- To save this number in your phone book, press **save**.
- To find this number in your phone book, press **find**.
- To clear this number and start again, press .
- To place the call to this number, press .

To edit numbers

1. Press **book**.
2. To scroll through the phone book, press one of the volume buttons located on the side of the phone.
3. When the cursor is flashing over the entry to be edited, press **view**.

4. Press **options**.
5. Press 1 to edit.
6. Press 2 ABC to edit the number.
7. Use the keypad to edit the numbers.

Tip

The clr button can be used to delete a digit or character.

Note

You cannot use * or # to move the cursor when entering or editing numbers because these keys are used to enter # or *.

To delete numbers

- Press clr to delete one previous character at a time.
- Press one of the volume buttons to position the cursor over a digit or character, then press clr to delete.
- Press and hold clr to delete the entire entry.

Making emergency calls

- When making emergency calls, no special conditions apply.
- Locking or restricting the phone does not prevent making calls to emergency numbers.

To make an emergency call

1. Enter the emergency number, 911.
2. Press .
3. Calls routed to third party emergency service provider.

Redialing a call

To redial a recent call

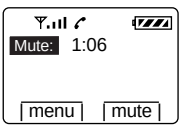
1. Press .
2. Select the phone number from the list.
3. Press .

Muting a call

While on a call, the microphone can be muted so that the person on the other end cannot hear you.

To turn mute on

- Press **mute**. The word “Mute” replaces the word “Time” on the screen until you end the call or turn mute off.



To turn mute off

- Press **mute**. The word “Time” replaces the word “Mute” on the screen.

Possible service provider services

International dialing

To make international calls

1. Enter the international access code, the country code, and the phone number.

   Shortcut: Press and hold until a plus (+) displays on the screen, and then enter the country code and phone number.

2. Press .

If international dialing is supported in your network, contact your service provider for more information.

Position location service

While making a call, it is possible to download your current location coordinates. (See Current position coordinates, page 46.)

Call waiting

Call waiting lets you know that you are receiving an incoming call by sounding a beep. For instructions on how to use call waiting, contact your service provider.

Three-way calling

Three-way calling allows you to talk to two callers at the same time. For instructions on how to use three-way calling, contact your service provider.

Caller ID

Caller ID displays an incoming call's phone number on the screen, if available. If the phone number of the caller matches one stored in your phone book, the name also displays with the number.

For more information on caller ID, contact your service provider.

Menu Basics

This section provides a guide to

- Accessing the Main Menu (**menu**)
- Navigating and using menus

The following chart shows the various menus available from the Main Menu. Press **menu** to access the Main Menu.

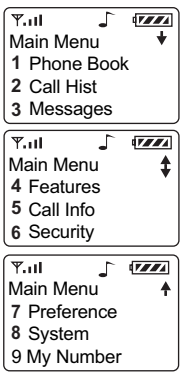
- **1** Phone Book
  - **1** Entering Letters and Other Characters
  - **2** Entering Pauses
  - **3** Saving Entries
  - **4** Finding Entries
  - **5** Editing Entries
  - **6** The “Secret” Feature
  - **7** Speed Dialing
  - **8** One-touch Dialing
- **2** Call History
  - View
- **3** Messages
  - Text
  - Voice
- **4** Features
  - **1** Keyguard
  - **2** Scratchpad
  - **3** Current Position Coordinates
- **5** Call Information
  - **1** Last Call
  - **2** Home Calls
  - **3** Roam Calls
  - **4** Recent Calls
  - **5** Data Calls
  - **6** All Calls
  - **7** Resetting call counters
- **6** Security
  - **1** Locking the phone
  - **2** Restricting the phone
  - **3** Lock Code
  - **4** Entering priority numbers
  - **5** Erasing call history list
  - **6** Erasing phone book entries
  - **7** Erasing SMS messages
  - **8** Resetting preferences
- **7** Preferences
  - **1** Sounds
    - **1** Ringer Type
    - **2** Ringer Volume
    - **3** Earpiece Volume
    - **4** Key Beep Sound
    - **5** Key Beep Volume
    - **6** Key Beep Length
    - **7** Mute Stereo
  - **2** Display
    - **1** Backlight
    - **2** Sort Book
    - **3** Banner
    - **4** Auto Hyphens
    - **5** Show Time
    - **6** Time Zone
    - **7** Language
    - **8** Display Color
  - **3** Alerts
    - **1** Fade
    - **2** Minute
    - **3** Service change
    - **4** New Message
  - **4** Calling
    - **1** Auto Answer
    - **2** Auto Redial
    - **3** One-Touch Dial
    - **4** Auto-Key Answer
    - **5** Ring While Stowed
- **8** System
  - **1** Status
  - **2** Find Home
  - **3** Version
  - **4** Service Provider Select
    - **1** Viewing Lists
    - **2** Adding to List
    - **3** Editing List
    - **4** Erasing a Provider
    - **5** Force Selection
  - **5** Service Provider
  - **6** Territory
- **9** My Number

Accessing the Main Menu

The Main Menu provides access to all of the phone's features. Use the scroll keys, [*] and [#], to move between screens. Use [clr] to move backward through the screens.

1. To access the Main Menu, turn the phone on. The phone is now in standby mode (see Standby mode, page 14).
2. Press [menu] and the first three Main Menu items display. If scroll arrows display on the screen, you can scroll between screens to access additional menu options.

   Each Main Menu item is explained in sequential order in separate sections of this guide.



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Navigating and using menus

To navigate the menus

- When a scroll arrow (or arrows) displays on the screen, there are additional menu items available. Press a scroll key, [*] or [#], to access those items.

- To select a menu item, press the corresponding number. For example, to view the menu item **1 Phone Book**, press [1].

To save changes or a setting

- Press [ok].

To return to previous screen without saving changes

- Press [clr].

To return to standby mode without saving changes (if *not* on a call)

- Press [ ].

To return to standby mode without saving changes (if on a call)

- Press [clr] repeatedly.

Phone Book Menu

1 Phone Book

- **1** Entering Letters and Other Characters
- **2** Entering Pauses
- **3** Saving Entries
- **4** Finding Entries
- **5** Editing Entries
- **6** The “Secret” Feature
- **7** Speed Dialing
- **8** One-touch Dialing

This section provides information on the following functions:

- Entering letters and other characters
- Entering pauses
- Saving entries
- Finding entries
- Editing entries
- Erasing entries
- Using the “secret” feature
- Viewing numbers
- Sending tones
- Prepending numbers
- Speed dialing
- One-touch dialing

Entering letters and other characters

To enter letters and other characters

1. To display a letter in uppercase, then lowercase, and finally the corresponding number, press a key repeatedly. For example, if you repeatedly press [3 DEF], the following characters display:

D E F d e f 3

2. To display the next character on the same key:
   - Move the cursor forward by pressing [↓#] .
   - Press the key repeatedly until the desired character is displayed. For example, to display “E,” press [3 DEF] two (2) times.

     The “E” displays. To display the lowercase “e,” press [3 DEF] five (5) times.
3. Complete the text entry using [↓#] to enter a space between words.
4. After all characters are displayed, press [ok].

To edit letters and other characters

1. Position the cursor on the character to be edited by choosing one of the following options:
   - Press [*↑] or [↓#] .
   - Press one of the volume buttons on the side of the phone.
2. From the keypad, enter a new character.

To delete letters and other characters

- To delete one character at a time:
  - Position the cursor over a character.
  - Press [clr] to delete.
- To delete the entire entry, press and hold [clr].

To enter a space between words

- To enter a space, choose one of the following options:
  - Press [↓#] .
  - Press the down volume button on the side of the phone.

To enter punctuation or spaces

- To enter special characters, press [1] repeatedly.
- The punctuation or space displays in the following order:
  – <space> @ & ( ) : . ‘ # * , 1.

Tip

To move backward between screens, press clr.

Entering pauses

When using automated phone services, such as voice mail or online banking, adding a “pause” when entering a series of numbers allows a segment of time to be included in the string of characters. Each pause counts as one character. This pause allows one remote electronic process to complete before another starts.

Pauses can be entered manually or saved in a phone book entry. There are two types of pauses:

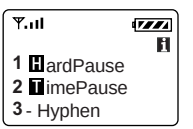
- Hard Pause – Stops until you press **resume** to send the rest of the number sequence.
- Timed Pause – Stops for two seconds and then resumes automatically.

Note

If Auto Hyphen is set to “on” and you manually enter pauses, Auto Hyphen is temporarily set to “off.” (See Auto Hyphens, page 66 and Manual Hyphens, page 66.)

To enter pauses when entering numbers

1. To enter a pause, press and hold # until the following menu appears:



2. Press 1 Hard Pause or 2 ABC Timed Pause.

   A symbol displays on the screen for a hard pause H or a timed pause T.

3. Continue entering numbers.

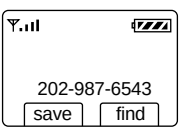
Saving entries

The phone saves up to 99 entries. Each entry contains a name (up to 12 characters) and phone number (up to 32 numbers) stored in location numbers 1 through 99. (See Entering numbers, page 15.)

To save a name and phone number

1. Enter a phone number using one of the following options:

- From standby mode:
  - Enter a phone number.
  - Press **save**.



- From the call history list (see Call History Menu, page 33):
  - Select a number.
  - Press **view**.
  - Press **options**.
  - Press 3 DEF **save**.
- From the scratchpad (see Scratchpad, page 46):
  - Press **options**.
  - Press 2 ABC **save**.
- From the screen:
  - Select a number on the screen, such as Caller ID.
  - Press **save**.

2. Using the keypad, enter a name.

3. Press **ok**.

4. Select a location number.
   - If the phone book is not full, you are asked to accept an empty location. Choose one of the following options:
     - Accept the empty location, then press **ok**.
     - Enter a location number of your choice, then press **ok**.
     - Scroll to select an empty location, then press **ok**.
   - If the phone book is full, enter a location number that you want to reuse and replace with the new information. The old information is deleted.

Finding entries

Find entries by name, phone number, or location number. Quickly advance to groups of ten entries, or scroll through each entry one at a time.

To find an entry

1. From standby mode, press **book**.
2. Choose one of the following options:
   - Scroll through each entry one at a time.
   - Advance to groups of ten entries by entering 1 through 9. (For example, enter 6; location number 60 is selected. If 60 is empty, the previous filled location is selected.)
   - Locate specific entries using the **find** function:
     - Press **find**.
     - Choose one of the following options:
       - Name, press 1 .
       - Phone #, press 2 ABC .
       - Location, press 3 DEF .
     - Enter one or more characters (all characters are classified by the search function as lowercase).
     - Press **find**.

3. Use the scroll keys to select an entry.
4. To view an entry, press **view**.
5. To call the number, press .
6. To edit, erase, make secret, view number, prepend (add), or send tones, press **options**.

Editing entries

Changes can be made to an entry name, phone number, or location.

To edit an entry

1. From standby mode, press **book**.
2. Scroll to the entry to be changed.
3. Press **view**.
4. Press **options**.
5. To edit, press 1 . Select one of the following categories:
   - Name
     - Press 1 .
     - Enter changes.
     - Press **ok**.
   - Phone #
     - Press 2 ABC .
     - Enter changes.
     - Press **ok**.
   - Location
     - Press 3 DEF .
     - Select one of the following options:
       - Use the same location number, press **ok**.
       - Enter a location number of your choice, press **ok**.
       - Scroll to select an empty location, press **ok**.

Erasing entries

Entries can be erased quickly and easily with a few keystrokes.

To erase an entry

1. From standby mode, press **book**.
2. Scroll to the entry to be erased.
3. Press **view**.
4. Press **options**.
5. Press 2 ABC to erase.
6. Press **ok**.

Using the “secret” feature

To prevent a phone number from displaying on the screen, use the secret function. To view or change a secret entry, use the lock code. (See Lock code, page 53.)

Note

When receiving an incoming call, caller ID prevents the name and phone number from displaying if the entry in your phone book is secret.

To configure the secret function

1. From standby mode, press **book**.
2. Scroll to the entry to be changed.
3. Press **view**.
4. Press **options**.
5. Press 3 DEF.
6. Select *one* of the following options:
   - Yes – Make the entry secret
   - No – Make the entry non-secret

7. Press **ok**.

To view or change a secret entry

1. From standby mode, press **book**.
2. Scroll to the secret entry.
3. Press **view**.
4. Press **options**.
5. Enter your lock code.
6. Select an option to change or view the entry.
7. Press **ok** to accept any changes and return to the options menu.

Viewing numbers

An entry's entire phone number can be viewed and edited. When viewing a number, you can also prepend (add) numbers at the beginning of a phone number and save those changes.

To view a number

1. From standby mode, press **book**.
2. Scroll to the entry to be viewed.
3. Press **view**.
4. Press **options**.
5. Press 4 View #.
6. Select one of the following options:
   - To return to the previous menu, press **ok**.
   - To return to standby mode, press .

Sending tones

While making a call you may need to send DTMF (dual tone multi-frequency) tones over the air. Automated phone services, such as voice mail or online banking, usually require a tone before activating.

Tones are sent by manually entering numbers, or using numbers stored in the phone book. You can also send tones for numbers entered in the scratchpad (see Scratchpad, page 46).

Note

The length of the key beep, the sound you hear when pressing the keys, affects the duration of manually entered DTMF tones. Stored tones are always sent with a fixed DTMF duration. Check your key beep length before sending tones (see Key Beep Length, page 62).

To send tones manually

- While on a call, enter the appropriate numbers.
- The tones associated with the numbers are immediately sent over the air.

To send tones saved in your phone book

1. While on a call, press **book**.
2. Scroll to an entry.
3. Press **view**.
4. Press **options**.
5. Press 6 MNO Send Tones. The tones associated with the numbers are immediately sent over the air.

Prepending numbers

Add (prepend) numbers, such as an area code or country code, at the beginning of a phone number in an existing phone book entry.

To prepend (add) numbers

1. From standby mode, press **book**.
2. Scroll to the entry to be changed.
3. Press **view**.

4. Press **options**.
5. Press 5 JKL Prepend.

   The phone number displays.
6. Enter the numbers to be added to the displayed characters.
7. Press **save**.

Speed dialing

Speed dial a phone number if you know the location number of the phone book entry. Speed dial any of the 99 location numbers unless the phone is restricted. If you restrict the phone, only the first nine phone book locations are available for speed dial. (See Restricting the phone, page 55.)

To speed dial a phone number

1. Enter the location number.
2. Press .

One-touch dialing

If one-touch dialing is set to “on,” dial any of the 99 location numbers without pressing .

To one-touch dial a location number

1. Set one-touch dial to “on” (see One-Touch Dial, page 74).
2. Press and hold the location number.

Tip

For double-digit locations, press and release the first digit, and then press and hold the second digit. For example:

- To enter location number 3, press and hold 3 DEF.
- To enter location number 32, press 3 DEF and then press and hold 2 ABC.

Call History Menu

2 Call Hist
└─ view

This section provides information on how to use the call history list:

- Accessing the call history list
- Viewing call history details

The call history contains the last ten incoming or outgoing voice calls, and includes the following details on each call:

Called By	Incoming calls, if caller ID is available (see Caller ID, page 18)
Call To	Outgoing calls
Added	Scratchpad entries (see Scratchpad, page 46)
Missed	Unanswered incoming calls, if caller ID is available
Caller ID	Caller ID information received
Call Waiting	Call-waiting information received during a call

- The most recent call is numbered 0 and displays at the top of the list and the oldest call at the bottom (separated by a dashed line).
- When the list is full, a new call takes the first position in the list and the oldest call is deleted.
- The list is saved after you turn the phone off.
- If the caller's phone number is stored in the phone book, the caller's name displays in the call history list.
- If more than one name matches a call back number, the entry with the lowest phone book location number displays.

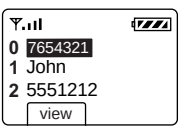
Accessing the call history list

To access the call history list

1. From standby mode, press **menu**. Then press 2 ABC Call History.

   Or

   Press .
2. To access the last ten calls, press the scroll keys. For example:

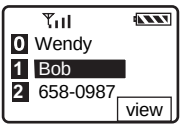


3. Scroll *down* to select a call from the most recent to the oldest calls, or scroll *up* to select a call from the oldest to the most recent.
4. After selecting a call, choose one of the following options:
   - To call the number, press .
   - To save the number in your phone book:
     - Press **view**.
     - Press **options**.
     - Press 3 DEF **save**.
     - Press **ok** (see Saving entries, page 26).
   - To exit call history without calling or storing a number, press clr or .

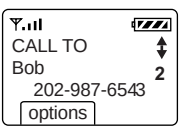
Viewing call history details

To view call history details

1. Scroll to select a call on the list.



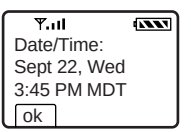
2. Press **view**.



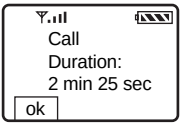
3. Press **options**.

4. Select one of the following:

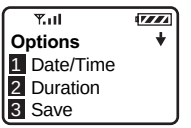
- Date/Time – Display the date and time of the call.



- Duration – Display the duration of the call.



- Save – Save the number in your phone book.



- View # – View the entire number.
- Send – Make a call to the number.
- Send Tones – Send DTMF tones while on a call. (See Sending tones, page 30.)
- Prepend – Add numbers, such as an area code or country code, at the beginning of the phone number and save it in your phone book.

Messages Menu

3 Messages
└ Text Voice

This section provides information about Inbound SMS (short message service) text and voice mail messages.

- Message alerts
- Reading messages
- Voice messages
- Text messages

Contact your service provider for information regarding the availability of text and voice mail notifications.

Message alerts

The phone can be configured for message alerts (see New Message, page 72). When the phone is turned on and an SMS message is received, the phone alerts you by:

- Flashing an indicator light.
- Sounding a beep.
- Displaying the text message indicator ✉ or voice mail notification indicator ⏀ on the screen.

The text message and voice mail notification indicators display until all messages are read.

Reading messages

When you read a message, new messages are accessed first. If the message contains a call back number matching one in your phone book, the corresponding name displays in place of the number. If more than one name matches a call back number, the entry with the lowest phone book location number displays.

Voice messages

Accessing voice mail messages

If someone leaves a voice mail message, your phone receives a voice mail notification and alerts you. To access messages, choose one of the following options:

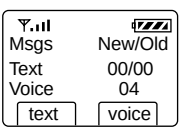
- Access voice mail notifications for call details.
- Call your voice mail system and listen to the message. (Service providers vary on the details provided about the message.)

If new voice mail messages are received, the total number of voice mail notifications is updated.

To access voice mail notifications

1. From standby mode, press and hold ↓#.

The total number of voice mail messages received displays under "Old."



2. Press **voice**.

The voice mail notification displays either a call back number or a name if the call back number matches one in the phone book.

Note

If more than one name matches a call back number, the entry with the lowest phone book location number displays.

3. Select a message, then choose one of the following options:

- To display more detail, if available, press **view**.
- The detail information automatically scrolls on the screen and pauses so you can read it.

- To manually scroll, press a scroll key.
- To read the next voice mail notification, press **next**.

To call your voice mail system

1. Press and hold .
2. Press **voice**.
3. To find the voice mail notification you want, press **next**.
4. Press **view**.
5. Press .

   The phone number for the voice mail system displays, if available. If it does not display, the message “No Voice Mail Number received” displays. Manually enter the voice mail phone number.
6. If necessary, prepend (add) digits before the voice mail phone number. For example, if you are out of the area of your voice mail phone number, prepend the area code or country code.
7. Press again.
8. To retrieve your messages, follow the voice mail system instructions.

To erase voice message notifications

1. Press and hold .
2. Press **voice**.
3. To find the voice mail notification you want, press **next**.
4. Press **view**.
5. To erase the message, press **erase**.
6. Press **ok**.

Text messages

Text messages can include call back numbers, messages, urgency stamps, time and date stamps, and names if the call back number matches one in the phone book. The phone stores as many text messages as available

memory allows. For more information on managing phone memory, see Storing text messages, page 41.

Accessing text messages

To access text messages

1. Press and hold .

   The number of new and old text messages display.

2. Press **text**.

   The newest unread messages display first followed by the newest read messages, if any. The number of messages under “Old” is the number of messages already read but not deleted.

3. Select a message then chose one of the following:
   - To display more detail, if available, press **view**.
   - The text automatically scrolls on the screen and pauses so you can read it.
   - To manually scroll, press a scroll key.
   - To read the next message, press **next**.

To call back numbers in text messages

1. Press and hold .
2. Press **text**.
3. To find the message you want, press **next**.
4. Press **view**.
5. Press .

   The call back number displays, if available.

6. If necessary, prepend (add) digits before the call back number. For example, if you are out of the area of the phone number, prepend the area code or country code.
7. Press again.

To erase text messages

1. Press and hold [↓#].
2. Press [ ] **text**. A text message displays.
3. To display more detail, if available, press [ ] **view**.

   The text automatically scrolls on the screen and pauses so that you can read it.
4. To manually scroll, press a scroll key.
5. Scroll to the bottom of the message, press [ ] **options**.
6. Press [1] **erase**.

Note

You can erase a text message even if it is locked.

7. To erase the message, press [ ] **ok**.

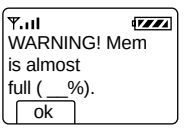
Tip

To erase all unlocked messages, see Erasing SMS messages, page 57.

Storing text messages

Text messages are saved until you erase them or until the phone memory is full. To keep enough memory available, delete each message.

- If more than 75% of the phone's memory is full, a message displays the amount of memory used:



- To exit this screen, press [ ] **ok**.

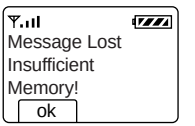
When the phone is out of memory, the oldest unlocked messages are automatically deleted as necessary to receive new messages.

Tip

Lock messages to prevent messages from being deleted. However, if all messages are locked when a new message is received and the phone is out of memory, the new message is lost. The network may try to deliver it later.

To avoid running out of memory

- Erase locked or unlocked messages that you no longer need. When the phone is out of memory and all text messages are locked, it no longer accepts new messages and this message displays:



- To exit this screen, press **ok**.

Note

The network may try to deliver lost messages later.

Locking and unlocking text messages

The Lock feature prevents messages from being automatically deleted if the phone is out of memory. Text messages can be manually erased even if locked.

To lock or unlock text messages

1. Press and hold #.
2. Press **text**.

   The newest text message displays.

3. To display more detail, if available, press **view**.

   The text automatically scrolls on the screen and pauses so that you can read it.
4. To manually scroll, press a scroll key.
5. Scroll to the bottom of the message and press **options**.
6. Press 2 ABC for Lock or 3 DEF for Unlock.

   The lock indicator or the unlock indicator displays to the left of the SMART KEY options.

4 Features
- **1** Keyguard
- **2** Scratchpad
- **3** Current Position Coordinates

This section provides information on how to use the following features:

- Key Guard
- Scratchpad
- Current position coordinates

Key Guard

The key guard locks the phone keys to prevent accidental use. If you receive an incoming call when the key guard is on, answer the call by pressing .

Note
The key beeps are silenced when the keyguard is set to “on.”

To turn the key guard on

- Press and hold the * key.

To turn the key guard off

- Press the following keys, in sequence: 1 2 ABC 3 DEF .

Note
Lock your phone to prevent unauthorized use (see Locking the phone, page 54).

Scratchpad

This feature provides a shortcut to storing information. Enter numbers on the scratchpad to:

- Add to call history.
- Save to the phone book.
- Send tones over the air for automated phone services, such as voice mail or banking online.

Note

To add to call history or save to your phone book, you can be on a call or in standby mode. To send tones, you must be on a call.

To access the scratchpad

1. From standby mode, press **menu**.
2. Press 4 Features.
3. Press 2 Scratchpad.
4. Enter numbers.
5. Press **options**.
6. Choose one of the following options:
   - AddToHist, press 1; the number is added to call history.
   - Save to your phone book, press 2 (see Saving entries, page 26).
   - Send Tones, press 3; the tones are immediately sent over the air.

Current position coordinates

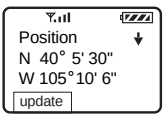
This feature allows your current position coordinates to be downloaded to the phone. This information is only available while a call is in progress.

To receive current position coordinates while making a call

1. Press **menu**.
2. Press 4 Features.
3. Press 3 Position.

Note

Before the update button is pressed, the coordinates that appear show the last known position.



Accuracy to within 10 kms.

4. Press **Update**.

Call Information Menu

5 Call Information

- **1** Last Call
- **2** Home Calls
- **3** Roam Calls
- **4** Recent Calls
- **5** Data Calls
- **6** All Calls
- **7** Resetting call counters

This section provides information on how to set counters that track the number of calls and airtime for billing purposes.

- Last Call
- Home Calls
- Roam Calls
- Recent Calls
- Data Calls
- All Calls
- Resetting call counters

Last Call

Last Call displays the duration of the last call in minutes and seconds. If Call History is empty, “None” displays on the screen. You cannot reset this counter.

To display last call information

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.
3. Press 1 Last Call.
4. Press **ok**.

Home Calls

Home Calls displays the number and duration of all incoming and outgoing calls made in your home service area, as defined by your service provider. To reset this counter to zero, see Resetting call counters, page 51.

To display home calls information

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.
3. Press 2 ABC Home Calls.
4. Press **ok**.

Roam Calls

Roam Calls displays the number and duration of calls made while roaming out of your home service area. To reset this counter to zero, see Resetting call counters, page 51.

To display Roam Calls information

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.
3. Press 3 DEF Roam Calls.
4. Press **ok**.

Recent Calls

Recent Calls displays the number and duration of calls made or received since resetting the counter. To reset this counter to zero, see Resetting call counters, page 51.

To display Recent Calls information

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.

3. Press 4 GHI RecentCall.
4. Press **ok**.

Data Calls

Data Calls displays the number of bytes received or transmitted and the duration of data calls made since resetting the counter. To reset this counter to zero, see Resetting call counters, page 51-52.

To display Data Calls information

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.
3. Press 5 JKL Data Calls.
4. Scroll to view the number of bytes received or transmitted and the duration of each call.
5. Press **ok**.

All Calls

All Calls displays the number and duration of all calls (both voice and data) for the lifetime of your phone. You cannot reset this counter.

To display All Calls information

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.
3. Press 6 MNO All Calls.
4. Press **ok**.

Resetting call counters

All counters can be reset to zero except Last Call and All Calls. If you want to undo the counter reset, you must do it before you press **ok**, which confirms resetting the counter.

To reset the counter to zero

1. From standby mode, press **menu**.
2. Press 5 JKL Call Information.
3. Select a call counter.
4. Press **zero**.
   - Press **ok** to reset the counter.

Note
After you press **ok**, you cannot undo the counter reset.

   - Press **undo** to go back to the call counter information.

Security Menu

6 Security
- **1** Lock code
- **2** Locking the phone
- **3** Restricting the phone
- **4** Entering priority numbers
- **5** Erasing call history list
- **6** Erasing phone book entries
- **7** Erasing SMS messages
- **8** Resetting preferences

This section provides information on how to use the following security features:

- Lock code
- Locking the phone
- Restricting the phone
- Entering the priority numbers
- Erasing call history list
- Erasing phone book entries
- Erasing SMS messages
- Resetting preferences

Lock code

When accessing the Security menu for the first time, enter the lock code supplied by your service provider (0000). If you forget your lock code, contact your service provider.

Entering a new lock code

If it becomes necessary to change the lock code, create a new 4-digit code.

To enter the new lock code

1. From standby mode, press **menu**.
2. Press 6 Security
3. Enter the current lock code.
4. Press 3 New Code.
5. Enter your new 4-digit lock code.
6. Press save.

   The phone displays confirmation of the new code entry.

Locking the phone

The phone can be locked to prohibit any outgoing calls except priority and emergency numbers.

- Incoming calls are not affected.
- No shortcuts are available for dialing emergency or priority numbers.
- All other functions are locked.

Tip

To unlock the phone, enter the lock code used to access the Security menu.

To lock the phone

1. From standby mode, press **menu**.
2. Press 6 Security.
3. Enter your lock code.
4. Press 1 Lock Phone.
5. Scroll to select one of these options:
   - Never – The phone cannot be locked.
   - Now – Immediately locks the phone for one time only.
   - On Power Up – Locks the phone every time you turn the phone on.

To unlock the phone

1. Press **unlock**.
2. To return to the main menu, enter your lock code. (Enter the same lock code used to access the Security menu.) If you forget your lock code, contact your service provider.

Restricting the phone

Restricting the phone limits outgoing calls to emergency and priority numbers, plus phone book locations 1 to 9. Phone book changes cannot be made in this mode.

To restrict the phone

1. From standby mode, press **menu**.
2. Press 6 MNO Security.
3. Enter your lock code.
4. Press 2 ABC Restrict.
5. Scroll to select one of these options:
   - Yes – Make calls to emergency numbers, priority numbers, and phone book locations 1 to 9 only.

     There are no shortcuts for dialing emergency numbers or priority numbers unless you add them to your phone book.
   - No – Make calls to any number.

Entering priority numbers

Priority numbers can be called when the phone is locked or restricted. Store up to three priority numbers (maximum 32 digits each).

To enter a priority number

1. From standby mode, press **menu**.
2. Press 6 MNO Security.
3. Enter your lock code.

4. Press 4 GHI Priority #.
5. Scroll to Priority#1, Priority#2, or Priority#3.
6. Press **edit**.
7. Enter the phone number.
8. Press **ok**.

Erasing call history list

This feature erases the entire call history list.

1. From standby mode, press **menu**.
2. Press 6 MNO Security.
3. Enter your lock code.
4. Press 5 JKL Erase Call.
5. Press **ok**.
   - To erase the entire call history list, press **ok**.
   - To return to the menu without erasing the list, press .

Erasing phone book entries

This feature erases all entries in the phone book.

1. From standby mode, press **menu**.
2. Press 6 MNO Security.
3. Enter your lock code.
4. Press 6 MNO Erase Book.
5. Press **ok**.
   - To erase all entries in the phone book, press **ok**.
   - To return to the menu without erasing the list, press .

Erasing SMS messages

This feature erases all SMS (short message service) messages, including all locked or unlocked text messages and all voice mail notification messages. Use this erase feature to avoid running out of memory (see To avoid running out of memory, page 42).

1. From standby mode, press **menu**.
2. Press 6 Security.
3. Enter your lock code.
4. Press 7 Erase SMS (short message service).
5. Press **ok**.
   - To erase all messages, press **ok**.
   - To return to the menu without erasing any messages, press .

Resetting preferences

This feature resets all preferences to the original settings (defaults) entered by your service provider. These preferences include those described in Preferences Menu, page 59, with these exceptions:

- The banner is *not* reset.
- The Service Provider Preferred and Prohibited Lists *are* deleted (see Service Provider Select, page 79).
- The lock code is *not* reset.
- The phone book, call history, or SMS messages are *not* erased.

To reset preferences

1. From standby mode, press **menu**.
2. Press 6 Security, enter your lock code.
3. Press 8 Reset Prefs.
4. Press **ok**.
5. When prompted to reset all preferences, press **ok**.

Preferences Menu

- **7** Preferences
  - **1** Sounds
    - **1** Ringer Type
    - **2** Ringer Volume
    - **3** Earpiece Volume
    - **4** Key Beep Sound
    - **5** Key Beep Volume
    - **6** Key Beep Length
    - **7** Mute Stereo
  - **2** Display
    - **1** Backlight
    - **2** Sort Book
    - **3** Banner
    - **4** Auto Hyphens
    - **5** Show Time
    - **6** Time Zone
    - **7** Language
    - **8** Display Color
  - **3** Alerts
    - **1** Fade
    - **2** Minute
    - **3** Service change
    - **4** New Message
  - **4** Calling
    - **1** Auto Answer
    - **2** Auto Redial
    - **3** One-Touch Dial
    - **4** Auto-Key Answer

This section provides information on how to set up the following phone preferences:

- Sounds
- Display
- Alerts
- Calling

Sounds

To set up your personal sound preferences, changes can be made to the following functions:

- Ringer type
- Ringer volume
- Earpiece volume
- Key beep sound
- Key beep volume
- Key beep length
- Mute stereo

Ringer Type

For incoming calls, the ringer can be changed to one of eight different rings or melodies.

To set the incoming calls ringer type

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 1 Sounds.
4. Press 1 Ringer Type.
5. Press * or # to select the ringer type or melody from the list.
6. Press **ok**.

Ringer Volume

From standby mode, to change the ringer volume choose *one* of the following:

- Press the volume buttons on the side of the phone.
- Press **menu**.
  - Press 7 PQRS Preferences.
  - Press 1 Sounds.
  - Press 2 ABC Ringer Vol.

- Press [*] to increase or [#] to decrease the volume.
- To turn off the ringer, press [#] until the word “Silent” appears.
- To remind you that the ringer is off, the “Ringer Silenced” icon ( )displays.
- Press [ok] **ok**.

To silence the ringer when receiving a call

- Press [ ].

Earpiece Volume

The earpiece volume is adjustable while on a call or from standby mode.

To adjust the earpiece volume while on a call

- Press the volume buttons on the side of the phone.

To adjust the earpiece volume while in standby mode

1. Press [menu] **menu**.
2. Press [7 PQRS] Preferences.
3. Press [1] Sounds.
4. Press [3 DEF] Earpiece Vol.
5. Press [*] to increase or [#] to decrease the volume.
6. Press [ok] **ok**.

Key Beep Sound

The sound you hear when pressing the keys (key beep) can be adjusted to either a tone or a click.

To adjust the key beep sound

1. From standby mode, press [menu] **menu**.
2. Press [7 PQRS] Preferences.
3. Press [1] Sounds.
4. Press [4 GHI] KeyBeepSound.

5. Press [*] or [#] to select “tone.” A tone sounds.
6. Press [*] or [#] again to select “click.” A click sounds.

Note

While on a call, if you select “click,” keys pressed for voice mail sound as “tones.” Other keys pressed in menus sound as “clicks.”

7. Press [ok].

Key Beep Volume

The volume of the sound you hear when pressing the keys (key beep), can be adjusted.

To adjust the key beep volume

1. From standby mode, press [menu].
2. Press [7 PQRS] Preferences.
3. Press [1] Sounds.
4. Press [5 JKL] KeyBeepVol.
5. Press [*] to increase or [#] to decrease the volume.
6. To turn the key beep volume off, press [#] until the word “Silent” appears.
7. Press [ok].

Key Beep Length

The length of the sound you hear when pressing the key (key beep) can be changed. The standard key beep is short and fixed in length. The custom key beep sounds as long as you press a key.

Using the standard key beep setting is recommended unless a service or device, such as answering machines, requires a custom key beep.

Note

The key beep length affects the DTMF tones used for sending tones over the network for automated phone services, such as voice mail or online banking. Select the appropriate key beep length before sending tones (see Sending tones, page 30).

To set the key beep length

1. From standby mode, press **menu**.
2. Press 7 Preferences.
3. Press 1 Sounds.
4. Press 6 KeyBeepLen.
5. Press * or # to select "standard." Press again to select "custom."
   - Standard – Key beep is short and fixed in length.
   - Custom – Key beep sounds as long as you press a key.
6. Press **ok**.

Mute Stereo

To use this feature the Globalstar Installation Kit (works with SPOT Global Phone) mute line must be connected to the stereo mute line. When using the kit, this feature can beset to automatically mute the stereo in your vehicle when receiving incoming calls. Press when making outgoing calls. (Contact your service provider or kit installer for more information on implementing this in your vehicle.)

To mute the stereo

1. Be sure that the kit mute line is connected to the stereo mute line.
2. From standby mode, press **menu**.
3. Press 7 Preferences.
4. Press 1 Sounds.
5. Press 7 Mute Stereo.

6. Press [*] or [#] to select “yes.” Press again to select “no.”
7. Press [ok].

Display

The following display features can be adjusted:

- Backlight
- Sort Book
- Banner
- Auto Hyphen
- Manual Hyphen
- Show Time
- Time Zone

Backlight

The screen and keypad backlighting can be adjusted to maximize battery life.

To set the backlight

1. From standby mode, press [menu].
2. Press [7 PQRS] Preferences.
3. Press [2 ABC] Display.
4. Press [1] Backlight.
5. Scroll to select one of the following:
   - Always Off – The backlight is always off, which significantly *increases* battery life.
   - 7 Seconds – Turns the backlight off 7 seconds after the last key press.
   - 15 Seconds – Turns the backlight off 15 seconds after the last key press.
   - 30 Seconds – Turns the backlight off 30 seconds after the last key press.

- Always On – The backlight is always on, which significantly *decreases* battery life.

6. Press **ok**.

To turn the backlight on

- Press any key.

Note

If this feature is set to “Always Off,” pressing any key does *not* turn the backlight on.

Sort Book

This option allows users to select whether the phone book displays in numerical location order or by alphabetic name order.

To set the sort order

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 2 ABC Display.
4. Press 2 ABC Sort Book.
5. Press * or # to select “location#.” Press again to select “alphabetic.”
6. Press **ok** to confirm sort change.

Banner

When the phone is turned on, a banner or personal greeting can be displayed. As many as 12 characters can be added to the startup screen, such as a company name or a personal reminder.

To edit the banner

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.

3. Press 2 ABC Display.
4. Press 3 DEF Banner.
5. Choose one of the following:
   - Press **ok** to return to standby mode.
   - Press **edit** to change the banner. (See Entering numbers, page 15.)
6. Press **ok** to confirm banner changes.

Auto Hyphens

This feature automatically inserts hyphens when entering phone numbers. As the following example shows, hyphens are inserted automatically when numbers are entered:

– ### – ### –

Note

To manually enter hyphens, see Manual Hyphens, page 66.

To set auto hyphen

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 2 ABC Display.
4. Press 4 GHI AutoHyphen.
5. Press * or # to select “yes.” Press again to select “no.”
6. Press **ok**.

Manual Hyphens

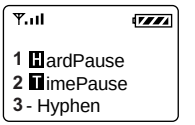
Hyphens can be entered manually from standby mode or when editing phone numbers in the phone book. Each hyphen counts as one character.

Note

To automatically insert hyphens, see Auto Hyphens, page 66.

To manually enter a hyphen

1. Press and hold [#]. The following screen displays:



2. To add a hyphen, on the screen, press [3].

Note

You cannot insert a hyphen or pause as the first digit of a phone number. Pressing and holding [#] will display the messages screen.

Show Time

The time format can be set by selecting 12-hour, 24-hour, UTC, or Off. UTC (universal time coordinated) displays as the default mode.

To set the time format

1. From standby mode, press [menu].
2. Press [7] Preferences.
3. Press [2] Display.
4. Press [5] Show Time.
5. Press [*] or [#] to select one of the following:
   - 12 hour – Time displays in 12-hour format
   - 24 hour – Time displays in 24-hour format
   - Off – Time does not display
6. Press [ok].

Time Zone

This feature allows you to select the display of a different time zone instead of UTC (universal time coordinated) time. The time zone remains selected

until you change it. UTC (plus or minus any hour) is an option if your time zone is unavailable.

The available time zones include:

European	GMT	Greenwich Mean Time	same as UTC
	BST	British Summer Time	UTC + 1 hour
	IST	Irish Summer Time	UTC + 1 hour
	WET	Western Europe Time	same as UTC
	WEST	Western Europe Summer Time	UTC + 1 hour
	CET	Central Europe Time	UTC + 1 hour
	CEST	Central Europe Summer Time	UTC + 2 hours
	EET	Eastern Europe Time	UTC + 2 hours
	EEST	Eastern Europe Summer Time	UTC + 3 hours
	MSK	Moscow Time	UTC + 3 hours
	MSD	Moscow Summer Time	UTC + 4 hours
	MSD	Moscow Summer Time, Irkutsk	MSD + 5 hours
	MSK	Moscow, Chita, Yakutsk	MSK + 6 hours
	MSD	Moscow Summer Time, Chita Yakutsk	MSK + 6 hours
	MSK	Moscow, Vladivostock, Khabavorsk, Sakhalin	MSK + 7 hours
	MSK	Moscow, Magadan	MSK + 8 hours
	MSD	Moscow Summer, Magadan	MSD + 8 hours
	MSK	Moscow, Kamchatka, Anadyr	MSK + 9 hours

	MSD	Moscow Summer, Kamchatka, Anadyr	MSD + 9 hours
	Beij	Beijing, China	UTC + 8 hours
U.S. and Canada	AST	Atlantic Standard Time	UTC – 4 hours
	ADT	Atlantic Daylight Saving Time	UTC – 3 hours
	EST	Eastern Standard Time	UTC – 5 hours
	EDT	Eastern Daylight Saving Time	UTC – 4 hours
	CST	Central Standard Time	UTC – 6 hours
	CDT	Central Daylight Saving Time	UTC – 5 hours
	MST	Mountain Standard Time	UTC – 7 hours
	MDT	Mountain Daylight Saving Time	UTC – 6 hours
	PST	Pacific Standard Time	UTC – 8 hours
	PDT	Pacific Daylight Saving Time	UTC – 7 hours
	HST	Hawaiian Standard Time	UTC – 10 hours
	AKST	Alaska Standard Time	UTC – 9 hours
	AKDT	Alaska Daylight Saving Time	UTC – 8 hours

To select a different time zone

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 2 ABC Display.
4. Press 6 MNO TimeZone.

5. Press [*] to select a time zone from the list. Press [#] to move backward through the list.
6. Press [ok] **ok**.

Language

Several languages are available to be displayed on your phone's screen: English, Spanish, Portuguese, French, Russian, and Chinese.

To set the language

1. From standby mode, press [menu] **menu**.
2. Press [7 PQRS] Preferences.
3. Press [2 ABC] Display.
4. Press [7 PQRS] Language.
5. Press [*] or [#] to select from the list of available languages.
6. Press [ok] **ok**.

Display Color Scheme

Several color schemes are available for your phone's screen.

To set the display color

1. From standby mode, press [menu] **menu**.
2. Press [7 PQRS] Preferences.
3. Press [2 ABC] Display.
4. Press [8 TUV] Display Color.
5. Press [*] or [#] to select from the list of available color schemes.
6. Press [ok] **ok**.

Alerts

For your convenience, alerts may be configured to produce a tone while flashing a message. The following alerts can be set to sound a tone:

- Fade

- Minute
- Service change
- New message

Fade

The fade alert occurs when any network drops a call.

To set the fade alert

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 3 DEF Alerts.
4. Press 1 Fade.
5. Press * or # to select “on.” Press again to select “off.”
6. Press **ok**.

Minute

The minute alert occurs ten seconds before the end of every minute.

To set the minute alert

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 3 DEF Alerts.
4. Press 2 ABC Minute.
5. Press * or # to select “on.” Press again to select “off.”
6. Press **ok**.

Service Change

The service change alert occurs when the phone enters or leaves service. This alert displays a message and can also be configured to sound a tone.

To set the service change alert

1. From standby mode, press **menu**.
2. Press 7 Preferences.
3. Press 3 Alerts.
4. Press 3 Service.
5. Press * or # to select “on.” Press again to select “off.”
6. Press **ok**.

New Message

The new message alert occurs when you receive a new text message or voice mail notification.

To set the new message alert

1. From standby mode, press **menu**.
2. Press 7 Preferences.
3. Press 3 Alerts.
4. Press 4 New Message.
5. Press * or # to select one of the following options:
   - Off – Phone does not sound a beep when a new message is received
   - Once – Phone sounds one beep when a new message is received
   - Periodic – Phone sounds a beep periodically when a new message is received until you retrieve the message by pressing #
6. Press **ok**.

Calling

The following features can be configured to simplify the calling process:

- Auto Answer
- Auto Redial
- One-Touch Dial
- Any-Key Answer

Auto Answer

Use this feature to adjust the number of times the phone rings before it automatically answers a call. When this auto answer feature is used, the phone's ringer option is automatically set to Standard.

To set auto answer

1. From standby mode, press **menu**.
2. Press 7 Preferences.
3. Press 4 Calling.
4. Press 1 AutoAnswer.
5. Press * or # to select one of the following options:
   - Off – Phone does not automatically answer
   - After 1 ring – Phone automatically answers after 1 ring
   - After 2 rings – Phone automatically answers after 2 rings
   - Car kit only 1 ring – When installed in the kit, the phone automatically answers after 1 ring
   - Car kit only 2 rings – When installed in the kit, the phone automatically answers after 2 rings
6. Press **ok**.

Note

If you select an option other than "off," the message "-Auto Answer-" flashes while in standby mode.

Auto Redial

Use this feature to set the time interval in which the phone automatically redials a number when the network is busy or unavailable, but not when the phone is busy.

While the phone is in standby mode, the phone automatically redials at intervals until the call connects or you press . If you change service, auto redial stops.

To set auto redial

1. From standby mode, press **menu**.
2. Press 7 Preferences.
3. Press 4 Calling.
4. Press 2 Auto Redial.
5. Press * or # to select one of the following options:
   - Off – Do not automatically redial
   - Every 10 seconds – Automatically redial every 10 seconds
   - Every 30 seconds – Automatically redial every 30 seconds
   - Every 60 seconds – Automatically redial every 60 seconds
6. Press **ok**.

One-Touch Dial

Use the one-touch dial feature to call any of the 99 phone book location numbers without pressing .

To set one-touch dial

1. From standby mode, press **menu**.
2. Press 7 Preferences.
3. Press 4 Calling.
4. Press 3 One-Touch Dial.
5. Press * or # to select “yes.” Press again to select “no.”
6. Press **ok**.

   (See One-touch dialing, page 32, for more information.)

Any-Key Answer

If you prefer to answer an incoming call by pressing any key (except), set the any-key answer feature to “yes.”

Note

If this feature is not set to “yes,” press to answer calls.

To set any-key answer

1. From standby mode, press **menu**.
2. Press 7 PQRS Preferences.
3. Press 4 GHI Calling.
4. Press 4 GHI AnyKeyAnsw.
5. Press * or # to select “yes.” Press again to select “no.”
6. Press **ok**.

- **8** System
  - **1** Status
  - **2** Find Home
  - **3** Version
  - **4** Service Provider Select
    - **1** Viewing Lists
    - **2** Adding to List
    - **3** Editing List
    - **4** Erasing a Provider
    - **5** Force Selection
  - **5** Service Provider
  - **6** Territory
- **9** My Number

This section provides information on how to use the following system features:

- Status
- Find Home
- Version
- Service Provider Select
- Service Provider
- Territory
- My Number

Status

This feature provides status for the state of the phone's antenna, Globalstar Installation Kit (works with SPOT Global Phone), battery, memory, lock, and self-test:

- ☺ Indicates a good condition or ready for use.
- ☹ Indicates a faulty condition or not ready for use.
- – Indicates not in use.

To access status information

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 1 Status:
   - Antenna Up – If ☺ displays, the antenna is rotated properly. If the antenna is rotated and ☹ displays, contact your service provider.
   - Car Kit – If ☺ displays, the kit is operating properly. If ☹ displays, reconnect the phone in the cradle or contact the installation technician.
   - Battery – If ☺ displays, the battery is installed properly. If ☹ displays, remove and replace your battery or contact your service provider.
   - Memory – If ☺ displays, there is enough available phone memory. If ☹ displays, delete text messages and voice mail notifications.
   - Unlocked – If ☺ displays, the service provider has not locked your phone. If ☹ displays, contact your service provider.
   - Self-test – If ☺ displays, the phone has made a successful self-test. If ☹ displays, contact your service provider.
4. Press clr or .

Find Home

The Find Home feature quickly locates your home service provider. If the home provider is not available, the phone searches for service based on your preference settings (see Service Provider Select, page 79).

If the phone displays the roaming indicator while in the home area, use this Find Home feature to re-establish local service.

Tip

To eliminate “roaming” in your home area, use the Find Home feature before you place the call.

To force the phone to find home

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 2 Find Home.
4. Press **ok**.

Version

The Version feature displays the version number of the software installed on your phone.

To display the software version number

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 3 Version.
4. Scroll to read the information (see Navigating and using menus, page 21.)
5. Press **clr** or .

Service Provider Select

The Service Provider feature accesses three lists of service providers: Known, Preferred, and Prohibited. This feature allows you to select and force registration with a service provider.

Phone Registering

Registration means your phone is looking for service and obtains service after network approval.

- If the service change alert is set to “on,” the alert sounds a tone and displays a menu when the phone enters or leaves service. (See Service Change, page 71.)
- After your phone is registered, press the following key sequence for service provider information and the current phone number:

- ❑ **Menu**.
- ❑ 8 TUV **System**.
- ❑ 4 GHI **Service Provider**.

Changes made to the Preferred or Prohibited Lists do not take effect until the phone is registered again with the network. To register the phone, choose one of the following methods:

- Turn the phone off and on.
- Find your home service provider (see Find Home, page 78).
- Force service provider selection (see Force Service Provider Selection, page 83).

If you add the currently registered service provider to the Prohibited List, the phone automatically re-registers.

Service Provider Lists

- Known List – Displays all of the known service providers that can be added to the Preferred or Prohibited Lists. This list is created and updated by the service provider.
  - ❑ New service providers are automatically added as they become available.
  - ❑ Service providers placed on the Preferred List are highlighted.
  - ❑ Service providers placed on the Prohibited List are crossed out.
  - ❑ Service providers on both the Preferred and Prohibited Lists are highlighted and crossed out.
- Preferred List – Displays your preferred order of priority for service providers.
  - ❑ Highlighted first on the screen is your home service provider.
  - ❑ The order of priority is shown by the number to the left of the service provider's name.
- Prohibited List – Displays the service providers (in alphabetical order) that you choose *not* to use.

Note

You cannot add or delete your home service provider from any list.

Viewing lists

To view the Known, Preferred, or Prohibited Lists

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 4 SP (service provider) Select.
4. To select a list to view:
   - Press 1 Known List.
   - Press 2 Prefr List.
   - Press 3 Prohb List.
5. Press **view** to display the service provider's MCC (mobile country code) and MNC (mobile network code).
   - If the service provider is on the Preferred List, the preferred location number displays (Pref Loc).
   - If the service provider is on the Prohibited List, "yes" displays (Prohib).
   - If the service provider is on both the Preferred and the Prohibited Lists, the preferred location number and "yes" displays.
6. Press **ok**.

Adding to lists

To add to the Preferred or Prohibited Lists

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 4 SP (service provider) Select.
4. Press 1 Known List.

5. Scroll to select a service provider (see Navigating and using menus, page 21).
6. Press **edit**.
7. Press 1 Preferred or 2 Prohibited.
8. Press **ok**.
9. Re-register your phone (see Phone Registering, page 79).

Editing lists

To edit (reorder or delete) from the Preferred List

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 4 SP (service provider) Select.
4. Press 2 Prefr List.
5. Scroll to select a service provider.
6. Press **edit**.
7. Choose *one* of the following:
   - Reorder
     - Press 1 Reorder.
     - Scroll to move the selected service provider to a new position in the Preferred List.
     - Press **ok**.
   - Delete
     - Press 2 Delete.
     - Press **ok** to delete the selected service provider from the list.
8. Press **ok**.
9. Re-register your phone (see Phone Registering, page 79).

Erasing a Provider from the Prohibited List

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 4 SP (service provider) Select.
4. Press 3 Prohb List.
5. Scroll to select a service provider.
6. Press **erase**.
7. Press **ok**.
8. Re-register your phone (see Phone Registering, page 79).

Force Service Provider Selection

This feature forces the phone to register with a service provider in the following order of priority:

1. The phone attempts to register with your home service provider.
2. The phone attempts to register with service providers on the Preferred List.
3. The phone attempts to register with service providers on the Known List.

To force service provider selection

1. From standby mode, press **menu**.
2. Press 8 System.
3. Press 4 SP (service provider) Select.
4. Press 4 Force SPS (service provider selection).
5. Press **ok**.

Service Provider

To display the current service provider's name

1. From standby mode, press **menu**.
2. Press 8 System.

3. Press 5 JKL SrvcPrvder.
4. Press clr or .

Territory

This feature displays the current Globalstar service provider's MCC (mobile country code) and MNC (mobile network code).

To display the territory information

1. From standby mode, press **menu**.
2. Press 8 TUV System.
3. Press 6 MNO Territory.
4. Press clr or .

My Number

This feature displays your phone number and service provider name.

To display your phone number

1. From standby mode, press **menu**.
2. Press 9 WXYZ My Number.

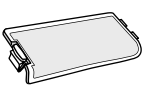
Battery Care and Maintenance

This section contains information about the care and maintenance of the phone batteries.

- Battery care and charging
- Battery chargers
- Low battery
- Battery removal
- Battery replacement

Battery

A rechargeable battery is located on the back of the phone:



The following is typical battery performance:

Service Mode	Talk Time	Standby Time
Globalstar Satellite	4 hours	36 hours

Battery care and charging

The battery charge level indicator is shown at the top right of the screen and ranges between four vertical bars (full charge) to one bar (minimal charge). If the indicator has no bars, the battery has no charge.

Fully charge the battery immediately after purchasing the phone to maximize the talk and standby times. The battery does not need to be completely drained before you recharge it. (See Low battery, page 87, for more information.)

Follow these guidelines for batteries:

- Only use SPOT or Globalstar batteries and chargers designed for this phone. Do not use any other battery or charger.
- To maximize battery life, set the backlight option to “off” (see Backlight, page 64).
- To prevent damage, do not charge the battery in temperatures less than +32 °F (0 °C) or greater than +104 °F (+40 °C).
- Do not use the battery in temperatures less than –4 °F (–20 °C) or greater than +140 °F (+60 °C).
- Do not use the battery charger in direct sunlight or in places with excessive humidity, such as a bathroom.
- Keep the metal contacts at the top end of the battery clean.
- Never dispose of the battery in a fire or trash compactor.
- Do not try to disassemble or short circuit the battery.
- Recharge the battery if the phone has not been used for several months.
- Do not store batteries in places where temperatures are below –22 °F (–30 °C) or above +140 °F (+60 °C).

Battery chargers

There are three (3) battery charger options (see Accessories, page 99):

- AC wall charger
- Car power adapter/vehicle charger

Note

To avoid damaging the phone when using the AC wall charger, plug the charger into the power source first, and then into the phone.

About battery charging

- The battery recharges while the phone is in use.
- For faster charging, turn the phone off.
- The battery does not need to be completely drained before recharging.
- After connecting the phone to one of the chargers, check the charging status:
  - If the battery is charging, the bars on the battery indicator flash in sequence.
  - If the phone is turned off, a message displays and the bars on the battery indicator flash in sequence. When charging is complete, a message displays on the screen.

Low battery

The phone alerts you when the battery is low.

- The battery indicator flashes.

- The phone beeps three times (if you are on a call, the phone continues to beep every minute).
- The message “Low Battery! Recharge Battery Soon” displays on the screen.
- If the battery level gets too low, the phone turns off and loses any call in progress.
  - Before turning off, the phone alerts you with five beeps.
  - The message “Low Battery, Turning Off Phone Now” displays on the screen.

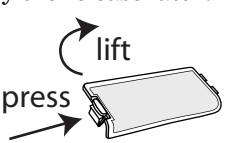
Tip

To turn off the battery alert, set the ringer volume to zero (0).

Battery removal

To remove the battery, complete the following steps.

1. Turn the power off to avoid losing data.
2. Press and hold the battery release latch in the direction of the arrow to release it from the phone.
3. Lift the battery cover by the release latch.

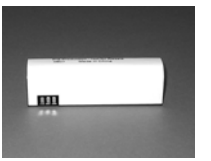


4. Remove battery as described in Battery replacement, page 89.

Battery replacement

To replace the battery, complete the following steps.

1. If a battery is already installed, turn the power off to prevent losing data and then remove the battery (see Battery removal, page 88).
2. On the new replacement battery, locate the three tabs shown below.



3. Align the tabs to the slots in the battery cavity of the phone.

4. Insert the battery into place.

5. Align the tabs of the battery cover with the slots on the battery cavity.

6. Press down on the battery lid to snap it securely into place.

Safely dispose of the old battery, as described in Battery care, page 97.

Safety Information

This section contains the following safety information for wireless handheld phones:

- FCC/IC notice
- Exposure to radio frequency signals
- Body-worn operation
- Antenna care
- Phone operation
- Driving
- Electronic devices
- Aircraft
- Blasting area
- Potentially explosive atmosphere
- For vehicles equipped with an air bag
- Battery care
- Other safety issues

FCC/IC notice

This device complies with part 15 of the Federal Communications Commissions (FCC) rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To comply with FCC radiation exposure requirements, use of this device for body-worn operational configurations is limited to accessories tested and approved by Globalstar. Other accessories used with this device for body-worn operations must not contain any metallic components and must provide at least 15 mm separation distance between the antenna and the user's body. Other accessories that have not been tested for body-worn Specific Absorption

Rate (SAR) may not comply with FCC radiation exposure limits and should be avoided.

Exposure to radio frequency signals

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is on, it receives and also sends out radio frequency (RF) signals.

In August, 1996, the FCC adopted RF exposure guidelines with safety levels for hand-held wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

- ANSI/IEEE C95.1 (1999)[1]
- NCRP Report 86 (1986)[2]
- ICNIRP (1998)[3]
- IRPA (1991) Guidelines on Protection Against Non-ionizing Radiation[4]

These standards are based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1).

The SAR limit for the United States and Canada is set by the FCC at 1.6 mW/g, averaged over one gram volume limit. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements. Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at the highest certified power level in all tested frequency bands. The phone, while operating, can be well below the maximum level.

1. American National Standards Institute
2. National Council on Radiation Protection and Measurements
3. International Commission on Non-Ionizing Radiation Protection
4. Internal Radiation Protection Association

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations as required by the FCC for each model. The highest SAR value for this model phone when used at the ear is 0.020 mW/g and when worn on the body, is 0.564 mW/g at 15 mm separation distance. (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements.) While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section: fcc.gov/oet/fccid after searching on FCC ID J9CGSK2UT. More information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web site, wow-com.com.

Tests were also performed as required by the EU for each model. The highest SAR value for this model phone when used at the ear is 0.013 mW/g and when worn on the body, is 0.345 mW/g at 15 mm separation distance. The SAR limit for the EU is set at 2.0 mW/g, averaged over ten gram volume limit.

Body-worn operation

Your telephone was tested for typical body-worn operations, with the back of the phone being kept 15 mm from the body. To comply with FCC RF exposure requirements, a minimum separation of 15 mm must be maintained between your body and the back of the phone, including the antenna.

Third-party belt clips and similar accessories containing metallic components should not be used with your phone. Body-worn accessories that cannot maintain a 15 mm separation distance between your body and the back of the phone, and that have not been tested for typical body-worn operations may not comply with FCC RF exposure limits, and should be avoided.

Antenna care

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

Phone operation

Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

Tip

For your phone to operate most efficiently:

- ❑ Rotate and fully extend the antenna.
- ❑ Do not touch the antenna unnecessarily when the phone is in use. Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed.

Driving

In the areas where you drive, always obey the local laws and regulations on the use of wireless telephones.

If using your phone while driving, please:

- Give full attention to driving – driving safely is your first responsibility.
- Use the hands-free component of the Globalstar Installation Kit (works with SPOT Global Phone), if available.
- Pull off the road and park before making or answering a call if driving conditions so require.

Electronic devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6") inches be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research.

When wearing a pacemaker:

- Always keep the phone more than six inches from the pacemaker when the phone is turned on.
- Do not carry the phone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your phone off immediately.

Hearing aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider.

Other medical devices

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your phone off in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Vehicles and vessels

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle or vessel.

Posted facilities

Turn your phone off in any facility where posted notices so require.

Aircraft

FCC regulations prohibit using your phone while in the air. Switch off your phone before boarding an aircraft.

Blasting areas

To avoid interfering with blasting operations, turn your phone off when in a “blasting area” or in areas posted: “Turn off two-way radio”. Obey all signs and instructions.

Potentially explosive atmospheres

Turn your phone off when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often but not always clearly marked. They include fueling areas such as gasoline stations; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust, or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

For vehicles equipped with an air bag

An air bag inflates with great force. Do not place objects, including installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Battery care

The phone's battery stores a large amount of energy when fully charged. If the battery is punctured, crushed, severely overheated, or charged in a non-SPOT or Globalstar charger, this energy can be released suddenly and result in potential injury.

- Do not overheat the battery by leaving it on a heater or in the sun.
- Do not dispose of the battery in a trash compactor or incinerator.
- Use only charging accessories approved by SPOT or Globalstar, and discontinue use of the battery if it becomes damaged.

Other safety issues

In order to avoid the potential for confusing the phone as a weapon, the phone features a distinctive flame orange dot at the tip of the antenna.

- This orange dot is a convention used by manufacturers of various devices and is familiar to safety officers in the country of manufacture and other countries.
- Do not remove or cover the dot, and avoid using or handling the phone in a threatening manner or so as to suggest that the phone is a weapon.

Accessories

The optional accessories described in this section are available from SPOT.

Caution

Allow only authorized personnel to service the accessories. Unauthorized service can invalidate the warranty.

Battery

An extra battery allows you to have a charged battery available at all times.

AC wall charger

The North American version AC wall chargers supply power to the phone and fast charge the battery while it is attached to the phone. Chargers operate at 110V and 220V.

Car power adapter/vehicle charger

The car power adapter/vehicle charger supports North American vehicles.

Plug the adapter into your vehicle's charger to supply power to the phone (with or without the battery attached). You can also fast charge the battery at the same time.

Data cables

The SPOT data cable is required to connect your computer to the phone. Depending on the computer or other device, additional cables or an adapter may be required.

With the SPOT data cable installed, your computer can be used to send and receive email, use Telnet or FTP, or browse the Internet.

Hands-free operation

The Globalstar Installation Kit (works with SPOT Global Phone) includes a hands-free component that adapts your phone for hands-free operation in your vehicle. For more information, see the GIK-1700 Globalstar Installation Kit documentation.

Caution

Allow only authorized personnel to install or service the kit. Faulty installation or service can be dangerous and can invalidate the warranty.

Troubleshooting

This section provides information to help troubleshoot your phone.

If the problems with your phone are not resolved by following these troubleshooting tips, contact your service provider.

Problem	Solution
Turning the phone on	■ Hold for more than one second. ■ Check the battery installation. ■ Recharge or replace the battery.
Charging the battery	■ Install only SPOT batteries. ■ Check that the battery contacts are clean and dry. ■ Check the charger connection. ■ If the battery does not charge at first, remove the charger plug from the phone, wait ten seconds, and then reinsert the plug. ■ Check the battery temperature. If it is too warm, allow it to cool before recharging it. ■ Replace the battery if it is several years old.

Problem	Solution
Battery draining quickly	■ Check that your antenna is pointing straight up and has a clear view of the sky to conserve battery life. ■ Set the backlight option to “off” (see Backlight, page 64). ■ Replace the battery if it is several years old. ■ Check the battery temperature. If temperatures are too warm or too cold, battery life is decreased.
Making calls	■ Rotate and fully extend the antenna. ■ Ensure that the antenna has a clear view of the sky. ■ Check the signal strength indicator. ■ If “Calling is Restricted” displays, check the Restrict Phone setting under the Security menu (see Restricting the phone, page 55). ■ Remove all service providers from the Prohibited List (see Erasing a Provider from the Prohibited List, page 83).

Problem	Solution
Receiving calls	■ Check that the phone is turned on. ■ Check that the ringer is loud enough. ■ Rotate and fully extend the antenna. ■ Ensure that the antenna has a clear view of the sky. ■ Check the signal strength indicator. ■ Remove all service providers from the Prohibited List (see Erasing a Provider from the Prohibited List, page 83).
Losing calls	■ Ensure that your antenna is pointing straight up when placed next to your head and when using the keypad or viewing the screen. ■ Ensure that the antenna has a clear view of the sky. ■ Rotate and fully extend the antenna. ■ Check the signal strength indicator.
Remembering your lock code	■ Contact your service provider for the lock code for the Security menu or phone lock feature.

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