Extreme Product Questions

Q.	**What are the primary features of the Extreme handset?**

A.	• Military-Grade Durability
	    • Meets US Military Standards 810F for resistance to:
	        • Dust, Shock, Vibration, Blowing Rain (and more)
	• Highest Ingress (IP) Rating in the Industry: IP65
	    • Sealed for Protection Against Dust and Water
	• Open Development Platform for Location Services
	    • GPS-Enabled
	    • Developer Kit for Short-Burst Data Tracking
	    • Programmable Location Service Menus
	• Programmable SOS button:
	    • This Feature Adheres to Specifications Defined by Search and Rescue Regulating Body (RTCM SEND Committee)

Q.	**What are the primary differences between the Extreme handset vs. the 9555 handset?**
A.	The 9575 is smaller, lighter and has been designed to military grade specifications for durability. This phone also provides a GPS component which can be integrated with an LBS portal for online tracking and monitoring. The most noticeable difference is the Programmable SOS Button. This red button is located on the top of the phone, under a protective cover. By removing the cover and pressing the red button you can send your location information to your designated contact in the event of an emergency.
Q.	**Are the Location Based Services (LBS) and Emergency SOS enhancements only available on the Extreme?**
A.	Yes .
Q.	**What makes the Extreme more durable than the other Iridium handsets?**
A.	• Military Grade Durability Tests Passed (MIL-STD 810F Test Procedures) • IP65 Rating: Dust-Proof and Protected Against Jet-Water
Q.	**Outside of the LBS and Emergency SOS features, is the functionality of the Extreme similar to the 9555?**
A.	Yes. The functionality is the same.
Q.	**Is the Extreme available in any other color?**
A.	No, the phone is not available in any other color.

Q.	What accessories are currently packaged with the Extreme?
A.	- Rechargeable Li-ion Battery - Adapter, 9575 Antenna, Power USB - Adapter, 9575, Power USB - Leather Holster - Quick Start Guide – printable copies available via Iridium.com - User Guide (English) - Data CD, 9575 - Antenna, Portable Auxiliary - AC Travel Charger (requires Int'l Plug Kit for use) - Int'l Plug Kit (requires AC Charger for use) - Auto Accessory Adapter - Hands Free Headset - USB-Mini USB Cable
Q.	Are any of the existing handset accessories compatible with the new Extreme handset?
A.	The following 9555 accessories can be utilized with the Extreme: - Antenna, Portable Auxiliary - AC Travel Charger (requires Int'l Plug Kit for use) - Int'l Plug Kit (requires AC Charger for use) - Auto Accessory Adapter - Hands Free Headset - USB-Mini USB Cable
Q.	Does utilizing the LBS and Emergency SOS features impact the talk time and standby times of the battery?
A.	Yes. Both of these utilize battery power.
Q.	The IP65 rating that the handset received, does that mean the handset can be submerged in water?
A.	No. The phone has been tested to stand up to a jet spray of water. It cannot be submerged in water.
Q.	Does Iridium intend to discontinue the manufacturing of the 9555 handset? If so, when is the anticipated date and what type of support will be provided for existing 9555 handsets?
A.	Iridium is not intending to discontinue the 9555. This handset will continue to serve specific market segments indefinitely.
Q.	How accurate is the location (GPS) reporting?
A.	Like with any GPS application, this all depends on the number of GPS satellites that the device can see at one time. The greater the number of satellites in view, the higher the accuracy will be. This is "real" GPS vs. Iridium location.
Q.	What features in the handset are dependent on the use of a SIM?
A.	- Free text SMS messages CANNOT be sent or received without a SIM. - Non-emergency calls CANNOT be made or received without a SIM. - SMS messages CANNOT be sent or received without a SIM. - If the handset does not have a SIM in when the user presses the emergency button then the handset auto-dials 112 instead of the configured emergency number.
Q.	Am I charged for sending position data?
A.	Yes, there is a charge for sending position data using SMS and if using an LBS Portal.
Q.	How do we/field update the firmware on the units?
A.	We will have a similar firmware update tool to the 9555. Updates will be announced via alert and the update tool will be made available via Iridium for Partners.

Enhancement/Service Questions

Q. Is there an additional charge to utilize the LBS and Emergency SOS features?

A. LBS Portal rates are set by each of the various Service Providers. Emergency SOS features are billed based upon usage. If an Emergency Call is made, there will be a charge for the phone call. If an SMS message is sent, there will be a charge per message.

Q. What is the difference between the existing 911 emergency services currently offered by Iridium and this new Emergency SOS feature?

A. The existing 911 **Emergency** Service is available in the United States, Puerto Rico and the U.S. Virgin Islands by dialing "911" and pressing "OK" and should not be confused with the Programmable SOS button functionality.

The Iridium Extreme provides the user with the ability to program emergency call recipients and emergency SMS message recipients. These recipients will be contacted when Emergency Mode is invoked on the handset. The phone supports one call recipient and up to three SMS or email recipients.

Q. Can the emergency message be cancelled once the user hits the red button or enables it through the handset?

A. Yes, if the feature is activated through the phone menu or by pressing the "red button" located on the top of the phone, the user will have 20 seconds to cancel the sms and/or call that will be sent to the recipients listed either in their handset or in the portal.

If the message is not cancelled within the first 20 seconds, Emergency Mode can be cancelled by pressing the right soft key, labeled Cancel.

Q. Can I activate either a prepaid or postpaid card for this service?

A. Yes.

Q. What is the difference between the GPS Quick List Option vs. Message Options?

A. In the Message Options menu, Regular Updates will allow you to program one (1) recipient to receive regularly scheduled messages from you with your location. Once the recipient is programmed and a message frequency is selected, your designated contact will receive Regular Updates from you automatically.

Quick GPS will allow you to send one (1) single location update to up to five (5) recipients programmed in your phone via messaging. To initiate a Quick GPS, press the Convenience Key located on the right side of your phone, obtain an updated location, select "Share" with the left option key, and select Quick GPS with the left option key.

Q If a user is registered with the portal, will they send location updates via SMS along with their SBD messages?

A. No, if the user's handset is registered with the portal, it will send automatic updates only via SBD. They always have the option of sending a manual SMS updates.

Q. If I have activated the "Emergency" feature and it is programmed to call a phone number or an SMS message, how many calls will be placed to that number or SMS?

A. Depending on how the user programmed the phone, the phone will call or send an SMS message to your designated contact every 5 minutes.

Q. Can a user set it up to send location based updates via SMS and SBD simultaneously?

A. No, the status of the handset's registration in the portal will determine whether an SMS or SBD message will be sent.

Q. Why are the LBS and Emergency SOS text messages not stored in the message "outbox"?

A. These messages are sent using SBD and are not stored as an outgoing SMS message. The portal provider has the ability to store the message history of your tracking and SOS messages.

Q. How do I store numbers to my SIM card?

A. To store numbers onto the SIM card it will be necessary to utilize the phonebook tool.

Q.	Will I be able to utilize a prepaid SIM card in the Extreme handset for LBS and Emergency SOS services?
A.	Yes .
Q.	Will there be anything special in my CDRS to indicate an SOS message or call?
A.	There is nothing that indicates that a call or message is due to an emergency call.

Portal

Q. **When using a Portal, what types of messages are sent via SMS vs. SBD?**

A. A message can be sent by both methods, depending on the message type and/or whether the recipient is a phone number or e-mail address as shown in the chart below:

Message Type	Registered with a Portal	Not Registered with a Portal
Emergency Message	SBD: Auto message is sent to the portal site SMS: up to 3 SMS recipients as configured on the handset	SMS Only: up to 3 SMS recipients as configured on the handset
Regular Update Report	SBD Only	SMS Only
Free Text or Canned Message	SBD: When the recipient is an e-mail address or Portal distribution list SMS: When the recipient is a phone number	SMS Only (Free text only; no canned Messages) Note: Text messages sent to an e-mail address are distributed by the Iridium E-Mail Gateway

Q. **How do I access the portal?**

A. Please contact your Service or Portal provider for instructions on how to register your phone with the portal.

Q. **How do I obtain a login and password for the portal?**

A. Please contact your Service or Portal provider for instructions for accessing the portal.

Q. **How do I obtain "admin" rights?**

A. Please contact your Service or Portal provider for any questions on the functionality of your portal.

Q. **Is there a limit to the number of people that can be logged into a subscriber's account within the portal?**

A. Please contact your Service or Portal provider for any questions on the functionality of your portal.

Q. **Who do I contact if I am having problems with the portal?**

A. Please contact your Service or Portal provider. You can determine who your portal provide is by pressing *#578# <green key>. The name of the portal provider will be displayed on the phone.

Q. **Can multiple handsets be registered with the portal?**

A. Yes, multiple handsets can be registered with a portal. Please note that a handset can be registered with only one portal.

Q. **What key sequence do I use to register my phone with the portal via the Extreme handset?**

A. To register via the handset, press *#575# <green key>.

Q. **How do I de- register my phone with the portal via the Extreme handset?**

A. To de -register via the handset, press *#576# <green key>.

Q. **Can I send a CANNED message to one GPS quick list recipient from my handset?**

A. No, when you select GPS quick list, all programmed GPS quick list recipients will receive the same CANNED message.

Q. **If the message sent from the portal to the handset exceeds Iridium's 160 character limit, will I still receive the entire message?**

A. Yes, depending on the total number of characters, the message will be sent out via multiple messages.

Q. **Why does my current location screen not display the "check in" option?**

A. Verify the handset is registered with the portal by pressing *#578# <green key>.

Q.	**Will the *#578# always display the portal provider and their respective website?**
A.	If the phone is registered with a portal, the provider name, at a minimum, should be displayed. This is one of the requirements that that must be met by our Preferred Providers.