



Satellite Phones Direct, LLC

302 Research Drive, Suite 150
Norcross, Georgia 30092

Globalstar Rental Phone Information

The phone number of your phone is _____. This phone number can also be found on the side of the Globalstar phone. Provide this number to parties that need to contact you.

After receiving your Globalstar rental phone, it must be tested immediately. Remember, you must be outside and have a clear line of sight to the sky. Turn the phone on and dial #8378. This will be a free call to ensure that your phone is working properly. You should reach a recording that confirms that your call was successfully received. If your test is NOT successful, contact Satellite Phones Direct immediately at the phone numbers provided below.

If you fail to notify Satellite Phones Direct of any problems promptly after the receipt of your phone, you will not be eligible for rental credit for a malfunctioning phone.

Placing a call:

- 1.) Power on the phone
- 2.) Rotate the satellite phone antenna for GlobalStar service.
- 3.) Dial 1 + Area Code + Tel #.

Receiving a call:

- 1.) Your phone must be powered on with a clear view of the sky to successfully receive an incoming call.
- 2.) Rotate the satellite phone antenna for GlobalStar service.
- 3.) A person calling you would dial 1 + Area Code + Tel #. (The phone number of your rental phone).
- 4.) If you are unavailable, the caller will have the option to leave you a voice mail.

Voicemail / Text Messaging

Checking for voicemail and text messages:

1. With the phone powered up, push the envelope button found just above the number 2 on the key pad of your phone.
2. The display will note any new or old voicemail or text messages.

Checking Text Messages:

1. Push the up arrow located just below the word "text" on the phone display
2. REMEMBER – You can receive text messages but you will be unable to reply or send text messages from this phone.
3. Text Messages are free of charge.

Checking Voice Messages:

1. Dial your Globalstar phone number: 1 + Area Code + Tel #. (The phone number of your rental phone).
2. When the voicemail recording comes up, press the number 1.
3. When asked for your voicemail password, dial 1111. Your rental per minute airtime rate applies.

Technical Support:

Globalstar provides free technical support by dialing:

- Toll Free: (877) 452-5782
- Worldwide: (905) 712-7197
- Free from your Globalstar handset: 611

Globalstar Support hours are as follows:

- Monday – Friday 5:00 a.m. – 9:00 p.m. PST
- Saturday & Sunday 7:00 a.m. – 5:00 p.m. PST

Should you experience problems or difficulties, please contact the Globalstar technical support team at the numbers provided. If you continue to have a problem that Globalstar is unable to resolve you may contact us from 8:30 a.m. – 7:00 p.m. EST Monday through Friday:

- Toll Free: (888) 684-3323
- Local: (770) 449-6826
- Fax: (770) 449-6828
- Email (monitored on weekends): cs@satellite-phones-direct.com

Sales: 888.684.3323 or 770.449.6826 Fax: 770.449.6828