

IRIDIUM

SP Tier 1

SMS Troubleshooting

Table of Contents

**Section I.....Troubleshooting SMS – MO
(Mobile Originated)**

**Section II.....Troubleshooting SMS – MT
(Mobile Terminated)**

Section III.....Display Messages

**Section IV.....How to Verify the Software
Version**

What Info to Collect before You Call IST

- *Please ensure to provide the following information when reporting trouble tickets to Iridium Satellite Tier 2 SP Support*

Telephony/Paging/SMS Requirements

MSISDN/ISDN-A:

ICCID:

Capcode:

IMSI:

Phone Make/Model:

S/W Version:

Orig #:

Term #:

Date:

Timeframe:

Location:

Signal Strength:

Env Cond:

of call attempts/prior attempts:

Msg disp on ISU:

Audio Msg Heard:

Is antenna rotated & extended:

RF Interference:

Type of SMS: MO or MT

Type of Interface: Web, Email, GSM user or Cellular user

SMS – Mobile Originated

Problem	Solution
<p>Unable to Originate an SMS Message from the 9505 Handset</p>	<ol style="list-style-type: none"> 1. Check the phone: Verify the ISU is powered on 2. Check the MSISDN: Confirm the MSISDN is activated in SPNet. Verify activation in SPNet using the MSISDN and ICCID. Ensure SIM card is provisioned with SMS MO service 3. Verify equipment type: Only 9505 Phones and 9522 LBTs will support SMS-MO. (not supported with 9500 phone, 9500 LBT and ECI units) 4. Check the ISU Software Version: Verify the phone has been 'reflashed' with new software 9505 - 'LAC0307' or later (*#91#) 5. Verify the Service Center Number : Verify the the Service Center Number is programmed into the phone and the number is correct: <ul style="list-style-type: none"> – Press the 'Envelope' key ☒ – Scroll to 'Message Settings' Press OK – Scroll to 'Service Cente' Press OK – Enter 00881662900005 or +881662900005 Press OK or refer to page 145 of the 9505 User Guide 6. Check the antenna: The antenna needs to be Fully extended, attached correctly, and the message needs to be made in <i>Clear line of sight to the satellites</i>. Antenna must be able to "see" the entire sky from approximate 8 degrees above the horizon. 7. Check the signal strength meter. If signal is weak, move to an open space with clear line of sight. Force registration can be done via the ISU <ul style="list-style-type: none"> Press ↑ key Press Ⓜ – Or place a test call (no charge) to short code Enter 1234, Press OK to ensure complete registration into the Iridium Network.

Tier 1 Troubleshooting

Problem	Solution
<p>Unable to Originate an SMS Message from the 9505 Handset</p>	<p>8. Verify satellite coverage: Confirm if location of unit is not in a non-restricted coverage area. Verify coverage area's on the Iridium Extranet: http://partners.iridium.com</p> <p>9. Are you receiving any type of announcement or ISU display message? Verify announcements and check ISU display messages.</p>
<p>Unable to send SMS to another ISU</p>	<p>Verify destination number to another ISU</p> <ul style="list-style-type: none"> - Press the 'Envelope' key ☒ - Scroll to 'Message Editor' Press OK - Compose a message using the phone keypad (see 9505 Users Guide for instructions) Press OK - "Send Message" appears Press OK - Enter destination number, preceded by 00 or +, then Press OK <p>Example: 00881631099999 or +881631099999, Press OK</p>
<p>Unable to send SMS to an Email Address</p>	<p>Verify email address format</p> <ul style="list-style-type: none"> - Press the 'Envelope' key ☒ - Scroll to 'Message Editor' Press OK - Compose a message using the phone keypad. Use the following format: <ul style="list-style-type: none"> - emailaddress@domain space then email text - Use arrows to scroll side to side - Do not forget the space between the email address and the start of the text - To create the '@ or period' character, press the '1' key repeatedly until @ or period appears - 160 characters max, including email address Press OK - "Send Message" appears Press OK - Enter Destination number as 00*2 or +*2 Press OK. This flags the message in the Iridium network as an email message


Tier 1 Troubleshooting

Problem	Solution
<p>Messages not delivered</p>	<p>1. Check Expiry Period – The maximum Default Expiry Period is 192 hours (8 days). Expiry Period defines how long the Iridium Service Center will attempt to deliver a message before deleting it. This can be modified on each SIM card. (Note: This time may vary with sending messages to or from other cellular carriers once that service is available).</p> <ul style="list-style-type: none"> – Press the ‘Envelope’ key ☒ – Scroll to ‘Message Settings’ Press OK – Scroll to ‘Expiry Period’ Press OK – Enter the Expiry Period (in hours), up to maximum of 192 hours. The phone will round to the nearest multiple of 24hours (1 day increments) <p>2. Verify the recipient phone number or email address</p> <ul style="list-style-type: none"> – Make sure phone number was entered as 00 or + , Country Code, phone number – Make sure email address was entered with a space between the email address and the message – Verify when entering the Destination number, the asterik sign “ * ” was used and not the “ # ” sign. Otherwise, message sent will appear but will not be delivered. <p>(Note: Messages that exceed 160 characters will be truncated for both SMS MO & MT)</p>

SMS – Mobile Terminated

Problem	Solution
Unable to receive MT messages	<ol style="list-style-type: none"><li data-bbox="852 390 1437 793">1. Verify the number of messages stored on the SIM.<ul style="list-style-type: none"><li data-bbox="852 506 1437 678">– A maximum of 30 messages (incoming and outgoing combined) can be stored. No other messages will be delivered until messages are deleted.<li data-bbox="852 726 1437 793">– Verify if ‘Envelope’ key ☒ is flashing. If so, delete messages.

Tier 1 Troubleshooting

Problem	Solution
Unable to reply to sender	Ensure sender's phone number or email address appears when replying to sender <ul style="list-style-type: none">- Press Envelope Key - Scroll to Received Message Select? Press OK- Text message will display Press OK to View options?- Scroll down to Reply to Sender Press OK (the sender's phone number or email address will be populated)- Compose Message Press OK- Send Message appears Press OK- Enter Number appears Press 00*2 or +*2 Press OK- Sending Message OK will appears If successful message displays Message Sent If unsuccessful message displays Message Failed Resend? (ensure phone has 3 to 5 signal bar) Press OK to resend.

Display Messages on Motorola 9505 SMS-MO

Message	Description
<i>“No Service Center”</i>	The Service Center number needs to be programmed into the SIM card.
<i>“Message Failed”</i>	<ol style="list-style-type: none"> 1. The Service Center number was entered incorrectly. Check to make sure it is either 00881662900005 or +881662900005. 2. Verify phone is registered or in a “clear line of sight” 3. Verify SIM Card is provisioned for SMS-MO
<i>Flashing envelope on display can’t retrieve message</i>	There is a message waiting that cannot be retrieved and viewed because the SIM card contains the maximum number of messages (30). Delete one or more messages from the SIM card.
<i>Reply to sender: “Message Failed Resend?”</i>	Ensure signal strength at 3 to 5 bars.

Verifying The Latest Software Version

- **NOTE: SMS MO is currently supported on the 9505 Motorola handset and the 9522 Sebring LBT only.**

To verify the software version:

1. Power on the ISU – 9500 & 9505
2. Press * # 9 1 # and the software version should appear. Please refer to the information below:

9500-

- INC0620 is the latest flash version available.
- Naming Convention see below:
 - IN- “Indy” which was the code name for the 9500 in development.
 - A- “Alpha” or a testing period.
 - C- “Commercial” use.

9505-

- LAC0307 is the lowest version you want to see
- Naming Convention see below:
 - LA – “Laguna” which was the code name for the 9505 in development
 - A- “Alpha” or a testing period.
 - C- “Commercial” use.

9500 LBT-

- RAC0620 is the lowest version
 - Check software: AT+CGMR

9522 LBT-

- SAC0307 is the lowest version

Tier 1 Troubleshooting

- Check software: AT+CGMR