

How to make Globalstar Satellite Phone Calls like a Pro

- 1. Make sure the battery is installed correctly and charged, then turn on your new GSP-1700 phone by pushing the Red power-on/power-off button for a second or two until you see the display turn on.**
- 2. Rotate the antenna away from the back of the phone and fully extend the antenna** (if you don't see two sections of the antenna that total about 8" in length it's not fully extended). After you have entered the phone number, push the **Green** phone key (left side of the keypad) to start the call process and the **Red** phone key (right side) to disconnect the call. Disclaimer: I've made the mistake of pushing the **Red** key (thinking I was starting a call), instead of ending it very quickly.
- 3. Understand that the entire Globalstar satellite constellation (32 2nd generation satellites) are approximately 850 miles above your current location and that those satellites are traveling over 15,000 miles per hour.**

Since all low earth orbiting (LEO) satellites (from any consumer voice/ data coverage provider) are moving rapidly through space, your satellite phone can take anywhere from a few seconds to several minutes for one or more of the satellites to locate your phone and establish a reliable connection (which depends on where the satellites are located when your phone is first turned on, and whether or not the antenna has been fully extended in a vertical position vs. the horizon, etc., etc.).

When the phone has established a reliable connection you will see a small red "Home" logo appear near the top center row of the display. If you attempt to connect before that, you may only be able to establish a connection for a few seconds, as the satellite may either have moved out of range, or your current physical location (vs. the satellite's location) may be too poor to establish a reliable connection. You may need to wait a few minutes for another satellite to come within range.

Since Globalstar is the first satellite phone provider to launch 2nd generation satellites, both your wait time (to establish a connection) and the quality of that call (once the link is established), are far better than any other provider of consumer LEO satellite communications (according to an independent study done by Frost & Sullivan between Globalstar and Iridium).

- 4. Because the Globalstar satellites are approximately 850 miles above the earth (vs. 450 miles with Iridium), it's extremely important to have your phone's antenna fully extended AND as near vertical as possible when holding the phone up to your ear.** Much of your phone's signal will be wasted if your antenna isn't vertical. Fortunately you can rotate the antenna to make sure it's vertical regardless of which hand is holding the phone.
- 5. Your physical location (compared to the satellite) is very important.** If you visited our store or met us at our trade show booth, you already heard us tell you that the phone's antenna needs to be able to see a relatively clear view of the sky. That doesn't mean the phone will never work inside your car, standing right next to a building, or under a dense grove of trees, but it does mean that your chances of it working well are diminished if you attempt a call under those conditions.

Power User Hint: If you want to set the phone down while waiting for an incoming call, turn the phone on it's side (horizontally) and have the antenna fully extended in a vertical position pointed towards the sky (as related to the horizon). Laying the phone flat (with the display facing up) means the antenna is horizontal to the horizon (not vertical) and will lose the majority of it's signal to the satellites orbiting above it.

Globalstar satellites are always on and looking for your phone, but if you are inside a building or car, or even standing next to your home, your obstruction is blocking a portion of the sky from the portable phone to the satellites, which will affect the performance of your call. Of course if a satellite is directly overhead it will still see your phone, but the length of the call will be reduced as soon as the satellite's view of your phone starts to get blocked by a building or other large obstruction. Always try to be in as wide a clearing as possible when you attempt to place (or receive) your phone call.

If you need to send/receive satellite calls while mobile, ask us about Globalstar's car kit, which includes an outdoor magnetic mount antenna and a power amplifier. If sending/receiving satellite calls inside your business, cabin, or home is a must, ask us about Globalstar's GSP-2900 Fixed Phone system.

By following these five simple steps, you'll be able to easily establish crystal clear Globalstar satellite communications in no time. When a satellite phone owner reports a connection problem, more than 95% of the time it is caused when one (or more) of the steps shown above was skipped, sometimes without the user even realizing it.

Craig Carnahan, Owner

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