

IsatPhone^{PRO}

questions and answers



The mobile satellite company™



IsatPhone^{PRO}

questions and answers

When will IsatPhone Pro be launched?

June 2010.

What features does the phone have?

The phone supports:

- Satellite telephony (including Bluetooth for handsfree use)
- Voicemail
- Text and email messaging
- GPS location data (view position and text)

IsatPhone Pro provides the ultimate combination of a robust handset that's easy to use, with long battery life, a reliable network connection with clear voice quality, and global coverage.

What coverage is available?

IsatPhone Pro operates on a global basis from launch over the three Inmarsat-4 satellites, which have an expected operational lifetime into the 2020s.

What is the battery life?

IsatPhone Pro has the longest battery life on the market, with up to 8 hours talk time and up to 100 hours standby time.

How robust is the handset?

IsatPhone Pro is the most robust handset in the market. It is dust, splash and shock-proof, with an ingress protection rating of IP54. The handset can operate at the widest extremes from -20°C to +55°C. It can also tolerate humidity from 0 to 95 per cent.

How good is the voice quality?

IsatPhone Pro incorporates a 2.4kbps voice codec. The voice quality is clear and speech can be easily understood.

How reliable is the network connection?

Inmarsat has the most reliable satellite communications network in the world. IsatPhone Pro operates on geostationary satellites, which means there is significantly less possibility of calls being dropped.

How easy is it to use?

IsatPhone Pro has an intuitive GSM-style interface. The handset has a larger, high-visibility colour screen that makes it easy to see in bright sunlight; and a larger keypad that makes it easy to dial with gloves on.

To make a call, you simply point the antenna straight up to the sky to register with the network and then dial the full international number. At the edges of coverage, users may need to adjust the antenna, and connection depends on an unobstructed view of the satellite.

What is included in the box when you buy IsatPhone Pro?

The box includes a handset, battery, mains charger and 4 universal adaptors, car charger, micro USB cable for charging from a PC, a wired headset for handsfree use, wrist strap, quick start guide (in 8 languages), warranty and a support CD.

What is included on the support CD?

The support CD includes documentation in 8 languages: a user guide in an interactive PDF format; quick start guide; warranty.

It also includes various applications: USB drivers required to connect your IsatPhone Pro to a laptop; a firmware upgrade tool; a contact synchronisation tool.

What interfaces does IsatPhone Pro have?

IsatPhone Pro has a micro USB interface for charging and connecting the handset to a laptop; a 2.5mm audio socket; and antenna ports for connecting the handset to a docking unit.

IsatPhone Pro is also the only global handheld satellite phone to support Bluetooth. The phone can be placed on its side, with full manoeuvrability of the antenna to enable easy handsfree use.

Will data services be available on IsatPhone Pro?

A circuit-switched data service at 2.4kbps is expected to be available on IsatPhone Pro by Q1 2011. Users will be able to upgrade their firmware on the handset to use this.

How many languages are supported on IsatPhone Pro?

8 languages are supported on the handset: Arabic, Chinese, English, French, Japanese, Portuguese, Russian and Spanish.

Which operating systems are compatible with IsatPhone Pro?

For contact synchronisation, IsatPhone Pro is compatible with MS Outlook 2007 on a PC, running Windows XP Pro SP3 or Windows Vista SP1.

Who is IsatPhone Pro designed for?

IsatPhone Pro is primarily designed for professional users in the government, media, aid, oil and gas, mining and construction sectors. However, the highly competitive handset, accessories and airtime pricing is expected to broaden its appeal to a wider range of users.

What accessories are available?

Inmarsat has selected Beam Communications to produce a range of docking units for IsatPhone Pro. These enable use of the handset indoors, in a vehicle and at sea. Other accessories such as a carry case, Bluetooth headsets and solar chargers are available through Inmarsat's partners, together with spares of each of the in-box items.

What are the plans around SPS migration?

Inmarsat does not plan to close SPS-based services until global variants have been launched to replace them. In this context, Inmarsat intends to support the SPS-based versions of IsatPhone, LandPhone and FleetPhone until at least 2011.


However, SPS SIMs will not be supported in GSPS terminals and vice versa.

Inmarsat does intend to offer a promotional incentive to encourage SPS users to upgrade to the new IsatPhone Pro.

When will future products within the GSPS family be launched?

Inmarsat is currently evaluating requirements for global versions of FleetPhone and LandPhone. In addition, the indoor and maritime docking units for IsatPhone Pro will serve as an alternative choice in the fixed and maritime markets.

A secure version of IsatPhone for the government market is also in the planning stages and Inmarsat will confirm launch details as they become available.



inmarsat.com/isatphone

Whilst the above information has been prepared by Inmarsat in good faith, and all reasonable efforts have been made to ensure its accuracy, Inmarsat makes no warranty or representation as to the accuracy, completeness or fitness for purpose or use of the information. Inmarsat shall not be liable for any loss or damage of any kind, including indirect or consequential loss, arising from use of the information and all warranties and conditions, whether express or implied by statute, common law or otherwise, are hereby excluded to the extent permitted by English law. INMARSAT is a trademark of the International Mobile Satellite Organisation, the Inmarsat LOGO is a trademark of Inmarsat (IP) Company Limited. Both trademarks are licensed to Inmarsat Global Limited. © Inmarsat Global Limited 2010. All rights reserved. IsatPhone Pro FAQ June 2010.