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## Unable to access voicemail using Iridium 9555 & Iridium Extreme handsets

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Follow the instructions below if you are unable to access voicemail using your Iridium 9555 or Iridium Extreme handset

### **Step 1: Re-enter the voicemail retrieval number**

1. Press Menu
2. Scroll to Voicemail and press Select
3. Scroll to Voicemail Settings and press Select
4. Scroll to Voicemail Number and press OK
5. Clear the entered number
6. Type in 00881662990000 and press Save
7. Press Back until you've returned to the home screen

### **Step 2: Check voicemail**

1. Press Menu
2. Select Voicemail
3. Select Call Voicemail
4. The phone will call voicemail
5. The automated system will prompt you to enter the satellite phone number; enter the complete number starting with 8816
6. Your voicemail greeting will begin playing
7. Interrupt the greeting with \*
8. You will then be prompted to enter a PIN code. The default PIN code is the last 7 digits of the satellite number
9. You will now have access to the voicemail inbox. Follow the system prompts as you listen to your messages