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Unable to call an Iridium subscriber using Two-Stage Dialing

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Follow the instructions below if you are unable to call an Iridium subscriber or receive a call on your Iridium device using the Two-Stage Dialing service.

To place a call to an Iridium subscriber or receive a call on your Iridium device using the Two-Stage Dialing service, the subscriber must place an outbound call and successfully establish the call for the very first time. Once this has been done, the Iridium subscriber line will be registered for the Two-Stage Dialing service and calls will be routed correctly.

NOTE: Due to the Iridium service outage that occurred on October 20, 2016, all Two-Stage Dialing subscriber registrations were cancelled. To re-instate the Two-Stage Dialing registration an outbound call must be established.

To place a test call free of charge, call Iridium's automated test number at +1-480-752-5105.

If an outbound call has been placed and the Two-Stage Dialing service is still not working, please contact BlueCosmo at 1-877-258-3496 or +1-206-329-1947 so we can check the provisioning of your Iridium subscriber line.