

TROUBLESHOOTING

Booting the System

Once the satellite network is found, the handset will register and be ready for use.

1. Verify that the Iridium handset PIN code is turned off and there is sufficient battery power.
2. Install the phone in the docking station.
3. Lock the handset in place using the latch located in the upper lefthand corner of the device.
4. The 9575A handset will power-up automatically or turn off and restart, depending on its state when docked.



NOTE: If the dock cannot sync with the phone, the status LED (A) will continue to blink, and the dock will eventually re-boot itself and try to sync again. When the top LED turns solid, the phone will remain on, and the dock is ready to use. If the LED keeps blinking and the dock continues to reboot, the most common problem is poor Iridium signal strength.

Checking Signal Strength

Follow these steps to check the handset's signal strength while installed in the dock:

1. Remove power from the docking station.
2. Turn on only the Iridium handset while it is still in the dock.
3. Verify the phone registers with the Iridium network and that the signal strength displays at least 4 out of 5 bars.
4. Place a call directly using the handset's keypad and verify that the signal strength remains at 4 to 5 bars once connected.
5. If the signal strength drops below 4 bars during any of these tests, check the antenna location for obstructions and confirm the antenna cable length has not been exceeded.



NOTE: Each cable splice will reduce signal strength, so it is recommended to keep splices to a minimum.

Antenna Cable Runs

If a longer length is needed, you can purchase an extender offered in multiple lengths. Additionally, cable diagrams can be created for specific installations upon request. Please contact us for more information about available accessories, installation kits, and diagrams.

Installation and Startup Troubleshooting

Symptom	Cause	Resolution
GREEN satellite icon LED never stays solid and continues to blink; system keeps rebooting.	The docking station is unable to synchronize with the handset and Iridium network.	<ol style="list-style-type: none"> 1. Check the dock mating cable connection. 2. Ensure the docked handset's PIN code is turned off. 3. Check antenna signal strength.
Busy signal present on RJ-11 analog phone.	The dock cannot sync with the Iridium network.	<ol style="list-style-type: none"> 1. Ensure the docked handset's PIN code is turned off. 2. Check antenna signal strength.
Signal strength drops when a call is placed.	<ol style="list-style-type: none"> 1. A 360 degree, clear view of the sky is required for proper operation. 2. The antenna cable length is exceeded or there are too many splices in the cable run. 	<ol style="list-style-type: none"> 1. Check and re-position the antenna away from obstructions. 2. Verify cable length has not been exceeded; eliminate unnecessary cable splices.