

## Satellite Direct Users Manual

### Table of Contents:

- I [Introduction](#)
- II [Prerequisites](#)
  - a) Mandatory
  - b) Recommended
- III [Access numbers](#)
  - a) Alternative 1
  - b) Alternative 2
- IV [Using Satellite Direct with a Prepaid Card](#)
- V [Using Satellite Direct without a Prepaid Card](#)
- VI [How to Transmit Faxes](#)
- VII [Shortcut: Using a Quick Number](#)
  - a) How to Define Quick Numbers
  - b) How to Use a Defined Quick Number
- VIII [How to make a High Speed Data \(HSD\) Connection](#)
  - Inmarsat B HSD, Fleet F77 and F55 HSD, and GAN HSD
- IX [Billing](#)

## I Introduction

Satellite Direct allows users to place calls directly through a Land Earth Station in either Norway or the US, thus often bypassing local telecommunications operators and additional fees. The service is available for Inmarsat A, B, M, Mini-M, Fleet, GAN and Swift terminals in all Inmarsat satellite regions. The service is also available for Iridium and other Low Earth Orbit (LEO) satellite services and for Fixed-to-Fixed calls. HSD connections can also be established with Inmarsat B, Fleet and GAN terminals.

Satellite Direct also allows users to place calls from shore to ship using a Telenor Prepaid Calling Card or Super Quiet Time card (hereafter called “Prepaid Cards”).

A few prerequisites must be fulfilled in order to use the Satellite Direct service.

## II Prerequisites

- User’s telephone must support and be set to DTMF (tone dialing) mode.
- Registration is mandatory unless the caller is using Satellite Direct with Prepaid Cards. To register for Satellite Direct, contact Telenor’s Customer Care Center

## III Access numbers

### a) *Alternative 1:*

Call the Satellite Direct number in either Norway or the US.

Norway: +47 22 81 10 00

US: +1 203 346 3400

If the user’s telephone number is forwarded to Norway or the US. Telenor can offer Calling Line Identification (CLI) verification. This means that the user’s telephone number will be used as verification to let the caller access the service. If CLI cannot be used, the user must enter a 10-digit PIN code (supplied upon registration or with a Prepaid Card).

### b) *Alternative 2:*

Dial one of the local access numbers in the following countries:

Australia:	1800 150 450
Canada	1800 551 7534
Cyprus	800 942 267
Denmark	8088 3891
France:	0800 918 259
Germany:	0800 181 1183
Greece:	00800 471 23488
Holland:	0800 023 0980
Italy:	800 780 036
Malaysia	1800 80 89 66
The Netherlands	0800 023 0980
Portugal:	800 847 649
Singapore:	800 471 1028
Spain:	9009 947 09

Spain:	9009 947 09
Switzerland:	800 564 269
Taiwan:	00801 477 007
Turkey:	0080 0479 1404
UK:	0800 73 17015
USA:	1 800 551 7534

#### IV Using Satellite Direct with a Prepaid Card

1. Dial either the Satellite Direct number in Norway, the US or one of the other local access numbers listed above.
2. A voice message instructs the user to enter the 10-digit PIN code from the Prepaid Card.
3. Upon verification, a voice message instructs the user to enter the Inmarsat mobile number (e.g. 00 871 312345678).
4. For Inmarsat B, M, Mini-M, Fleet and GAN, the user can skip the international prefix 00 and the Ocean Region prefix starting with 87. Just dial 0 for the Ocean Region and the Inmarsat number (e.g. 0 7611234567). For all Inmarsat services, users dial 0 for the ocean region and the Inmarsat number (e.g. 0 761234567). For Iridium, or other LEO services, or Fixed-to-Fixed calls, users dial 00 after the prompt, followed by the number being called.
5. For Inmarsat A, the user can also skip 00 and 87. However, the user must dial the correct Ocean Region 1, 2, 3 or 4 (e.g. 1 1234567). For fax or data calls to Inmarsat A, dial 81 between the Ocean Region number and the Inmarsat mobile number (e.g. 1 81 1234567).

#### V Using Satellite Direct without a Prepaid Card

The user must have a PIN code (10 digits) in order to access this service. To receive this PIN code, please register. If the user has already registered, follow the steps below:

1. Dial the Satellite Direct number in Norway, the US or one of the other local access numbers listed above.
2. A voice message instructs the user to enter the 10-digit PIN code issued after registration (If the user has CLI verification he will not be instructed to enter this code).
3. Upon verification, a voice message instructs the user to enter the Inmarsat mobile number (e.g. 00 871 312345678).
4. For Inmarsat B, M, Mini-M, Fleet and GAN the user can skip the international

prefix 00 and the Ocean Region prefix starting with 87. Just dial 0 for the Ocean Region and the Inmarsat number (e.g. 0 7611234567). For all Inmarsat services, users dial 0 for the ocean region and the Inmarsat number (e.g. 0 761234567). For Iridium, or other LEO services, or Fixed-to-Fixed calls, users dial 00 after the prompt, followed by the number being called.

5. For Inmarsat A, the user can also skip 00 and 87. However, the user must dial the correct Ocean Region 1, 2, 3 or 4 (e.g. 1 1234567). For fax or data calls to Inmarsat A, dial 81 between the Ocean Region number and the Inmarsat mobile number (e.g. 1 81 1234567).

## VI How to Transmit Faxes

If the user does not have the possibility to use the CLI verification, Telenor recommends that the caller connect a telephone to the telefax equipment. This will simplify the fax transmission because when the user is asked to enter the Pin code and Inmarsat number, it may be difficult to hear the instructions through the fax equipment.

If the user is able to use CLI verification, Telenor recommends the caller use the quick number option.

## VII Shortcut: Using a Quick Number

Instead of dialing the entire Inmarsat mobile number, the user can use the Quick Number option. The user defines and maintains his own quick number list.

### a) How to Define Quick Numbers

1. Dial one of the access numbers listed above.
2. Following the voice prompt, enter the PIN code (unless CLI is active).
3. Dial the Ocean Region, Inmarsat number, \*\* and the Quick Number the caller wishes to define (e.g. To define 1 as a Quick Number: 0 312345678\*\*1)

The call will be connected to the number dialed.

### b) How to Use a Defined Quick Number

1. Dial one of the access numbers listed above.
2. Following the voice prompt, enter the PIN code (unless CLI is active).
3. When asked to enter the Inmarsat number, just dial the Quick Number.

*Alternatively:*

4. The caller can dial the Quick Number directly, by replacing the last digit(s)

of the Access Number with a Quick Number (e.g. Using Quick Number 1, +47 22 81 10 **01** using Quick Number 10, +47 22 81 10 **10**).

*Note:* The user can have up to 99 quick numbers, but only Quick Numbers 1-10 can be used for direct dialing as outlined above in point 4.

## **VIII How to make a High Speed Data (HSD) Connection**

### **a) Inmarsat B HSD, Fleet F77 HSD and GAN HSD**

This service requires that the user have an ISDN subscription and that CLI verification can be used. This is a 1-to-1 connection, which means that the incoming call will automatically be forwarded to the Inmarsat B, Fleet or GAN terminal. Telenor has assigned 10 telephone numbers for this service at Eik LES, 2281 1001 – 2281 1010, so the user can make an HSD connection to 10 different Inmarsat B, Fleet or GAN numbers from the same ISDN subscription. To use this service, the user must fill in the HSD section in the Satellite Direct registration form.

## **IX Billing**

For charges incurred under Satellite Direct, Telenor will send the customer a bill for the traffic expenses monthly.

For countries without Satellite Direct local access numbers, the landline between originating country and Norway or the United States will be billed via the ordinary telephone invoice from the local telephone provider.

For customers using Satellite Direct with a Prepaid Card: The customer's prepaid account will be debited for the Inmarsat airtime incurred. Any expenses for the use of a landline between the user and the LES will appear on the regular telecom operator bill.