

## Iridium 9505A Recall

### Instructions for End Users

The following are step-by-step instructions for determining if your Iridium 9505A handset is in need of a software or hardware upgrade. (If you will be unable to return your phone for an exchange soon because you are in the field, at sea or in a remote location, please see "Special Instructions for Users in the Field" below.

#### Step 1

Remove the door to your 9505A battery compartment. Remove the battery. Look for the barcode label.

#### Step 2

On the barcode label, if the letter series begins with "SUG" and has the following part number:

- **SUG0088MH** - Your unit needs to be replaced. Please contact AOS for instructions on how to have your phone replaced (+1 972.735.0101, 800.876.4267, [support@aosusa.com](mailto:support@aosusa.com) ).
- **SUG0088MH1** – Iridium has already upgraded your phone with new hardware. Your unit may require a software reflash. For instructions on how to check the current software version in the phone, [click here](#).
- **SUG0088ML** – Your unit requires a software reflash. For instructions on how to check the current software version in the phone, [click here](#).
- **SUG0088MM** – Your unit requires a software reflash. For instructions on how to check the current software version in the phone, [click here](#).
- **SUG0088MH1R** – Iridium has already upgraded your phone and no further action is required.

### Steps for Checking the Software Reflash

There is a simple way to determine if Iridium has already upgraded your phone with the new software by entering \*#91# on the keypad. The phone display should return 'IS05004,' which is the current software which means Iridium already reflashed your phone. If your phone does not display this software code, please contact [AOS](#) for instructions on how to upgrade the software in your phone.

#### Step 3

If your phone needs the software or hardware upgrade or both, please contact AOS.

Iridium is giving its service providers complete instruction on replacing and reflashing phones.

Please accept our apologies for this inconvenience. Thank you.

### Special Instructions for Users in The Field

There is a simple way to determine if Iridium has already upgraded your phone with the new software by entering \*#91# on the keypad. The phone display should return 'IS05004,' which is the current software.

- If you cannot return your phone for the needed upgrades in the near-term, please contact AOS (+1 972.735.0101, 800.876.4267, [support@aosusa.com](mailto:support@aosusa.com) ).

**Battery Usage Guidelines** (for phones not yet uploaded with SW version IS05004)

To prevent your battery from getting into an "Invalid Battery" state, follow these simple steps:

1. Use your phone as normal.
2. Do not charge the battery until it is truly discharged (i.e., phone powering off -- please don't rely on the battery meter).
3. You can discharge the battery simply by leaving the phone in power-on standby mode while not in an active call. The battery is truly discharged when the phone powers off itself.
4. Once the battery is completely discharged, charge it for four hours or more. This will reset the battery meter and the battery meter indication should be accurate.

NOTE: Once the battery is completely discharged, it is important to recharge the battery immediately.

Until you do get new software installed in your phone, performing the discharge/charge cycle once a month will ensure battery meter accuracy and prevent the battery from getting into an "Invalid Battery" state. Any battery that currently exhibits either "Low Battery" or "Invalid Battery" will be fully operational once it is used with the new software release.

If your phone is displaying "Invalid Battery" state, please contact your [AOS](#) as soon as possible.