

# AST 3500 Quick Calling Guide

## Dialing to the Aircraft

All calls to-and-from Iridium telephone systems are considered international calls. You can direct dial or use two-stage dialing.

Two-stage calls may provide you with more *cost-effective* calling. In two-stage calls, the caller is charged by their long distance provider for a call to Tempe, Arizona, USA for the call's duration. The person in the aircraft is charged low AirCell per-minute rates – from the time the call connects in Tempe, until the call ends.

Direct dialing may not always be possible, as some long-distance providers may not recognize the Iridium Country Code (8816).

### Direct Dialing to the Aircraft from Ground Phones

Dial **IDD prefix** (International Direct Dial prefix) of the country you are calling *from* (USA/Canada = 011) + **Aircraft Iridium Telephone Number** (8816.XXX.XXXXX).

### Making Two-Stage Calls to the Aircraft from Ground Phones

#### Within USA/Canada

Dial **1.480.768.2500** & wait for prompt, then dial **Aircraft Iridium Telephone Number** (8816.XXX.XXXXX).

#### Outside USA/Canada

Dial **IDD prefix** of the country you are calling *from*, then dial **1** (USA Country Code) + **480.768.2500** & wait for prompt, then dial **Aircraft Iridium Telephone Number** (8816.XXX.XXXXX).

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## Dialing from the Aircraft

Follow the instructions on this guide to make Iridium® satellite calls using an AirCell AST 3500 telephone.

*Note: Toll-free numbers, such as 800 numbers, may not work for airborne or international calls.*

### Using Iridium Calling from the Aircraft

Dial **00** (Iridium IDD prefix) + **Country Code** (USA/Canada = 1) + **Telephone Number**. Press .

*Example (USA): Dial 00.1.303.379.0278, then press .*


*Example (Panama): Dial 00.507.XXX.XXX.XXXX, then press .*

### Using Cellular Calling from the Aircraft

Dial **1** + **Area Code** + **Telephone Number**. Press .

*Example: Dial 1.303.379.0278, then press .*

### Using Iridium-to-Iridium Calling from the Aircraft

Dial **00** (Iridium IDD prefix) + **8816** (Iridium Country Code) + **Other Iridium Telephone Number** (XXX.XXXXX). Press .

*Example: Dial 00.8816.XXX.XXXXX, then press .*

*Need help? Call us.  
AirCell Customer Service:  
303.379.0278*

