

Roadpost Support Center

Portal > Knowledgebase > Iridium GO! > Troubleshooting > Unable to configure SOS using Iridium GO! app for iOS

Unable to configure SOS using Iridium GO! app for iOS

Lu Parente - 2023-02-05 - in Troubleshooting

Follow the steps below if you are unable to configure SOS using the Iridium GO! application for iOS.

Note: On some iOS devices, the option to enable GEOS Service or configure your own SOS recipients is greyed out and cannot be selected. The steps below will allow you to configure the SOS settings on your iOS device if you are experiencing this issue.

1. Connect to the WiFi network of your Iridium GO!
2. Open your Safari Browser and in the address bar navigate to: 192.168.0.1
3. The Iridium GO! interface page will be displayed and prompt you for a username and password

If you have not changed the default login credentials, login using ' guest ' in both fields

4. Once you have logged in, navigate to the Location Options tab.
5. Select if you would like to "Use" or "Do not use" the GEOS Service

If "Use" is selected, the Call Recipient and Message Recipient fields will display GEOS.

When prompted, enter the 5 digit confirmation code provided by GEOS and select OK

Select "Save" to save your settings.

If "Do not use" is selected, fill in the Call Recipient and Message fields with the desired contact information

Enter the contact number using the following dialling pattern

Example: + (country code)(area code/city code)(phone number)

Example: + 1 416 253 6008

Select "Save" to save your settings.

6. The SOS settings of your Iridium GO! device have now been configured.