

inReach Support Center

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2014-05-27 - Administrator - 0 Comments - in Announcements

Please plan ahead for June 6th - 8th — There will be a service delay for device suspensions, re-activations and some account changes due to scheduled Iridium system maintenance

Dear inReach Customer,

Please note that some inReach account services will be delayed from 19:00 UTC (3pm Eastern) Friday, June 6th until 22:00 UTC (6pm Eastern) Sunday, June 8th due to scheduled maintenance with the Iridium activation system. If you are trying to activate a new inReach unit or make account service changes, such as re-activating, suspending or changing your subscription plan, you can still access your account on explore.delorme.com, but the changes to your inReach and your plan will not be activated or functional until the maintenance period has ended and you complete the activation process.

After you set up or make changes to your account, you'll receive a confirmation notice from the Explore website that you have completed all of the required information. Once the maintenance period is over, you will then receive an email notification (at the address you provided) that will either indicate that your inReach is ready to use, or that it is ready to take outside to finish the activation or account change process by making its initial contact with the satellites (depending on the model you own).

We sincerely apologize for any inconvenience that Iridium's scheduled maintenance may cause, and suggest that you make any needed account changes before Friday, June 6th at 12pm EST. **Please note that if you already have an active inReach unit, the functions on the device itself are not affected by the Iridium maintenance period. You can still use your inReach and the Earthmate app during the maintenance period.**

If you have any questions about the maintenance event, please [contact our Customer Care Team](#) in the U.S. In Canada, please contact inReach Canada technical support at inreachcare@roadpost.com or by calling 1-800-337-3155.

Sincerely,
The DeLorme Technical Team

