



# Frequently Asked Questions: Iridium Certus 9704 Module



- **What services does Iridium Certus 9704 use?**
  - The Iridium Certus 9704 uses Iridium Messaging Transport® (IMT®) only. IMT is Iridium's fully-cloud-integrated IoT solution for Iridium Certus®.
- **What is the maximum message size I can transfer?**
  - 100 KB max—including images and soundbites.
- **What Iridium Certus 9704 documentation is currently available?**
  - The documentation includes hardware and software developer guides, application notes, and test documentation.
- **Can I make a voice or IP data call with the Iridium Certus 9704?**
  - No. The Iridium Certus 9704 only supports messaging through the Iridium Messaging Transport (IMT) service.
- **Whom do I contact for Iridium Certus 9704 support?**
  - For assistance, please contact Iridium Customer Care at [faq@iridium.com](mailto:faq@iridium.com).
- **How do I register my Iridium Certus 9704 Development Kit?**
  - Your kit comes pre-provisioned. Follow the Getting Started Guide to get connected to the network
- **What platform does the Iridium Certus 9704 Development Kit use?**
  - The development kit hardware and software include many elements of the popular Arduino platform to make it an easy tool for most IoT users.
- **Is there a charge for sending messages from the Iridium Certus 9704 Development Kit in the first year after purchase?**
  - The Iridium Certus 9704 Development Kit comes with 12 months of free demonstration airtime or 1,000 free messages, whichever comes first.
- **Is there a default configuration I can use?**
  - There are five applications included as part of the developer kit:
    - **Apps**
      - Dashboard: Sends position, temperature, battery voltage, and other sensor data to web and mobile dashboards

- Network Signal: Reports signal strength via serial port and LED.
  - Reflector: Sends 100k messages to the Iridium Gateway that are “reflected” back to the 9704 module.
  - External Control Mode: Puts all Iridium Certus 9704 pins into a high impedance mode so you can drive it from your own microcontroller.
  - Firmware Update: Updates firmware on the Iridium Certus 9704 when an SD card (with firmware loaded) is inserted.
- **Can I create my own interface?**
- Yes. The Iridium Certus 9704 development kit allows you to build your own application.
- **What accessories are currently packaged with the Iridium Certus 9704 Development Kit?**
- The following items are included with the Iridium Certus 9704 Development Kit:
    - Hardware Developer Kit (Iridium 9704 Launch Pad Developer Board)
    - USB-C Cable
    - 3,000 mAh Li-Ion Battery
    - Helical Iridium Antenna
    - SMA Right-Angle Adapter
    - MicroSD Card
- **Who do I contact if I am having problems with the Iridium Certus 9704 Development Kit?**
- The kit is designed to provide maximum autonomy and flexibility for the developer, and we don’t anticipate users to reach out to Iridium for support. However, if you need assistance, reach out to Customer Care at [faq@iridium.com](mailto:faq@iridium.com).
- **Does the Iridium Certus 9704 require the use of a physical SIM card?**
- No
- **How do I integrate/install the Iridium Certus 9704 into my device?**
- The Iridium Certus 9704 utilizes a Land Grid Array (LGA) surface-mount package.