Globalstar Sat-Fi 2®

APP USER GUIDE FOR WINDOWS AND MAC

This guide is based on the Globalstar Sat-Fi2 and Sat-Fi2 Apps. Software changes may have occurred after this printing.

Globalstar reserves the right to make changes in technical and product specifications without prior notice.

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GETTING STARTED

PRODUCT REQUIRES ACTIVATION

In order to begin using your Globalstar Sat-Fi2, please make sure you have an active subscription. If you do not have an active subscription or encounter issues with your device, please visit **Globalstar.com/Sat-Fi2Support** for assistance.

SAT-FI2 DEFAULT USERNAME & PASSWORDS

- Sat-Fi2 Wi-Fi
  - Wi-Fi name: ***satfi2_XXXXXX***
  - Password: ***satfi1234***
- Sat-Fi2 Admin
  - Username: ***admin***
  - Password: ***admin***

STEP 1 – CHARGE THE SAT-FI2

The Sat-Fi2 must have a sufficient charge before it can be configured for use. Perform the following steps to charge the Sat-Fi2 battery:

1. Remove the protective cover from the Power Port. Screw in the 12V DC Power Adapter until it is all the way flush.
2. Plug the 12V DC Power Adapter into the wall. The Sat-Fi2 will perform the power on cycle (the LEDs will blink in sequence), and then begin charging.
3. For best results please leave the Sat-Fi2 connected to the charger for at least 3-4 hours. The Power LED will turn solid **GREEN** when fully charged.
4. Remove the 12V DC Power Adapter from the External Power Port. Then re-install the protective cover over the External Power Port.

NOTE: If while using the Sat-Fi2 the Power LED starts blinking RED, the battery requires further charging.

STEP 2 – INSTALL THE SAT-FI2 DESKTOP APP

1. Using an Internet connection, proceed to Globalstar.com/Sat-Fi2Support and download and install the Sat-Fi2 Desktop App.

STEP 3 – POWER ON THE SAT-FI2 & OPEN THE SAT-FI2 DESKTOP APP

1. Power on the Sat-Fi2.
2. Navigate to the available Wi-Fi networks list on your computer.
3. Select the Sat-Fi2 Wi-Fi – The default Wi-Fi name is ***satfi2_<xxxxxx>*** (where xxxxxx is the last 6 digits of the ICCID).
4. Enter the default Sat-Fi2 password: ***satfi1234***.
5. Select **CONNECT/JOIN**.
6. Open the Sat-Fi2 Desktop app by selecting . Sat-Fi2

STEP 4 – SAT-FI2 DESKTOP APP ADVANCED SETUP & CONFIGURATION

ADVANCED SETUP & QUICK START OVERVIEW

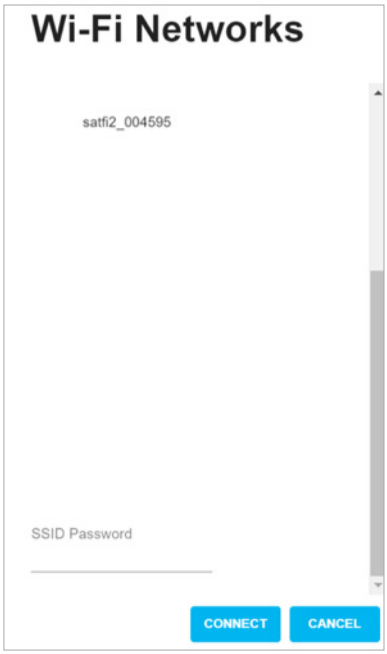
There are two types of user accounts associated with the Sat-Fi2:

- **Advanced Setup** – For users who want to configure email and social media accounts:
  - Email – Access personal email account
  - Social Media – Send posts to Twitter
  - Weather – View weather conditions
  - Administrative privileges – Change Sat-Fi2 Wi-Fi password
  - Delete messages from the queue
- **Quick Start** – No username or password needed to use:
  - Email – Access personal email account
  - Social Media – Send posts to Twitter
  - Weather – View weather conditions

Sat-Fi2 Desktop App Advanced Setup

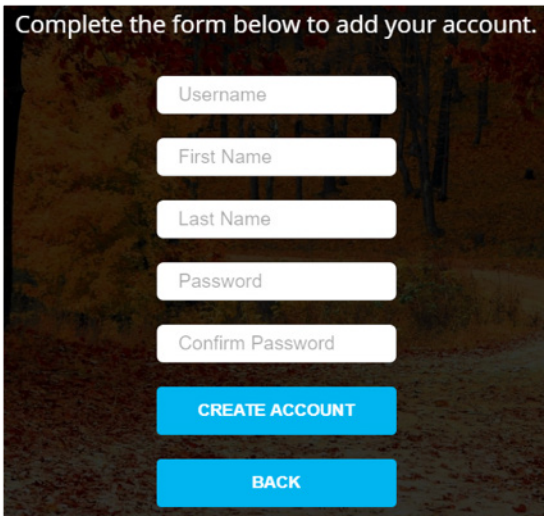
1. Ensure you have an Internet Wi-Fi connection.
2. Open the Sat-Fi2 Desktop App.
3. A Globalstar Sat-Fi2 Welcome screen will be displayed.
4. Select **LET'S GET STARTED**.
5. The Quick Start/Advanced Setup screen will be displayed.
6. Select **ADVANCED SETUP**.
7. The Advanced Setup screen will be displayed. Perform one of the following:
   - Select **SETUP E-MAIL** (Optional instructions located on page 18).
   - Select **SETUP TWITTER** (Optional instructions located on page 30).
   - Select **NEXT** to skip setting up email and/or Twitter.
8. A different Advanced Setup screen will be displayed. Select **WI-FI SETTINGS**.
9. Power on the Sat-Fi2.
10. The Wi-Fi Networks screen will be displayed. Select the Sat-Fi2 Wi-Fi.
    The default Wi-Fi name is ***satfi2_<xxxxxx>*** (where xxxxxx is the last 6 digits of the ICCID).
11. In the SSID Password field, enter the default Sat-Fi2 password: ***satfi1234***.
12. Select **CONNECT**.
13. On the Quick Start screen, select **I'M CONNECTED**.

14. The Sat-Fi2 Desktop App Account Creation screen will be displayed. Complete the following form:
    - In **Username** field, enter a username you wish to login to the Sat-Fi2.
    - In the **First Name** field, enter your first name.
    - In the **Last Name** filed, enter your last name.
    - In the **Password** field, enter a password you wish to use log into the Sat-Fi2.
    - In the **Confirm Password** field, re-enter the password from above.
    - When finished, select **CREATE ACCOUNT**.
15. The Sat-Fi2 Desktop App Main screen will be displayed – Advanced Setup is complete.



Sat-Fi2 Desktop App Quick Start

Quick Start allows immediate access as a guest user to main features of the Sat-Fi2 Desktop App. Perform the following steps to create access for guest accounts:

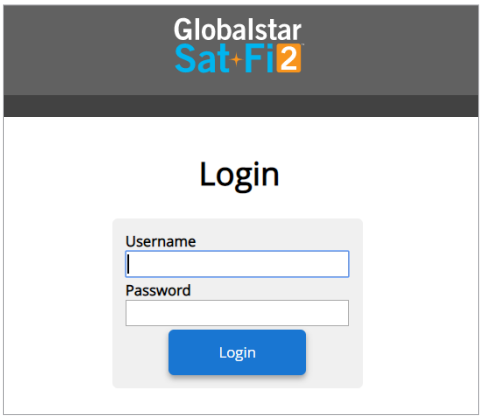


1. Open the Sat-Fi2 Desktop App.
2. A Globalstar Sat-Fi2 Welcome screen will be displayed. Select **LET'S GET STARTED**.
3. The Quick Start/Advanced Setup screen will be displayed. Select **QUICK START**.
4. The Quick Start screen will be displayed. Select **WI-FI SETTINGS**. The Wi-Fi Networks screen will be displayed. Select the Sat-Fi2 Wi-Fi.
   Default Wi-Fi name is ***satfi2_<xxxxxx>*** (where xxxxxx is the last 6 digits of the ICCID).
5. In the SSID Password field, enter the default Sat-Fi2 password: ***satfi1234***.
6. Select **CONNECT**.
7. On the Quick Start screen, select **I'M CONNECTED**.
8. The Sat-Fi2 Desktop App Main screen will be displayed – Quick Start is complete.

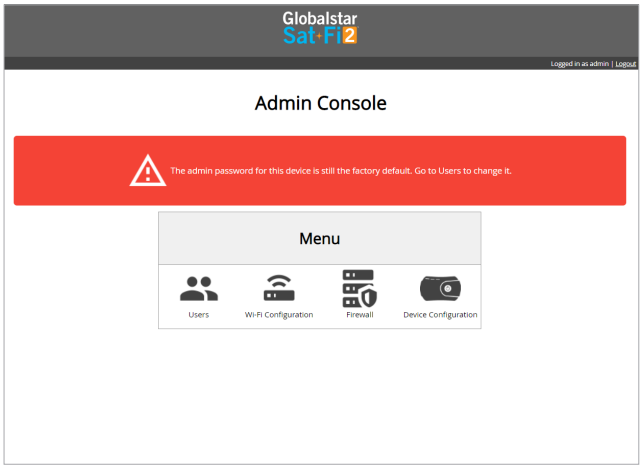
STEP 5 – HOW TO MAKE A USER AN ADMIN

To update the firmware on your Sat-Fi2, it is necessary to give admin privileges to a user.

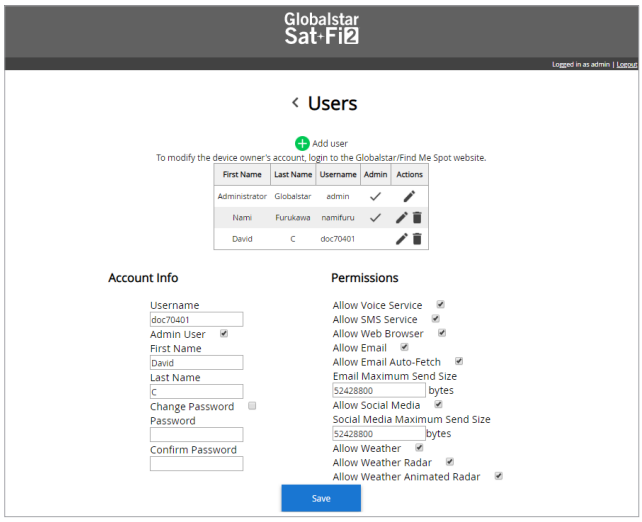
Perform the following steps to make a Sat-Fi2 user an admin:



1. Open a web browser.
2. In the address bar enter: http://192.168.1.1 or http://192.168.0.1.
3. A Sat-Fi2 login screen will be displayed.
    - In the **Username** field, enter the Admin Username. (Default is admin)
    - In the **Password** field, enter the password. (Default is admin)
    - Select the Login button.



4. The Sat-Fi2 Admin Console screen will be displayed.
5. Select **Users**.
6. The list of users will be shown. Then select the pencil icon next to the user you would like to make an admin.
7. The Account Info will appear. Select **Admin User**.
8. Select **Save**.
9. You can verify a user has been made an admin by looking at the checkmark next to the username.



STEP 6 – TEST SAT-FI2 CONFIGURATION & CONNECTION

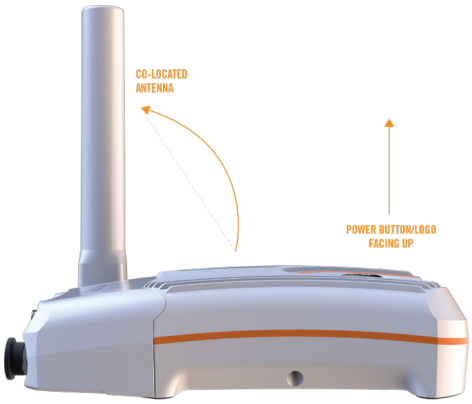
The Sat-Fi2 **WILL NOT** work indoors. The Sat-Fi2 must be outside with an unobstructed 360° clear view of the sky (no buildings, trees, etc.) to operate properly.

The Sat-Fi2 co-located antenna must be fully extended in an upright position with the Power Button pointed towards the sky.

LESS THAN 360° CLEAR VIEW OF THE SKY

Semi-Obstructed – Outside backyard with two story houses and trees will reduce call connection and performance.

Obstructed – Woods, large buildings, mountains will greatly reduce call connection and performance.



LTE & WI-FI INTERFERENCE

LTE and Wi-Fi interference may degrade the performance of the Sat-Fi2, impacting satellite signal strength.

SAT-FI2 WI-FI RANGE

Wi-Fi Range: Up to 50 Feet/15.25 meters

ESTABLISHING A SATELLITE CONNECTION

BOOT-UP SEQUENCE

The Sat-Fi2 boot-up sequence (powering on Sat-Fi2, booting up, and being able to make a data call) can takes on average 5 minutes.

1. Power on the Sat-Fi2 by pressing the Power Button.
2. The Sat-Fi2 processor/operating system will start (All LEDs will blink **GREEN** in forward/reverse direction).
3. The satellite modem will start to boot up. When boot up is complete the Power LED will be **GREEN** and the Satellite LED will be blinking **RED**.
4. The Sat-Fi2 Wi-Fi will then boot up and the user can now connect to the Sat-Fi2 Wi-Fi network.
5. The Sat-Fi2 will connect to a satellite/gateway (Power LED will be **GREEN** and the Satellite LED will be blinking **GREEN**).

STATUS BAR DISPLAY

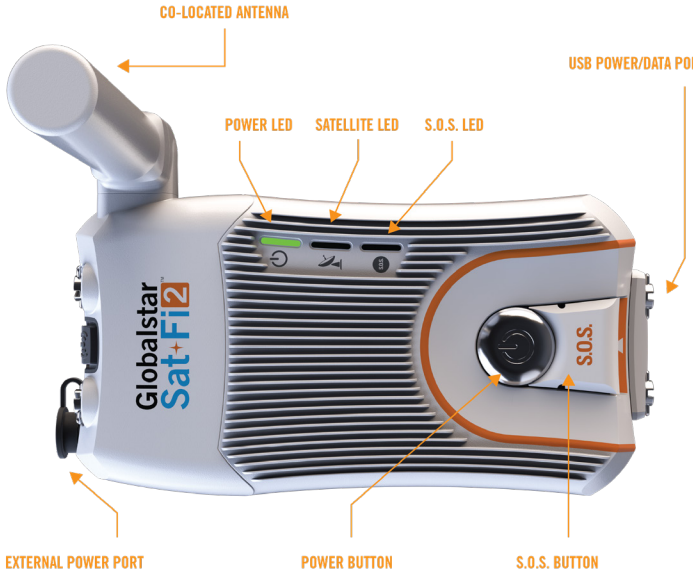
To be able to make a voice or data call, the following icons must be displayed on the Sat-Fi2 Desktop App status bar:

Gateway Icon

Satellite Signal Strength

SAT-FI2 OVERVIEW

SAT-FI2 AT A GLANCE



- **Co-Located Antenna** – Must be fully extended and pointing straight to the sky for optimal performance
- **Power LED** – Displays Power status
- **Satellite LED** – Displays Satellite connectivity status
- **S.O.S. LED** – Displays S.O.S. status
- **USB Power/Data Port**
  - Remove cover to access USB Power/Data Port
  - Use port to charge the battery and connect to AC Power Adapter
- **External Power Port** – Use with 12V charger (coming soon)
- **Power Button**
  - Power On – Press and hold for 1 second
  - Power Off – Press and hold for 3 seconds
- **S.O.S. Button**
  - Initiate S.O.S. with GEOS – Press and hold S.O.S. button until S.O.S. LED blinks **GREEN**
  - Cancel S.O.S. with GEOS – Press and hold the S.O.S. button until S.O.S. LED blinks **RED**

SAT-FI2 LEDS

LED STATUS	POWER LED	SATELLITE LED	S.O.S. LED
POWERING ON	All Green LEDS Blink in Forward/Reverse Direction until Sat-Fi2 Powers On		
POWERING OFF	Fast Blink Orange	Fast Blink Orange	Fast Blink Orange

OPERATIONAL/STATUS

POWERED ON	Normal Blink Green	N/A	N/A
POWERED OFF	No LED	No LED	No LED
BATTERY FULL	Solid Green	N/A	N/A
BATTERY CHARGING ON	Double Blink Green	N/A	N/A
BATTERY CHARGING OFF	Slow Blink Green	N/A	N/A
BATTERY < 25%	Fast Blink Red	N/A	N/A
CONNECTED TO SATELLITE	N/A	Normal Blink Green	N/A
NOT CONNECTED TO SATELLITE	N/A	Normal Blink Red	N/A
S.O.S. CONNECTING MODE	N/A	N/A	Solid Green
S.O.S. ESTABLISHED MODE	N/A	N/A	Normal Blink Green
CANCEL S.O.S. MODE	N/A	N/A	Normal Blink Red
HIBERNATION MODE	Green + Orange (Bright/Dims/Off)	No LED	No LED

POWER BUTTON	Press the Power button to turn the Sat-Fi2 on. The LEDs will light up, notifying you that the device is on.	Press and hold the Power button down until all the LEDs start flashing orange. The device will then power off.
S.O.S. BUTTON	Press and hold the S.O.S. button until the S.O.S. LED turns green to initiate an S.O.S. with GEOS IERCC.	While S.O.S. is active, press and hold the S.O.S. button until the S.O.S. LED turns red to cancel S.O.S. with GEOS IERCC.
USB DATA PORT	Connect the USB Data Cable to connect the Sat-Fi2 to a computer.	

LED Pattern Definitions

- **Normal blink:** Blinks in slow rate
- **Fast blink:** Blinks in fast rate
- **Double blink:** Blinks twice and off
- **Forward Reverse:** The boot up LED pattern scrolls green from the power to the S.O.S. then all 3-blink green
- **Solid ON:** Stays ON continuously
- **Power Mode dimming:** LED slowly dims / turns OFF & turns ON / slowly brightens in slow smooth pace

SAT-FI2 POWER EXPECTATIONS

BATTERY LIFE

- Continuous Talk Time: 2 hours
- Standby: 6 hours

CHARGING THE SAT-FI2

Sat-Fi2 charging time, using the 12V AC wall charger, is a minimum of 3-4 hours.

- Using Power Charger: 3–4 hours *(Recommended)*
- Using Micro USB Cable: 8 hours
    - Use only with supplied 5V USB wall charger.
    - **DO NOT** connect directly to a computer USB port – this will not charge the Sat-Fi2.
    - Sat-Fi2 must be powered off to achieve 8 hour charge time.
- Charging Instructions:
    - Remove the Power Port cover and connect the 12V AC wall charger to the Sat-Fi2 Power Port.
    - Charge for 3-4 hours until the Power LED turns solid Green.
    - Disconnect the 12V AC wall charger and reconnect the Power Port cover.

CONTINUOUS POWER

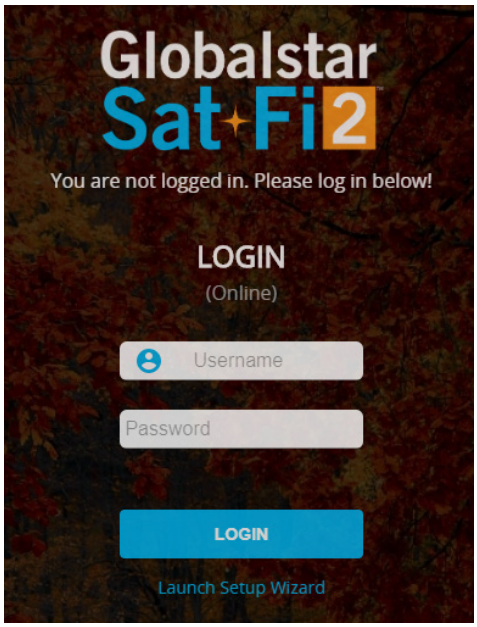
- Keeping the 12V AC wall charger connected to the Sat-Fi2 will allow continuous power and operation (talk/text/email/ Sat-Browse) without battery depletion.

HIBERNATION MODE

- Hibernation Mode extends the Sat-Fi2 standby time from 6 hours to 28 hours.
- Benefit of Hibernation – Extends battery life if you forget to power off the Sat-Fi2
- While in Hibernation Mode the Sat-Fi2:
    - Cannot make outgoing calls/texts/emails
    - Will not receive incoming calls/texts/emails
    - Cannot be powered off
- Hibernation Mode timer starts after no interaction with the Sat-Fi2 Desktop App for 15 minutes.
- Sat-Fi2 Desktop App interaction is required to wake the Sat-Fi2 from Hibernation Mode.
- The Sat-Fi2 will take 3-4 minutes to wake from Hibernation Mode and establish a satellite connection.
- Hibernation is an optional setting that is configured in the Web Console.

LOGGING INTO THE SAT-FI2 DESKTOP APP

ADVANCED SETUP LOGIN



Perform the following steps to log into the Sat-Fi2 Desktop App:

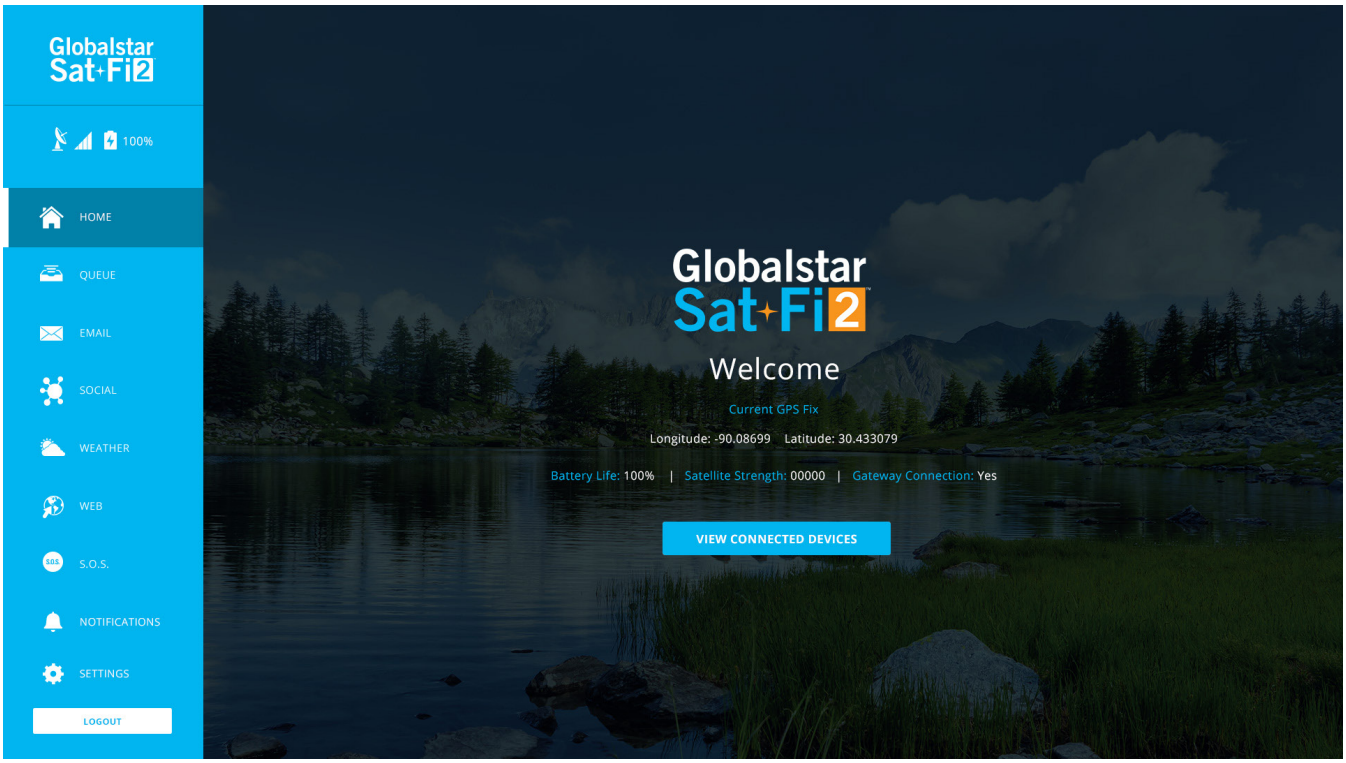
1. Open the Sat-Fi2 Desktop App.
2. Connect the computer to the Sat-Fi2 Wi-Fi.
   Default Wi-Fi name is ***satfi2_<xxxxxx>*** (where xxxxxx is the last 6 digits of the ICCID).
3. Enter the default Sat-Fi2 password: ***satfi1234***.
4. A Globalstar Sat-Fi2 Login screen will be displayed. Perform the following:
   - In the **Username** field, enter the Sat-Fi2 username.
   - In the **Password** field, enter the Sat-Fi2 password.
   - Select **LOGIN**.
5. The Sat-Fi2 Desktop App home screen will be displayed.

QUICK START LOGIN

Perform the following steps to login via Quick Start into the Sat-Fi2 Desktop App:

1. Open the Sat-Fi2 Desktop App.
2. The Sat-Fi2 Desktop App Login screen will be displayed. Select **Launch Setup Wizard**.
3. A Globalstar Sat-Fi2 Welcome screen will be displayed. Select **LET'S GET STARTED**.
4. The Quick Start/Advanced Setup screen will be displayed. Select **QUICK START**.
5. The Sat-Fi2 Desktop App home screen will be displayed.

SAT-FI2 DESKTOP APP HOME SCREEN



Navigation Pane

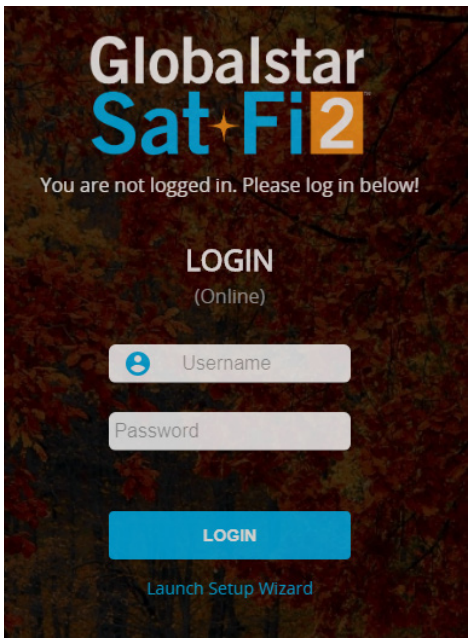
- **HOME** – Displays the Sat-Fi2 Desktop Home screen
- **QUEUE** – View a list of messages in the queue that are waiting to be sent
- **EMAIL** – Send and receive emails from personal or corporate email accounts
- **SOCIAL** – Share photos and post updates to linked social media accounts
- **WEATHER** – View local weather conditions anywhere in the world
- **WEB** – Browse the Internet using Sat-Browse
- **S.O.S.** – Initiate an S.O.S. with direct 2-way communications with GEOS Emergency Response Coordination Center
- **NOTIFICATIONS** – Displays a list of Sat-Fi2 notifications (message, type date, time etc.)
- **SETTINGS** – Manage and configure Sat-Fi2 settings (email, weather, language, etc.)

LOGGING OUT OF THE SAT-FI2 DESKTOP APP

NOTE: If logged out of the Sat-Fi2 Desktop App, the computer will not receive any emails until logged back into the Sat-Fi2 Desktop App.

Perform the following steps to log out of the Sat-Fi2 Desktop App:

1. At the bottom of the Navigation pane, select **LOG OUT**.
2. The Sat-Fi2 Desktop Login screen will be displayed - logging out is complete.



CLOSING THE SAT-FI2 DESKTOP APP

NOTE: If the Sat-Fi2 Desktop App is closed, the computer will not receive any emails until logged back into the Sat-Fi2 Desktop App.

Perform the following steps to close the Sat-Fi2 Desktop App:

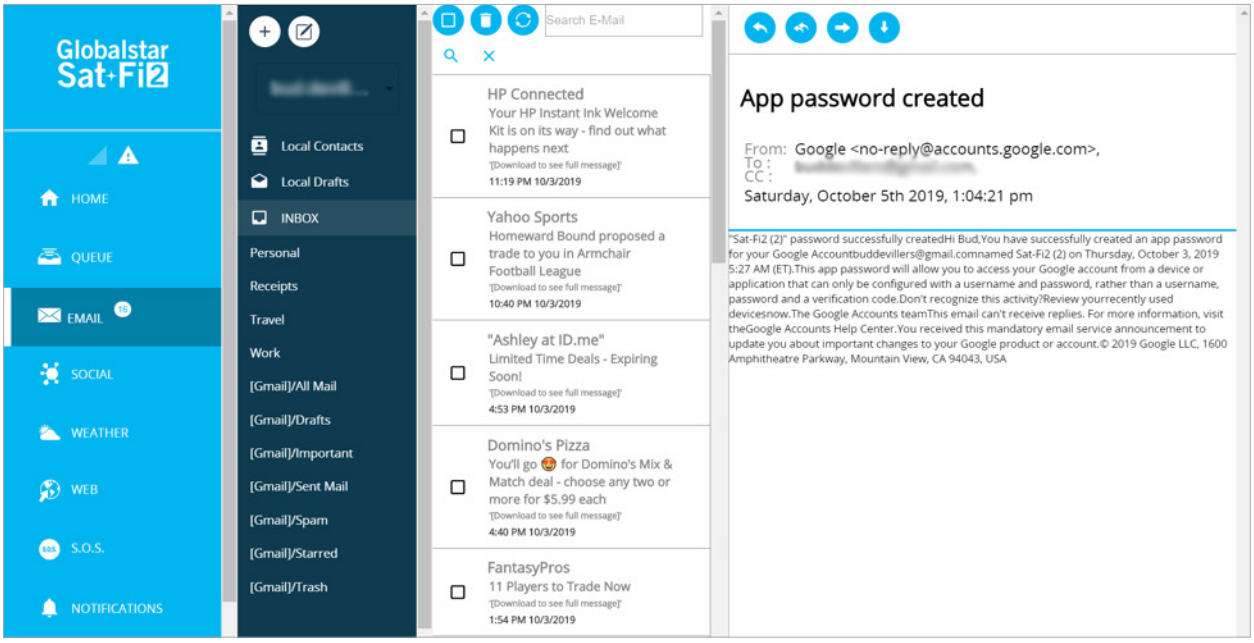
1. In the upper corner of any Sat-Fi2 Desktop screen, select ✕.
2. The Sat-Fi2 Desktop App will close.

EMAIL

Sat-Fi2 allows for the use of most personal and corporate email accounts including:

- Gmail
- Yahoo
- Exchange
- iCloud
- Outlook
- Hotmail
- AOL
- Other IMAP and IMAPS Accounts

NOTE: Some e-mail providers require an app specific password and/or 2-Step Verification for email configuration. Access to Wi-Fi is necessary in order to get the app-specific password. For more information on how to create an app-specific password and 2-Step Verification, please visit your e-mail provider's support page or follow the instructions provided during the e-mail setup.

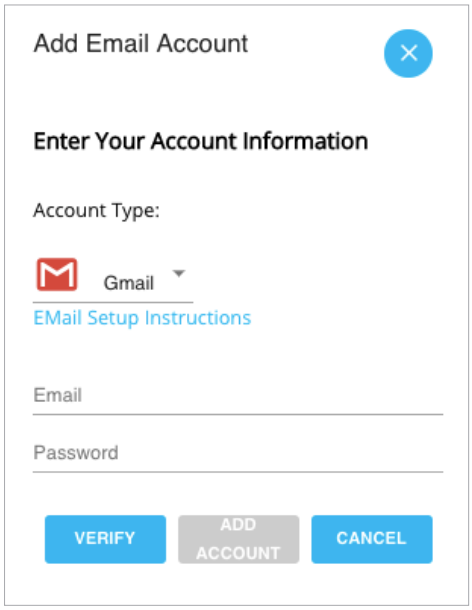


CONFIGURING EMAIL ACCOUNTS

NOTE: When configuring email accounts, use an Internet connection. Do not use the Sat-Fi2 satellite network to configure email accounts.

EMAIL ACCOUNTS – GMAIL, YAHOO, ICLOUD, OUTLOOK, HOTMAIL & AOL

Perform the following to configure personal email using the Sat-Fi2 Desktop App:

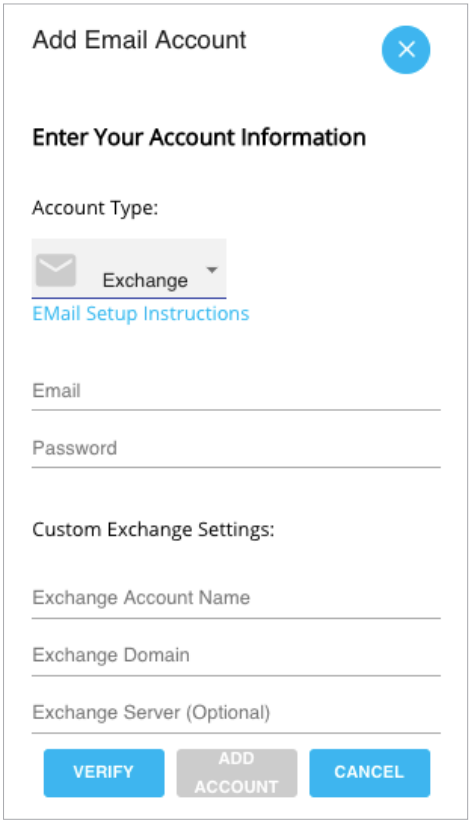


1. From the Navigation pane, select **EMAIL**.
2. The Folder pane will be displayed. Select + to add a new account.
3. The Add Email Account dialog will be displayed. Perform the following:
   - Click on the **Account Type** dropdown arrow and select one of the following Email account types:
     - Gmail
     - Outlook.com/Office 365
     - Hotmail
     - Yahoo.com
     - AOL
     - iCloud
   - In the **Email** field, enter your email account email address.
   - In the **Password** field, enter your email account password.
   - Select **VERIFY**.
4. You may have to establish 2 Factor Authentication. Select 2 Factor Authentication Instructions to view instructions on how to apply 2 Factor Authentication.
   - In the **Password** field, enter the App Specific password instead of your email account password.
   - Select **VERIFY**.
5. The **ADD ACCOUNT** button will change from grayed-out to blue. Select **ADD ACCOUNT**.
6. The selected email account will be configured and displayed. Select the **SYNC FOLDERS** button.
7. Select **INBOX** and then select ⟳.
8. Select **New Mail Only**.
9. Your email will be displayed on the screen.

EMAIL ACCOUNTS – EXCHANGE

Perform the following to configure personal email using the Sat-Fi2 Desktop App:

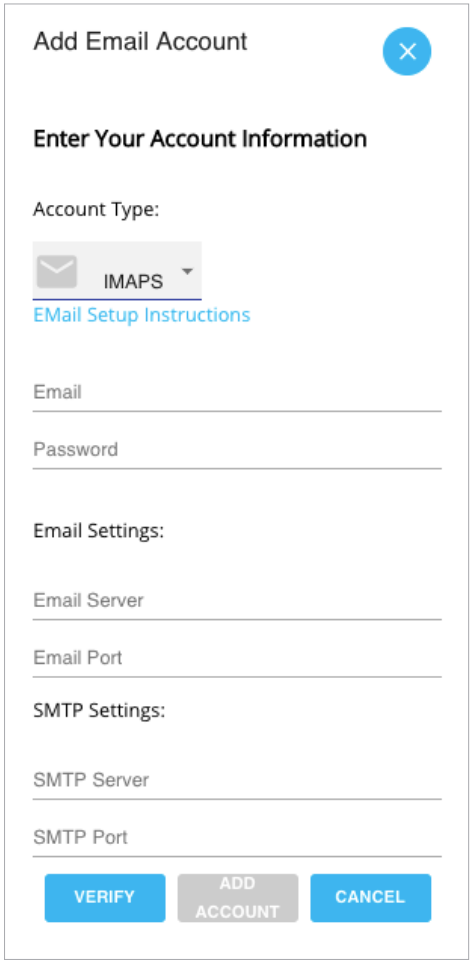
1. From the Navigation pane, select **EMAIL**.
2. The Folder pane will be displayed. Select + to add a new account.
3. The Add Email Account dialog will be displayed. Perform the following:
   - Click on the Account Type dropdown arrow and select **Exchange**.
   - In the **Email** field, enter your email account email address.
   - In the **Password** field, enter your email account password.
   - In the **Exchange Account Name** field, enter the Exchange Account Name.
   - In the **Exchange Domain** field, enter the Exchange Domain.
   - In the **Exchange Server (Optional)** field, enter the Exchange Server name.
   - Select **VERIFY**.
4. The **ADD ACCOUNT** button will change from grayed-out to blue. Select **ADD ACCOUNT**.
5. The selected email account will be configured and displayed. Select the **SYNC FOLDERS** button.
6. Select the **INBOX** and then select .
7. Select **New Mail Only**.
8. Your email will be displayed on the screen.



EMAIL ACCOUNTS – POP3, IMAP/SMTP & IMAPS

Perform the following to configure personal email using the Sat-Fi2 Desktop App:

1. From the Navigation pane, select **EMAIL**.
2. The Folder pane will be displayed. Select + to add a new account.
3. The Add Email Account dialog will be displayed. Perform the following:
   - Click on the **Account Type** dropdown arrow and select one of the following Email account types:
     - IMAP/SMTP
     - IMAPS
   - In the **Email** field, enter your email account email address.
   - In the **Password** field, enter your email account password.
   - In the **Email Server** field, enter the Email Server name.
   - In the **Email Port** field, enter the Email Port number.
   - In the **SMTP Server** field, enter the SMTP Server name.
   - In the **SMTP Port** field, enter the SMTP port number.
   - Select **VERIFY**.
4. The **ADD ACCOUNT** button will change from grayed-out to blue. Select **ADD ACCOUNT**.
5. The selected email account will be configured and displayed. Select the **SYNC FOLDERS** button.
6. Select **INBOX** and then select ↻.
7. Select **New Mail Only**.
8. Your email will be displayed on the screen.



FETCHING/SYNCHING EMAIL

Perform the following steps to fetch/sync additional email:

Select **INBOX** and in the toolbar, select .

1. A dropdown menu will be displayed. Select one of the following:

    - **New Mail Only** – Selecting this will only load new email headers that has appeared in your inbox since the last fetch/sync.

    - **All Email** – Selecting this will download all the email headers in your inbox.

      TIP: Globalstar recommends only selecting "New Mail Only" to prevent the Sat-Fi2 from downloading hundreds of emails from your inbox.

VIEWING EMAIL

Perform the following steps to view an email:

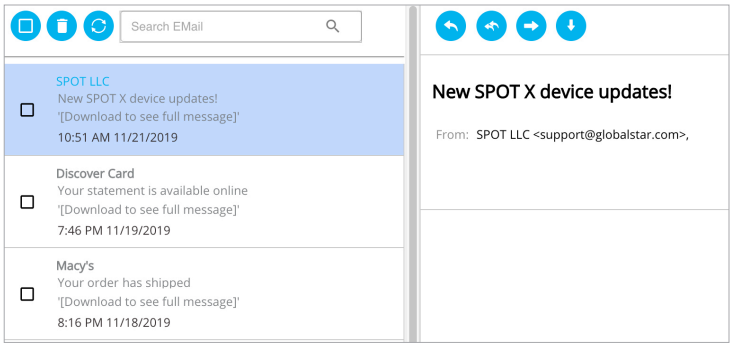
1. In the Message pane, select the email to view.

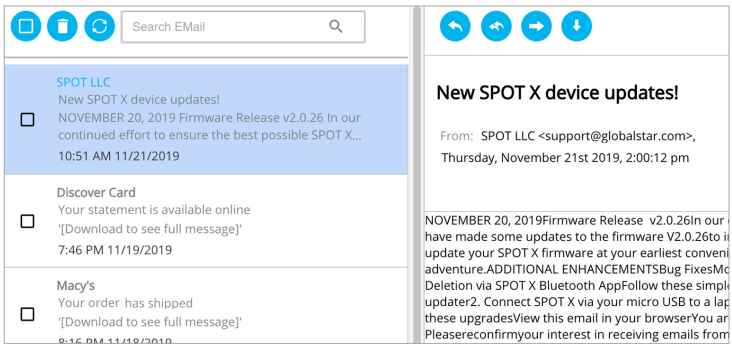
2. The following information will be displayed in the Message Body pane:

    - Subject of the email
    - From address
    - To address

3. To view the message body, select and the message will be downloaded and ready to be viewed.

4. The body of the message will be displayed in the Message Body pane.





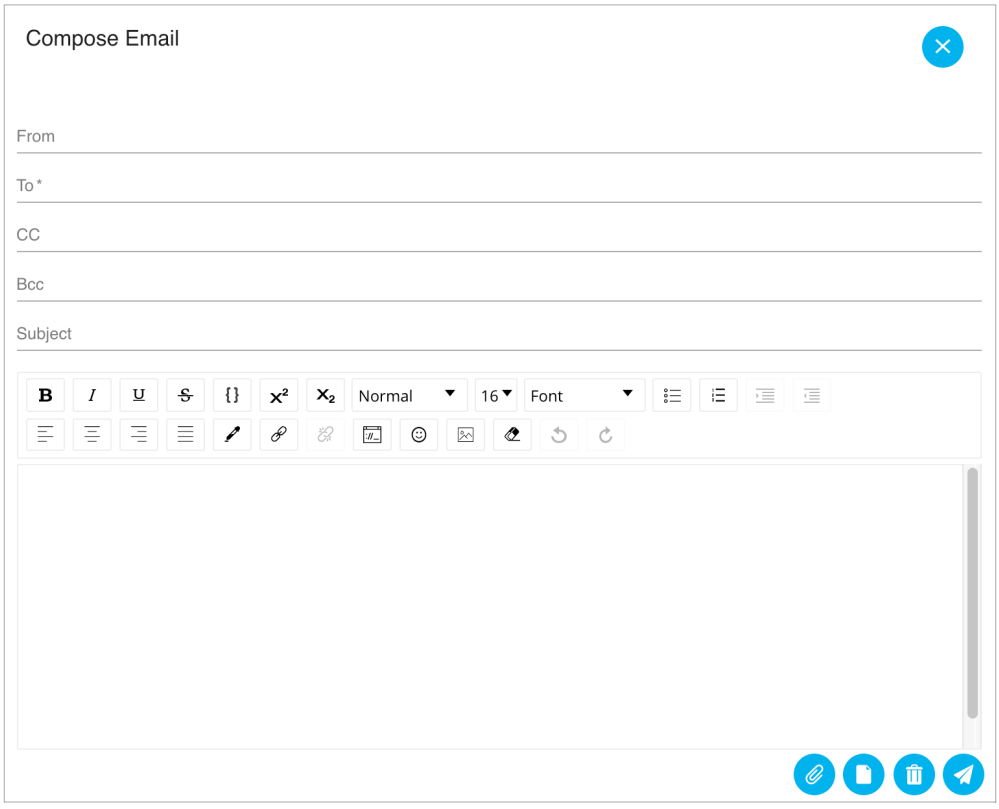
NOTE: If there are attachments to the e-mail, they can be downloaded individually or all at once by selecting the paper clip icon. The attachments will not show how big the file is unless the email has been downloaded.

COMPOSING & SENDING EMAIL

Perform the following steps to compose and send an email:

1. In the **To** field, enter an email address.
2. In the **Subject** field, enter the subject of the email.
3. In the **Message** field, enter the email message.
4. To add an attachment, select and follow the on-screen instructions.
5. When finished composing the email, select .
6. The email will be sent to the queue and a notification will be displayed.

NOTE: If the Sat-Fi2 does not have a satellite connection, the email message will be placed in the message queue and sent when the Sat-Fi2 reconnects to the satellite.



WEB BROWSING

There are two ways of web browsing while using the Sat-Fi2: uncompressed and compressed via Sat-Browse.

WHAT IS UNCOMPRESSED BROWSING?

Uncompressed browsing is done by simply entering the web address in the navigation bar.

NOTE: This will download a non-optimized web page, resulting in slower load times, large data consumption, and possible overage costs.

WHAT IS SAT-BROWSE?

Sat-Browse provides a dedicated optimized search engine powered by Yippy. Yippy compresses websites and removes advertisements, banners and graphics, greatly reducing the amount of data usage.

SAT-BROWSE LIMITATIONS

Sat-Browse is not designed for:

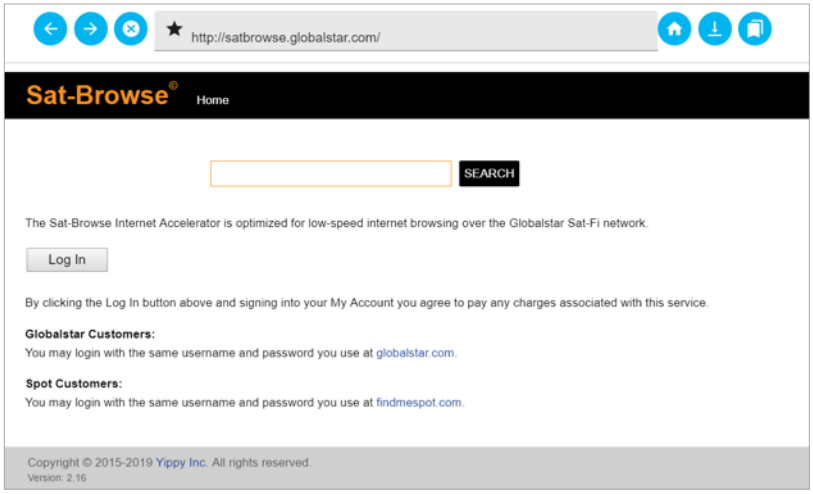
- Banking and secure sites (https) requiring passwords
- Shopping sites (i.e. Amazon, Walmart, etc.)
- Streaming services

STARTING SAT-BROWSE

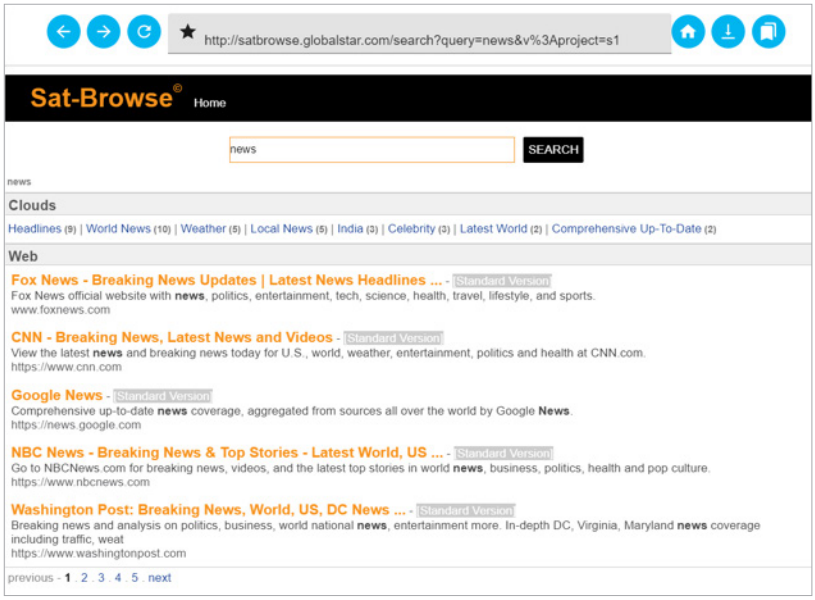
Perform the following steps to start Sat-Browse:

1. In the Sat-Fi2 Navigation pane, select **WEB**.
2. The Web screen will be displayed. Select **Sat-Browse** (Do not use the normal search box).

3. The Sat-Browse screen will be displayed. Enter a search in the Sat-Browse search box.



4. The search results will be displayed.



5. Select the orange search results to view the Sat-Browse version.

6. Selecting **[Standard Version]** will download a non-optimized webpage, resulting in slower load times, large data consumption, and possible overage costs.

SAT-BROWSE DATA USAGE COMPARISON

Below are of data usage comparisons between using Sat-Browse and normal/unoptimized web-browsing:

	FOXNEWS.COM		CNN.COM		ESPN.GO.COM	
	SAT-BROWSE	UNOPTIMIZED BROWSER	SAT-BROWSE	UNOPTIMIZED BROWSER	SAT-BROWSE	UNOPTIMIZED BROWSER
DATA USAGE	0.0128 MB	1.9 MB	0.0049 MB	3.4 MB	0.0169 MB	2.2 MB
PAGE VISITS ON 5 MB PLAN	400	2.6	500	1.5	350	2.4
OVERAGE COST ($5.00 MB)	$0.06	$9.50	$0.02	$17.00	$0.08	$11.00

S.O.S./GEOS

IMPORTANT: S.O.S. MODE SHOULD ONLY BE USED DURING LIFE-THREATENING EMERGENCIES. SENDING FALSE S.O.S. MESSAGES MAY SUBJECT YOU TO LIABILITY FOR ADDITIONAL CHARGES.

Activate the S.O.S. mode to begin communicating and sending alerts directly to GEOS International Emergency Response Coordination Center (IERCC). GEOS will notify the appropriate emergency responders based on your Sat-Fi2's GPS location and your emergency situation. Responders may include local police, Coast Guard, or Search and Rescue teams. Please note that you may be liable for expenses related to your rescue.

Once S.O.S. is initiated, the Sat-Fi2 will continuously send GEOS your GPS position every 5 minutes until the S.O.S. is canceled or the device is powered off. While S.O.S. is active, the Sat-Fi2 should continue to maintain a clear view of the sky.

INITIATING AN S.O.S.

S.O.S. FROM THE DEVICE

Perform the following steps to initiate an S.O.S. from the Sat-Fi2 device:

1. Ensure the following:
   - The Sat-Fi2 is outside with a 360° clear view of the sky with no obstructions (buildings, trees, etc.).
   - The Sat-Fi2 is powered on with the co-located antenna fully extended in the up-right position.
2. Open the Sat-Fi2 S.O.S. protective cover and press and hold the S.O.S. button for 3 seconds until the S.O.S. LED blinks **GREEN**. While the Sat-Fi2 is trying to establish a connection with GEOS, the S.O.S LED will stay a solid **GREEN**. After a connection has been established, the LED will do a double blink.

   NOTE: If the Satellite LED is blinking RED, move the Sat-Fi2 to a location with a better view of the sky. Keep looking for a better location until the Satellite LED starts to blink GREEN.

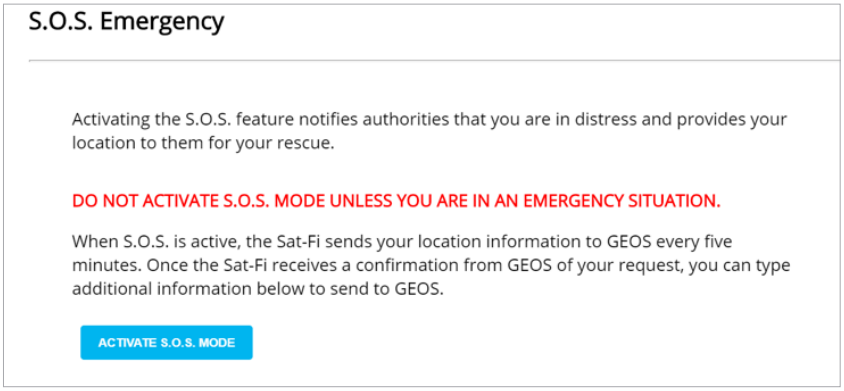
3. Once the Sat-Fi2's GPS location is determined, Sat-Fi2 will send an S.O.S. notification with GPS location to GEOS every 5 minutes until the S.O.S. is canceled or the Sat-Fi2 is powered off.

   NOTE: The Sat-Fi2 will remain in S.O.S. mode until canceled by the user.

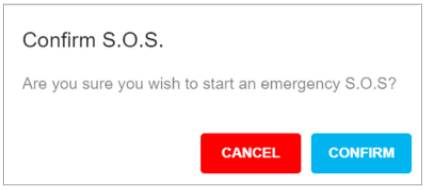
S.O.S. FROM THE SAT-FI2 DESKTOP APP

Perform the following steps to initiate an S.O.S. from the Sat-Fi2 Desktop App:

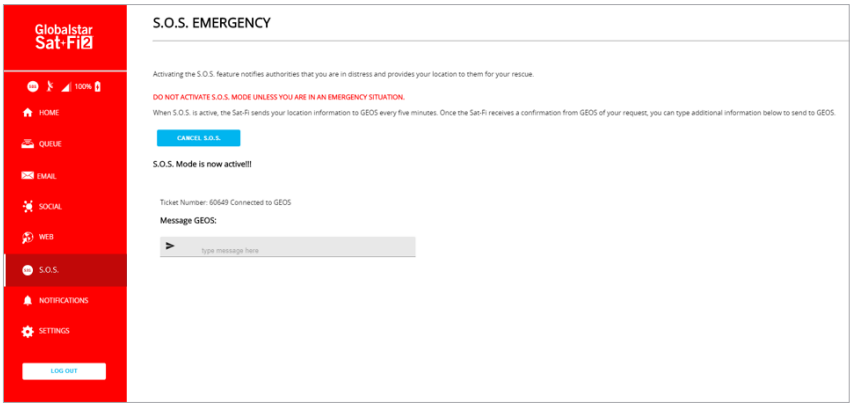
1. From the Sat-Fi2 Desktop App home screen, select **S.O.S.**
2. Select **ACTIVATE S.O.S. MODE**.



3. A Confirm S.O.S. dialog will be displayed. Perform one of the following:
   - Select **CONFIRM** to send the S.O.S.
   - Select **CANCEL** to not send the S.O.S.



4. S.O.S. Mode will now be active. The Navigation pane will turn red and the S.O.S. icon will be displayed.



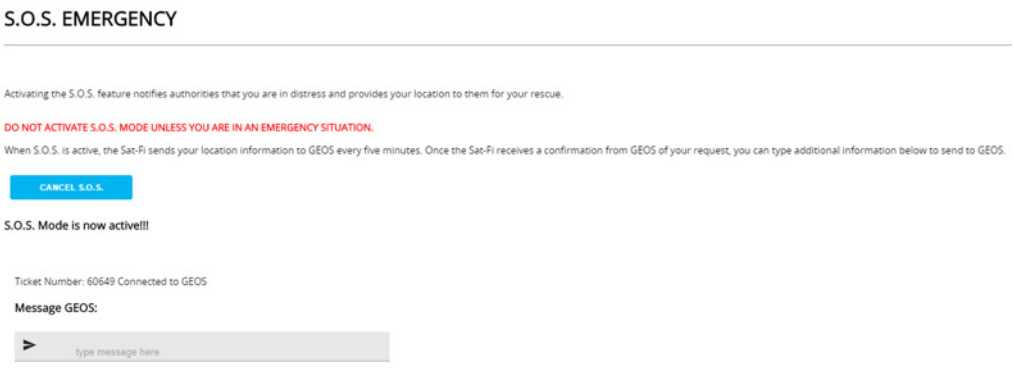
NOTE: While S.O.S. is active, the Sat-Fi2 must remain outside where it has a 360º clear view of the sky with no obstructions in order to maintain network connectivity.

5. Sat-Fi2 will then enable you to communicate with GEOS IERCC via the Sat-Fi2 Desktop App.

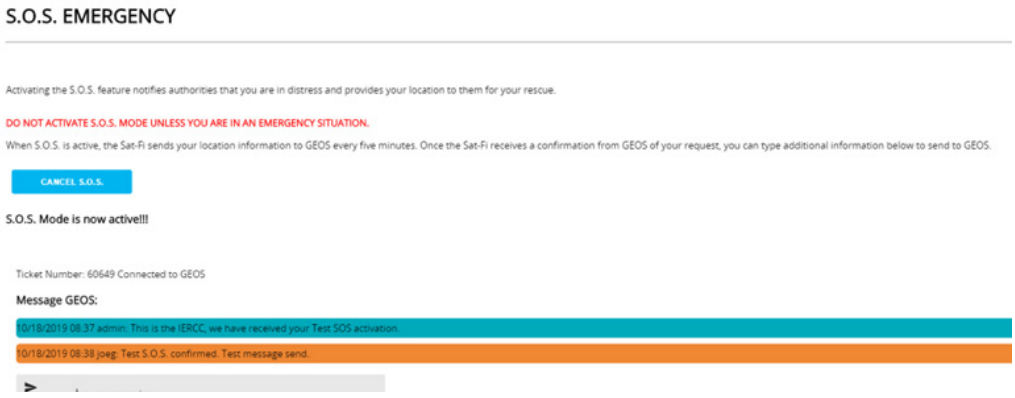
COMMUNICATING WITH GEOS USING THE SAT-FI2 DESKTOP APP

Perform the following steps to communicate with GEOS:

1. Once the S.O.S. has been initiated, the Sat-Fi2 Desktop App will indicate that it is in S.O.S. Mode.
2. A GEOS Ticket Number will be displayed along with a Message GEOS field.



3. Perform the following to communicate with GEOS:
    - In the Message GEOS field, enter the message to send to GEOS.
    - Select ➢ to send the message.



4. Messages will be displayed as follows:
    - Messages received from GEOS will be highlighted in blue.
    - Messages sent to GEOS from the Sat-Fi2 will be highlighted in orange.

CANCELLING AN S.O.S.

IMPORTANT: THE SAT-FI2 WILL REMAIN IN S.O.S. MODE UNTIL CANCELED BY THE USER. THE S.O.S. NOTIFICATION TO GEOS WILL NOT BE CANCELED IF THE DEVICE IS POWERED OFF OR IF THE SAT-FI2 APP IS TURNED OFF.

S.O.S. FROM THE DEVICE

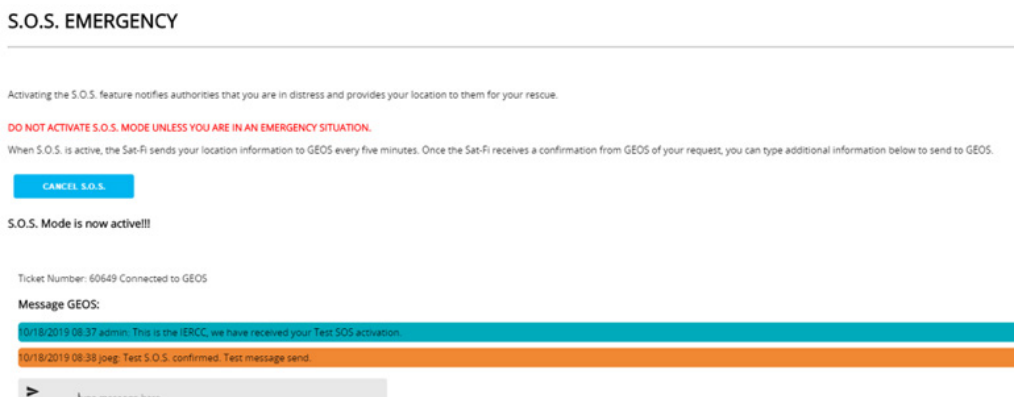
Perform the following steps to cancel an S.O.S. from the Sat-Fi2 device:

1. Ensure the following:
    - The Sat-Fi2 is outside with a 360° clear view of the sky with no obstructions (buildings, trees, etc.).
    - The Sat-Fi2 is powered on with the co-located antenna fully extended in the up-right position.
2. Open the Sat-Fi2 S.O.S. protective cover and press and hold the S.O.S. button until the S.O.S. LEDs blinks **RED**.
3. The Sat-Fi2 will send a cancellation message to GEOS notifying them that the Sat-Fi2 has entered S.O.S. cancellation mode.

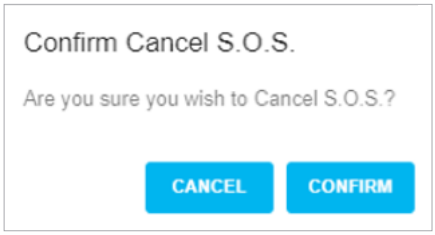
S.O.S. FROM THE SAT-FI2 DESKTOP APP

Perform the following steps to cancel an S.O.S. from the Sat-Fi2 Desktop App.

1. Ensure the following:
    - The Sat-Fi2 is outside with a 360° clear view of the sky with no obstructions (buildings, trees, etc.).
    - The Sat-Fi2 is powered on with the co-located antenna fully extended in the up-right position.
2. From the Sat-Fi2 Desktop App, select **CANCEL S.O.S.**



3. A Confirm Cancel S.O.S. dialog will be displayed. Select **CONFIRM** to cancel the S.O.S.



4. The Sat-Fi2 will send a cancellation message to GEOS notifying them the Sat-Fi2 has entered S.O.S. cancellation mode.

    NOTE: The S.O.S. notification to GEOS will not be canceled if the device is powered off or if the Sat-Fi2 App is turned off.

SOCIAL MEDIA

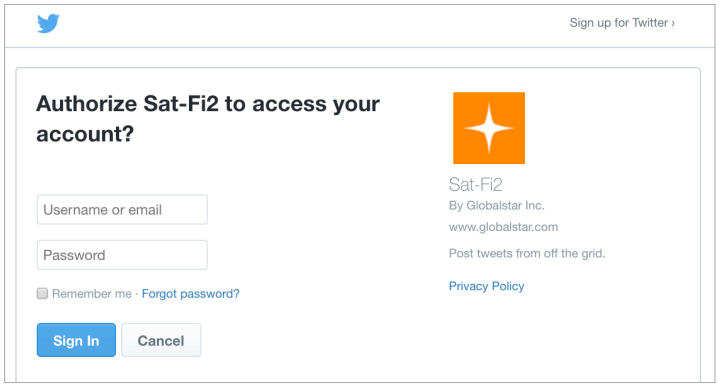
TWITTER

CONFIGURING THE SAT-FI2 DESKTOP APP FOR TWITTER

NOTE: Globalstar recommends configuring your Twitter account over an Internet connection. Configuring Twitter over the Sat-Fi2 will consume data.

Perform the following steps to link the Sat-Fi2 Desktop App to Twitter:

1. In the Sat-Fi2 Desktop App Navigation pane, select **SOCIAL**.
2. The Social screen will be displayed. Select + to add a Twitter account.
3. A screen to authorize access your Twitter account will be displayed. Perform the following:
   - In the **Username or email** field, enter your Twitter username.
   - In the **Password** field, enter your Twitter password.

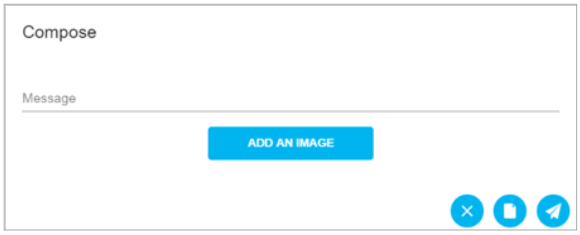


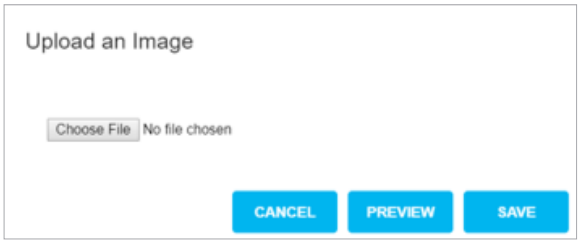
4. Select **Sign In**.
5. The Sat-Fi2 Twitter screen will be displayed. Configuring the Sat-Fi2 for Twitter is complete.

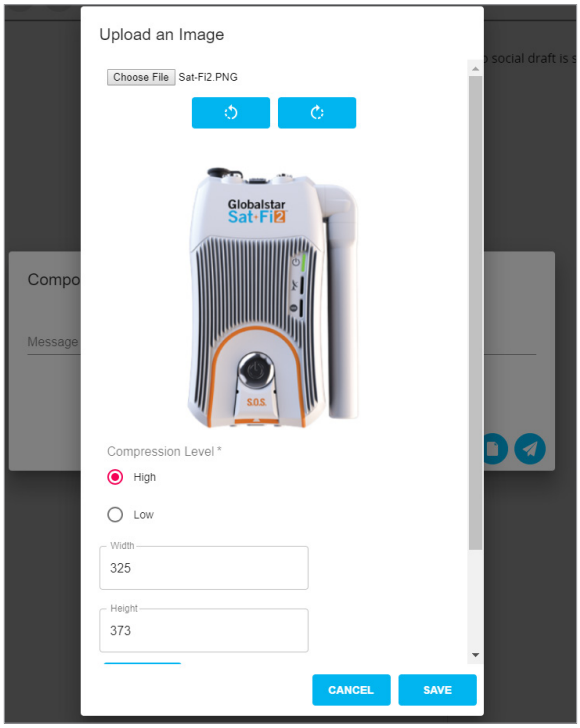
POSTING TO TWITTER

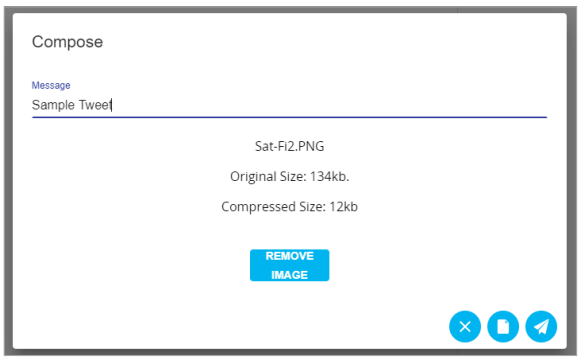
Perform the following steps to post to Twitter using the Sat-Fi2 Desktop App:

1. In the Sat-Fi2 Desktop Navigation pane, select **SOCIAL**.
2. The Social screen will be displayed. Select .
3. A compose screen will be displayed. In the Message field, enter a Tweet.
4. To add a picture, select **ADD AN IMAGE**.
5. An "Upload an Image" dialog will be displayed. Select Choose File, then select the image to add.
6. The selected picture will be displayed. Select **SAVE**. **NOTE: Multiple photo uploads are not supported at this time, they will have to be uploaded one by one.**
7. The Compose screen will be displayed. Select to send the Tweet.







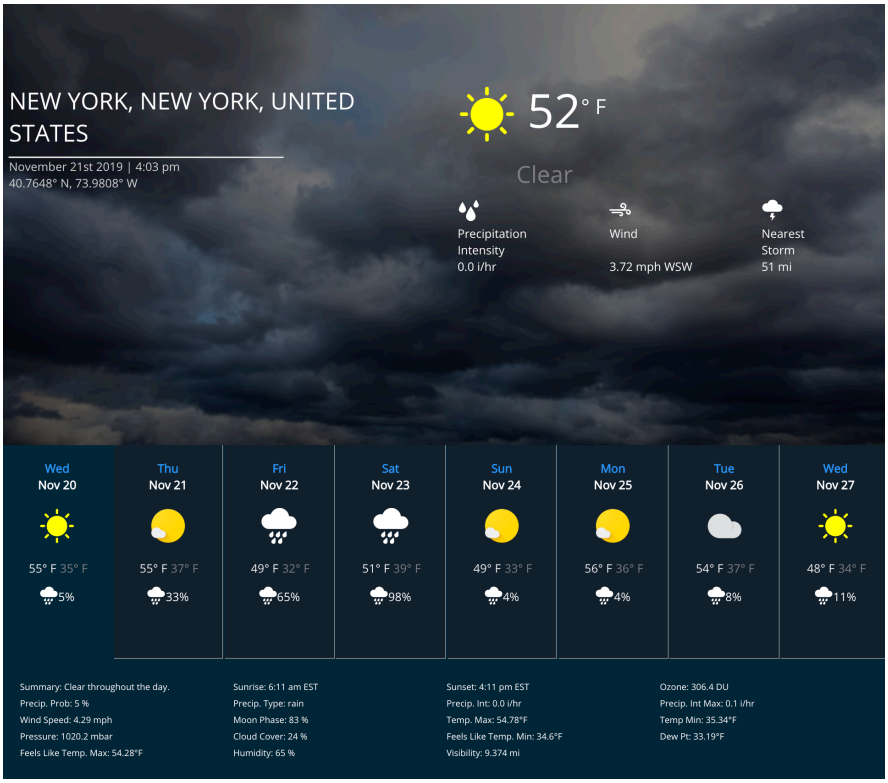


WEATHER

CURRENT WEATHER SCREEN

The Weather screen displays the following information:

- Current Time/Date
- Sat-Fi2's current GPS location
- Current weather conditions
- Current temperature
- Precipitation Intensity
- Wind speed & direction
- Nearest Storm Distance
- 8 Day Weather Forecast
    - Date
    - Weather Condition
    - High/Low Temperature
    - Chance of Precipitation



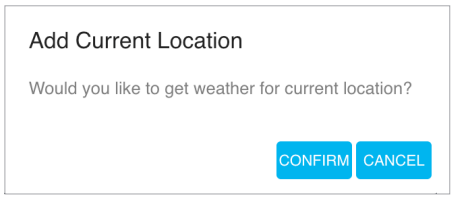
More Details

The More Details section displays the following information:

- Weather summary
- Sunrise and sunset times
- Precipitation probability percentage for the day and type
- Wind speed
- Feels like temperature
- Visibility distance
- Ozone level
- Atmospheric pressure
- Percentage of cloud cover
- Precipitation type
- Dew point temperature

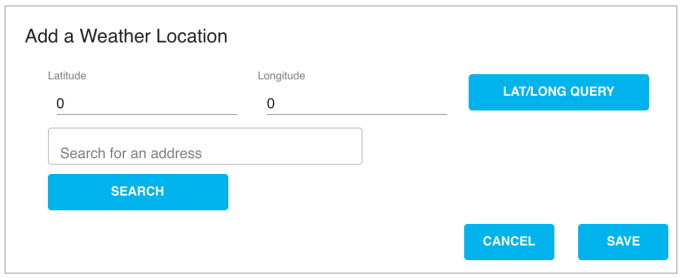
ADD WEATHER LOCATIONS

When going to the Weather screen for the first time, the Sat-Fi2 desktop app will ask if you would like to get the current weather location.

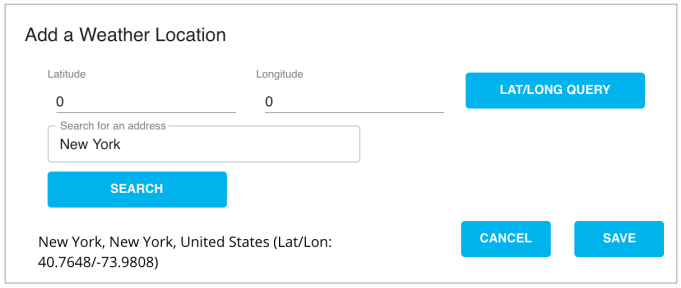


Perform the following steps to add and additional weather location:

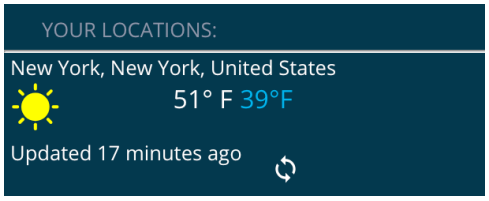
1. On the Weather screen, select ⊕.
2. An Add a Weather Location dialog will be displayed. Perform one of the following:
   - Enter the Latitude and Longitude for the location's weather and select **LAT/LONG QUERY**.
   - Enter an address or city for the location's weather and select **SEARCH**.



3. The Add a Weather Location dialog will display the searched location. Select **SAVE**.



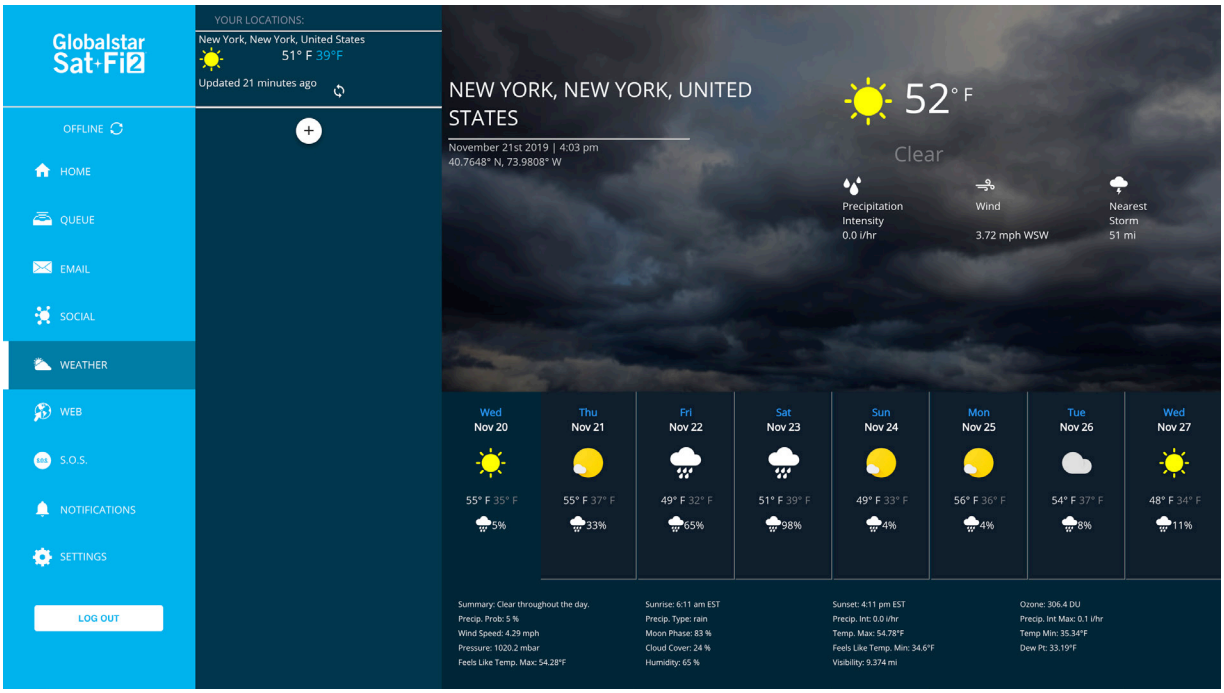
4. The saved weather location will be displayed in the Your Locations pane.



VIEW CURRENT WEATHER

Perform the following steps to view the weather for the current location:

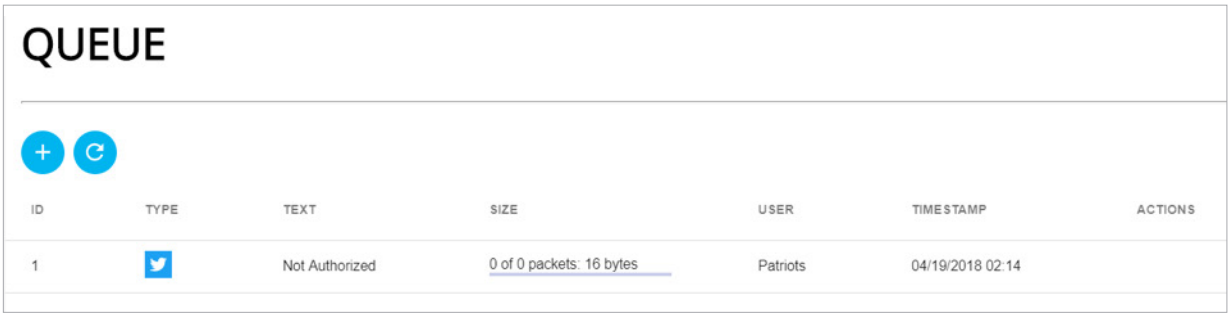
1. On the Weather screen, select to sync the current weather.
2. The Weather screen will be updated with the most current weather.



QUEUE

QUEUE SCREEN

The Queue screen displays messages residing in the Sat-Fi2 Queue waiting to be sent. All queued messages are prioritized first by size and then time submitted. Queued message priority cannot be edited, but individual queued messages can be deleted by the user who sent the messages or an Admin user.



The Queue screen displays the following information:

- **ID** – Displays a unique ID number of the message
- **TYPE** – Displays the message type
  - Email
  - Twitter
  - File Download
- **TEXT** – Displays a notification about the queued message
- **SIZE** – Displays the size of the message
- **USER** – Displays the name of the Sat-Fi2 user sending the message
- **TIME STAMP** – Displays the date/time placed in queue
- **ACTIONS** – Displays 🗑 allowing the user to delete the queued message

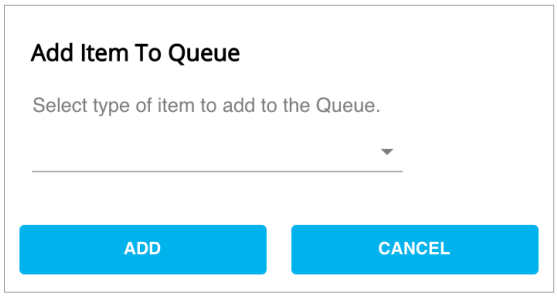
DELETE A MESSAGE FROM THE QUEUE

Perform the following steps to delete a message from the queue:

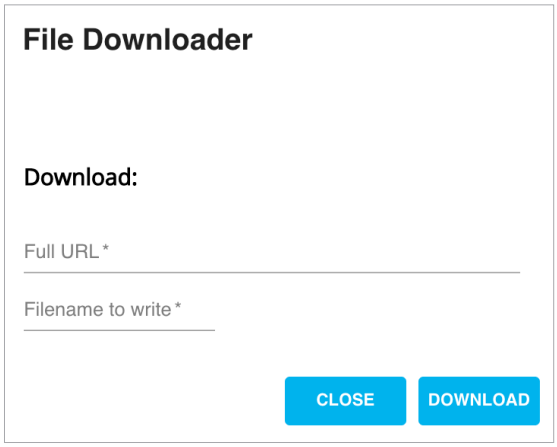
1. Select the queued message to be deleted.
2. Select 🗑.
3. The queued message will be deleted.

ADD FILE DOWNLOADS TO THE QUEUE

Perform the following steps to add messages to the queue:

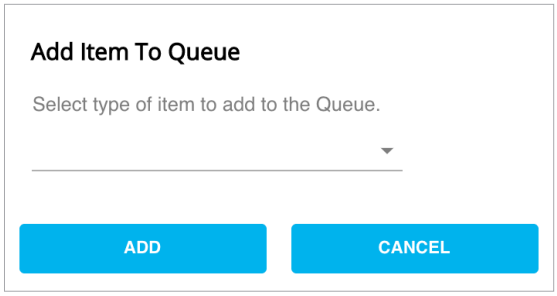


1. In the Queue screen, select ⊕.
2. The Add Item To Queue screen will be displayed. Click on the Item Type dropdown arrow and select **File Download**.
3. Select **ADD**.
4. The File Downloader screen will be displayed. Select **ADD**.
5. In the Full URL field, enter the full URL. *Example: https://www.globalstar.com/ Globalstar/media/ Globalstar/Downloads/ Products/Sat-Fi2/*
6. In the "Filename to write" field, enter the filename to download. *Example: Globalstar_Sat_Fi2_User_ Guide_EN.pdf*
7. Select **DOWNLOAD**.
8. The file download request will be added to the queue.



ADD EMAIL OR TWITTER MESSAGES TO THE QUEUE

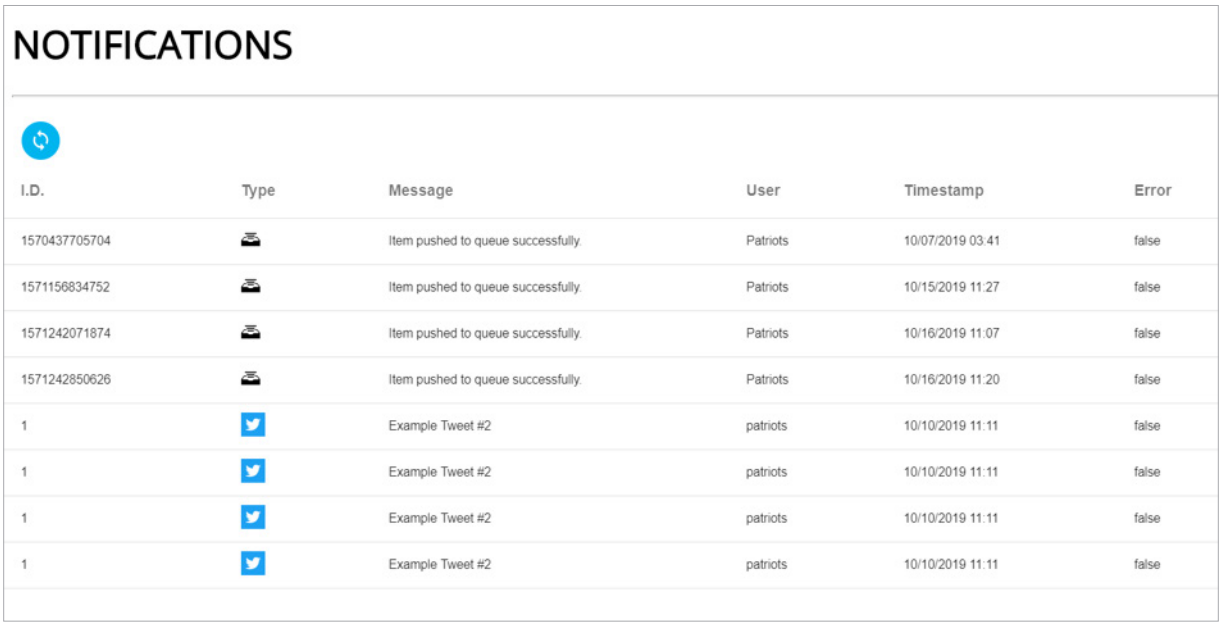
Perform the following steps to add messages to the queue:



1. On the Queue screen, select ⊕.
2. The Add Item To Queue screen will be displayed. Click on the Item Type dropdown arrow and select **Email or Twitter**.
3. Select **ADD**.
4. The compose Email or compose Twitter message prompt will appear.
5. Compose an Email or Twitter message as you would on their respective screens.
6. When finished composing the Email or Twitter message select ➤.

NOTIFICATIONS

NOTIFICATIONS SCREEN



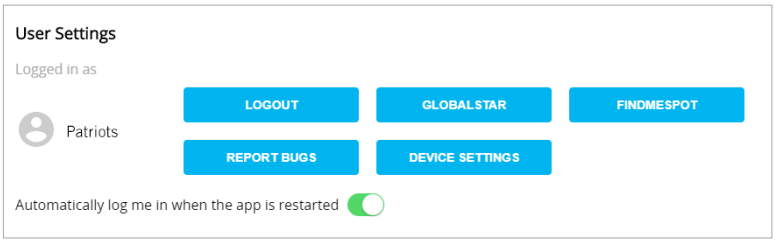
The Notifications screen displays the following information:

- **I.D.** – Displays a unique ID number of the message
- **TYPE** – Displays the Notification type
    - Queue
    - Twitter
    - Other
- **MESSAGE** – Displays the Notification message
- **USER** – Displays the name of the Sat-Fi2 user logged on when receiving the notification
- **TIMESTAMP** – Displays the date/time placed in queue
- **ERROR** – Displays the error type

CLIENT SETTINGS

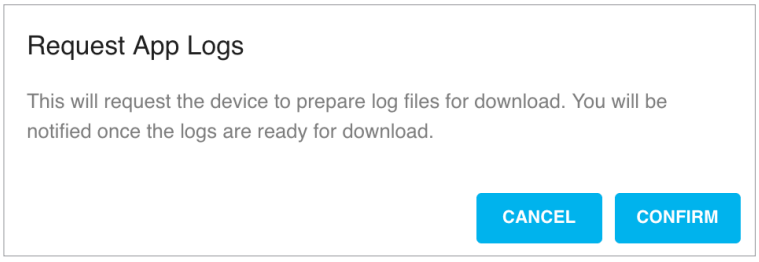
The Client Settings screen displays information and allows for the configuration and management of specific settings.

USER SETTINGS



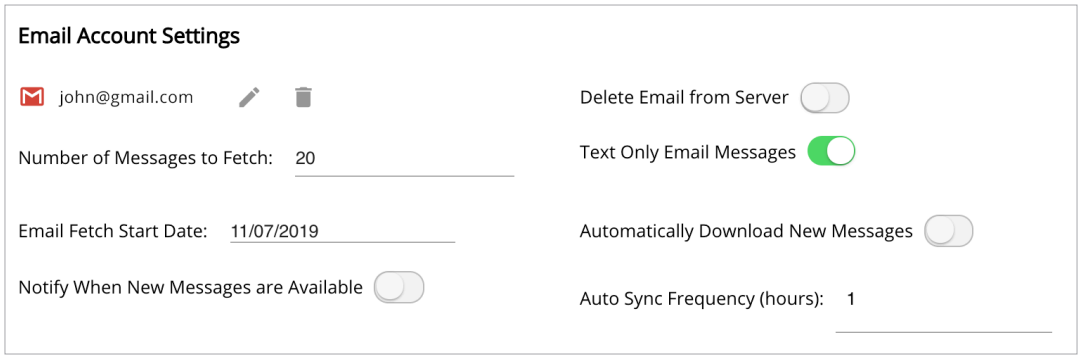
The User Settings section displays the following:

- **Logged in As** – Displays the user currently logged in
- **LOGOUT** – Selecting this button, logs the user out of Sat-Fi2 connection
- **GLOBALSTAR** – Selecting this button will display the Globalstar website using an Internet connection or using the Sat-Fi2
- **FINDMESPOT** – Selecting this button will display the SPOT website using an Internet connection or the Sat-Fi2
- **REPORT BUGS** – Selecting this button will bring the user to the Admin console. To report logs, refer to Device Configuration – Status Tab (page 48).



- **Automatically log me in when app is restarted** – Toggles on/off the ability to log in automatically to the Sat-Fi2 Desktop App

EMAIL ACCOUNT SETTINGS



The Email Account Settings section allows for the management of email settings.

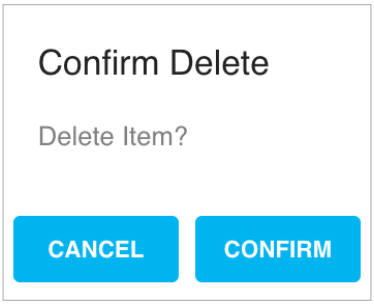
- **Email** – Delete the Email account from the Sat-Fi2
- **Delete E-mail from server** – Toggles on/off the ability to delete email from the email server directly
- **Number of Messages to Fetch** – Select the maximum number of emails that Sat-Fi2 will attempt to fetch at one time
- **Text Only Email Messages** – Toggles on/off how messages will be displayed either text only or HTML format
- **Email Fetch Start Date** – Select the date you wish the Sat-Fi2 to start automatically fetch emails
- **Automatically Download New Messages** – Toggles on/off the ability for the Sat-Fi2 to automatically download new messages when the Sat-Fi2 has a satellite connection
- **Notify When New Messages are Available** – Toggles on/off when a new message notification will be displayed when using the Sat-Fi2
- **Auto Sync Frequency (hours)** – Select the hour interval the Sat-Fi2 will automatically attempt to download new emails

SOCIAL ACCOUNT SETTINGS

The Social Account Settings section displays configured social media accounts and the ability to remove social media accounts from the Sat-FI2.

To remove a social media account, follow the steps below:

1. In the Social Accounts Settings section, select 🗑.
2. A Confirm Delete dialog will be displayed. Select **CONFIRM** to remove the social media account.



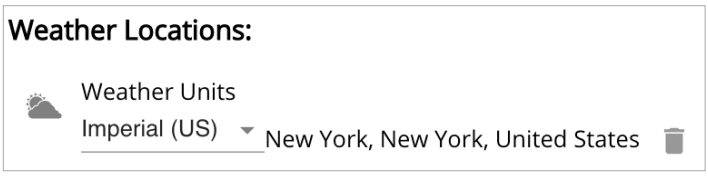
3. The selected social media account will be removed from the Sat-Fi2.
   NOTE: The removed social media account will not be deleted from the actual social media platform.

LANGUAGE SETTINGS

The Language Settings section allows the user to use and view the Sat-Fi2 in the following languages:

- English
- English (Canada)
- French (Canada)
- Spanish
- Italian
- Portuguese (Brazil)
- Portuguese

WEATHER LOCATIONS



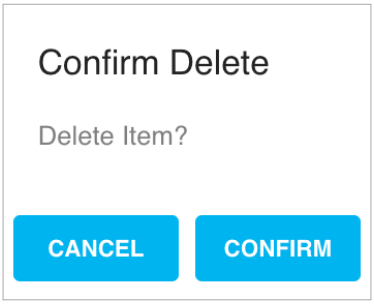
The Weather Location section allows the user to select the following weather unit display options for the Sat-Fi2:

- Imperial (US)
- Metric (SI, Speed in m/s)
- CA Units (SI, Speed in km/hr)
- UK Units (SI, Speed in mph)

DELETING A WEATHER LOCATION

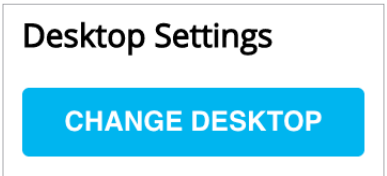
Perform the following steps to delete a weather location:

1. In the Weather Location section select 🗑.
2. A Confirm Delete dialog will be displayed. Select **CONFIRM** to remove the weather location.



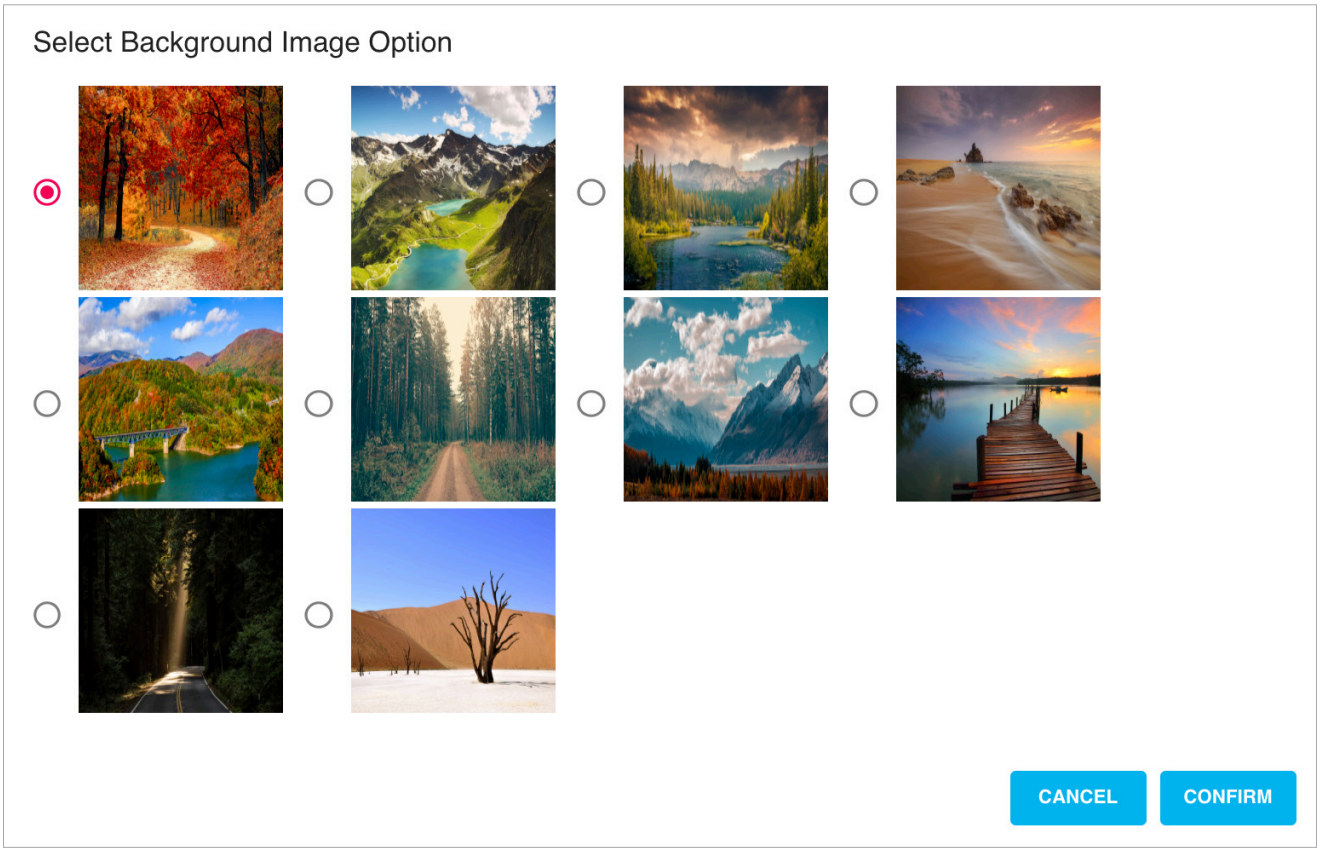
3. The selected weather location will be removed from the Sat-Fi2.

DESKTOP SETTINGS



The Desktop Settings section allows the user to change the Sat-Fi2 Desktop screen background/image.

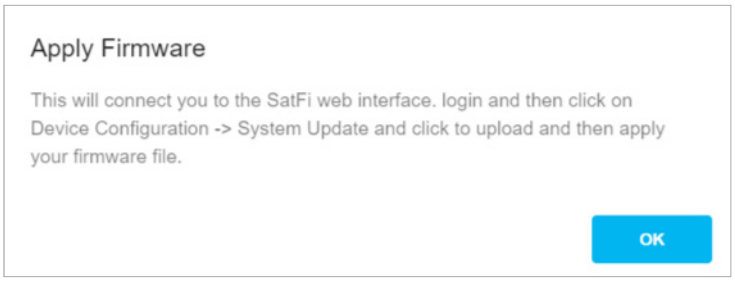
- **CHANGE DESKTOP** – Selecting this button opens the Select Background Image Option dialog.
    1. Select the image to replace.
    2. Select **CONFIRM** to replace the wallpaper.



FIRMWARE SETTINGS

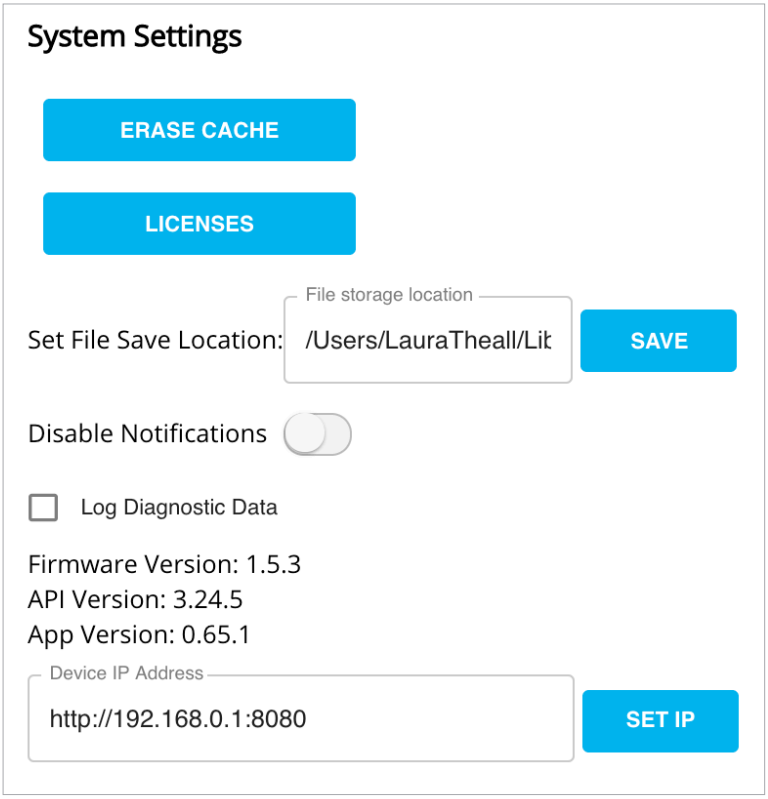
The Firmware Settings screen enables the user to easily download the Sat-Fi2 firmware.

- **CHECK FIRMWARE** – Selecting this button will check to see if the Sat-Fi2 Firmware is up to date.
- **DOWNLOAD FIRMWARE** – Selecting this button opens the Globalstar Sat-Fi2 Support page allowing for the downloading of the latest Sat-Fi2 Firmware. The Sat-Fi2 Firmware can only be downloaded when connected to broadband.
- **APPLY FIRMWARE** – Selecting this button displays an Apply Firmware dialog.
    - Select **OK** to open the Web Console and apply the firmware download *(See page 51 for further Firmware Update instructions)*.



SYSTEM SETTINGS

The System Settings section displays the following:



- **ERASE CACHE** – Selecting this button will erase all users and user data from the Sat-Fi2
  NOTE: This action cannot be undone.
- **LICENSES** – Selecting this button displays the Open source licenses used in the development of the Sat-Fi2 Desktop App
- **Set File Save Location** – Allows the user to select a specific file location, where the Sat-Fi2 will automatically save all downloaded files
- **Disable Notifications** – Toggles on/off notification Sat-Fi2 notification messages (i.e. Email, Social Media)
- **App Version** – Displays the current Sat-Fi2 App version number
- **Log Diagnostic Data** – Selecting this checkbox will automatically log all diagnostic data used by Customer Relations to help diagnose any issues with the Sat-Fi2
- **Firmware Version** – Displays the current firmware version residing on the Sat-Fi2 device
- **API Version** – Displays the current Sat-Fi2 API version number
- **Device IP Address** – Displays the IP Address of the Sat-Fi2 and allows the user to change the Sat-Fi2 IP address
- **SET IP** – Selecting this button permanently changes the Sat-Fi2 IP address to the new Device IP address displayed in the Device IP Address field

DEVICE SETTINGS

VIEWING THE DEVICE SETTINGS

The Device Settings screen can only be accessed while logged in as the Sat-Fi2 Admin. Perform the following steps to access the Device Settings screen:

1. On the Navigation pane, select **SETTINGS**.
2. The Client Settings screen will be displayed. In the Firmware Settings section, select **APPLY FIRMWARE**.
3. The Admin Console screen will be displayed.

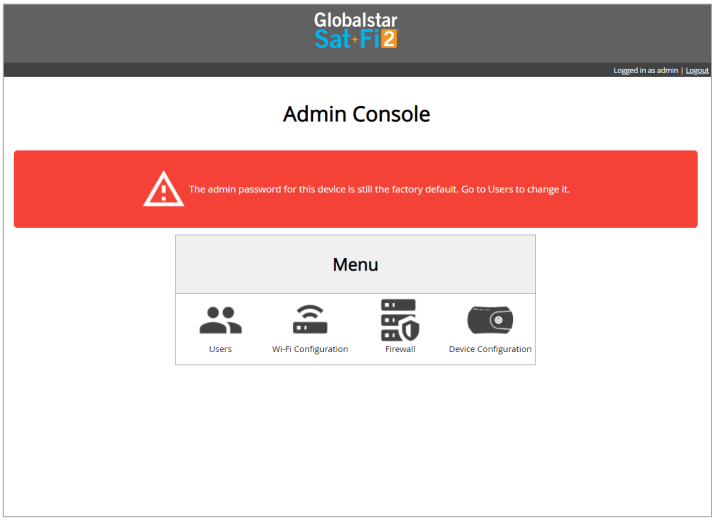
ADMIN CONSOLE

Select to display the Users screen

Select to display the Wi-Fi Configuration screen

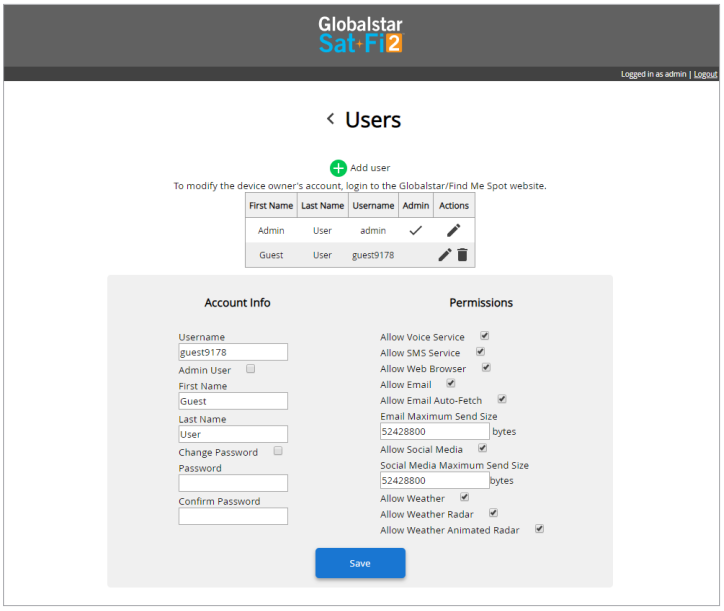
Select to display the Firewall screen

Select to display the Device Info screen



USERS

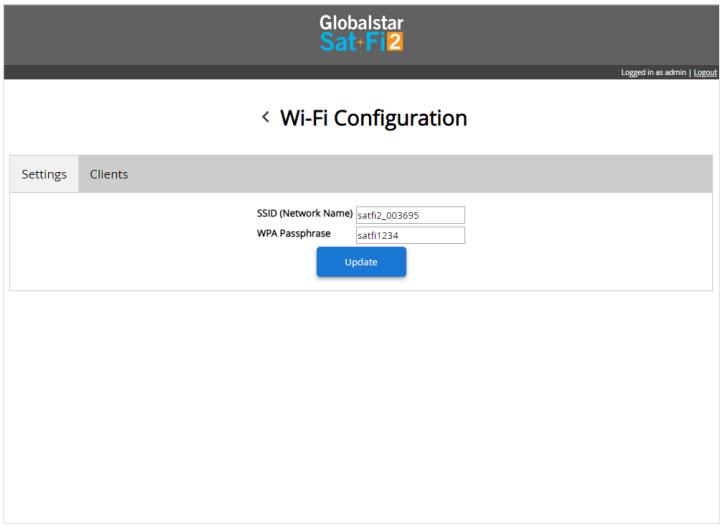
- The user section identifies all usernames that have been created on the Sat-Fi2, including Admin and Guests accounts.
- From this menu, guest permissions can be changed to prevent them from having access to voice, SMS, web browsing, email, social media and weather.
- Guest users can be turned into Admin accounts as well. To edit a user, select the pencil icon.
    - To change a guest's First or Last Name, enter a new name and select **Save**.
    - To change a guest's password, check the Change Password box, enter a new password in the **Password** field and confirm the password. Select **Save** and the password will be changed.



WI-FI CONFIGURATION

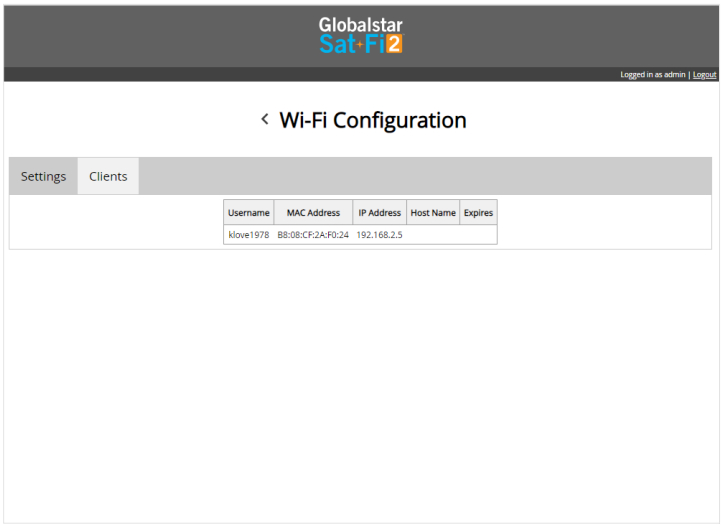
WI-FI CONFIGURATION – SETTINGS TAB

- The Settings Tab identifies the Wi-Fi network name and password.
- In this tab, the user is able to change the name of the Wi-Fi network and its password.



WI-FI CONFIGURATION – CLIENTS TAB

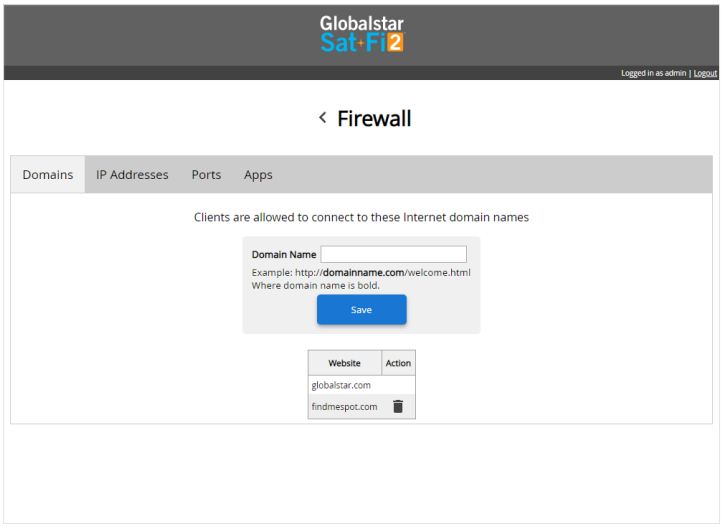
- Users can see all the connected devices as well as their IP addresses.
- If no users are connected to the Sat-Fi2, their usernames will not be displayed.



FIREWALL

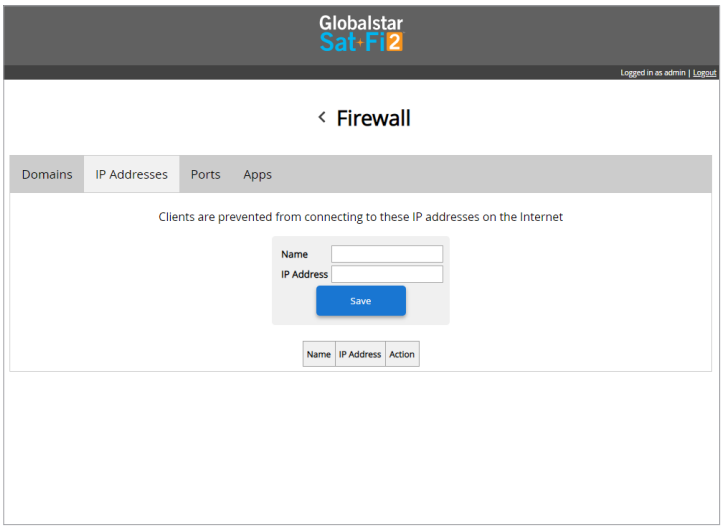
FIREWALL – DOMAINS TAB

- Users are allowed to allow access to specific domains to pass through firewalls if so desired.



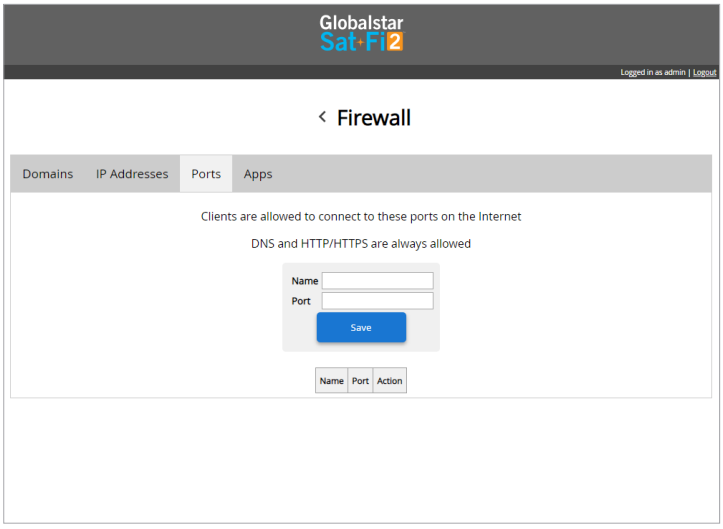
FIREWALL – IP TAB

- Users are allowed to allow access to specific IP addresses through firewalls if so desired.



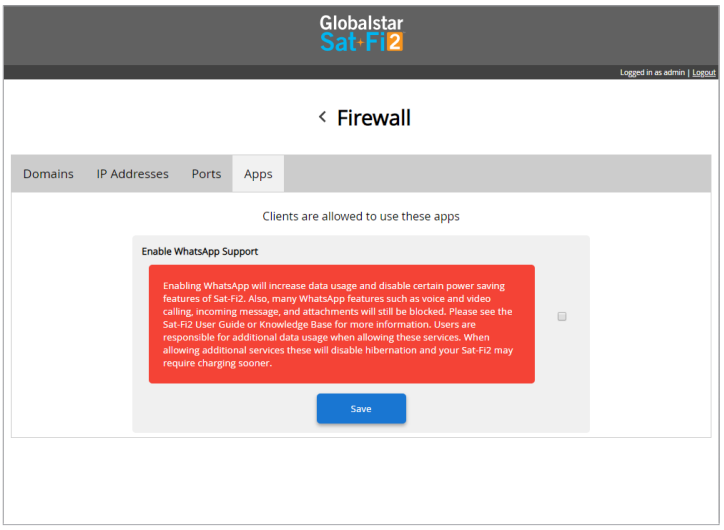
FIREWALL – PORT TAB

- Users are allowed to grant access to specific Ports to pass through firewalls if so desired.



FIREWALL – APPS TAB

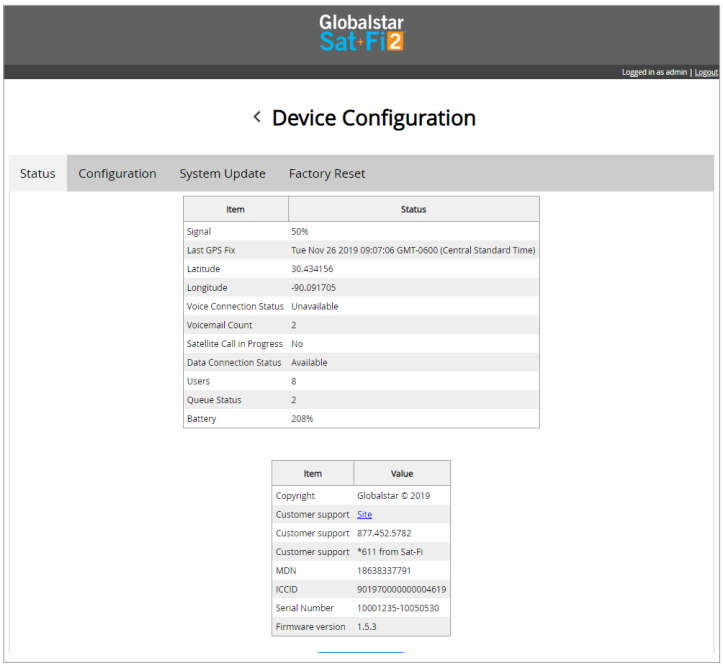
- Users are allowed to grant access to third party apps such as WhatsApp.



DEVICE CONFIGURATION

STATUS

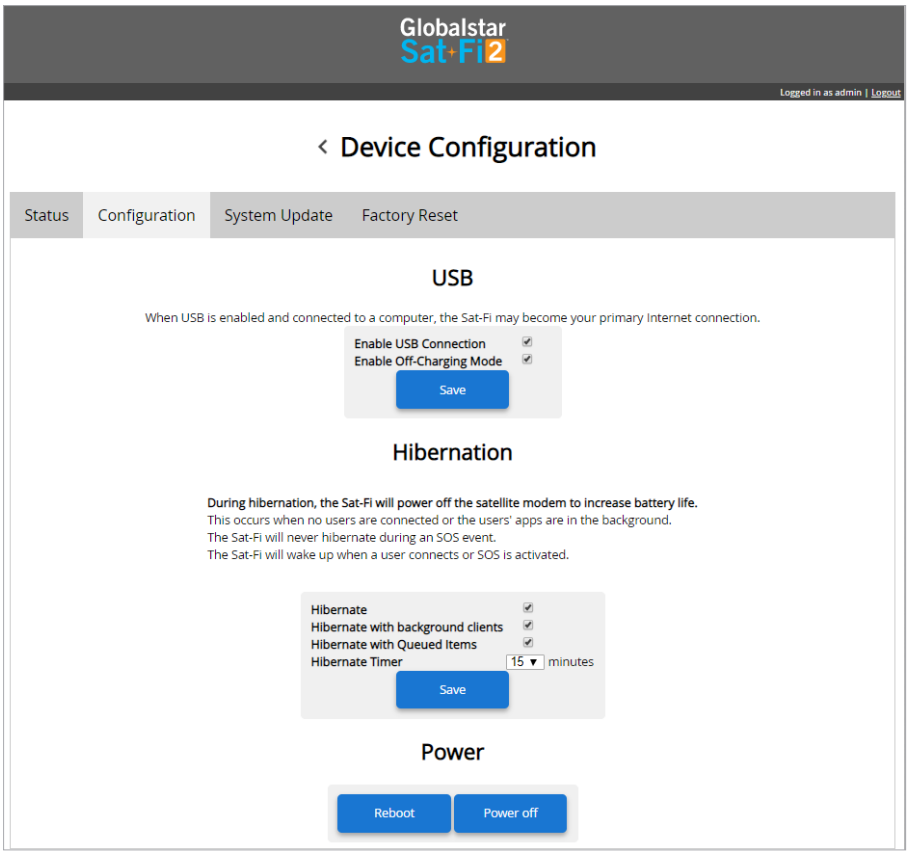
The Device Info screen displays the following information:



- **Signal** – Displays the current satellite signal strength percentage
- **Last GPS Fix** – Displays the date/time of the latest GPS fix
- **Latitude** – Displays the latest latitude of the current GPS fix
- **Longitude** – Displays the latest longitude of the current GPS fix
- **Voice Connection Status** – Displays the current status of the Voice Connection
- **Satellite Call in Progress** – Displays if a satellite call is in progress
- **Data Connection Status** – Displays the current status of the data connection
- **Users** – Displays the current number of users registered with the Sat-Fi2
- **Connected Users** – Displays the number of current connected users to the Sat-Fi2
- **Queue Status** – Displays the number of items in the queue
- **Battery** – Displays the current battery strength percentage
- **Copyright** – Displays Sat-Fi2 copyright information
- **Customer Support** – Displays the number to dial from the Sat-Fi2 to talk to Customer Relations
- **MDN** – Displays the Sat-Fi2 Mobile Device Number (Sat-Fi2 Telephone Number)
- **ICCID** – Displays the Sat-Fi2 ICCID Number
- **Serial Number** – Displays the Sat-Fi2 Serial Number
- **Firmware version** – Displays the current firmware version loaded on the Sat-Fi2
- **Download Logs Button** – This button is used to download logs to troubleshoot any issues with the Sat-Fi2

CONFIGURATION

To make these changes, the user must be logged in as the admin.



USB

- Users are allowed to enable or disable the USB connection on their Sat-Fi2.
- When USB is enabled and connected to a computer, the Sat-Fi2 may become the computer's primary Internet connection.
- Selecting Save will save the configuration.

Hibernation

- During hibernation, the Sat-Fi2 will power off the satellite modem to increase battery life.
    - This occurs when no users are connected or the users' apps are in the background.
    - The Sat-Fi2 will never hibernate during an S.O.S. event.
    - The Sat-Fi2 will wake up when a user connects or S.O.S. is activated.
- Hibernation mode is indicated by a green → orange → green LED patter on the Power LED.
- In this section, the following options can be enabled or disabled:
    - Hibernate
    - Hibernate with background clients
    - Hibernate with queued items
    - Hibernate Timer – Select from 15, 30, 45 or 60 minutes
    - Selecting Save will save the configuration

Power

- Users may reboot or power off the Sat-Fi2 from this menu.

SYSTEM UPDATE

Sat-Fi2 firmware updates can be performed via the Sat-Fi2 App or using the Sat-Fi2 Web Console. The below instructions detail the process for updating the Sat-Fi2 using the Sat-Fi2 Web Console.

Step 1 – Download Sat-Fi2 Firmware Update

1. Prior to downloading the update, delete any previous versions of Sat-Fi2 "update_satfi2_revm_productionx_x_xx.zip" that are in your download directory.
2. On a Wi-Fi enabled computer, open a web browser and proceed to https://www.globalstar.com/products/voice-and-data/sat-fi2.
3. Scroll to **Downloads and Links** section and download the Latest Sat-Fi2 Firmware Update.
4. Save the update to your computer, do not attempt to run the program directly.

Step 2 – Connect to the Sat-Fi2 Wireless Network

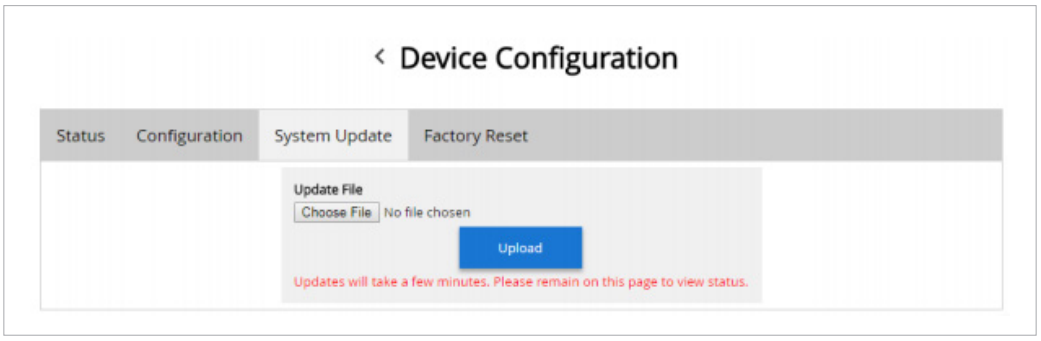
1. On a laptop or desktop, turn on the Wi-Fi connection and connect to the ***satfi2_<xxxxxx>*** network (<xxxxxx> is the ICCID number of the Sat- Fi2 device) *Example:* ***satfi2_004595***.
2. A Wi-Fi connection dialog will be displayed. In the Password text-entry field, enter the appropriate password. (Default Password is ***satfi1234***).
3. Press the Connect button.

Step 3 - Access the Sat-Fi2 Web Console

1. Open a web browser.
2. In the address bar enter: http://192.168.1.1.
3. A Sat-Fi2 Login screen will be displayed.
    - In the **Username** field, enter the Admin Username (Default is ***admin***).
    - In the **Password** field, enter the password (Default is ***admin***).
    - Select the **Login** button.
4. The Sat-Fi2 Admin Console screen will be displayed.

Step 4 – Perform Firmware Update

1. On the Admin Console Menu screen, select Device Configuration.
2. The Device Configuration screen will be displayed, select the System Update tab.
3. Select the Choose File button and navigate to and select the Sat-Fi2 firmware update downloaded in Step 1 – Download Sat-Fi2 Firmware Update.
4. Select the Upload button to start the firmware upload process.
   WARNING: Once the Upload button has been selected, do not power off the Sat-Fi2 unit during the upgrade process. Doing so may render the device inoperable.
5. After the firmware is uploaded the Update process will begin.
   The update could take up to 15 minutes.
6. When the firmware update is complete the Sat-Fi2 will reboot and you will be disconnected from the Sat-Fi2 Wi-Fi network. The Firmware Update is complete.



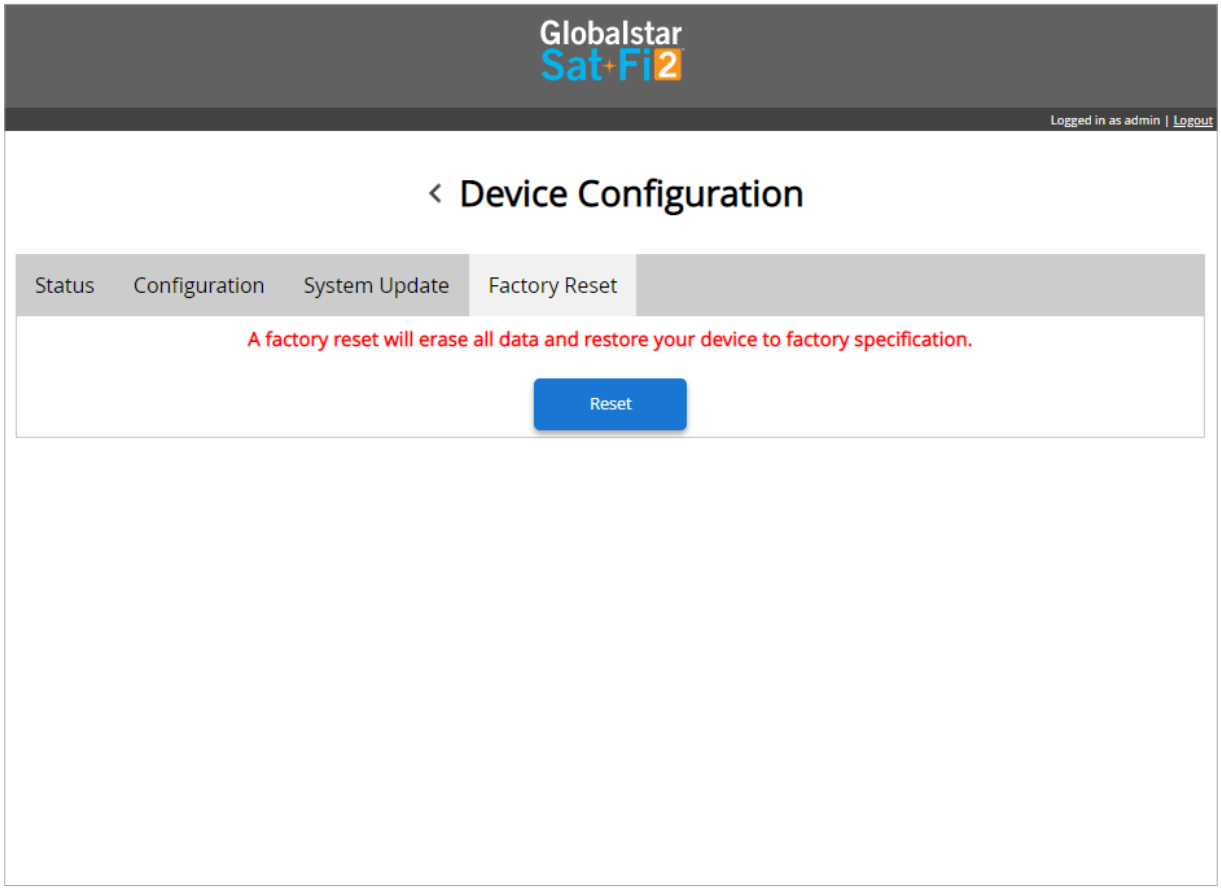
FACTORY RESET

Factory Reset will restore the Sat-Fi2 to its original system setting by erasing all the information stored on the device.

Perform the following steps to download the Sat-Fi2 Firmware:

NOTE: Performing a Factory Reset will erase all data and restore your Sat-Fi2 to factory specifications.

- Select **Reset**.
- When the Factory Reset is complete, the Sat-Fi2 will reboot and you will be disconnected from the Sat-Fi2 Wi-Fi network. The Factory Reset is complete and the Sat-Fi2 is ready for use.



GLOBALSTAR MY ACCOUNT

The Globalstar My Account website is a quick and easy way to manage a Sat-Fi Account:

- View the S.O.S. Emergency Contacts
- Configure Voice/Text Blocking
- Access User Guides and Sat-Fi2 Apps
- View instructions on how to perform a Factory Reset
- Update User Information
- Display Usage Reports on texts used, Voice minutes used and data used

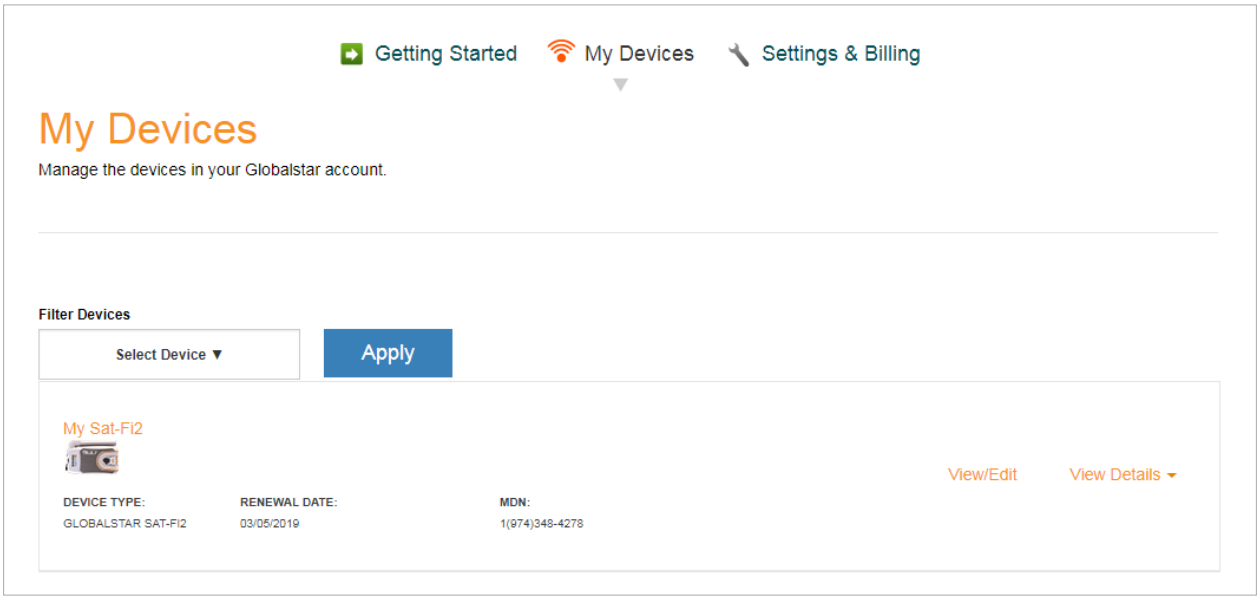
LOGGING IN TO MY ACCOUNT

Perform the following steps to login to My Account:

1. In a web browser, enter MySatFi.Globalstar.com.
2. Enter your login credentials.
3. Select **LOGIN**.

MY DEVICES MAIN SCREEN

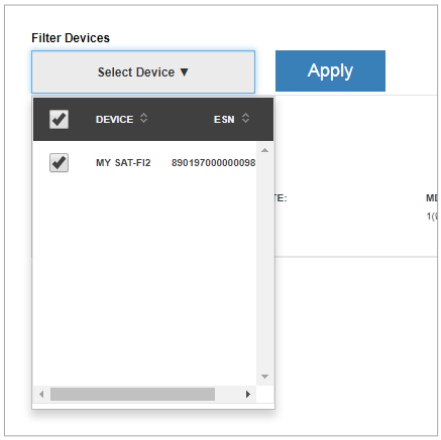
The My Device Main screen displays all of the Globalstar satellite devices registered within My Account, allowing for the navigation to individual Globalstar devices for management.



FILTERING DEVICES

Filtering devices allows for a quick search and navigation to a Globalstar device. Perform the following steps to filter for a specific Globalstar device:

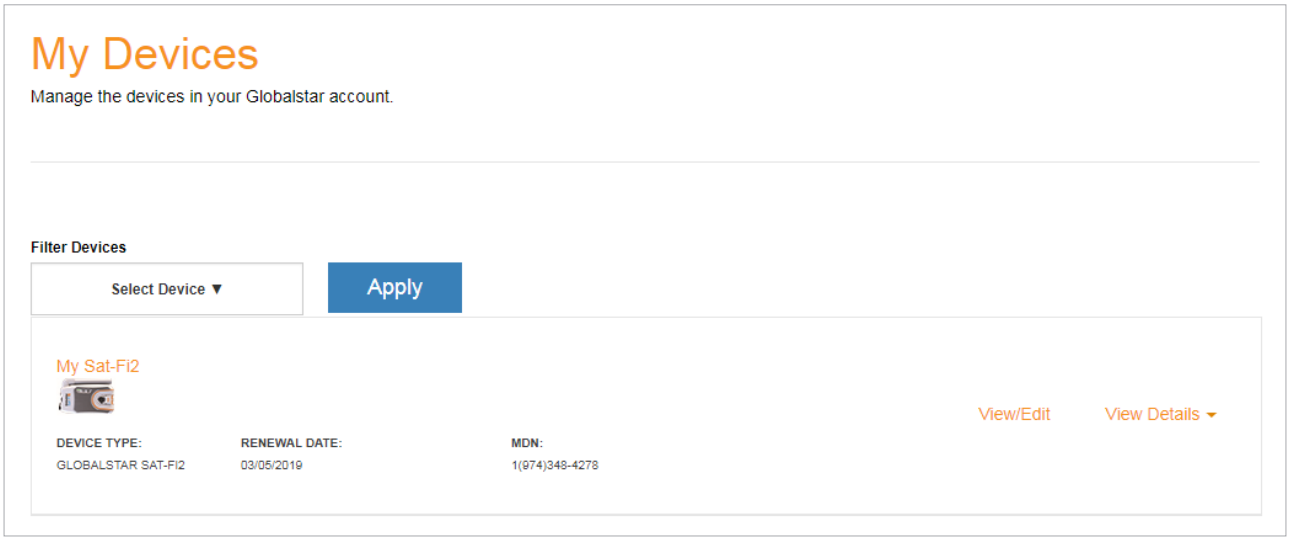
1. Click on Select Device ▼.
2. A Filter dropdown menu will be displayed. Select the Globalstar device(s) to view.
3. The selected Globalstar device(s) will be displayed and all other devices will be hidden from view.



VIEW DEVICE DETAILS

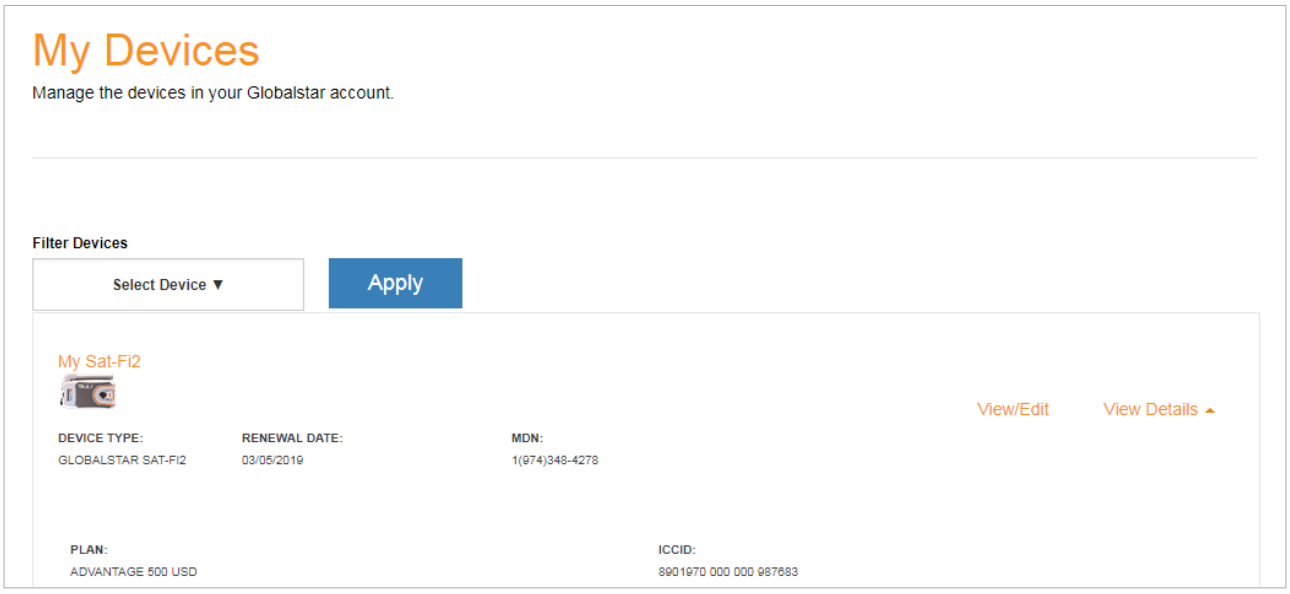
Perform the following steps to view the Globalstar device details:

1. Select **View Details** to the right of the Globalstar device to be viewed.



2. A Detail section will appear directly below displaying the following:

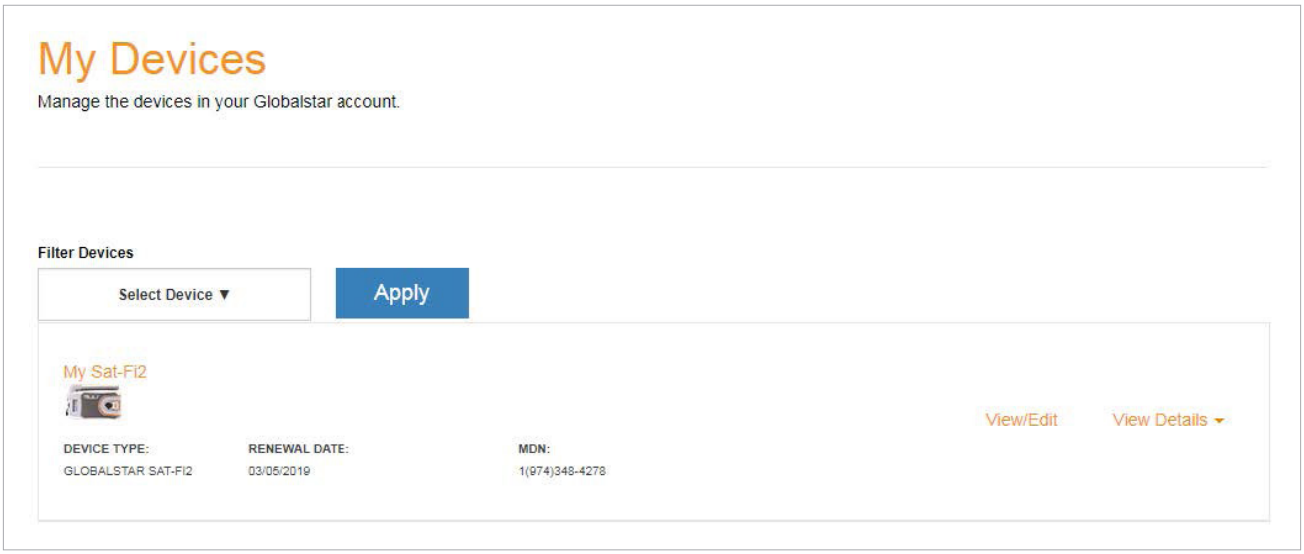
   - **Plan** – Displays the plan name associated with the current Globalstar device
   - **ICCID** – Displays Integrated Circuit Card Identifier of the Sat-Fi2 SIM card – This number is used for identifying and registering the Sat-Fi2
   - **Services** – Displays any services associated with the Globalstar device



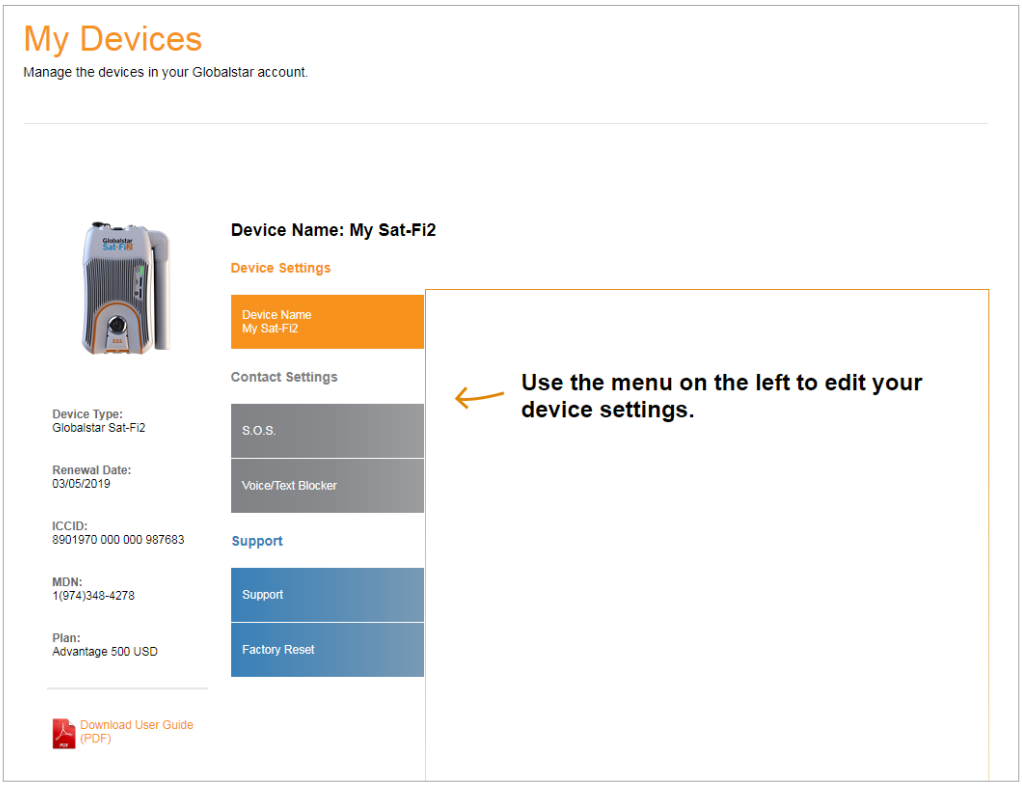
VIEW/EDIT

Perform the following steps to view and manage the Globalstar device:

1. Select **View/Edit**, located to the right of the Globalstar device to be viewed.



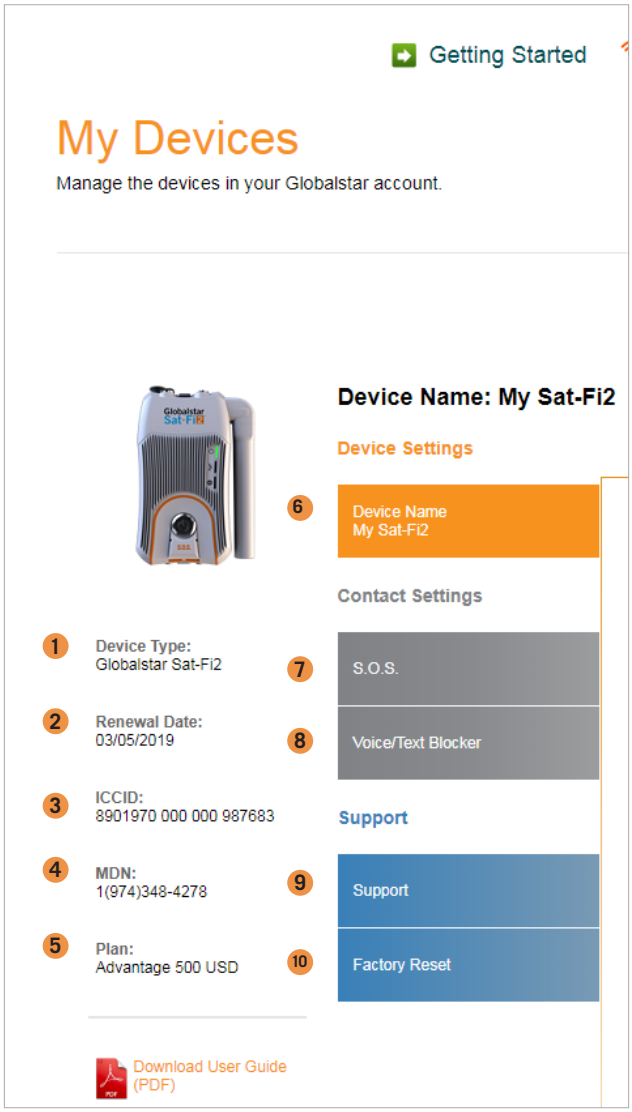
2. The selected Globalstar device's screen will be displayed:



MY ACCOUNT – MY DEVICES

SAT-FI2 MY DEVICES OVERVIEW

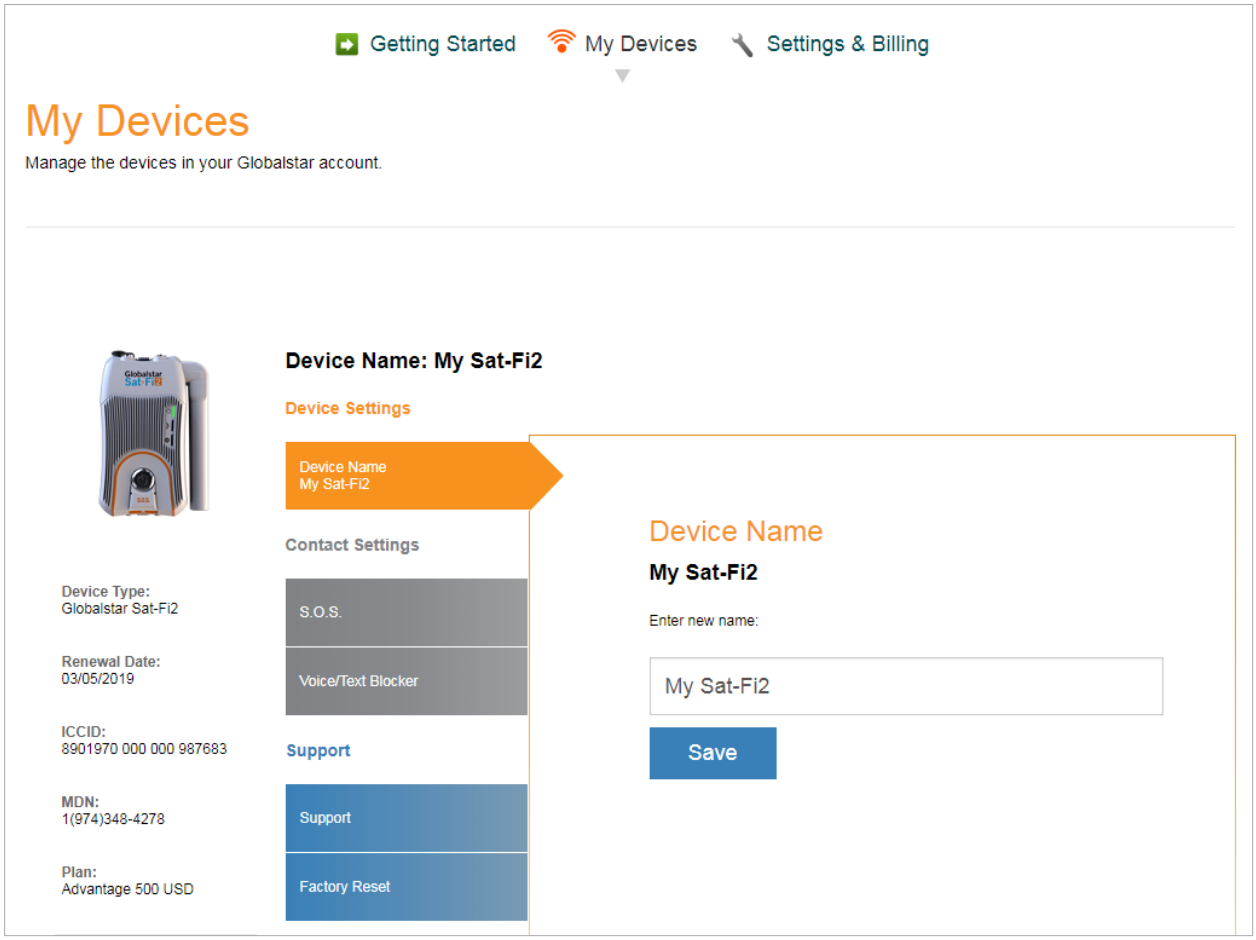
The Sat-Fi2 My Devices screen displays key information and allows for the management of the Sat-Fi2.



1. **Device Type** – Displays the Globalstar device type, i.e. Sat-Fi2
2. **Renewal Date** – Displays the date the Sat-Fi2 Service plan will automatically be renewed
3. **ICCID** – Displays Integrated Circuit Card Identifier of the Sat-Fi2 SIM card – This number is used for identifying and registering the Sat-Fi2
4. **MDN** – Displays Mobile Device Number assigned to the Sat-Fi2 – The MDN is the Sat-Fi2's telephone number
5. **Plan** – Displays the plan name associated with the current Sat-Fi2
6. **Name Tab** – Used to change the name of the Sat-Fi2 that is displayed throughout My Account
7. **S.O.S.** – Displays the Primary and Secondary Emergency Contact information
8. **Voice/Text Blocker** – Used to control who can call and send text messages to the Sat-Fi2 – Defaults to Accept All
9. **Support** – Used to download the Sat-Fi2 App and User Guides for supported wireless devices
10. **Factory Reset** – Used to restore your Sat-Fi2 to its original system settings

NAME TAB

Give a unique name to the Sat-Fi2. The Sat-Fi2 name will automatically default to the MDN. For accounts with multiple Sat-Fi2's or other Globalstar devices, giving a unique name to the device will make it easier to identify and select the Sat-Fi2.



Perform the following steps to change the Sat-Fi2's display name:

1. In the **Name** field enter the new name of the Sat-Fi2.
2. Select Save.
3. My Account will change the name of the Sat-Fi2 and the following message will be displayed:

S.O.S. TAB

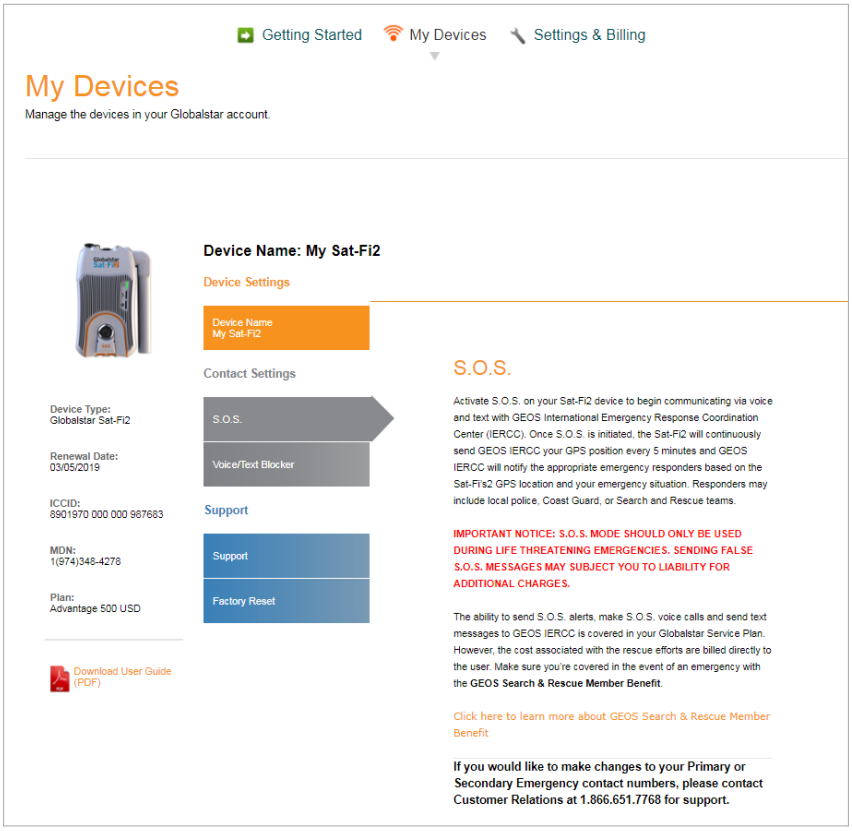
While S.O.S. is active, two way communications with GEOS International Emergency Response Coordination Center (IERCC) is available directly from your Sat-Fi2 via the Sat-Fi2 App.

The S.O.S. Tab displays Primary and Secondary Emergency Contact names and telephone numbers that GEOS contacts when an S.O.S. is initiated.

The Primary Emergency Contact information must be different from the Secondary Emergency Contact information. This is required to provide GEOS with additional points of contact in case of an S.O.S./911 emergency.

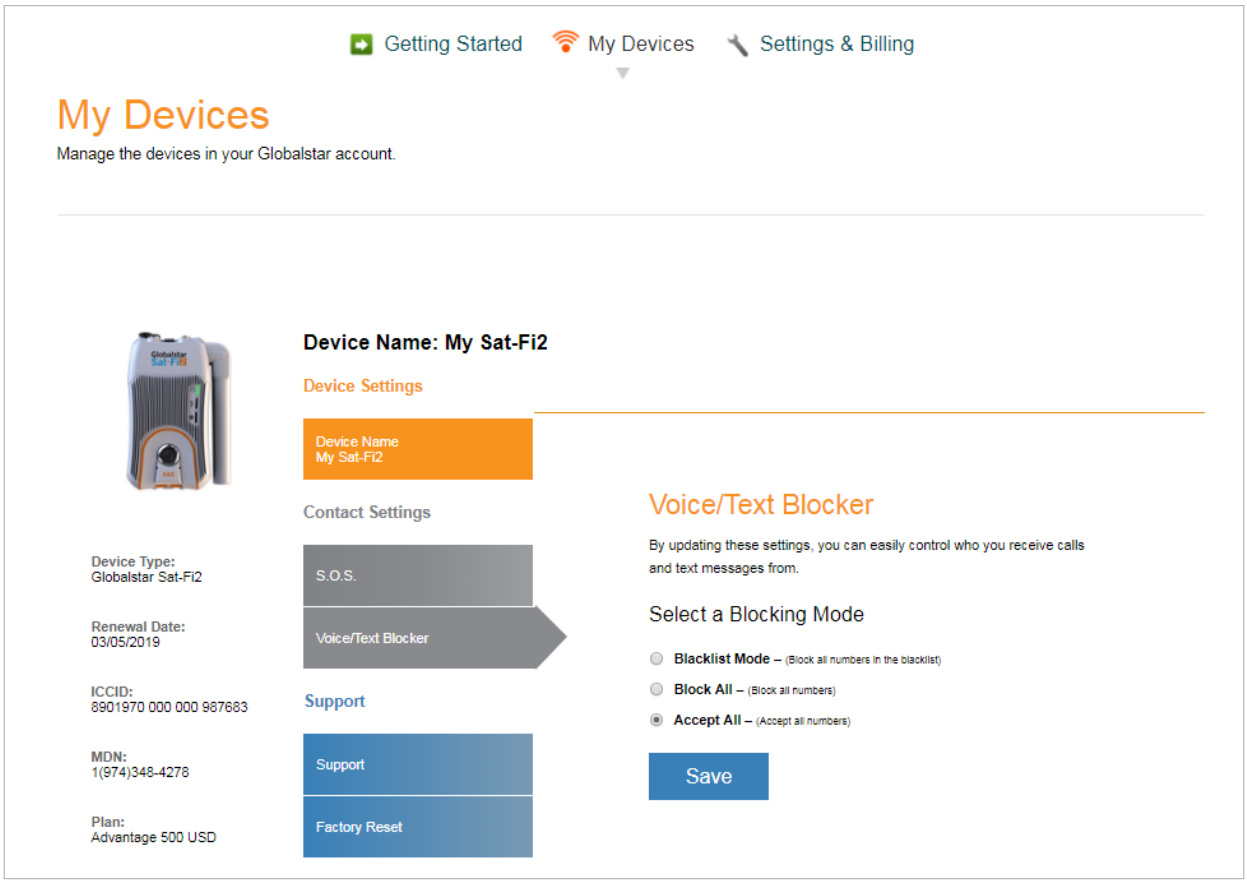
NOTE: If you would like to make changes to your Primary or Secondary Emergency contact information, please call Globalstar Customer Relations at:

- **North America** **1-877-452-5782**
- **Caribbean & Latin America** **1-985-327-7511**
- **Europe** **+353-1-296-2525**
- **Africa** **+353-1-290-9505**



VOICE/TEXT BLOCKER TAB

Easily control incoming voice and text messages.



Selecting a Blocking Mode

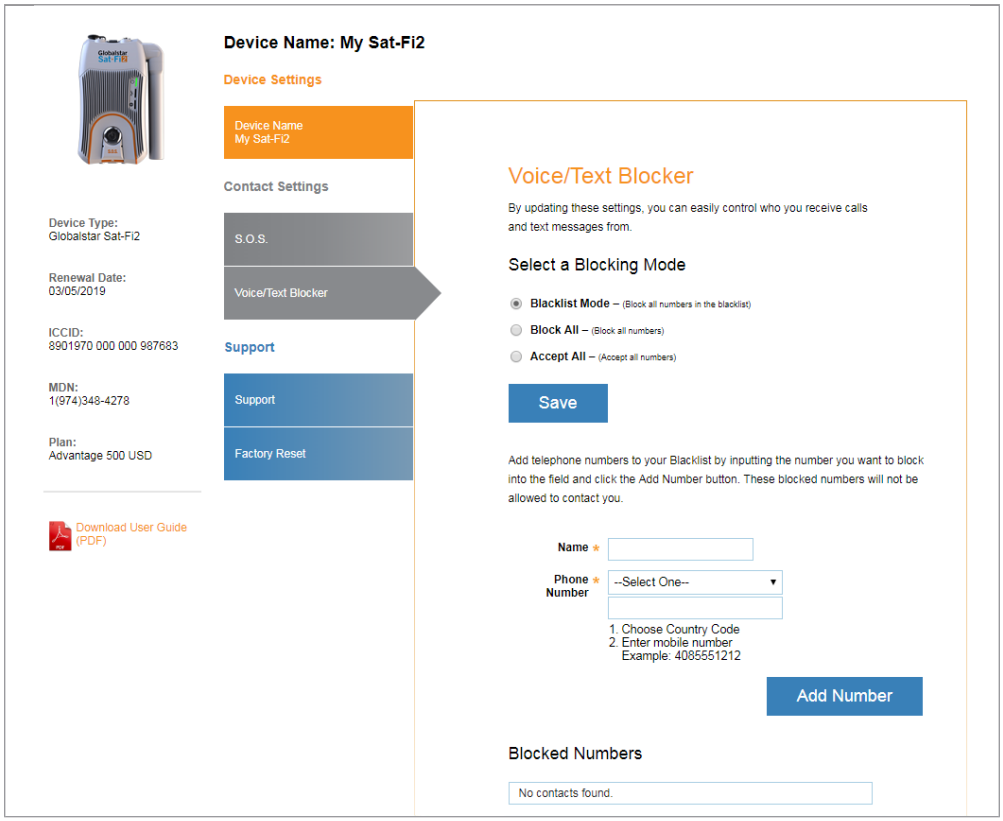
Perform the following steps to select a voice/text blocking mode:

1. In the **Select a Blocking Mode section**, select one of the following:
   - **Blacklist Mode** – Block all numbers in your blacklist
   - **Block All** – Block all numbers – No incoming calls allowed
   - **Accept All** – Accept all numbers
2. Select Save.

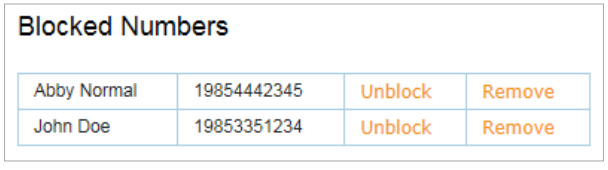
   NOTE: If Blacklist Mode was selected, an add telephone numbers to the blacklist section will be displayed below the Save button.

Adding a Number to the Blacklist

Perform the following to add a number to the blacklist:



1. In the **Name** field, enter the name of the person that will be added to the blacklist.
2. In the **Phone Number** section, perform the following:
   - Click on the **Phone Number** dropdown arrow and select the appropriate Country Code.
   - In the Phone Number field, enter the phone number to be blocked.
3. Select Add Number.
4. The name and phone number entered above will be displayed in the **Blocked Numbers** section.

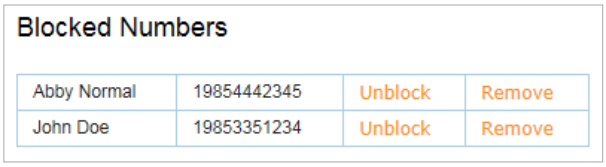


5. Repeat Step 1 through Step 3 for additional phone numbers to be blocked.

Removing a Number from the Blacklist

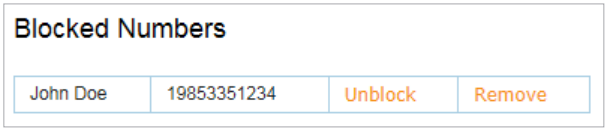
Perform the following to remove a number to the blacklist:

1. In the **Blocked Numbers** section, select **Remove** next to telephone number.



2. A Delete from Blacklist pop-up message will be displayed, select Yes.

3. The selected telephone number will be removed from the blacklist.

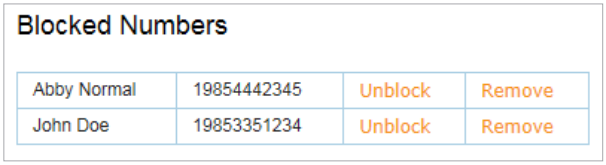


4. Repeat Step 1 through Step 3 for additional phone numbers to be removed from the blacklist.

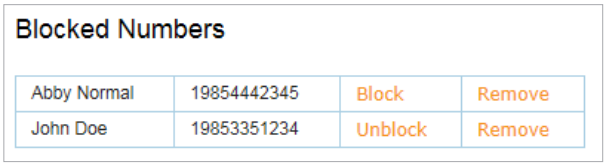
Unblocking a Blacklisted Number

Perform the following to temporarily unblock a number to the blacklist:

1. In the **Blocked Numbers** section, select **Unblock** next to telephone number.



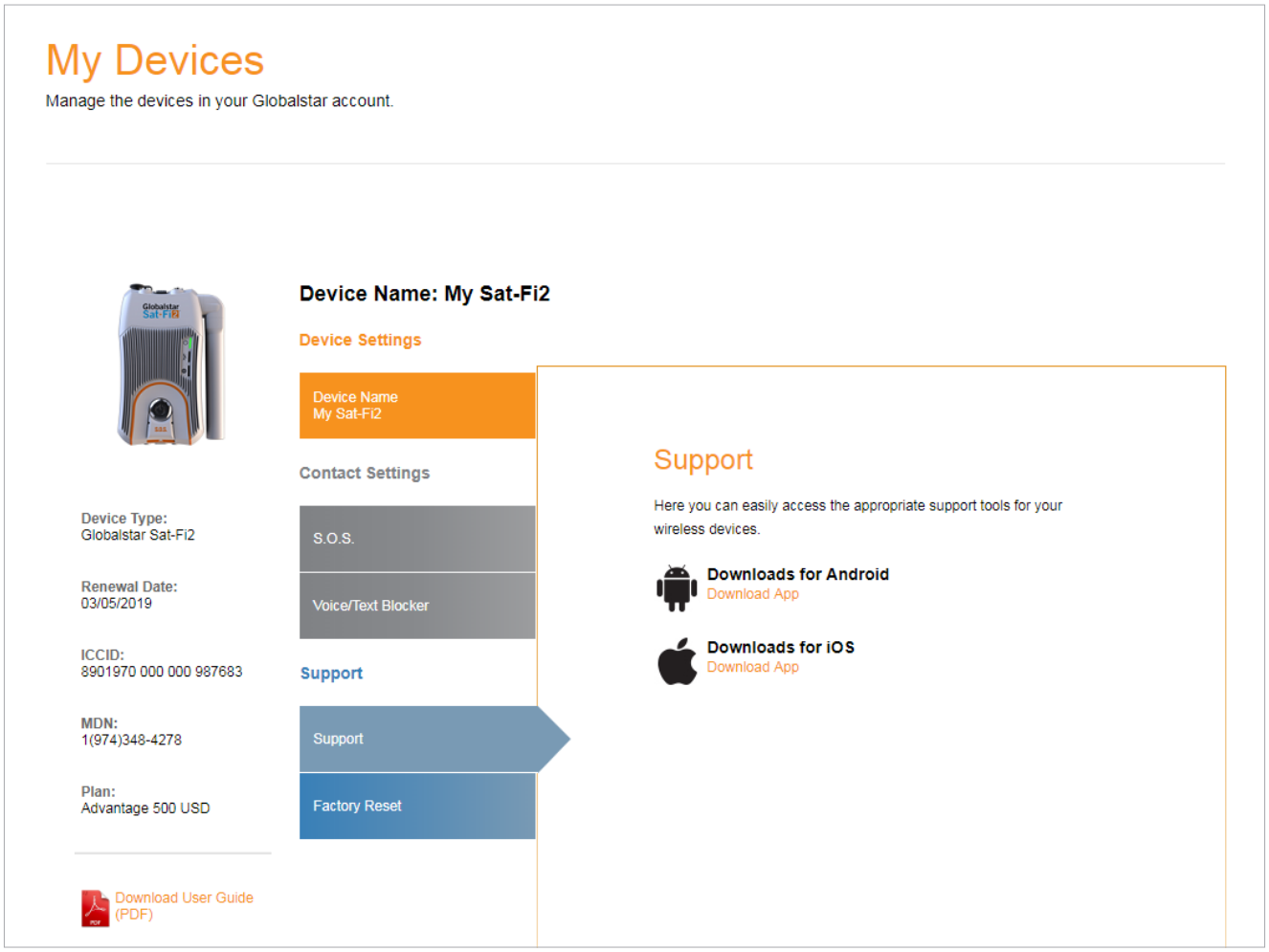
2. **Unblocked** will change to **Block** next to the telephone number. The telephone number will remain unblocked until **Block** is selected.



3. Repeat Step 1 through Step 2 for additional phone numbers to temporarily unblock a number from the blacklist.

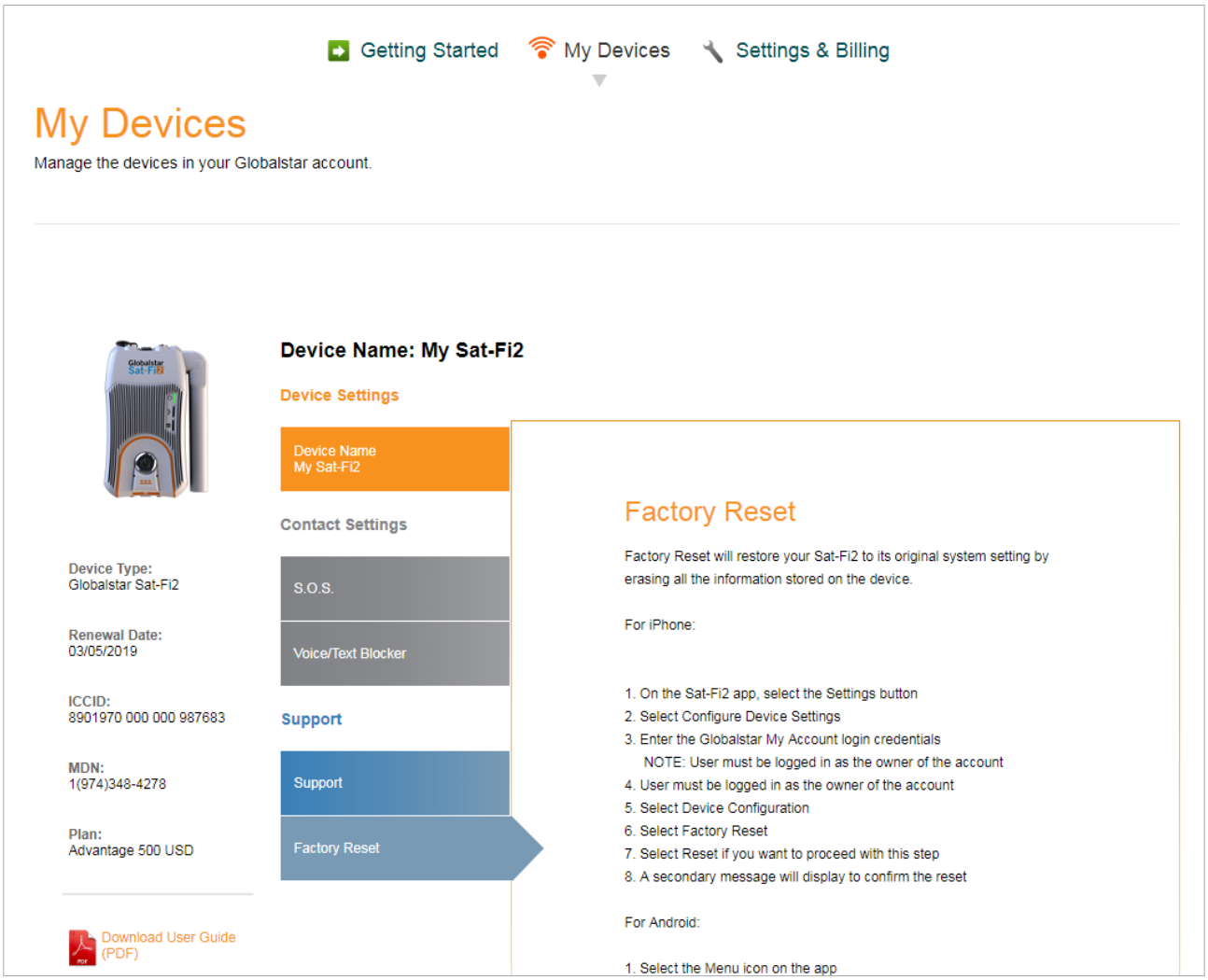
SUPPORT TAB

The Support Tab provides the ability to download the Sat-Fi2 App for the appropriate wireless device. Simply click on the appropriate link and download the Sat-Fi2 App.



FACTORY RESET TAB

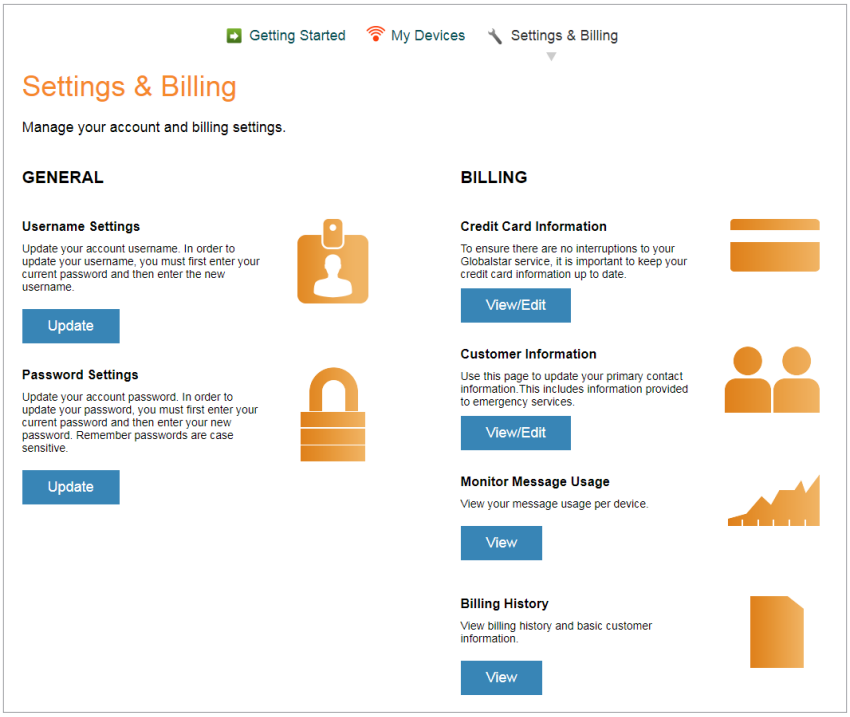
The Factory Reset Tab provides instructions on how to perform a factor reset of the Sat-Fi2.



MY ACCOUNT – SETTINGS & BILLING

OVERVIEW

The Settings & Billing section allows for the management of account and billing settings.

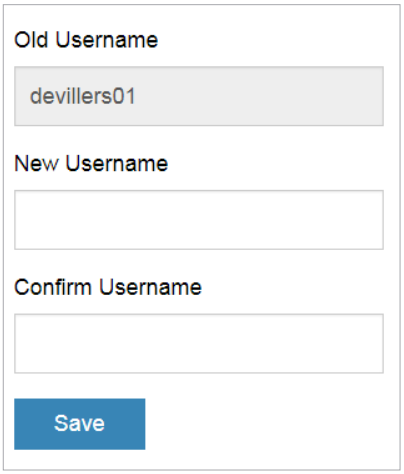


- **GENERAL SECTION**
  - **Username Settings** – Select Update to change account username
  - **Password Settings** – Select Update to change account password
- **BILLING SECTION**
  - **Credit Card Information** – Select View/Edit to update or change credit card information
  - **Customer Information** – Select View/Edit to update primary contact information
  - **Monitor Message Usage** – Select View to view the current billing cycle Sat-Fi2 message usage
  - **Billing History** – Select View to view billing history/invoices and basic customer information

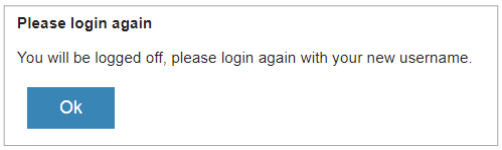
USERNAME SETTINGS

Perform the following steps to update/change the My Account username:

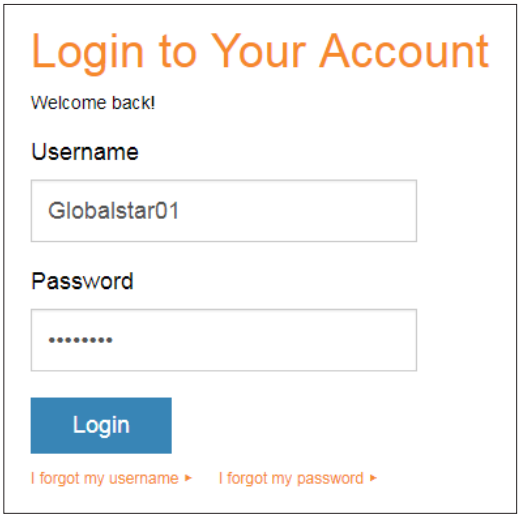
1. In the Username Settings section, select Update.
2. The Username Settings fields will be displayed, perform the following:
   - In the New Username field, enter a new username
   - In the Confirm Username field, re-enter the new username
3. Select Save.



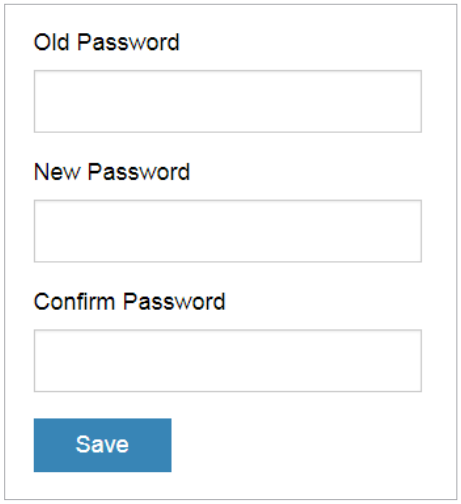
4. A "Please login again" message will be displayed. Select Ok.



5. The Login to Your Account screen will be displayed. Perform the following:
   - In the Username field, enter the new Username.
   - In the Password field, enter the password.
   - Select Login.
6. The My Devices screen will be displayed and updating/changing the username is complete.



PASSWORD SETTINGS

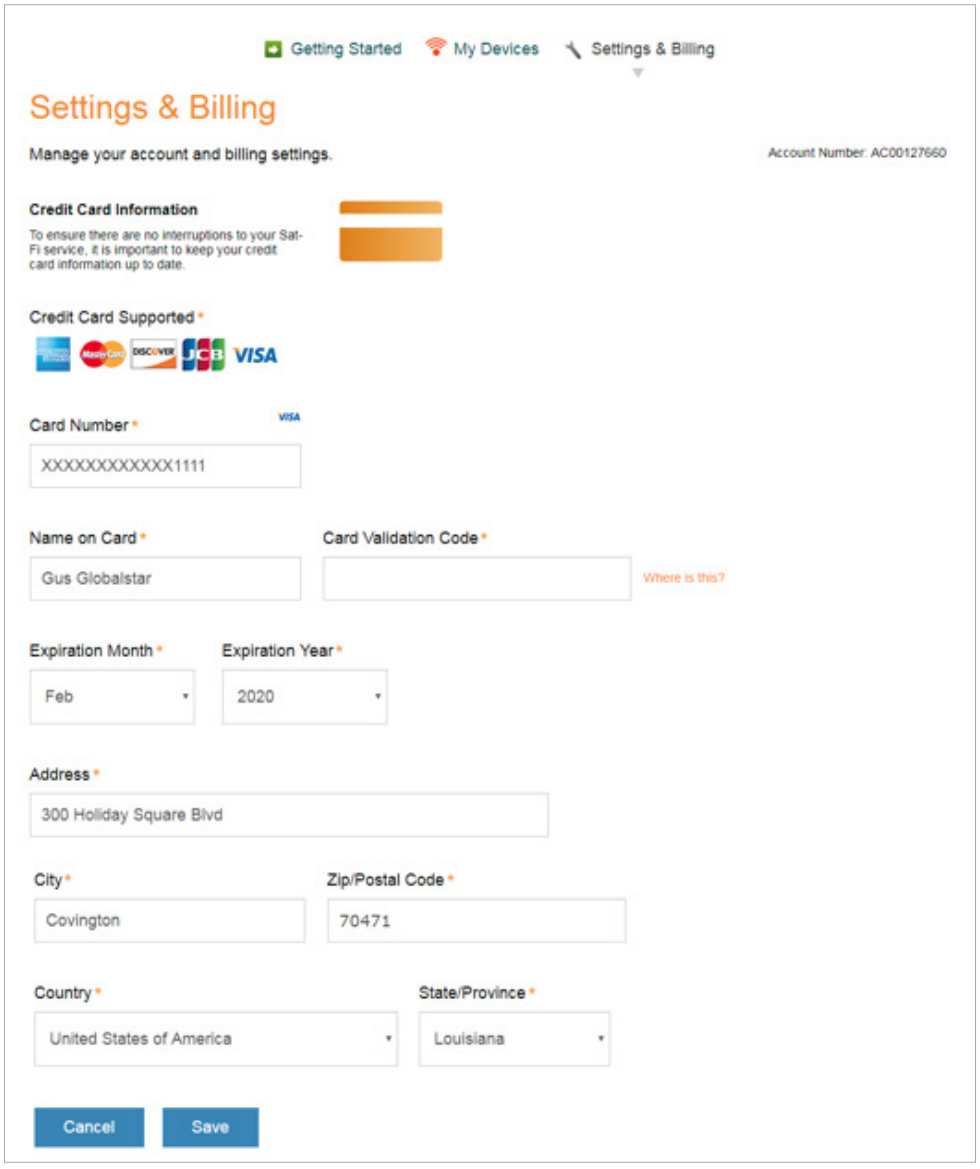


Perform the following steps to change the My Account password:

1. In the Password Settings section, select Update.
2. The Password Settings fields will be displayed, perform the following:
    - In the Old Password field, enter the password to be changed.
    - In the New Password field, enter the new password.
    - In the Confirm Password field, re-enter the new password.
3. Select Update.
4. A Password Successfully Updated message will be displayed.

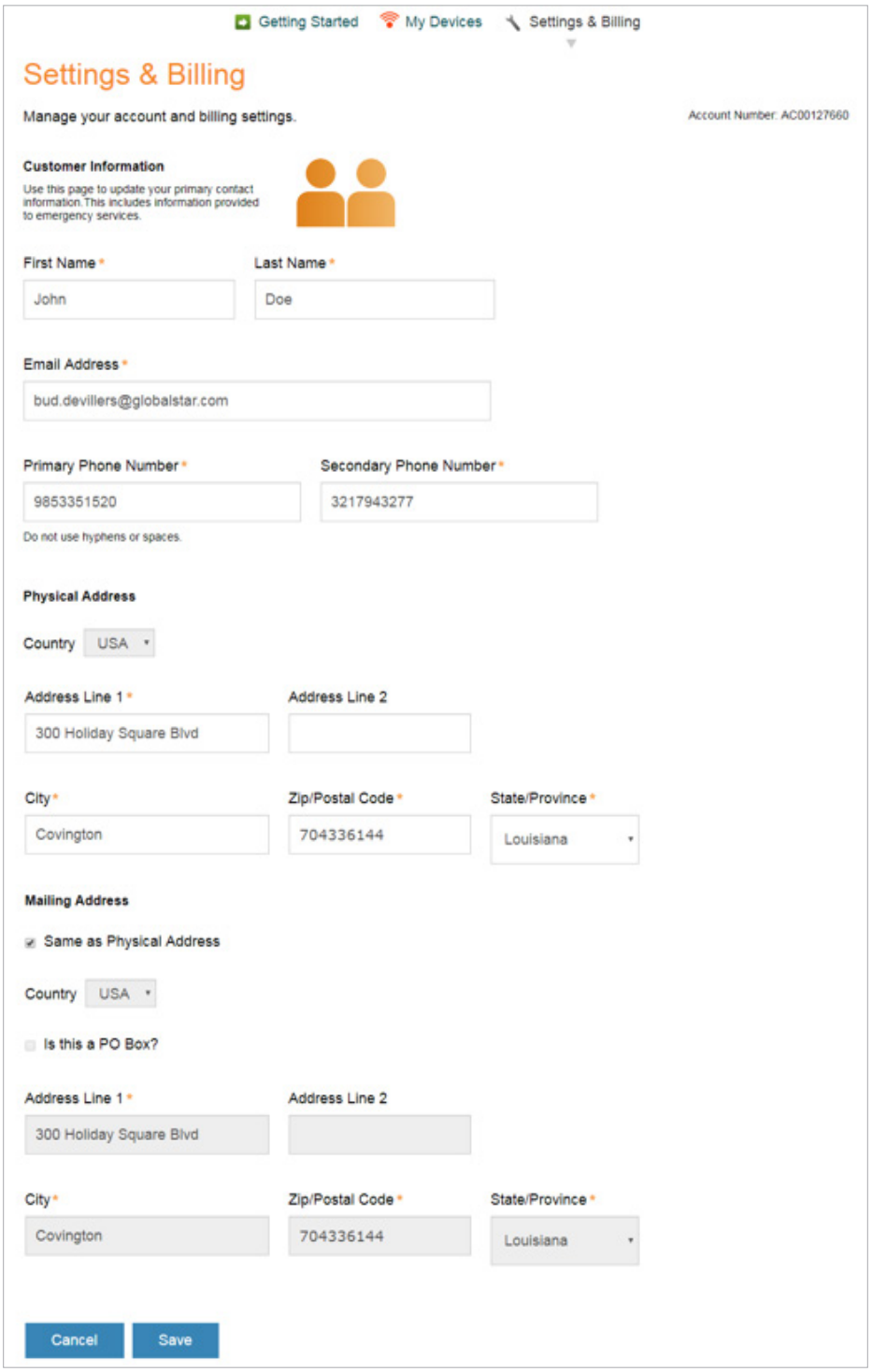
CREDIT CARD INFORMATION

To ensure there are not interruptions to Sat-Fi2 service, it is important to keep credit card information up-to-date.



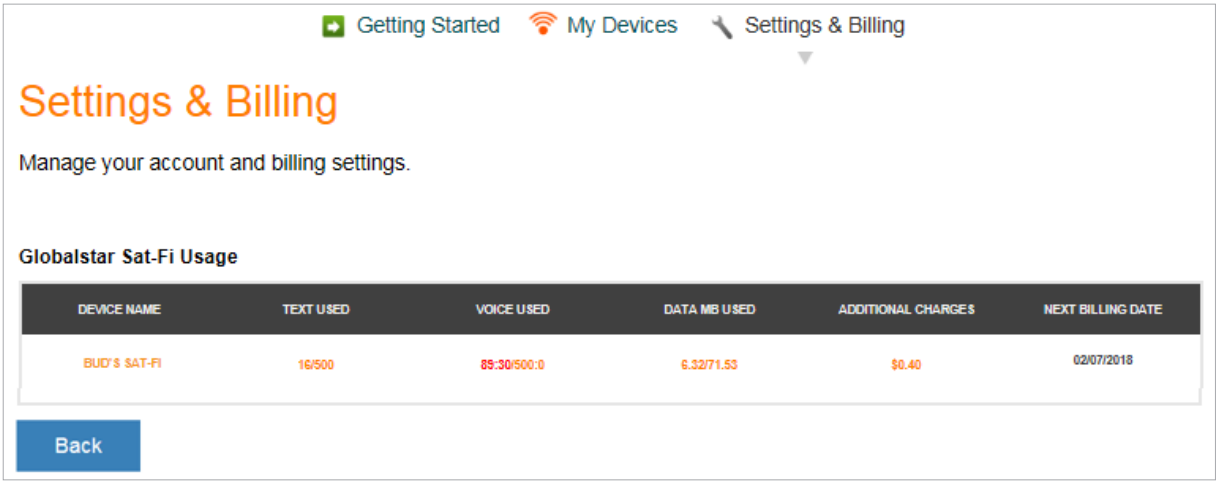
CUSTOMER INFORMATION

The Customer Information page is used to update primary contact information, including information provided to emergency services (GEOS).



MONITOR MESSAGE USAGE

Select individual Text, Voice, Data and Additional Charges links to view detailed report of Sat-Fi2 usage.



- **DEVICE NAME** – Displays the My Account name of the Sat-Fi2 device
- **TEXT USED** – Displays the number of text messages used (sent and received) and the maximum number of text messages allowed before overages will be incurred – Click the link to view a detailed usage report

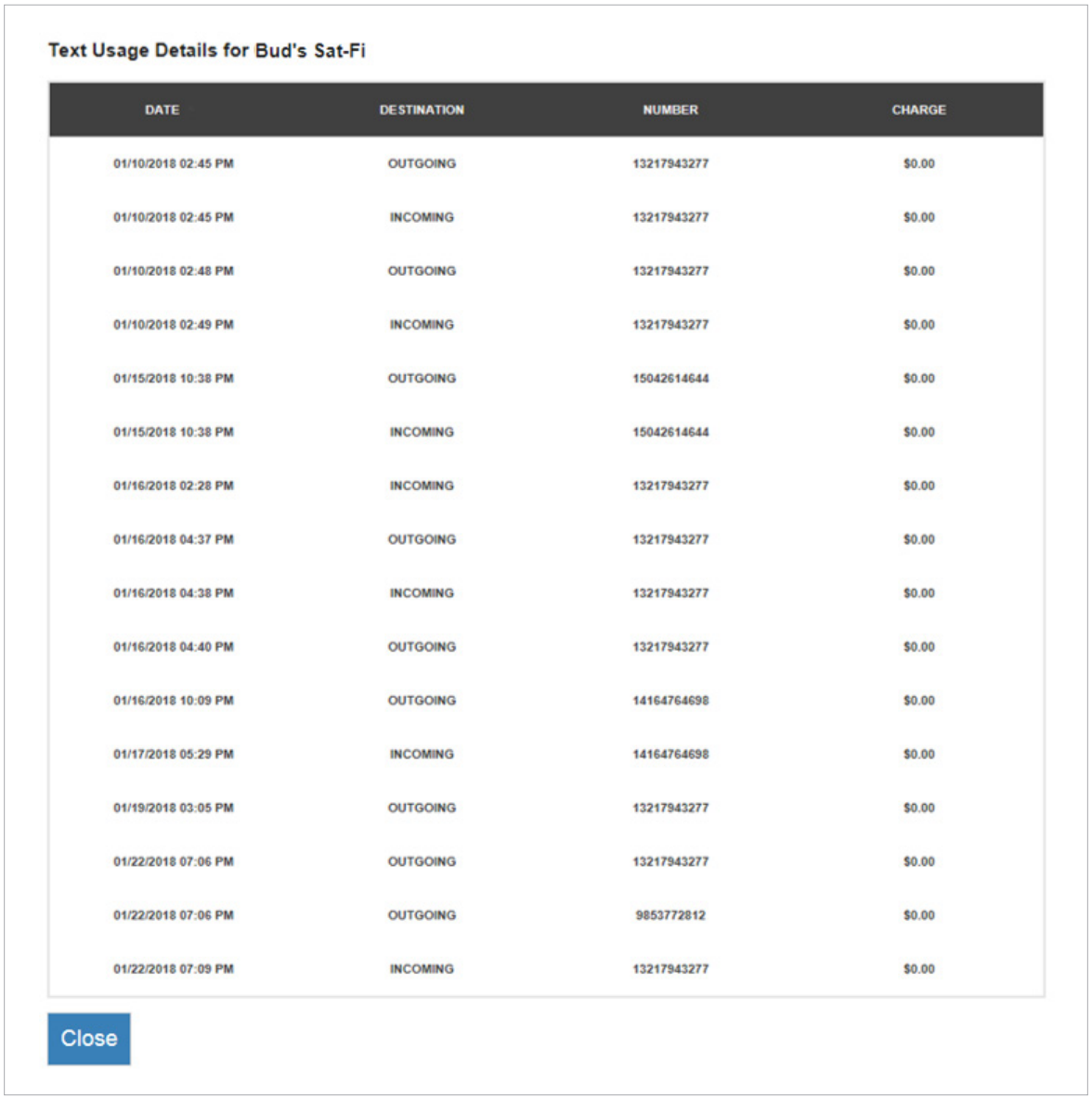
  Example: 16/500 where 16 is the current total of text messages used and 500 is the maximum number allowed before overages will be incurred
- **VOICE USED** – Displays the number of voice minutes used and the maximum number of voice minutes allowed before overages will be incurred – Click the link to view a detailed usage report

  Example: 83.50/500 where 83.50 is the current total of voice minutes used and 500 is the maximum number allowed before overages will be incurred
- **DATA MB USED** – Displays the amount of data used, in MB, and the maximum amount of data allowed before overages will be incurred – Click the link to view a detailed usage report

  Example: 6.23/71.53 where 6.23 is the current amount of data used and 71.53 is the maximum amount allowed before overages will be incurred
- **ADDITIONAL CHARGES** – Displays the current total of all additional charges (overages, long distance, roaming) before overages will be incurred – Click the link to view a detailed usage report

  Example: $0.40 is the current total of additional charges
- **NEXT BILLING DATE** – Displays the date of the next billing cycle begins

Text Usage Detail Report



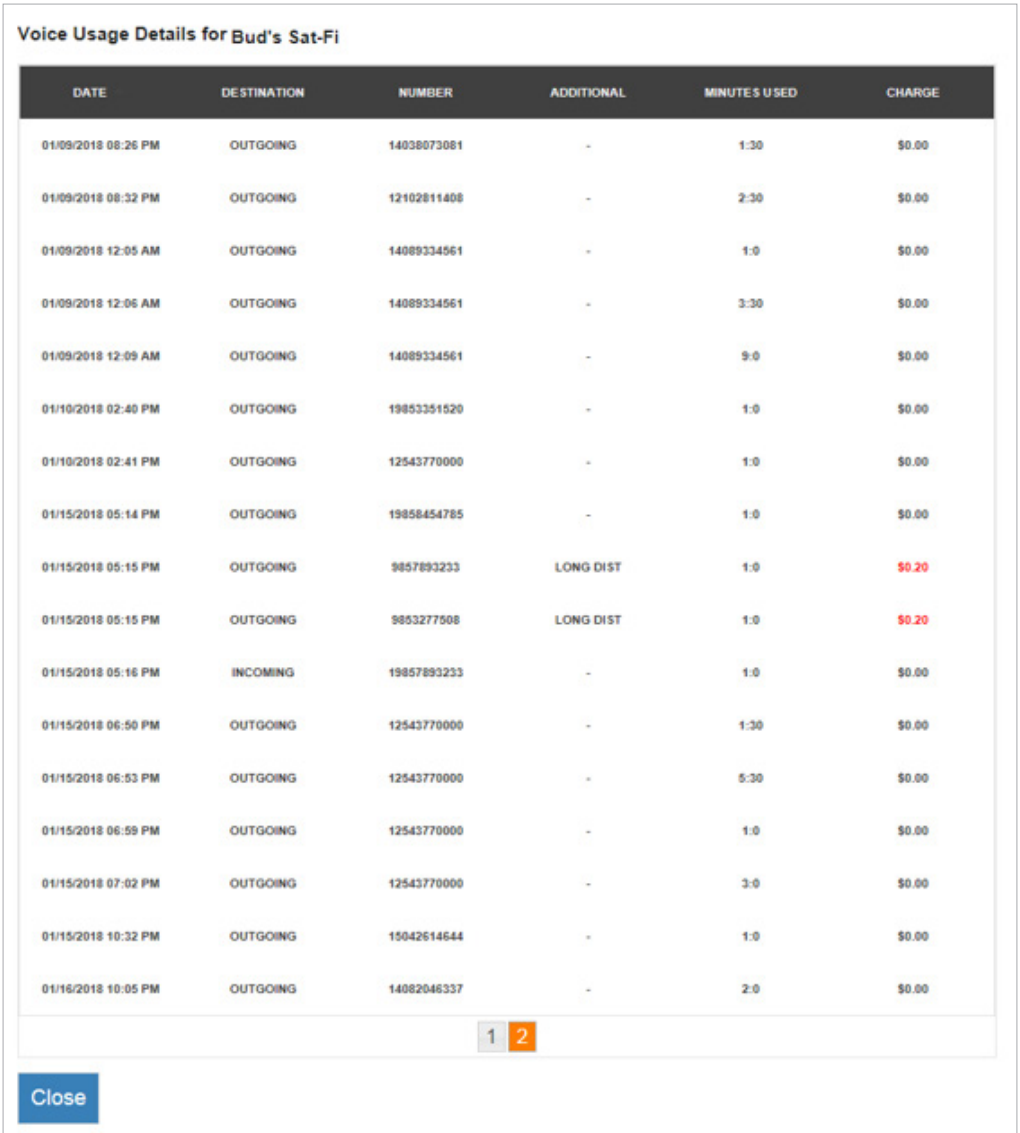
Text Usage Details for Bud's Sat-Fi

DATE	DESTINATION	NUMBER	CHARGE
01/10/2018 02:45 PM	OUTGOING	13217943277	$0.00
01/10/2018 02:45 PM	INCOMING	13217943277	$0.00
01/10/2018 02:48 PM	OUTGOING	13217943277	$0.00
01/10/2018 02:49 PM	INCOMING	13217943277	$0.00
01/15/2018 10:38 PM	OUTGOING	15042614644	$0.00
01/15/2018 10:38 PM	INCOMING	15042614644	$0.00
01/16/2018 02:28 PM	INCOMING	13217943277	$0.00
01/16/2018 04:37 PM	OUTGOING	13217943277	$0.00
01/16/2018 04:38 PM	INCOMING	13217943277	$0.00
01/16/2018 04:40 PM	OUTGOING	13217943277	$0.00
01/16/2018 10:09 PM	OUTGOING	14164764698	$0.00
01/17/2018 05:29 PM	INCOMING	14164764698	$0.00
01/19/2018 03:05 PM	OUTGOING	13217943277	$0.00
01/22/2018 07:06 PM	OUTGOING	13217943277	$0.00
01/22/2018 07:06 PM	OUTGOING	9853772812	$0.00
01/22/2018 07:09 PM	INCOMING	13217943277	$0.00

Close

- **DATE** – Displays the date and time the text was sent/received
- **DESTINATION** – Displays if the text was sent (OUTGOING) or received (INCOMING)
- **NUMBER** – Displays the mobile number of where the text originated
- **CHARGE** – Displays the amount of the additional charge (overages)

Voice Usage Detail Report


Voice Usage Details for Bud's Sat-Fi

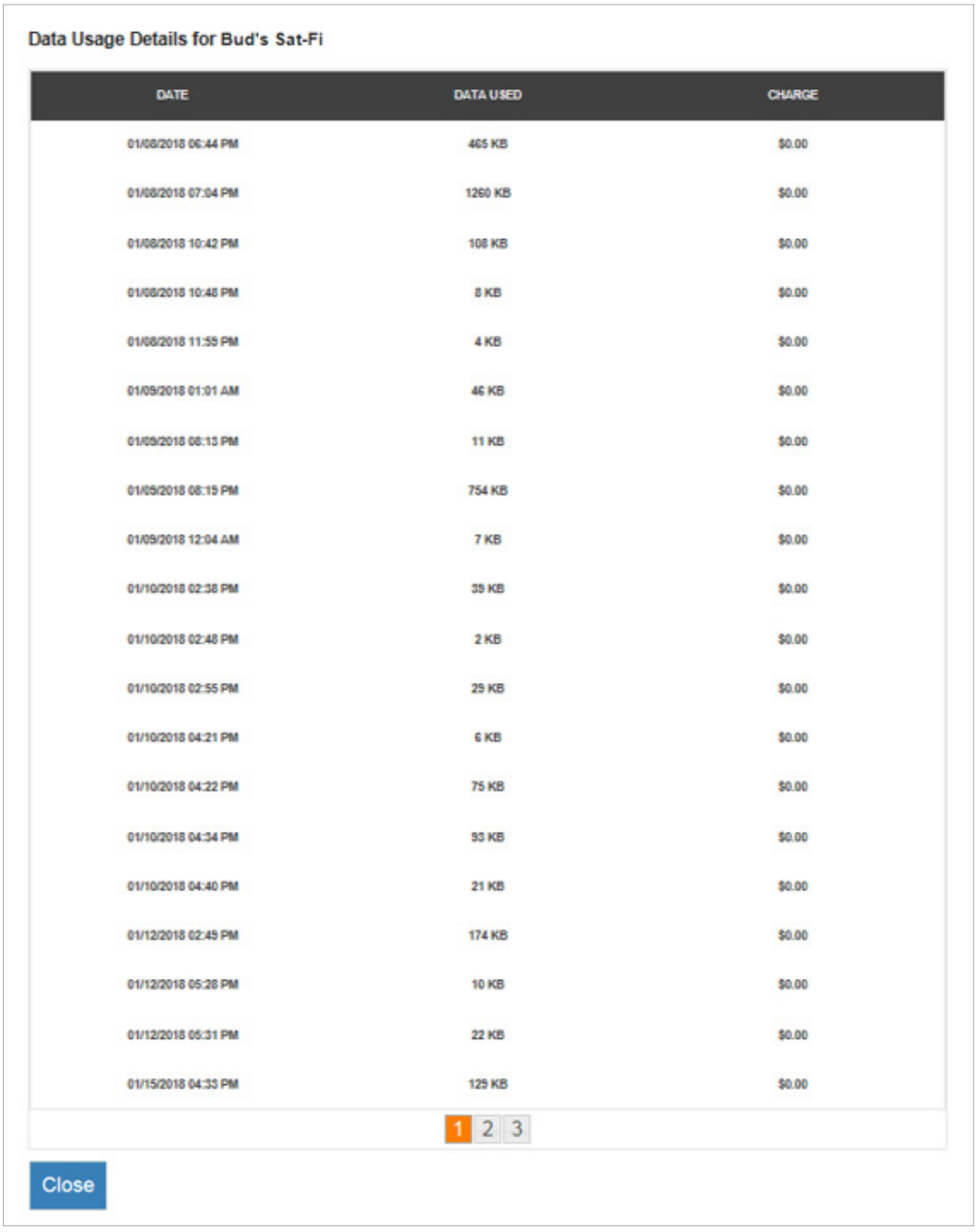
DATE	DESTINATION	NUMBER	ADDITIONAL	MINUTES USED	CHARGE
01/09/2018 08:26 PM	OUTGOING	14038073081	-	1:30	$0.00
01/09/2018 08:32 PM	OUTGOING	12102811408	-	2:30	$0.00
01/09/2018 12:05 AM	OUTGOING	14089334561	-	1:0	$0.00
01/09/2018 12:06 AM	OUTGOING	14089334561	-	3:30	$0.00
01/09/2018 12:09 AM	OUTGOING	14089334561	-	9:0	$0.00
01/10/2018 02:40 PM	OUTGOING	19853351520	-	1:0	$0.00
01/10/2018 02:41 PM	OUTGOING	12543770000	-	1:0	$0.00
01/15/2018 05:14 PM	OUTGOING	19858454785	-	1:0	$0.00
01/15/2018 05:15 PM	OUTGOING	9857893233	LONG DIST	1:0	$0.20
01/15/2018 05:15 PM	OUTGOING	9853277508	LONG DIST	1:0	$0.20
01/15/2018 05:16 PM	INCOMING	19857893233	-	1:0	$0.00
01/15/2018 06:50 PM	OUTGOING	12543770000	-	1:30	$0.00
01/15/2018 06:53 PM	OUTGOING	12543770000	-	5:30	$0.00
01/15/2018 06:59 PM	OUTGOING	12543770000	-	1:0	$0.00
01/15/2018 07:02 PM	OUTGOING	12543770000	-	3:0	$0.00
01/15/2018 10:32 PM	OUTGOING	15042614644	-	1:0	$0.00
01/16/2018 10:05 PM	OUTGOING	14082046337	-	2:0	$0.00

1 2

Close

- **DATE** – Displays the date and time the voice call was sent/received
- **DESTINATION** – Displays if the voice call was sent (OUTGOING) or received (INCOMING)
- **NUMBER** – Displays the mobile number of where the voice call originated
- **ADDITIONAL** – Displays the additional charge
- **MINUTES USED** – Displays the duration of the voice call
    - Voice calls within Home Zone will be billed first minute then 30 second increments
    - Roaming and Long Distance Calls will be billed in 60 second increments
- **CHARGE** – Displays the amount of the additional charge (Long Distance, Roaming, Overage)

Data Usage Detail Report


Data Usage Details for Bud's Sat-Fi

DATE	DATA USED	CHARGE
01/08/2018 06:44 PM	465 KB	$0.00
01/08/2018 07:04 PM	1260 KB	$0.00
01/08/2018 10:42 PM	108 KB	$0.00
01/08/2018 10:48 PM	8 KB	$0.00
01/08/2018 11:59 PM	4 KB	$0.00
01/09/2018 01:01 AM	46 KB	$0.00
01/09/2018 08:13 PM	11 KB	$0.00
01/09/2018 08:15 PM	754 KB	$0.00
01/09/2018 12:04 AM	7 KB	$0.00
01/10/2018 02:38 PM	39 KB	$0.00
01/10/2018 02:48 PM	2 KB	$0.00
01/10/2018 02:55 PM	29 KB	$0.00
01/10/2018 04:21 PM	6 KB	$0.00
01/10/2018 04:22 PM	75 KB	$0.00
01/10/2018 04:34 PM	53 KB	$0.00
01/10/2018 04:40 PM	21 KB	$0.00
01/12/2018 02:45 PM	174 KB	$0.00
01/12/2018 05:28 PM	10 KB	$0.00
01/12/2018 05:31 PM	22 KB	$0.00
01/15/2018 04:33 PM	125 KB	$0.00

1 2 3

Close

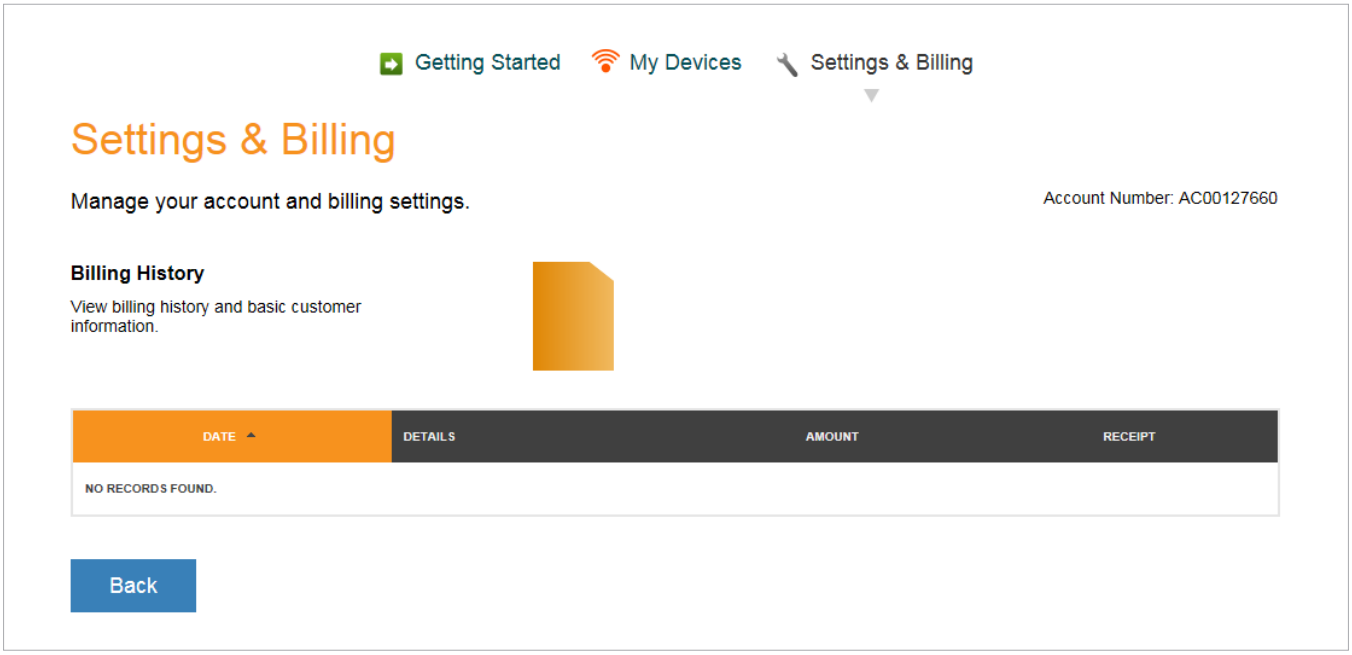
- **DATE** – Displays the date and time that data was used
- **DATA USED** – Displays if the amount of data used during that time period (minimum billing increment is 1KB)
- **CHARGE** – Displays the amount of the additional charge (overages)

Additional Charges Detail Report

- **CHARGE** – Displays the charge type:
  - **LONG DISTANCE**
  - **ROAMING**
  - **OVERAGE**
- **UNIT TYPE** – Displays if the unit type that was charged
  - **MIN**
  - **TEXT**
  - **MB**
- **UNITS USED** – Displays the amount of units used
- **CHARGE COST** – Displays the amount of the additional charge

BILLING HISTORY

View billing history and basic customer information.



SAT-FI2 SPECIFICATIONS

HEIGHT	1.5 in (36.9 mm)
WIDTH	2.9 in (74.8 mm)
LENGTH	5.8 in (147.32 mm)
HEIGHT WITH ANTENNA DEPLOYED	5.3 in (134.62 mm)
WEIGHT	12.6 oz (357.2 g)
BATTERY TYPE	Rechargeable Lithium Polymer Battery
IMPACT RESISTANCE	Mil-STD-810 G for Shock
OPERATIONAL TEMPERATURE	-4° F to 95° F (-20° C to +35° C)
STORAGE TEMPERATURE	-4° F to 140° F (-20° C to +60° C)
OPERATING ALTITUDE	-328 ft to 21,320 ft (-100 m to 6,500 m)
GLOBALSTAR ANTENNA OPERATING FREQUENCY	Transmit (TX) 1610 – 1626 MHz
	Receive (RX) 2483.5 – 2500 MHz
WI-FI OPERATING FREQUENCY	2400 – 2500 MHz
INPUT POWER	10-48 VDC

SAT-FI2 CERTIFICATIONS

FCC COMPLIANCE STATEMENT

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

FCC PART 15 CLAUSE 15.21

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ISED RF EXPOSURE GUIDANCE STATEMENT

In order to comply with FCC/ISED RF Exposure requirements, this device must provide at least 20 cm separation from the human body at all times.

RADIO & TELEVISION INTERFERENCE

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: a) Reorient or relocate the receiving antenna. b) Increase the separation between the equipment and receiver. c) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. d) Consult the dealer or an experienced radio/TV technician for help.

INDUSTRY CANADA CERTIFICATION

This Class B digital apparatus complies with Canadian ICES-003.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with the requirements for Radio Astronomy Site avoidance as specified by the Globalstar National Science Foundation agreement of 2001. It is compliant with CFR25.213.

This device automatically adjusts its transmission frequency according to its location and is compliant with international regulatory requirements.

RADIO ASTRONOMY SITE

This device complies with the requirements for Radio Astronomy Site avoidance as specified by the Globalstar National Science Foundation agreement of 2001. It is compliant with CFR25.213.

This device automatically adjusts its transmission frequency according to its location and is compliant with international regulatory requirements.

REGULATORY CERTIFICATION NUMBERS

Sat-Fi2:
FCC ID: L2V-SATFI2
IC: 3989A-SATFI2
CAN ICES-3(B)/ NMB-3(B)

DÉCLARATION DE CONFORMITÉ AVEC LA FCC

Cet appareil est conforme à la section 15 des règles de la FCC. Son fonctionnement est assujetti aux deux conditions suivantes: (1) Ce dispositif ne doit pas causer d'interférences nuisibles, et (2) Cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable. Cet équipement a été testé et s'est avéré conforme aux limites pour un appareil numérique de classe B, conformément à la section 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle.

FCC: SECTION 15 CLAUSE 15.21

Les changements ou modifications non expressément approuvés par la partie responsable de la conformité peuvent annuler l'autorité de l'utilisateur à utiliser l'équipement.

ISED RF DÉCLARATION D'ORIENTATION SUR L'EXPOSITION

Afin de se conformer aux exigences d'exposition RF FCC / ISED, cet appareil doit être installé pour fournir au moins 20 cm du corps humain en tout temps.

INTERFÉRENCE RADIO ET TÉLÉVISION

Cet équipement produit, utilise et peut émettre de l'énergie radioélectrique. S'il n'est pas installé et utilisé conformément aux instructions, il peut causer des interférences nuisibles aux communications radio. Toutefois, il n'y a aucune garantie que l'interférence ne se produira pas dans une installation particulière. Si cet appareil provoque des interférences nuisibles à la réception radio ou télévision, ce qui peut être déterminée en éteignant et rallumant l'équipement, l'utilisateur est encouragé à essayer de corriger ces interférences en appliquant une ou plusieurs des mesures suivantes: a) Réorienter ou déplacer l'antenne de réception. b) Accroître la séparation entre l'équipement et le récepteur. c) Brancher l'équipement à une prise sur un circuit différent de celui auquel le récepteur est branché. d) Consulter le revendeur ou un technicien radio/TV.

CERTIFICATION D'INDUSTRIE CANADA

Cet appareil numérique de classe B est conforme à la norme canadienne ICES-003. Cet appareil est conforme avec Industrie Canada RSS standard exemptes de licence(s). Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne peut pas causer d'interférences et (2) cet appareil doit accepter toute interférence, y compris des interférences qui peuvent provoquer un fonctionnement indésirable du périphérique.

SITE DE RADIO ASTRONOMIE

Cet appareil respecte les exigences de Radio Astronomie de limitation d'émission d'onde définies par l'accord de la Foundation Nationale de Science Globalstar de 2001. Il est compatible avec CFR25.213.

Cet appareil ajuste automatiquement sa fréquence de transmission en fonction de son emplacement et est conforme aux exigences réglementaires internationales.

NUMÉROS DE CERTIFICATION RÉGLEMENTAIRE

Sat-Fi2:
FCC ID: L2V-SATFI2
IC: 3989A-SATFI2
CAN ICES-3(B)/ NMB-3(B)

SAT-FI2 GENERAL WARNINGS

Warning – Modifications: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Warning – Internal Battery: The rechargeable battery inside the Sat-Fi2 is not designed to be replaced by the consumer. If replacement is needed, have an authorized service person replace the battery with one of the same size and type.

Warning – Blasting Area: To avoid interference with blasting operations, turn your Sat-Fi2 off when in a "Blasting Area" or in areas posted "Turn off two-way radio." Obey all signs and instructions.

Warning – Potential Explosive Atmosphere: Turn off the Sat-Fi2 when in any area with a potentially explosive atmosphere and obey all signs and instructions.

Warning – Driving: Always follow safe driving practices and local rules and regulations regarding the use of wireless devices while driving. Always park safely prior to using the Sat-Fi2.

Warning – Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of six (6") inches be maintained between the Sat-Fi2 and a pacemaker to avoid potential interference with the pacemaker.

Warning – Pacemakers: Some digital wireless devices may interfere with some hearing aids. In order to prevent such interference, you may want to consult the manufacturer of your hearing aid.