

Sat★Fi2<sup>®</sup>

*Remote Antenna Station*

USER GUIDE

This guide is based on the Globalstar Sat-Fi2 Remote Antenna Station 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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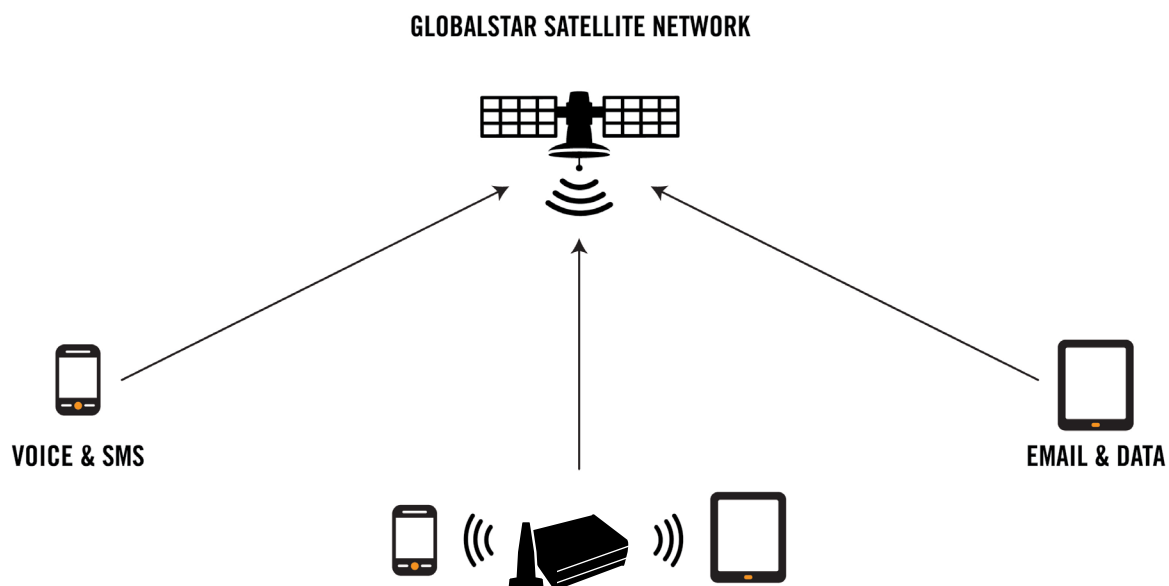
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## WELCOME

No matter how far off the grid you go, Globalstar's Sat-Fi2 Remote Antenna Station (RAS) satellite Wi-Fi hotspot keeps you connected to what matters. Sat-Fi2 RAS fills the gap when your cellular or radio coverage is gone, keeping voice and data communication channels open when you need it the most. With Sat-Fi2 RAS, you can use your personal Wi-Fi enabled devices and stay connected over the newest and most modern mobile satellite network with data speeds up to 72 kbps! Up to 8 different users can connect to a single Sat-Fi2 RAS for web browsing, email, 2-way texting, voice calls, data, weather updates and much more. Sat-Fi2 RAS is the last device you'll ever need to stay in touch with family, friends, business contacts and emergency services.



**NOTE: Before using the Sat-Fi2 RAS, Globalstar recommends spending a few minutes reading through this User Guide prior activation ensuring a successful Sat-Fi2 RAS configuration. Complete each step before moving on to the next step.**

## What's in the Box?

- Sat-Fi2 RAS Unit
  - 1 Antenna Option  
Magnetic mount helix antenna (with 14ft cable) or Pole-mounted maritized helix antenna
  - Magnetic Mount GPS Antenna
  - Wi-Fi Antenna
  - Car Power Adapter
  - Wall Adapter
  - Installation Guide
  - GEOS Information Card
  - Quick Start Guide
  - Warranty Card
- Power Cables:**
- DC Power Adapter
  - Wall Adapter

## Activating the Sat-Fi2 Remote Antenna Station (RAS)

In order to begin using the Sat-Fi2 RAS, please ensure you have an active subscription. Please check to see if you have received a Globalstar Activation Submission email from [message-noreply@globalstar.com](mailto:message-noreply@globalstar.com). This email will have the Account Number (i.e. AC00123456), needed for registering a My Account Profile. If you do not have an active subscription or encounter any issues with your device please visit [Globalstar.com/Sat-Fi2RASSupport](http://Globalstar.com/Sat-Fi2RASSupport) for assistance.

## Advanced Setup and Quick Start

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

- Advanced Setup – For users who want to configure email and social media accounts
  - Voice calls - Make voice calls
  - Text messaging – Send and receive text messages
  - Email – Access personal email account
  - Social Media – Send posts to Twitter
  - Weather – View local weather conditions
  - Administrative privileges
    - Change Sat-Fi Wi-Fi password
    - Delete messages from Queue
- Quick Start – No username or password needed to use Sat-Fi2 RAS
  - Voice calls - Make voice calls using the Sat-Fi2 RAS Mobile Device Number
  - Text messaging – Send and receive texts using the Sat-Fi2 RAS Mobile Device Number
  - Email – Access personal email account
  - Social Media – Send posts to Twitter
  - Weather – View local weather conditions



## REGISTERING A MY ACCOUNT PROFILE

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### User Registration

Access to additional device and account management features such as Message Usage, Billing & Payments information. Perform the following steps for new user registration.

1. In a web browser enter <https://mysatfi.globalstar.com/>
2. Select Register
3. Enter e-mail address used when activating the device and Globalstar Account Number located on the activation email confirmation
4. Select Confirm
5. Select Language Preference
6. Create username, password and secret question information
7. Select Register
8. My Account registration is complete.

## GETTING STARTED

The following instructions are for iOS and Android users only. If you are not an iOS or Android user, please visit [Globalstar.com/Sat-Fi2RASSupport](http://Globalstar.com/Sat-Fi2RASSupport) for setup instructions.

### Sat-Fi2 RAS Default Username & Passwords

- Sat-Fi2 RAS Wi-Fi
  - Wi-Fi name: **satfi2\_XXXXXX**
  - Password: **satfi1234**
- Sat-Fi2 RAS Admin
  - Username: **admin**
  - Password: **admin**

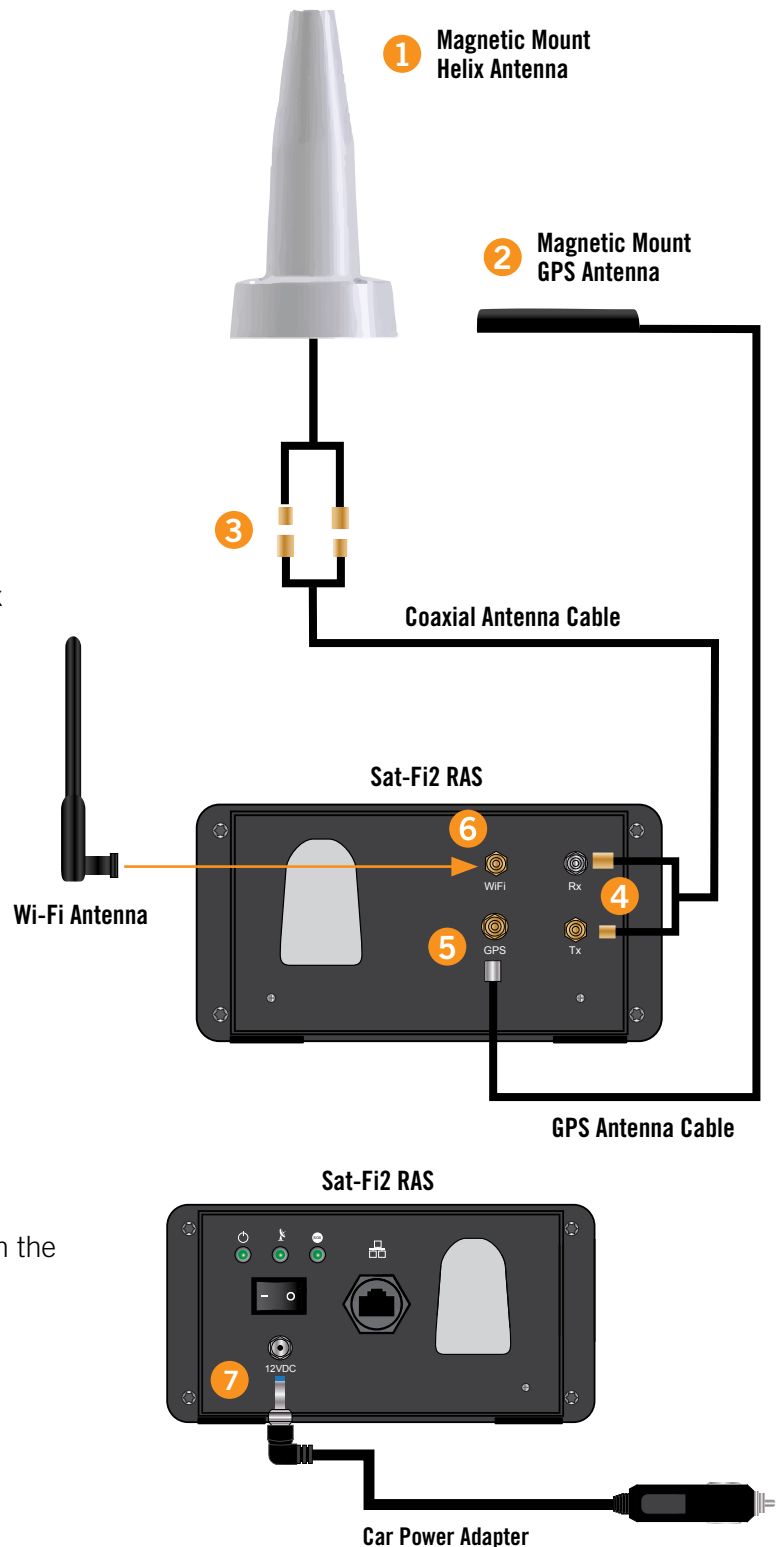
### Step 1 – Install the Sat-Fi2 RAS

#### VEHICLE INSTALLATION

1. Mount the Helix Antenna on top of the vehicle.
2. Mount the GPS antenna on top of the vehicle. (The GPS Antenna must be at least 3 feet from the Helix Antenna.)
3. Connect the Coaxial Antenna Cable to the Helix Antenna pigtail cable. (Use coaxial sealant, shrink-wrap tubing, electrical tape, or other suitable products to seal the external cable connections to prevent moisture & corrosion damage.)

**NOTE: Do not kink or pinch Coaxial Antenna and GPS Antenna cables when brought through doors or windows. Coaxial Antenna Cable LMR-100 Bend Radius = 0.25 in**

4. Connect the Coaxial Antenna Cable to the RX and TX ports on the Sat-Fi2 RAS.
5. Connect the GPS Antenna Cable to the GPS port on the Sat-Fi2 RAS.
6. Connect the Wi-Fi Antenna to the Wi-Fi port on the Sat-Fi2 RAS.
7. Connect the Power cable to the Power port on the Sat-Fi2 RAS.



## MARINE INSTALLATION

1. Separate Helix Antenna from the Mounting Bracket by removing the screws.
2. Connect the Marine Helix Antenna Pigtail Cable to the Marine Helix Antenna:
  - Connect the Male SMA connector with the white label marked **B** to the SMA connector marked RX BLUE.
  - Connect the other Male SMA Connector to the SMA connector marked TX RED.
3. Re-connect the Mounting Bracket to the Helix Antenna:
  - Ensure the Marine Helix Antenna Pigtail cable is run the through seal between the Helix Antenna and the Mounting Bracket as illustrated.
  - Re-attach all screws.
4. Attach the Marine Helix Antenna to the Marine Mast (Not included and must be previously installed).
5. Connect the Coaxial Antenna Cable to the Helix Antenna pigtail cable. (Use coaxial sealant, shrink-wrap tubing, or other suitable products to seal the external cable connections to prevent moisture & corrosion damage.

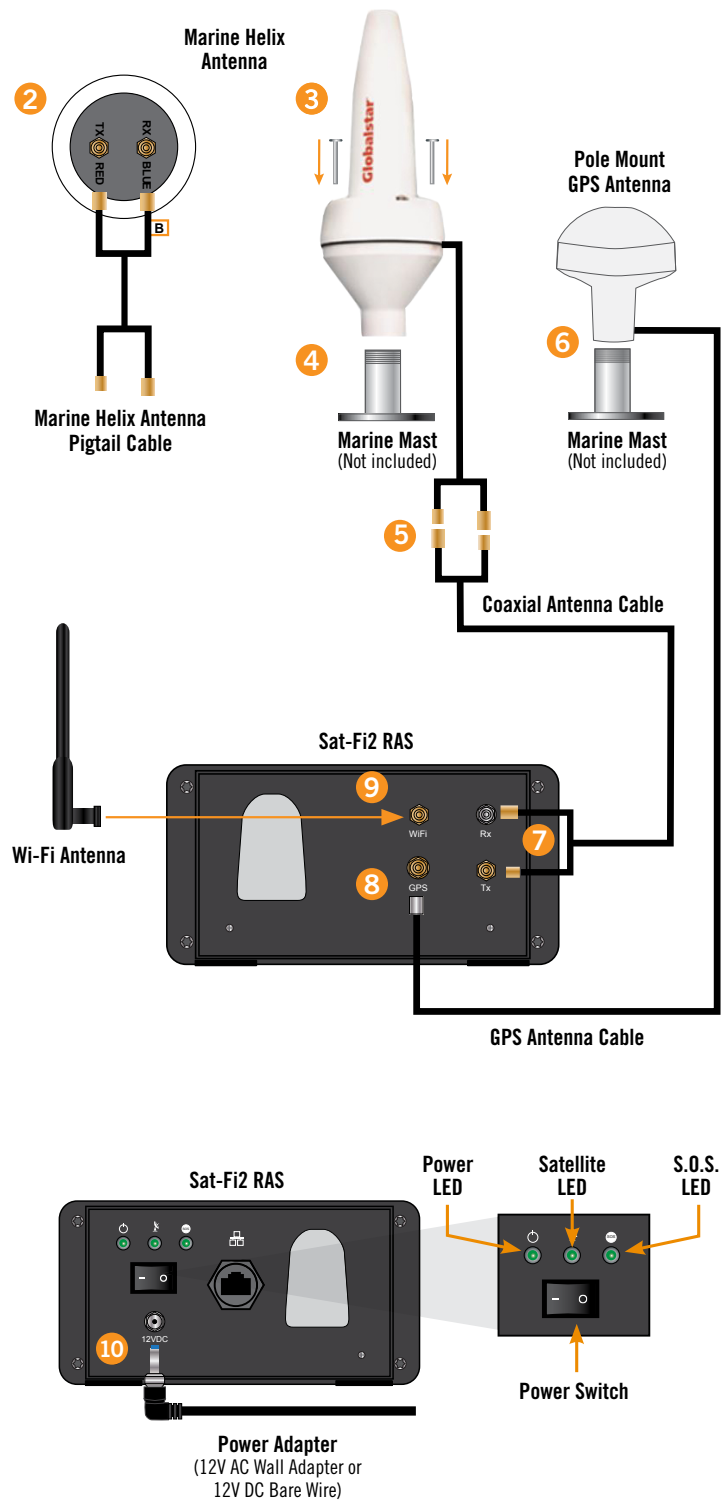
**NOTE:** Do not kink or pinch Coaxial Antenna and GPS Antenna cables when brought through hatches and portholes.

- Coaxial Antenna Cable (LMR-100) Bend Radius = 0.25 in.
- Use tie wrap to secure cables.

6. Mount the GPS antenna on top of the vessel. (The GPS Antenna must be at least 3 feet from the Helix Antenna.)
7. Connect the Coaxial Antenna Cable to the RX and TX ports on the Sat-Fi2 RAS.
8. Connect the GPS Antenna Cable to the GPS port on the Sat-Fi2 RAS.
9. Connect the Wi-Fi Antenna to the Wi-Fi port on the Sat-Fi2 RAS.
10. Connect either the 12V DC Bare Wire\*\* or 12V AC Wall Adapter Power cable to the Power port on the Sat-Fi2 RAS.

**NOTE:** Power is 12-24 VDC nominal.

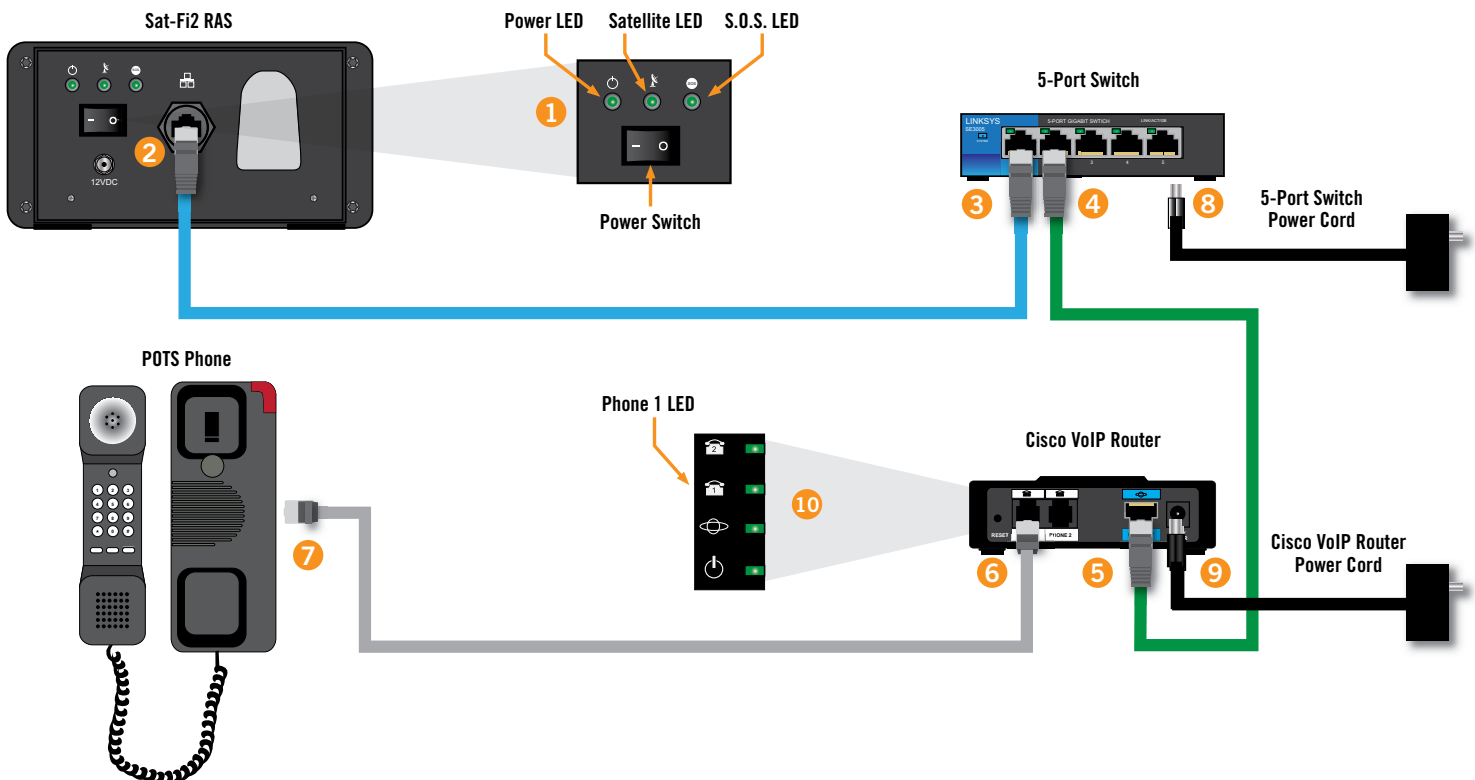
\*\*Installation instructions can be found on the 12V DC Bare Wire Installation Guide



## VOIP AND POTS PHONE INSTALLATION

**NOTE:** The following steps must be completed in the proper order. DO NOT power on any device until instructed to do so in the steps below.

- 1 Install the Sat-Fi2 Remote Antenna Station (RAS) in accordance with the Sat-Fi2 Remote Antenna Station Quick Installation Guide and perform the following:
  - Power on the RAS - The Power On sequence can take up to 5 minutes.
  - Once the Power and Satellite LEDs are blinking in unison, proceed to Step 2.
- 2 Connect an Ethernet Cable to the RAS Ethernet Port.
- 3 Connect the other end of the Ethernet Cable to Port 1 on the 5-Port Switch.
- 4 Connect an Ethernet Cable to Port 2 on the 5-Port Switch.
- 5 Connect the other end of the Ethernet cable to the Internet Port on the Cisco VoIP Router.
- 6 Connect an RJ11 Cable to the Phone 1 Port on the CiscoVoIP Router.
- 7 Connect the other end of the RJ11 Cable to the POTS Phone.
- 8 For the 5-Port Switch, perform the following:
  - Connect the Power Cord into the Power port of the 5-Port Switch.
  - Connect the Power Cord to an AC Power source. Wait 30 seconds for power and ethernet connectivity.
- 9 For the Cisco VoIP Router perform the following:
  - Connect the Power Cord into the Power port of the Cisco VoIP Router.
  - Connect the Power Cord to an AC Power source.
  - Boot time may take up to 2 minutes.
- 10 When the Cisco VoIP Router Phone 1 LED turns to a steady Green, the POTS Phone is operational.



## Calling Using the POTS Phone

- 1 Ensure that both the Sat-Fi2 RAS Power LED and Satellite LED are blinking Green.
- 2 Lift the Handset of the POTS Phone and check for a dial tone.
- 3 Dial any US or Canadian cellular, land line using normal 10-digit dialing.  
*Example: (555) 543-1234*
- 4 There will be a short delay before hearing a ring and a short delay once the call is answered.
- 5 When finished, hang up and the call is completed.

**NOTE:** To make an emergency call, dial 911. This does not initiate S.O.S. mode but will dial directly to GEOS International Emergency Response Coordination Center (IERCC).


## Troubleshooting

- 1 On the Sat-Fi2 RAS, perform the following:
  - Check if the Power LED and Satellite LED are blinking Green.
  - If the Satellite LED is blinking Red, the Sat-Fi2 RAS is waiting to connect. The Sat-Fi2 RAS will connect automatically.
- 2 On the 5-Port Switch perform the following:
  - Check to see if the Switch is powered on.
  - Check the Ethernet connections between the Sat-Fi2 RAS and 5-Port Switch are connected and secure in accordance with the diagram.
- 3 Check the Ethernet connections between the 5-Port Switch and the Cisco VoIP Router are connected and secure in accordance with the diagram.
- 4 On the Cisco VoIP Router, perform the following:
  - Check if the Phone 1 LED is Green.
  - If the Phone 1 LED is not Green, perform the following:
    - Unplug the Power Cord from the Cisco VoIP router and wait 30 seconds.
- 5 Connect the Power Cord to the Cisco VoIP Router and wait for the device to reboot. This may take up to 2 minutes.
- 6 The Phone 1 LED should be Green and the Sat-Fi2 RAS POTS Phone is operational.

## Step 2 – Install the Sat-Fi2 App on a Smartphone

1. Using an Internet or cellular connection, download and install the Sat-Fi2 App from the Google Play Store or the Apple Store.

## Step 3 – Power on the Sat-Fi2 RAS and Open the Sat-Fi2 App

1. Power on the Sat-Fi2 RAS.
2. Ensure the smartphone has a cellular or Wi-Fi Internet connection.
3. Open the Sat-Fi2 app by selecting  .

Sat-Fi2

**NOTE: The Sat-Fi2 App will download a few files necessary for setup/configuration. Do not close the Sat-Fi2 App during the process.**

## Step 4 – Sat-Fi2 App Advanced Setup Configuration

Perform the following to create a personal user login:

1. Ensure your device has a LTE or Wi-Fi connection and then Select the Sat-Fi2 App.
2. Select Allow for the following steps:  
Taking photos, alternate GPS locations, sending and attaching photos, access contacts, talk when making a voice call and make a phone call.
3. Select **Let's Get Started**
4. Select **Advanced Setup**
5. Select **Setup Email** (Optional. Instructions on how to setup Email page 16)
6. Select **Setup Twitter** (Optional. Instructions on how to setup Twitter on page 25)
7. Select **Next**.
8. Turn on Sat-Fi2 RAS.
9. Turn on the smartphone's Wi-Fi and select the Sat-Fi2 RAS Wi-Fi – Default name is: **satfi2\_<xxxxxx>**  
(where xxxxxx is the last 6 digits of the ICCID)
10. Enter the default Sat-Fi2 RAS Wi-Fi password: **satfi1234**
11. Go back to the Sat-Fi2 app
12. Select **I'M CONNECTED**

13. Create user profile

For Android: A background battery usage message will be displayed, select OK. Then select NO when prompted to ignore battery optimizations

14. Select **SUBMIT** when all fields have been completed.

**NOTE: To make a user profile an Admin, see Step 5.**

## SAT-FI2 APP QUICK START

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

1. Select **WI-FI SETTINGS**
2. Turn on the smartphone's Wi-Fi
3. Select the Sat-Fi2 RAS 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 RAS password: **satfi1234**
5. Select **CONNECT/JOIN**
6. Select **Let's Get Started**
7. Select **QUICK START**

## Step 5 – How to make a user an Admin

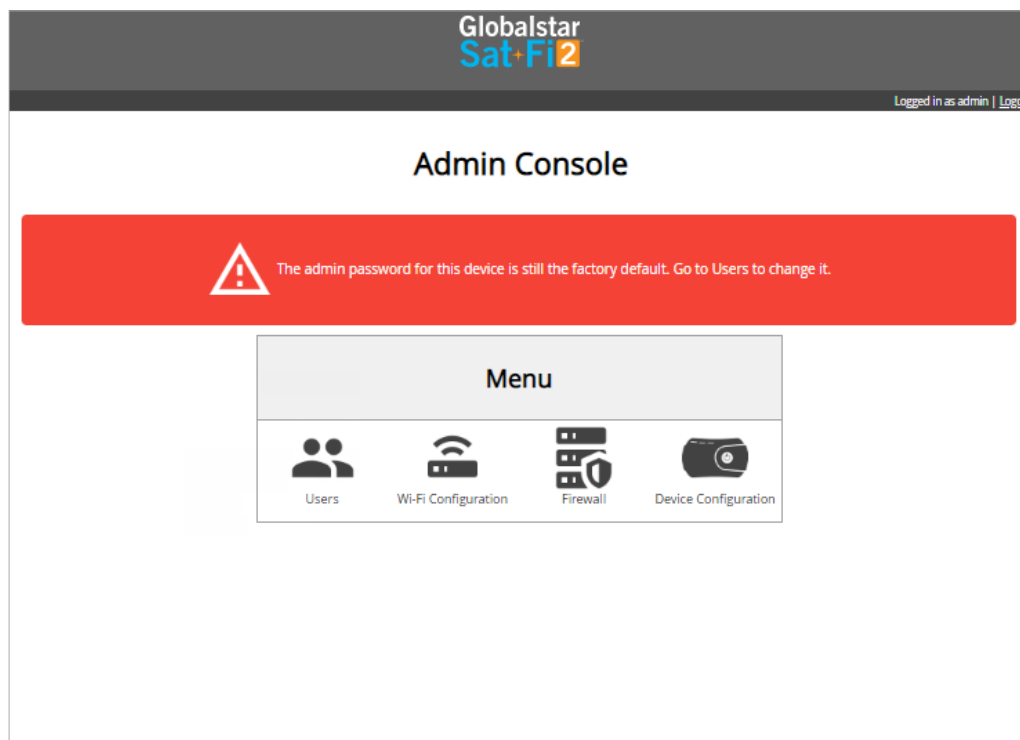
To update the firmware on your Sat-Fi2 RAS, it is necessary to give admin privileges to a user.

Perform the following steps to make a Sat-Fi2 RAS 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.



The image shows a login screen with the title "Login". It contains two input fields: "Username" and "Password". Below the fields is a blue button labeled "Login".





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 RAS Installation and Connection

Perform the following to make a satellite call, send a text message, receive a call or browse and confirm the Sat-Fi2 RAS system is configured and operational:

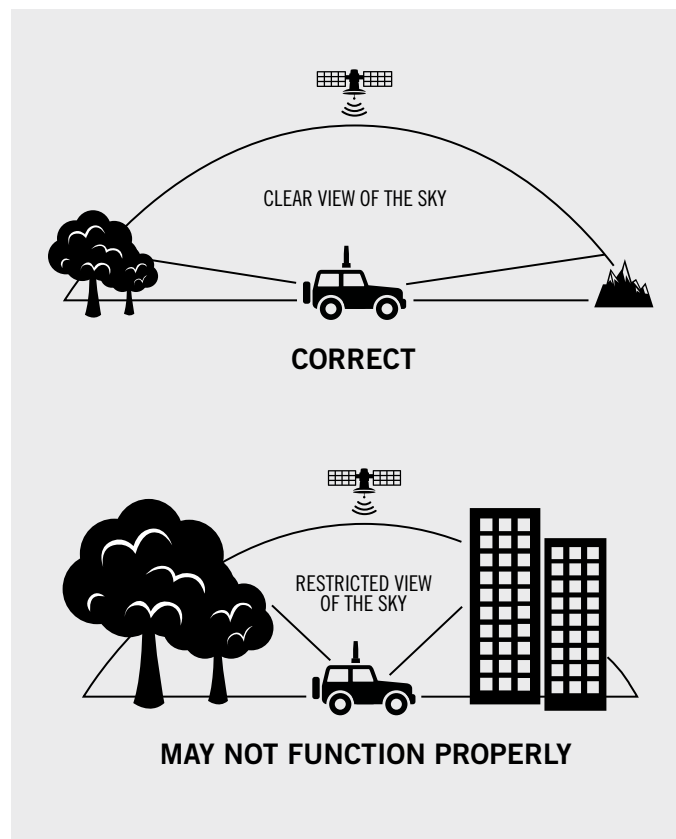
1. With the Sat-Fi2 RAS fully installed and powered in your vehicle, move the vehicle to an area where the Magnetic Mount Helix antenna has a 360° clear view of the sky with no obstructions (buildings, trees, etc.).
2. Open the Sat-Fi2 App and verify that both the  and  icons are displayed on the Status Bar. If the icons are not displayed you may not have a clear view of the sky.

**NOTE: The Sat-Fi2 RAS can take up to 3 to 5 minutes to power on, boot up, and begin establishing a satellite/ gateway connection. All three LED's will sequentially blink green while powering on/booting up. Once the Sat-Fi2 RAS has booted up, the Satellite LED will blink RED until the Sat-Fi2 RAS is registered with a gateway. A GPS fix is needed to register with the gateway.**

3. In the **Application Menu** select .
4. Enter the telephone number you wish to call, or choose a contact, and select .

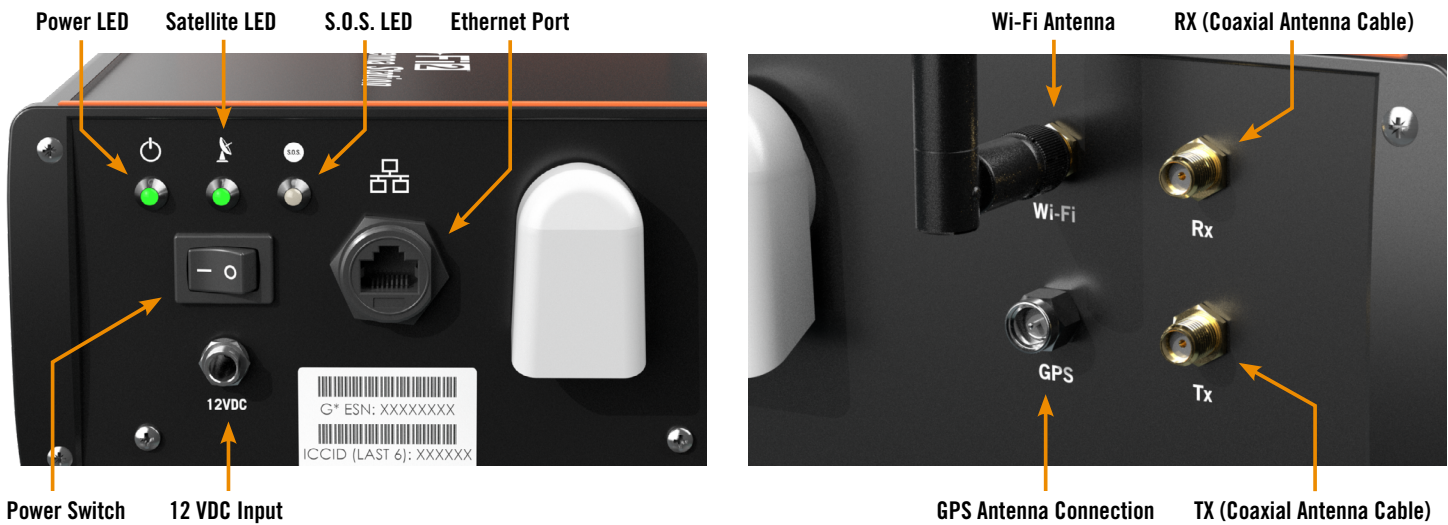
## Best Practice Uses

- The Sat-Fi2 RAS **WILL NOT** work indoors and needs to be outside
- LTE and Wi-Fi interference may degrade the Sat-Fi2 RAS' performance in urban areas
- Ensure all users download and install the Sat-Fi2 App and check for firmware updates prior to leaving Internet/ Cellular service
- Power on the Sat-Fi2 RAS prior to use – The Sat-Fi2 RAS can take up to 5 minutes to boot up and acquire a GPS fix
- The Sat-Fi2 RAS should be switched off prior to turning off and on the vehicle



## SAT-FI2 RAS OVERVIEW

### Sat-Fi2 RAS at a Glance



- **Power LED** - Displays Power status
- **Satellite LED** - Displays Satellite connectivity status
- **S.O.S. LED** - Displays S.O.S. status
- **Power Switch** - Turns device on/off
- **12 VDC Input** - Use with 12 V charger to power the device
- **Ethernet Port** - Use for direct data connections (Sat-Fi2 desktop app required - coming soon)
- **Wi-Fi Antenna** - Broadcast Wi-Fi connection
- **RX (Coaxial Antenna Cable)** - Receive data from the Globalstar satellite network
- **TX (Coaxial Antenna Cable)** - Transmit data to the Globalstar satellite network
- **GPS Antenna Connection** - To acquire GPS signal

## Sat-Fi2 RAS LEDs

LED STATUS	POWER LED	SATELLITE LED	S.O.S. LED
<b>POWERING ON</b>	All LEDs blink <b>Green</b> in forward/reverse direction until the Sat-Fi2 RAS powers on		
<b>CONNECTED TO SATELLITE</b>	Normal Blinking <b>Green</b>	Normal Blinking <b>Green</b>	Off
<b>NOT CONNECTED TO SATELLITE</b>	Normal Blinking <b>Green</b>	Normal Blinking <b>Red</b>	Off
<b>S.O.S. CONNECTING MODE</b>	Normal Blinking <b>Green</b>	Normal Blinking <b>Green</b> or <b>Red</b>	Solid <b>Green</b>
<b>S.O.S. ESTABLISHED MODE</b>	Normal Blinking <b>Green</b>	Normal Blinking <b>Green</b> or <b>Red</b>	Normal Blinking <b>Green</b>
<b>CANCEL S.O.S. MODE</b>	Normal Blinking <b>Green</b>	Normal Blinking <b>Green</b> or <b>Red</b>	Normal Blinking <b>Red</b>

### LED PATTERN DEFINITIONS

- **Normal Blinking:** Slow blink rate
- **Forward/Reverse:** LED pattern scrolls green from the Power - Satellite - S.O.S. LEDs then all three blink green
- **Solid On:** LED stays continuously illuminated

## Logging Into the Sat-Fi2 App

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

### For Android:

1. Open the Sat-Fi2 App
2. Select **WI-FI SETTINGS**
3. Select the Sat-Fi2 RAS Wi-Fi – The default Wi-Fi name is: *satfi2\_<xxxxx>*
4. Go back to the Sat-Fi2 App
5. Select **RECONNECT**
6. Enter **Username**
7. Enter **Password**
8. Select **Sign in**
9. Login is complete

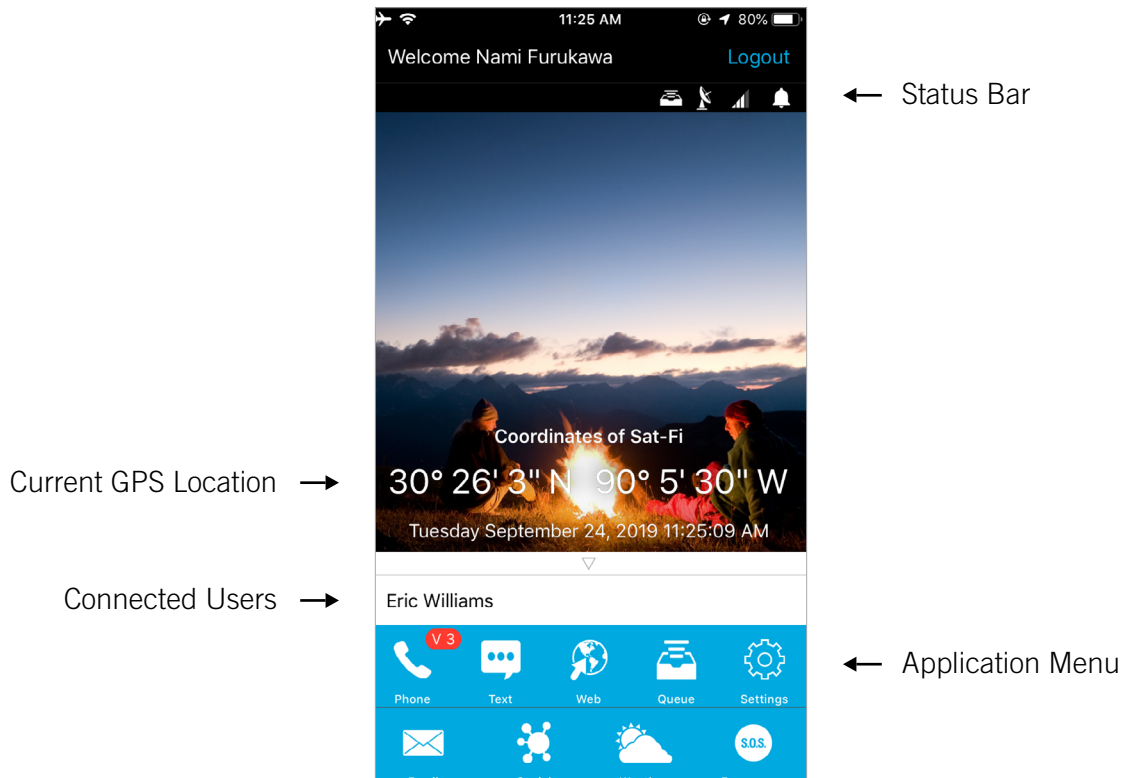
**NOTE: If the phone has its Wi-Fi on, but isn't connected to anything, it will go to the Sat-Fi2 app login page. The user must enter username and password then hit Sign in. The reconnect page will appear. This is where you select WI-FI SETTINGS, choose the Sat-Fi2 RAS' Wi-Fi, and then the app will automatically connect and go to the main app screen.**

### For iPhone:

1. Open the Sat-Fi2 App
2. If not already connected to the Sat-Fi2 RAS, select **WI-FI SETTINGS** and follow the instructions
3. Select the Sat-Fi2 RAS Wi-Fi – The default Wi-Fi name is: *satfi2\_<xxxxx>*
4. Go back to the Sat-Fi2 App
5. Re-enter your login credentials if you did not select auto login when setting up the app
6. Select **SUBMIT**
7. Login is complete

**NOTE: If credentials have already been entered before, the phone will auto-login and go straight to the reconnect screen. Here the user needs to select WI-FI SETTINGS, choose the Sat-Fi2 RAS' Wi-Fi, and then the app will automatically connect and go to the main app screen.**

## Sat-Fi2 App Home Screen



### Application Menu

- **Phone** – Make and receive phone calls to friends, family and contacts
- **Text** – Send and receive SMS/Text messages to friends, family and contacts
- **Internet** – Browse the Internet using Sat-Browse
- **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
- **Emergency** – Initiate an S.O.S. with direct 2-way voice and text communications with GEOS Emergency Response Coordination Center
- **Queue** – View a list of messages in the queue that are waiting to be sent

## Logging Out of the Sat-Fi2 App

**NOTE: If logged out of the Sat-Fi2 App, the smartphone will not receive any Sat-Fi2 RAS voice calls, emails and texts until logged back into the Sat-Fi2 App.**

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

1. From the main menu screen:
  - Select the Menu icon (For Android)
  - Select Logout (For iPhone)
2. Select Logout (For Android) / Confirm (For iPhone)
3. The Login screen will be displayed and logging out is complete



## Closing the Sat-Fi2 App

**NOTE:** To receive voice calls and texts, the Sat-Fi2 App needs to remain running in the background. If the Sat-Fi2 App is closed, the smartphone will not receive any Sat-Fi2 RAS voice calls, emails and texts until logged back into the Sat-Fi2 App.

**Globalstar recommends closing the Sat-Fi2 App only if powering off the Sat-Fi2 RAS device.**

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

### **For Android:**

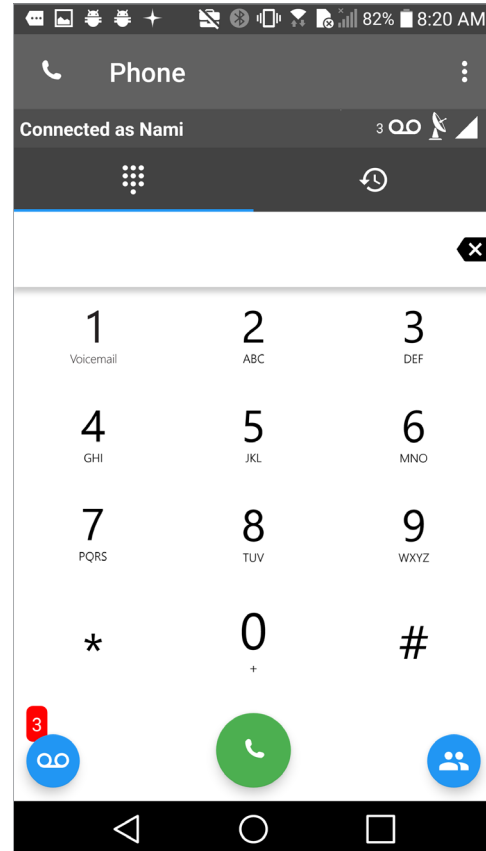
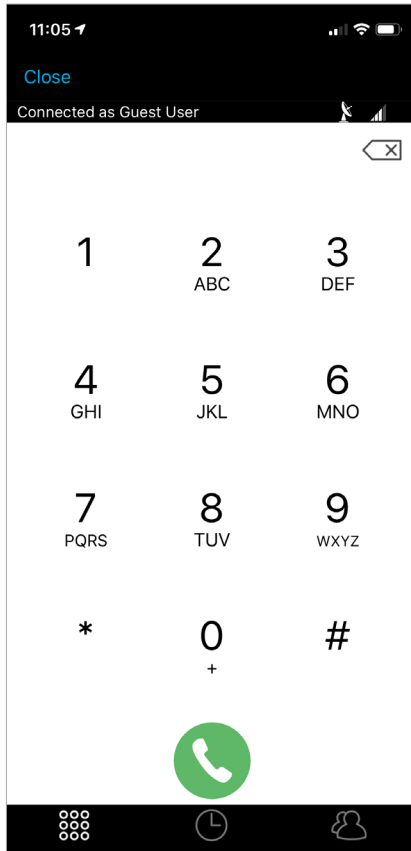
1. Select the Menu icon
2. Select close app
3. Confirm you want to close the app by selecting Yes
4. The Sat-Fi2 app will close and the smartphone will be brought to its home screen.
5. Press the multitasking button (usually a square next to the home button)
6. Swipe left or right or tap the X to close the app.











### **For iPhone:**

7. Double press the circular button on the bottom of your iPhone
8. The screen will shrink
9. Slide up.

## VOICE COMMUNICATIONS




### Overview



-  Dials the smartphone's contact list
-  Displays the smartphone's contact list
-  Displays the number of voicemails and dials voicemails (Android only)
-  1 Dials voicemail while pressing and holding down (Android and iPhone)
-  Displays the dialing pad
-  Displays the call history
-  Places the caller on hold
-  Displays the dial pad
-  Toggles the speaker phone on/off
-  Transfers the call to another phone

## Making a Voice Call

Perform the following steps to make a voice call on the Sat-Fi2 RAS.

1. Open the Sat-Fi2 app and log in as Admin or Guest
2. Select the 
3. Verify  and the  are displayed indicating the Sat-Fi2 RAS has a good satellite connection
4. Enter a phone number on the telephone key pad or select a contact
5. Press the green phone icon to dial. Within a few seconds you will hear a dial tone and be connected

## Receiving a Voice Call

Perform the following to receive a voice call on the Sat-Fi2 RAS:

1. An incoming call will be displayed on the screen.
2. Answer the phone by selecting the green phone icon on Android or the accept icon on iPhone

## Voicemail

With voicemail you can check your messages from your Sat-Fi2 RAS connected smartphone at standard airtime rates. There is no connection fee from Globalstar to receive a message or check your messages from a landline/mobile phone (local carrier fees may apply).

- Store up to 25 messages
- Callers can record a message up to 3 minutes in length
- Once a message has been played it will only be stored for 30 days


## VOICEMAIL USING A SAT-FI2 RAS CONNECTED SMARTPHONE

### Voicemail Setup & Configuration using the Sat-Fi2 RAS

Perform the following steps to setup and configure voicemail using a Sat-Fi2 RAS connection:

1. On the main screen, select the phone icon
2. The telephone keypad on the Android will display the voicemail icon, press and hold. For the iPhone press and hold the 1.
3. At the voice prompt, enter the Sat-Fi2 RAS telephone number.

**Example: 1-254-555-1234 (<Country Code>+<Telephone Number>)**

4. At the voice prompt, select your desired language.
5. At the voice prompt, setup/configure the following voicemail settings:
  - Voicemail Greeting
  - Voicemail Pass Code
6. At the voice prompt, select 4 to manage the following greetings:
  - Name
  - Unavailable
  - Temporary
7. When finished, select  to disconnect/hang-up. Setup and configuration of voicemail is complete.

---

## Accessing Voicemail using the Sat-Fi2 RAS

Perform the following steps to setup and configure voicemail using a Sat-Fi2 RAS connection:

1. On the main screen, select phone icon.
2. The telephone keypad on the Android version will display the voicemail icon which can be selected to access voicemail. On the iPhone, voicemail can be accessed by pressing and holding the 1.
3. At the voice prompt, select your desired language.
4. At the voice prompt, enter the Sat-Fi2 RAS telephone number.  
**Example: 1-254-555-1234 (<Country Code>+<Telephone Number>)**
5. At the voice prompt, enter your Pass Code. Then follow the audible instructions.

## VOICEMAIL USING A LANDLINE/MOBILE PHONE

### VoiceMail Setup & Configuration using a Landline/Mobile Phone

Perform the following steps to setup and configure voicemail using a landline/mobile phone:

1. On a landline/mobile phone, dial:
  - North America 1-877-426-0308
  - Caribbean & Latin America Call the Sat-Fi2 RAS' number
  - Europe +353-828-80420
  - Africa +353-1-290-9505
2. At the voice prompt, select your desired language.
3. At the voice prompt, enter the Sat-Fi2 RAS telephone number.  
**Example: 1-254-555-1234 (<Country Code>+<Telephone Number>)**
4. At the voice prompt, select your desired language.
5. At the voice prompt, setup/configure the following voicemail settings:
  - Voicemail Greeting
  - Voicemail Pass Code
6. At the voice prompt, select 4 to manage the following greetings:
  - Name
  - Unavailable
  - Temporary
7. When finished, hang up and voicemail will be setup and configured.

## Accessing Voicemail using a Landline/Mobile Phone

Perform the following steps to access voicemail using a landline/mobile phone:

1. On a landline/mobile phone, dial:
  - North America 1-877-426-0308
  - Caribbean & Latin America Call the Sat-Fi2 RAS' number
  - Europe +353-828-80420
  - Africa +353-1-290-9505
2. At the voice prompt, select your desired language.
3. At the voice prompt, enter your Sat-Fi2 RAS telephone number/MDN followed by #  
**Example: 254-555-5555#.**
4. A voice prompt, enter your pass code.
5. At the voice prompt, select 1 to listen to voicemail messages.

## SMS/TEXT MESSAGING

---

### Sending an SMS/Text Message

Perform the following steps to send an SMS/Text message using the Sat-Fi2 RAS:

1. From the main menu, select Text
2. On Android phones, select the + sign to create a new message  
  
On iPhone, select the compose icon to create a new message
3. Select contacts or enter a text number on the Android  
  
Select the plus sign to add a contact
4. Enter text message and send
5. The text message will be sent and displayed as a message thread

### Receiving and Reply to an SMS/Text Message

Perform the following steps to receive and reply to an SMS/Text message using the Sat-Fi2 RAS:

1. When an incoming text message arrives, the following will be displayed:
  - An incoming text message pop up
  - The number of unread text messages received
2. To view the text messages, select text
3. Select the text thread to view
4. To reply, type the text message and select send when finished

---

## Sending SMS/Text Messages to Multiple Contacts

**NOTE: Sending SMS/text messages to multiple contacts is not group texting. When sending SMS/Text to multiple contacts the Sat-Fi2 App will create individual message threads for each individual contact and send multiple messages. You will be charged for each SMS/Text message that is sent.**

Perform the following steps to receive and reply to an SMS/Text message using the Sat-Fi2 RAS:

1. From the main menu, select Text
2. On Android phones, select the + sign to create a new message  
On iPhone, select the compose icon to create a new message
3. On Android select SEND TO MULTIPLE CONTACTS  
On iPhone, select the contact by pressing the plus sign. Once a contact is selected, press the plus sign and repeat again to add more.
4. After selecting the contacts, type the text message, then send.  
\*On Android, it will show a disclaimer asking you if you are sure you want to send the message to multiple contacts. Select OK to proceed.
5. The message will be sent and the Sat-Fi2 App will create two separate message threads for each contact.

## Deleting Message Threads

Perform the following steps to delete a message thread:

1. On the Android, select and press down on the message thread to be deleted  
On the iPhone, select and slide to the left and the word delete will appear
2. On Android, you will be asked if you want to delete the conversation  
On iPhone, you will select “delete”
3. The selected message thread will be deleted
4. The selected message will be deleted



## Deleting Individual Messages

Perform the following steps to delete an individual message within a message thread:

### **Android:**

1. Select and press down on the individual message to be deleted
2. Select Yes when asked if you want to delete the message
3. The selected message will be deleted

### **iOS:**

1. Select and slide to the left and the word delete will appear
2. Select delete

## EMAIL

### Overview






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

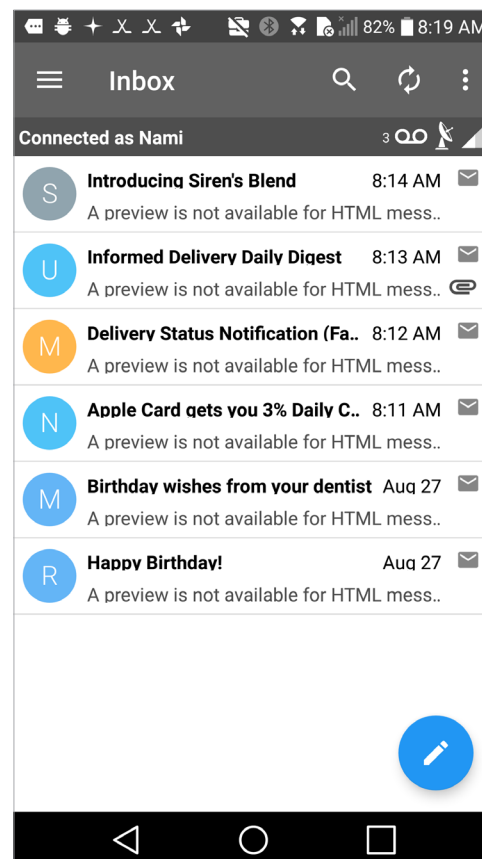
- Gmail
- Yahoo
- Exchange
- iCloud
- Outlook
- Hotmail
- AOL
- Other IMAP and IMAPS Accounts

**NOTE: Some e-mail providers require an app specific password and/or 2-Step Verification for e-mail configuration. Access to LTE or 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.

### INBOX SCREEN






-  Displays email folder menu (i.e. Inbox, Draft, Trash)
-  Opens the email search field
-  Performs an automatic email fetch
-  Displays the email settings menu
-  Display the Compose new email screen

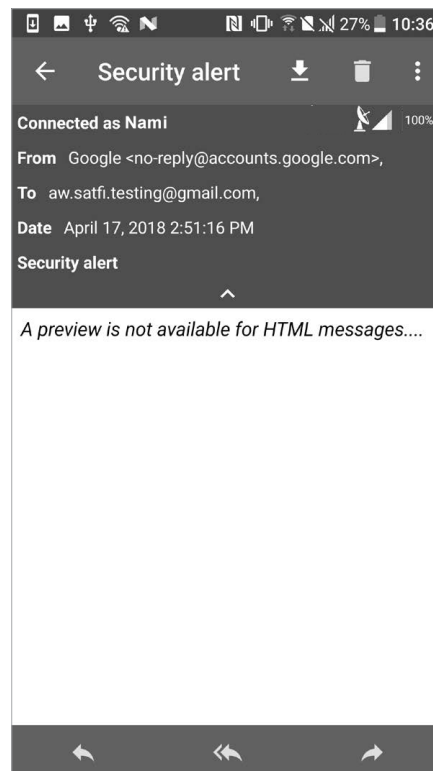


## COMPOSE MESSAGE SCREEN

-  Send the email
-  Include an attachment
-  Attach a picture
-  Displays the email settings menu
-  Displays the contact list
-  Displays the contact list on iPhone

## VIEW EMAIL SCREEN

-  Deletes the email
-  Displays the email settings menu
-  Replies to the email
-  Replies to all recipients in the email
-  Forwards the email







## Configuring Email Accounts

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

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

#### For Android:

1. Select Email icon
2. Select the Menu icon
3. Select Account Settings
4. Select the plus icon
5. Enter the Account Name to be displayed within the Sat-Fi2 App
6. Enter the Email address to be used with Sat-Fi2 RAS
7. Select the Email type to be used with Sat-Fi2 RAS
8. Select the “View tips for setting up this account type” to learn how to create the App Password
9. Enter the App Password associated with the Email address
10. Email defaults to Text Email Format- To display Email in HTML format and/or display HTML Images, place a checkmark in the appropriate checkboxes  
**(NOTE: Displaying Email and/or images in HTML will use more data.)**
11. Select  and choose the number of Email messages to be fetched and displayed
12. Select  and choose the Email Fetch Start Date  
**(NOTE: Selecting this option will bring up a calendar so the user can select from what day to start fetching emails.)**
13. Select  to verify the account settings are correct – If not, repeat Step 5 through Step 12
14. Select  to save the Email account settings
15. The Email account will be configured and ready for use

**For iPhone:**

1. Select Email icon
2. Select the Plus icon at the bottom left corner
3. Enter the Account Description to be displayed within the Sat-Fi2 App
4. Enter the Email address to be used with Sat-Fi2 RAS
5. Enter the Username associated with the Email address
6. Select the Email type to be used with Sat-Fi2 RAS
7. Select the “View Information on 2 Factor Authentication” to learn how to create the App Password
8. Enter the App Password associated with the Email address
9. Select the number of Email messages to be displayed
10. Select the number of Days to Sync
11. Turn on or turn off Auto Sync
12. Turn on or turn off Text Only  
**(NOTE: Displaying Email and/or images in HTML will use more data.)**
13. Turn on or turn off Load Images
14. Select the number of Retries on Error
15. Select Save
16. The Email account will be configured and ready for use



## EMAIL ACCOUNTS – EXCHANGE

Perform the following to configure personal email using the Sat-Fi 2 App:



### For Android:

1. Select Email icon
2. Select the Menu icon
3. Select Account Settings
4. Select the plus icon
5. Enter the Account Name to be displayed within the Sat-Fi2 App
6. Enter the Email address to be used with Sat-Fi2 RAS
7. Select the Email type to be used with Sat-Fi2 RAS
8. Select the “View tips for setting up this account type” to learn how to create the App Password
9. Enter the App Password associated with the Email address
10. Enter the Exchange Active Directory Domain
11. Email defaults to Text Email Format- To display Email in HTML format and/or display HTML Images, place a checkmark in the appropriate checkboxes

**(NOTE: Displaying Email and/or images in HTML will use more data.)**

12. Select  and choose the number of Email messages to be fetched and displayed
13. Select  and choose the Email Fetch Start Date

**(NOTE: Selecting this option will bring up a calendar so the user can select from what day to start fetching emails.)**

14. Select  to verify the account settings are correct – If not, repeat Step 6 through Step 12
15. Select  to save the Email account settings
16. The Email account will be configured and ready for use

**For iPhone:**

1. Select Email icon
2. Select the Plus icon at the bottom left corner
3. Enter the Account Description to be displayed within the Sat-Fi2 App
4. Enter the Email address to be used with Sat-Fi2 RAS
5. Enter the Username associated with the Email address
6. Select the Email type to be used with Sat-Fi2 RAS
7. Select the “View Information on 2 Factor Authentication” to learn how to create the App Password
8. Enter the Password associated with the Email address
9. Select the number of Email messages to be displayed
10. Select the number of Days to Sync
11. Turn on or turn off Auto Sync
12. Turn on or turn off Text Only

**(NOTE: Displaying Email and/or images in HTML will use more data.)**

13. Turn on or turn off Load Images
14. Select the number of Retries on Error
15. Enter the Exchange Domain Information
16. Select Save



## EMAIL ACCOUNTS – IMAP & IMAPS

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



### For Android:

1. Select Email icon
2. Select the Menu icon
3. Select Account Settings
4. Select the plus icon
5. Enter the Account Name to be displayed within the Sat-Fi2 App
6. Enter the Email address to be used with Sat-Fi2 RAS
7. Select the Email type to be used with Sat-Fi2 RAS
8. Enter the Password associated with the Email address
9. Enter the IMAP Server information
10. Enter IMAP Server Port number
11. Enter SMTP Server Information
12. Enter SMTP Sever Port number
13. Email defaults to Text Email Format- To display Email in HTML format and/or display HTML Images, place a checkmark in the appropriate checkboxes

**(NOTE: Displaying Email and/or images in HTML will use more data.)**

14. Select  and choose the number of Email messages to be fetched and displayed
15. Select  and choose the Email Fetch Start Date

**(NOTE: Selecting this option will bring up a calendar so the user can select from what day to start fetching emails.)**

16. Select  to verify the account settings are correct – If not, repeat Step 6 through Step 12
17. Select  to save the Email account settings
18. The Email account will be configured and ready for use



**For iPhone:**

1. Select Email icon
2. Select the Plus icon at the bottom left corner
3. Enter the Account Description to be displayed within the Sat-Fi2 App
4. Enter the Email address to be used with Sat-Fi2 RAS
5. Enter the Username associated with the Email address
6. Select the Email type to be used with Sat-Fi2 RAS
7. Enter the Password associated with the Email address
8. Select the number of Email messages to be displayed
9. Select the number of Days to Sync
10. Turn on or turn off Auto Sync
11. Turn on or turn off Text Only

**(NOTE: Displaying Email and/or images in HTML will use more data.)**

12. Turn on or turn off Load Images
13. Select the number of Retries on Error
14. Enter the Email Server
15. Email Port
16. SMTP Server
17. SMTP Port
18. Select Save
19. The Email account will be configured and ready for use

## Viewing Email

Perform the following steps to view an email:

### For Android:

1. Select the email to be viewed
2. Select Download Email
3. The Sat-Fi2 RAS will fetch the selected message
4. The selected message will be downloaded and ready to be viewed

**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.**




### For iPhone:

1. Select the email to be viewed
2. Select Download Email
3. The Sat-Fi2 RAS will fetch the selected message
4. The selected message will be downloaded and ready to be viewed

**NOTE: If there are attachments to the e-mail, they can be downloaded individually or all at once by selecting the paper clip icon.**

## Composing and Sending Email

Perform the following steps to compose and send an email:


1. On Android, select   
On iPhone, select 
2. Enter an email address or select a contact
3. Enter a subject
4. Enter email message text
5. On Android, select  to send  
On iPhone select Send
6. The email will be sent and a Email message sent message will be displayed

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

## Attaching Images to an Email

Follow steps 1 – 4 from Composing and Sending Email

### For Android:

1. Select  to choose the image  
**(NOTE: The bottom left lets the user take a photo with the camera; bottom right lets the user choose from existing photos.)**
2. Once a photo is selected, there is an option to rotate as well as changing the pixel size.
3. Select the check mark at the top right corner of the app to attach the photo to the email

### For iPhone:

1. Select Attach Image
2. Tap on Select a Photo. The photos can be selected from the camera or from the phone's Photo Library
3. If needed, adjust the size. Select resize & Compress
4. Image will be attached to the email

## S.O.S./GEOS

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**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 RAS' 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.

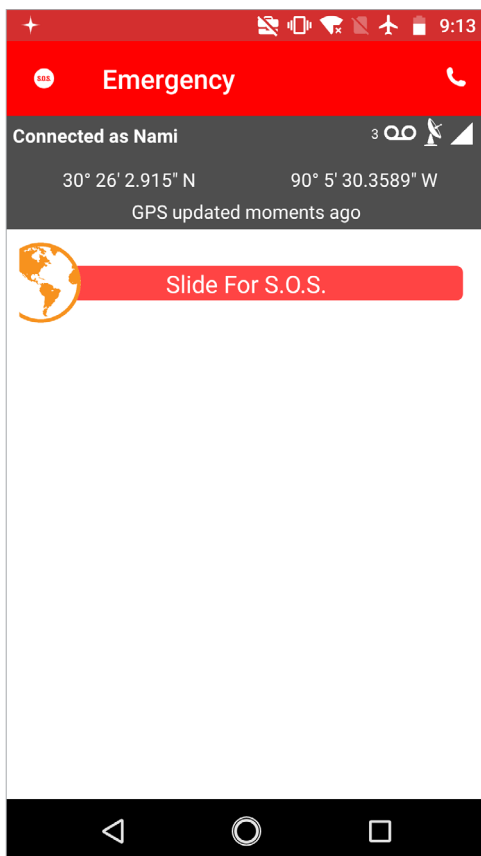
Once S.O.S. is initiated, the Sat-Fi2 RAS will continuously send GEOS your GPS position every 5 minutes until the S.O.S. is canceled or the device is powered off. While S.O.S. is active, the Sat-Fi2 RAS external antenna should have a clear view of the sky with no obstructions in order to maintain network connectivity.

## Initiating an S.O.S.

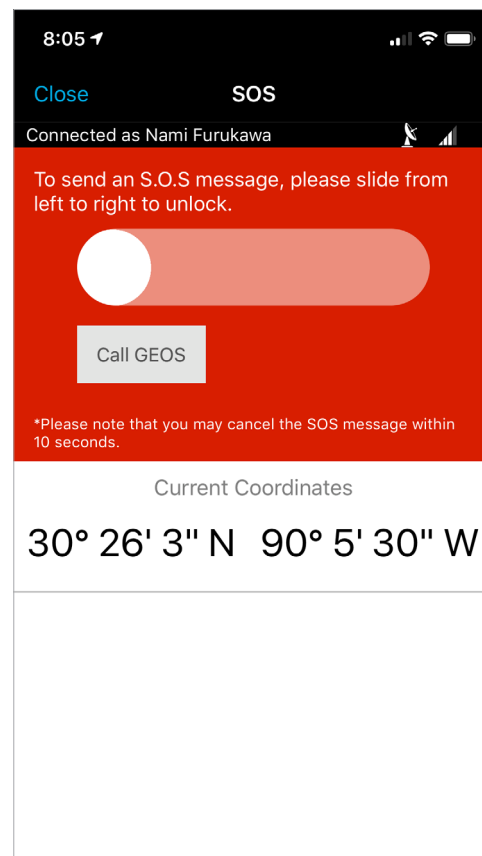
1. From the Sat-Fi2 App Home screen, select **S.O.S.**, slide the globe to the right and follow the on-screen instructions. For best results, while S.O.S. is active, the Sat-Fi2 RAS Magnetic Mount Helix Antenna should have a clear view of the sky with no obstructions in order to maintain network connectivity.
2. Once S.O.S. is initiated and GEOS IERCC has received acknowledgment of your request, the Sat-Fi2 RAS will continuously send S.O.S. notifications with your GPS position to GEOS IERCC every 5 minutes until S.O.S. is cancelled or the Sat-Fi2 RAS is powered off.

**NOTE: If the Satellite LED is blinking RED, move the Sat-Fi2 RAS antenna 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. Sat-Fi2 RAS will then enable you to talk or text with GEOS IERCC via the Sat-Fi2 App.



Android




iPhone

## COMMUNICATING WITH GEOS VIA TEXT

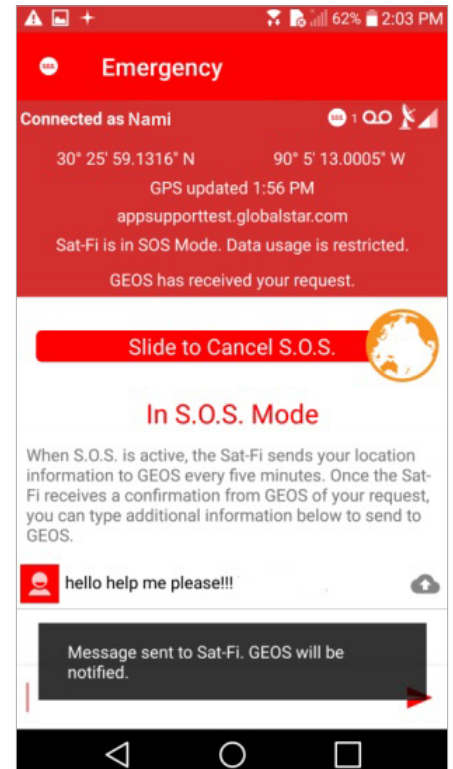
Perform the following steps to communicate with GEOS via text:

### For Android:

1. Once the S.O.S. has been initiated, the Sat-Fi2 app will show that it is in S.O.S. Mode
2. At the bottom of the screen, there will be a field to type in the message to send to GEOS
3. Select  to send the message
4. A message will be displayed saying the Message was sent to Sat-Fi2 RAS and GEOS will be notified.

### For iPhone:

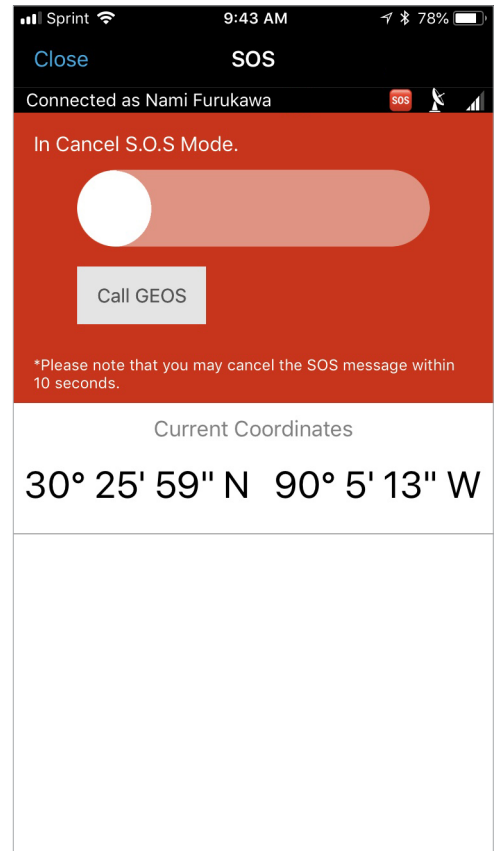
1. Once the S.O.S. has been initiated, the Sat-Fi2 app will show that it is in S.O.S. Mode
2. Select Send Message
3. Type in the message to send to GEOS
4. Select Send
5. A message will be displayed saying the Message was sent to Sat-Fi2 RAS and GEOS will be notified.



## Cancelling an S.O.S.:

**IMPORTANT: THE SAT-FI2 RAS 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.**

1. Ensure the following:
  - The Sat-Fi2 RAS antenna has a 360° clear view of the sky with no obstructions (buildings, trees, etc.)
2. Within 10 seconds from initiating the S.O.S. mode, slide from right to left to cancel the alert.
3. The Sat-Fi2 RAS will send a cancellation message to GEOS notifying them that the Sat-Fi2 RAS has entered S.O.S. cancelation mode.





## SAT-BROWSE

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### Overview

Sat-Browse provides a dedicated optimized search engine powered by Yippy. Yippy compresses web sites and removes advertisements, banners and graphics, greatly reducing the amount of data usage. Sat-Browse is not designed for banking and secure sites (https), shopping sites and streaming services.

### Web Browsing

Perform the following steps to browse the web:

1. Select Web
2. Select Sat-Browse
3. Enter search request
4. Select Search
5. The search results will be displayed – Select the orange search result to view

**(NOTE: Selecting [Standard Version] will download a non-optimized web page, resulting in large data consumption and possible overage costs.)**

6. The optimized web page will be displayed

## SOCIAL MEDIA & EXTERNAL APPLICATIONS

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### Twitter

#### CONFIGURING THE SAT-FI2 APP FOR TWITTER

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

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

#### **TWITTER:**


1. On the Sat-Fi2 app, Select Social
2. Select Twitter
3. Enter Twitter username
4. Enter Twitter password
5. Select Sign In
6. The Sat-Fi2 Twitter screen will be displayed – Configuring the Sat-Fi2 RAS for Twitter is complete

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## POSTING TO TWITTER

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

### TWITTER:

1. Select Social
2. Select Twitter
3. Enter Tweet
4. On Android, select   
On iPhone, select Post
5. The Tweet will be sent

### TO POST A PICTURE:


1. Select Social
2. Select Twitter
3. Enter Tweet
4. On Android, select  to add photo. Select  to take a photo from your camera, or select  to use a photo already on your phone.  
On iPhone, select the  to take a photo or select  to choose a photo from your phone.
5. On Android, (Optional) select 
6. On Android, select OK to accept  
On iPhone, select OK to accept the photo or select RETRY to take another photo
7. Select  to attach the phot to the Twitter post.
8. On Android, select   
On iPhone, select Post
9. The Tweet will be sent

**NOTE: Multiple photo uploads are not supported at this time, they will have to be uploaded one by one.**

## WhatsApp

### ENABLING WHATSAPP SUPPORT

Perform the following steps to enable WhatsApp

1. Connect your iPhone or Android phone to the Sat-Fi2 RAS Wi-Fi
2. Open a web browser
3. In the address bar enter: 192.168.0.1
4. A Globalstar 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
5. The Sat-Fi2 Web Console screen will be displayed
6. On the Web Console Menu screen, select  Firewall
7. The Firewall screen will be displayed, select the Apps tab
8. Check the box next to the disclaimer shown on the screen
9. Select Save
10. WhatsApp is now enabled

There are certain limitations to the WhatsApp features while connected to the Sat-Fi2 RAS:

**FEATURE DOES WORK WITH SAT-FI2 RAS:**

- Texting
- Read receipts
- Share location
- Share contacts
- Broadcast texting (group text)

**LIMITATIONS OF FEATURE:**

- Attachments such as video, photos and documents: User can send from Sat-Fi2 RAS but cannot receive. Be aware that large attachments may be very slow to transfer and will incur data charges according to your subscription.
- Photo attachments: User can only see the preview but will not be able to download the full version.
- Calls and texts background notifications: Android and iOS users can intermittently receive notifications, but not all the time.

**FEATURE DOES NOT WORK WITH SAT-FI2 RAS:**

- Audio messages
- Status (Presence: available/away/etc.)
- Posting photos to status
- Posting messages to status
- Calling: Call set up starts on both ends, but call does not go through
- Video calling
- Sending stickers: If the user does not already own the stickers they will not appear. Instead, they will show up as a failed downloaded picture.
- Composing a written status update

## WEATHER

### Current Weather Screen

The Weather screen displays the following information:

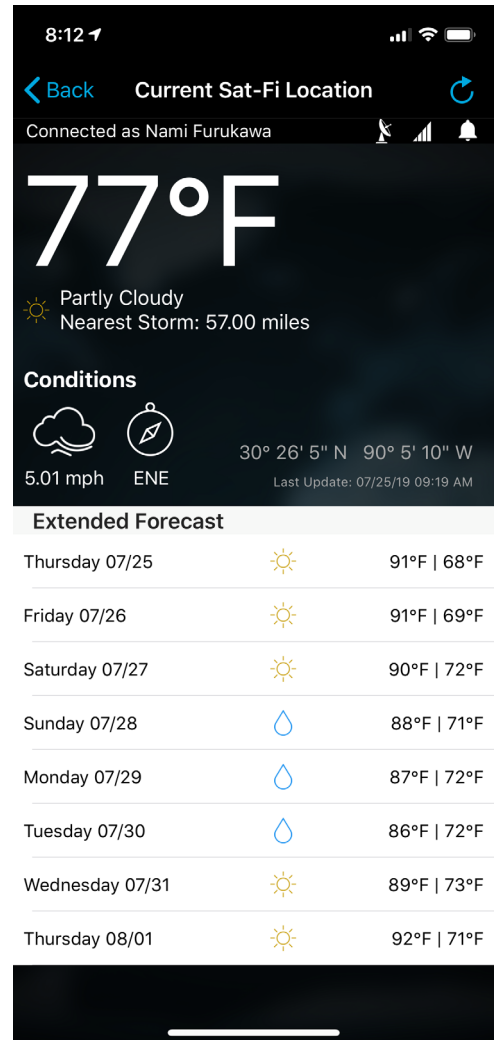
- Weather radar (not active by default)
- Sat-Fi2 RAS' current GPS location
- Current weather condition
- Current temperature
- High and low temperature for the day
- Current "Feels Like" temperature
- Wind speed & direction
- More Weather Information

**NOTE: To refresh the data displaying on the screen press on the reload icon**

### More Details Screen

The More Details screen displays the following information:


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



## Forecast Weather Screen

The Forecast screen displays the following information:

- Weather forecast for the next 7 days
  - Day of the Week
  - Forecasted Weather conditions
  - High & low temperatures

Wednesday 07/31		89°F   73°F
Humid and partly cloudy throughout the day.		
Cloud Cover: 52%	Dew Point: 73.87°F	
Humidity: 83%	Moon Phase: 100%	
Ozone: 293.20 du	Precip Probability: 17%	
Precip Type: rain	Pressure: 1015.71 mbar	
Sunrise: 06:19 AM	Sunset: 07:56 PM	
Min Temp: 72.69 °F	Max Temp: 89.35 °F	
Visibility: 10.00 miles	Wind Speed: 3.56 mph	
Min Feel Temp: 74.36 °F	Max Feel Temp: 98.26 °F	
Precip: 0.002 in per hour	Precip Max: 0.006 in per hour	

## WEATHER CONFIGURATION

The Weather Configuration allows making the following changes:

- Weather units can be changed to SI, U.S., Canada, or U.K.

## View Current Weather

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




1. Select Weather
2. Select Current Sat-Fi2 RAS location
3. A message will come on asking if you want to load data, select Yes or Load Data
4. The current weather location weather will be displayed

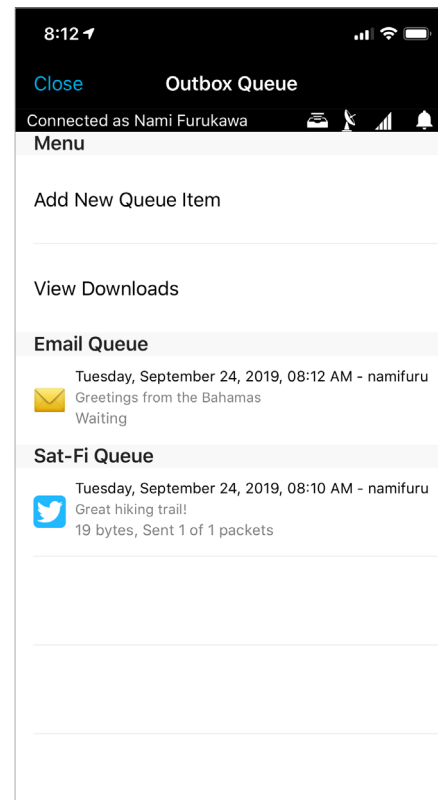
## QUEUE

### Queue Screen

The Queue screen displays messages residing in the Sat-Fi2 RAS 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.

The Queue screen displays the following information:

- Message Type
  -  Email
  -  Twitter
- Sender of the message
- Subject or brief summary
- Date/Time placed in Queue
-  Adds a message to the Queue (Email or Twitter)





## Delete a Message from the Queue

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

### For Android:

1. Select the queued message to be deleted
2. Select delete
3. When asked if you want to remove the message from the queue, select Yes
4. The queued message will be deleted

### For iPhone:

1. Select the queued message to be deleted
2. Select and hold the queued message that needs to be deleted
3. When asked to select an action, select Delete
4. The queued message will be deleted

## Add Messages to the Queue

Perform the following steps to add messages to the Queue:

### For Android:

1. Select the Queue icon
2. Select the plus sign
3. Select the message type to add to the Queue.

The options are:

- Twitter
- Email

### For iPhone:

1. Select Queue icon
2. Select Add New Queue Item
3. Select the message type to add to the Queue:

The options are:

- Twitter
- Email

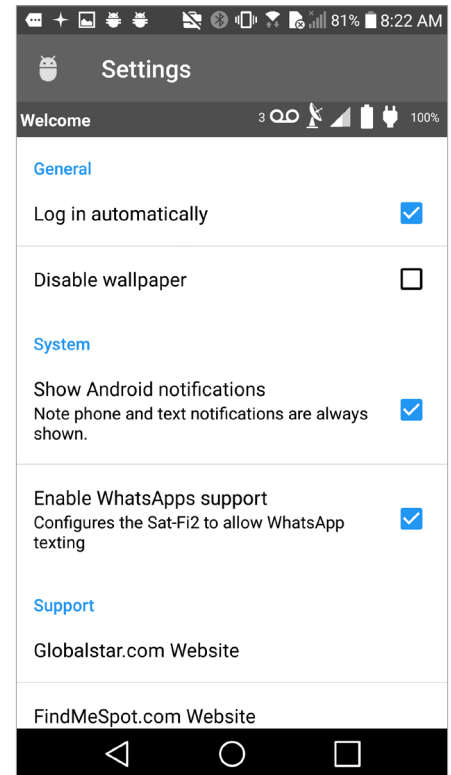
**NOTE: To download a file, select “View Downloads” from the Queue menu. Then tap the + at the top right and then enter a URL into the first bar and the name in the second bar. Then tap “Add to Queue”**

## APP SETTINGS

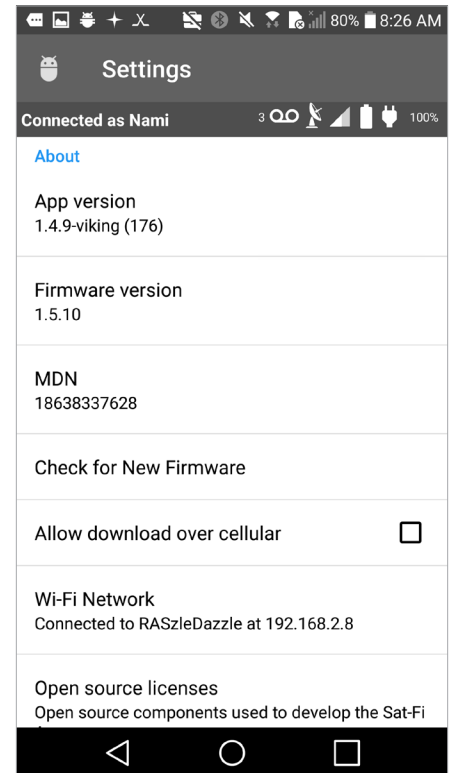
### App Settings Screen

The Settings screen on the Android App displays the following information:

- General
  - Log in automatically – Selecting the checkbox toggles on/off the ability to log in automatically to the Sat-Fi2 App
  - Disable wallpaper – Selecting the checkbox toggles on/off the wallpaper display
- System
  - Show Android notifications – Selecting the checkbox toggles on/off Android notifications (i.e. Email, Social Media)
  - Enable WhatsApp support - Selecting the checkbox toggles on/off WhatsApp
- Support
  - Globalstar.com Website – Selecting Globalstar.com Website displays the Globalstar website using an Internet connection or using the Sat-Fi2 RAS
  - Upload firmware logs – Selecting the checkbox toggles on/off the ability for the Sat-Fi2 App to automatically report bugs logs and notify the user that the logs are being sent

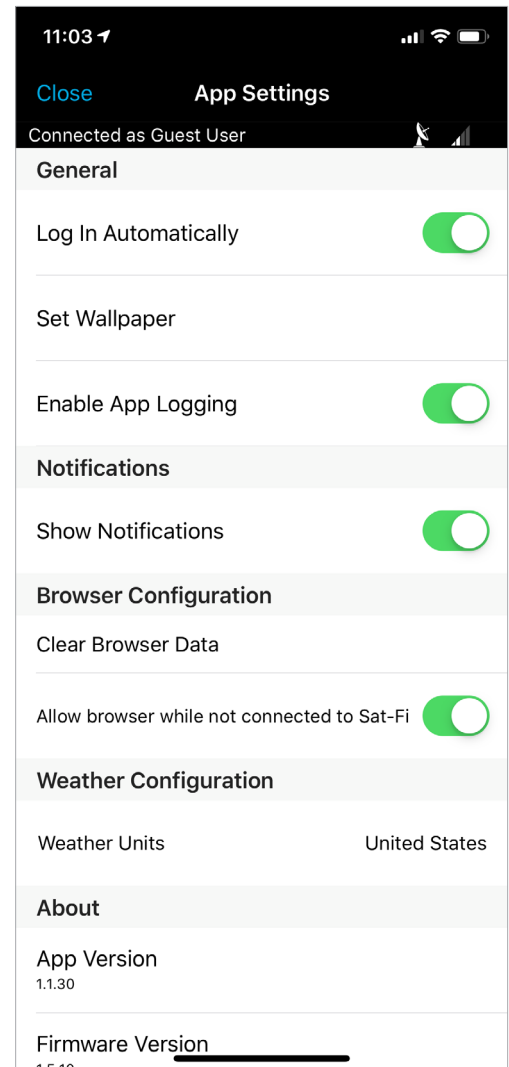


- About
  - App version – Display the current Sat-Fi2 App version number on the smartphone
  - Firmware version – Displays the current firmware module version residing on the Sat-Fi2 RAS device
  - MDN – Displays the Sat-Fi2 RAS' mobile device number
  - Check for New Firmware
  - Allow download over cellular – Downloads the Sat-Fi2 RAS firmware updates without being on a broadband Wi-Fi connection
  - Wi-Fi Network – Displays the connection name of the Wi-Fi network (i.e. **satfi2\_XXXXXX**)
  - Open source licenses – Selecting Open source licenses displays the Open Source projects used in the development of the Sat-Fi2 App

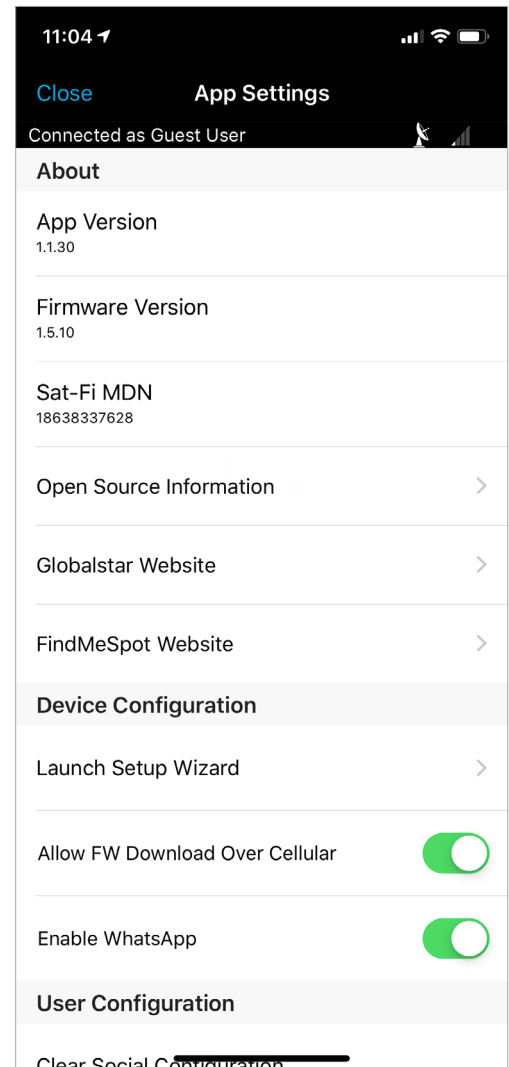


The Settings screen on the iPhone App displays the following information:

- General
  - Log in Automatically – Enable or disable the ability to log in automatically to the Sat-Fi2 App
  - Set Wallpaper
  - Enable App Login
- Notifications
  - Show Notifications – Enabling and disabling iPhone notifications (i.e. Email, Social Media)
- Browser Configuration
  - Clear Browser Data
  - Allow browser while not connected to Sat-Fi2 RAS
- Weather Configuration
  - Weather Units - Select from SI, United States, Canada or United Kingdom



- About
  - App Version
  - Sat-Fi2 RAS Firmware Version
  - Sat-Fi2 RAS MDN
  - Open Source Information
  - Globalstar Website - Selecting Globalstar Website displays the Globalstar website using an Internet connection or using the Sat-Fi2 RAS
- Device Configuration
  - Launch Setup Wizard
  - Allow FW Download Over Cellular
  - Enable WhatsApp
- User Configuration
  - Clear Social Configuration
  - Register Twitter



## Viewing the App Settings Screen

Perform the following steps to view the Settings screen:

### For Android:

1. Select the Menu button and select App settings
2. The Settings screen will be displayed

### For iPhone:


1. Select the Settings icon on the main menu
2. The Settings screen will be displayed

## Firmware Update

A firmware update can only be downloaded over broadband Wi-Fi or cellular connection. The Sat-Fi2 app will not allow the user to download a firmware update over the Sat-Fi2 RAS Wi-Fi connection.

Perform the following steps to update the firmware on your Sat-Fi2 RAS:

### For Android:

1. Select  in the top right corner
2. Select App Settings
3. Scroll down to Check for New Firmware
4. Select Download
5. Select Start Download
6. There will be two options available: “Start Update” or Run Update Later.”

Start Update will begin the firmware update. If Update Later is selected, then the option to reconnect to the Sat-Fi2 RAS Wi-Fi will be available, then a green bar will be displayed. Select it at any time and continue to Step 7.

7. Wait for the firmware to upload to the Sat-Fi2 RAS. After the firmware is uploaded, the Sat-Fi2 RAS will reboot showing, so the LEDs will begin their scrolling sequence.

**NOTE: When the user reconnects to the Sat-Fi2 RAS via the app, there will be a notification telling the user that “The Sat-Fi2 RAS was previously shutdown to complete a Firmware Update.”**

[To update firmware using a PC or Mac, please see System Update instructions on page 40.](#)

**For iPhone:**

1. Select Settings icon on the main menu
2. Select Firmware Update, then the following message will be displayed: “Fetching currently running Sat-Fi2 RAS firmware version”
3. Select Download Update. If no update is available, a message will be displayed saying that the firmware is up to date.
4. Select OK when the Sat-Fi2 RAS App displays a message asking to disconnect from the Sat-Fi2 RAS before downloading the update
5. Select OK when prompt to connect to a broadband Wi-Fi connection to download the firmware update or allow download over cellular in the Settings menu
6. On Settings enable Allow FW Download Over Cellular if no Wi-Fi connections are available
7. Select Download Update in order to begin
8. After the update has been downloaded, connect to the Sat-Fi2 RAS and press Update Sat-Fi2 RAS to continue. While the Sat-Fi2 RAS is updating, please do not close the app
9. The Sat-Fi2 RAS will reboot, so the LEDs will begin their scrolling sequence and disconnects the phone from its Wi-Fi. This indicates that the Sat-Fi2 RAS updated
10. Updating Sat-Fi2 RAS firmware update

**NOTE: When the user reconnects to the Sat-Fi2 RAS via the app, there will be a notification telling the user that the firmware was downloaded successfully. If it was interrupted or did not download successfully, then the app will give a notification saying the firmware update was interrupted**



## DEVICE SETTINGS

### Viewing the Device Settings

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

#### For Android:

1. Select the Menu button and select Device Settings
2. 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**)
3. The Sat-Fi2 Admin Console screen will be displayed.

#### For iPhone:

1. Select the Settings button on the Main Menu
2. Select Configure Device Setting
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**)
4. The Sat-Fi2 Admin Console screen will be displayed.

### Admin Console



Select to display the Users screen



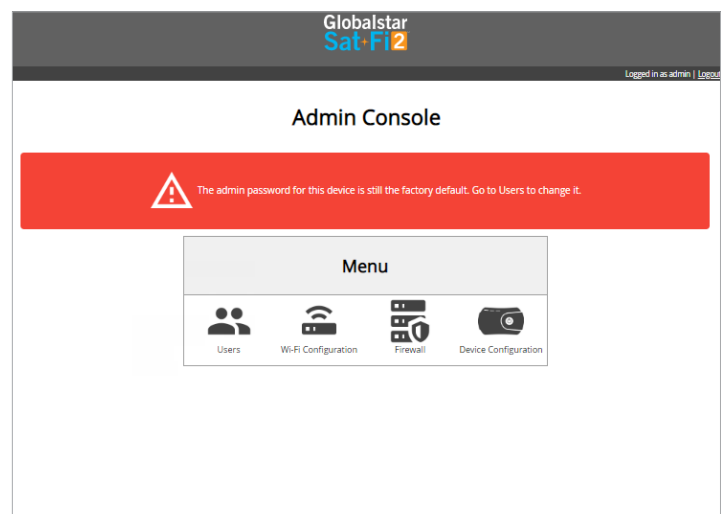
Select to display the Wi-Fi Configuration screen



Select to display the Firewall screen

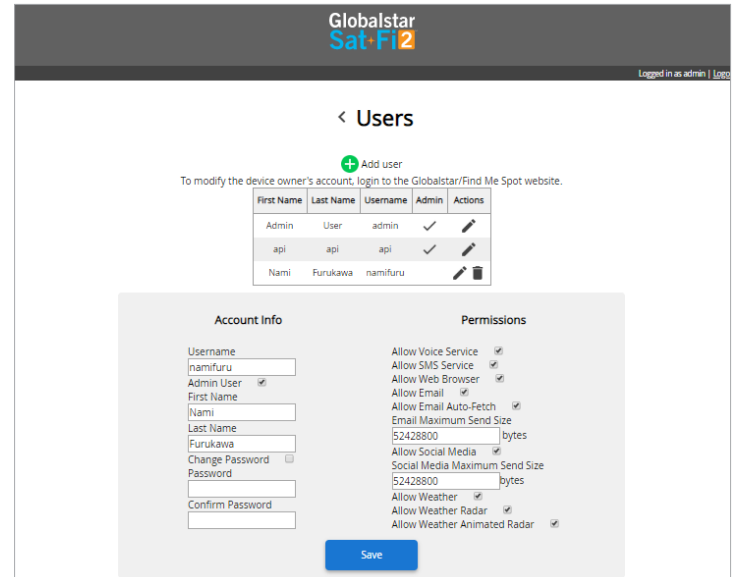


Select to display the Device Info screen



## Users

- The user section identifies all usernames that have been created on the Sat-Fi2 RAS, 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

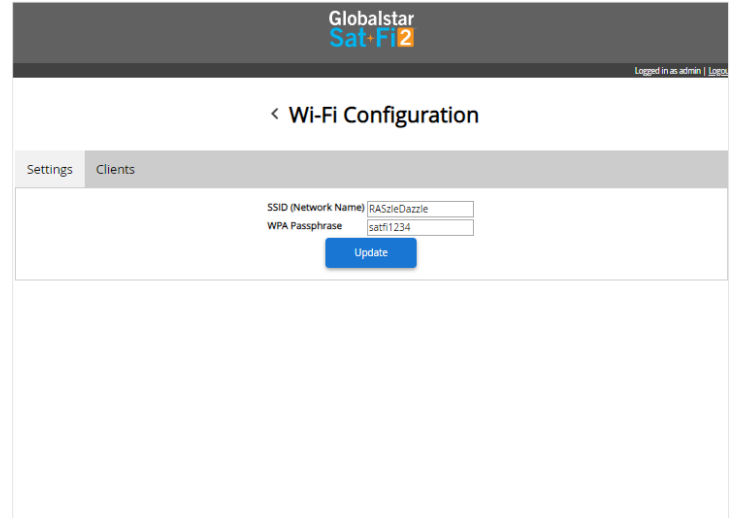


## Wi-Fi Configuration

### WI-FI CONFIGURATION – SETTINGS TAB

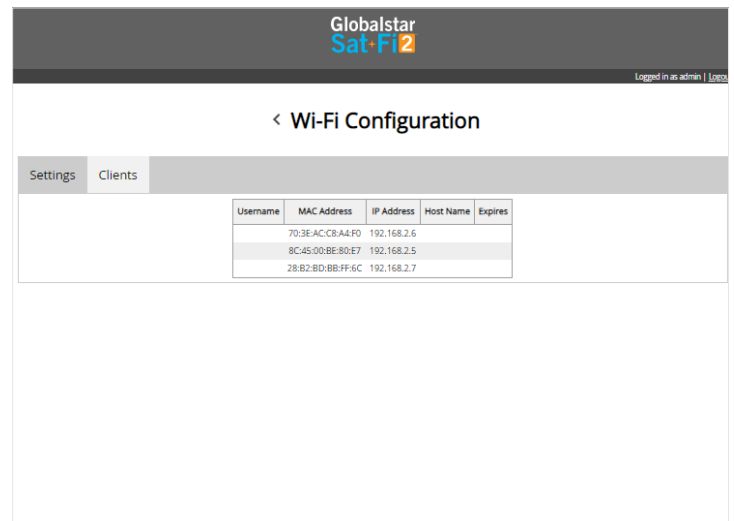
- The Settings Tab identifies the Wi-Fi network name and password.

In this tab, the user is able to change the name of the Wi-Fi network and its password



### WI-FI CONFIGURATION – CLIENTS TAB

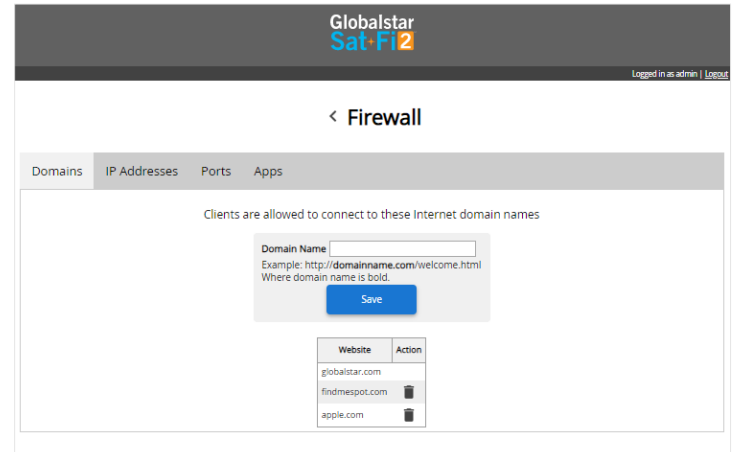
- Users can see all the connected devices as well as their IP addresses
- If no users are connected to the Sat-Fi2 RAS, their usernames will not be displayed



## Firewall

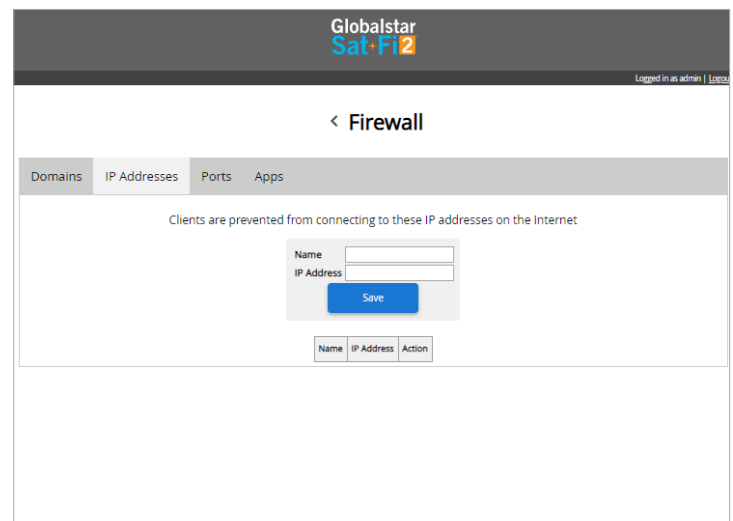
### FIREWALL – DOMAINS TAB

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



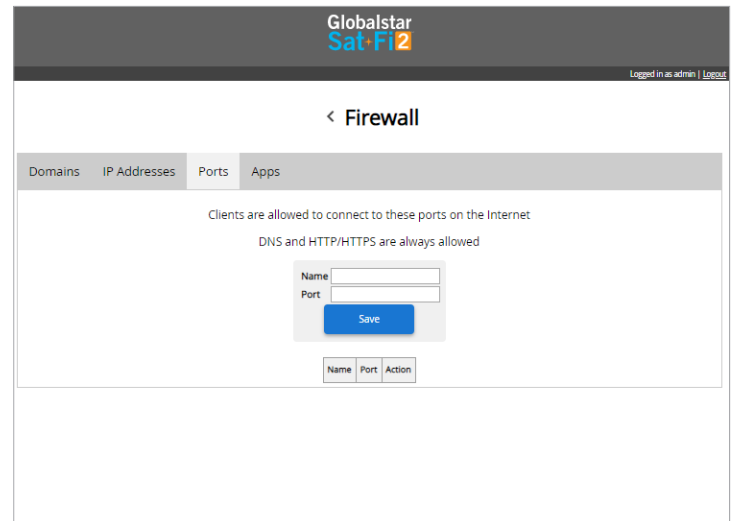
### FIREWALL – IP TAB

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



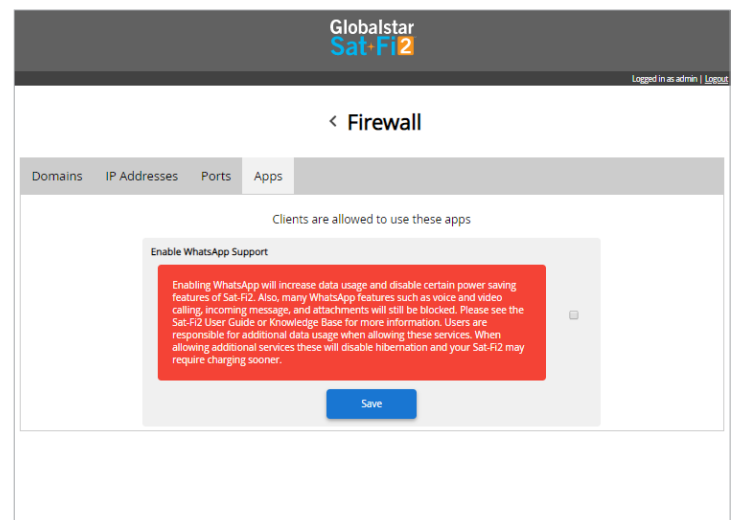
## FIREWALL – PORT TAB

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
- **Connected Users** – Displays the number of current connected users to the Sat-Fi2 RAS
- **Queue Status** – Displays the number of items in the queue
- **Download Logs**

Globalstar Sat-Fi2  
Logged in as admin | Logout

### < Device Configuration

Status Configuration System Update Factory Reset

Item	Status
Signal	75%
Last GPS Fix	Mon Sep 23 2019 10:56:49 GMT-0500 (Central Daylight Time)
Latitude	30.434147
Longitude	-90.0917
Voice Connection Status	Available
Voice Call Count	3
Satellite Call in Progress	No
Data Connection Status	Available
Users	4
Queue Status	3

Item	Value
Copyright	Globalstar © 2019
Customer support	<a href="#">Site</a>
Customer support	877.452.5782
Customer support	*611 from Sat-Fi
MDN	18638337628
ICCID	90197000000004996
Serial Number	1000939-10050559
Firmware version	1.5.10

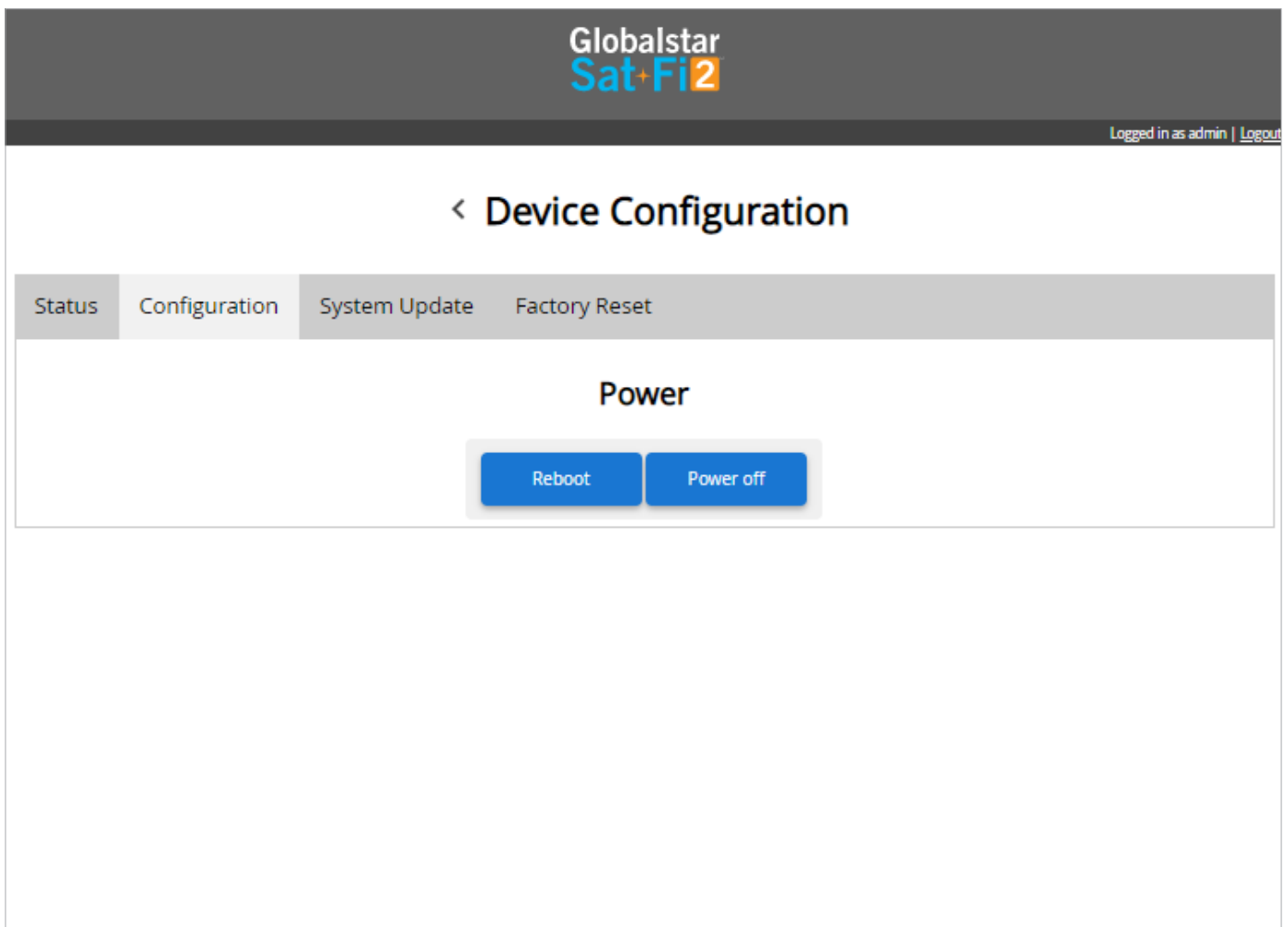
[Download Logs](#)

## CONFIGURATION

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

### Power

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



## SYSTEM UPDATE

Sat-Fi2 RAS 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 RAS using the Sat-Fi2 Web Console.

### Step 1 – Download Sat-Fi2 RAS Firmware Update

1. Prior to downloading the update, delete any previous versions of Sat-Fi2 RAS “update\_boxfi\_rev0\_x\_x\_xx.zip” that are in your download directory.
2. On a Wi-Fi enabled computer, open a web browser and proceed to the [Sat-Fi2 RAS product page](#).
3. Scroll to **Downloads and Links** section and download the Latest Sat-Fi2 RAS Firmware Update.
4. Save the update to your computer, do not attempt to run the program directly.

### Step 2 – Connect to the Sat-Fi2 RAS

#### Via Wireless Network

1. On a laptop, turn on the Wi-Fi connection and connect to the **satfi2<XXXXXX>** network (<XXXXXX> is the ICCID number of the Sat- Fi2 RAS 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.

OR

#### Via Wired Ethernet Connection

1. Connect Ethernet cable to the Sat-Fi2 RAS and the computer. Ensure the device completely booted up by looking at the Power and Satellite LEDs.

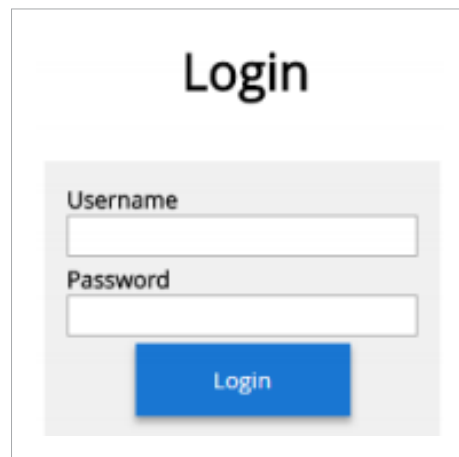
### Step 3 - Access the Sat-Fi2 Web Console

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.

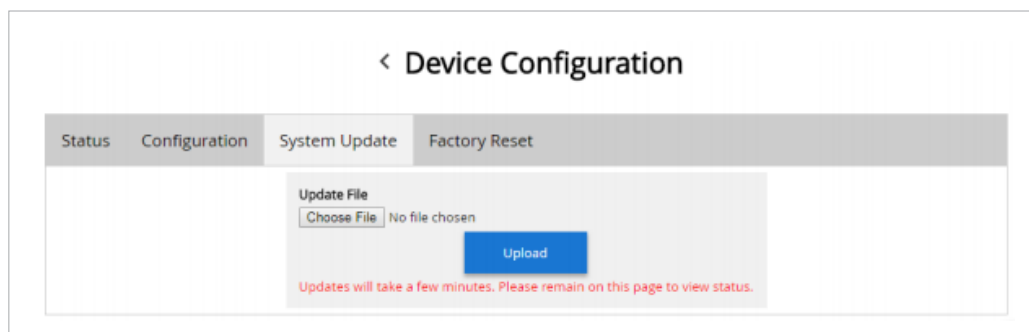


## Step 4 – Perform Firmware Update

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 RAS firmware update downloaded in Step 1 – Download Sat-Fi2 RAS 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 RAS 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 RAS will reboot and you will be disconnected from the Sat-Fi2 RAS Wi-Fi network. The Firmware Update is complete.



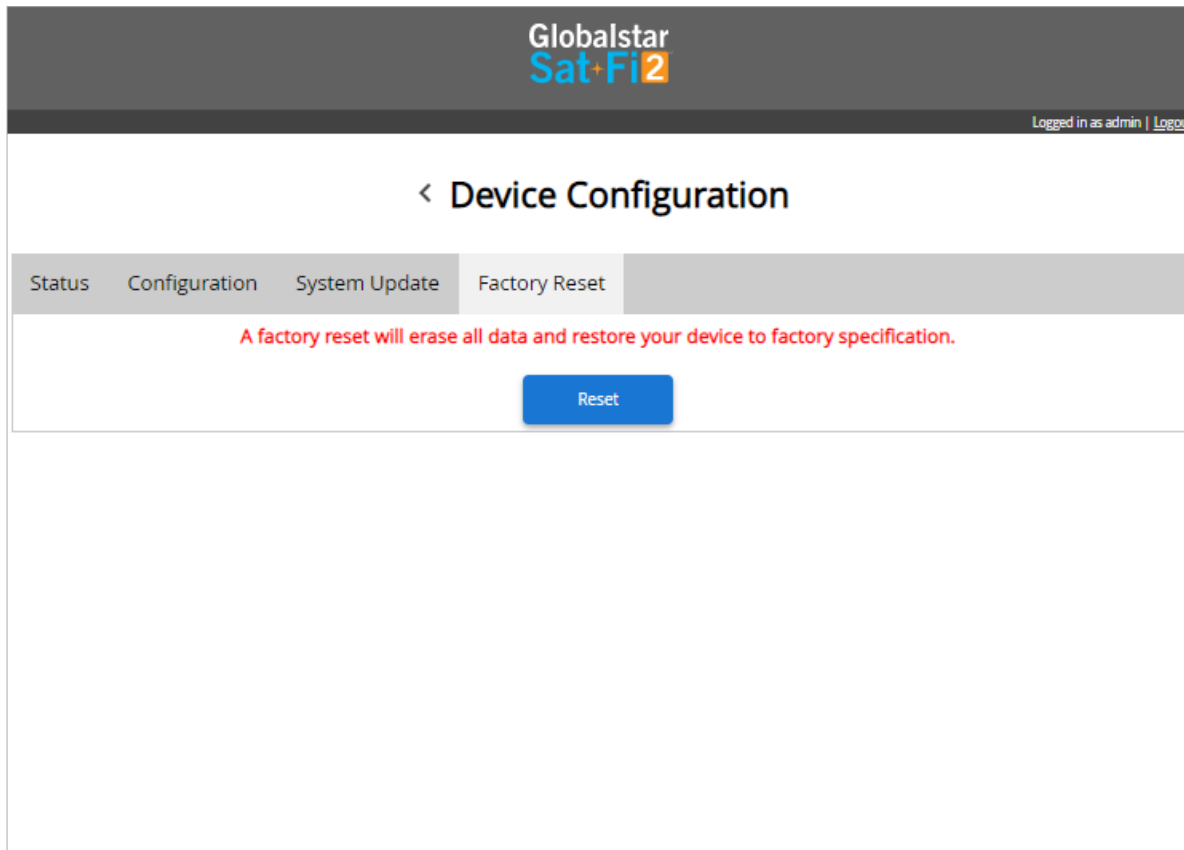
A screenshot of a login screen. At the top, the word "Login" is displayed in a large, bold, black font. Below this, there is a light gray rectangular area containing two input fields. The first field is labeled "Username" and the second is labeled "Password". Below these fields is a blue rectangular button with the word "Login" written in white text.



A screenshot of the "Device Configuration" screen. At the top, there is a navigation bar with a back arrow and the text "< Device Configuration". Below the navigation bar, there are four tabs: "Status", "Configuration", "System Update", and "Factory Reset". The "System Update" tab is currently selected. Below the tabs, there is a light gray rectangular area containing an "Update File" section. This section has a "Choose File" button and the text "No file chosen". Below this is a blue "Upload" button. At the bottom of the "Update File" section, there is a red text message: "Updates will take a few minutes. Please remain on this page to view status."

## FACTORY RESET

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



## GLOBALSTAR MY ACCOUNT

---

The Globalstar My Account website is a quick and easy way to manage a Sat-Fi2 RAS 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

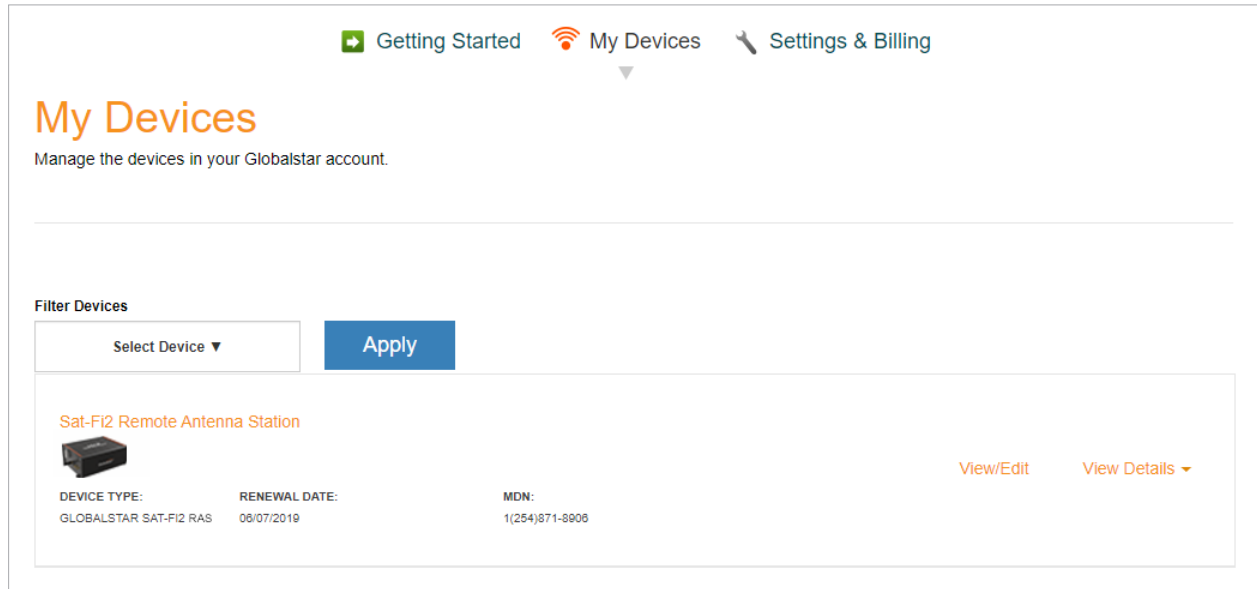
### Logging in to My Account

Perform the following steps to login to My Account

1. In a web browser enter [MySatFi.Globalstar.com](http://MySatFi.Globalstar.com)
2. Enter your login credentials
3. Select **LOGIN**

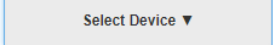
## My Devices Main Screen

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.

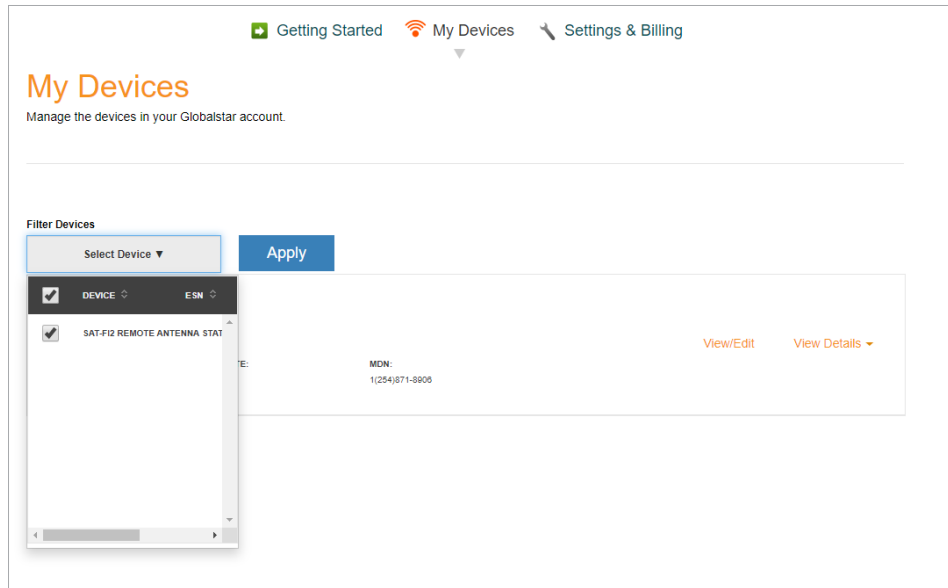


## FILTERING DEVICES

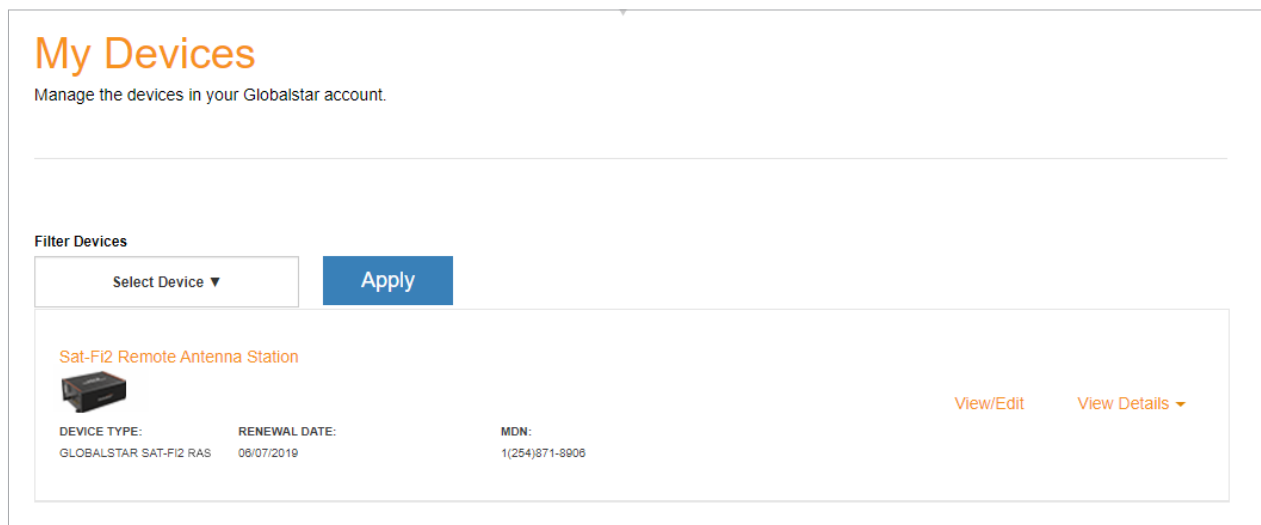
Filtering devices allows for a quick search and navigation to a Globalstar device. Perform the following steps to filter for a specific Globalstar device:

1. Click on .

2. A Filter drop-down 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.

**My Devices**  
Manage the devices in your Globalstar account.

Filter Devices

Select Device ▼ Apply

Sat-Fi2 Remote Antenna Station

 [View/Edit](#) [View Details ▼](#)

<b>DEVICE TYPE:</b> GLOBALSTAR SAT-FI2 RAS	<b>RENEWAL DATE:</b> 06/07/2019	<b>MDN:</b> 1(254)871-8908
---	------------------------------------	-------------------------------

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 RAS SIM card – This number is used for identifying and registering the Sat-Fi2 RAS
- Services – Displays any services associated with the Globalstar device

**My Devices**  
Manage the devices in your Globalstar account.

Filter Devices

Select Device ▼ Apply

Sat-Fi2 Remote Antenna Station

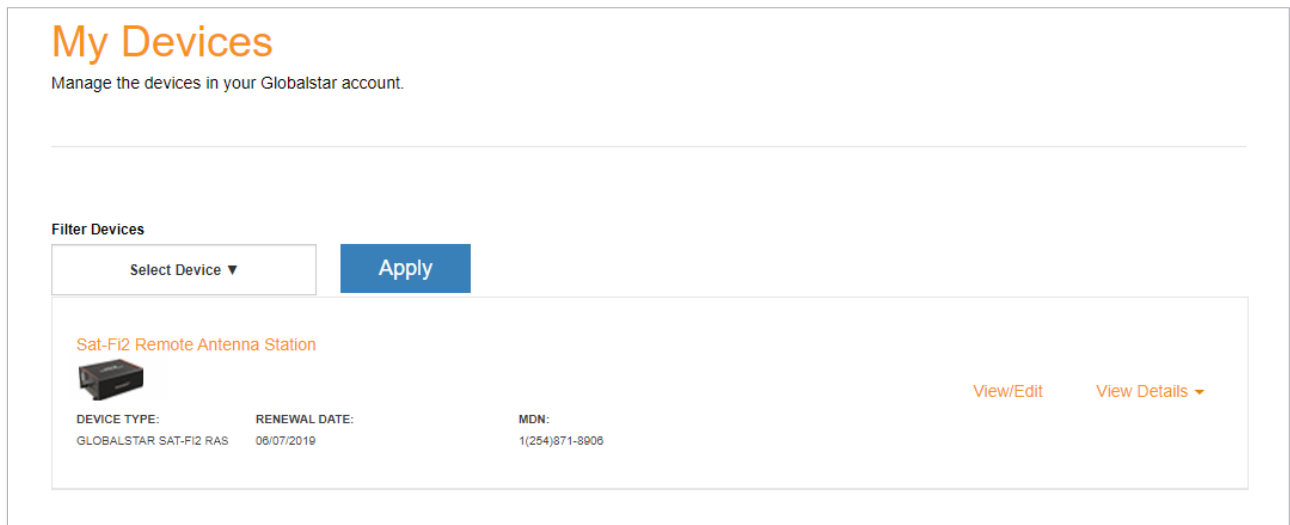
 [View/Edit](#) [View Details ▲](#)

<b>DEVICE TYPE:</b> GLOBALSTAR SAT-FI2 RAS	<b>RENEWAL DATE:</b> 06/07/2019	<b>MDN:</b> 1(254)871-8908
<b>PLAN:</b> DEMO OFFER	<b>ICCID:</b> 8901970 000 000 005188	

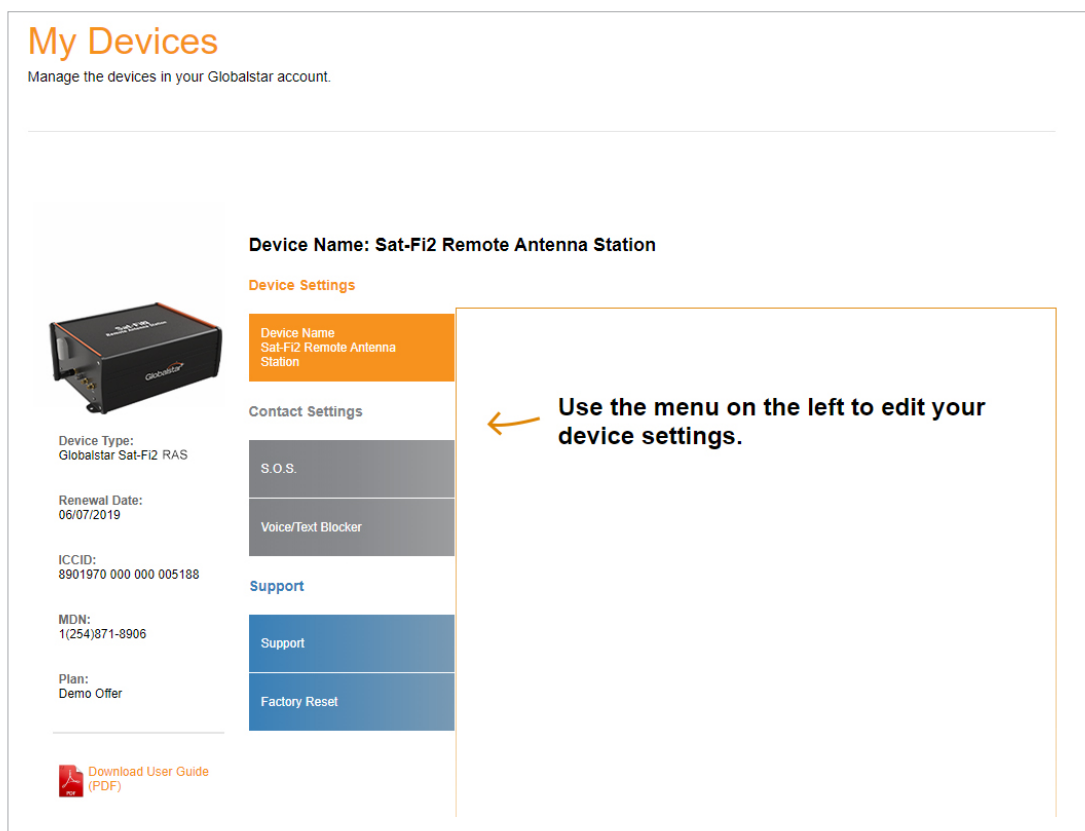
## VIEW/EDIT

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 devices' screen will be displayed:



## My Account – My Devices

### SAT-FI2 RAS MY DEVICES OVERVIEW

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

- 1 **Device Type** – Displays the Globalstar device type, i.e. Sat-Fi2 RAS
- 2 **Renewal Date** – Displays the date the Sat-Fi2 RAS Service plan will automatically be renewed
- 3 **ICCID** – Displays Integrated Circuit Card Identifier of the Sat-Fi2 RAS SIM card – This number is used for identifying and registering the Sat-Fi2 RAS
- 4 **MDN** – Displays Mobile Device Number assigned to the Sat-Fi2 RAS – The MDN is the Sat-Fi2 RAS' telephone number
- 5 **Plan** – Displays the plan name associated with the current Sat-Fi2 RAS
- 6 **Name Tab** – Used to change the name of the Sat-Fi2 RAS 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 RAS – Defaults to Accept All
- 9 **Support** – Used to download the Sat-Fi2 App and User Guides for supported wireless devices

**My Devices**  
Manage the devices in your Globalstar account.

**Device Name: Sat-Fi2 F**

**Device Settings**

- 6 Device Name: Sat-Fi2 Remote Antenna Station

**Contact Settings**

- 7 S.O.S.
- 8 Voice/Text Blocker

**Support**

- 9 Support
- 10 Factory Reset

1 Device Type: Globalstar Sat-Fi2 RAS

2 Renewal Date: 06/07/2019

3 ICCID: 8901970 000 000 005188

4 MDN: 1(254)871-8906

5 Plan: Demo Offer

[Download User Guide \(PDF\)](#)

- 10 **Factory Reset** – Used to restore your Sat-Fi2 RAS to its original system settings




## NAME TAB

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

### My Devices

Manage the devices in your Globalstar account.

---



Device Type:  
Globalstar Sat-Fi2 RAS

Renewal Date:  
06/07/2019

ICCID:  
8901970 000 000 005188

MDN:  
1(254)871-8906

Plan:  
Demo Offer

[Download User Guide \(PDF\)](#)

**Device Name: Sat-Fi2 Remote Antenna Station**

**Device Settings**

Device Name  
Sat-Fi2 Remote Antenna Station

**Contact Settings**

S.O.S.

Voice/Text Blocker

**Support**

Support

Factory Reset

#### Device Name


**Sat-Fi2 Remote Antenna Station**

Enter new name:

[Save](#)

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

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

 **Your device name has been updated to Nami's Sat-Fi2**

## 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 RAS 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**

Getting Started My Devices Settings & Billing

### My Devices

Manage the devices in your Globalstar account.

**Device Name: Sat-Fi2 Remote Antenna Station**

Device Settings

Device Name  
Sat-Fi2 Remote Antenna Station

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset

Device Type:  
Globalstar Sat-Fi2 RAS

Renewal Date:  
06/07/2019

ICCID:  
8901970 000 000 005188

MDN:  
1(254)871-8906

Plan:  
Demo Offer

[Download User Guide \(PDF\)](#)

### S.O.S.

Activate S.O.S. on your Sat-Fi2 App to begin communicating via voice and text with GEOS International Emergency Response Coordination Center (IERCC). Once S.O.S. is initiated, the Sat-Fi2 will continuously send GEOS IERCC your GPS position every 5 minutes and GEOS IERCC will notify the appropriate emergency responders based on the Sat-Fi2 GPS location and your emergency situation. Responders may include local police, Coast Guard, or Search and Rescue teams.

**IMPORTANT NOTICE: 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.**

The ability to send S.O.S. alerts, make S.O.S. voice calls and send text messages to GEOS IERCC is covered in your Globalstar Service Plan. However, the cost associated with the rescue efforts are billed directly to the user. Make sure you're covered in the event of an emergency with the GEOS Search & Rescue Member Benefit.

[Click here to learn more about GEOS Search & Rescue Member Benefit](#)

If you would like to make changes to your Primary or Secondary Emergency contact numbers, please contact Customer Relations at 1.866.651.7768 for support.


## VOICE/TEXT BLOCKER TAB

Easily control incoming voice and text messages

The screenshot shows the 'My Devices' management page for a Globalstar account. The device is identified as 'Sat-Fi2 Remote Antenna Station'. The 'Voice/Text Blocker' settings are highlighted with an orange border. The settings include a 'Select a Blocking Mode' section with three radio button options: 'Blacklist Mode' (unselected), 'Block All' (unselected), and 'Accept All' (selected). A 'Save' button is located at the bottom of the settings panel. On the left, there is a list of device details including Device Type, Renewal Date, ICCID, MDN, and Plan.

### Selecting a Blocking Mode

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

- 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
- Select 

**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:

**Device Name: Sat-Fi2 Remote Antenna Station**

**Device Settings**

Device Name: Sat-Fi2 Remote Antenna Station

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Plan: Demo Offer

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**Voice/Text Blocker**

By updating these settings, you can easily control who you receive calls and text messages from.

**Select a Blocking Mode**

**Blacklist Mode** – (Block all numbers in the blacklist)

**Block All** – (Block all numbers)

**Accept All** – (Accept all numbers)

**Save**

Add telephone numbers to your Blacklist by inputting the number you want to block into the field and click the Add Number button. These blocked numbers will not be allowed to contact you.

**Name**

**Phone Number**  **--Select One--**

1. Choose Country Code  
2. Enter mobile number  
Example: 4085551212

**Add Number**

**Blocked Numbers**

No contacts found.

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** drop-down 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.

Blocked Numbers			
Abby Normal	19854442345	Unblock	Remove
John Doe	19853351234	Unblock	Remove

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.

Blocked Numbers			
Abby Normal	19854442345	Unlock	Remove
John Doe	19853351234	Unlock	Remove

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

**Delete from Blacklist**

Do you want to Delete 19854442345 from Blacklist?

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

Blocked Numbers			
John Doe	19853351234	Unlock	Remove

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 **Unlock** next to telephone number.

Blocked Numbers			
Abby Normal	19854442345	Unlock	Remove
John Doe	19853351234	Unlock	Remove

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

Blocked Numbers			
Abby Normal	19854442345	Block	Remove
John Doe	19853351234	Unlock	Remove

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.


### My Devices

Manage the devices in your Globalstar account.

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**Device Name: Sat-Fi2 Remote Antenna Station**

**Device Settings**




Device Type:  
Globalstar Sat-Fi2 RAS

Renewal Date:  
06/07/2019

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1(254)871-8906

Plan:  
Demo Offer

 [Download User Guide \(PDF\)](#)

**Contact Settings**

S.O.S.

Voice/Text Blocker


**Support**


Support

Factory Reset

### Support

Here you can easily access the appropriate support tools for your wireless devices.

 **Downloads for Android**  
[Download App](#)

 **Downloads for iOS**  
[Download App](#)


## FACTORY RESET TAB

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

➔ Getting Started
📶 My Devices
🔧 Settings & Billing

### My Devices

Manage the devices in your Globalstar account.




Device Type:  
Globalstar Sat-Fi2 RAS

Renewal Date:  
06/07/2019

ICCID:  
8901970 000 000 005188

MDN:  
1(254)871-8906

Plan:  
Demo Offer

 [Download User Guide \(PDF\)](#)

**Device Name: Sat-Fi2 Remote Antenna Station**

**Device Settings**

Device Name  
Sat-Fi2 Remote Antenna Station

**Contact Settings**

S.O.S.

Voice/Text Blocker

**Support**

Support

Factory Reset

### Factory Reset

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

**For iPhone:**

1. On the Sat-Fi2 app, select the Settings button
2. Select Configure Device Settings
3. Enter the Globalstar My Account login credentials  
NOTE: User must be logged in as an admin
4. Select Device Configuration
5. Select Factory Reset
6. Select Reset if you want to proceed with this step
7. A secondary message will display to confirm the reset

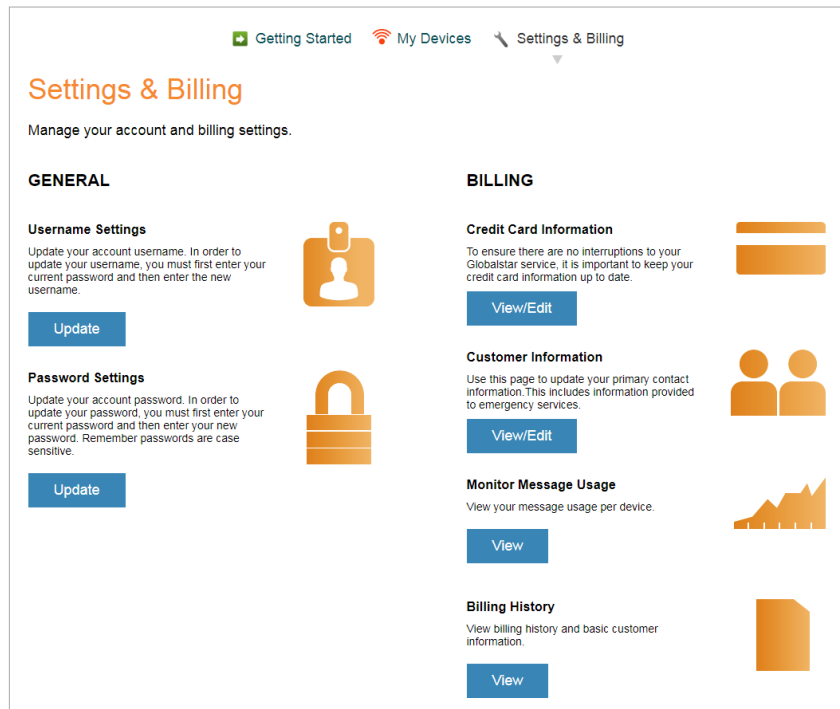
**For Android:**

1. Select the Menu icon on the app
2. Select Device Settings
3. Enter the Globalstar My Account login credentials  
NOTE: User must be logged in as an admin
4. Select Device Configuration
5. Select Factory Reset
6. Select Reset if you want to proceed with this step
7. A secondary message will display to confirm the reset.

## 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 RAS 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**.

Old Username  
devillers01

New Username

Confirm Username

Save

4. A Please Login again message will be displayed. Select **Ok**.

Please login again

You will be logged off, please login again with your new username.

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.

Login to Your Account

Welcome back!

Username  
Globalstar01



Password  
.....

Login

[I forgot my username](#) ▶ [I forgot my password](#) ▶

## PASSWORD SETTINGS


Perform the following steps to change the My Account password:

1. In the Password Settings section, select .
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 .
4. A Password Successfully Updated message will be displayed.

**Old Password**

**New Password**

**Confirm Password**





Password Successfully Updated.

## CREDIT CARD INFORMATION

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

Getting Started My Devices Settings & Billing

### Settings & Billing

Manage your account and billing settings. Account Number: AC00127660

**Credit Card Information**  
To ensure there are no interruptions to your Sat-Fi service, it is important to keep your credit card information up to date.

**Credit Card Supported**

MasterCard DISCOVER JCB VISA

**Card Number** \* VISA  
XXXXXXXXXXXX1111

**Name on Card** \* **Card Validation Code** \*  
Gus Globalstar Where is this?

**Expiration Month** \* **Expiration Year** \*  
Feb 2020

**Address** \*  
300 Holiday Square Blvd

**City** \* **Zip/Postal Code** \*  
Covington 70471

**Country** \* **State/Province** \*  
United States of America Louisiana

Cancel Save

## CUSTOMER INFORMATION

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

Getting Started
My Devices
Settings & Billing

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### Settings & Billing

Manage your account and billing settings. Account Number: AC00127660

**Customer Information**

Use this page to update your primary contact information. This includes information provided to emergency services.

**First Name \***

**Last Name \***

**Email Address \***

**Primary Phone Number \***

**Secondary Phone Number \***

Do not use hyphens or spaces.

**Physical Address**

Country USA

**Address Line 1 \***

**Address Line 2**

**City \***

**Zip/Postal Code \***

**State/Province \***

Louisiana

**Mailing Address**

Same as Physical Address

Country USA

Is this a PO Box?

**Address Line 1 \***

**Address Line 2**

**City \***

**Zip/Postal Code \***

**State/Province \***

Louisiana

Cancel
Save

## MONITOR MESSAGE USAGE

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

DEVICE NAME	TEXT USED	VOICE USED	DATA MB USED	ADDITIONAL CHARGES	NEXT BILLING DATE
BUD'S SAT-FI	16/500	83.30/500.0	6.32/71.53	\$0.40	02/07/2018

- **DEVICE NAME** – Displays the My Account name of the Sat-Fi2 RAS 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 11:55 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 08:19 PM	754 KB	\$0.00
01/09/2018 12:04 AM	7 KB	\$0.00
01/10/2018 02:38 PM	38 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	93 KB	\$0.00
01/10/2018 04:40 PM	21 KB	\$0.00
01/12/2018 02:49 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	129 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

Additional Charges Details for Bud's Sat-Fi

CHARGE	UNIT TYPE	USED UNITS	CHARGE COST
LONG DISTANCE	MIN	20	\$0.40
TOTAL CHARGES			\$0.40

Close

- **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.

The screenshot shows the 'Settings & Billing' page in the Sat+Fi2 desktop app. At the top, there are navigation links: 'Getting Started' (with a green plus icon), 'My Devices' (with a Wi-Fi icon), and 'Settings & Billing' (with a wrench icon). Below the navigation is the title 'Settings & Billing' and a subtitle 'Manage your account and billing settings.' To the right, the 'Account Number: AC00127660' is displayed. The 'Billing History' section is highlighted, with a description: 'View billing history and basic customer information.' Below this is a table with the following headers: 'DATE', 'DETAILS', 'AMOUNT', and 'RECEIPT'. The table content area displays 'NO RECORDS FOUND.' A blue 'Back' button is located at the bottom left of the page.

Getting Started My Devices Settings & Billing

### Settings & Billing

Manage your account and billing settings. Account Number: AC00127660

#### Billing History

View billing history and basic customer information.

DATE	DETAILS	AMOUNT	RECEIPT
NO RECORDS FOUND.			

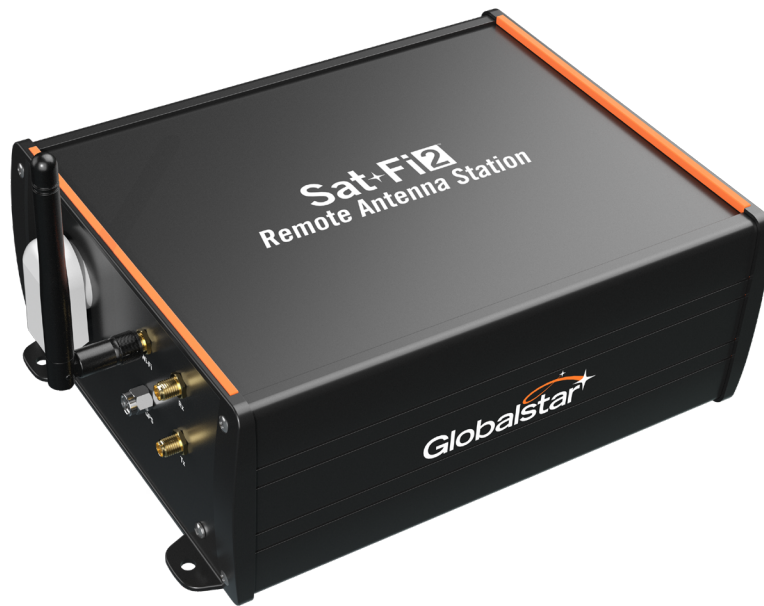
Back

## SAT-FI2 SPECIFICATIONS



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

# SAT-FI2 REMOTE ANTENNA STATION SPECIFICATIONS



<b>HEIGHT</b>	3.22 in (81.79 mm)
<b>WIDTH</b>	6.57 in (166.88 mm)
<b>LENGTH</b>	7.8 in (198.12 mm)
<b>DUST/WATER RATING</b>	IP43
<b>OPERATIONAL TEMPERATURE</b>	-4°F - 95°F (-20 °C to 35°C) in direct sunlight
<b>WI-FI RANGE</b>	Up to 50 ft

# SAT-FI2 AND SAT-FI2 REMOTE ANTENNA STATION CERTIFICATIONS

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## 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.

## Radio Astronomy Site

This device complies 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)

### **Sat-Fi2 Remote Antenna Station:**

FCC ID: L2V-SF2RAS

IC: 3989A-SF2RAS

CAN ICES-3(B)/ NMB-3(B)

## Sat-Fi2 Remote Antenna Station Transmitter Frequencies

### **Satellite:**

Transmit: 1610.73 – 1620.57 MHz

Max Power Output: 1.47 Watt EIRP

### **Wi-Fi:**

Transmit: 2412 MHz

Max Power Output: 0.0331 Watt Conducted

## Déclaration de conformité avec la FCC

Cet appareil est conforme à la section 15 des règles de la FCC. Son fonctionnement est assujéti 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 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 Remote Antenna Station:**

FCC ID: L2V-SF2RAS

IC: 3989A-SF2RAS

CAN ICES-3(B)/ NMB-3(B)

## Fréquences de transmission du Sat-Fi2 Remote Antenna Station

### **Satellite:**

Transmission: 1610,73 - 1620,57 MHz

Puissance maximale d'émission: 1,47 watt PIRE

### **Wifi:**

Transmission: 2412 MHz

Puissance maximale d'émission: 0,0331 watt effectif



## SAT-FI2 GENERAL WARNINGS

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**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 – Hearing Aids:** 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.