Globalstar Sat-Fi2®

QUICK START GUIDE

WELCOME

Thank you for purchasing a **Globalstar Sat-Fi2.** Now you can use your smart devices to run your business and your life even when cell service isn't available.

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

ACTIVATE YOUR SAT-FI2

MOBILE DIRECTORY NUMBER (MDN), AND ICCID
In order to activate your Sat-Fi2 and register your Globalstar My Account profile, you will need to have access to the ICCID number, which can be found on the bottom of your Sat-Fi2. Your MDN (telephone number) will be assigned to you during activation.

STEP 1: CHARGE YOUR SAT-FI2
Connect the AC/DC 12V Charging Cable to External Power Port by ensuring the connection is finger tight. Then plug the charging cable into the wall. Charging time is between 3-4 hours for a full charge.

STEP 2: REGISTER YOUR ACCOUNT
1. To register your account, open the Welcome to Globalstar e-mail from message-noreply@globalstar.com and click on **Register Now**

2. Follow the on-screen instructions to register your account.

STEP 3: SETTING UP THE SAT-FI2 APP
1. On your iOS or Android device, download and install the Sat-Fi2 App from either the Apple App Store or Google Play Store.

2. Ensure your device has a LTE or Wi-Fi connection and open the Sat-Fi2 App. The App will require the downloading of internal applications necessary for setup. Do not close the Sat-Fi2 App during this process.

3. A WELCOME screen will be displayed, select **LET'S GET STARTED**. Start the configuration process by selecting **QUICK START** OR **ADVANCED SETUP** and follow the on-screen instructions (see Figure 1).

   Wi-Fi and Password Information
   - Default Sat-Fi Wi-Fi name: **satfi2_ <xxxxxx>** (where xxxxxx is the last 6 digits of the ICCID)
   - Default Wi-Fi Password: **satfi1234**

FIGURE 1

iOS   Android

NOTE: A new firmware update may be available upon activation. An ADVANCED SETUP profile with admin privileges is required to check for and perform firmware updates. See User Guide for instructions on how to make a user profile an admin.

STEP 4: TEST THE SAT-FI2 CONNECTION
Make a satellite call to test and confirm the Sat-Fi2 system is configured and operational.
1. With your device fully charged, go outside where Sat-Fi2 has a 360° clear view of the sky with no obstructions (buildings, trees, etc.) and power on the Sat-Fi2 (see Figure 2). Ensure co-located antenna is fully extended in an upright position (see Figure 3).

NOTE: The Sat-Fi2 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 has booted up, the Satellite LED will blink RED until the Sat-Fi2 is registered with a gateway. A GPS fix is needed to register with the gateway.

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.

3. In the **Application Menu** select 📞 .

4. Enter the telephone number you wish to call, or choose a contact, and select 📞 .

FIGURE 2

RESTRICTED VIEW OF THE SKY

CLEAR VIEW OF THE SKY

MAY NOT FUNCTION PROPERLY

CORRECT

E-MAIL CONFIGURATION

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

- Gmail
- iCloud
- Yahoo
- Exchange
- 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.

S.O.S.

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.

Activate S.O.S. mode to begin communicating and sending alerts directly to GEOS International Emergency Response Coordination Center (IERCC). GEOS IERCC will notify the appropriate emergency responders based on the Sat-Fi2's GPS location and your emergency situation. Responders may include local police, Coast Guard, or Search and Rescue teams. Please note that you may be liable for expenses related to your rescue if you have not purchased the optional Search & Rescue benefit. **To learn more about GEOS Member Benefits, visit Globalstar.com/GEOS.**

NOTE: Sat-Fi2 911/112/S.O.S. only applies within the designated Sat-Fi2 coverage area. For current coverage information, please visit: **Globalstar.com/Sat-Fi2Support**

INITIATE S.O.S.

1. **FROM THE DEVICE:** Power on the Sat-Fi2, lift the protective S.O.S. cover and hold down the S.O.S. button for 3 seconds, or until the S.O.S. LED blinks green (see Figure 3).

   FROM THE APP: From the Sat-Fi2 App **Home** screen, select 🆘, slide the globe to the right and follow the on-screen instructions (see Figure 4).

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

2. Once S.O.S. is initiated and GEOS IERCC has received acknowledgment of your request, the Sat-Fi2 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 is powered off.

3. Sat-Fi2 will then enable you to talk or text with GEOS IERCC via the Sat-Fi2 App.

CANCEL S.O.S.

FROM THE DEVICE: Lift the protective S.O.S. cover and hold down the S.O.S. button until the S.O.S. LED blinks red.

FROM THE APP: From the Sat-Fi2 App **S.O.S.** screen, slide the globe to the left and follow the on-screens instructions (see Figure 5).

Important Note: The Sat-Fi2 will remain in S.O.S. mode until cancelled by the user. The S.O.S. notification to GEOS will not be cancelled if the device is powered off or if the Sat-Fi2 App is turned off.

FIGURE 3

FIGURE 4

iOS   Android

FIGURE 5
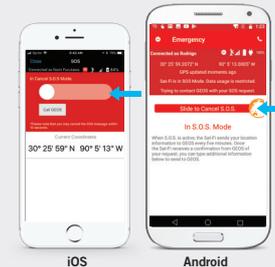
iOS   Android

SAT-FI2 AT A GLANCE

iOS APP HOME SCREEN

1. Current GPS Location
2. Sat-Fi2 Connected Users
3. Application Menu
4. Logout Button
5. Status Bar

🔋 Battery
📶 Satellite Strength
📍 Registered
🆘 S.O.S. Initiated

ANDROID APP HOME SCREEN

1. Current GPS Location
2. Sat-Fi2 Connected Users
3. Application Menu
4. Logout Button
5. Status Bar

🔋 Battery
📶 Satellite Strength
📍 Registered
🆘 S.O.S. Initiated

DEVICE OVERVIEW

1. Power LED
2. Satellite LED
3. S.O.S. LED
4. Power Button
5. S.O.S. Button
6. USB Power/Data Port
7. External Power Port

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

OPERATIONAL/STATUS

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

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

HIBERNATION MODE:

As a default setting, the Sat-Fi2 will go into hibernation mode after 15 minutes of inactivity. The hibernation timer can be configured from the settings menu in the app or web console.

When the Sat-Fi2 is in hibernation mode, the power LED performs a dimming blink in orange and green colors. To wake up the Sat-Fi2 from hibernation mode, access the app and a notification will be displayed showing the Sat-Fi2 is waking up from hibernation. You will also see the green lights scrolling through the Sat-Fi2 LED's. Additionally, pressing the power button for 3 seconds will start the power off sequence.

NOTE: To initiate S.O.S. while in hibernation mode, press and hold down the S.O.S. button until the LED's start flashing. This will wake up the device and initiate S.O.S. once a connection has been established.

ADDITIONAL SAT-FI2 SUPPORT

For more information on how to access your personal e-mail, send an S.O.S., set up social media, check the weather, browse the web, check your voicemail and more detailed information on how to use your Globalstar Sat-Fi2, please visit **Globalstar.com/Sat-Fi2Support.**

THIS QUICK START GUIDE IS SUBJECT TO CHANGE WITHOUT NOTICE. Some information on this guide may be outdated due to firmware updates.

Please visit **Globalstar.com/Sat-Fi2QSG** for the latest version of the Quick Start Guide.

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