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 Micro USB Data/Power Cable to the Sat-Fi2 USB port and AC Adapter. Then connect the AC Adapter to a power source.

STEP 2: REGISTER YOUR ACCOUNT

1. To register your account, open the Welcome to Globalstar email from message-noreply@globalstar.com and click on `Register Now`

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

3. Record your account login information for use in Step 3 of the "SETTING UP THE SAT-FI2 APP".

### 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-Fi 2 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 **GETTING STARTED** screen will be displayed. Start the configuration process by selecting **I'M THE OWNER** and follow the on-screen instructions (see Figure 1). This step will require your Sat-Fi2 My Account login information.

   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**
   - Default admin password: admin

FIGURE 1

iOS   Android

NOTE: A new firmware update may be available upon activation. It is recommended to check for any available firmware updates.
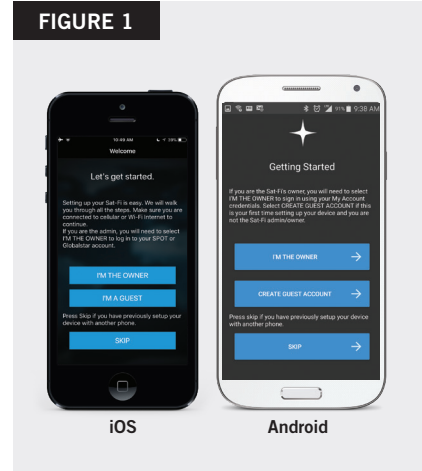
STEP 4: TEST THE SAT-FI2 CONNECTION

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 start establishing a satellite/gateway connection. The Satellite LED will blink RED until the smart device is connected to the Sat-Fi2 via Wi-Fi and the Sat-Fi2 is registered with a 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 ✓

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/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 until the S.O.S. LED blinks green (see Figure 3).

   FROM THE APP: From the Sat-Fi2 App's **Home** screen, select 🆘, slide the globe to the right and follow the on-screen instruction (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 canceled 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 **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 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.
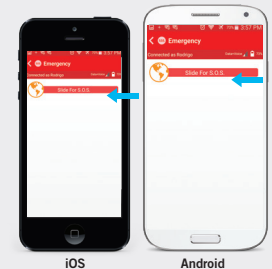

FIGURE 3

FIGURE 4

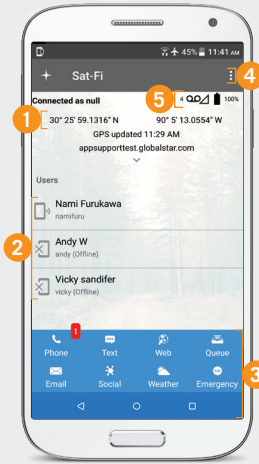iOS   Android

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. Menu Button

- 🔋 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	Double 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. 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 POWER/ DATA PORT	Connect the USB Data/Power Cable to charge the battery and 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 email, 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.

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

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