

Globalstar Sat★Fi2[®]

USER GUIDE

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

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

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WELCOME 1
WHAT'S IN THE BOX?1
ACTIVATING THE SAT-FI22
ADVANCED SETUP AND QUICK START.....2

REGISTERING A MY ACCOUNT PROFILE 3
USER REGISTRATION3

GETTING STARTED 4
SAT-FI2 DEFAULT USERNAME & PASSWORDS4
STEP 1 – CHARGE THE SAT-FI24
STEP 2 – INSTALL THE SAT-FI2 APP ON A SMARTPHONE5
STEP 3 – POWER ON THE SAT-FI2 AND OPEN THE SAT-FI2 APP5
STEP 4 – SAT-FI2 APP ADVANCED SETUP CONFIGURATION6
Sat-Fi2 App Quick Start.....7
STEP 5 – HOW TO MAKE A USER AN ADMIN8
STEP 6 – TEST SAT-FI2 CONFIGURATION AND CONNECTION10
BEST PRACTICE USES.....11

SAT-FI2 OVERVIEW 12
SAT-FI2 AT A GLANCE12
SAT-FI2 LEDS.....13
LOGGING INTO THE SAT-FI2 APP14
SAT-FI2 APP HOME SCREEN15
LOGGING OUT OF THE SAT-FI2 APP16
CLOSING THE SAT-FI2 APP17

VOICE COMMUNICATIONS..... 18
OVERVIEW18
MAKING A VOICE CALL.....19
RECEIVING A VOICE CALL.....20
VOICEMAIL20
Voicemail using a Sat-Fi2 Connected Smartphone20
Voicemail using a Landline/Mobile Phone21

SMS/TEXT MESSAGING..... 23
SENDING AN SMS/TEXT MESSAGE23
RECEIVING AND REPLY TO AN SMS/TEXT MESSAGE.....23
SENDING SMS/TEXT MESSAGES TO MULTIPLE CONTACTS24
DELETING MESSAGE THREADS24
DELETING INDIVIDUAL MESSAGES.....25

EMAIL.....	26
OVERVIEW	26
Inbox Screen	26
Compose Message Screen	27
View Email Screen.....	27
CONFIGURING EMAIL ACCOUNTS.....	28
Email Accounts – Gmail, Yahoo, iCloud, Outlook, Hotmail & AOL.....	30
Email Accounts – Exchange	32
Email Accounts – IMAP & IMAPS	34
VIEWING EMAIL	35
COMPOSING AND SENDING EMAIL	35
ATTACHING IMAGES TO AN EMAIL.....	35
HIBERNATION MODE.....	35
S.O.S./GEOS.....	37
INITIATING AN S.O.S.	37
S.O.S. from the Device	37
S.O.S. from the Sat-Fi2 App.....	38
Communicating with GEOS via text	39
CANCELLING AN S.O.S.:.....	40
S.O.S. from the Device	40
S.O.S. from the Sat-Fi2 App.....	41
SAT-BROWSE.....	42
OVERVIEW	42
WEB BROWSING	42
SOCIAL MEDIA & EXTERNAL APPLICATIONS	43
TWITTER.....	43
Configuring the Sat-Fi2 App for Twitter.....	43
Posting to Twitter	44
WHATSAPP	45
Enabling WhatsApp Support.....	46
WEATHER.....	47
CURRENT WEATHER SCREEN.....	47
FORECAST WEATHER SCREEN.....	48
Weather Configuration.....	48
VIEW CURRENT WEATHER.....	49
QUEUE.....	50
QUEUE SCREEN.....	50
DELETE A MESSAGE FROM THE QUEUE	51
ADD MESSAGES TO THE QUEUE.....	52

APP SETTINGS	53
APP SETTINGS SCREEN	53
VIEWING THE APP SETTINGS SCREEN.....	56
FIRMWARE UPDATE	57
DEVICE SETTINGS	59
VIEWING THE DEVICE SETTINGS	59
ADMIN CONSOLE	59
USERS.....	60
WI-FI CONFIGURATION	60
Wi-Fi Configuration – Settings Tab	60
Wi-Fi Configuration – Clients Tab	61
FIREWALL.....	61
Firewall – Domains Tab	61
Firewall – IP Tab	62
Firewall – Port Tab.....	62
Firewall – App Tab.....	63
DEVICE CONFIGURATION.....	64
Status	65
Configuration	66
System Update	67
Factory Reset.....	69
GLOBALSTAR MY ACCOUNT	70
LOGGING IN TO MY ACCOUNT	70
MY DEVICES MAIN SCREEN.....	71
Filtering Devices	71
View Device Details	73
View/Edit.....	74
MY ACCOUNT – MY DEVICES	75
Sat-Fi2 My Devices Overview.....	75
Name Tab.....	77
S.O.S. Tab.....	78
Voice/Text Blocker Tab	79
Support Tab.....	82
Factory Reset Tab.....	83
MY ACCOUNT – SETTINGS & BILLING	84
Overview.....	84
Username Settings	85
Password Settings	86
Credit Card Information	87
Customer Information	88
Monitor Message Usage	89
Billing History.....	94

SAT-FI2 SPECIFICATIONS..... 95

SAT-FI2 CERTIFICATIONS..... 96

 FCC COMPLIANCE STATEMENT96

 FCC Part 15 Clause 15.2196

 ISED RF Exposure Guidance Statement (in English and French):96

 Radio & Television Interference.....96

 INDUSTRY CANADA CERTIFICATION.....96

 RADIO ASTRONOMY SITE97

 REGULATORY CERTIFICATION NUMBERS97

 DÉCLARATION DE CONFORMITÉ AVEC LA FCC.....98

 FCC: Section 15 Clause 15.2198

 ISED RF Déclaration d'orientation sur l'exposition98

 Interférence Radio et Télévision.....98

 CERTIFICATION D'INDUSTRIE CANADA98

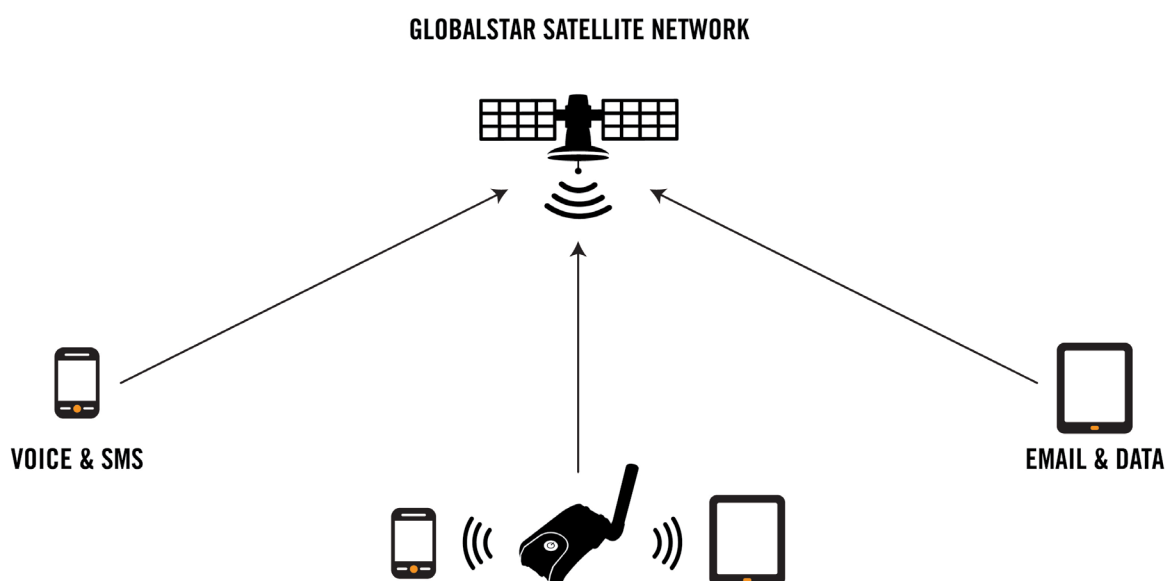
 SITE DE RADIO ASTRONOMIE99

 NUMÉROS DE CERTIFICATION RÉGLEMENTAIRE.....99

SAT-FI2 GENERAL WARNINGS..... 100

WELCOME

No matter how far off the grid you go, Globalstar's Sat-Fi2 satellite Wi-Fi hotspot keeps you connected to what matters. Sat-Fi2 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, 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 for web browsing, email, 2-way texting, voice calls, data, weather updates and much more. Sat-Fi2 is lightweight, water & impact resistant and fits right in the palm of your hand. Sat-Fi2 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, Globalstar recommends spending a few minutes reading through this User Guide prior activation ensuring a successful Sat-Fi2 configuration. Complete each step before moving on to the next step.

What's in the Box?

- Globalstar Sat-Fi2 Device
- Wall Adapter
- Best Practice Card
- Quick Start Guide
- 18" Micro USB Cable
Recommended use: Firmware updates only.
- GEOS Information Card
- AC/DC 12V Charging Cable
Packaged and/or shipped separately

Activating the Sat-Fi2

In order to begin using the Sat-Fi2, 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. 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-Fi2Support for assistance.

Advanced Setup and Quick Start

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

- Advanced Setup – For users who want to configure email and social media accounts
 - 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
 - Voice calls - Make voice calls using the Sat-Fi2 Mobile Device Number
 - Text messaging – Send and receive texts using the Sat-Fi2 Mobile Device Number
 - Email – Access personal email account
 - Social Media – Send posts to Twitter
 - Weather – View local weather conditions

REGISTERING A MY ACCOUNT PROFILE

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-Fi2Support for setup instructions.

Sat-Fi2 Default Username & Passwords

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

Step 1 – Charge the Sat-Fi2

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

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

EXTERNAL POWER PORT



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

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

Install Sat-Fi2 app for iOS on your iPhone or iPad.




1. Using an Internet or cellular connection, open the App Store.
2. Tap the Search icon.
3. Enter Sat-Fi2 in the search field.
4. Select **"Get"** in the search results to start the download.

Install the Sat-Fi2 app for Android on your phone or tablet.

1. Using an Internet or cellular connection, open the Play Store app.
2. Tap the Search bar.
3. Enter Sat-Fi2 in the search field.
4. Select **"Install"** in the search results to start the download.



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

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

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.
9. Turn on the smartphone's Wi-Fi and select the Sat-Fi2 Wi-Fi – Default name is: `satfi2_<xxxxxx>` (where xxxxxx is the last 6 digits of the ICCID)
10. Enter the default Sat-Fi2 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. 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 Wi-Fi – The default Wi-Fi name is `satfi2_ <xxxxxx>` (where xxxxxx is the last 6 digits of the ICCID)
4. Enter the default Sat-Fi2 password: `satfi1234`
5. Select **CONNECT/JOIN**
6. 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, it is necessary to give admin privileges to a user.

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


1. Open a web browser
2. In the address bar enter:
<http://192.168.1.1> or <http://192.168.0.1>
3. A Sat-Fi2 login screen will be displayed.
 - In the **Username** field, enter the Admin Username (Default is admin)
 - In the **Password** field, enter the password (Default is admin)
 - Select the Login button.
4. The Sat-Fi2 Admin Console screen will be displayed.
5. Select **Users**
6. The list of users will be shown. Then select the pencil icon next to the user you would like to make an admin.
7. The Account Info will appear. Select **Admin User**
8. Select **Save**
9. You can verify a user has been made an admin by looking at the checkmark next to the username.

The image shows a web-based login interface. At the top, the word "Login" is displayed in a large, bold, black font. Below this, there are two input fields: the first is labeled "Username" and the second is labeled "Password". Both fields are empty and have a light gray border. Below the password field is a blue rectangular button with the word "Login" written in white text.


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Sat-Fi2


Logged in as admin | [Logout](#)


Admin Console



The admin password for this device is still the factory default. Go to Users to change it.

Menu


Users


Wi-Fi Configuration



Firewall


Device Configuration






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Sat-Fi2

Logged in as admin | [Logout](#)

< Users

 Add user

To modify the device owner's account, login to the Globalstar/Find Me Spot website.

First Name	Last Name	Username	Admin	Actions
Administrator	Globalstar	admin	<input checked="" type="checkbox"/>	
Nami	Furukawa	namifuru	<input checked="" type="checkbox"/>	 
David	C	doc70401	<input type="checkbox"/>	 

Account Info

Username

Admin User ☒

First Name

Last Name

Change Password ☐

Password

Confirm Password

Permissions

Allow Voice Service ☒

Allow SMS Service ☒

Allow Web Browser ☒

Allow Email ☒

Allow Email Auto-Fetch ☒

Email Maximum Send Size
 bytes

Allow Social Media ☒

Social Media Maximum Send Size
 bytes

Allow Weather ☒



Allow Weather Radar ☒

Allow Weather Animated Radar ☒



Save

Step 6 – Test Sat-Fi2 Configuration and Connection

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

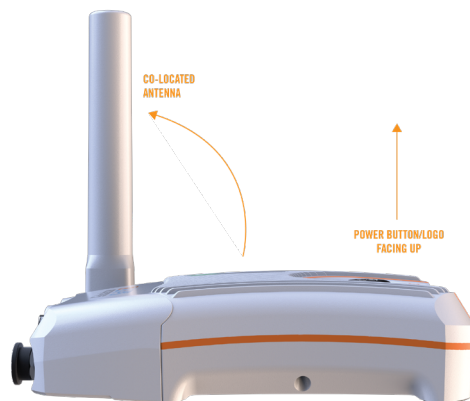
1. Verify the following:
 - The Sat-Fi2 is outside with 360 clear view of the sky with no obstructions (buildings, trees, etc.)
 - The Sat-Fi2 is facing up – logo/power button facing up
 - The Sat-Fi2 co-located antenna is fully extended in the upright position and powered on
2. Open the Sat-Fi2 App 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 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

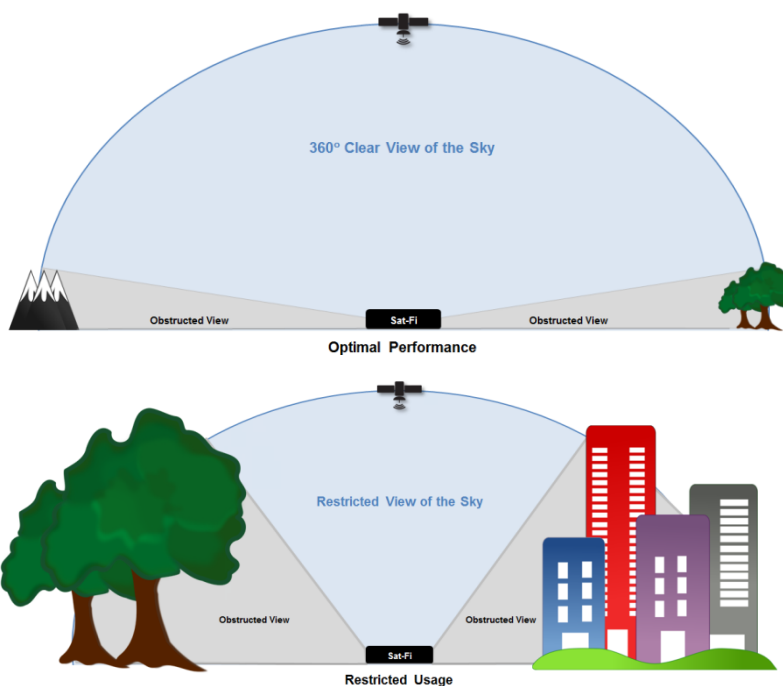
3. Select the Phone icon
4. On the telephone key pad either:
 - Enter a telephone number
 - Select a contact 
5. Select the phone icon to place the call
6. Within a few seconds you will hear a dial tone and be connected
7. Select  to disconnect/hang-up
8. The Sat-Fi2 is now configured and operational



Best Practice Uses

- The Sat-Fi2 **WILL NOT** work indoors and needs to be outside
- The Sat-Fi2 co-located antenna needs to be fully extended in the upright position
- Power on the Sat-Fi2 prior to use – The Sat-Fi2 can take up to 5 minutes to boot up and acquire a GPS fix
- For optimal performance:
 - The Sat-Fi2 needs a clear 360° view of the sky with no obstructions (buildings, trees, etc.)
 - The Sat-Fi2 should be placed on a flat surface with the Power Button and Sat-Fi2 Logo facing up towards the sky
 - The Sat-Fi2 will work best if it is on a higher surface



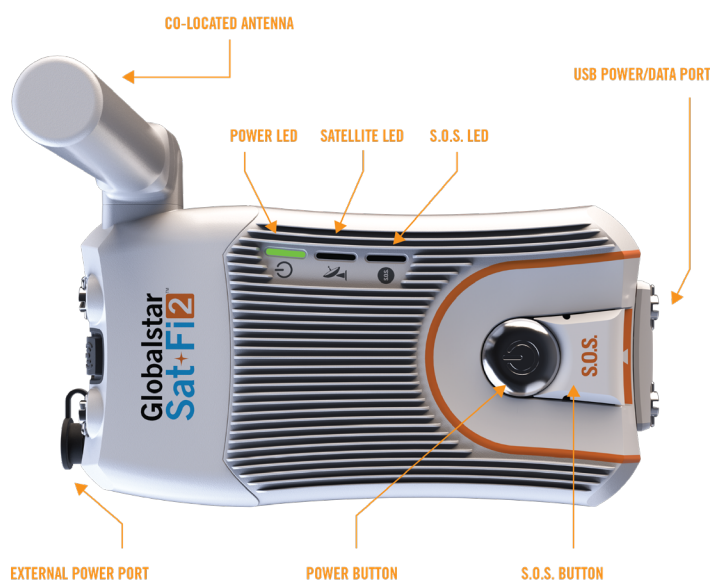
NOTE: LTE and Wi-Fi interference may degrade the Sat-Fi2's performance.



- Ensure all users download and install the Sat-Fi2 App prior to leaving Internet/Cellular service
- Before making a voice call or sending a text message, ensure  and the  are displayed on the Status Bar of the Sat-Fi2 App, indicating that the Sat-Fi2 has a good satellite connection

SAT-FI2 OVERVIEW

Sat-Fi2 at a Glance



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

Sat-Fi2 LEDs

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

OPERATIONAL/STATUS

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

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

LED Pattern Definitions

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

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 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

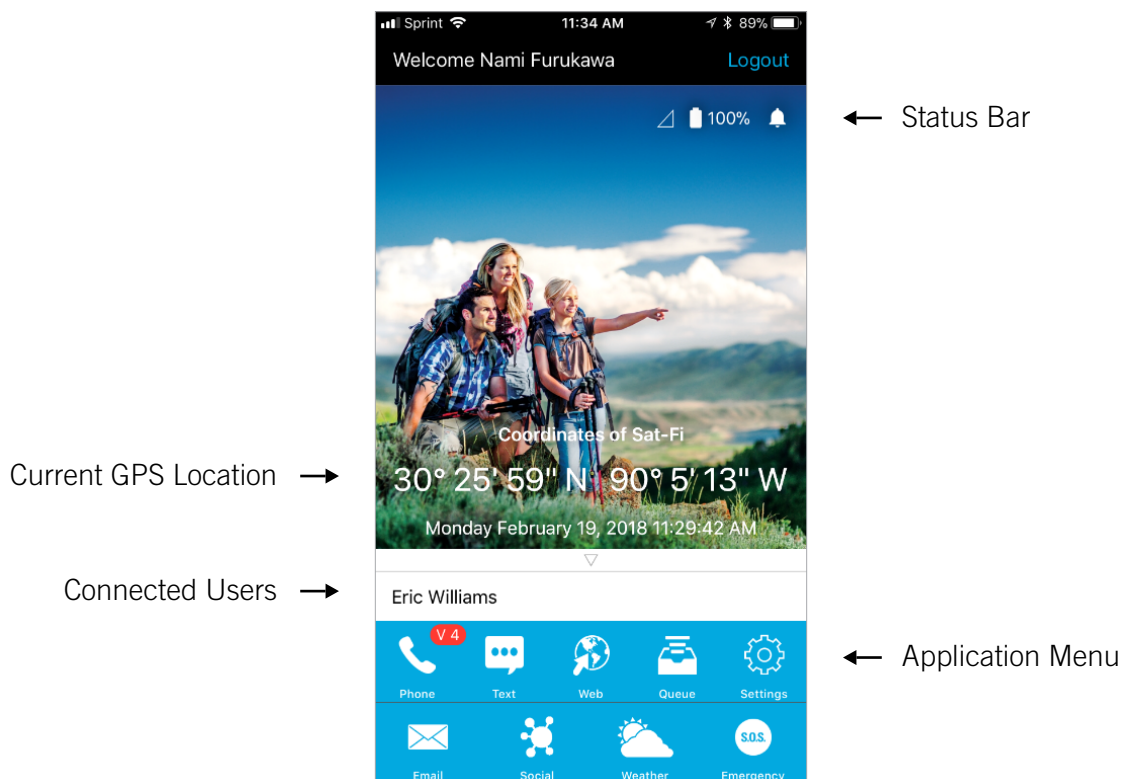
NOTE: If the phone has its Wi-Fi on, but isn't connected to anything, it will go to the Sat-Fi2 app login page. The user must enter username and password then hit Sign in. The reconnect page will appear. This is where you select WI-FI SETTINGS, choose the Sat-Fi2's Wi-Fi, and then the app will automatically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

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

For Android:

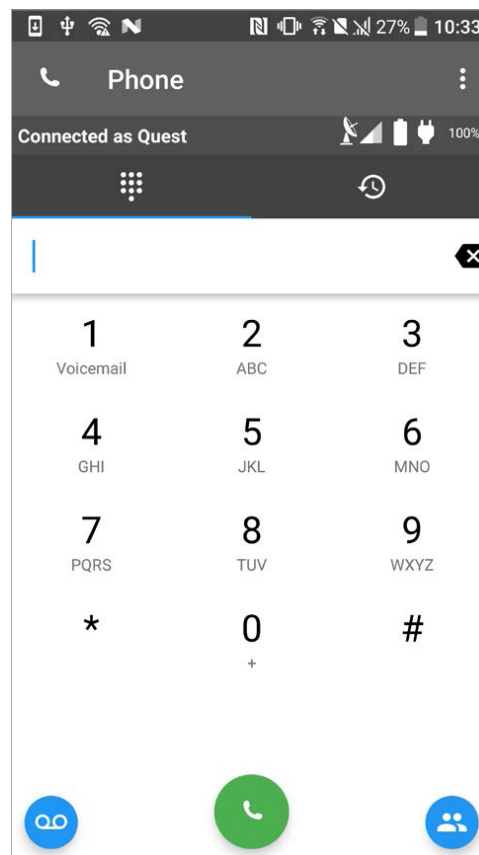
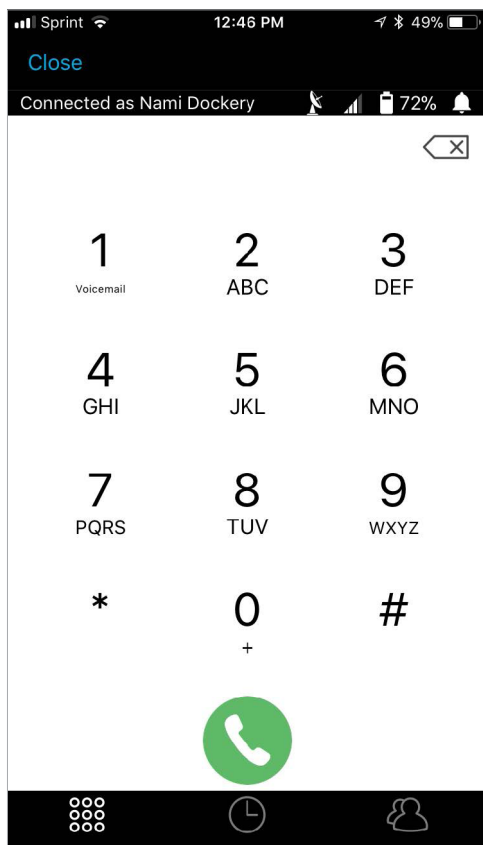
1. Select the Menu icon
2. Select close app
3. Confirm you want to close the app by selecting Yes
4. The Sat-Fi2 app will close and the smartphone will be brought to its home screen.
5. Press the multitasking button (usually a square next to the home button)
6. Swipe left or right or tap the X to close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

1. Open the Sat-Fi2 app and log in as Admin or Guest
2. Verify , the  and GPS coordinates are displayed indicating the Sat-Fi2 has a good connection.
3. Select the 
4. Enter a phone number on the telephone key pad or select a contact. If you select a contact, ensure it follows the dialing pattern below.

Dialing Instructions:

If calling a number that belongs to a land line or mobile operators in NANP countries (US, Canada, and some other North America countries that adopted NANP), either directly dial the 10 digits NPA-NXX-XXXX number, or dial the 10 digit number with a prefix of 1, i.e., 1-NPA-NXX-XXXX.

Example 1: 972 310 4123

Example 2: 1 972 310 4123

For all other numbers, dial the country code then the full phone number, prefixed either by 011 or 00 or +.

Example 1: 011 881 672520732

Example 2: 00 881 672520732

Example 3: +881 672520732

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:

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 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 CONNECTED SMARTPHONE

Voicemail Setup & Configuration using the Sat-Fi2

Perform the following steps to setup and configure voicemail using a Sat-Fi2 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 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.

NOTE: Hibernation mode does not affect voicemail. Hibernation shuts down a lot of processes to save battery and just prevents the user from receiving calls and push notifications.

Accessing Voicemail using the Sat-Fi2

Perform the following steps to setup and configure voicemail using a Sat-Fi2 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 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's 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 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's 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 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:

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:

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:

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:

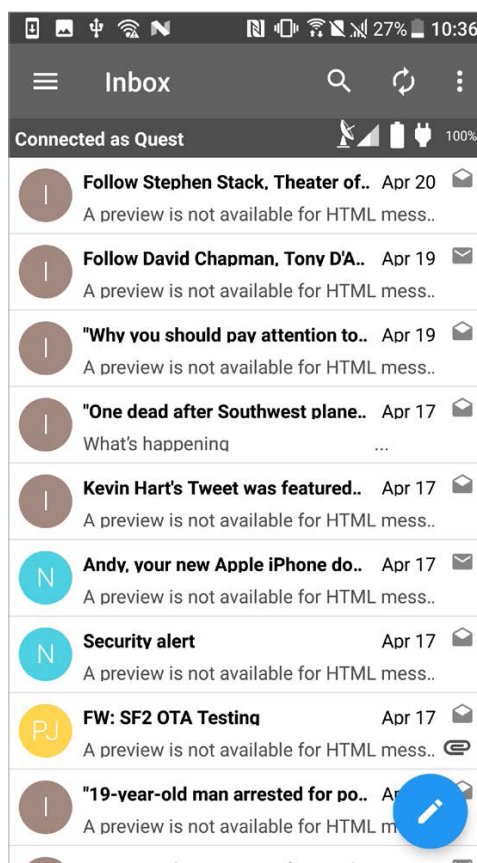
- Gmail
- Yahoo
- Exchange
- iCloud
- Outlook
- Hotmail
- AOL
- Other IMAP and IMAPS Accounts

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

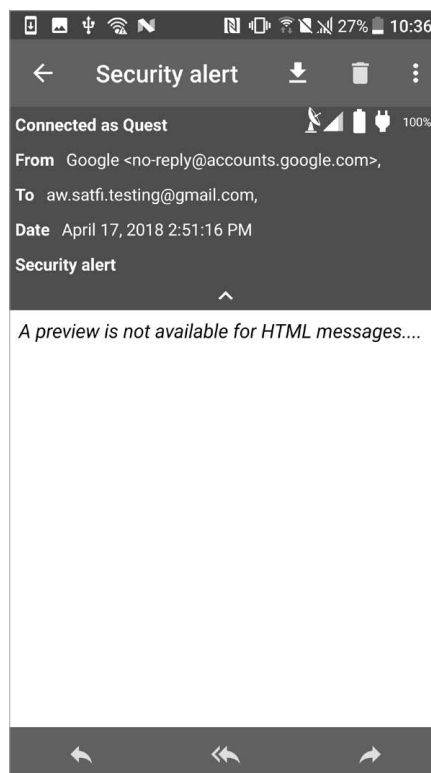


COMPOSE MESSAGE SCREEN

-  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
7. Select the Email type to be used with Sat-Fi2
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
5. Enter the Username associated with the Email address
6. Select the Email type to be used with Sat-Fi2
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
7. Select the Email type to be used with Sat-Fi2
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

(NOTES: 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
5. Enter the Username associated with the Email address
6. Select the Email type to be used with Sat-Fi2
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
7. Select the Email type to be used with Sat-Fi2
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
5. Enter the Username associated with the Email address
6. Select the Email type to be used with Sat-Fi2
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 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 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 does not have a satellite connection, the email message will be placed in the message Queue and sent when the Sat-Fi2 reconnects to the satellite.

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

Hibernation Mode

The hibernation timer can be configured from the settings menu in the web console. During hibernation the Sat-Fi2 will shut down a lot of processes to save battery and also prevents the user from receiving calls, messages, and push notifications.

The hibernation timer starts when there is no user activity on the Sat-Fi2.

NOTE: Hibernation mode does not affect voicemail service.

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 that the Sat-Fi2 is waking up from hibernation. You will also see the green lights scrolling through the Sat-Fi2 LEDs.

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 LEDs start flashing. This will wake up the device and initiate S.O.S. once a connection has been established.

S.O.S./GEOS

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

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

Once S.O.S. is initiated, the Sat-Fi2 will continuously send GEOS your GPS position every 5 minutes until the S.O.S. is canceled or the device is powered off. While S.O.S. is active, the Sat-Fi2 should remain

Initiating an S.O.S.

S.O.S. FROM THE DEVICE

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

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

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

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



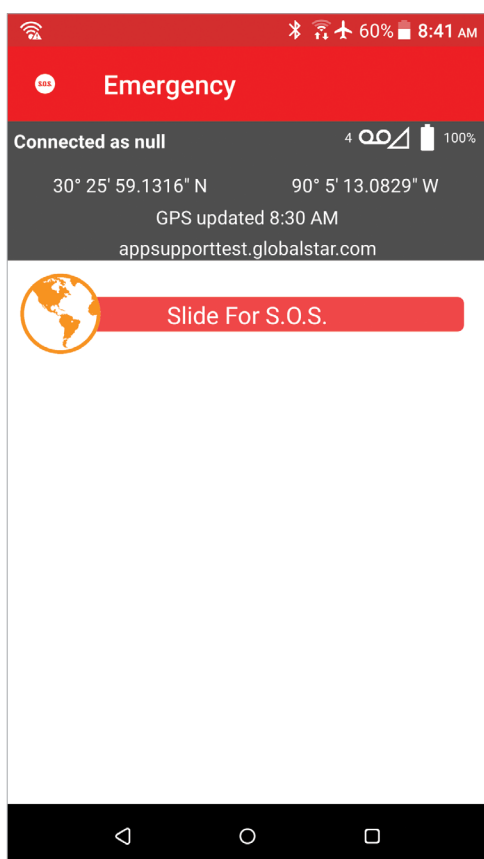
S.O.S. FROM THE SAT-FI2 APP

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

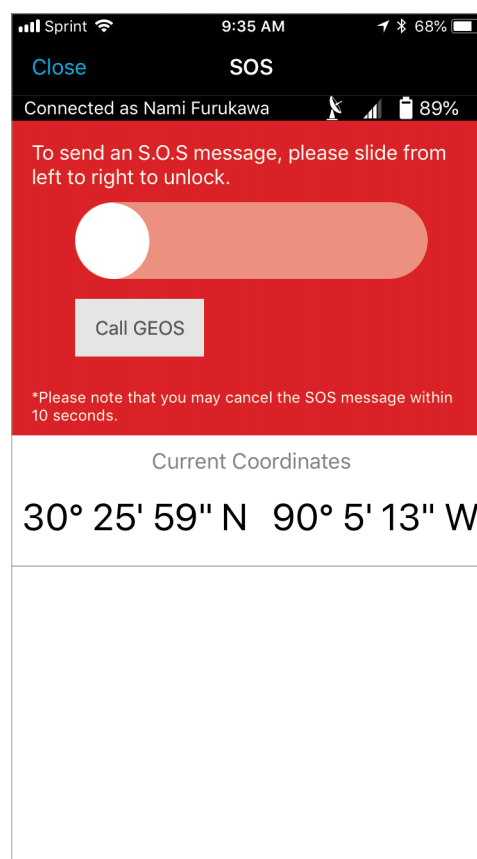
1. From the Sat-Fi2 App home screen select the S.O.S.
2. Press and hold the white circle, slide from left to right to unlock, and follow the on-screen instructions.

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

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



Android



iPhone

COMMUNICATING WITH GEOS VIA TEXT

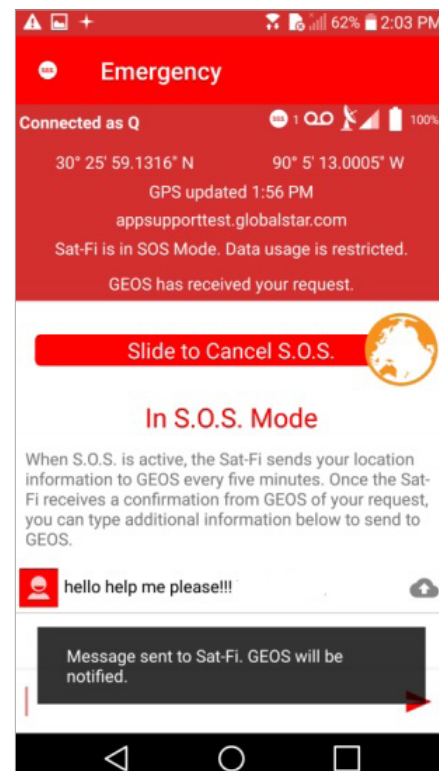
Perform the following steps to communicate with GEOS via text:

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 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 and GEOS will be notified.



Cancelling an S.O.S.:

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

S.O.S. FROM THE DEVICE

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

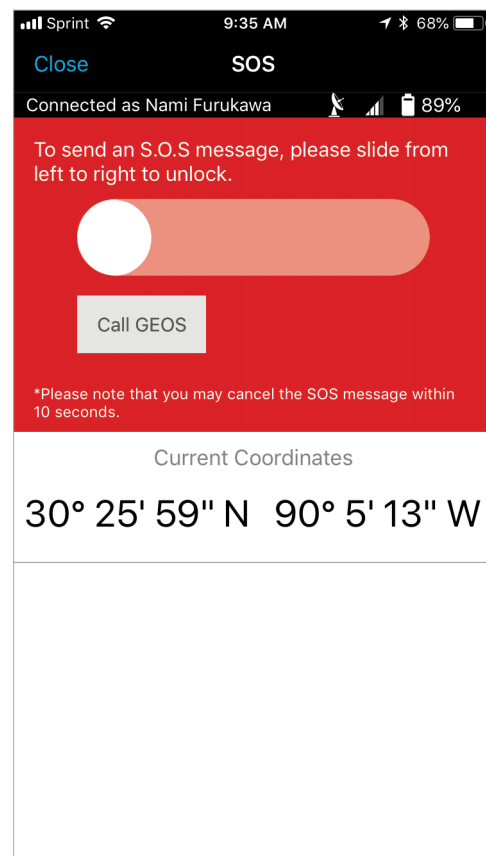
1. Ensure the following:
 - The Sat-Fi2 is outside with a 360° clear view of the sky with no obstructions (buildings, trees, etc.)
 - The Sat-Fi2 is powered on with the co-located antenna fully extended in the up-right position
2. Select the S.O.S. function from the main menu and slide from left to right to unlock
3. The Sat-Fi2 will send a cancellation message to GEOS notifying them that the Sat-Fi2 has entered S.O.S. cancelation mode



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

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

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



SAT-BROWSE

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

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 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 for Twitter is complete




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 photo 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 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:

FEATURE DOES WORK WITH SAT-FI2:

- 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 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:

- 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's 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



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

Extended Forecast		
Sunday 02/25		72°F 62°F
Rain overnight.		
Cloud Cover: 62%	Dew Point: 65.05°F	
Humidity: 90%	Moon Phase: 35%	
Ozone: 259.5 du	Precip Probability: 83%	
Precip Type: rain	Pressure: 1017.1 mbar	
Sunrise: 06:31 AM	Sunset: 05:57 PM	
Min Temp: 61.81 °F	Max Temp: 72.11 °F	
Visibility: 8.46 miles	Wind Speed: 2.81 mph	
Min Feel Temp: 62.13 °F	Max Feel Temp: 73.31 °F	
Precip: 0.0075 in per hour	Precip Max: 0.0384 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 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

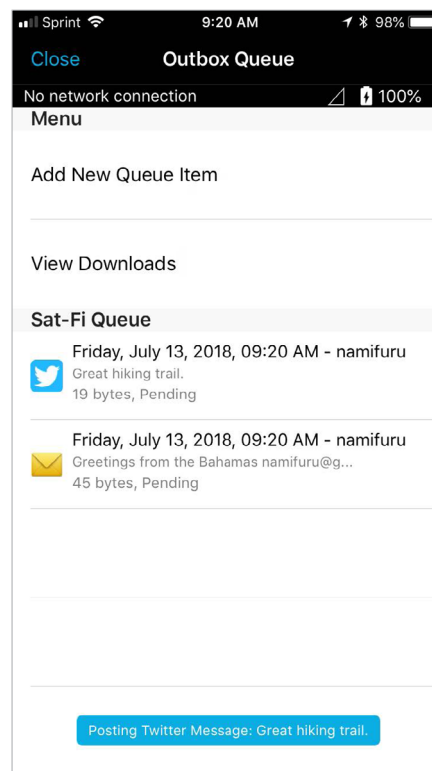
QUEUE

Queue Screen

The Queue screen displays messages residing in the Sat-Fi2 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
- Download

For iPhone:

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

4. The options are:

- Twitter
- Email
- Download

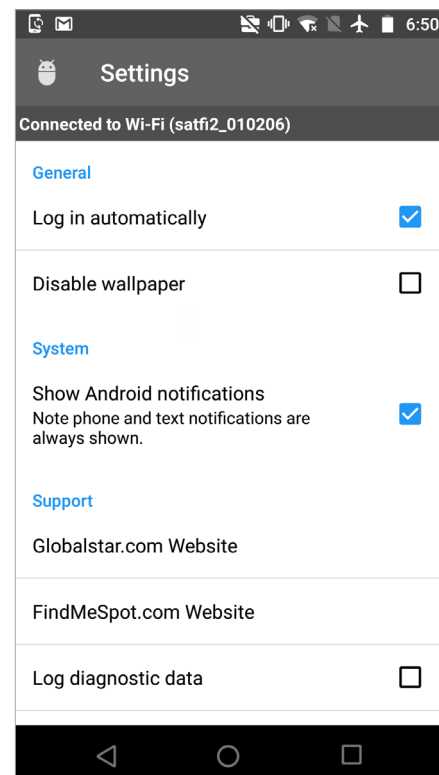
NOTE: To download a file, select “View Downloads” from the Queue menu. Then tap the + at the top right and then enter a URL into the first bar and the name in the second bar. Then tap “Add to Queue”

APP SETTINGS

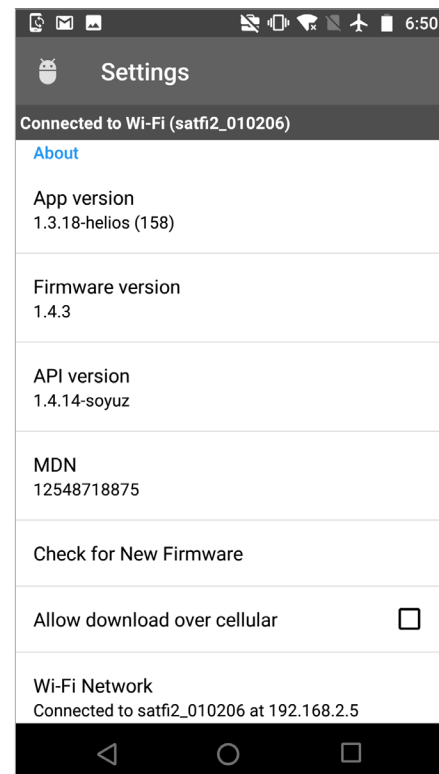
App Settings Screen

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)
- Support
 - Globalstar.com Website – Selecting Globalstar.com Website displays the Globalstar website using an Internet connection or using the Sat-Fi2
 - Log diagnostic data – Selecting the checkbox toggles on/off the ability for the Sat-Fi2 App to automatically create diagnostic logs
 - Download 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

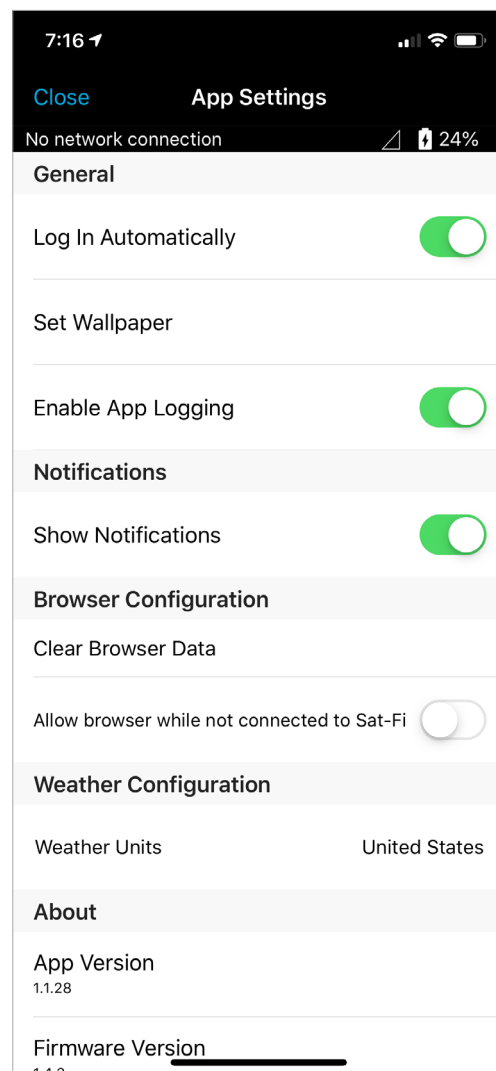


- About
 - App version – Display the current Sat-Fi2 App version number on the smartphone
 - Firmware version – Displays the current firmware module version residing on the Sat-Fi2 device
 - API version – Displays the current Sat-Fi2 API version number on the smartphone
 - MDN – Displays the Sat-Fi2's mobile device number
 - Check for New Firmware
 - Allow download over cellular – Downloads the Sat-Fi2 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

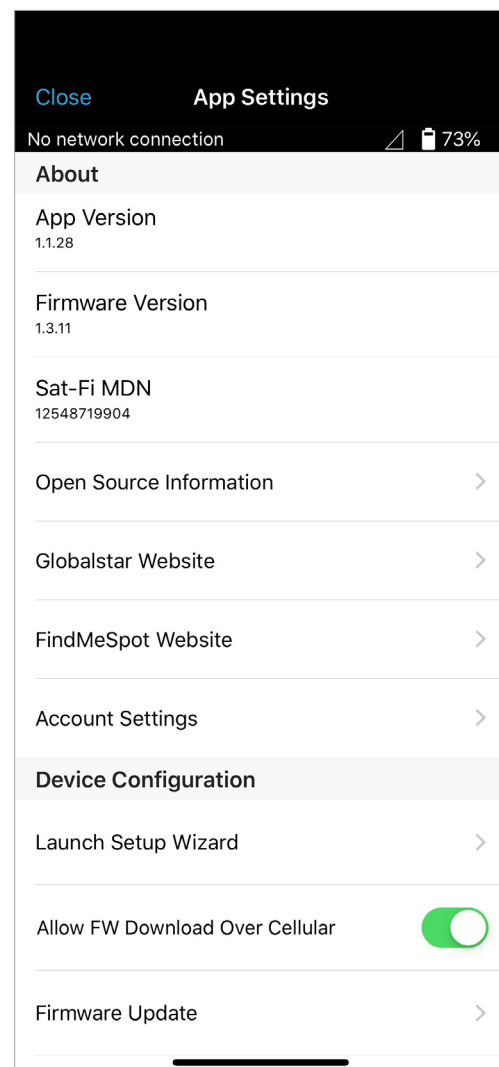


The Settings screen on the iPhone App displays the following information:

- 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
- Weather Configuration
 - Weather Units - Select from SI, United States, Canada or United Kingdom



- About
 - App Version
 - Sat-Fi2 Firmware Version
 - Sat-Fi2 MDN
 - Open Source Information
 - Globalstar Website - Selecting Globalstar Website displays the Globalstar website using an Internet connection or using the Sat-Fi
 - Account Settings
- Device Configuration
 - Launch Setup Wizard
 - Allow FW Download Over Cellular
 - Firmware Update
 - Upload Firmware Logs
 - Configure Device Settings
- 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 Wi-Fi connection.

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

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 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. After the firmware is uploaded, the Sat-Fi2 will reboot showing, so the LEDs will begin their scrolling sequence.

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

[To update firmware using a PC or Mac, please see System Update instructions on page 67.](#)

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 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 App displays a message asking to disconnect from the Sat-Fi2 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 and press Update Sat-Fi2 to continue. While the Sat-Fi2 is updating, please do not close the app
9. The Sat-Fi2 will reboot, so the LEDs will begin their scrolling sequence and disconnects the phone from its Wi-Fi. This indicates that the Sat-Fi2 updated
10. Updating Sat-Fi2 firmware update

NOTE: When the user reconnects to the Sat-Fi2 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 Admin. Perform the following steps to access the Device Settings screen:

For Android:

1. Select the Menu button and select Device Settings
2. Enter your My Account username and password
3. The Admin Console screen will be displayed

For iPhone:

1. Select the Settings button on the Main Menu
2. Select Configure Device Setting
3. Enter your My Account username and password
4. The Admin Console screen will be displayed

Admin Console



Select to display the Users screen



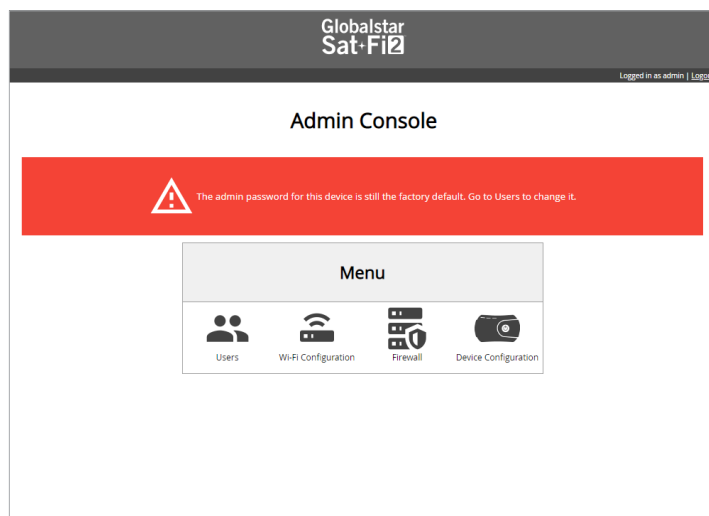
Select to display the Wi-Fi Configuration screen



Select to display the Firewall screen



Select to display the Device Info screen



Users

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

Globalstar Sat-Fi2 Logged in as admin | Logout

< Users

[+ Add user](#)
To modify the device owner's account, login to the Globalstar/Find Me Spot website.

First Name	Last Name	Username	Admin	Actions
Administrator	Globalstar	admin	<input checked="" type="checkbox"/>	
Nami	Furukawa	namiuru	<input checked="" type="checkbox"/>	
David	C	doc70401	<input type="checkbox"/>	

Account Info

Username
doc70401

☒ Admin User

First Name
David

Last Name
C

☐ Change Password

Password

Confirm Password

Permissions

Allow Voice Service ☒

Allow SMS Service ☒

Allow Web Browser ☒

Allow Email ☒

Allow Email Auto-Fetch ☒

Email Maximum Send Size
52428800 bytes

Allow Social Media ☒

Social Media Maximum Send Size
52428800 bytes

Allow Weather ☒

Allow Weather Radar ☒

Allow Weather Animated Radar ☒

[Save](#)

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

Globalstar Sat-Fi2 Logged in as admin | Logout

< Wi-Fi Configuration

Settings Clients

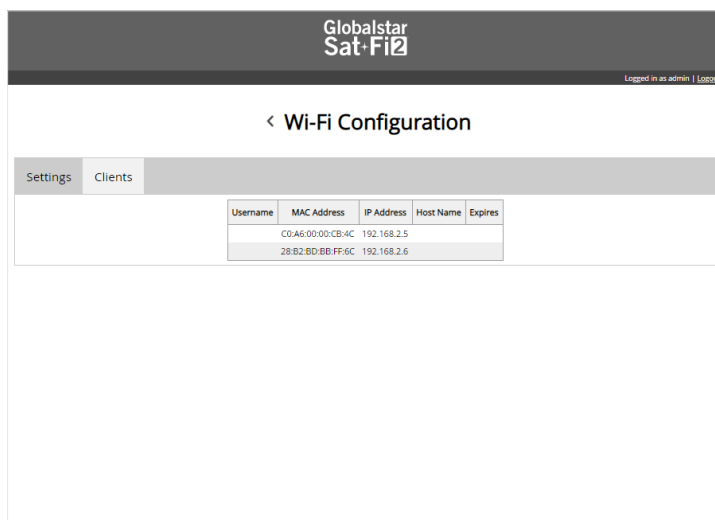
SSID (Network Name) satfi2_010206

WPA Passphrase satfi1234

[Update](#)

WI-FI CONFIGURATION – CLIENTS TAB

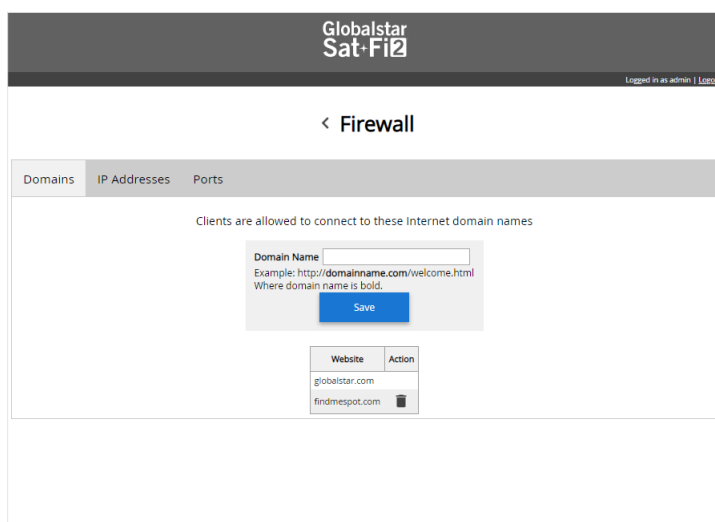
- Users can see all the connected devices as well as their IP addresses
- If no users are connected to the Sat-Fi2, their usernames will not be displayed



Firewall

FIREWALL – DOMAINS TAB

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



FIREWALL – IP TAB

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

The screenshot shows the 'Firewall' configuration page for Globalstar Sat-Fi2. The 'IP Addresses' tab is selected. The page header includes the Globalstar Sat-Fi2 logo and a 'Logged in as admin | Logout' link. Below the 'Firewall' title, there are three tabs: 'Domains', 'IP Addresses', and 'Ports'. The main content area states 'Clients are prevented from connecting to these IP addresses on the Internet'. It features a form with 'Name' and 'IP Address' input fields and a 'Save' button. Below the form is a table with headers 'Name', 'IP Address', and 'Action'.

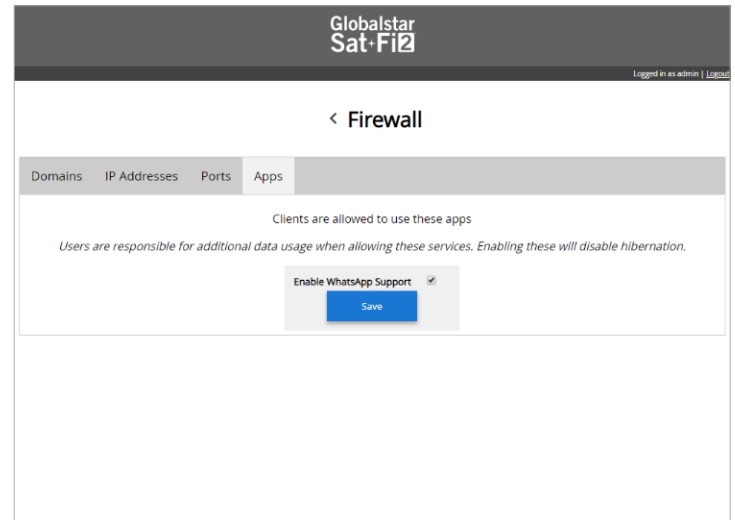
FIREWALL – PORT TAB

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

The screenshot shows the 'Firewall' configuration page for Globalstar Sat-Fi2. The 'Ports' tab is selected. The page header includes the Globalstar Sat-Fi2 logo and a 'Logged in as admin | Logout' link. Below the 'Firewall' title, there are three tabs: 'Domains', 'IP Addresses', and 'Ports'. The main content area states 'Clients are allowed to connect to these ports on the Internet' and 'DNS and HTTP/HTTPS are always allowed'. It features a form with 'Name' and 'Port' input fields and a 'Save' button. Below the form is a table with headers 'Name', 'Port', and 'Action'.

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:

- **Battery** – Displays the current battery strength percentage
- **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
- **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	0%
Last GPS Fix	Tue Feb 20 2018 14:52:18 GMT-0600 (Central Standard Time)
Latitude	30.435497
Longitude	-90.09448
Voice Connection Status	Unavailable
Voicemail Count	1
Satellite Call in Progress	No
Data Connection Status	Unavailable
Users	2
Queue Status	1
Battery	47%

Item	Value
Copyright	Globalstar © 2019
Customer support	Site
Customer support	877.452.5782
Customer support	*611 from Sat-Fi
MDN	12548718875
ICCID	901970000000010206
Serial Number	10000067-10050118
Firmware version	1.4.3

Download Logs

CONFIGURATION

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

USB

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

Hibernation

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

Power

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

Globalstar
Sat-Fi2

[Logged in as admin](#) | [Logout](#)

< Device Configuration

Status
Configuration
System Update
Factory Reset

USB

When USB is enabled and connected to a computer, the Sat-Fi may become your primary Internet connection.

Enable USB Connection
☒

Enable Off-Charging Mode
☒

Save

Hibernation

During hibernation, the Sat-Fi will power off the satellite modem to increase battery life. This occurs when no users are connected or the users' apps are in the background. The Sat-Fi will never hibernate during an SOS event. The Sat-Fi will wake up when a user connects or SOS is activated.

Hibernate
☒

Hibernate with background clients
☒

Hibernate with Queued Items
☒

Hibernate Timer
 minutes

Save

Power

Reboot

Power off

SYSTEM UPDATE

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

Step 1 – Download Sat-Fi2 Firmware Update

1. Prior to downloading the update, delete any previous versions of Sat-Fi2 “update_satfi2_revrm_productionx_x_xx.zip” that are in your download directory.
2. On a Wi-Fi enabled computer, open a web browser and proceed to <https://www.globalstar.com/products/voice-and-data/sat-fi2>
3. Scroll to **Downloads and Links** section and download the Latest Sat-Fi2 Firmware Update.
4. Save the update to your computer, do not attempt to run the program directly.

Step 2 – Connect to the Sat-Fi2 Wireless Network

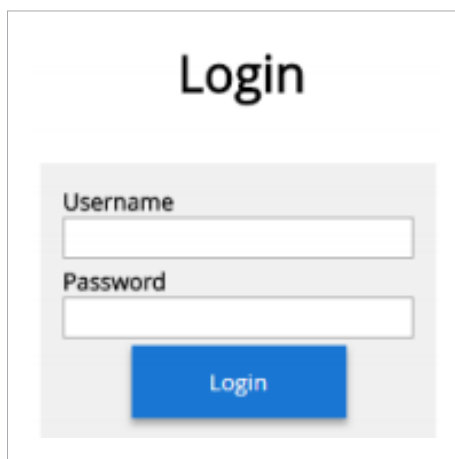
1. On a laptop, turn on the Wi-Fi connection and connect to the SatFi2_<XXXXXX> network (<XXXXXX> is the ICCID number of the Sat- Fi2 device) **Example: satfi2_004595**
2. A Wi-Fi connection dialog will be displayed. In the Password text-entry field, enter the appropriate password. (Default Password is **satfi1234**)
3. Press the Connect button.

Step 3 - Access the Sat-Fi2 Web Console

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

Step 4 – Perform Firmware Update

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

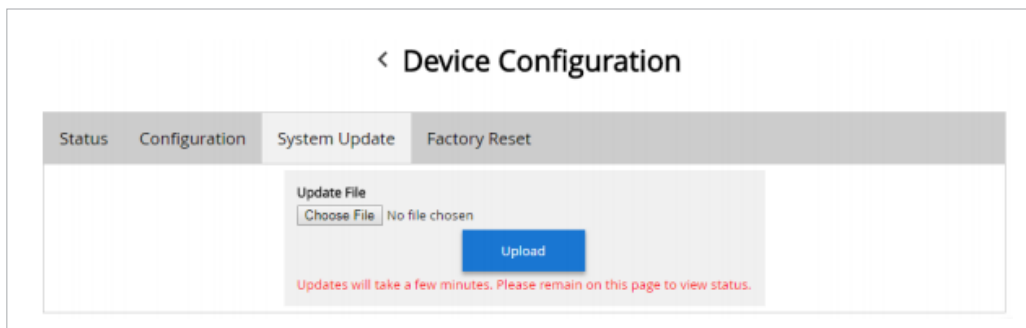


Login

Username

Password

Login



< Device Configuration

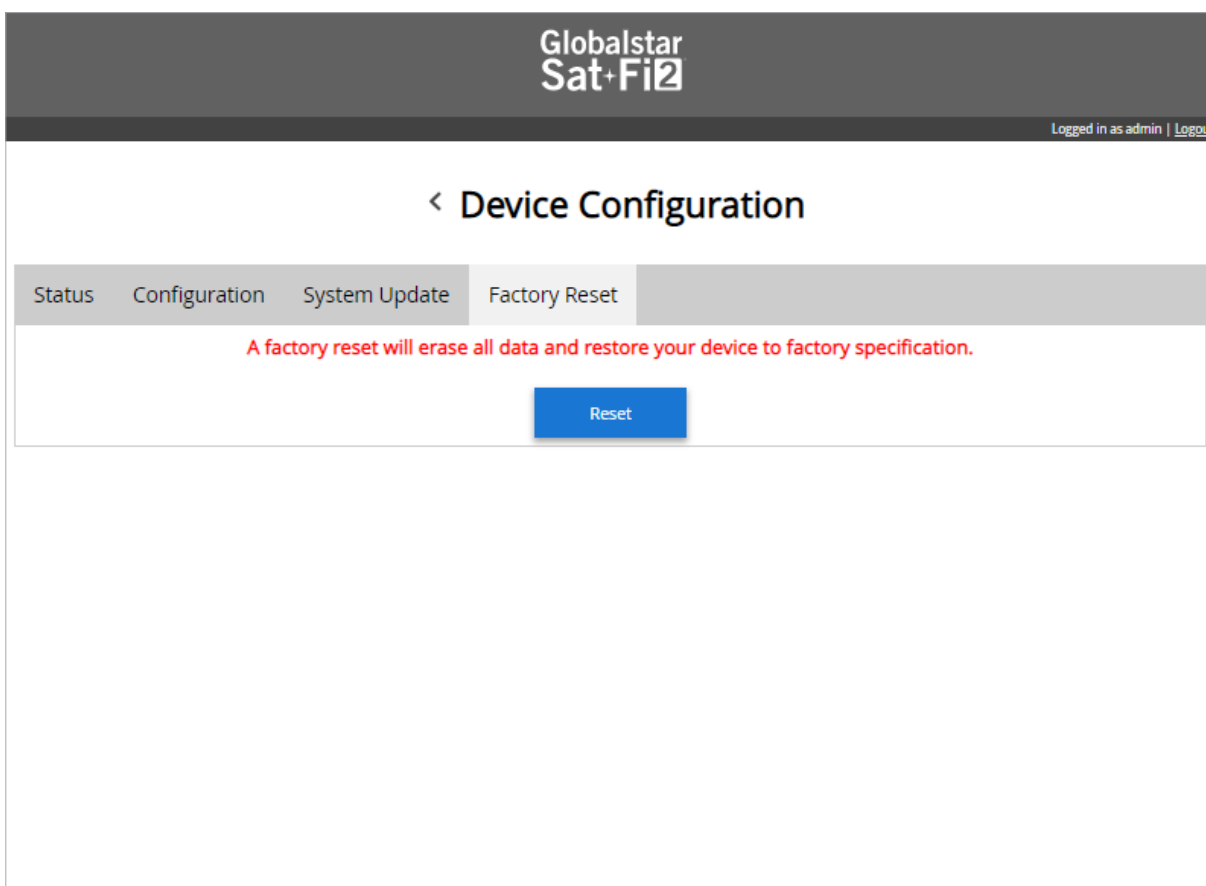
Status Configuration **System Update** Factory Reset

Update File
 No file chosen

Updates will take a few minutes. Please remain on this page to view status.

FACTORY RESET

Factory Reset will restore the Sat-Fi2 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-Fi Account:

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

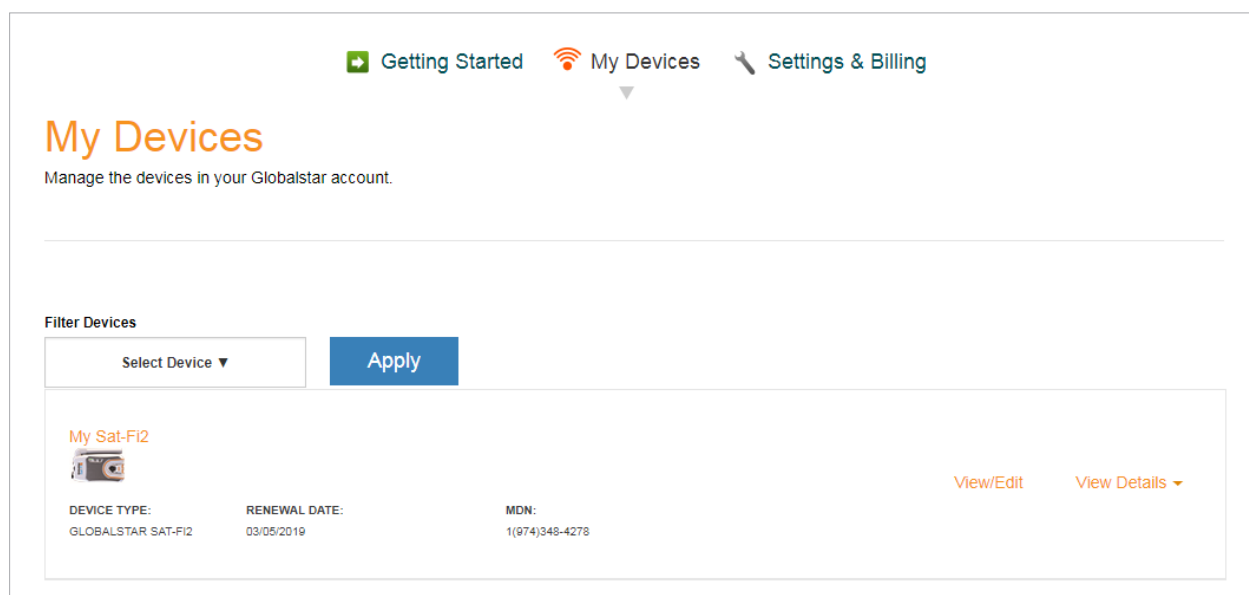
Logging in to My Account

Perform the following steps to login to My Account

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

My Devices Main Screen

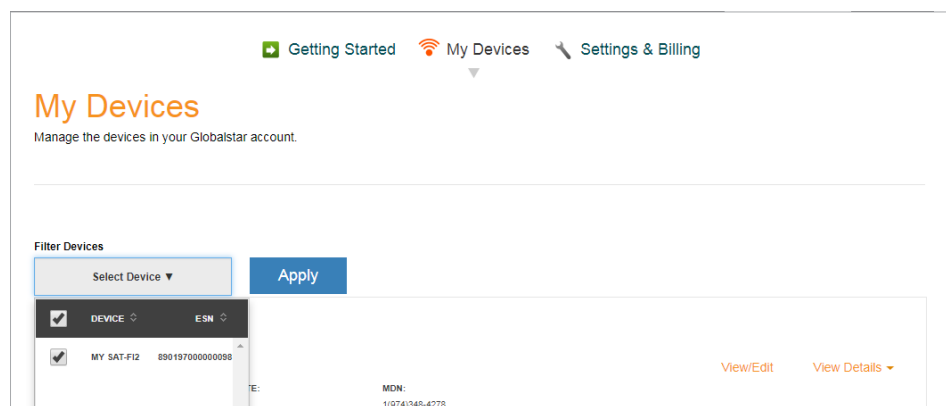
The My Device Main screen displays all of the Globalstar satellite devices registered within My Account, allowing for the navigation to individual Globalstar devices for management.



FILTERING DEVICES

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

1. Click on .
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:


My Devices

Manage the devices in your Globalstar account.

Filter Devices

Select Device ▼

Apply

My Sat-Fi2

DEVICE TYPE:
GLOBALSTAR SAT-FI2

RENEWAL DATE:
03/05/2019

MDN:
1(974)348-4278

[View/Edit](#)[View Details ▼](#)

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

My Sat-Fi2



View/Edit

View Details ▼

DEVICE TYPE:

GLOBALSTAR SAT-FI2

RENEWAL DATE:

03/05/2019

MDN:

1(974)348-4278

2. A Detail section will appear directly below displaying the following:
 - Plan – Displays the plan name associated with the current Globalstar device
 - ICCID – Displays Integrated Circuit Card Identifier of the Sat-Fi2 SIM card – This number is used for identifying and registering the Sat-Fi2
 - Services – Displays any services associated with the Globalstar device

My Devices


Manage the devices in your Globalstar account.

Filter Devices

Select Device ▼

Apply

My Sat-Fi2



View/Edit

View Details ▲

DEVICE TYPE:

GLOBALSTAR SAT-FI2

RENEWAL DATE:

03/05/2019

MDN:

1(974)348-4278

PLAN:

ADVANTAGE 600 USD

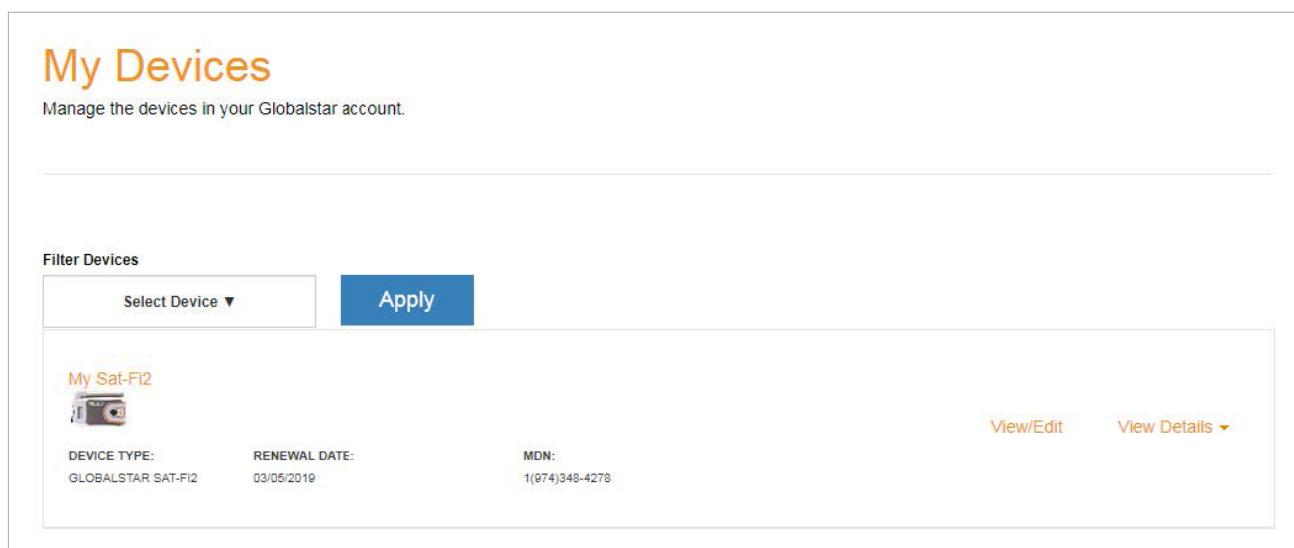
ICCID:

8901970 000 000 987683

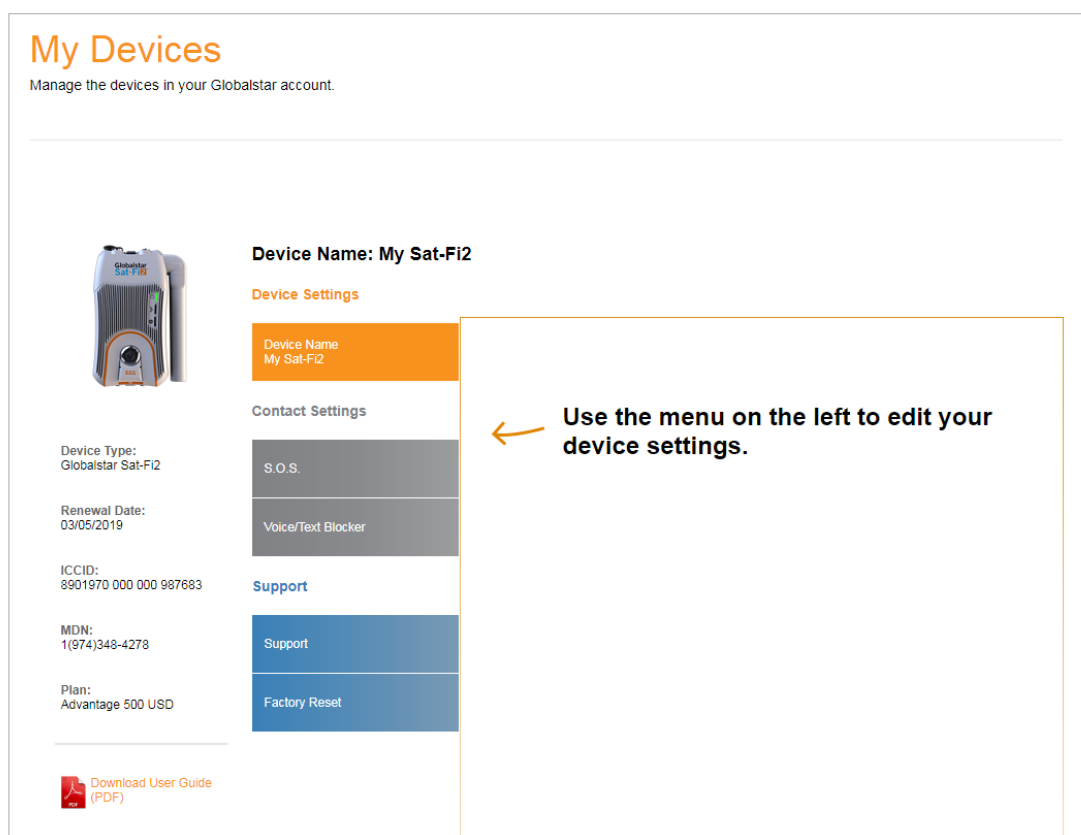
VIEW/EDIT

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 MY DEVICES OVERVIEW

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

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

Getting Started My Devices Settings & Billing

My Devices

Manage the devices in your Globalstar account.



Device Name: My Sat-Fi2

Device Settings

Device Name
My Sat-Fi2

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset

Device Type:
Globalstar Sat-Fi2

Renewal Date:
03/05/2019

ICCID:
8901970 000 000 987683

MDN:
1(974)348-4278

Plan:
Advantage 500 USD

Download User Guide
(PDF)

Use the menu on the left to edit your device settings.

NAME TAB

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

The screenshot shows the 'My Devices' management page. At the top, there are navigation tabs: 'Getting Started', 'My Devices' (selected), and 'Settings & Billing'. Below the tabs, the page title 'My Devices' is displayed with the subtitle 'Manage the devices in your Globalstar account.' On the left, there is a device icon and a list of device details: Device Type (Globalstar Sat-Fi2), Renewal Date (03/05/2019), ICCID (8901970 000 000 987683), MDN (1(974)348-4278), and Plan (Advantage 500 USD). In the center, there is a 'Device Settings' section with a 'Device Name' tab selected. The 'Device Name' tab shows the current name 'My Sat-Fi2' and a 'Save' button. To the right, there is a 'Device Name' section with the text 'My Sat-Fi2' and a 'Save' button. Below the 'Device Name' section, there are links for 'Support' and 'Factory Reset'.

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

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

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 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: My Sat-Fi2
[Device Settings](#)

Device Name

My Sat-Fi2

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset

Device Type:
Globalstar Sat-Fi2

Renewal Date:
03/05/2019

ICCID:
8901970 000 000 987683

MDN:
1(974)348-4278

Plan:
Advantage 500 USD

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

S.O.S.

Activate S.O.S. on your Sat-Fi2 device 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.

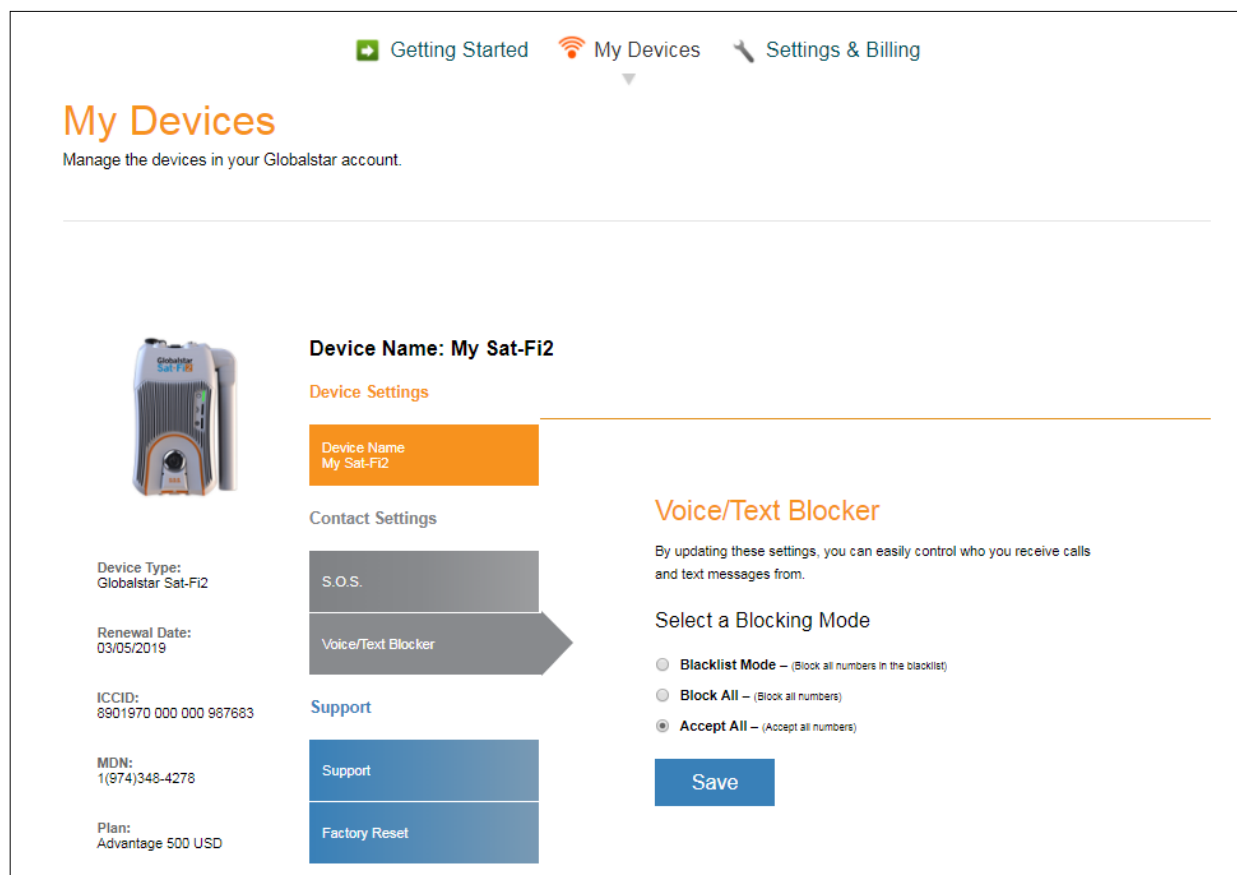
The ability to send S.O.S. alerts, make S.O.S. voice calls and send text messages to GEOS IERCC is covered in your Globalstar Service Plan. However, the cost associated with the rescue efforts are billed directly to the user. Make sure you're covered in the event of an emergency with the GEOS Search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



Getting Started My Devices Settings & Billing

My Devices

Manage the devices in your Globalstar account.



Device Name: My Sat-Fi2

Device Settings

Device Name
My Sat-Fi2

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset

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

Device Type:
Globalstar Sat-Fi2

Renewal Date:
03/05/2019

ICCID:
8901970 000 000 987683

MDN:
1(974)348-4278

Plan:
Advantage 500 USD

Selecting a Blocking Mode

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

1. In the **Select a Blocking Mode** section, select one of the following:

- **Blacklist Mode** – Block all numbers in your blacklist
- **Block All** – Block all numbers – No incoming calls allowed
- **Accept All** – Accept all numbers

2. Select 

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: My Sat-Fi2

Device Settings

Device Name: My Sat-Fi2

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset

Device Type: Globalstar Sat-Fi2

Renewal Date: 03/05/2019

ICCID: 8901970 000 000 987683

MDN: 1(974)348-4278

Plan: Advantage 500 USD

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

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	Unblock	Remove
John Doe	19853351234	Unblock	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	Unblock	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 **Unblock** next to telephone number.

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



Device Name: My Sat-Fi2

Device Settings

Device Name
My Sat-Fi2

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset


Device Type:
Globalstar Sat-Fi2

Renewal Date:
03/05/2019

ICCID:
8901970 000 000 987683


MDN:
1(974)348-4278

Plan:
Advantage 500 USD


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

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.

Getting Started
 My Devices
 Settings & Billing

My Devices

Manage the devices in your Globalstar account.

Device Name: My Sat-Fi2

Device Settings

Device Name
My Sat-Fi2

Contact Settings

S.O.S.

Voice/Text Blocker

Support

Support

Factory Reset

Device Type:
Globalstar Sat-Fi2

Renewal Date:
03/05/2019

ICCID:
8901970 000 000 987683

MDN:
1(974)348-4278

Plan:
Advantage 500 USD

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

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:

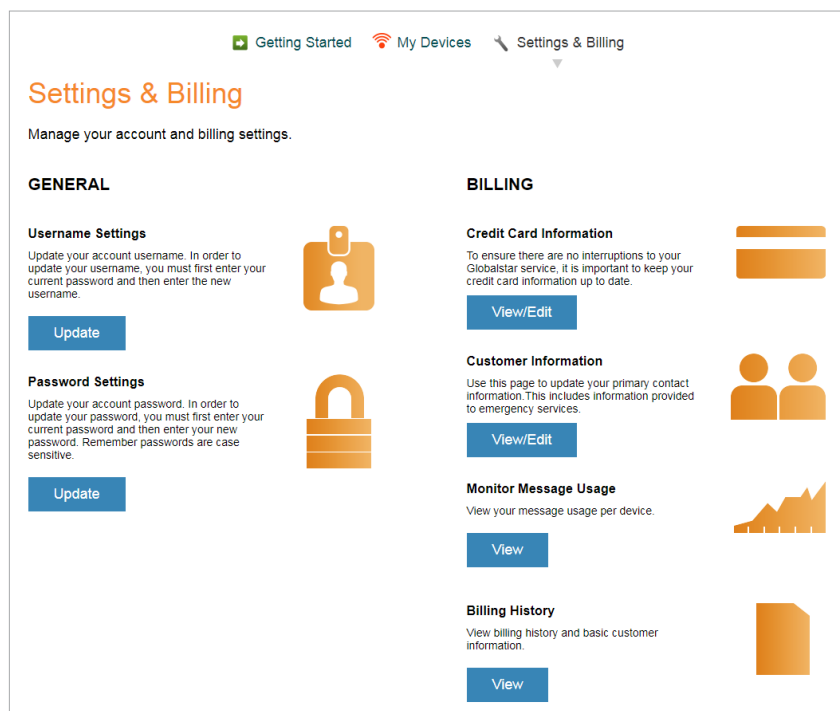
1. On the Sat-Fi2 app, select the Settings button
2. Select Configure Device Settings
3. Enter the Globalstar My Account login credentials
- NOTE: User must be logged in as the owner of the account
4. User must be logged in as the owner of the account
5. Select Device Configuration
6. Select Factory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

For Android:

1. Select the Menu icon on the app

My Account – Settings & Billing OVERVIEW

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



- **GENERAL SECTION**

- **Username Settings** – Select **Update** to change account username
- **Password Settings** – Select **Update** to change account password

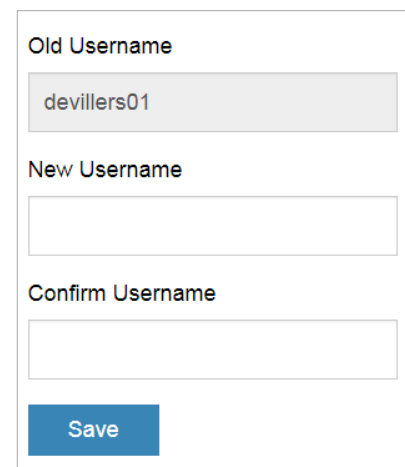
- **BILLING SECTION**

- **Credit Card Information** – Select **View/Edit** to update or change credit card information
- **Customer Information** – Select **View/Edit** to update primary contact information
- **Monitor Message Usage** – Select **View** to view the current billing cycle Sat-Fi2 message usage
- **Billing History** – Select **View** to view billing history/invoices and basic customer information

USERNAME SETTINGS

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

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



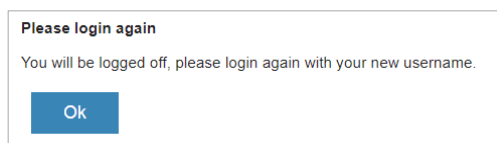
Old Username
devillers01

New Username

Confirm Username

Save

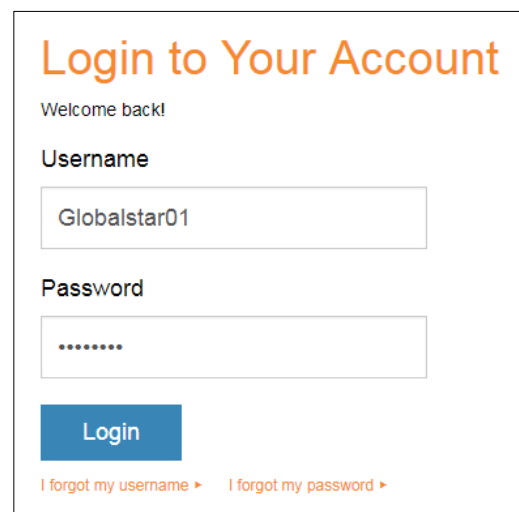
4. A Please Login again message will be displayed. Select **Ok**.



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

Old Password

New Password

Confirm Password

Save



CREDIT CARD INFORMATION

To ensure there are not interruptions to Sat-Fi2 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 *

Card Number * VISA

Name on Card *
Card Validation Code * Where is this?

Expiration Month *
Expiration Year *

Address *

City *
Zip/Postal Code *

Country *
State/Province *

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](#)

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 *

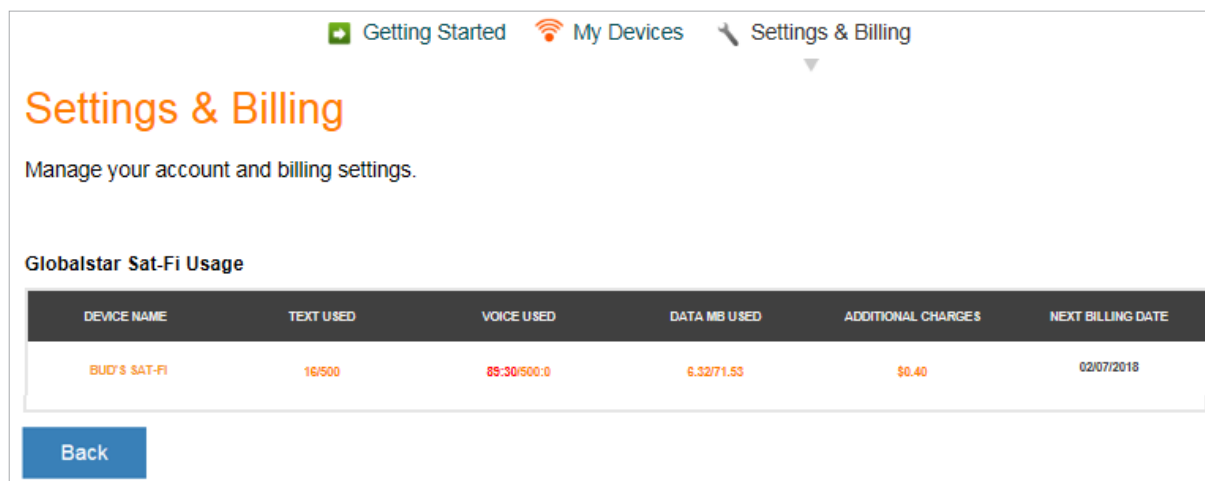
Louisiana ▼

Cancel

Save

MONITOR MESSAGE USAGE

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



DEVICE NAME	TEXT USED	VOICE USED	DATA MB USED	ADDITIONAL CHARGES	NEXT BILLING DATE
BUD'S SAT-FI	16/500	89:30/500:0	6.32/71.53	\$0.40	02/07/2018

Back

- **DEVICE NAME** – Displays the My Account name of the Sat-Fi2 device
- **TEXT USED** – Displays the number of text messages used (sent and received) and the maximum number of text messages allowed before overages will be incurred – Click the link to view a detailed usage report
Example: 16/500 where 16 is the current total of text messages used and 500 is the maximum number allowed before overages will be incurred
- **VOICE USED** – Displays the number of voice minutes used and the maximum number of voice minutes allowed before overages will be incurred – Click the link to view a detailed usage report
Example: 83.50/500 where 83.50 is the current total of voice minutes used and 500 is the maximum number allowed before overages will be incurred
- **DATA MB USED** – Displays the amount of data used, in MB, and the maximum amount of data allowed before overages will be incurred – Click the link to view a detailed usage report
Example: 6.23/71.53 where 6.23 is the current amount of data used and 71.53 is the maximum amount allowed before overages will be incurred
- **ADDITIONAL CHARGES** – Displays the current total of all additional charges (overages, long distance, roaming) before overages will be incurred – Click the link to view a detailed usage report
Example: \$0.40 is the current total of additional charges
- **NEXT BILLING DATE** – Displays the date of the next billing cycle begins

Text Usage Detail Report

Text Usage Details for Bud's Sat-Fi

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

Close

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

Voice Usage Detail Report

Voice Usage Details for Bud's Sat-Fi

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

1 2

Close

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

Data Usage Detail Report

Data Usage Details for Bud's Sat-Fi

DATE	DATA USED	CHARGE
01/08/2018 06:44 PM	465 KB	\$0.00
01/08/2018 07:04 PM	1260 KB	\$0.00
01/08/2018 10:42 PM	108 KB	\$0.00
01/08/2018 10:48 PM	8 KB	\$0.00
01/08/2018 11:59 PM	4 KB	\$0.00
01/09/2018 01:01 AM	46 KB	\$0.00
01/09/2018 08:13 PM	11 KB	\$0.00
01/09/2018 08:19 PM	754 KB	\$0.00
01/09/2018 12:04 AM	7 KB	\$0.00
01/10/2018 02:38 PM	39 KB	\$0.00
01/10/2018 02:48 PM	2 KB	\$0.00
01/10/2018 02:55 PM	29 KB	\$0.00
01/10/2018 04:21 PM	6 KB	\$0.00
01/10/2018 04:22 PM	75 KB	\$0.00
01/10/2018 04:34 PM	93 KB	\$0.00
01/10/2018 04:40 PM	21 KB	\$0.00
01/12/2018 02:45 PM	174 KB	\$0.00
01/12/2018 05:28 PM	10 KB	\$0.00
01/12/2018 05:31 PM	22 KB	\$0.00
01/15/2018 04:33 PM	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	2:0	\$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.

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



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

SAT-FI2 CERTIFICATIONS

FCC Compliance Statement

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

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

FCC PART 15 CLAUSE 15.21

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

ISED RF EXPOSURE GUIDANCE STATEMENT

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

RADIO & TELEVISION INTERFERENCE

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

Industry Canada Certification

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

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

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

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

Radio Astronomy Site

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

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

Regulatory Certification Numbers

Sat-Fi2:

FCC ID: L2V-SATFI2

IC: 3989A-SATFI2

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

Déclaration de conformité avec la FCC

Cet appareil est conforme à la section 15 des règles de la FCC. Son fonctionnement est 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 respecte les exigences de Radio Astronomie de limitation d'émission d'onde définies par l'accord de la Foundation Nationale de Science Globalstar de 2001. Il est compatible avec CFR25.213

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

Numéros de certification réglementaire








Sat-Fi2:

FCC ID: L2V-SATFI2

IC: 3989A-SATFI2

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

SAT-FI2 GENERAL WARNINGS

-  **Warning – Modifications:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
-  **Warning – Internal Battery:** The rechargeable battery inside the Sat-Fi2 is not designed to be replaced by the consumer. If replacement is needed, have an authorized service person replace the battery with one of the same size and type.
-  **Warning – Blasting Area:** To avoid interference with blasting operations, turn your Sat-Fi2 off when in a "Blasting Area" or in areas posted "Turn off two-way radio." Obey all signs and instructions.
-  **Warning – Potential Explosive Atmosphere:** Turn off the Sat-Fi2 when in any area with a potentially explosive atmosphere and obey all signs and instructions.
-  **Warning – Driving:** Always follow safe driving practices and local rules and regulations regarding the use of wireless devices while driving. Always park safely prior to using the Sat-Fi2.
-  **Warning – Pacemakers:** The Health Industry Manufacturers Association recommends that a minimum separation of six (6") inches be maintained between the Sat-Fi2 and a pacemaker to avoid potential interference with the pacemaker.
-  **Warning – Pacemakers:** Some digital wireless devices may interfere with some hearing aids. In order to prevent such interference, you may want to consult the manufacturer of your hearing aid.