

Sat★Fi2

Remote Antenna Station

REGISTRATION & SAT-FI2 APP SETUP

ESTABLISHING A SATELLITE CONNECTION

SAT-BROWSE

EMAIL SETUP

TROUBLESHOOTING

OPTIONAL POTS PHONE

REGISTRATION & SAT-FI2 APP SETUP

REGISTERING AT MY ACCOUNT

- 1 The customer will receive a Welcome to Globalstar email from message-noreply@globalstar.com. Open the email and click [Register Now](#).
- 2 Follow all on-screen instructions to register the account.

SAT-FI2 APP SETUP

- 1 On a smart device, download the Sat-Fi2 App from either the Apple App Store or Google Play Store using an LTE or standard Wi-Fi connection.
- 2 A WELCOME screen will be displayed. Select **LET'S GET STARTED**.
- 3 Select the following option:
 - **QUICK START** – Allows users to immediately use Voice, Text, and Browse without any further configuration
 - **ADVANCED SETUP** – Allows the users to create local account name and provides a wizard to help configure Email
- 4 Follow all on-screen instructions.

SAT-FI2 WI-FI NAME & PASSWORD

Default Wi-Fi Name: **satfi2_<xxxxxx>** (where xxxxxx is the last 6 digits of the ICCID)

Default Wi-Fi Password: **satfi1234**

ESTABLISHING A SATELLITE CONNECTION

BOOT-UP SEQUENCE


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

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

ESTABLISHING A SATELLITE CONNECTION (CONTINUED)

STATUS BAR DISPLAY

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

- Gateway Icon 
- Satellite Signal Strength 

BEST PRACTICE FOR MAKING A SUCCESSFUL CALL

The Sat-Fi2 RAS will work indoors, but the Sat-Fi2 RAS Antenna MUST be outside with an unobstructed 360° clear view of the sky (no buildings, trees, etc.) to operate properly.



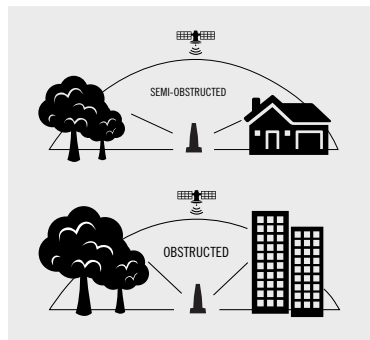
The Sat-Fi2 RAS antenna must be installed in an upright position with the top of the antenna pointed towards the sky.



LESS THAN 360° CLEAR VIEW OF THE SKY

SEMI OBTSTRUCTED – Outside backyard with two-story houses and trees will reduce call connection and performance

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



SAT-FI2 WI-FI RANGE

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

LTE & WI-FI INTERFERENCE

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

SAT-BROWSE

WHAT IS SAT-BROWSE?

Sat-Browse is a text-based optimized search engine. Sat-Browse compresses websites and removes advertisements, banners, and graphics, greatly reducing the amount of data usage by over 98%.

SAT-BROWSE LIMITATIONS

Sat-Browse will not work with and is not intended for:

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

STARTING SAT-BROWSE

Perform the following steps to start Sat-Browse:

- 1 On the main screen, select **Web**.
- 2 Select **Sat-Browse** (Do not use the normal search box).
- 3 Now enter a search in the Sat-Browse search box.
- 4 The search results will be displayed:
 - Select the orange search results to view the Sat-Browse version.
 - Selecting [Standard Version] will download a non-optimized web page, resulting in large data consumption and possible overage costs.

SAT-BROWSE DATA USAGE COMPARISON

Below are data usage comparisons between Sat-Browse and normal/unoptimized web-browsing.

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

EMAIL SETUP

Some of the supported email providers require an email/app-specific password and/ or 2-Step Verification for email/app configuration. Access to LTE or Wi-Fi is necessary in order to get the app-specific password.

SUPPORTED EMAIL CLIENTS

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

**May require 2-Step Verification and email/app-specific password*

For more information on email/app-specific password and 2-Step Verification, please visit your provider's support page or follow the email client specific instructions in the Sat-Fi2 User Guide located at: Globalstar.com/Sat-Fi2RASSupport.

NOTE: *For Exchange configuration, please see your Microsoft Exchange Administrator for the Exchange Active Directory Domain.*

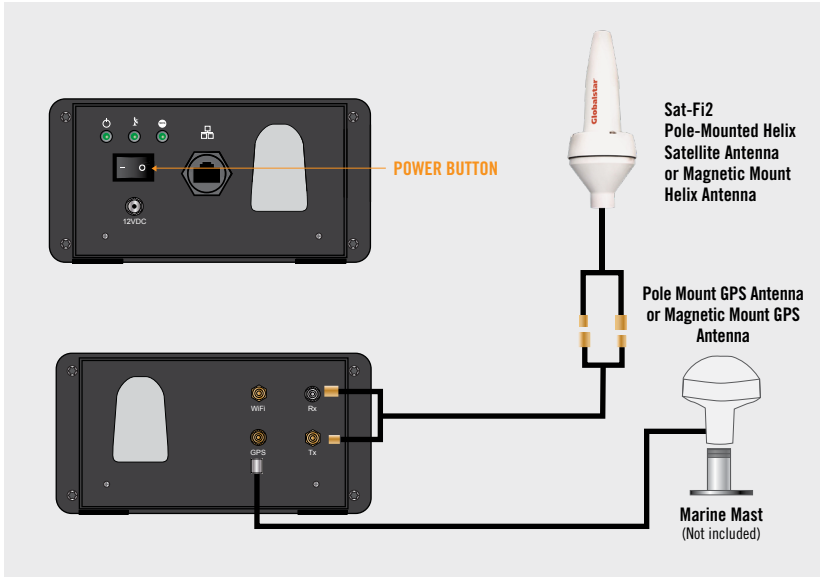
WHAT IS 2-STEP VERIFICATION?

2-Step Verification adds an extra layer of security to prevent unauthorized user from accessing an email account.



How it works:

- 1 Enter email username and password during Sat-Fi2 Email configuration.
- 2 Sat-Fi2 RAS verifies correct username and password.
- 3 Email client will send either a text to your phone or email to your email account to verify you are attempting to access your email from the device you are using (Sat-Fi2 RAS).
- 4 Follow the verification instructions.

TROUBLESHOOTING



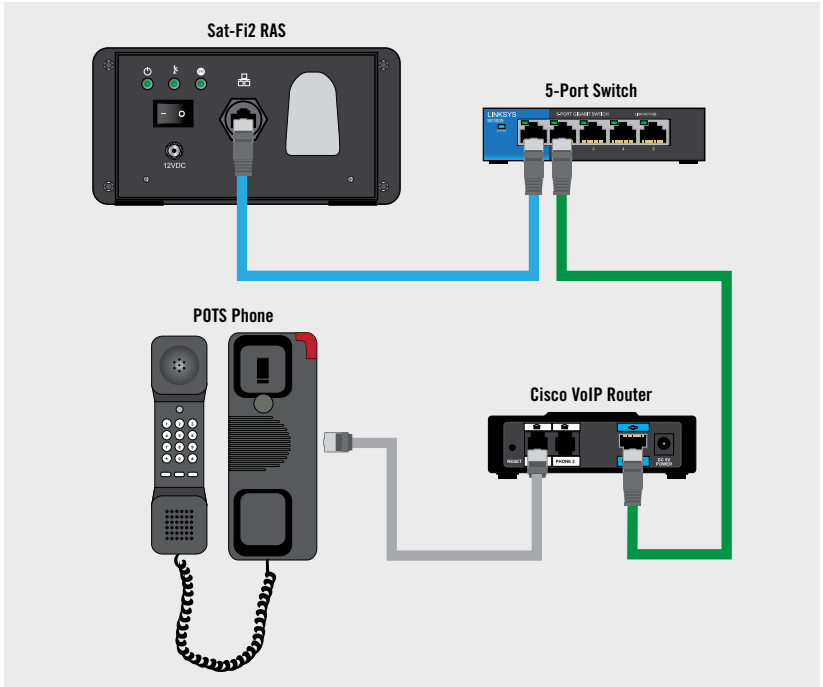
CANNOT ACQUIRE A SATELLITE SIGNAL

Perform the following if the Sat-Fi2 RAS cannot acquire a Satellite Signal after 10 minutes (No Gateway icon  or Satellite Signal Strength bars 

- 1 Check the Sat-Fi2 RAS antenna cable connections. Ensure all cables are securely connected on the Sat-Fi2 RAS and at the Antenna locations
- 2 Check if the Antenna has a clear view of the sky. If not, move the Antenna to a better location.
- 3 Reboot the Sat-Fi2 RAS by turning off the Sat-Fi2 RAS using the Power Button, wait 30 seconds, and turn on the Sat-Fi2 RAS using the Power button.
- 4 Attempt to re-acquire a satellite connection, using best practices (clear view of the sky).

NOTE: If all the steps above fail, make sure the Sat-Fi2 RAS has an active subscription.

OPTIONAL POTS PHONE



CALLING USING THE POTS PHONE

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