



GlobalstarTM

EBOOK

User Guide for Choosing Satellite Handheld Devices

Your roadmap to reliable, global communication with Globalstar

Why Satellite Handhelds Matter

Reliable communication can't be entirely pinned on cellular coverage. Vast areas of the globe remain outside the reach of terrestrial networks, leaving enterprises, government agencies, and industrial operators in the dark.

In remote worksites, on the coastline, and in disaster response zones, communications must continue regardless of terrestrial network availability. This is where satellite handheld devices play a vital role.



Unlike smartphones that depend on nearby towers, satellite handheld devices connect directly to orbiting constellations, ensuring a communications link even when terrestrial infrastructure is out of reach or offline. For organizations operating in logistics, maritime, utilities, mining, or emergency services, satellite devices provide:



Resiliency

A fail-safe line of communication during outages or crises



Mobility

Connectivity that moves with workforces and assets



Operational assurance

The confidence that teams, equipment, and data streams remain visible

Satellite handheld devices should combine enterprise-grade performance with practical ease of use, supporting organizations as they digitize operations and extend safety and efficiency beyond traditional coverage zones.

The Coverage Gap Problem

Despite advances in LTE and 5G, cellular connectivity is inherently limited. Carriers prioritize dense urban areas where ROI is highest, leaving rural, offshore, and industrial geographies underserved.

Three challenges stand out:



Geography

Mountains, forests, deserts, oceans, and ground open-air mines are not cost-effective to cover with towers or fiber.



Economic

Extending infrastructure to low-population or temporary worksites, such as construction projects, is often impractical.



Resilience

Natural disasters, power outages, and physical damage to towers can eliminate connectivity when it is most needed.

For mission-critical operations, these coverage gaps create dead zones with real costs:

- Lost productivity when crews cannot report data in real time
- Increased safety risk when workers are isolated without communications
- Supply chain inefficiencies when assets fall out of visibility

Satellite connectivity ensures these gaps are bridged, enabling continuous communications where cellular cannot go.

What to Look for in a Satellite Handheld Device

When evaluating handheld devices for enterprise or government use, procurement teams should focus on seven key criteria:

1 Coverage Footprint

Does the network provide reliable global or regional reach for your operations?

2 Ease of Use

Can non-technical personnel operate the device intuitively during stressful situations?

3 Battery Life

Does it last through long shifts, deployments or voyages?

4 Durability

Is the device ruggedized against dust, water, vibration, and extreme temperatures?

5 SOS and Messaging

Are two-way SOS, location sharing, and check-ins supported, not just one-way alerts?

6 Integration

Will the device connect with your workforce management, fleet tracking, or IoT platforms?

7 Total Cost of Ownership

Beyond Hardware pricing, what service models and airtime plans make sense for your budget?

Tip for buyers

Look beyond technical specifications. Evaluate how devices will integrate into your existing operational workflows, from workforce safety protocols to logistics management systems.



The Globalstar Difference

Globalstar handhelds are purpose-built to deliver reliability, affordability, and integration advantages:

- ✓ **Low Earth Orbit (LEO) satellite**
Globalstar's LEO network provides global coverage while maintaining low latency and highly reliable links.
- ✓ **Resilient coverage footprint**
Globalstar provides strong coverage, making it ideal for cross-border and nearshore operations.
- ✓ **Commercial-grade handhelds**
Designed for workforce communications, incident response, and asset protection, meeting enterprise durability and reliability standards.
- ✓ **Affordable pricing models**
Flexible service plans enable organizations to deploy devices across entire fleets or workforces.

Use Cases in Action



Energy & Utilities

Field technicians in remote oilfields, wind farms, or transmission corridors require connectivity for safety check-ins and incident reporting. Globalstar handhelds allow workforce visibility across large, often unmanned territories.



Emergency Response

When hurricanes, wildfires, or earthquakes take terrestrial networks offline, responders need resilient devices to coordinate relief. Globalstar's handhelds operate independently of local infrastructure, keeping agencies connected when response speed is critical.



Logistics & Supply Chain

Handhelds complement IoT and tracking solutions, enabling continuous communication with mobile workers as shipments move through cellular gaps — from ports to highways to remote yards.

Checklist: Choosing the Right Handheld

- ☐ **Define coverage requirements:** Regional vs. global operations
- ☐ **Match device features to use case:** Voice, SOS, messaging, integration
- ☐ **Evaluate durability:** Environmental conditions matter (saltwater, dust, vibration)
- ☐ **Calculate total cost:** Include airtime, deployment, and support
- ☐ **Assess vendor support:** Installation, training, and customer service



Why Choose Globalstar

Globalstar handheld devices are trusted by enterprises, governments, and individuals worldwide for one reason: they work when nothing else does.



Proven satellite innovation and reliability, with a constellation and ground infrastructure purpose-built for IoT and communications.



Trusted across industries: maritime, utilities, energy, emergency response, and logistics.



Millions of SPOT messages sent, saving lives and keeping workers safe.



Competitive pricing models that make satellite handhelds accessible across fleets, not just for specialized roles.

Smart infrastructure, industrial operations, and government agencies all face the same reality: cellular coverage stops, but work does not.

With Globalstar handheld devices, enterprises can:

- ✓ Eliminate dangerous dead zones
- ✓ Gain end-to-end asset visibility
- ✓ Maintain workforce safety and compliance
- ✓ Ensure operational resilience even during outages or disasters

When communications can't fail, Globalstar handhelds keep you connected everywhere you need to be.

Learn more at globalstar.com

