

Device Manual - Helium Mobile Spot™

Spot-US | Nova Labs, Inc

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Helium Mobile Spot™

The Helium Mobile Spot is a mapping device that enables users to verify the Helium 5G Network and earn \$MOBILE rewards via the dedicated “Spot App”

What’s Inside the Box

Included in the box for Helium Mobile Spot™ should be:

- 1 Helium Mobile Spot Mapper (82.1 mm x 141.1 mm x 18.1 mm, 218.6 g)
- 1 Charging Cable
- 1 Paper Insert with a QR Code to the User Guide
- 1 Warranty and FCC Compliance Pamphlet

Set-Up

Setting up your Spot device is simple. Before beginning the process, it is recommended to be prepared with:

- Internet connection via a Wi-Fi network. Note, you will need the login credentials to a Wi-Fi network to connect your Spot device.
- Bluetooth connection enabled on your mobile device

Power On

You can power on your Spot by holding down the button on the side of the device. Upon holding down this button, the LED lights on your device will turn white. View the diagram below.



If Spot does not turn on right away, you may need to charge the battery by connecting your device to a USB-C power source with the provided charging cable.

Downloading the Spot App

The Spot App allows users to onboard their Spot device and map the Helium Network. The Spot App is available on Android and iOS.

1. The Spot App can be located in the Play Store on an Android device or the App Store on an iOS device.
2. Search for "Spot App".
3. Download the Spot App to your device.
4. When the app has completed downloading, you are now ready to begin onboarding your Spot.

Onboarding your Spot

To onboard your Spot device using the "Spot App", follow the instructions outlined within the app. These instructions outline the following steps in detail.

1. Open the Spot app on your mobile device.
2. Tap "Connect to Spot"
3. Enable Bluetooth on your mobile device to pair your Spot.
4. Follow the instructions in the app to power on your Spot device and pair to Bluetooth
5. Tap "Continue Set-Up" to begin connecting your device to Wi-Fi.
6. Follow the instructions in the app to successfully connect your Spot device to your Wi-Fi. This step is necessary for receiving over-the-air device updates on your Spot. Wi-Fi is not necessary for mapping.

For more details regarding the in-app set-up process, please visit <https://hellohelium.com/spot/getstarted>.

Spot Basics

Settings

You can locate important information regarding your Spot in the "Settings" menu of the Spot App. To navigate to "Settings", tap on the 3 white lines to open up the Menu. Select "Settings" from the list of menu options.

Device Information

Device information can be found under the "Device Settings" section in "Settings" in the Spot App. The following information is available in this section:

- Unique Device Name
- Device Public Key
- Service Set Identifier (SSID)
- International Mobile Equipment Identity (IMEI)

Battery

Your Spot's battery percentage can be found under "Device Settings" in the "Settings" menu. When fully charged, Spot's battery can last up to 3 hours while actively mapping.

Understanding Spot's status LED's

The Spot has four status LEDs representing the current state of its modems: IoT, Mobile, Wi-Fi, and Bluetooth. These LEDs can be blue, green, red, or white.

IoT	Breathes Green - LoraWAN is connected Blinks Green - Sending data over LoraWAN
Mobile	Solid Green - Spot is scanning a hex Solid Blue - Spot is beginning an attach Blinks Blue - Attach is successful Blinks Red - Attach is unsuccessful
Wi-Fi	Breathes Green - Wi-Fi is connected Blink Red - Wi-Fi is not connected, Error
Bluetooth	Solid Green - Bluetooth is enabled Solid Red - Bluetooth is disabled Blinks Blue - Spot is scanning for Bluetooth Solid Blue - Bluetooth is connected

Power Off and Reset

To power off your Spot using the device, hold down the side button for 2 seconds or until all lights blink blue. You can also power off your Spot by visiting "Settings" and scrolling to the bottom of the page. Tap on "Power Off Spot".

To reset your Spot, hold down the side button for 10 seconds. Continue to hold down this button as the lights turn blue. After 10 seconds, all lights will blink red and your Spot will reset.

Mapping

Positioning your Spot

While mapping, ensure your Spot device is held in the upright position for optimum mapping. This position will have the Helium™ Roundel facing upwards. Mapping with your Spot Device on its side or face down will result in slow or inaccurate mapping.

Spot is rated to operate between -20 and 50°C, so beware of leaving it in direct sunlight or outdoors.

Mapping Basics

With your Spot device powered on and has been successfully onboarded to the Spot app, you are able to begin mapping.

There are two events that Spot completes while mapping: scanning and attaching.

Scanning

Scanning occurs automatically when you begin mapping. Scans occur when your Spot passively “sniffs” the surrounding airwaves to locate Helium 5G coverage. Scans occur constantly and inform users of the presence of a Helium CBRS.

Attaching

When your Spot device has detected the Helium 5G Network, it will begin to “attach” to the cell. Attaches verify the coverage emitted from the radio and determine the quality of coverage via its signal strength

For more information about mapping, visit <https://www.hellohelium.com/spot/getstarted>.

Support

For any support inquiries, please email support@hellohelium.com.

Limited Warranty

One-Year Limited Warranty - Summary

The full terms of Nova's One Year Limited Warranty for the Mobile Spot and detailed information on obtaining service are available at <https://hellohelium.com/spot/warranty>.

Nova One (1) Year Limited Warranty - Accessory - For Nova and Helium Mobile branded Products Only.

The Nova One-Year Limited Warranty is a voluntary manufacturer's warranty. It provides rights separate from rights provided by consumer law, including but not limited to those relating to non-conforming goods. As such, the Nova One-Year Limited Warranty benefits are in addition to, and not instead of, rights provided by consumer law and it does not exclude, limit or suspend a buyer's rights arising from consumer law.

Consumers have the right to choose whether to claim service under the Nova One-Year Limited Warranty or under their consumer law rights. Important: The Nova One-Year Limited Warranty terms and conditions shall not apply to consumer law claims. For further information about consumer law, please visit the Nova website (<https://hellohelium.com/spot/consumerlaw>) or contact your local consumer organization.

Please note – All claims made under the Nova One-Year Limited Warranty will be governed by the terms set out in this warranty document.

Your Nova or FreedomFi branded hardware product ("Product") is warranted against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original retail purchase ("Warranty Period") when used in accordance with Nova's user manuals (refer to <https://hellohelium.com/spot/getstarted>). Under this warranty, you will be able to direct your claims to Nova even in situations where you purchased the Nova Product from a third party. If a defect arises during the Warranty Period, Nova, at its option will (1) repair the Product at no charge using new parts or parts that are equivalent to new in performance and reliability, (2) exchange the Product with a product of equivalent functionality formed from new or previously used parts that are equivalent to new in performance and reliability or with your consent, a product that is at least functionally equivalent to the product it replaces, or (3) refund the original purchase price.

Nova does not warrant, represent or undertake that it will be able to repair or replace any Product under this warranty without risk to and / or loss of information and / or data stored on the Product. In no event shall Nova be liable for (a) loss or damage, which as of the Product's purchase cannot be regarded as being caused by Nova's breach of these warranty terms; or (b) losses caused by the user's fault, loss of data or loss of profits or benefits.

Any limitations of liability in this warranty document shall not apply to (i) death or personal injury pursuant to any mandatory law on product liability; (ii) fraud or fraudulent misrepresentation; (iii) intentional misconduct or gross negligence; or (iv) a culpable breach of major contractual obligations. A damages claim based on a breach of major contractual obligations or gross negligence will be limited to foreseeable damage typical for the sale contract concerned.

To obtain warranty service, contact Nova using the Information described at <https://hellohelium.com/spot/warranty>. Proof of purchase may be required to verify eligibility. For product originally purchased in the U.S.A, Nova is Nova Labs, Inc. [address]. For all other countries, Nova is described at www.nova-labs.com/legal/warranty. Nova or its successors in title is the warrantor.

IMPORTANT RESTRICTIONS FOR SERVICE.

Nova will provide warranty service through one or more of the following options:

(i) Mail-in service. If Nova determines that your Product is eligible for mail-in service, Nova will send you prepaid waybills and applicable packaging material, so that you may ship your Product to a Nova Repair Service ("NRS") or other location. Nova will pay for shipping to and from your location if instructions regarding the method of packaging and shipping the Product are followed.

(ii) Do-it-yourself (DIY) parts service. DIY parts service allows you to service your own Product. If DIY parts service is available in the circumstances, the following process will apply.

(a) Service where Nova requires return of the replaced Product or part. Nova may require a credit card authorization as security for the retail price of the replacement Product or part and applicable shipping costs. If you are unable to provide credit card authorization, DIY parts service may not be available to you and Nova will offer alternative arrangements for service. Nova will ship a replacement Product or part to you with installation instructions, if applicable, and any requirements for the return of the replaced Product or part. If you follow the instructions, Nova will cancel the credit card authorization, so you will not be charged for the Product or part and shipping to and from your location. If you fail to return the replaced Product or part as instructed or return a replaced Product or part that is ineligible for service, Nova will charge your credit card for the authorized amount.

(b) Service where Nova does not require return of the replaced Product or part. Nova will ship you free of charge a replacement Product or part accompanied by instructions on installation, if applicable, and any requirements for the disposal of the replaced Product or part.

(c) Nova is not responsible for any labor costs you incur relating to DIY parts service. Should you require further assistance, contact Nova via email at support@hellohelium.com.

Service options, parts availability and response times may vary according to country. If you require service in a country where Nova does not maintain a Nova Retail Store or Nova Authorized Service Provider ("NASP"), (a list of current service locations is provided at <https://www.hellohelium.com/spot/warranty>). Service options may be limited. If a given service option is not available for the Nova Product in such country, Nova or its agents shall notify you about any additional shipping and handling charges which may apply before rendering service. Where international service is available, Nova may repair or replace Products and parts with comparable Product and parts that comply with local standards. Nova may use Nova Products or replacement parts for service that are sourced from a country that is different from the country from which the Nova Product or original parts were sourced.

If any term is held to be illegal or unenforceable, it shall be severed from this warranty and the legality or enforceability of the remaining terms shall not be affected.

This warranty is governed by and construed under the laws of the country, state and city in which the Product purchase took place.

FCC Regulatory Information

Nova Labs, Inc. is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment. 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.

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.

Reasonable protection against harmful interference in a residential installation.

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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to

which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter. This device is designed not to exceed the emission limits for exposure to radio waves (radio frequency electromagnetic fields) adopted by the Federal Communications Commission. The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit is 1.6W/kg. Testing for SAR are conducted using standard operating positions at 5mm distance with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the FCC guidelines for this device is 1.05 W/Kg.

Carry this device at least 5 mm away from your body to ensure exposure levels remain at or below the as-tested levels. Choose the belt clips, holsters, or other similar body-worn accessories which do not contain metallic components to support operation in this manner. Cases with metal parts may change the RF performance of the device, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified, and use of such accessories should be avoided.