



Quick Start Guide



Global
Satellite
Communicator





IMPORTANT: See the *Product Safety, Regulatory and Warranty Information* guide, in the product box for important information. The *User Manual* is available at <https://support.zoleo.com>.

TABLE OF CONTENTS

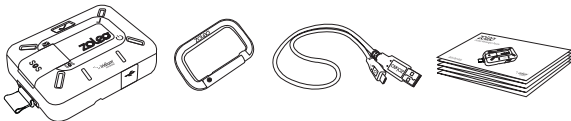
Introduction	3
Device Overview	4
Getting Started	5
Device Features	10
Device LED Description	13
Quality of Service and Efficient Operation	16
Important Tips	17

INTRODUCTION

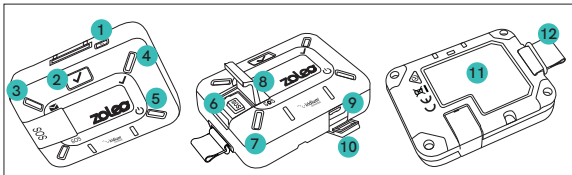
Welcome to ZOLEO!

Thank you for choosing ZOLEO and welcome to seamless global messaging via satellite, cellular and Wi-Fi.

What's inside the box:



DEVICE OVERVIEW

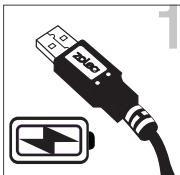


- 1. Power button
- 2. Check-in button
- 3. Message LED
- 4. Check-in LED
- 5. Power/Battery LED

- 6. SOS Button
- 7. SOS LED
- 8. SOS cover
- 9. USB port
- 10. USB cover

- 11. Label - SOS instructions
- 12. Lanyard

GETTING STARTED



Charge your ZOLEO device

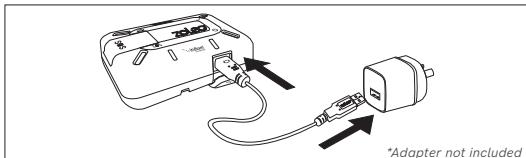


Activate your ZOLEO device and airtime plan



Install the ZOLEO App

STEP 1- Charge your ZOLEO device



Connect the USB charging cable to the ZOLEO device and adapter*. Plug in. When finished, close the USB cover for a water-resistant seal.

Tip: While charging you can begin setting up your ZOLEO plan.

STEP 2- Activate your ZOLEO device and airtime plan



IMPORTANT: You'll need to add two (2) SOS contacts when you activate your account.

Go to:

<https://www.zoleo.com/activate>



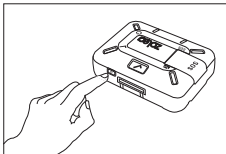
Info required to activate:

- *Personal contact information*
- *Emergency contact information x 2*
- *Check-in contact information x 1*
- *Valid email address*
- *Credit card information*
- *ZOLEO IMEI and serial number from device label*

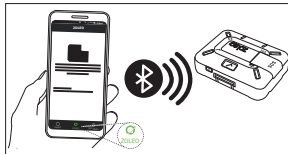
STEP 3- Install the ZOLEO App



- 1) Search '**ZOLEO**' on the App Store or Google Play and install the application to your smartphone/tablet.
- 2) Turn on your ZOLEO device.
- 3) Pair your smartphone/tablet with your ZOLEO device via Bluetooth by navigating to the ZOLEO tab in the app. This may also prompt you to update your firmware, which ensures optimal performance.



Power 'ON'



Pairing via Bluetooth from app

Setting up your smartphone/tablet (con't)

- 4) Once paired, you can send/receive messages from the ZOLEO App. Refer to the User Manual for info on using the Messaging, SOS, Check-in, Weather and Location features of the app.

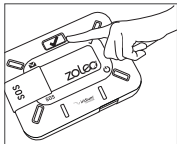


- 5) ZOLEO also sends/receives messages via **Wi-Fi** and **cellular** connection when available.



DEVICE FEATURES

Send Check-in message



1) Press and hold the Check-in button until the Check-in LED has changed.



2) All LED's will spin green and send a check-in message.

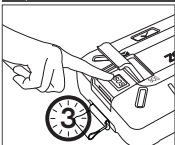


3) Device will emit an ascending tone when check-in message is sent.

Note: Refer to page 13-15 for detailed LED descriptions.

Activate SOS

Note: Pressing the SOS button sends an alert directly to GEOS International Emergency Response Coordination Center (IERCC).



- 1) Open SOS cover, and press the SOS button for 3 seconds.



- 2) All LED's will spin red and emit an emergency tone.

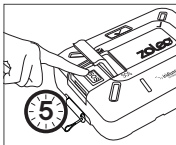


- 3) An ascending tone confirms SOS has been sent. The SOS LED will change to a slow double blink red once confirmed.

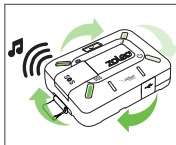


IMPORTANT: The SOS alerting function should only be used in an emergency. SOS alerts transmit over the Iridium satellite network only. To use SOS via the ZOLEO App, it must be paired (via Bluetooth) with the ZOLEO device.

Cancel SOS









- 1) Open SOS cover and press SOS button for 5 seconds.











- 2) All LED's will spin green. Cancellation is acknowledged when you hear an ascending tone.

Note: An SOS alert can be cancelled at any time.

DEVICE LED DESCRIPTION

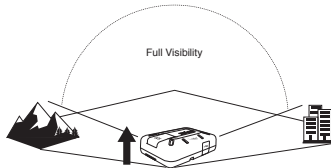
	CONDITION	LED	ACTION
	Device is ON		The power LED will blink GREEN .
	Device is ON and charging		The power LED will blink AMBER .
	Device is ON and battery is low		The power LED will slow blink AMBER and device will emit a descending tone.
	Device is OFF and charging		The power LED will show solid AMBER .
	Device is OFF and fully charged		The power LED will show solid GREEN when connected to an active power source.

	CONDITION	LED	ACTION
✓	Check-in sent		All LEDs will spin GREEN while check-in is sending. Device emits an ascending tone when the check-in is successfully sent.
	Check-in failed to send		Check-in LED will blink AMBER and emit descending tone when a check-in message fails to send.
✉	Message received		Message LED will fast blink BLUE and device will emit a consistent tone.
	Message sent		All LEDs will spin BLUE while message is sending. Device will emit ascending tone when the message is successfully sent.
	Message failed to send		Message LED will blink AMBER and device will emit a descending tone when a message fails to send.

SOS	CONDITION	LED	ACTION
	SOS initiated		All LEDs will spin RED and device will emit emergency tone, to cancel press SOS button for 5 seconds.
	SOS acknowledged		Ascending tone confirms SOS message is sent and SOS LED will slow double blink RED when emergency is acknowledged.
	SOS cancelled		All LEDs will spin GREEN once cancellation is initiated. Device will emit an ascending tone when cancellation is successfully sent.

QUALITY OF SERVICE AND EFFICIENT OPERATION

- 1) Ensure that your ZOLEO device is at least 80% charged and ready for use when needed.
- 2) For optimal performance, ensure the ZOLEO device has an unobstructed view of the sky, with the ZOLEO logo pointing up to the sky.
- 3) Ensure your smartphone/tablet is in Bluetooth range (less than 30 m (98 ft), line of sight) from your ZOLEO device.



IMPORTANT TIPS

- *Charge the device within the following temperature range: 0°C (32°F) to 45°C (113°F).*
- *Please keep your ZOLEO device charged to at least 80% capacity at all times so it is ready for use when needed.*
- *Only one user can be paired to the device at a time. If another user is already paired, that user must first disconnect from the device. To disconnect, go to the app settings and select 'Disconnect from ZOLEO'.*
- *For added features and convenience, invite frequent contacts to use the ZOLEO App. You'll be able to send messages app-to-app and they don't need to have a ZOLEO device themselves. You can send them an invite from your app settings.*



Copyright © 2019 ZOLEO Inc. All rights reserved.

The ZOLEO name and logo are trademarks of ZOLEO Inc. Iridium and Iridium Connected Logo are registered trademarks and service marks of Iridium Communications Inc. Android and Google Play are trademarks of Google Inc. Apple is a registered trademark of Apple Inc. App Store is a service mark of Apple Inc. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by ZOLEO Inc. is under license. All other trademarks, trade names, service marks and logos are the property of their respective owners.

Designed in Australia. Manufactured in Malaysia.

FCC Statement
FCC ID: 2ATHQZL1

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. 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 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.

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

Notice: This device must be turned off at all times while on board aircraft.

This device complies with the requirements for Radio Astronomy Site avoidance as specified by the Global star 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.

IC Statement

IC: 25141-ZL1

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

Le présent appareil est conforme aux CNR d'Industrie Canada applicable aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage. (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The exposure standard for wireless transmitter employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6W/kg. The highest SAR value for the EUT as reported to the FCC when tested for worn on the body is 1.44W/kg.

La norme d'exposition pour l'émetteur sans fil utilise une unité de mesure connue sous le nom de taux d'absorption spécifique, ou SAR. La limite SAR fixée par l'IC est de 1.6W/kg. La valeur SAR la plus élevée pour l'EUT telle qu'elle a été signalée à la FCC/IC lorsqu'elle a été testée pour être portée sur le corps est de 1.44W/kg.

Product Specification

Product Name	Global Satellite Communicator
Model No.	ZL1000
Brand Name	Zoleo
Device Category	Portable Device
Bluetooth Version	v4.1 (single mode only for BLE)
Operation Frequencies	Bluetooth: 2402MHz ~ 2480MHz Satellite: 1616.020833MHz ~ 1625.979167MHz GPS: 1575.42MHz SBAS: 1575.42MHz BDS: 1561.098MHz GLONASS: $1602 + n \times 0.5625$ MHz ("n" is a satellite's frequency channel number from -7 ~ 6)
Maximum Transmit Power	30.60dBm (Maximum Conducted Power) (Satellite Transmit) 0.41dBm (Maximum Conducted Power) (BLE Transmit)
Satellite Rated E.I.R.P.	36.00dBm
Power Supply	By Rechargeable Lithium Battery
Operation Temperature	-20 ~ 55
Hardware Version	05
Software Version	1.0

There are no restrictions of use in Member States.

EU Declaration of Conformity

Zoleo Incorporated hereby declares that the device is in compliance with the essential requirements and other relevant requirements of RED Directive 2014/53/EU. The SAR limit adopted by Europe is 2.0W/kg averaged over 10 grams of tissue. The highest SAR value for this device type when tested for worn on the body is 0.81W/kg.

Zoleo Incorporated

Address: 7A Taymall Avenue, Toronto, Ontario M8Z 3Y8, Canada