ZOLEO™

Quick Start Guide

Global
Satellite
Communicator

iridium® connected

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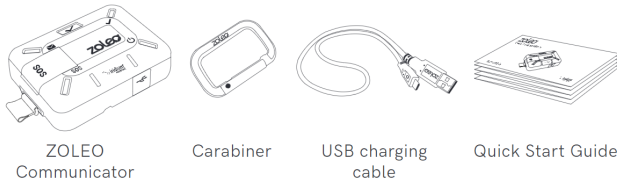
INTRODUCTION

Welcome to ZOLEO
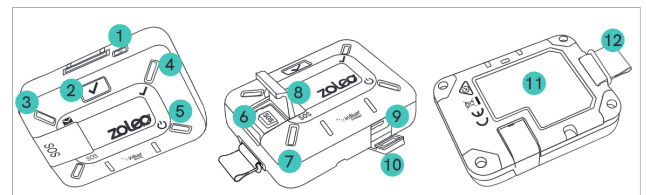
Thank you for choosing ZOLEO and welcome to global messaging via satellite, cellular and Wi-Fi.
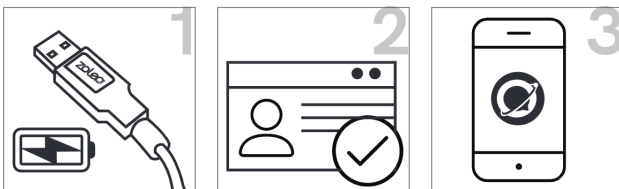
What's inside the box

| ZOLEO Communicator | Carabiner | USB charging cable | Quick Start Guide |

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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 with SOS instructions
12. Lanyard

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GETTING STARTED

1 Charge your ZOLEO communicator

2 Activate your ZOLEO communicator and airtime plan
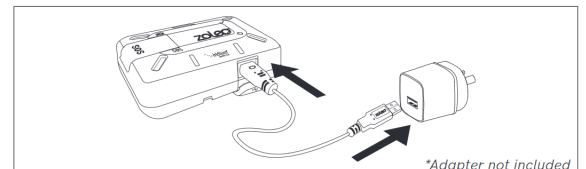
3 Install the ZOLEO app

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STEP 1 – Charge your ZOLEO communicator

⚠️ **IMPORTANT** *the ZOLEO communicator must be connected to an active USB charger prior to first use.*

*Adapter not included

Connect the USB charging cable to the ZOLEO communicator and adapter. Plug the adapter into a power outlet and turn the power on. When finished, close the USB cover for a water-resistant seal.

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

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STEP 2 – Activate your ZOLEO communicator and airtime plan

⚠️ **IMPORTANT** *You'll need to add two SOS contacts when you activate your account.*
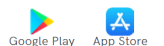
Go to: **https://www.zoleo.com/activate**

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

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### STEP 3 – Install the ZOLEO App

Google Play   App Store

1) Search for 'ZOLEO' in the App Store or Google Play and install the app on your smartphone/tablet.

2) Start the application and follow the onscreen prompts to setup your ZOLEO account.

3) Power on your ZOLEO communicator and ensure it is has an unobstructed view of the sky (refer to Quality of Service on page 16).

4) Open the ZOLEO tab and the app will automatically search for your ZOLEO device via Bluetooth. To connect, select the option that matches the details found on the back of your ZOLEO device.

5) The initial set up may prompt you to update your firmware, which ensures optimal performance.

Connect via Bluetooth® from the app

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Setting up your smartphone/tablet (con't)

Once connected, you can send and receive messages from the ZOLEO app. Refer to the user manual for information on using the messaging, SOS, check-in, weather and location features of the app.
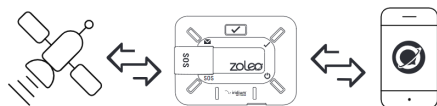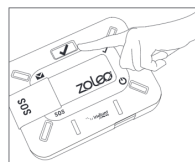
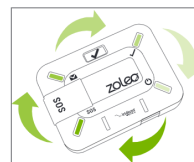The ZOLEO app also sends and receives messages via **Wi-Fi** and **cellular** connection when available.
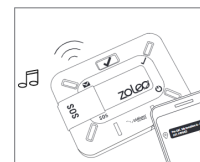
DEVICE FEATURES
Send Check-in message

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

2) All LEDs will spin green and send a Check-in message.

3) An ascending tone will be emitted when Check-in message is sent.

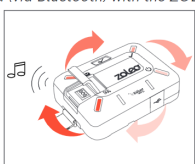**Note: Refer to pages 13-15 for detailed LED descriptions.**

Activate SOS

⚠️ **IMPORTANT** *The SOS alerting function should only be used in an emergency. SOS alerts are transmitted over the Iridium satellite network. To use SOS via the ZOLEO app, it must be connected (via Bluetooth) with the ZOLEO communicator.*
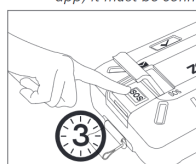
1) Open the SOS cover and press the SOS button for 3 seconds.

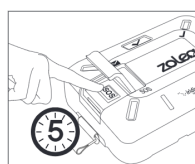2) All LEDs will spin red and an emergency tone is emitted.

3) An ascending tone confirms SOS has been sent. The SOS LED will change to a slow double blink once acknowledged by GEOS.

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

Cancel SOS

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

2) All LEDs 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 a descending tone will be emitted.
Device is OFF and charging		The power LED will be lit solid AMBER.
Device is OFF and fully charged		The power LED will be lit solid GREEN when connected to an active power source.

| CONDITION	LED	ACTION
Check-in sending		All LEDs will spin GREEN while sending a check-in. An ascending tone is emitted when the check-in is successfully sent.
Check-in failed to send		Check-in LED will blink AMBER and a descending tone is emitted when a check-in message has failed to send.
Message received		Message LED will fast blink BLUE and a tone is emitted at regular intervals.
Message sending		All LEDs will spin BLUE while message is being sent. An ascending tone is emitted when the message is successfully sent.
Message failed to send		Message LED will blink AMBER and a descending tone is emitted when a message fails to send.

CONDITION	LED	ACTION
SOS initiated		All LEDs will spin RED and an emergency tone is emitted. To cancel the SOS, 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. An ascending tone is emitted when cancellation is successfully sent.

QUALITY OF SERVICE AND EFFICIENT OPERATION

1) When using the ZOLEO in a situation where it cannot be charged, ensure that the battery is fully charged beforehand.

2) If you intend to use your ZOLEO device together with the ZOLEO app, make sure that your smartphone/tablet is in Bluetooth range (less than 50 m (164 ft), line of sight) from your ZOLEO device.

3) For optimal performance, ensure the ZOLEO device has an unobstructed view of the sky, with the ZOLEO logo pointing up to the sky.

Full Visibility
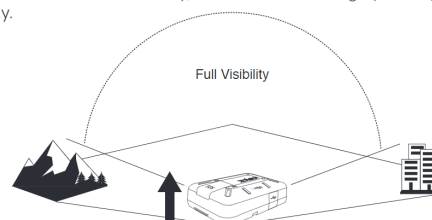
IMPORTANT TIPS

- Charge the ZOLEO device when the temperature is between 0°C (32°F) and 45°C (113°F).

- Only one smartphone/tablet can be connected with the device at a time. If another smartphone/tablet is already connected, that smartphone/tablet must first be disconnected from the device.

- 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 communicator themselves. You can send them an invite from your app settings.

Count on your connection.™

Designed in Australia. Manufactured in Malaysia.   LITSPP0141 R01