

How to Connect to a ZOLEO Device

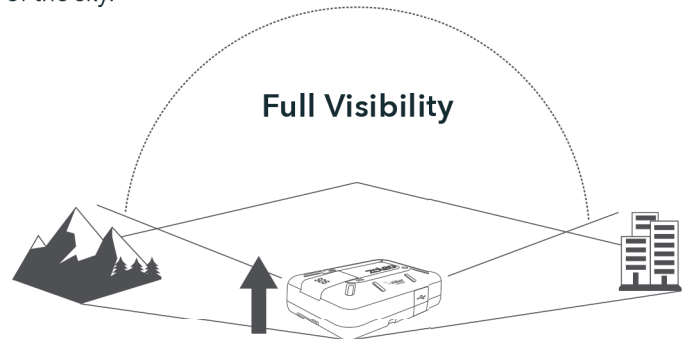
Are you a new user of the ZOLEO satellite communicator?
Follow these steps to get started:

- 1 Search for "ZOLEO" in the Apple App Store or Google Play and install the app on your smartphone/tablet.
- 2 Open the app and follow the on-screen prompts to set up your ZOLEO app account.
- 3 Power 'ON' the ZOLEO device. Ensure your Bluetooth is turned on and tap the ZOLEO icon on the bottom menu in your app. Select the IMEI number that's listed on the back of the device.
- 4 If prompted to update your device software after connecting, it's highly recommended to do so (Wi-Fi or cellular data not required).

TIP: Using the app, send a message to contacts letting them know you're using ZOLEO so they recognize your dedicated number.

Line of Sight Tips

To send/receive messages using the Iridium satellite network, ensure the ZOLEO device is face-up with an unobstructed view of the sky.

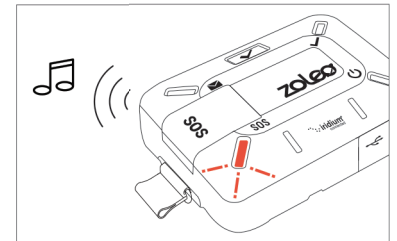
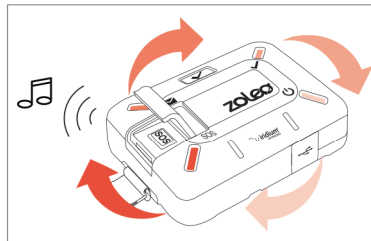
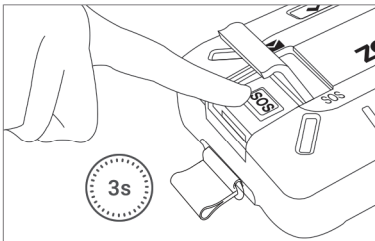


NOTE: The ZOLEO device must be within Bluetooth range (10 meters/30 feet) of the smartphone to connect with the app.

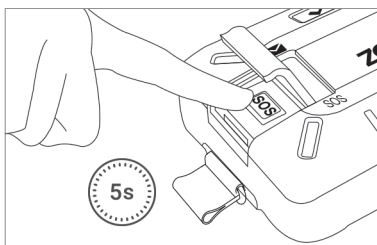
How SOS Alerting Works

IMPORTANT: The SOS alerting function should only be used in an emergency.

- 1 Ensure the ZOLEO device is positioned face-up with a clear view of the sky.
- 2 Lift the SOS cover.
- 3 Press and hold the SOS button for three (3) seconds, then wait.
- 4 LEDs on the ZOLEO device will **SPIN RED**. A 10-second countdown will begin.
- 5 The ZOLEO device will emit an ascending chirping sound, confirming the alert has been sent.
- 6 The **SOS LED will DOUBLE BLINK RED** when the SOS is in an **ACTIVE** state and has been acknowledged.
- 7 If using the ZOLEO app, you can receive updates and exchange messages with the emergency dispatch center.



NOTE: If the ZOLEO device is 'OFF' and the SOS button is pressed for three (3) seconds, it will automatically power 'ON' and initiate sending an SOS alert at the same time.



How to Cancel an SOS

- 1 Press and hold the SOS button for five (5) seconds.
- 2 You can cancel the SOS within the first 10 seconds of initiating the alert or after it has been acknowledged by Global Rescue (indicated by the SOS LED double-blinking red).
- 3 Once the cancellation has been triggered, all LEDs will **SPIN GREEN** and will stop when successfully cancelled.



How to Test SOS Alerting with Global Rescue

Scan the QR code for instructions.

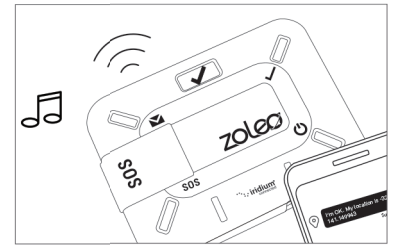
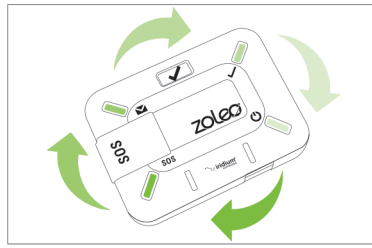
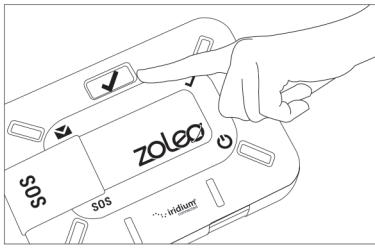


How to Trigger an SOS Using the ZOLEO App

Scan the QR code for instructions.

How to Send a Check-In Message

- 1 Press the check-in button on the ZOLEO device.
- 2 The LEDs on the device will **SPIN GREEN** indicating that it is sending the message.
- 3 The LEDs will stop spinning and the device will emit an ascending tone when the message has been sent.



What the LEDs Mean

Power Lights

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 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.

Messaging Lights

CONDITION	LED	ACTION
Check-in sending		All LEDs will spin GREEN while sending a check-in. An ascending tone is emitted when a check-in has been 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 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 has failed to send.

SOS Lights

CONDITION	LED	ACTION
SOS initiated		All LEDs will spin RED and an emergency tone is emitted. (To cancel the SOS, press SOS button for five (5) seconds.)
SOS acknowledged		Ascending tone confirms SOS message is sent and SOS LED will 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.

Need support? ZOLEO has you covered!



Contact ZOLEO Support



ZOLEO User Manual

Add your special instructions or other company information here.