



# ZOLEO Global Satellite Communicator User Manual



# ZOLEO Global Satellite Communicator User Manual

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## 1. Introduction

Seamless global messaging is here. For anyone who ventures beyond cell coverage, only ZOLEO links with your phone or tablet to provide seamless global messaging that follows you in and out of cell coverage — plus added safety features like SOS alerts and check-in that you can count on world-wide.

What can ZOLEO do for you?

- Message anywhere over satellite, cellular and Wi-Fi.
- SOS alerting with 24/7 monitoring.
- Check-in to let others know you're OK.
- Share your GPS location.

The ZOLEO Global Satellite Communicator is a portable global messaging device that connects you to the Iridium satellite network for pole-to-pole global coverage.

The ZOLEO App is a free optional extra that can be installed on iOS and Android smart devices (such as smart phones and tablets) and enables you to:

- Chat with others who have the ZOLEO App installed (called app-to-app messaging).
- Send and receive SMS messages and emails.
- Request weather forecasts.

ZOLEO's least-cost routing messaging architecture supports delivery over Wi-Fi, cellular and satellite networks, which optimizes your experience by first sending messages via the internet through a Wi-Fi or cellular connection, and then via the Iridium satellite network if internet coverage is unavailable.

Conversely, if your ZOLEO communicator is turned off or has no satellite reception, messages will be routed to your ZOLEO App via the internet, so you rarely miss a message.

The ZOLEO system's ability to detect network availability and route messages accordingly provides an invaluable feature for those who venture in and out of remote areas on a regular basis.

### 1.1 Glossary

Terms set in *italics* are explained elsewhere in this glossary.

Account owner	The person (or organisation) responsible for paying for access to the Iridium satellite network.
Activation	The process of registering a ZOLEO communicator undertaken by the account owner and activating it on the Iridium satellite network; the ZOLEO communicator cannot be used unless it is activated.
App-to-app	A form of messaging that enables ZOLEO App users to communicate with other ZOLEO App users.
Cell phone	A mobile phone; one that has access to a cellular/mobile network.
Follow-me SMS & email messaging	Follow-me SMS & email messaging is initiated the first time you connect your ZOLEO App to your device over the satellite network. This connection tells the ZOLEO system to forward all of your ZOLEO device's SMS and email messages to your ZOLEO app via the internet when your device is off or out of cellular coverage.

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	<p>Follow-Me SMS &amp; email will remain enabled until someone else connects to the device, or until you disconnect from the device and then disable Follow-me SMS &amp; email messaging in the app Settings or in the online portal.</p> <p>Messages sent to you by another ZOLEO app user (i.e. App-to-app messages) always deliver to your app, even if Follow-Me SMS &amp; email is disabled.</p>
GEOS	<p>The organisation that receives SOS alerts from a ZOLEO communicator and coordinates the search-and-rescue operation. To learn more about GEOS, visit their website at <a href="https://www.geosresponse.com/">https://www.geosresponse.com/</a>.</p>
Internet connection	<p>Access to the global computer network made via a cellular or Wi-Fi connection.</p>
Link	<p>The association between a ZOLEO device with the ZOLEO App profile which is established when the ZOLEO App first connects with the ZOLEO device. During this process, the ZOLEO system registers the ZOLEO App user as the current companion of the ZOLEO communicator. The association—that is, link—remains even when the ZOLEO App is no longer Bluetooth connected to the ZOLEO device or when the device is off. This enables SMS and email messages addressed to the ZOLEO device to be forwarded to the app user via the internet.</p>
Location Share+	<p>An optional add-on subscription that lets you share your location and breadcrumb trail, displayed in a map, with up to five check-in contacts on a selected interval.</p>
Online account	<p>The website used by the account owner to activate the ZOLEO device and to manage contact and plan details (set up by the account owner during the activation process).</p>
Smart device	<p>An iOS or Android smartphone or tablet on which the ZOLEO App is installed.</p>
User	<p>The person who uses the ZOLEO communicator or ZOLEO App; could be, but need not be, the account owner.</p>
ZOLEO App	<p>An optional, free app that, when installed on a smart device, extends the functionality of the ZOLEO system</p>
ZOLEO App account	<p>An account set up in the ZOLEO server that enables the ZOLEO App user to send and receive messages.</p>
ZOLEO communicator	<p>The ZOLEO Global Satellite Communicator also known as the ZOLEO device.</p>
ZOLEO email address	<p>The unique email address allocated to your ZOLEO communicator during activation; enables you to send and receive emails.</p>
ZOLEO server	<p>The system that directs messages to, and from, a ZOLEO user.</p>
ZOLEO SMS number	<p>The unique SMS number allocated to your ZOLEO communicator during activation; enables you to send and receive SMS messages.</p>
ZOLEO system	<p>The core components are the ZOLEO communicator, online account and ZOLEO server; the optional component is the ZOLEO App</p>

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## 2. Items Supplied



ZOLEO communicator



Carabiner



USB charging cable

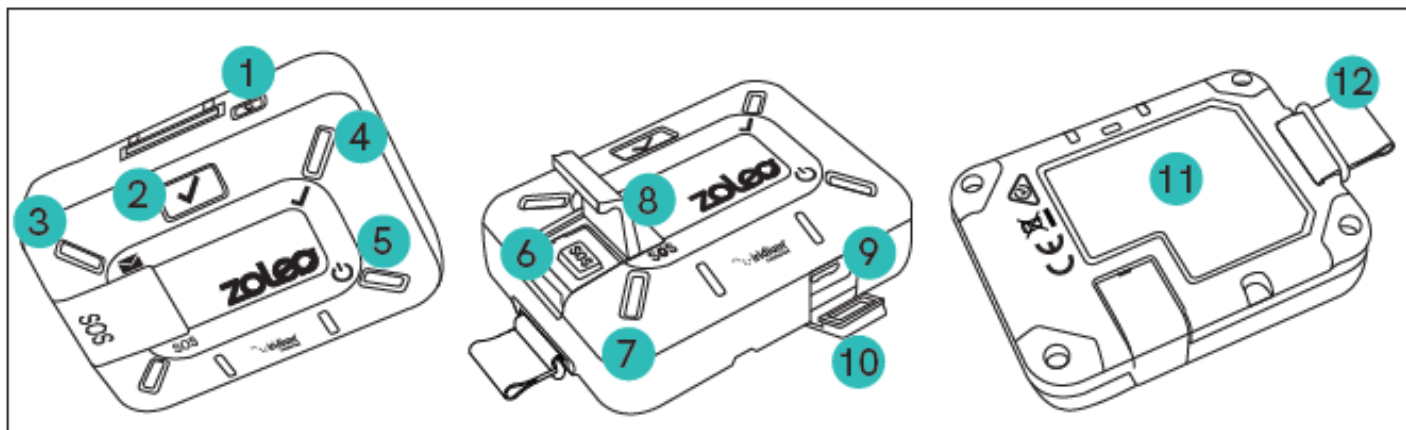


Quick Start Guide and two  
information cards

If any of these items are missing, contact the retailer who sold you the ZOLEO communicator or contact ZOLEO directly using the email addresses below:

- North America: [care.na@zoleoinc.com](mailto:care.na@zoleoinc.com)
- Asia Pacific: [care.au@zoleoinc.com](mailto:care.au@zoleoinc.com)
- International: [care.intl@zoleoinc.com](mailto:care.intl@zoleoinc.com)

## 3. Features of the ZOLEO Communicator



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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## 4. [Account Owners and Users](#)

If you purchased your ZOLEO communicator for personal use, you are the account owner and the device user. As the account owner, you will set up an online account and specify activation details. This is necessary before the ZOLEO device can be used. You can always change those details by logging into your online account.

**TIP:** An account owner can activate any number of ZOLEO communicators.

## 5. [Getting Started](#)

Before you can start using your ZOLEO communicator, you need to:

1. [Charge your ZOLEO communicator](#)
2. [Activate your ZOLEO communicator](#) (if it hasn't already been activated for you).

**NOTE:** Although the ZOLEO communicator is designed to be used where there is no internet connection, you must be connected to the internet via a web browser in order to activate. The step can be done while the ZOLEO communicator is being charged.

If you intend to use the ZOLEO App with your ZOLEO communicator, you also need to:

3. [Install the ZOLEO App](#) on an iOS or Smart Device and
4. [Connect your ZOLEO communicator with the ZOLEO App](#).
5. To be confident that the set-up has been done correctly, you should [test the ZOLEO communicator before use](#).

Once the ZOLEO communicator is charged and activated, you can use it to send check-in and SOS messages even if it is not linked to your ZOLEO App. However, some messaging functions—such as SMS and email—require your ZOLEO App to be linked to the ZOLEO communicator.

### 5.1 [Charge your ZOLEO communicator](#)

The ZOLEO communicator is powered by a rechargeable battery. The battery cannot be removed.

**IMPORTANT:** You will not be able to use the ZOLEO communicator until you start charging. It is recommended that you fully charge your ZOLEO communicator before you start using it. In standby mode, the battery will be able to supply power for more than 200 hours. This figure is reduced once messages are sent and received.

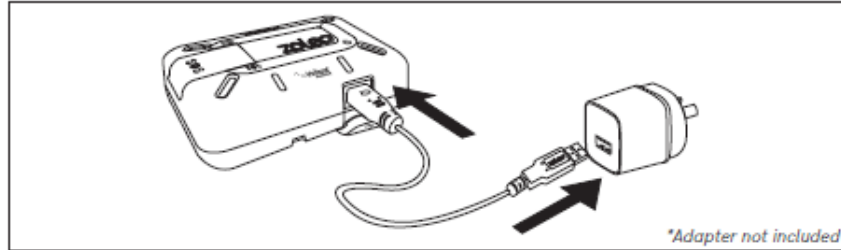
For quickest charging, use a USB-compliant 1.5 A charger is recommended. You must supply this yourself as it is not included in the package. A standard 5 V USB car charger or a wall charger can be used.



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To charge your ZOLEO communicator:

1. Open the cover that protects the USB port.
2. Connect the USB charging cable between the USB port and the car or wall charger.



3. Connect the charger to a power source.

While charging is in progress, the [Power LED](#) is lit amber and changes to green when fully charged. If the ZOLEO communicator is on, the LED will flash at regular intervals.

## 5.2 Activate your ZOLEO communicator

Your ZOLEO communicator must be activated online before it can be used. You will require access to the following information:

- ZOLEO communicator IMEI number and serial number (found on the label on the back of your ZOLEO communicator)
- Contact details of two (2) people who are to be contacted in the event of an SOS
- Contact details of one (1) person who you want to send check-in messages to and
- Credit card information (used to pay for your pricing plan charges).

Except for the IMEI and serial number, this information can be changed later.

To activate your ZOLEO communicator, go to [www.ZOLEO.com/activate](https://www.zoleo.com/activate).

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

**NOTE:** If a message appears when you enter the IMEI number telling you that the IMEI number has already been registered, then someone else has already activated your ZOLEO communicator. In this case, you can ignore the rest of the activation process.

## 5.3 Install the ZOLEO App

Although the ZOLEO App is not needed to send check-in messages and SOS alerts, it does enable you to easily send app-to-app, email and SMS messages as well as retrieve weather updates. The ZOLEO App is available for Android and Apple iOS smart devices (phones and tablets).

1. Search for ZOLEO in [Google Play](#) or the [App Store](#) and install the ZOLEO App.
2. Set up your app by providing details such as your name, country, and mobile number.
3. You will be sent an SMS verification code via the cellular network. You will need to enter this code before you can continue using the app. Cellular service is required for this step.
4. Continue setting up your ZOLEO system by [connecting your ZOLEO communicator to your ZOLEO App](#).

### 5.4 Connect your ZOLEO communicator with your ZOLEO App

1. Ensure that the ZOLEO communicator is on by pressing and holding the power button for 3 seconds.
2. Place the smart device within 50 meters of the ZOLEO communicator and remove any obstacles between them.
3. Open the ZOLEO App and tap the ZOLEO tab at the bottom of the screen and select the ZOLEO IMEI that corresponds to the IMEI printed on the back of your ZOLEO communicator.
4. Your ZOLEO communicator and ZOLEO App will be connected when the server registers a link between your ZOLEO communicator and the connected ZOLEO App. When the SOS and Weather tabs appear at the bottom of the ZOLEO screen, your ZOLEO communicator and ZOLEO App are connected and linked.
5. Before using the ZOLEO communicator, it is a good idea to [test that it has been set up correctly](#).

When you connect your ZOLEO device with the app, you enable the full functionality of the ZOLEO system, including:

- Triggering SOS alerts
- Sending check-in messages
- Receiving and responding to messages from GEOS in the event of an SOS
- Sending and receiving app-to-app, email and SMS messages from the ZOLEO App over cellular, Wi-Fi and satellite networks
- Requesting weather forecasts for your current location and
- Taking advantage of the Follow-me SMS& email messaging feature which allows you to receive messages sent to the ZOLEO SMS number or email address in the ZOLEO App via the internet when the device is off or has no satellite coverage.

Only one ZOLEO App can be linked with the ZOLEO communicator at any one time. If you wish to share your ZOLEO communicator with another app user, you must first unlink/disconnect from the ZOLEO device using the ZOLEO App or online account.

**NOTE:** Occasionally, you may be asked to update the ZOLEO communicator's firmware. By accepting the update option, your device will receive the latest features, enhanced security and better product performance.

### 5.5 Test your ZOLEO communicator

This is an optional but recommended set-up step, one that will give you confidence that the set-up has been done correctly.

1. Notify your check-in contact(s) that you are about to send a test check-in message.
2. Place the ZOLEO communicator so that there is good satellite signal strength.
3. Send a check-in message from the ZOLEO communicator by momentarily pressing the check-in button or by selecting the check-in icon from the Chats page using your connected ZOLEO App.

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4. Check that the LEDs on the ZOLEO communicator flash green in turn (indicating that the message is the process of being sent). If the Check-in LED is lit amber, check that the ZOLEO communicator has an unobstructed view of the sky and try again.
5. Allow a few minutes for the messages to be transmitted and then ask your check-in recipient if they received your message.
6. If the message is not received, check that the intended recipient's details are correct in the online account and adjust them if necessary.

### 6. Turning on and Off

#### 6.1 Turn on

To turn on your ZOLEO communicator, hold down the [Power button](#) for 3 seconds. When the ZOLEO communicator has turned on and is ready for use, a tone is emitted and the [Power LED](#) flashes green.

#### 6.2 Turn off

To preserve battery power, turn off your ZOLEO communicator by pressing down the Power button for 3 seconds or by navigating to the Device Settings in your connected ZOLEO App. A tone is emitted to indicate that the ZOLEO communicator is turned off.

### 7. Connecting your ZOLEO to the satellite

For best performance and signal strength, position your ZOLEO communicator so that it has maximum clear visibility to the open sky (preferably of at least 81.8 degrees from the perpendicular in all directions) and the buttons and LEDs are facing upwards.



- Do not place anything over the ZOLEO communicator when it is in use, as this may impede signal penetration.
- If you intend to use the ZOLEO communicator together with the ZOLEO App, ensure that Bluetooth is active on the smart device and that the smart device is within 50 meters (164 feet) of your ZOLEO communicator and in line of sight, that is, with no obstacles between them.

### 8. Sending an Emergency SOS

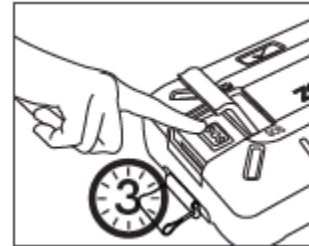
You should read this section carefully before taking your ZOLEO communicator out of cellular reception. Although the ZOLEO App is optional, it can play a critical role in the rescue process. When you send an SOS alert, GEOS will attempt to message you to determine the severity of the emergency. When

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connected to your ZOLEO communicator, the ZOLEO App enables you to read, and respond to directly to GEOS, providing them with crucial details to help coordinate rescue efforts on your behalf.

### 8.1 Send an SOS alert

1. Ensure you have clear line of sight to the satellite for best reception, the signal automatically includes the coordinates of your location.
2. Lift the SOS button cover, press and hold the SOS button for 3 seconds. Alternatively, you can declare an SOS via the connected ZOLEO App.
3. There is a 10-second delay which gives you time to cancel the SOS if it was accidentally activated. While the countdown is running, each LED emits a red flash in turn and an emergency tone is emitted.
4. An ascending tone is emitted to indicate that the distress signal has been sent.
5. When the satellite network receives the alert, the SOS LED emits a double red flash and continues to do so at regular intervals.
6. Until you cancel the SOS, a new SOS alert containing your position is sent every six (6) minutes.



**WARNING:** Your ZOLEO communicator should be kept in a place where it cannot be accessed by children or others who are unaware of its operation. A false SOS distress signal may result in fines, penalties, or legal ramifications depending on local or regional laws. The ZOLEO communicator does not need to be on to send an SOS alert. Pressing and holding down the SOS button will turn on the ZOLEO communicator if it is not already on and activate an SOS alert.

During an SOS, any message you send from the ZOLEO communicator or the ZOLEO App —regardless of the recipient or the type of message— will be copied to GEOS.

### 8.2 Cancel an SOS alert

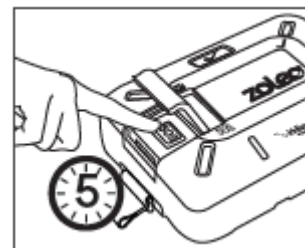
Only cancel an SOS alert if it was:

- issued accidentally
- if the situation that prompted the alert no longer requires emergency assistance, or
- if requested to do so by GEOS or the emergency response service.

Your SOS alert will be acknowledged (indicated by the flashing SOS LED), but if you cancel the SOS alert once it has been acknowledged, all search-and-rescue activities initiated by GEOS will be halted.

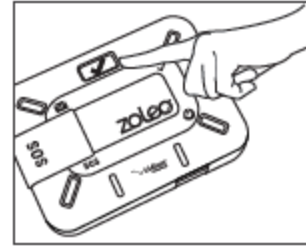
To cancel an SOS alert using your ZOLEO communicator, hold down the SOS button for five seconds.

Each LED will emit a green flash in turn. A descending tone is also emitted, indicating that your SOS alert has been cancelled. You may also cancel the SOS using the connected ZOLEO App.



### 9. Send a Check-in Message

A check-in message can be sent by pressing the check-in button on your ZOLEO communicator or via the connected ZOLEO App. All check-in messages are sent to your specified check-in contacts (selected upon activation) and by default, include your position with a link to a pin-on-map graphic showing your location along with a brief “I’m OK” message. Sending the coordinates of your location can be disabled in the ZOLEO App.



While the message is being sent, each LED will emit a green flash in turn. An ascending tone is emitted when the message has been sent. If less than the minimum allowable time between check-in messages has elapsed (i.e. 2 minutes), the check-in message will fail, and the device will emit a descending tone. The ZOLEO App will show a check-in countdown displaying when your next available check-in window commences. Once sent, a check-in message cannot be cancelled.

### 10. Location Share+

Location Share+ is a location sharing feature that sends automatic location updates at a set interval to your Check-in contacts. It allows you and your Check-in contacts to view location updates on a map in the form of a breadcrumb trail using the ZOLEO App. Check-in contacts must have the ZOLEO App to receive Location Share+ location updates. Offline maps are also available for download using the ZOLEO App and are provided for viewing breadcrumb trail details while out of coverage in remote areas.

To add Location Share+ to your ZOLEO pricing plan, visit the Devices & Plans page in your [online account](#). Once added, the Location Share+ feature will appear in the ZOLEO App connected to your ZOLEO communicator.

#### 10.1 Starting a Location Share+ session

You can set the default location update interval using the Devices & Plans page in your [online account](#). Alternatively, the interval can also be set using the connected ZOLEO App.

To turn on automatic location sharing, press and hold the Check-In button on your ZOLEO communicator for 3 seconds or using the ZOLEO App.

When the session has started and the first location update is being sent, each LED on the ZOLEO communicator will emit a green flash in turn and a confirmation tone is emitted. The Check-In LED will emit a double green flash indicating the session is active and continues to do so at regular intervals.

Note: if location sharing has been on for 12 hours or longer, the ZOLEO App will present a reminder and prompt you to stop or continue.

#### 10.2 Stopping a Location Share+ session

To turn off automatic location sharing, press and hold the Check-In button on your ZOLEO communicator for 3 seconds or using the ZOLEO App.

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When the session has been ended, each LED on the ZOLEO communicator will emit a green flash in turn and a confirmation tone is emitted. The Check-In LED will turn off and no longer emit a double green flash indicating the session is no longer active.

For additional Settings and instructions on using Location Share+, including using offline maps, visit the Help section in the ZOLEO App found under Settings.

### 11. Messaging

The ZOLEO App can be used to send the following types of messages:

- app-to-app (chats with other ZOLEO App users)
- emails using a dedicated ZOLEO email address
- SMS using a dedicated ZOLEO SMS number

#### 11.1 Send a message

When you send an app-to-app message, email or SMS message, the ZOLEO App first attempts to send it via the internet. If the app detects that no internet coverage is available, it then attempts to send it via your ZOLEO communicator.

Messages can only be in plain text (although you can add emojis). Due to satellite network constraints, the size of messages is limited based on message type:

- SMS messages are limited to 160 characters (and the total characters including those in the phone numbers of the recipients cannot exceed 160).
- An email message can support +200 characters (but varies depending on the number of characters in the recipient's email address).
- An app-to-app message can support +950 characters (which also varies based on the recipient's name) but only count as one message from your satellite plan offering you the best value.

The ZOLEO App will restrict you from exceeding the message length.

The table below summarizes the types of messages that can be sent for various device configurations, and how they are sent.

	ZOLEO communicator standalone	ZOLEO App connected to a ZOLEO communicator*	ZOLEO App linked but not connected*	Unlinked ZOLEO App
SOS	satellite	satellite	×	×
check-in	satellite	satellite	×	×
app-to-app	×	internet or satellite†	internet	internet
SMS	×	internet or satellite†	internet	×
Email	×	internet or satellite†	internet	×
Weather	×	internet or satellite†	×	×

\*When the ZOLEO App first connects with the ZOLEO communicator, the ZOLEO App is registered with the ZOLEO server as the current companion to the ZOLEO communicator (that is, a link is created between the ZOLEO App and the ZOLEO communicator).

†An attempt will be made to send the message via the internet first. If there is no internet coverage, the message is sent via satellite.

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## App-to-app messages

An app-to-app message is a message you send to (or receive from) another ZOLEO App user. The messages in a conversation are displayed by tapping on the conversation.

**NOTE:** Your ZOLEO App does not need to be linked to a ZOLEO communicator before you can begin or join an app-to-app conversation.

## Email Messages

During activation, you may choose a unique, designated ZOLEO email address for your device which enables you to send emails from your ZOLEO App.

An email message sent from your ZOLEO App will appear to the recipient as having come from your designated ZOLEO email address (specified during activation).

Unlike app-to-app and SMS messages, an email message can only have one recipient.

If you want to be able to be contacted via email when no internet coverage is available, share your email address with your contacts (which is located in your app and in your online account).

## SMS Messages

During activation, your unique ZOLEO SMS number is allocated to your ZOLEO communicator. If you want to be able to be contacted via SMS when no internet coverage is available, share your ZOLEO SMS number with your contacts (which is located in your app and in your online account).

**NOTE:** The email and SMS functionality of the ZOLEO App is separate from, and unrelated to, any other email or your mobile device's SMS number. To use the email and SMS functionality of the ZOLEO system, the ZOLEO App must be [linked to your ZOLEO communicator](#).

## 11.2 Failed messages

A message may fail to send for a number of reasons and are indicated using the Message LED, which will flash amber and emit a descending tone.

## 11.3 Receive a message

When a message is sent to you, the ZOLEO server attempts to deliver the message via the internet. If no internet coverage is available, the ZOLEO server attempts to deliver the message via the Iridium satellite network. If the ZOLEO communicator is on and has access to the satellite network at the time, the message is delivered, and the Message LED flashes to indicate that you have an incoming message.

As with outgoing messages, the size of an incoming message is limited. If a message sent to you exceeds the size limit, it will be truncated (that is, cut off) at the limit. An ellipsis character (...) at the end of a message indicates that it has been truncated.

Table 2 summarizes the types of messages than can be received for various device configurations, and how they are received.

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	ZOLEO communicator only (Follow-Me SMS & Email disabled)	ZOLEO App connected to a ZOLEO communicator (Follow-Me SMS & Email enabled)	ZOLEO App linked but not connected (Follow-Me SMS & Email enabled)	Unlinked ZOLEO App (Follow-Me SMS & Email disabled)
app-to-app	×	internet or satellite	internet	internet
SMS	†	internet or satellite	internet	×
Email	†	internet or satellite	internet	×
Weather	×	internet or satellite	×	×

†Your ZOLEO communicator will alert you when you receive a message, but the message can only be read via the connected ZOLEO App.

### 11.4 Check for messages

By default, the ZOLEO communicator and ZOLEO App automatically check for new messages every 12 minutes. You can change this default setting in the ZOLEO App Settings menu under My Connected ZOLEO Device. You can also manually check for new messages by tapping the Check message button on the status bar.

### 11.5 Weather forecasts

When the ZOLEO App is connected to your ZOLEO communicator, you can request a weather forecast for your current location by tapping the Weather tab at the bottom of the screen. (If the Weather tab is not visible, you are not connected to your ZOLEO communicator.)

An attempt is made to send the request over the internet. If there is no internet coverage, the request will be sent via satellite.

**NOTE:** If the weather request is sent via satellite, the forecast may take several minutes to arrive.

### 11.6 Messaging status

Next messaging check x mins: indicates the time remaining until the ZOLEO server is next checked for incoming messages.

This message will appear at the bottom of your screen. By tapping on the status you can also see whether an internet connection is available (and so messages will be sent and received over the internet) or whether messages will be sent and received via satellite.

By default, the ZOLEO communicator will automatically check for new messages every 12 minutes. You can change this default in the ZOLEO App settings.

## 12. Battery status

The status of the ZOLEO communicator's battery is shown whenever the ZOLEO device is connected to your ZOLEO App. When the battery charge falls below 10%, an alert appears on the status bar. An alert also appears if the battery becomes too hot during charging.

A short press of power button when device is on will also display battery status on the device using the 4 LEDs.



### 13. Satellite signal strength

The satellite signal strength is shown whenever the ZOLEO communicator is connected to your ZOLEO App and messages are being sent or received via the Iridium satellite network. It is also shown during an SOS. The signal strength is indicated by one of three bars.

### 14. App and Device Settings

The Settings tab provides access to configuration settings (for the ZOLEO communicator and the ZOLEO App), information about the app, information about the ZOLEO communicator, a tool for finding a misplaced ZOLEO and a tool for inviting friends to join the ZOLEO community. The options available when you open the Settings tab vary depending on whether your ZOLEO App is connected with your ZOLEO communicator.

#### 14.1 Change your ZOLEO App account

You can change the name and/or phone number associated with your ZOLEO App account by:

1. Making sure you have an internet connection. You cannot change your messaging account over the satellite network.
2. Tapping the Settings tab and select My ZOLEO App Account. From here, you can change the name and mobile number associated with the account. Note that you will be required to verify your mobile number via the cellular network.
3. If you didn't receive an SMS with a verification code, check that the phone number shown at the top of the screen is your number and that you have a cellular network connection.

#### 14.2 Delete your ZOLEO App account

**WARNING:** If you delete your ZOLEO App account, all your messages will be deleted.

Deleting the messaging account does not delete the account owner's online account or cancel the ZOLEO communicator's satellite subscription.

If any message is sent to your ZOLEO communicator after you have deleted your messaging account, the account owner will be notified.

You can delete your ZOLEO App account from the settings menu, under the My ZOLEO App Account option. However, make sure you have an internet connection. You cannot delete your messaging account over the satellite network.

#### 14.3 Set the notification sound

A short sound will alert you when you receive a message in the ZOLEO App. You can override the default sound in the ZOLEO App settings menu. In the Setting menu, select App Notifications. The sounds emitted by the ZOLEO communicator when it is sending and receiving messages is not affected by the sound you choose for messages in the ZOLEO the app.

### 14.4 Change the Message Check interval

Under My Connected ZOLEO Device, you can change the frequency of how often you ZOLEO device checks for new messages. You can choose from manual message checks, every 12 minutes, 24 minutes, and 60 minutes, or always on. If you set the device to Always On, you will significantly reduce the battery life of your ZOLEO.

### 14.5 Change Device Alert Volume, Message Tone or LED Brightness







Under My Connected ZOLEO Device, you can adjust your ZOLEO device settings to your preference.

### 14.6 Add or remove your location from check-in messages







By default, your location is automatically added to check-in messages. You can override this option from the ZOLEO App settings menu by selecting Check-in & SOS Settings. Note that your ZOLEO App and communicator must be linked to perform this function.

## 15. Summary of LED and Audio Behaviours




### 15.1 Power

	CONDITION	LED	ACTION
	Device is ON		The power LED will blink <b>GREEN</b> .
	Device is ON and charging		The power LED will blink <b>AMBER</b> .
	Device is ON and battery is low		The power LED will slow blink <b>AMBER</b> and a descending tone will be emitted.
	Device is OFF and charging		The power LED will be lit solid <b>AMBER</b> .
	Device is OFF and fully charged		The power LED will be lit solid <b>GREEN</b> when connected to an active power source.

### 15.2 Messaging

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

### 15.3 SOS alerts

<b>SOS</b>	CONDITION	LED	ACTION
	SOS initiated		All LEDs will spin <b>RED</b> 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 <b>RED</b> when emergency is acknowledged.
	SOS cancelled		All LEDs will spin <b>GREEN</b> once cancellation is initiated. An ascending tone is emitted when cancellation is successfully sent.

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### 16. Power Management

The ZOLEO communicator has a sleep mode, designed to reduce unnecessary power consumption. By default, the ZOLEO device checks for messages every 12 minutes or when sending a message and then returns to sleep. This default can be changed in the Power-saving settings.

#### 16.1 Power-saving settings

If you want to change this default setting, ensure that your ZOLEO communicator and ZOLEO App are connected and navigate to Device Settings in the ZOLEO App.

*Table: Power-saving options*

Option	Battery usage	Receive message performance	Description
Always on	worst	best	Messages are received as soon as they are sent
Periodic - 12 mins			Check for messages every 12 minutes
Periodic - 24 mins			Check for messages every 24 minutes
Periodic - 60 mins			Check for messages every 60 minutes
Manual	best	worst	Messages are only received when you: <ul style="list-style-type: none"><li>• request a message check or</li><li>• send a message.</li></ul>

#### 16.2 Low-battery warning

When the charge remaining in the battery is less than 10%, a warning symbol appears on the status bar of a connected ZOLEO App and the power LED on the ZOLEO communicator will light up amber and a descending tone will be emitted at regular intervals. If you intend to use, or keep using, the ZOLEO communicator, you should recharge the battery as soon as possible.

#### 16.3 Hot-battery warning

If the battery becomes too hot during charging, a warning symbol appears on the status bar of the ZOLEO App and the Power LED on the ZOLEO communicator double flashes red. Charging is automatically halted and will resume when the temperature of the battery is safe for charging to continue.

### 17. Miscellaneous Information

#### 17.1 Find a misplaced ZOLEO communicator

If you cannot find your ZOLEO communicator, you may be able get the ZOLEO communicator to emit a tone to alert you to its whereabouts. For this feature to work, your ZOLEO App and ZOLEO communicator must already be connected. From the Settings menu, go to My Connected ZOLEO Device and select Find My Device.

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### 17.2 Invite friends to join the ZOLEO community

For someone to participate in an app-to-app chat, they must have the ZOLEO App installed on a smart device. If you have acquaintances you might want to chat with even when you do not have an internet connection, you can invite them to download the ZOLEO App using the Tell a Friend feature of the app.

### 17.3 Change your smartphone or tablet

You can change smart devices without losing any messages. You do this by installing the ZOLEO App on your new smart device and, when setting up your messaging account, specifying the same phone number used for the messaging account in the ZOLEO App on your old smart device (as long as it's still active).

**IMPORTANT:** If the phone number you entered for your ZOLEO App setup on your new smart device is not identical to the phone number for the messaging account in your old smart device, you will not be able to retrieve your old messages.

Do not confuse unlinking with deleting your messaging account. If you delete your messaging account, all your messages will be lost. Unlinking keeps your messages.

To change to another smart device, install the ZOLEO App on your new smart device and complete the ZOLEO App installation procedure.

### 17.4 Share your ZOLEO communicator

If you want to temporarily share your ZOLEO communicator with another user, unlink or disconnect the ZOLEO App from the ZOLEO communicator from the app settings menu.

Your messages are kept and will be displayed on the Chats screen even though you are not connected the ZOLEO communicator. The user who now connects with the ZOLEO communicator will not see your messages but will start receiving all ZOLEO SMS and email messages as soon as they connect to the ZOLEO communicator.

**NOTE:** The new user will see any new ZOLEO email or SMS messages sent to ZOLEO communicator. However, app-to-app messages are always delivered to your ZOLEO App profile (not the ZOLEO App of the new user).

If you want to give your ZOLEO communicator to another user permanently, you must deactivate your ZOLEO subscription from your online account. This will purge your ZOLEO email address and ZOLEO SMS number from the system and will require the new user to reactivate under their own online account.

### 17.5 Your ZOLEO online account

#### *Activate subsequent ZOLEO devices*

You can activate additional ZOLEO devices by click the “Add New Device” button on the Devices & Plans page in your online account.

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### *Change your ZOLEO plan*

You can change your ZOLEO plan for one device at a time by using the rate plan drop down menu on the Devices & Plans page in your online account. For pricing plans, please visit <https://www.zoleo.com/en/plans/>.

### *Suspend or deactivate your ZOLEO subscription*

You can suspend your ZOLEO subscription if you do not intend to use your ZOLEO communicator for some time for a low monthly fee. Suspending your service allows you to reactivate at any time and preserves your ZOLEO email address and SMS number along with your message history. You can also cancel your subscription if you no longer intend to use the ZOLEO communicator. This can all be managed from your ZOLEO online account.

**WARNING:** Fees may apply to a suspension or cancellation, so check the details of your current pricing plan, listed in your online account.

If you suspend or cancel your subscription:

- All messages that were sent and received on a linked ZOLEO App before the suspension or cancellation will still be visible on the Chats screen of the ZOLEO App.
- You will NOT be able to send or receive any new ZOLEO SMS or email messages and your ZOLEO communicator will not be able to connect to the satellite network.
- You will still be able to use the ZOLEO App for app-to-app messaging over the internet.
- SOS is disabled when your ZOLEO service is suspended or cancelled.

A suspension or cancellation can only be done by the account owner. To suspend or cancel your ZOLEO subscription, sign into your online account at <https://zoleo.com>.

## 18. Caring for your ZOLEO communicator

- Prevent foreign matter from entering the USB port. Clean around the USB port cover before opening it.
- Keep the USB port flap closed whenever you are not charging the ZOLEO communicator.
- Use a clean damp cloth to clean the device. Chemical cleaners and solvents may damage the buttons and casing. Also clean the device if it is exposed to saltwater.
- Failure to use, charge or store the ZOLEO communicator within the temperature ranges may cause permanent damage to the device's internal circuitry and void your warranty.

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## 19. Troubleshooting

### 19.1 Problems, causes and solutions

Problems	Causes and solutions
I cannot acquire a satellite signal.	<ul style="list-style-type: none"><li>• Ensure your ZOLEO communicator is outdoors and free of any obstructions.</li><li>• Ensure you have line of sight to the sky. A satellite passes overhead every 10 minutes so it could take some time.</li></ul>
Messages appear with a red failure icon after trying to send.	<ul style="list-style-type: none"><li>• Ensure you have internet or satellite coverage.</li><li>• Ensure the ZOLEO communicator is connected to your ZOLEO App.</li><li>• Press and hold the failed message and select “Retry”.</li></ul>
Check-in messages aren’t delivering to the intended recipient.	<ul style="list-style-type: none"><li>• Recipient’s contact details may be incorrect. Check the online account.</li></ul>
I’m not receiving my ZOLEO email or SMS messages in my ZOLEO App.	<ul style="list-style-type: none"><li>• Your ZOLEO communicator and app might not be linked.</li><li>• If the Weather and SOS tabs are not visible in the ZOLEO App, connect the ZOLEO App and ZOLEO communicator.</li><li>• You may not have internet coverage. If there is no internet coverage, position your ZOLEO communicator for good satellite coverage and connect it with your ZOLEO App.</li><li>• Power saving may be set to 60 minutes, so it could take an hour before you get the message. Try to manually checking for messages or changing the power saving setting to check for messages more frequently.</li></ul>
The ZOLEO communicator is on but it is not responding.	<ul style="list-style-type: none"><li>• Power your ZOLEO communicator off and back on again.</li><li>• Close the ZOLEO App using the Task Manager on your smartphone and open the app again.</li><li>• Conduct a hardware reset.</li></ul>
A Check-In message failed to send	<ul style="list-style-type: none"><li>• Check that your ZOLEO communicator and ZOLEO App within range and clear of obstructions.</li><li>• Step outside with your ZOLEO communicator and ensure it has clear line of sight to the sky.</li><li>• Send another Check-In message.</li></ul>
Cannot connect my ZOLEO App to my ZOLEO communicator.	<ul style="list-style-type: none"><li>• Power your ZOLEO communicator off and back on again.</li><li>• Close the ZOLEO App using the task manager on your smartphone and open the app again.</li><li>• Check that your ZOLEO communicator and ZOLEO App within range and clear of obstructions.</li><li>• Step outside with your ZOLEO communicator and ensure it has clear line of sight to the sky.</li><li>• Check if your ZOLEO communicator is already connected to another ZOLEO App user, as only one connection is supported at a time.</li></ul>
Cannot activate my ZOLEO communicator online as my IMEI has already been activated.	<ul style="list-style-type: none"><li>• If you are activating a used or previously owned ZOLEO communicator, the device may still be active under the previous owner’s account. Request they deactivate their subscription online.</li><li>• Contact ZOLEO support to investigate your IMEI.</li></ul>
Cannot get my Bluetooth to connect to the device.	<ul style="list-style-type: none"><li>• Power your ZOLEO communicator off and back on again.</li><li>• Close the ZOLEO App using the task manager on your smartphone and open</li></ul>

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	<p>the app again.</p> <ul style="list-style-type: none"><li>• Turn Bluetooth off and back on again in your smartphone settings.</li><li>• Check if your ZOLEO communicator is already connected to another ZOLEO App user, as only one connection is supported at a time.</li><li>• Conduct a hardware reset.</li></ul>
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## 19.2 Hardware reset

If the ZOLEO communicator does not respond to your commands, hold down the Power button for at least 10 seconds. This forces an immediate reboot of the ZOLEO communicator without deleting any data that might be stored in it (such as messages waiting to be sent, messages waiting to be transferred to your ZOLEO App and your customized settings).

## 19.3 Factory reset

A factory reset returns any ZOLEO communicator settings you have changed to the state they were in when you first took it out of the package. In addition, any data that might be stored in it—such as messages waiting to be sent, messages waiting to be transferred to a ZOLEO App and your customized settings—will be lost.

You might conduct a factory reset when giving the ZOLEO communicator permanently to someone else. You might also conduct a factory reset as a step in troubleshooting a problem.

To conduct a factory reset, hold down the Power and Check-In buttons together for five seconds and then release them.

## 20. Upgrades

### 20.1 Software Upgrades: ZOLEO App

An indication appears on your smart device when an update is available for an installed app or ZOLEO device. Since updates typically provide additional features and other improvements, it is recommended that you keep your ZOLEO App up to date. Follow the app upgrade procedure for your particular smart device.

### 20.2 Software Upgrades: ZOLEO communicator

The software in the ZOLEO communicator can only be upgraded via the ZOLEO App. Each time you connect the two devices, the system checks that the software in the ZOLEO communicator matches that in the ZOLEO App. If they do not match, a message appears in the app asking if you want to upgrade the ZOLEO communicator's software. This is optional, but since an upgrade typically provides additional features and other improvements, it is recommended that you accept the offer to upgrade.

**IMPORTANT:** Since keeping your ZOLEO communicator up to date requires that your ZOLEO App is also up to date, it is important that you regularly check for ZOLEO App updates in the Apps Store or Google Play.

## 21. Support

Support is available from several places: from within the ZOLEO App under the settings menu, from the online knowledge base on the ZOLEO website by visiting <https://support.zoleo.com>.



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## 22. Technical Specifications

Power		
	Battery type	Internal, lithium ion, rechargeable
	Battery capacity	Internal fixed 1430mAh lithium ion
	Battery charge time	2 hours for a 1.5 A charger; 5 hours for a 500 mA charger
Battery run time		
	Standby, with satellite coverage	With a message check every 12 minutes, approximately 200+ hours
Physical		
	Weight	50g; 5.3oz
	Size	91L × 66W × 27H (mm); 3.58L × 2.60W × 1.06H (in)
	Input power connector	Micro USB Type-B
	Input power	USB compliant charger
Satellite services		
	Messaging (ZOLEO communicator only)	<ul style="list-style-type: none"> <li>• Check-in</li> <li>• SOS</li> </ul>
	Messaging (ZOLEO communicator connected to a ZOLEO App)	<ul style="list-style-type: none"> <li>• app-to-app</li> <li>• SMS</li> <li>• email</li> <li>• weather forecasts</li> <li>• check-in</li> <li>• SOS</li> </ul>
Cellular services		
	Unlinked ZOLEO App	app-to-app
	Linked ZOLEO App	<ul style="list-style-type: none"> <li>• app-to-app</li> <li>• SMS</li> <li>• email</li> <li>• weather forecasts</li> </ul>
Global Navigation Satellite System		
	Supported systems	<ul style="list-style-type: none"> <li>• GPS</li> <li>• Glonass</li> </ul>
	Accuracy	2m under ideal conditions
Satellite		
	Operator	Iridium
	Operating angle limits	The ZOLEO communicator should be facing upwards, with clear visibility to the sky of at least 81.8 degrees from the perpendicular in all directions
Bluetooth		
	Version	BLE 4.1
	Range	50+m under ideal conditions
	Number of connected users	One user connected at a time

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Client applications		
	Application	ZOLEO App
	Android	5.1 or greater
	iOS	12 or 13
	Published API	For approved partners
Environmental		
	Operating temperature	–20oC to +55oC
	Storage temperature	–20oC to +60oC
	Battery charging temperature	0oC to +45oC
	Ingress protection	IP68 (1.5 m for 30 minutes)
	Shock	MIL-STD-810G
Regulatory and approvals		
	Regulatory	<ul style="list-style-type: none"> <li>• FCC</li> <li>• CE</li> <li>• ISED</li> <li>• ITU</li> <li>• RCM</li> <li>• GITECKI</li> <li>• REACH</li> <li>• ROHS</li> </ul>
	Type approval	Iridium type approval
Messaging service provider		
	SOS operator	GEOS