

## **DECLARATION OF CONFORMITY FOR EUROPEAN CUSTOMERS**

Hereby, Globalstar Europe Satellite Services Ltd., declares that this SPOT Satellite GPS Messenger, is in compliance with the essential requirements and other relevant provisions of Directive 1995/5/EC. The declaration of conformity may be consulted at [www.findmeSPOT.com](http://www.findmeSPOT.com).

© 2010, SPOT, LLC. For more information visit [www.findmeSPOT.com](http://www.findmeSPOT.com).

The official language of this User's Guide is English.

The translations are provided for your convenience only.

In the case of any contradiction between a translation and the English, the English version shall take precedence.

USERG-ENG-10V1

## **Globalstar Spot Connect** User's Guide



## HOW SPOT CONNECT WORKS

1. GPS satellites provide signals.
2. The SPOT CONNECT on board GPS chip determines your GPS location and works with a native smart phone application to send your location and custom or predefined message through the SPOT CONNECT device.
3. Communication satellites relay your message to specific satellite antennas around the world.
4. Satellite antennas and a global network route your location and message to the appropriate network.
5. Your location and messages are delivered according to your instructions via email, text message, or emergency notification to the GEOS Rescue Coordination Center.

**Google™**  
**Powered by Google Maps™**

**When SPOT CONNECT sends a text or email message to one of your contacts or to the GEOS Rescue Coordination Center, it includes your GPS coordinates and a web link (email only) to view your location using Google Maps™.**

## SECTION 1: WELCOME

Life is full of adventures. Now you have a way to share yours and be prepared wherever you roam. You have just purchased the best peace of mind available for the active outdoor adventurer or smartly-prepared individual. SPOT CONNECT is the world's first satellite messenger built to work the latest smart phone handsets. SPOT CONNECT works with your smart phone and uses the GPS satellite system to determine your location and global communication satellites to transmit that information to your chosen contacts.

### **SPOT gives you and your loved ones peace of mind by allowing you to:**

- Notify them or the GEOS International Emergency Rescue Coordination Center of your GPS location.
- Send for assistance in time of need around the world.
- ROAM outside typical mobile phone coverage areas, but maintain a means to communicate with you mobile device

## SECTION 2: GETTING STARTED

Before you start, here are a few important things to remember to get maximum reliability from SPOT CONNECT:

1. SPOT CONNECT needs a clear view of the sky to obtain a GPS signal and provide the most accurate location information. It is not reliable indoors, in a cave, or in very dense woods.
2. Orienting SPOT so that the SPOT logo is facing up toward the sky will improve performance as the antenna is located under the logo.
3. Be sure the SPOT CONNECT device is within several feet of your mobile device. This is necessary to maintain a consistent Bluetooth connection.

## SERVICE ACTIVATION

SPOT activation requires a combination of hardware and online steps, outlined below. Complete all steps in each row before moving on.

### WITH YOUR SPOT SATELLITE GPS MESSENGER

#### WHAT YOU NEED:

- SPOT
- 3 AAA Energizer® Ultimate Lithium 8x Batteries (L92) (included)
- User's Guide

#### INSTALL THE INCLUDED BATTERIES:

- 1) Loosen 2 screws holding the battery cover in place
- 2) Write down the ESN and Authorization code for use during service activation.
- 3) Install 3 AAA Energizer® Ultimate Lithium 8x Batteries (L92) as shown.
- 4) Replace cover, then tighten screws with a screwdriver or coin. It is important that you tighten the battery cover to keep SPOT waterproof.

### AT FINDMESPOT.COM

#### WHAT YOU NEED:

- Personal information
- Emergency Contact information
- SMS (Text) and e-mail contacts for messaging
- Credit card information
- SPOT electronic serial number (ESN) and authorization code. These codes are located inside the battery compartment.

#### ACCOUNT SETUP:

- 1) Log onto [www.findmeSPOT.com](http://www.findmeSPOT.com), choose your country or language, and select the SPOT Account tab. Click the Activate link.
- 2) Follow the online instructions to choose a service plan and activate your SPOT.
- 3) Select additional services, such as Track Progress.
- 4) When entering contact information, add your own email or phone number to the Check-In/OK contact list for use in the system test.

## INITIAL SYSTEM TEST

Perform an initial system test to evaluate your entire messaging system, from the operational condition of the SPOT to the readiness of those you've chosen to receive your messages.

- 1) Go outside to where SPOT has a clear view of the sky in all directions.
- 2) Press and hold the ON/OFF button until the function light blinks green.
- 3) Press and hold the Check-In/OK button until the function light blinks green.
- 4) Leave SPOT outdoors. The GPS indicator light blinks green as SPOT acquires a GPS fix. Once SPOT acquires your GPS location, the Message Sending light and GPS light will blink green in unison for ~15 seconds to notify you that your message is being transmitted with GPS location. The Message Sending light will continue to blink green over the remainder of the 20 minute message cycle and for one (1) hour after the end of the message cycle (this is to provide you with additional time to check if your most recent message was transmitted). The Check-In/OK function light will turn off once the message cycle is complete.
- 5) Verify that the message was received in the email or SMS account(s) that you set up during activation in your Check-In/OK contact list.
- 6) You can also view your messages in your account at [findmeSPOT.com](http://findmeSPOT.com)

If the GPS light blinks red, SPOT does not have a clear view of the GPS satellites and you must move to an area with a clearer view of the sky for proper operation. Then repeat steps 2 through 5. You can update the names and contact information anytime via your account on the SPOT website. Leave your personal contact information as one of the contacts for future system testing and GPS Acquisition before each trip.



## IMAGE OF SPOT CONNECT DEVICE

## THE SPOT CONNECT DEVICE

### POWER

To turn SPOT CONNECT on simply press and hold the ON/OFF button until the button blinks green. SPOT CONNECT performs a self-diagnostic test. When power is ON, the button will blink green every 3 seconds. This is helpful for making SPOT CONNECT more visible in the dark. To turn SPOT CONNECT off, press and hold the ON/OFF button until the light stops blinking.

### SOS

To manually activate the SOS mode, press and hold the button on the side of the device for 5 seconds. Upon activation, the device will flash the SOS light indicator until it is cancelled manually, or the device battery runs out.

### LIGHT INDICATORS

SPOT CONNECT uses lights to tell you what it's doing. Take a moment to become familiar with these lights.

## GPS LIGHT

The GPS light notifies you whether SPOT is able to see the GPS satellites and obtain your GPS location.

**Green** – The GPS light blinks green while SPOT sees the GPS satellites and is looking for a GPS location. Once the GPS location is obtained, the GPS light and Message Sending light blink green approximately 15 seconds to notify you that your message was sent with your GPS location.

**Red** – The GPS light blinks red if SPOT doesn't see the GPS satellites and /or can't find your GPS location. You should move to a location with a clearer view of the sky.

## MESSAGE SENDING LIMIT

The Message Sending light notifies you whether or not your most recent message was transmitted.

**Green** – The Message Sending light blinks green after SPOT transmits the most recent message.

**Red** – The Message Sending light blinks red if SPOT didn't send the most recent message.

The Message Sending Light will continue to blink as appropriate for each function – until the next scheduled message (Track Progress, Help/SPOT Assist, SOS) and/or until one (1) hour after the message cycle is complete (Check-In/OK, Custom Message, Track Progress, Help/SPOT Assist).

## SOS LIGHT

The SOS mode activation light will blink when the SPOT CONNECT device is in SOS mode.

## BLUETOOTH CONNECTIVITY LIGHT

The Bluetooth connectivity light will stay illuminated when the SPOT CONNECT device is connected to your smart phone.

## SELF TEST

SPOT performs a self-test when you initially turn on your SPOT. If all visible lights flash red, the SPOT self-test has found a failure, and SPOT will not send a message.

If the On/Off light, GPS light and Message Sending light all blink red, SPOT has a GPS failure, but SPOT may still be able to transmit an SOS or Help/SPOT Assist message without your GPS location. Visit [www.spotwarranty.com](http://www.spotwarranty.com).

## GPS PERFORMANCE

SPOT uses an advanced GPS chipset with extremely high sensitivity to give you maximum performance. While the SPOT message transmitter is also very high quality, there may be times when SPOT will have a GPS signal, but the message won't be able to reach the satellites due to environmental blockage. Make sure that you have a clear view of the sky at all times.

## THE SPOT CONNECT APPLICATION

IMAGE OF APPLICATION  
SPLASH SCREEN ON A  
SMART PHONE DEVICE

About the app and how it works with the SPOT CONNECT device...

**IMAGE OF APPLICATION  
LOGIN SCREEN**

**About the login process and how accounts work...**



**IMAGE OF MAIN  
APPLICATION SCREEN**

**Description of the functions on the main application screen...**

**IMAGE OF THE SOS SCREEN**

**Description of SOS mode and how it works...**

**IMAGE OF HELP  
MODE SCREEN**

**Description of how Help mode works...**

**IMAGE OF HELP  
MESSAGING SCREEN**

**Description of how messaging works in help model...**

**IMAGE OF HELP  
CONTACT GROUPS**

**Description of how contact groups work...**

## SECTION 5: CARE AND SUPPORT

(See FAQ section on [www.findmeSPOT.com](http://www.findmeSPOT.com) for more information.)

### BATTERY LIFE AND USAGE

To obtain reliable performance use only AAA Energizer® Ultimate Lithium 8x batteries (L92). The ON/OFF light will blink red when SPOT is low on battery power for your current usage environment. Colder conditions and extreme heat can impact battery life. Always carry extra batteries with you. Test your SPOT device before each trip by sending a Check-In/OK message. When utilizing fully charged AAA Energizer® Ultimate Lithium 8x batteries (L92) you can anticipate the following battery life:

MODE	100% CLEAR VIEW OF SKY	50% CLEAR VIEW OF THE SKY 50% OBSTRUCTED
Power On	~ 3 months	~ 3 months
SOS (or Help/SPOT Assist if reactivated)	~ 6 days	~ 3 days
Track Progress	~ 7 days	~ 3 1/2 days
Check-In / Custom Message	~ 700 messages	~ 350 messages
Stored	Several years with properly installed AAA Energizer® Ultimate Lithium 8x batteries (L92)	

SPOT performance and battery life may be degraded in operating environments where the SPOT GPS chip must take a longer time to acquire your GPS location, such as trying to send a message indoors or under extreme canopies. For optimal performance, utilize SPOT logo side up in locations with a clear view of the sky. If in an emergency situation where you only have alkaline or different non-rechargeable AAA lithium batteries available, SPOT may be able to intermittently transmit messages but performance will be degraded.

SPOT 2 is designed to be rugged for outdoor use. Dropping the unit on hard surfaces will not damage the SPOT unit, but can cause a loss of power and even damage the batteries in some instances. Power loss turns off your SPOT stopping any current mode of operation. If dropped, SPOT recommends replacing the batteries with new batteries.

To ensure proper low battery indicator operation, Spot LLC recommends that new batteries are installed. Removing batteries and reinstalling them, or installing used batteries will shorten your notification before the batteries go dead.

### COVERAGE

SPOT works around the world, including virtually all of North America, Europe, Australia and portions of South America, Northern Africa and Asia, as well as hundreds or thousands of miles off-shore of these areas. It is important that you check coverage for your destination before travelling. In Russia, GPS performance is limited (degraded) in accordance with Russian regulations regarding GPS accuracy for devices utilized in Russia.

### OPERATING CONDITIONS AND CLIMATE

Your SPOT is designed to go anywhere. However, like all electronic devices, it has its limits. SPOT relies on GPS and low earth orbit satellites to fix your location and send your messages. To work, the SPOT logo (which is directly above the transmitter) needs to have an unobstructed view of the sky, either outdoors or in a glass-enclosed area such as a vehicle dashboard or glass sunroof. For safety, keep the following in mind regarding the care and usage of SPOT: IPX-7 waterproof. Operating temperatures: -22°F to +140°F (-30°C to 60°C). Operating altitude: -328 ft to 21,320 ft (-100m to 6,500m). Humidity and Salt Fog rated. Visit [findmeSPOT.com](http://findmeSPOT.com) for the latest information on certification to OSHA Intrinsically Safe to Class I, Division 1, Group A-D standards. If you exceed 700 mph (Mach 1) GPS accuracy degrades.

### CONTACTS

Additional charges may apply in some regions. Standard text messaging charges from your mobile phone provider may also apply.

### CLEANING

Follow these general rules when cleaning the outside of your SPOT: Make sure the power is OFF. Use a damp, soft, lint-free cloth. Avoid excess moisture near buttons or openings. Do not use aerosol sprays, solvents, alcohol or abrasives. Do not attempt to open the SPOT case.

### TROUBLESHOOTING

The SPOT performs a self-diagnostic test each time it is powered on. SPOT recommends that you send and verify a Check-In/OK message before each trip. This also allows you to evaluate your entire messaging system, from the operational condition of the SPOT to the readiness of those on your contact list.

## WEB BROWSER REQUIREMENTS

For optimal performance, you must have a compatible web browser to access your SPOT user account at [www.findmeSPOT.com](http://www.findmeSPOT.com). The following are compatible web browsers:

### Firefox 3 - Internet Explorer 7 & 8 - Safari 3 & 4

It is possible that other browsers such as Chrome 2.0 and Opera 9/10.0 will also work to access the [www.findmeSPOT.com](http://www.findmeSPOT.com) website and your user account, but compatibility is not assured. Check the FAQ section of the [www.findmeSPOT.com](http://www.findmeSPOT.com) website or contact SPOT Customer Care for the most recent list of compatible browsers.

## LEARN MORE

The SPOT website is updated regularly with training videos and answers to Frequently Asked Questions (FAQs).

## FOR ADDITIONAL QUESTIONS OR SUPPORT

Visit [www.findmeSPOT.com](http://www.findmeSPOT.com) or call: North American Customers: 1-866-OK1-SPOT (1-866-651-7768). European Customers: Tel: +353 12 909 505

## LIMITED WARRANTY

Your SPOT has a Limited Warranty for 12 months (24 months for European Customers) from the date of purchase against defects in materials and workmanship only. For full details regarding the Limited Warranty and warranty claim procedures, visit [www.spotwarranty.com](http://www.spotwarranty.com) or [www.findmeSPOT.com](http://www.findmeSPOT.com).

EXCEPT AS PROVIDED ABOVE, THE PRODUCT IS SOLD "AS IS" WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES FOR THE PRODUCT WHATSOEVER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES REGARDING THE CONDITION, DESIGN, SPECIFICATIONS, WORKMANSHIP, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF THE PRODUCT, OR ANY WARRANTIES THAT THE PRODUCT IS FREE FROM LATENT DEFECTS OR DEFICIENCIES, OR THAT THE PRODUCT IS FREE FROM INFRINGEMENT OF ANY PATENT, TRADEMARK, COPYRIGHT OR PROPRIETARY RIGHT OF ANY THIRD PARTY AND SUCH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED. THIS LIMITED WARRANTY PROVIDES THE SOLE AND EXCLUSIVE REMEDY FOR ANY DEFECTS IN THE PRODUCT. IN NO EVENT SHALL WE BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. OUR LIABILITY IS LIMITED TO THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THE APPLICABILITY OF THE ABOVE LIMITATIONS AND EXCLUSIONS MAY VARY FROM STATE TO STATE, OR COUNTRY TO COUNTRY.

## Customer Service Contact Info

**FCC Certification** : 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 the 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.

**CAUTIONS AND WARNINGS** Any changes or modifications not expressly approved by the guarantee of this device could void the user's authority to operate the equipment.

### FCC RF RADIATION EXPOSURE STATEMENT

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

**CAUTION** Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended. Dispose of used batteries according to the manufacturer's instructions. **WARNING** Do not damage the rechargeable Lithium-ion battery. A damaged battery can cause an explosion or fire, and can result in personal injury and/or property damage.

### WARRANTY INFORMATION

**FCC/IC Notice** : 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. This device complies with the requirements for radio astronomy site avoidance as specified by the Globalstar National Science Foundation agreement of 2001. It is compliant with CFR 25.213.

This device automatically adjusts to transmission frequency according to its location and is compliant with international regulatory requirements. This Class B digital apparatus complies with Canadian ICES-003.

### CERTIFICATIONS

ROHS and WEEE compliant Certified to FCC and CE emissions, immunity, and safety regulations. Meets FCC part 25 regulations, Canada type approval, CISPR Publication 22 (1985 1st edition), RTTE Directive (1999/EC), and IEC 60950 safety standard.

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