

# zoleo™

## Quick Start Guide



Global  
Satellite  
Communicator

 **iridium®**  
connected



**IMPORTANT** See the Product Safety, Regulatory and Warranty Information Guide, in the product box for important information. The user manual is available at [zoleo.com/manuals](http://zoleo.com/manuals).

## 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 global messaging via satellite, cellular and Wi-Fi.

### What's inside the box



ZOLEO Communicator  
and Lanyard



Carabiner

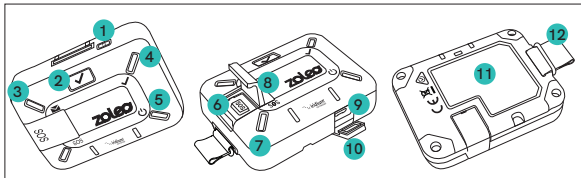


USB charging  
cable



Quick Start Guide

## DEVICE OVERVIEW

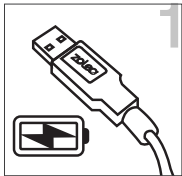


1. Power button
2. Check-in button
3. Message LED
4. Check-in LED
5. Power/Battery LED

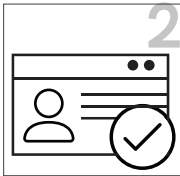
6. SOS button
7. SOS LED
8. SOS cover
9. USB port
10. USB cover

11. Label with SOS instructions
12. Lanyard

## GETTING STARTED



Charge your ZOLEO  
communicator



Activate your ZOLEO  
communicator and  
airtime plan

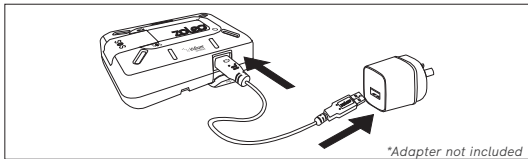


Install the  
ZOLEO App

## STEP 1 - Charge your ZOLEO communicator



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



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.

## 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:

[zoleo.com/activate](https://zoleo.com/activate)



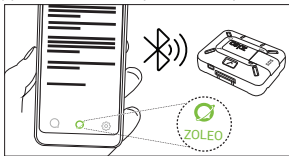
Info required to activate:

- 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 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 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.

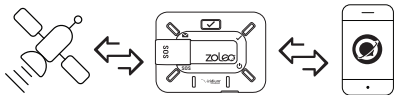


Connect via Bluetooth® from the app

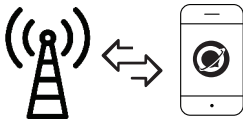


## Setting up your smartphone/tablet (con't)

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.

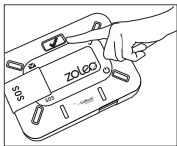


The ZOLEO App also sends and receives messages via **Wi-Fi** and **cellular** connection when available.

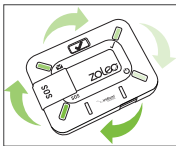


## DEVICE FEATURES

### Send Check-in message



1) Momentarily press the Check-in button.



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



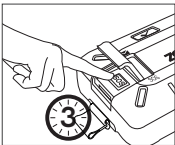
3) An ascending tone will be emitted when Check-in message is sent.

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

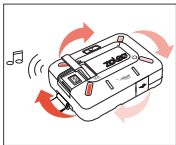
## Activate SOS



**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.



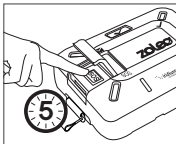
- 2) All LEDs will spin red and an emergency tone is emitted.



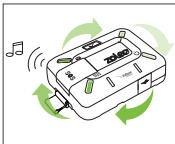
- 3) An ascending tone confirms SOS has been sent. The SOS LED will change to a slow double blink once acknowledged.

**Note:** Pressing the SOS button sends an alert directly to the 24/7 global emergency response center.

## 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	A green rectangular LED with four short lines radiating from its corners, indicating it is blinking.	The power LED will blink <b>GREEN</b> .
Device is ON and charging	An amber rectangular LED with four short lines radiating from its corners, indicating it is blinking.	The power LED will blink <b>AMBER</b> .
Device is ON and battery is low	An amber rectangular LED with four short lines radiating from its corners and a speaker icon on the right side, indicating it is slow blinking and emitting a tone.	The power LED will slow blink <b>AMBER</b> and a descending tone will be emitted.
Device is OFF and charging	A solid amber rectangular LED.	The power LED will be lit solid <b>AMBER</b> .
Device is OFF and fully charged	A solid green rectangular LED.	The power LED will be lit solid <b>GREEN</b> when connected to an active power source.



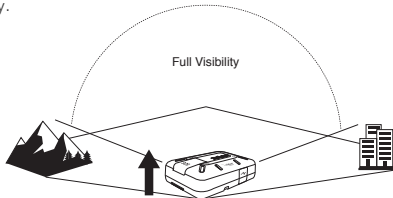
CONDITION	LED	ACTION
Check-in sending		All LEDs will spin <b>GREEN</b> while sending a check-in. An ascending tone is emitted when the check-in is successfully sent.
Check-in failed to send		Check-in LED will blink <b>AMBER</b> and a descending tone is emitted when a check-in message has failed to send.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

**SOS**

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.

## 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.





## 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.™

Copyright © 2022 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.

LITSP0141 R05