

SATcase

SC01- User Manual



IP68¹ • Mil-810²



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1. Introduction

Thank you for purchasing the SATcase SC01, the revolutionary device that integrates Smartphone technology with truly global satellite communications.



This user manual contains important and useful information on how to use SATcase.

Read the entire manual before you start to use the SATcase. Please pay close attention to the safety information in chapter 2.

1.1 Main Features

- Seamlessly uses your own Smartphone so all your contacts are ready for you to make calls, send texts and emails even when you don't have a terrestrial network connection.
- The SATcase and Smartphone can be used together or separately to reach satellite access (when connected via Bluetooth)
- SATcase's ruggedized construction meets both IP68¹ and MIL-810² standards
- Two-way rescue communications to talk with rescuers
- GPS tracking
- Emergency alert available, even without the Smartphone connected
- The SATcase charge input charges the SATcase as well as the Smartphone inside
- Built in LED lights
- Dimensions: 280mm/114mm/48mm
- Operating temperatures: -20°C to +55°C
- Storage temperatures: -40 °C to +85°C
- Standby time: 16 hours. Talk time: 4 hours
- Global satellite coverage: Iridium narrowband

1.2 Related documents

Visit our website www.satcase.com for the following related documents

1.3 What's in the box?

- SATcase-SC01



(Smartphone not included)

- Battery-



- USB charging cable- only for AC usage. Please do not plug in to DC supply



- Smartphone sleeve (specific to user's Smartphone)



- Sim Card-



2. Important Safety Information / Informations de sécurité importantes

Please read this part of the manual thoroughly.

Veillez lire attentivement cette partie du manuel

2.1 Safety and Warning icons

2.1 Icônes de sécurité et d'avertissement

The following symbols are used in this user manual:

Les symboles suivants sont utilisés dans ce manuel d'utilisation:



Warning! Failure to comply with this warning could result in death or serious injury. Before doing this task, be sure to familiarize yourself with appropriate safety practices, personal protective equipment and have a plan in case of accident.

Attention! Le non-respect de cet avertissement peut entraîner la mort ou des blessures graves. Avant d'effectuer cette tâche, assurez-vous de vous familiariser avec les pratiques de sécurité appropriées, l'équipement de protection individuelle et d'avoir un plan en cas d'accident.



Caution Failure to follow directions carefully could result in injury. Care must be taken.

Attention Le non-respect des instructions peut entraîner des blessures. Il faut prendre soin.



Do not dispose of your battery in a fire.

Ne jetez pas votre batterie dans le feu.



Risk of explosion.

Risque d'explosion.



Do not let your SATcase come into contact with water without the sleeve installed into the SATcase. If there is any liquid around these areas before use, please wipe it with a clean cloth.

Ne laissez pas votre SATcase entrer en contact avec de l'eau sans le manchon installé dans le SATcase. S'il y a du liquide autour de ces zones avant l'utilisation, veuillez l'essuyer avec un chiffon propre.



Harmful noise.

Bruit nocif.



High heat source. Burn risk.

Source de chaleur élevée. Risque de brûlure.



Do not dispose in trash.

Ne pas jeter aux ordures.

2.2 Radio Frequency Signals

SATcase is a low power radio transmitter and receiver that emits low levels of radio frequency energy. SATcase is designed not to exceed the safety limits for exceeding the safety limits for exposure of human beings to radio frequencies as recommended by the International Commission on Non-Ionising Radiation Protection (ICNIRP) when used in normal operating modes as described in this manual.

Innovation, Science and Economic Development Canada ICES-003 Compliance Label:

The SATcase complies with Canada ICES-003 (B)/NMB-3(B)

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Changes or modifications to this equipment may cause harmful interference unless the modifications are expressly approved in the instruction manual. The user could lose the authority to operate this equipment if an unauthorised change or modification is made.

2.2 Signaux de radiofréquence

SATcase est un émetteur et récepteur radio de faible puissance qui émet de faibles niveaux d'énergie radiofréquence. SATcase est conçu pour ne pas dépasser les limites de sécurité pour l'exposition des humains aux fréquences radioélectriques recommandées par la Commission Internationale de Protection Contre les Rayonnements Non-Ionisants (ICNIRP) lorsqu'ils sont utilisés dans les modes de fonctionnement normaux décrits dans ce manuel.

Innovation, Sciences et Développement Économique Canada Étiquette de Conformité ICES-003:

Le SATcase est conforme au Canada ICES-003 (B)/NMB-3(B)

Cet appareil est conforme aux RSS exempts de licence d'Industrie Canada. L'opération est soumise aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d'interférences; et
- (2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

Les changements ou modifications apportés à cet équipement peuvent causer des interférences nuisibles, à moins que les modifications ne soient expressément approuvées dans le manuel d'instructions. L'utilisateur pourrait perdre le droit d'utiliser cet équipement en cas de modification ou de modification non autorisée.

2.3 Specific Absorption Rate Data

Specific Absorption Rate (SAR) is a unit of measurement that mobile phones are tested against to ascertain the radio frequency energy that is absorbed by the body when the mobile phone is in use. SATcase was tested against strict guidelines and standards set by the European Commission (EC), Federal Communications Commission (FCC) and Industry Canada (IC) to ensure it was within maximum SAR levels set when transmitting at its highest certified power level in all tested frequency bands. These standards set a SAR limit of 1.6 W/kg averaged over a 1g volume and the SATcase measured a level of 0.55 W/kg which was below this limit and therefore met governmental requirements.

2.3 Données sur le taux d'absorption spécifique

Le taux d'absorption spécifique (DAS) est une unité de mesure sur laquelle sont testés les téléphones mobiles pour déterminer l'énergie radiofréquence absorbée par le corps lorsque le téléphone est en cours d'utilisation. SATcase a été testé selon des directives et des normes strictes établies par la Commission Européenne (EC), la Commission Fédérale des Communications (FCC) et Industrie Canada (IC) afin de s'assurer que les niveaux SAR maximum sont respectés. Ces normes établissent une limite SAR de 1,6 W / kg en moyenne sur un volume de 1 g et le SATcase mesure un niveau de 0,55 W / kg qui est inférieur à cette limite et répond donc aux exigences gouvernementales.

2.4 Battery



WARNING

Make sure you follow the safety guidelines to prevent death by fire, explosion or other hazards such as battery fluid leakage.

Safety guidelines:

Misuse of the battery may cause serious health issues or property damage.



ATTENTION

Assurez-vous de respecter les consignes de sécurité pour éviter les incendies, les explosions ou d'autres dangers tels que les fuites de liquide de batterie.

Consignes de sécurité

Une mauvaise utilisation de la batterie peut entraîner de graves problèmes de santé ou des dommages matériels.



Do not let the Smartphone or battery come into contact with water. Water can lead to corrosion of the Smartphone's circuits. The battery, when outside of the SATcase, is not IP68¹ protected. Enclose the battery within the SATcase properly before using close to water.

Ne laissez pas le Smartphone ou la batterie entrer en contact avec de l'eau. L'eau peut entraîner la corrosion des circuits du Smartphone. La batterie, à l'extérieur de la SATcase, n'est pas protégée IP68¹. Placez correctement la batterie dans le SATcase avant de l'utiliser près de l'eau.



Keep the battery separate from any metal objects. Connecting the battery to a metal object can cause extreme heating and the possibility of explosion.

Gardez la batterie séparée de tout objet métallique. La connexion de la batterie à un objet métallique peut provoquer un échauffement extrême et la possibilité d'une explosion.



CAUTION!
RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES IN ACCORDANCE TO THE INSTRUCTIONS.

MISE EN GARDE!
RISQUE D'EXPLOSION SI LA BATTERIE EST REMPLACÉE PAR UN TYPE INCORRECT.
JETER LES BATTERIES USAGÉES CONFORMÉMENT AUX INSTRUCTIONS.

- Do not attempt to take apart or tamper with the battery in any way.
- The battery, when outside of the SATcase, is not Mil-810² protected so please handle with care. Do not tamper with the battery and be careful not to drop it.
- Keep away from heat sources. If the battery is to exceed its temperature range: -30 °C to +60 °C, it can result in expanding, leakage and battery failure. Do not attempt to cool down or dry the battery with a heat source, such as using a heating element or microwave oven. Keep battery and SATcase away from other extreme temperature conditions, such as leaving in a poor ventilated area for a long period of time in high temperatures.
- Charging the battery is not permitted when the SATcase exceeds temperatures outside of 0°C~45°C.
- In case of fault or damage to the battery by any of the reasons above, contact SATcase customer service.
- N'essayez en aucun cas de démonter ou d'altérer la batterie.
- La batterie, à l'extérieur de la SATcase, n'est pas protégée par le Mil-810, veuillez donc manipuler avec précaution. Ne modifiez pas la batterie et veillez à ne pas la laisser tomber.
- Conserver à l'écart des sources de chaleur Si la batterie doit dépasser sa plage de température: -30 ° C à +60 ° C, cela peut entraîner une dilatation, une fuite et une défaillance de la batterie Ne pas essayer de refroidir ou de sécher la batterie avec source de chaleur, comme l'utilisation d'un élément chauffant ou d'un four à micro-ondes Garder la batterie et le SATcase à l'écart des autres conditions de température extrêmes, comme par exemple dans un endroit mal ventilé pendant de longues périodes.
- La charge de la batterie n'est pas autorisée lorsque le SATcase dépasse des températures comprises entre 0 °C et 45 °C.
- En cas de panne ou d'endommagement de la batterie pour l'une des raisons ci-dessus, contactez le service clientèle de SATcase.

Battery Standards:

This product complies with National Standard GB 31241-2014 (Lithium ion cells and batteries used In portable electronic equipment safety requirements) of PRC.

Battery Description:

Type: Li-ion Battery
Model: 435174/1S1P/2000mAh/3.7V
Cell: 435174/2000mAh/3.7V

Normes de batterie:

Ce produit est conforme à la norme nationale GB 31241-2014 (piles au lithium ionique et piles utilisées dans les exigences de sécurité des équipements électroniques portables) de la PRC.

Description de la batterie:

Type: Batterie Li-ion
Modèle: 435174 / 1S1P / 2000mAh / 3.7V
Cellule: 435174 / 2000mAh / 3.7V

Items / Articles	Parameters / Paramètres	Remarks / Remarques
Rated Capacity / Capacité nominale	2000mAh	Discharge / Les écoulement: 0.2C
Minimum Capacity / Capacité minimale	1950mAh	cut-off voltage / tension de coupure :3.0V
Energy / Énergie	7.4 Wh	
Nominal Voltage / Tension nominale	3.7V	
Open Voltage / Tension ouverte	3.6V ~ 3.9V	
Load Voltage / Tension de charge	≥3.6V	10Ω
Internal Impedance / Impédance interne	≤150mΩ	AC 1KHz after standard charge / après la charge standard
Charge voltage / Tension de chargement	4.2V	
Standard charge current / Courant de charge standard	400mA	0 ~ 45°C
Max charge current / courant de charge maximum	1000mA	0 ~ 45°C
Standard discharge current / Courant de décharge standard	400mA	-30 ~ 60°C
Max continuous discharge current / Max courant continu de décharge	2000mA	0 ~ 60°C
Discharge cut-off voltage / Tension de coupure de décharge	3.0V	
Operating Temperature / Température de fonctionnement	0 ~ 45°C -30 ~ 60°C	Charge Discharge / décharge
Storage Temperature / Température de stockage	-20°C ~ 60°C	Less than 1 month / Moins de 1 mois
Weight / Poids	About / sur 110 g	
PCM	8261DAA+SL8811+ID 2.4K	LARGE-0303-0010-V1.0



WARNING

If a NON-SATcase battery or incorrect charging power is used on the battery, death by fire, explosion or other hazards such as battery fluid leakage may occur.

Important: SATcase warranty does not cover any use of non-original parts or chargers not within specified limitations. Using incorrect or unauthorised parts may damage the SATcase or cause poor user experience.

ATTENTION

Si une batterie NON-SATcase ou une alimentation de charge incorrecte est utilisée sur la batterie, la mort par le feu, l'explosion ou d'autres dangers tels que les fuites de liquide de batterie peuvent se produire.

Important: La garantie SATcase ne couvre pas l'utilisation de pièces non originales ou de chargeurs ne respectant pas les limites spécifiées. L'utilisation de pièces incorrectes ou non autorisées peut endommager le SATcase ou provoquer une mauvaise expérience utilisateur.

Battery Charging

Charge the battery through the SATcase charging input located at the bottom of the SATcase.

Charge de la batterie

Chargez la batterie via l'entrée de charge SATcase située au bas du SATcase.

Battery Disposal

Recycle as lithium-ion (Li-ion) battery as per your countries guidelines.

Élimination de la batterie

Recycler en tant que batterie lithium-ion (Li-ion) selon les directives de votre pays.

To Remove the Battery

To access the area where the battery is positioned, the user must remove the SATcase sleeve as well as the battery cover. Then the battery can be removed from the pocket by levering the top of the battery out first.

Pour retirer la batterie

Pour accéder à la zone où la batterie est positionnée, l'utilisateur doit retirer le manchon SATcase ainsi que le couvercle de la batterie. Ensuite, la batterie peut être retirée de la poche en tirant le haut de la batterie en premier.

To Install the Battery

Follow the instructions above to access the battery position. Slot the bottom end of the battery in first, then install the battery cover to hold in place.

Installer la batterie

Suivez les instructions ci-dessus pour accéder à la position de la batterie. Insérez d'abord l'extrémité inférieure de la batterie, puis installez le couvercle de la batterie pour le maintenir en place.

Checking Battery Charge Level

When the SATcase is being used without the Smartphone, the battery levels are displayed on the SATcase keypad.

When the battery is 75-100% charged, the battery LED will light up green.

When the battery is 25-75% charged, the battery LED will light up red.

Low Battery Warning

When the battery is 1-25% charged the battery, LED will flash red.

When the battery has 0% then the Battery LED will turn off.

Charge input

The SATcase does not have a dedicated adaptor and can be charged through any 5V USB socket. This means any Smartphone adaptor, USB wall socket or a computer USB connector.

It takes **4 hours** to fully charge the SATcase from a complete discharge.

Connect the SATcase to a USB charging port using a USB cable.

The maximum power sourced in to the SATcase is limited 2 Amps. 500 milliamps will charge the SATcase and 150 milliamp will charge the Smartphone (if within SATcase at the time).

Sleep mode

When the SATcase antenna is retracted the SATcase will automatically go in to sleep mode after 10 minutes. The sleep mode is a power saving feature that will deactivate the GPS.

Extend the SATcase antenna to disable the sleep mode. Bluetooth connections will not have been unpaired during the sleep mode.

Vérification du niveau de charge de la batterie

Lorsque le SATcase est utilisé sans le Smartphone, les niveaux de la batterie sont affichés sur le clavier SATcase.

Lorsque la batterie est chargée à 75-100%, le voyant DEL de la batterie s'allume en vert.

Lorsque la batterie est chargée à 25-75%, la LED de la batterie s'allume en rouge.

Avertissement de batterie faible

Lorsque la batterie est chargée à 1-25%, la LED clignote en rouge.

Lorsque la batterie a 0%, le voyant de la batterie s'éteint.

Entrée de charge

Le SATcase n'a pas d'adaptateur dédié et peut être rechargé via n'importe quelle prise USB 5V. Cela signifie tout adaptateur Smartphone, prise murale USB ou un connecteur USB d'ordinateur.

Il faut **4 heures** pour charger complètement le SATcase à partir d'une décharge complète. Connectez le SATcase à un port de chargement USB à l'aide d'un câble USB.

La puissance maximale fournie au SATcase est limitée à 2 ampères. 500 milliampères chargeront le SATcase et 150 milliampères chargeront le Smartphone (si dans SATcase à ce moment-là).

Mode veille

Lorsque l'antenne SATcase est rétractée, le SATcase passe automatiquement en mode veille après 10 minutes. Le mode veille est une fonction d'économie d'énergie qui désactivera le GPS.

Étendez l'antenne SATcase pour désactiver le mode veille. Les connexions Bluetooth n'auront pas été dissociées pendant le mode veille.

2.5 Sim

Use certified Iridium SIM card only

The issued Iridium SIM card is to be installed within the SATcase and NOT the Smartphone.

The SATcase app will notify the user of SIM operations once connected, see list below:

SIM error- Your SIM card has been installed incorrectly or damaged. This may also be due to installation of a non-Iridium SIM card. Contact Iridium or SATcase customer service for further assistance.

Connection failure- The SATcase has found the network, but has not been granted access.

Connected- The SIM is activated and the SATcase is now connected to the network.

Enter PIN- Type in the Iridium PIN code to access usage.

Inactivated account- This SIM has not been activated or reactivated.

PIN blocked- After entering the PIN incorrectly three times, the SIM will be blocked. To Unblock the SIM entre ##*#* on the Smartphone keypad to unblock the SIM.

Activation

To activate the SATcase the user must fill out the set up page on the SATcase APP, this will appear when first opening the SATcase APP.

It may take up to 24 hours for SIM activation

2.5 Sim

Utiliser uniquement une carte SIM Iridium certifiée

La carte SIM Iridium émise doit être installée dans le SATcase et non dans le Smartphone.

L'application SATcase informera l'utilisateur des opérations SIM une fois connecté, voir la liste ci-dessous:

Erreur SIM - Votre carte SIM a été mal installée ou endommagée. Cela peut également être dû à l'installation d'une carte SIM non-Iridium. Contactez le service client Iridium ou SATcase pour plus d'assistance.

Échec de la connexion- SATcase a trouvé le réseau, mais n'a pas reçu d'accès.

Connecté- La carte SIM est activée et le SATcase est maintenant connecté au réseau.

Entrer le code PIN - Entrez le code PIN Iridium pour accéder à l'utilisation.

Compte inactivé - Cette carte SIM n'a pas été activée ou réactivée.

PIN bloqué - Après avoir saisi le code PIN incorrectement trois fois, la carte SIM sera bloquée. Pour débloquer la carte SIM entre # * # * sur le clavier du Smartphone pour débloquer la carte SIM.

Activation

Pour activer le SATcase, l'utilisateur doit remplir la page de configuration de l'application SATcase, qui apparaîtra lors de la première ouverture de l'application SATcase.

Cela peut prendre jusqu'à 24 heures pour l'activation de la carte SIM

Once activation is complete, the user's SATcase will automatically register with the Search and Rescue team (GEOS). The Search and Rescue team (GEOS) takes 24 hours to approve the device. Please wait 24 hours before using the SATcase where you may need rescuing.

[SIM card care](#)

Changes to the user's airtime contract can be arranged when contacting SATcase customer service. This service can be managed remotely. In some circumstances, we will send you a new SIM card to replace the old one. Please dispose of the old SIM card.

2.6 Antenna Care

[Instructions of usage](#)

To activate any satellite communication through the SATcase, the antenna must be fully extended. No satellite communication will transmit if the antenna is down as a safety precaution and power saving feature.

When a Smartphone is connected to the SATcase via Bluetooth, the SATcase antenna will still need to be extended to transmit satellite communication.

If satellite communication is missed while the antenna is down, the Smartphone will notify the user via the APP, once the antenna is extended and finds satellite signal.

To release the antenna from its retracted position, the latch at the bottom of the antenna is to be turned anti-clockwise until the antenna is free to extend. Manually pull out the antenna until fully extended.

Une fois l'activation terminée, le SATcase de l'utilisateur sera automatiquement enregistré auprès de l'équipe de recherche et de sauvetage (GEOS). L'équipe de recherche et de sauvetage (GEOS) prend 24 heures pour approuver l'appareil. Veuillez attendre 24 heures avant d'utiliser le SATcase où vous pourriez avoir besoin de sauvetage.

[Soins de la carte SIM](#)

Des modifications du contrat de temps d'antenne de l'utilisateur peuvent être organisées en contactant le service client de SATcase. Ce service peut être géré à distance. Dans certaines circonstances, nous vous enverrons une nouvelle carte SIM pour remplacer l'ancienne. Veuillez jeter l'ancienne carte SIM.

2.6 Entretien de l'antenne

[Instructions d'utilisation](#)

Pour activer une communication par satellite à travers le SATcase, l'antenne doit être complètement étendue. Aucune communication par satellite ne sera transmise si l'antenne est en panne par mesure de sécurité et d'économie d'énergie.

Lorsqu'un Smartphone est connecté au SATcase via Bluetooth, l'antenne SATcase devra encore être étendue pour transmettre la communication par satellite.

Si la communication par satellite est manquée alors que l'antenne est en panne, le Smartphone notifiera l'utilisateur via l'APP, une fois que l'antenne est étendue et trouve un signal satellite.

Pour libérer l'antenne de sa position rétractée, le verrou au bas de l'antenne doit être tourné dans le sens anti-horaire jusqu'à ce que l'antenne soit libre de s'étendre. Tirez l'antenne manuellement jusqu'à ce qu'elle soit complètement déployée.

There is a click feedback that will hold at the extended position. Now the antenna can be tilted so the top of the antenna is pointing to the sky.

The antenna needs to be in clear view of the sky in order to pick up satellite signal. Make sure there are no intercepting objects between the sky and the SATcase.

Warnings

Holding the top of the antenna directly to a person's body or head may cause damage to the user.

When making a satellite call from the SATcase. Make sure the ear of the user is to the speaker and the antenna is facing away from the users head.

When switching between antennas, make sure there is no water or dust close to the SATcase.

Il y a un retour de clic qui tiendra à la position étendue. Maintenant, l'antenne peut être inclinée de sorte que le haut de l'antenne pointe vers le ciel.

L'antenne doit être en vue du ciel afin de capter le signal satellite. Assurez-vous qu'il n'y a aucun objet interceptant entre le ciel et le SATcase. Si vous êtes dans un véhicule ou un bâtiment, vous pouvez connecter une antenne externe afin que la communication par satellite puisse encore être utilisée.

Avertissements

Tenir le haut de l'antenne directement sur le corps ou la tête d'une personne peut causer des dommages à l'utilisateur.

Lors d'un appel satellite depuis le SATcase. Assurez-vous que l'oreille de l'utilisateur est sur le haut-parleur et que l'antenne est orientée à l'opposé de la tête de l'utilisateur.

Lors de la commutation entre les antennes, assurez-vous qu'il n'y a pas d'eau ou de poussière à proximité du SATcase.

2.7 SOS and Emergency calling

Activating the SOS feature will notify Search and Rescue that the user is in danger. The SATcase will automatically send the user coordinates to the Search and Rescue team every 15 minutes, so long as in range of satellite communication. The Search and rescue team will then attempt to call the SATcase to understand the details of the danger and further assist the user. If no further contact is possible after activation, the Search and Rescue team will attempt to perform a rescue mission. Make sure the antenna is extended the whole way through the SOS operation. If the user has a third party rescue service or uses a close contact to provide support in times of need, the emergency call button on the SATcase keypad gives the user a second option in emergencies. The user may also wish to save a personal contact to this button if not using a Smartphone with the SATcase.

Please note: the emergency call button will only work when the SATcase has satellite signal and has a regular satellite call charge, unlike the SOS button.

To register a phone number to the emergency call button:

1. Go to the SATcase APP
2. Select settings
3. Select emergency call
4. Enter the phone number of your choice

Read heading 5.2 for more info on the emergency button usage.

2.7 SOS et Appels d'Urgence

L'activation de la fonction SOS informera Search and Rescue que l'utilisateur est en danger. Le SATcase enverra automatiquement les coordonnées de l'utilisateur à l'équipe de recherche et de sauvetage toutes les 15 minutes, tant que la portée de la communication par satellite est atteinte. L'équipe de recherche et sauvetage tentera ensuite d'appeler le SATcase pour comprendre les détails du danger et aider l'utilisateur. Si aucun autre contact n'est possible après l'activation, l'équipe de recherche et de sauvetage tentera d'effectuer une mission de sauvetage.

Assurez-vous que l'antenne est prolongée tout au long de l'opération SOS.

Si l'utilisateur dispose d'un service de secours tiers ou utilise un contact proche pour fournir une assistance en cas de besoin, le bouton d'appel d'urgence sur le clavier SATcase offre à l'utilisateur une seconde option en cas d'urgence.

L'utilisateur peut également souhaiter enregistrer un contact personnel sur ce bouton s'il n'utilise pas de Smartphone avec le SATcase.

Veuillez noter: le bouton d'appel d'urgence ne fonctionne que lorsque le SATcase a un signal satellite et a une charge d'appel satellite normale, contrairement au bouton SOS.

Pour enregistrer un numéro de téléphone sur le bouton d'appel d'urgence:

1. Accédez à l'application SATcase
2. Sélectionnez les paramètres
3. Sélectionnez l'appel d'urgence
4. Entrez le numéro de téléphone de votre choix

Lisez le chapitre 5.2 pour plus d'informations sur l'utilisation du bouton d'urgence.

2.8 Adult use only

Please prevent use from children due to radiation safety warnings. SOS charges cannot be reimbursed once the rescue team have started their rescue mission even if pressed by a minor.

2.9 Extended exposure to loud noise

WARNING

Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the volume sound level, the less exposure is required to affect your hearing. To protect your hearing:

- Limit the amount of time you use the SATcase at high volume
- Avoiding turning up the volume to block out noisy surroundings
- Turn the volume down if you cannot hear people speaking near you
- Failure to heed this warning could result in serious injury or death

2.10 Driving and Operation of Other Motor Vehicles

The use of the mobile and satellite phone may cause distraction. Discontinue a call if you cannot concentrate on driving. Check the laws and regulations on the use of mobile and satellite phone in the areas where you drive. Always obey them. Many local governments prohibit the use of mobile and satellite phone while driving. Observe the following guidelines when using your mobile and satellite phone while driving;

2.8 Utilisation pour adultes seulement

S'il vous plaît empêcher l'utilisation des enfants en raison des avertissements de sécurité de rayonnement. Les frais de SOS ne peuvent pas être remboursés une fois que l'équipe de secours a commencé sa mission de sauvetage même si elle est pressée par un mineur.

2.9 Exposition prolongée à un bruit fort

ATTENTION

L'exposition à un bruit fort provenant de n'importe quelle source pendant de longues périodes peut affecter votre audition. Plus le volume sonore est fort, moins l'exposition est nécessaire pour affecter votre audition. Pour protéger votre ouïe:

- o Limitez la durée d'utilisation du SATcase à un volume élevé
- o Éviter d'augmenter le volume pour bloquer les environnements bruyants
- o Baissez le volume si vous n'entendez pas les gens parler près de vous
- o Le non-respect de cet avertissement peut entraîner des blessures graves ou la mort

2.10 Conduite et fonctionnement des autres véhicules automobiles

L'utilisation du téléphone mobile et satellite peut causer de la distraction. Interrompez votre appel si vous ne pouvez pas vous concentrer sur la conduite. Vérifiez les lois et les règlements sur l'utilisation de téléphone mobile et par satellite dans les zones où vous conduisez. Toujours leur obéir. De nombreux gouvernements locaux interdisent l'utilisation de téléphones mobiles et par satellite au volant. Respectez les consignes suivantes lorsque vous utilisez votre téléphone mobile et votre téléphone satellite au volant;

- Give full attention to driving-driving safely is your first responsibility
- Pull off the road and park safely before making or answering a call

Posted Facilities

Turn your mobile or Satellite phone OFF in any facility where posted notices so require.

Blasting Areas

WARNING

To avoid interfering with blasting operations, turn your mobile or Satellite phone OFF when in a 'blasting area' or in areas posted: "Turn off two-way radio". Obey all signs and instructions. Failure to do so could result in serious injury or death.

2.11 Product Operation

We do not condone the SATcase antenna to be extended while attached or next to the users body as this will expose RF energy to the user.

2.12 Radio Interference

The SATcase contains digital circuits for the display of data and connection to a personal computer. Please be aware that emissions from these circuits can cause radio interference. With respect to such circuits, this device complies with part 15 of the FCC Rules.

- Donnez toute votre attention à la conduite en toute sécurité est votre première responsabilité
- Retirez-vous de la route et garez-vous en toute sécurité avant de passer ou de répondre à un appel

Installations affichées

Éteignez votre téléphone mobile ou satellite dans toute installation où des avis postaux l'exigent.

Zones de dynamitage

ATTENTION

Pour éviter d'interférer avec les opérations de dynamitage, éteignez votre téléphone mobile ou satellite lorsque vous vous trouvez dans une «zone de dynamitage» ou dans les zones signalées: «Éteignez la radio bidirectionnelle». Obéissez à tous les signes et instructions. Ne pas le faire pourrait entraîner des blessures graves ou la mort.

2.11 Exploitation du produit

Nous ne tolérons pas l'extension de l'antenne SATcase lorsqu'elle est attachée au corps de l'utilisateur, car cela exposera l'énergie RF à l'utilisateur.

2.12 Interférence radio

Le SATcase contient des circuits numériques pour l'affichage des données et la connexion à un ordinateur personnel. Soyez conscient que les émissions de ces circuits peuvent causer des interférences radio. En ce qui concerne ces circuits, cet appareil est conforme à la partie 15 des règles FCC.

Operation is subject to the following conditions:

- (1) This device may not cause harmful interference.
- (2) Any interference received by the device must be accepted, including interference that may cause undesired operation.

This statement above does not apply to digital circuits used only to enable the operation of the transmitter in this satellite phone. The receiver in the SATcase is subject to the condition that radio emissions from it does not cause harmful interference.

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 device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, harmful interference to radio communications may occur.

There is, however no guarantee that interference will not occur in a particular installation. If interference to radio or television reception is caused by this device; which can be determined by turning the equipment off and on; try to correct the interference by using one or more of the following measures:

- relocate or Reorient the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Le fonctionnement est soumis aux conditions suivantes:

- (1) Cet appareil ne doit pas provoquer d'interférences nuisibles.
- (2) Toute interférence reçue par l'appareil doit être acceptée, y compris les interférences pouvant provoquer un fonctionnement indésirable.

Cette déclaration ci-dessus ne s'applique pas aux circuits numériques utilisés uniquement pour permettre le fonctionnement de l'émetteur dans ce téléphone satellite. Le récepteur du SATcase est soumis à la condition que ses émissions radio ne causent pas d'interférences nuisibles.

Cet équipement a été testé et déclaré conforme aux limites d'un appareil numérique de classe B, conformément à la partie 15 des règles de la FCC.

Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet appareil génère, utilise et peut émettre de l'énergie radiofréquence et, s'il n'est pas installé et utilisé conformément aux instructions, des interférences nuisibles aux communications radio peuvent se produire.

Il n'y a cependant aucune garantie que des interférences ne se produiront pas dans une installation particulière. Si des interférences avec la réception radio ou télévision sont causées par cet appareil; ce qui peut être déterminé en éteignant et en allumant l'équipement; essayez de corriger l'interférence en utilisant une ou plusieurs des mesures suivantes:

- repositionner ou réorienter l'antenne de réception.
- Augmentez la distance entre l'équipement et le récepteur.
- Connectez l'équipement à une prise d'un circuit différent de celui de auquel le récepteur est connecté.

- Consult the dealer or an experienced radio/TV technician for help. Radio Interference is only active when iridium transmits. This can only happen when the antenna is extended.

2.13 Implantable Medical Devices

Hearing Aids

Mobile and satellite phones may sometimes interfere with some hearing aids. In the event of such interference, please to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

Please consult the manufacturer of any other medical device you to determine if it is adequately shielded from external RF energy. Please also consult your physician to determine compatibility with your medical device.

Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy. Ensure you turn your mobile and satellite phone OFF in health care facilities if instructed to do so

2.14 Aircraft

Switch OFF your satellite phone before boarding an aircraft. Check and comply with the policy of your airline regarding the use of your mobile and satellite phone while the aircraft is on the ground. Airline regulations prohibit using your mobile and satellite phone while in the air.

- Consulter le revendeur ou un technicien radio / TV expérimenté pour obtenir de l'aide. L'interférence radio n'est active que lorsque l'iridium est transmis. Cela ne peut se produire que lorsque l'antenne est étendue.

2.13 Dispositifs médicaux implantables

Appareils auditifs

Les téléphones mobiles et satellites peuvent parfois interférer avec certains appareils auditifs. Dans le cas d'une telle interférence, veuillez consulter votre fabricant d'aides auditives pour discuter des alternatives.

Autres dispositifs médicaux

Veuillez consulter le fabricant de tout autre appareil médical afin de déterminer s'il est correctement protégé contre l'énergie RF externe. Veuillez également consulter votre médecin pour déterminer la compatibilité avec votre appareil médical.

Les hôpitaux ou les établissements de soins de santé peuvent utiliser un équipement susceptible d'être sensible à l'énergie RF externe. Assurez-vous d'éteindre votre téléphone cellulaire et par satellite dans les établissements de soins de santé si vous y êtes invité

2.14 Avion

Éteignez votre téléphone satellite avant d'embarquer dans un avion. Vérifiez et respectez la politique de votre compagnie aérienne concernant l'utilisation de votre téléphone mobile et satellite lorsque l'avion est au sol. Les règlements de la compagnie aérienne interdisent l'utilisation de votre téléphone mobile et satellite lorsque vous êtes dans les air

2.15 Vehicles

Improperly installed or inadequately shielded electronic systems in motor vehicles may be affected by RF signals. Check with the manufacturer or its representative regarding your vehicle and consult the manufacturer of any equipment that has been added to your vehicle.

2.16 Disposal of SATcase

Dispose of the SATcase as per your country's guidelines. Please refer to subheading 2.4 b) for battery disposal information.

2.17 Strobe LED Safety

Epilepsy

The SATcase has a feature where the strobe LEDs on the back of the SATcase can flash. Some people may be susceptible to epileptic seizures or blackouts when exposed to these flashing lights. Please consult your physician. If you or your family members have a history of such seizures or blackouts before using the flashing lights feature on the SATcase. If any of the following symptoms occur: discontinue use or consult a physician: convulsion, eye or muscle twitching, loss of awareness, involuntary movements or disorientation. Failure to heed this warning could result in serious injury or death.

Eye damage

Do not aim the strobe LEDs directly in the eyes of anyone. This may cause severe eye damage.

2.15 Véhicules

Des systèmes électroniques mal installés ou insuffisamment protégés dans les véhicules à moteur peuvent être affectés par les signaux RF. Vérifiez avec le fabricant ou son représentant concernant votre véhicule et consultez le fabricant de tout équipement qui a été ajouté à votre véhicule.

2.16 Disposition de SATcase

Éliminez le SATcase selon les directives de votre pays. Veuillez vous reporter à la sous-rubrique 2.4 b) pour plus d'informations sur la mise au rebut de la batterie.

2.17 Sécurité LED stroboscopique

L'épilepsie

Le SATcase a une fonction où les LEDs stroboscopiques à l'arrière du SATcase peuvent clignoter. Certaines personnes peuvent être sujettes à des crises d'épilepsie ou à des pertes de connaissance lorsqu'elles sont exposées à ces lumières clignotantes. S'il vous plaît consulter votre médecin. Si vous ou les membres de votre famille ont des antécédents de telles crises ou des pannes d'électricité avant d'utiliser la fonction de feux clignotants sur le SATcase. Si l'un des symptômes suivants se produit, cessez l'utilisation ou consultez un médecin: convulsions, contractions oculaires ou musculaires, perte de conscience, mouvements involontaires ou désorientation. Le non-respect de cet avertissement peut entraîner des blessures graves ou la mort.

Domage aux yeux

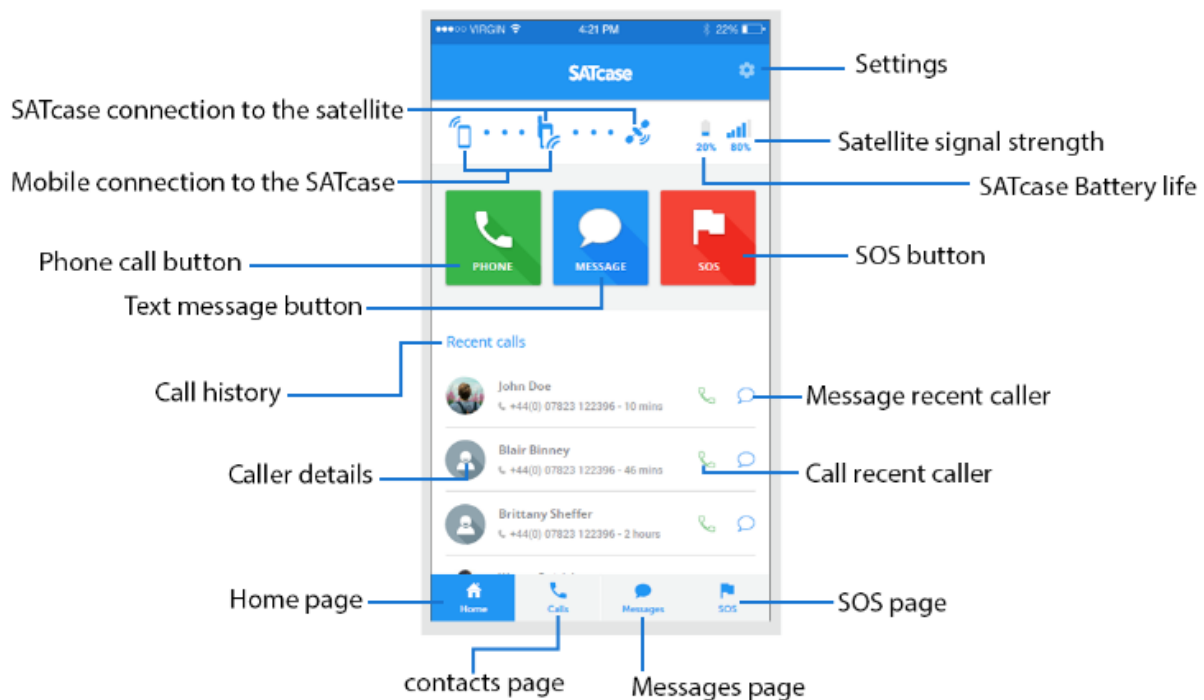
Ne dirigez pas les LED stroboscopiques directement dans les yeux de quiconque. Cela peut provoquer des lésions oculaires graves.

3. SATcase Product Information

3.1 SATcase overview



3.2 APP overview



3.3 Controls, connections and indicators

a) SATcase keypad

Power on



Remove the sleeve from the SATcase then press and hold the power button on the keypad. When the power LED lights up green, the SATcase is powered on. Pressing the power button when on will turn the SATcase off.

Call/ answer/ cancel call

Press the emergency call button once to answer an incoming call.

Hold the emergency call button for three seconds to call to the emergency pre-programmed number.

Press the end call button to cancel or end a call.

Volume levels/ Mute

Pressing the volume up button will increase the volume of the SATcase speaker.
Pressing the volume down button will decrease the volume of the SATcase speaker.
Pressing the mute button will mute the sound coming from the SATcase speaker until pressed again to activate sound.

b) Keypad LED indicators

SOS activation

When the SOS function is activated (from the back of the SATcase), the SOS LED will blink repeatedly on the keypad.

The SOS LED turns off when SOS has been deactivated.

Call activation

When a call is activated or at calling tone stage, the call LED will light up on the keypad.

The call LED will turn off when the call has ended or failed.

Battery levels

The battery level LED is a bi-LED so will switch between green and red to indicate battery levels (2.4e – ‘Checking battery charge level’ will instruct how to understand colour signals).

Signal levels

When using SATcase without the APP, little or no satellite signal strength is indicated when the ‘weak signal strength’ LED lights up on the keypad.

Medium satellite signal strength is indicated when the ‘med signal strength’ LED lights up on the keypad.

Strong satellite signal strength or full signal is indicated when the ‘strong signal strength’ LED lights up on the keypad.

When using the APP with the SATcase, the APP will notify the satellite signal levels.

Power on/off

When the SATcase is turned on, the power LED will light up constantly.

The power LED will be turned off when the SATcase is turned off.

c) SATcase SOS button

Below is the SOS cover, located on the back of the SATcase:



To send a distress signal to the Search and Rescue services from the SATcase itself, the user must slide the SOS cover down and the uncovered SOS button must then be held for 3 seconds. The SATcase does not have to have satellite signal nor does the antenna need to be extended, for the distress signal to activate.

To confirm the SOS is active, the SATcase SOS LED on the keypad will blink repetitively and vibrate the SATcase for 15 seconds.

Within the first 20 seconds of activation, the user has the option to cancel the distress signal by holding down the SOS button for another 3 seconds. The SOS LED will turn off if the distress signal has been cancelled.

Warning: the Search and Rescue service will charge a fee for their service. This service charge is not anything to do with SATcase Ltd and all charges will come directly from the rescue services.

Testing the SOS feedback is as followed:



The user can send an echo test to the SOS service provider to test the connection is established. This does NOT activate a distress call.

To operate this feature, turn the SATcase on, then press the ‘end call’ and ‘– volume’ button at the same time. A green light on the keypad will signal a true connection and a red light on the keypad will signal a failed connection.

Contact SATcase customer service if a red light is shown.

d) Smartphone power button

This button allows the user to turn the Smartphone on and off while inside the SATcase. This button is located on the backside of the SATcase on the right-hand side (from front view).

To switch the Smartphone on and off, press and hold this button until the screen display shows the power on or off messages.

This button will also lock and unlock the Smartphone screen by pressing for a shorter period of time.

e) Bluetooth connection

Keep the Smartphone and SATcase within 1.5 meter of each other to stay in range of Bluetooth reach.

Make sure the SATcase is turned on and the Smartphone has Bluetooth turned on.

1. Searching for devices.
2. Select SC01 (SATcase) to connect via Bluetooth.

To prevent overriding or connecting to another SATcase within range, you can rename the SATcase Bluetooth name in the SATcase app settings.

Any Smartphone with Bluetooth can connect to the SATcase (not just the Smartphones that fits in the SATcase).

Once the Smartphone has found the SATcase they will connect with each other and the App will open automatically on the mobile screen.

Connection failure

When the attempt to connect a Smartphone and SATcase via Bluetooth fails, make sure the Smartphone Bluetooth settings are on. Also, make sure the two devices are within range from each other. Then attempt to connect again.

f) App Notification Indicators

Call

When a call is attempted and there is no satellite signal the APP will notify the user there is no satellite signal.

When a call is attempted and the Smartphone is not connected to the SATcase via Bluetooth, the APP will notify the user to connect to the Bluetooth to initiate a call.

SATcase battery levels

The battery levels are shown constantly on the status bar.

Signal levels

The signal levels are shown constantly on the status bar.

Connection to SATcase

When loading the APP, the user will be prompted to connect the two devices via Bluetooth. The APP will notify the user when the connection is lost and prompted to reconnect.

Antenna extension

For a call to be answered or initiated, the antenna must be fully extended. The APP will notify the user of this operation if the user attempts to make or answer a call with the antenna retracted.

g) Basic diagnostics:

A diagnostics test will assure the user that all the safety features are working and that the SATcase is set up correctly in order to help in times of need.

This test is recommended at the start of every day the SATcase is in use.

This feature is to be operated through the SATcase keypad. In order to activate the basic diagnostic test, the two buttons highlighted below must be pressed simultaneously.



To determine a successful test, the SATcase will light up the keypad LED green. The SATcase is ready to use.

If the diagnostic test fails, the SATcase keypad will show a red LED. If this is the case, there is an error in the device and you should perform an advanced diagnostics test (stated below) to find out what the problem is.

l) **Advanced diagnostics:**

This feature is to be operated through the SATcase APP.

To access this feature the Smartphone and SATcase must be connected via Bluetooth. Then go to options within the App and select advanced diagnostics. Once the tests are completed, a list of statuses will appear next to each individual feature tested. This will highlight any failures and actions to solve issues.

To rectify the highlighted Issues, call SATcase customer service.

1. Getting Started

4.1 Remove the SATcase sleeve

Unlock the double lock at the top of the sleeve by pulling the notch to the left-hand side and sliding the latch up to the top position.

Pull on the wings located at the top left and right of the sleeve. When the top of the sleeve is no longer flush with the SATcase, the sleeve will be able to disconnect from the SATcase completely.

4.2 Install the SIM Card and Battery

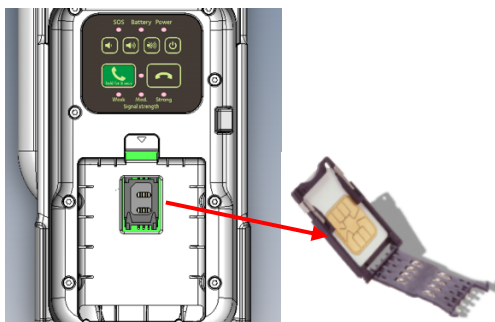
Open the box. Inside the box, you will find a sim card which looks like this:



Carefully remove the sim card from the card surrounding it.

a) Insert the SIM Card

To access the area where the SIM card is positioned, you must remove the SATcase sleeve as well as the battery cover. Then the SIM can be inserted into the SIM card holder by pulling back the SIM door and slotting the SIM into the cradle.



b) Insert the battery

Once the SIM card is in place, the battery is to be placed on top, covering the SIM from sight. Make sure the battery is the right way up, by having SATcase connector pins lined up with the battery power supply and battery label showing the text the right way round.

c) Remove the SIM Card

Follow the instructions above to access the SIM and remove the battery. Then remove the SIM by pulling back the SIM door and removing the SIM from the cradle.

4.3 Install the SATcase App

Download the SATcase APP from the APP Store (if using an iPhone) or Google Play (if using an android).

4.4 Activate the SIM Card

Register all personal information and preferences on the SATcase APP setup page. After 24 hours the SIM card will be activated.

4.5 Switch on SATcase

Remove the SATcase sleeve (following heading 4.1) and press the power button on the SATcase keypad.

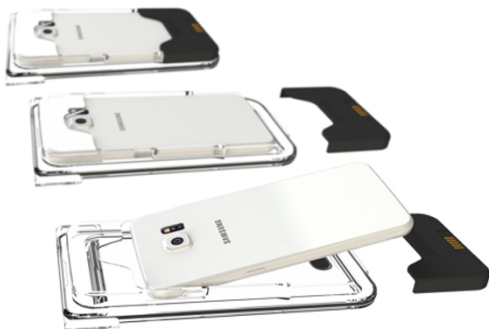
4.6 Pair the SATcase and Smartphone

When the SATcase APP is loaded, it will prompt the user to activate the Bluetooth. Once activated on the Smartphone, you need to search for the SATcase's Bluetooth ID. The SATcase must be turned on for the Smartphone to receive it. Once found, the SATcase ID is stored on the APP and stored for the next time used.

4.7 Insert the Smartphone

Sliding the bottom of the sleeve apart will present the area where the Smartphone is to be positioned.

Slot the top of the Smartphone in to the sleeve first. Once flush, lock the Smartphone in to position by connecting the bottom part on to the sleeve. As shown below:



The Sleeve that comes with the SATcase should be custom to your personal Smartphone. To check if the sleeve is correct for your Smartphone, refer to your Smartphones user manual and make sure the charging port type matches the connector inside the sleeve. There are a variety for sleeves that fit different Smartphones. Please visit SATcase.com to find out which Smartphones fit inside the SATcase. You can purchase additional sleeves if you want to upgrade your Smartphone or have multiple Smartphones.

Please note:

- The SATcase Is limited to connecting to one Smartphone at a time. The SATcase can swap between Smartphones once Bluetooth is repaired. The sleeve can also be swapped with an alternative sleeve.
- If your Smartphone does not fit a sleeve, you can connect the Smartphone to the SATcase via Bluetooth and use the device externally.

4.8 Insert the SATcase sleeve

Cover with the top of the sleeve until a click feedback completes the assembly of the sleeve. Place the bottom of the sleeve in the bottom of the SATcase bed at a slight angle and push the top of the sleeve flush into the SATcase, making sure the double lock is unlocked and not obstructing the path of the sleeve.

Flick the double lock down into its functional position to create an IP68¹ watertight seal. Before removing the sleeve, make sure the surrounding areas are dry, if there is any liquid on it, please wipe it with a clean cloth.

2. How to Use the SATcase

5.1 How to use the SATcase with the Smartphone App

Bluetooth must always be connected between the Smartphone and SATcase when using the Smartphone for satellite communication.

Once the Smartphone and the SATcase is connected via Bluetooth, the user has the option to use the mobile within the SATcase or separately.

When selecting the SATcase App on the Smartphone the APP home page will appear.

a) Home

The home page will list any notifications, such as missed calls or unopened messages. Selecting these notifications will direct the user to the relevant pages.

There is a connection feature located at the top of the page. This shows the connection status between the Smartphone, SATcase and satellite.

The connection feature illustration is shown below:



A blue icon symbolises a positive connection and a grey icon symbolises a negative connection.

Below are the feature result meanings:

Smartphone and SATcase icons are blue.	The Smartphone and SATcase are connected via Bluetooth.
SATcase and satellite icons are blue.	The SATcase is connected to the satellite.
All three icons are blue.	The Smartphone and SATcase is connected to the satellite.
Smartphone icon is grey	The Bluetooth is not connected (see heading 3.3e to connect).
The satellite icon is grey	The SATcase is not connected to the satellite (see heading 2.6 to connect).
SATcase and satellite icons are grey	The Smartphone is not connected to the SATcase via Bluetooth

There is a battery and satellite signal strength feature at the top right of the page.
The battery icon highlights who much battery the SATcase has and is shown below:



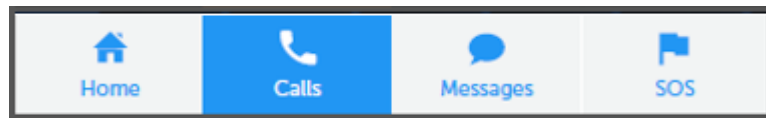
The satellite signal strength icon is shown below:



The satellite signal strength icon highlights the satellite signal strength the SATcase is receiving from the Satellite.
The better the visibility the SATcase antenna has to the open sky, the higher the signal strength will be.

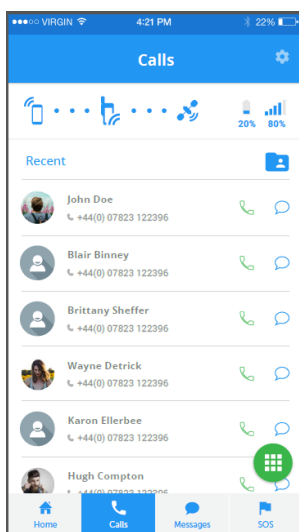
Once at the home page you have four different tabs which you can navigate around:

- **Home**
- **Calls**
- **Messages**
- **SOS**
-



b) Calls

The Calls page will show a list of previous calls made, received and missed, as show below:



Selecting the call icon next to any of these numbers will prompt a satellite call to the number. Selecting the message icon next to any of these numbers will prompt a satellite call to the number.

Receiving a call

If the Smartphone is in the sleeve attached to the SATcase, the call can be answered from the Smartphone APP. Voice and sound will be enabled through the SATcase.

If the Smartphone is not in reach, the call can be answered from the SATcase and voice and sound will be enabled through the SATcase.

How to answer a call through the APP:

1. A pop up screen will appear on the SATcase APP, showing a call coming in.
2. Press the 'answer call' button to activate the satellite call.
3. Press the 'end call' button to end the call.

If a call is missed, the APP will display a missed call notification on the home page and be recorded on the call page.

If the SATcase is not in operational use when a contact tries to call the SATcase, the call will be logged as a missed call on the home page as soon as the APP is connected SATcase.

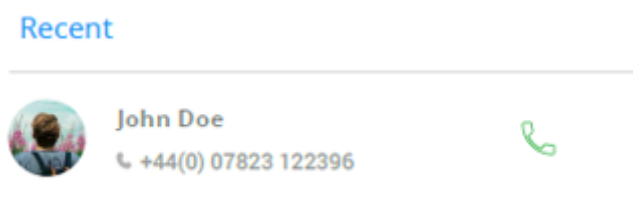
Making a call

If the Smartphone is in the sleeve, attached to the SATcase, the call can be made through the APP and voice and sound will be enabled through the SATcase.

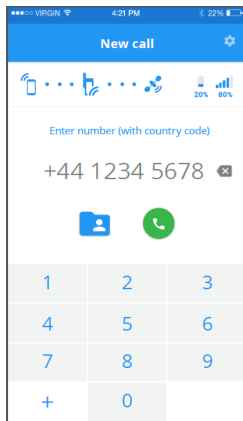
If the Smartphone is not in reach, the call can be made from the SATcase and voice and sound will be enabled through the SATcase.

How to make a call through the APP:

1. Select the 'calls' page on the APP
2. Select the contact you want to call, either by:
 - pressing the call icon next to the recent contact, as shown below:



- Entering a number in manually as shown below:



- Browsing through your Smartphones' contacts, by pressing the icon below:



3. Press the 'call' icon to active the call
4. Press the 'end call' icon to end the call.

c) Messages

Select the message page within the APP. This page will show message threads of current and previous message conversations.

Sending a SATcase text message

If you want to communicate by text while outside GSM range, the SATcase text message will enable you to do so.

How to send a message through the APP:

1. Select the message page on the APP
2. Start the message by either:
 - selecting the 'new message' icon.

or

- Select contact from existing message thread
3. Enter the desired text
 4. Select the contact (if a new message thread), by either:
 - Browsing through your Smartphones' contacts, by pressing the icon below:



Or

- Typing in a phone number (with county code) in the 'recipient' box.

5. Press 'send' to send the text.

Message threads

Message threads are recorded history of previous SATcase text messages. Selecting a thread will enable the user to reread or continue a conversation with participants in each thread.

Sent confirmation

Once a message has been sent, the message sent indication is displayed at the bottom of the text.

Failed to send

If the message continues to fail and runs out of automatic resending attempts then the message failed indication is displayed. Click the error message to resend

Sending location via text

The SATcase has a location sharing feature within the messaging command.

When the location symbol is pressed at the stage of sending a text on the messaging page, the SATcase will paste the location coordinates in to the text box.

Receiving a text

When the user receives a message, a notification will be highlighted on the APP home page. Selecting this notification will direct the user to the message on the message page. The APP will organise each contacts message in to threads so the user can scroll through each conversation.

If the Smartphone and SATcase are not connected via Bluetooth when a message is sent to the SATcase, the message will be received as soon as the Smartphone is connected to the SATcase.

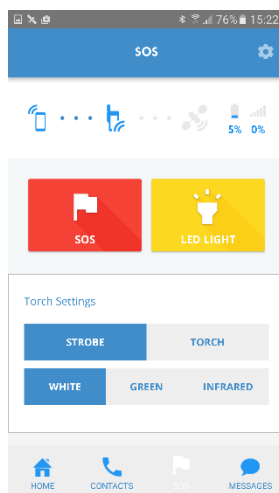
d) Email

An email is sent by copying the instructions of sending a SATcase message but adding an email address in to the recipients details instead of a phone number.

The maximum characters that can be sent in each email is 500.

e) SOS

Below is a picture of the SOS page:



The SOS page shows an SOS button, which alerts Search and Rescue of the users' danger. This SOS activates the same alert as the SOS button on the back of the SATcase (read heading 3.3c to find out more).

To activate the SOS via the APP, the user must hold the SOS icon for 3 seconds.

To confirm the SOS is active, the APP will show a constant SOS notification on the status bar and the SATcase SOS LED on the keypad will also blink repetitively and vibrate the SATcase for 15 seconds.

Within the first 20 seconds of activation, the user has the option to cancel the distress signal by holding down the SOS icon for another 3 seconds.

When the SOS is deactivated, the notification will be removed from the status bar and the SATcase SOS LED on the keypad will turn off.

Torch LEDs

The SOS page also has the controls for the torch LED's located on the back of the SATcase.

There are three torch LEDs: White, green and infrared.

Turning on the 'Flash' toggle icon will result in the colours selected to flash. To stop the LED's from flashing, turn off the 'Flash' toggle icon.

Turning on the 'Torch' toggle icon will result in the colours selected to shine constantly. To stop the LED's from shining constantly, turn off the 'Torch' toggle icon.

5.2 How to use the SATcase without a Smartphone

The SATcase can be used without a Smartphone connected.

To access the SATcase keypad, the sleeve needs to be removed from the SATcase.

You will see the keypad on the SATcase as shown below:



There are a number features on the SATcase keypad. Please refer to headings 3.3a for further details.

Making a call

Hold the emergency call button on the SATcase keypad for three seconds to activate a satellite call to the preprogramed number (see heading 2.7 for further details). Press the end call button to hang up the call.

Answering a call from the SATcase

Press the emergency call button on the SATcase keypad to answer the satellite call. Press the end call button to hang up the call.

If a call is missed, the user will be notified via the SATcase APP when the Smartphone is next connected to the SATcase via Bluetooth.

Voicemail

Voicemail needs activating on the SATcase APP set up page. As long as it is set up it will store voicemails whether the SATcase is on or off.

If the SATcase is not in operational use when a contact leaves a voicemail, the voicemail will be notified on the SATcase APP home page as soon as the APP is connected SATcase.

6. Troubleshooting

Problem

Inactivated sim

The battery won't charge

The battery is draining faster than usual

Not receiving missed calls

Water damage

General commands are failing

Failed diagnostics

Lost Bluetooth connection error

If the device goes out of temperature range

Can't hear GSM call through SATcase

Missed calls notified without receiving a call.

No sound comes out of the Smartphone in the sleeve

Solution

Sim must be activated before use. Wait 24 hours after completing the set up in the SATcase APP

Make sure the correct power input is connected (5V).

If SATcase has been taken outside of the temperature limits, request for a service from SATcase.

If SATcase has been taken outside of the temperature limits, request for a service from SATcase.

Once the Smartphone is connected to the SATcase via Bluetooth, the missed calls will notify the user on the APP.

The SATcase is only IP68¹ compliant when the sleeve is installed into the SATcase. Make sure the sleeve is locked in position with the safety clip locked down.

The SATcase is not waterproof any deeper than 1.5 meters

Conduct a basic diagnostics test and advanced diagnostics test

Contact SATcase customer service

Stay in 1.5 meter range of Bluetooth reach.

Conduct an advanced diagnostics test and contact SATcase customer service

No sound is passed through the SATcase on a GSM call. Either put Smartphone into airplane mode or remove mobile from sleeve when needing to make GSM calls

When the SATcase has no satellite signal the SATcase will not receive information of a call until in range of signal. Make sure antenna is extended to receive a call and is in open view of clear sky.

The mobile will have to be removed from the sleeve in order for voice and sound to be activated.

7. Endnotes

1. IP68: The IP standard we test to is BS EN 60529:1992 +A2:2013 and IEC 60945. This standard, titled Degrees of Protection provided by IP Code, contains the criteria to assess equipment to its appropriate IP code.
- Certified to withstand 1.5 meter underwater for 1hour 30 minutes.
 - No ingress of dust; complete protection against contact.

Warning:

Please note, this rating is only valid, if the sleeve is correctly connecting on to the SATcase.

2. MIL-810: (or MIL STD-810) is a US Military Standard which focuses on a product or piece of equipment's ability to withstand environmental stresses and function as intended throughout its service life, including during transit or storage.

The SATcase can withstand stock from dropping up to a height of 1.5 meters. That's basically a chest-high tumble, so you can rest assured that your SATcase will survive falls covering the distance from your hands to the ground in most circumstances.

MIL STD-810 covers the requirements for both climatic testing and mechanical testing, as listed below:

- 500 - Low Pressure (Altitude)
- 501 - High Temperature
- 502 - Low Temperature
- 503 - Temperature Shock
- 504 - Contamination by Fluids
- 505 - Solar Radiation
- 506 - Rain
- 507 - Humidity
- 508 - Fungus
- 509 - Salt Fog
- 510 - Sand and Dust
- 511 - Explosive Atmospheres
- 512 - Immersion
- 513 - Acceleration
- 514 - Vibration
- 515 - Acoustic Noise
- 516 - Shock
- 517 - Pyroshock
- 518 - Acidic Atmosphere
- 519 - Gunfire Vibration
- 520 - Temperature, Humidity, Vibration and Altitude

- 521 - Icing/Freezing Rain
- 523 - Vibro-Acoustic/Temperature

8. Warranty and Support

The SATcase has a 12 month warranty.

If you have an issue or query in regard to the operation of your SATcase please contact us using one of the following methods;

Call us on +44 (0) 2038567766 to reach the SATcase helpdesk. The helpdesk is open Monday to Friday from 8am-6pm UK time.

Email us at support@satcase.com. This will create a helpdesk ticket which we will respond to within helpdesk hours of Monday to Friday from 8am-6pm UK time.

9. Contact Details

General Enquiries: +44 (0) 1904 37 99 66

SATcase Helpdesk: +44 (0) 2038567766

Business Hours: Monday-Friday 8am-6pm UK Time.

All enquiries outside of business hours will be responded to once business resumes.