

ST100



QUICK START GUIDE

Ensure your mobile device or tablet has LTE or Wi-Fi connectivity, is Bluetooth® enabled and can access iot.globalstar.com

ST100 REQUIRES PRODUCT ACTIVATION

To begin using your Globalstar ST100 device, please ensure you have an active Globalstar IoT MyAccount & subscription. If you do not have an active sub-scription or encounter issues with your device, visit Globalstar.com/Support for assistance.

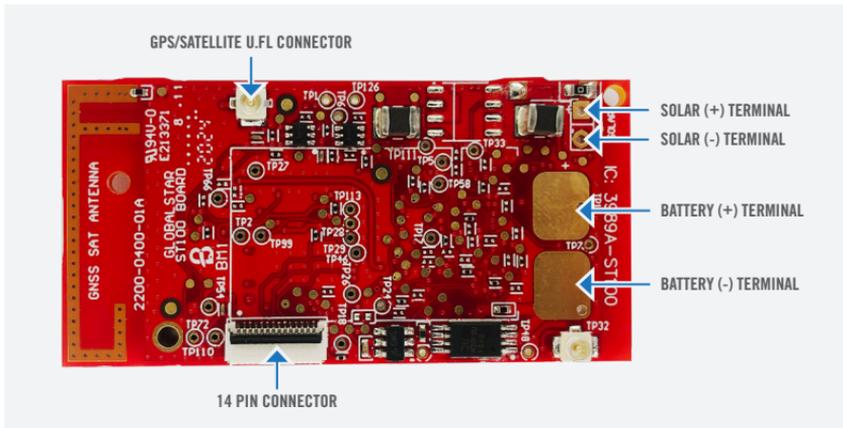
THANK YOU for purchasing the Globalstar ST100 Board™. The Quick Start Guide stages the device for activation by setting a lifetime and profile. VARs have full access to all available features after completing their log-in and registration with Globalstar IoT MyAccount credentials.

POWER UP

1. Connect a **Power Source** to the appropriate Battery terminals with either:
 - Line power (4.2 VDC), or
 - Lithium Polymer Battery (3.8 VDC)
2. Connect a **Charging Source** to the Solar terminals (0.75 to 5 VDC, 100 mA)
 - 5-cell solar panel (not included)

NOTE: Solar charging source is not required if using line power.





REGISTER YOUR GLOBALSTAR IoT MYACCOUNT

1. Open your VAR registration and introduction email received from: message-noreply@globalstar.com.
2. To register, log-in to your Globalstar IoT MyAccount web page, iot.globalstar.com, using the provided username and temporary password.
3. Create and secure a new password.
4. Verify your **VAR Name** (displayed on the Device Management page) after completing your account log-in.
5. Continue the on-screen instructions to [+ add device](#) and activate your device.

BACK OFFICE PROVISIONING

1. Click **+ add device** to begin the activation flow. From the Device Management Add screen (see below) complete all fields with orange markers.
 - a. Locate your device's 12-digit UID code **A** from the packaging slip or printed on the ST100 PCB label i.e. 000001000025 (000-001-000-025).
 - b. In the active drop down list, change the field selection from **ESN** to **UID**.
 - c. Enter the UID **A**
 - d. Configuration ID **B** from the Drop down list DEFAULT
 - e. Your Rate Plan **C**
 - f. Valid to date **D** (deactivation date)
 - g. Routing Address **E**
 - h. Click the Save button 



Globalstar Language ▾

Globalstar IoT MyAccount **Device ▾** Messaging ▾ Routing Address Pricing Logged in as
change password | logout

Device Management Add

VAR Name * UID **A**

Configuration ID * **B** Rate Plan * **C** Valid to * **D**

Routing Address * **E**

Additional Note

ST100 CONFIGURATION TOOL

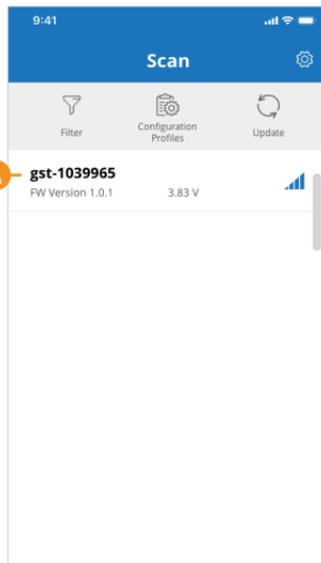
1. Download and install the **ST100 Configuration Tool** app to your smartphone, tablet, or other mobile device from either our VAR Support Site or Apple or Google Play store by searching for **ST100 Configuration Tool**.



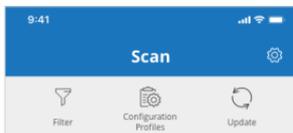
ST100 Configuration Tool

NOTE: The ST100 Configuration Tool connects to a ST100 device via Bluetooth® and uses Wi-Fi or LTE to login to your Globalstar IoT MyAccount. The full app details are located in the “ST100 Mobile App User Guide”. All ST100 documents can be downloaded from the Var Support Site, at var.globalstar.com.

2. Open the ST100 Configuration Tool app from your device and log-in using your registered Globalstar IoT MyAccount username and current password.
3. With your wireless device displaying a **Scan** screen, connect to the ST100 device requiring activation. Each “powered on” ST100 device registered to your Globalstar IoT MyAccount displays an abbreviated 7-digit UID i.e. **gst-1039965** 
4. Detailed information on pre-operational states are available in the “ST100 User Manual”, Section 2.2.
5. If prompted, the device may trigger an option to update to the latest firmware. Globalstar recommends updating to the latest firmware before proceeding.
6. Once the firmware has successfully updated, open the ST100 Configuration Tool and tap Configuration Profiles as shown in the next step.



CONFIGURATION PROFILES



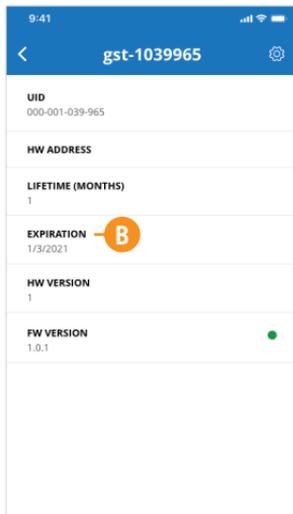
A Configuration Profile must be provided from the VAR prior to Activation. During this stage, the VAR transitions the device from original factory settings to Activation Mode by setting a lifetime and profile for the unit.

FULL INSTRUCTIONS for creating and updating Configuration Profiles are located in the “ST100 App User Guide”, section “Configuration Guide”.

NOTE: Up to this point, all steps are considered to be pre-operational and the device has not begun a billing cycle. Completing the Activation Mode will begin the customer billing cycle.

ACTIVATION MODE

- The unit enters Activation mode when:
 - It detects exposure to apparent sunlight and the battery is charging; Defined as a positive current with continuous flow to the battery for 5 consecutive minutes and acquires a GPS Fix.
- To verify activation, open the ST100 Configuration Tool and navigate to the **Scan** screen, tap your UID and connect to the device that you would like to review.
 - Verify the Expiration date **B** has been set.
 - If the device has not been set, the Expiration date will display “Timer Not Started”.
 - Repeat conditions from Step 1 (above) until an Expiration date is obtained.
- Open the settings icon  from the **Scan** screen to access the ST100 Mobile App User Guide for more information on customizing the device.



TROUBLESHOOTING

PROVISIONING ISSUE

1. If the ESN is not found after performing a search, check for a failed request.
 - a. Click **Device** from the Tab Menu at the top of the Globalstar IoT MyAccount page.
 - b. Select **Manage Failed Requests** and the  button. If a failed request is found for the ESN, resend the request.

DEVICE NOT ACTIVATING

2. To manually activate the ST100, please reference publication 8545-0194-01, “ST100 User Manual,” Section 2 and perform the “Activation mode - line powered, alternative forced activation”.

NOTE: Manual or forced activation will not start transmitting from the device when the battery is low. The device will maintain its default power & temperature mode behaviors and requirements. Line powered units must be force activated.

IMPORTANT INFORMATION

The Quick Start Guide is subject to change without notice. Some information in this guide may be outdated due to firmware updates and product improvements.

Please use our Help FAQs, contact the Support Team, or use the VAR Support Site, var.globalstar.com, if you are unable to activate the device.

Please visit Globalstar.com/support for the latest version of the Quick Start Guide.



© 2021 Globalstar. All rights reserved.

All trademarks, service marks, trade names, trade dress, product names and logos appearing in this Quick Start Guide are the property of their respective owners.