

# **HMD OFFGRID**

## **User guide**

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## **1 About this user guide**

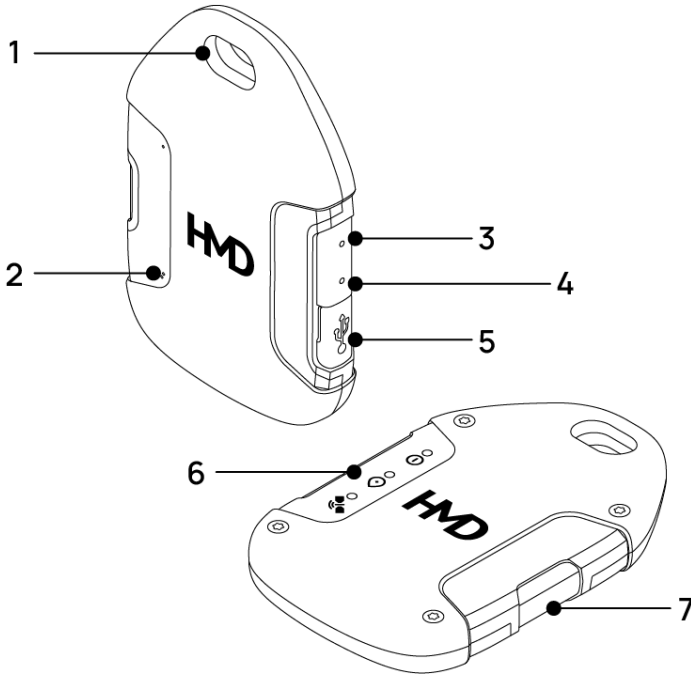
For important information on the safe use of your device and battery, read “Product and safety information” before you take the device into use. To find out how to get started with your new device, read the user guide.

Product images are for reference only.

## 2 Get started

### KEYS AND PARTS

#### Your device



This user guide applies to the following model: TA-1698.

- |                        |   |
|------------------------|---|
| 1. Lanyard hold        | 5. USB-C connector                                |
| 2. Buzzer              | 6. Power, check-in and satellite indicator lights |
| 3. Power on/off button | 7. SOS button                                     |
| 4. Check-in button     |   |

Some of the accessories mentioned in this user guide, such as charger or data cable, may be sold separately.

#### Power indicator light

The power indicator light flashes blue three times when the device is powered on.

When the device is in pairing mode, the light flashes blue continuously. When a successful connection is made, the light remains blue for two seconds, then turns off.

#### Check-in indicator light

When the check-in button is pressed, the check-in indicator light flashes green until the check-in is sent successfully. If the check-in cannot be sent, the light turns red for three

seconds, then turns off.

### Satellite indicator light


The satellite indicator light flashes red every 10 seconds when there is no satellite connection. When a satellite is connected successfully, the light flashes green every 10 seconds.


## SET UP YOUR DEVICE

Your device is designed to send and receive messages over a satellite connection, or using mobile data. Together with the app installed on your smartphone, you can access the messaging functions, and additional features such as location tracking and SOS functions. To use the device, you need an active subscription and a Bluetooth® connection between your phone and the satellite link. Always test the app and the satellite connection before setting out.

### Create an account and login

1. Scan the registration QR code from the card provided in the box.
2. Install the HMD OffGrid app from the App Store or Google Play.
3. Open the app, tap **Sign Up**, and follow the steps to set up your account.
4. When prompted to set up the satellite connection, select **Set up connection**.
5. Tap **Select Device** > **Open hmd.com** and enter your account details when prompted.
6. Enter the activation code from the card provided in the box (ICCID number).
7. Select the preferred data plan, complete the transaction, then tap **Continue**.
8. Tap **Start** and follow the instructions for switching on and pairing your device.

 **Important:** You need an active HMD OffGrid subscription and the HMD OffGrid app to use the SMS messaging, location tracking, SOS functions and communication features of the device. You can purchase a subscription from the app or by going to **offgrid.hmd.com**.

 **Note:** If you select **Use without satellite connection** as part of the satellite connection process, you can later set up the satellite connection from account settings.

### Switch on and pair your device

1. Press and hold the power on/off button on your device until it vibrates. The power indicator light flashes blue three times.
2. Tap **Next**.
3. Press the power on/off button again to enter Bluetooth pairing mode. When the

device is in pairing mode, the power indicator light flashes blue.

4. Tap **Pair** next to your HMD OffGrid device listed in **Bluetooth devices**.
5. When you pair a device for the first time, the app automatically checks for available software updates. If found, tap **Update** to download the latest device software.

## Connect to a satellite

After you have paired the HMD OffGrid device successfully, the device starts looking for a satellite connection automatically. You can see the current status of the satellite connection in the app from the status bar.

- ❗ **Important:** Connecting to a satellite requires a clear view of the sky. Avoid heavy coverage, such as tall buildings or trees.
- ❗ **Important:** If you are connecting your device to a satellite for the very first time, the process may take up to 10 minutes. After the first connection, the process takes around 90 seconds.

## CHARGE YOUR DEVICE

### Charge the battery

1. Plug a compatible charger into a wall outlet.
2. Connect the cable to your device.

Your device supports the USB-C cable. You can also charge your device from a computer with a USB cable, but it may take a longer time.

If the battery is completely discharged, it may take several minutes before the charging indicator light is displayed.

### Charger model

#### For EU countries:

Use your device only with an original Horizon008 rechargeable battery. Charge your device with the HAD-010U charger. Charger plug type may vary. HMD Global may make additional battery or charger models available for this device.

For environmental reasons this package does not include a charger. This device can be powered with most USB power adapters and a cable with USB Type-C plug. Use only chargers and cables that are compliant with applicable country regulations, and international and regional safety standards to avoid any risk of property loss or personal

injury.

The power delivered by the charger must be between min 2 Watts required by the radio equipment, and max 2.5 Watts in order to achieve the maximum charging speed.

**For other countries:**

Charge your device with the HAD-010U charger. HMD Global may make additional battery or charger models available for this device. Charging time can vary depending on device capability. Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

When charger is not included in the sales box, charge your device using the data cable (included) and a USB power adaptor (may be sold separately).

You can charge your device with third-party cables and power adaptors that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adaptors may not meet applicable safety standards, and charging with such adaptors could pose a risk of property loss or personal injury. It is recommended to use a power adaptor with an input of 110V/220V~50/60 Hz and output of 5V/0.5A to optimize the charging of your device.

## **SWITCH YOUR DEVICE OFF**



### **Switch your device off**

Press and hold the power on/off button until the device vibrates and beeps once.



## 3 Connections

### SOS BUTTON

-  **Important:** Only use the SOS button in life-threatening circumstances. You are responsible for any additional fees that may apply to the emergency services, or any inappropriate use of the SOS function.
-  **Important:** You must connect to a satellite before you can use the SOS button.

### Sending an SOS

Press and hold the SOS button on the device for five seconds, or tap **Emergency** in the HMD OffGrid app, then press and hold **Hold to Request SOS emergency service** for three seconds. When the SOS button is pressed, all the indicator lights (power, check-in and satellite) flash red on the device. Once activated, either from the device or the app, the global SOS response center receives your SOS and location information.

You can provide further information to the SOS response center by answering the questions provided in the app.



### Canceling an SOS


You can cancel the SOS by pressing and holding the SOS button on your device for three seconds, or through the HMD OffGrid app by selecting **Chats** > **Emergency Service** > **End** > **End now**.

## MESSAGES

### Send messages

You can send messages with the satellite link when mobile or network data is not available. If you send a message to someone who does not have the HMD OffGrid app, they will receive the message as an SMS, with a link to download the app.

1. Open the HMD OffGrid app.
2. Select **Chats** > + / .
3. Select the contact and write your message. You can add your location information to be delivered together with your message by tapping the location icon.
4. Tap **▶** / .

-  **Tip:** You can use the HMD OffGrid app to send and receive messages with Wi-Fi or mobile data without extra fees. A small amount of data is consumed when

mobile data is used for messaging.

## CHECK-IN

### Use check-in

Press the check-in button on your device to send your location and a preset message to your primary contact.

You can also use the app to send the check-in by opening the HMD OffGrid app and selecting **Check in** > **Send check in**.

### Adjust the check-in settings


1. Open the HMD OffGrid app.
2. Select **Check in**.
3. If you have not set a primary contact yet, the app will direct you to choose it first. If you have already set the primary contact but would like to change it, tap the pen icon and select the new primary contact.
4. Tap **Message** to change the preset message.

## TRACKING

### Share your location

You can use the tracking option in the HMD OffGrid app to share your location in real time with your preset contacts.

1. Open the HMD OffGrid app.
2. Select **Tracking**.
3. If you have not set any contacts to receive your location through the tracking function, the app will direct you to choose them first. If you have set the contacts already but would like to change them, tap **Configure Tracking** and select the new contacts.
4. Tap **Duration** to set the duration of tracking.
5. Tap **Notify contacts** to set the interval at which the location information is updated to your contacts.
6. Tap **Start Tracking**.

When tracking is active, selecting **Tracking** in the app will display the remaining tracking time, when the last location update was sent, and who the location has been sent to. You can end the tracking manually by tapping .

## BLUETOOTH

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. Bluetooth devices must, however, be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

### Remove a pairing

Open the HMD OffGrid app and select **Account** > **Linked device** > **Forget device**.

## 4 Settings

### MANAGE YOUR ACCOUNT

#### Change your subscription

Open the HMD OffGrid app and tap **Account** > **Manage subscription**.

### ADJUST YOUR SETTINGS

#### Use satellite data

You can set the device to use the available functions only when a satellite connection is active.

Open the HMD OffGrid app and tap **Account** > **Linked device** and turn on **Use only satellite data**.

#### Change messaging settings

Open the HMD OffGrid app and tap **Account** > **Settings** and turn on **Send delivery receipts over satellite** to enable checkmarks for successfully delivered messages when using satellite data.

#### Set up an emergency contact

In case you use the SOS function, but the emergency services cannot reach you, they will reach out to your emergency contacts to locate you. Set up your emergency contacts by going to **offgrid.hmd.com**

1. Login with your HMD OffGrid account credentials.
2. Open **SOS settings**.
3. Select **+New contact**, enter the contact details, then **Submit**.

## 5 Updates

### UPDATE YOUR APP AND DEVICE SOFTWARE

#### Install available updates

Keep your device and app up to date and accept available updates to get new and enhanced features.

Install updates for the HMD OffGrid app when they become available from Google Play or the App Store.

Check and install available software updates for the HMD OffGrid device from the HMD OffGrid app by selecting [Account](#) > [Linked device](#) > [Check for update](#).

## 6 Product and safety information

### FOR YOUR SAFETY

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations. For further info, read the complete user guide.

#### SWITCH OFF IN RESTRICTED AREAS



Switch the device off when the use of transmitting devices is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.

#### INTERFERENCE



All wireless devices may be susceptible to interference, which could affect performance.

#### AUTHORIZED SERVICE



Only authorized personnel may install or repair this product.

## BATTERIES, CHARGERS, AND OTHER ACCESSORIES



Use only batteries, chargers, and other accessories approved by HMD Global for use with this device. Do not connect incompatible products.

## KEEP YOUR DEVICE DRY



If your device is water-resistant, see its IP rating in the device's technical specifications for more detailed guidance.

## NETWORK SERVICES AND COSTS

You need an active HMD OffGrid service plan subscription and the HMD OffGrid app to use the SMS messaging, location tracking, SOS functions and communication features of the device. For more information about available service plans, visit [offgrid.hmd.com](https://offgrid.hmd.com).

## EMERGENCY SERVICES

Pressing the SOS button triggers immediate communication with emergency response services, which may initiate search and rescue operations. Only use the SOS button in life-threatening circumstances. Misuse of the SOS function for testing or non-emergency purposes is strictly prohibited and may result in additional fees to the user.

## TAKE CARE OF YOUR DEVICE

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits.
- Do not store the device in dusty or dirty areas.
- The device is suitable for use in environments ranging from -25°C to +55°C.
- Storage temperature for the device must be no less than 0°C and no more than +35°C. Recommended storage temperature range is between +18°C and +28°C,

with the humidity range of 30~75%.

- Do not open the device.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device or the battery. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- Keep the device away from magnets or magnetic fields.

During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may automatically slow down, switch off charging, and if necessary, switch itself off. If the device is not working properly, take it to the nearest authorized service facility.

## RECYCLE



Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. Electrical and electronic products contain a lot of valuable materials, including metals (such as copper, aluminum, steel, and magnesium) and precious metals (such as gold, silver, and palladium). All materials of the device can be recovered as materials and energy.

## CROSSED-OUT WHEELIE BIN SYMBOL



The crossed-out wheelie-bin symbol on your product, battery, literature, or packaging reminds you that all electrical and electronic products and batteries must be taken to separate collection at the end of their working life. Remember to remove personal data from the device first. Do not dispose of these products as unsorted municipal waste: take them for recycling. For info on your nearest recycling point, check with your local waste authority.



## **BATTERY AND CHARGER INFORMATION**

Do not attempt to remove the battery, as you may damage the device. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, to replace the battery, take the device to the nearest authorized service facility.

Charge your device with a compatible charger. Charger plug type may vary. Charging time can vary depending on device capability.

### **Battery and charger safety info**

Once charging of your device is complete, unplug the charger from the device and electrical outlet. Please note that continuous charging should not exceed 12 hours. If left unused, a fully charged battery will lose its charge over time.

Extreme temperatures reduce the capacity and lifetime of the battery. Always keep the battery between 15°C and 25°C (59°F and 77°F) for optimal performance. A device with a hot or cold battery may not work temporarily. Note that the battery may drain quickly in cold temperatures and lose enough power to switch off the phone within minutes. When you are outdoors in cold temperatures, keep your phone warm.

Obey local regulations. Recycle when possible. Do not dispose as household waste.

Do not expose the battery to extremely low air pressure or leave it to extremely high temperature, for example dispose it in a fire, as that may cause the battery to explode or leak flammable liquid or gas.

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service centre or your phone dealer before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm.

When charger is not included in the sales pack, charge your device using the data cable (included) and a USB power adaptor (may be sold separately).

You can charge your device with third-party cables and power adaptors that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adaptors may not meet applicable safety standards, and charging with such adaptors could pose a risk of property loss or personal injury.

Third-party chargers that comply with the applicable CTIA requirements and bear the USB-IF logo, and can connect to your device USB connector, may also be compatible.

Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

The device recognizes the battery via the battery model name on the battery label.

Avoid dropping the device or battery. If the device or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service centre for inspection.

Improper battery use may result in a fire, explosion or other hazard.

To unplug a charger or an accessory, hold and pull the plug, not the cord.

## **SMALL CHILDREN**

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

## **NICKEL**

The surface of this device is nickel-free.

## **MEDICAL DEVICES**

Operation of radio transmitting equipment may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

## **IMPLANTED MEDICAL DEVICES**

To avoid potential interference, manufacturers of implanted medical devices (such as cardiac pacemakers, insulin pumps, and neurostimulators) recommend a minimum separation of 15.3 centimetres (6 inches) between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimetres (6 inches) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Switch the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

## **HEARING**

Some wireless devices may interfere with some hearing aids.

## **VEHICLES**

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment.

Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.

## **POTENTIALLY EXPLOSIVE ENVIRONMENTS**

Switch your device off in potentially explosive environments, such as near gasoline pumps. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

## CERTIFICATION INFORMATION

### **This device meets guidelines for exposure to radio waves.**

SAR tests are carried out with the device in standard operating positions, transmitting at its highest certified power level, in all its frequency bands.

This device meets RF exposure guidelines when used against the head or when positioned at least 5/8 inch (1.5 centimetres) away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body.

To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value.

Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values.

For more info, go to [www.sar-tick.com](http://www.sar-tick.com). Note that mobile devices may be transmitting even if you are not making a voice call.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at [www.who.int/health-topics/electromagnetic-fields#tab=tab\\_1](http://www.who.int/health-topics/electromagnetic-fields#tab=tab_1).

## ABOUT DIGITAL RIGHTS MANAGEMENT

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All specifications, features and other product information provided are subject to change without notice.

All specifications, features and other product information provided are based upon the

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