GDB

THE WORLD'S ONLY TRULY GLOBAL PAGER

GDB PAGER USER MANUAL

V1.13

CONTENTS

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1. INTRODUCTION

Thank you for purchasing a GDB Pager. This User Manual contains the procedures for the safe operation of a GDB Pager and the available services. Prior to using your pager, please read and understand this User Manual including the safety warnings, optimising reception and other information.

1.1 SATELLITE PAGER TECHNOLOGY

Your GDB Pager is a revolution in wireless communication technology. Satellites that circle the earth keep you in constant communication. Together with the Iridium Burst® service, the GDB Pager offers the first truly global roaming capability in a small, hand-held, personal message receiver. Whilst it offers the best in paging features, the GDB Pager does not operate like a typical pager.

Most pagers receive messages transmitted from towers on the ground. The GDB Pager receives messages transmitted directly from satellite. With most satellite-based communication, such as satellite TV or the Global Positioning System (GPS), a satellite dish or hand-held unit must be positioned outside of buildings to receive information. However, with the GDB Pager, you can now receive messages inside buildings.

Note: In some environments, the message signal may be effectively blocked, preventing reception. The ability to receive messages indoors may be limited. For more information on optimising reception, see Section 4.24.

1.2 RELATED DOCUMENTS

Please refer to www.globaldataburst.com/support for further documentation and Help Articles on the GDB Pager and GDB Messaging Portal.

2. SAFETY

⚠️ **DO NOT DISMANTLE**
Do not attempt to open your pager. Do not let your pager be disassembled by any unauthorised person. The components within your pager may cause serious injury or property damage. Opening your pager will invalidate your warranty.

PAGER DISPOSAL
At the end of its serviceable life, this product should not be treated as household or general waste. It should be handed over to the applicable collections point for the recycling of electrical and electronic equipment. For more information, consult your service provider for advice on how to dispose of your pager correctly.

2.1 BATTERIES

All batteries may cause serious injury or property damage, particularly if handled improperly or used after damage. Contact your service provider if you believe your pager or battery has been damaged by receiving a substantial impact or high temperatures. If your pager becomes damaged and the battery becomes exposed, make sure you follow the following safety guidelines.

- Do not disassemble, crush, puncture, shred or otherwise attempt to change the form of the battery.

- Do not let your pager or battery come in contact with water.

- Do not allow the battery to touch metal objects. Contact with metal objects can cause the battery to heat and possibly explode.

- Do not place the battery near a heat source. Excessive heat can damage your pager or battery by causing it to swell, leak or malfunction. Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven. Do not leave your pager in a vehicle with high temperatures.

2.1.1 BATTERY CHARGING

Batteries may be charged and discharged many times. To maximise the working life of the battery, follow these guidelines when charging:

- Keep the battery at room temperature where possible. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.

- New batteries are not fully charged and may take more time to charge.

2.1.2   BATTERY DISPOSAL

Proper battery disposal is not only important for safety but also benefits the environment. Consumers should recycle used batteries and telephones in accordance with applicable national, state or local laws and regulations. Under EU requirements, all electrical and electronic products must be taken to separate collection at the end of their working life and must not be disposed of as unsorted municipal waste. Do not dispose of your battery in a fire, because this may cause an explosion resulting in serious injury or death.

2.2 GLASS PARTS

Some parts of your satellite pager are made of glass. Glass has been placed over the polycarbonate display screen for scratch prevention. This glass could break if the product receives a substantial impact. If glass breaks do not touch or attempt to remove. Stop using your pager until the glass is replaced by a qualified service centre.

2.3 DRIVING AND OPERATION OF VEHICLES

The use of any wireless device, including a satellite pager, may cause distraction. Check the laws and regulations on the use of wireless devices in the areas where you drive.

2.4 REPETITIVE MOTION

When you repeatedly perform actions such as pressing keys, you may experience occasional discomfort in your hands, arms, shoulders, neck or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

2.5 ADULT USE ONLY

Keep your pager and accessories away from children. These products are not toys and may be hazardous to small children.

3. PAGER OVERVIEW

The Global Data Burst (GDB) Pager uses the Iridium Burst® service to provide a complete global satellite paging solution. Your pager receives messages transmitted directly from satellites. You can receive paging messages anywhere on earth, from remote areas like the ocean or poles to populated metropolitan areas.
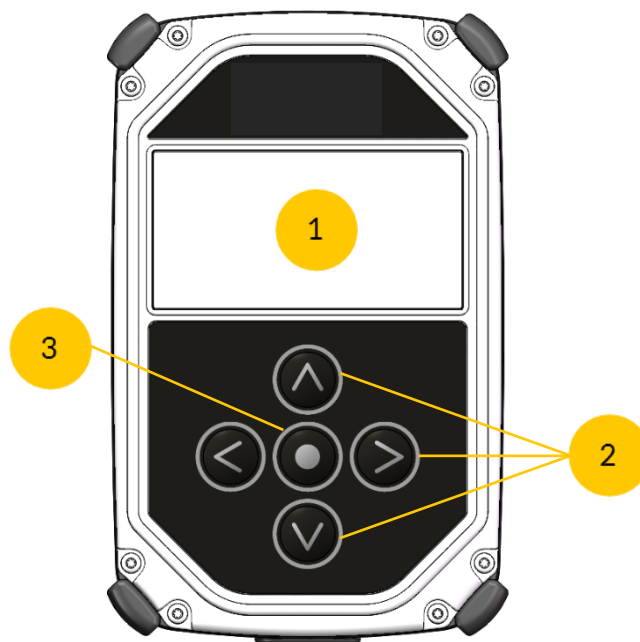
3.1 FRONT VIEW

Figure 3.1-1

1	Display screen
2	Navigation buttons
3	Select button

3.2 SIDE VIEW AND BACK VIEW

Figure 3.2-1

Figure 3.2-2

3.3 CHARGING

Remove the protective plug and connect a standard 5-volt USB charger. Your device will be shipped partially charged, however we recommend that you charge it fully before use. You know you are successfully charging when the Battery Level Indicator is moving.
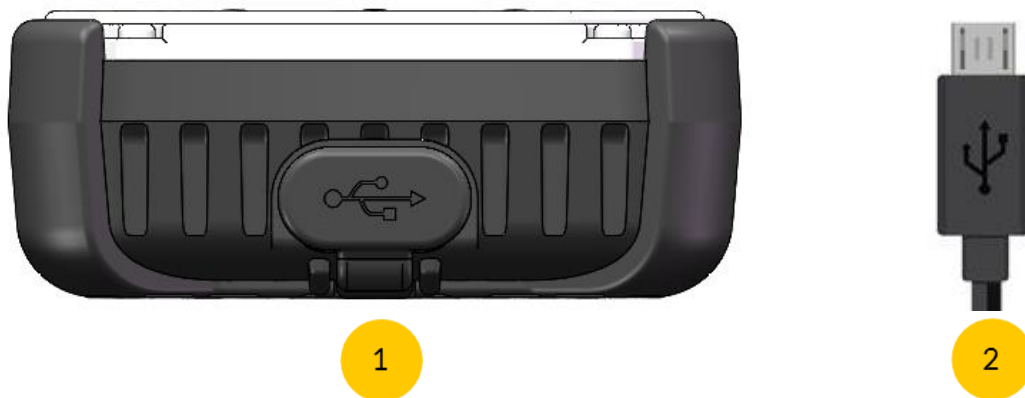

1

2

Figure 3.3-1

1   USB charging port

2   5-volt Micro-USB charger

3.3.1 Charging times

The time taken to charge the battery is dependent on the power output of your charger. A typical phone charger will fully re-charge your GDB Pager in 3 hours. During charging, the device may become warm, this is perfectly normal. As a minimum, your charger should supply 1 Amp at 5 Volts. If you charge your device from a USB port on another device, such as a laptop or a USB hub, please ensure that the device is mains powered and can deliver the minimum charging current.

3.3.2 Expected battery life

Under normal operating conditions, you can expect the battery to last between 12 and 18 hours before recharging is required. Your battery life depends on the following assumptions:

- The display timeout is 20 seconds

- Clear sky/reception conditions

When your pager is powered down, you can expect the battery to last more than 30 days.

As with all portable battery powered devices, battery life can be significantly shortened by extreme temperatures and some usage patterns.

3.3.3 Charging Precautions

- Ensure that you charge your pager in a dry environment and at room temperature. The battery will not charge at temperatures below 0° Celsius.

- When you have finished charging, check that the USB charging port is clean and the protective plug is secured properly. Failure to do so may cause water or dust ingress resulting in malfunction.

4. HOW TO OPERATE YOUR PAGER

This section explains how to view messages, delete messages, and change your pager's settings. It will also give guidance on optimising reception, message delivery time and how to take care of your pager.

4.1 WHAT TO DO BEFORE USING YOUR PAGER

- Ensure your pager has been set up and configured by your service provider.

- Your pager will be shipped partially charged, however it is recommended that it is charged fully before use. More information on charging can be found in Section 3.3.

4.2 DISPLAY SCREEN
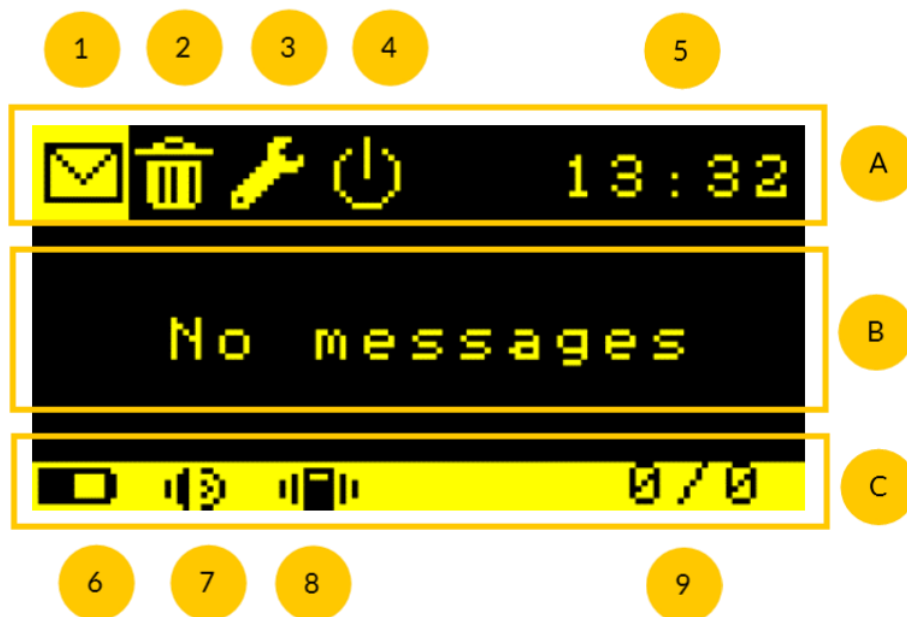
Figure 4.2-1

A	Menu Bar
B	Message Area
C	Status Bar
1	Inbox
2	Delete Messages
3	Settings
4	Power Settings
5	Current Time
6	Battery Level & Charging Indicator
7	Sound Indicator
8	Vibrator Indicator
9	Message Counter/Current Date

4.3 HOW TO SWITCH ON YOUR PAGER

To turn on your pager, press and hold the **Select** button for 3 seconds (Figure 4.3-1). After the GDB logo (Figure 4.3-2) has been shown, the **Inbox** will be displayed. If the Inbox is empty, "No messages" will be displayed (Figure 4.3-3).
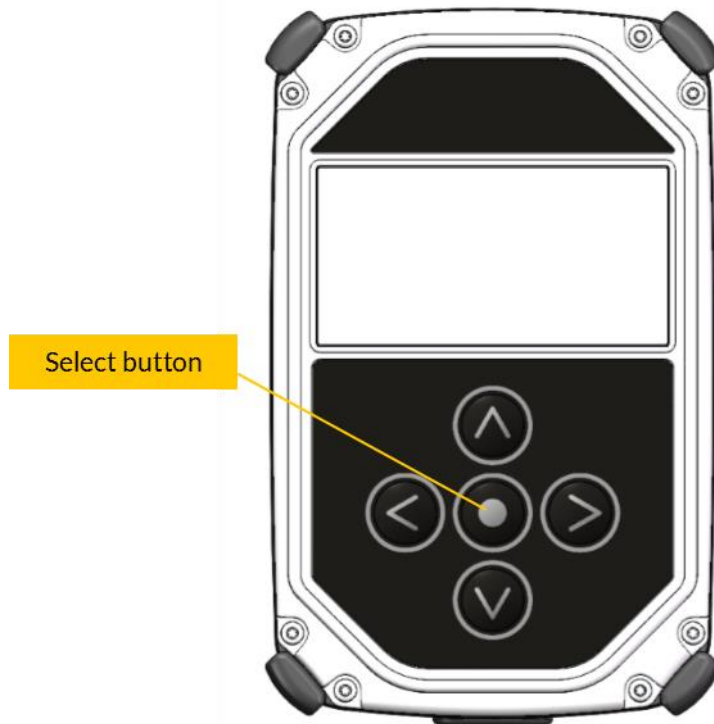
Select button

Figure 4.3-1

Figure 4.3-2

Inbox

Figure 4.3-3

4.4 NAVIGATION

When your pager is switched, the **Inbox** is shown. This is denoted by the highlight over the envelope icon (Figure 4.4-2). Use the **Left** or **Right** navigation buttons (Figure 4.4-1) to move the highlight to choose one of the major functions; **Inbox**, **Delete Messages**, **Settings** or **Power Settings** (Figure 4.4-2), then press the **Select** button to view the highlighted function. Navigation is only possible across the **Menu Bar** and in the **Message Area** (Figure 4.2-1).
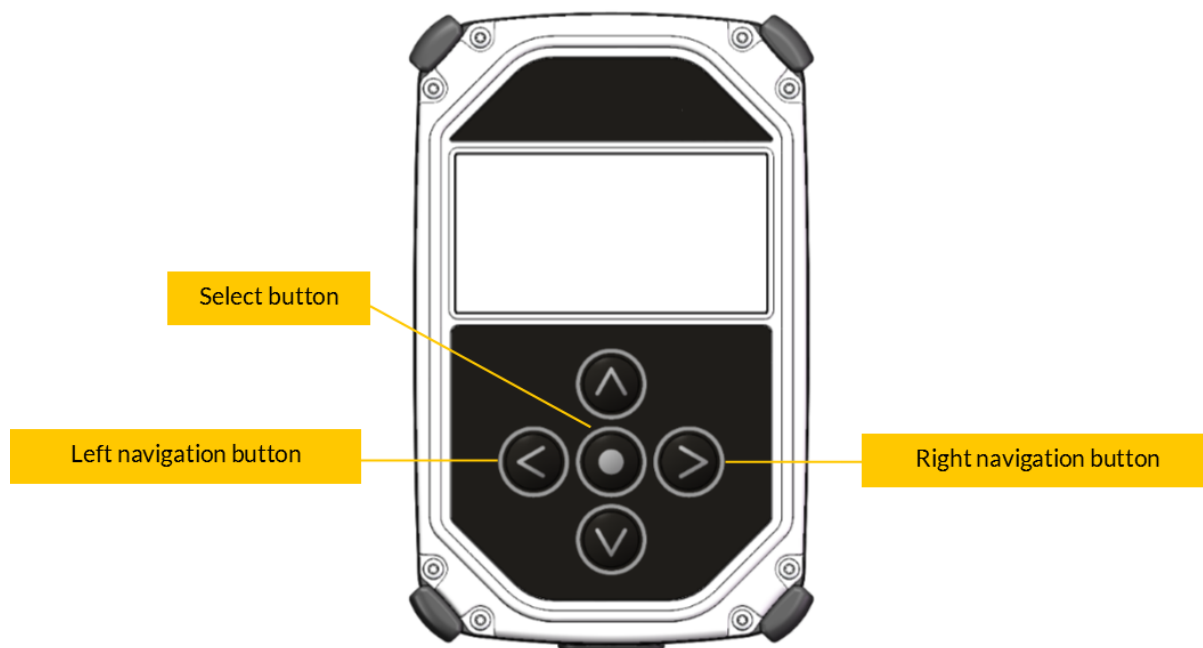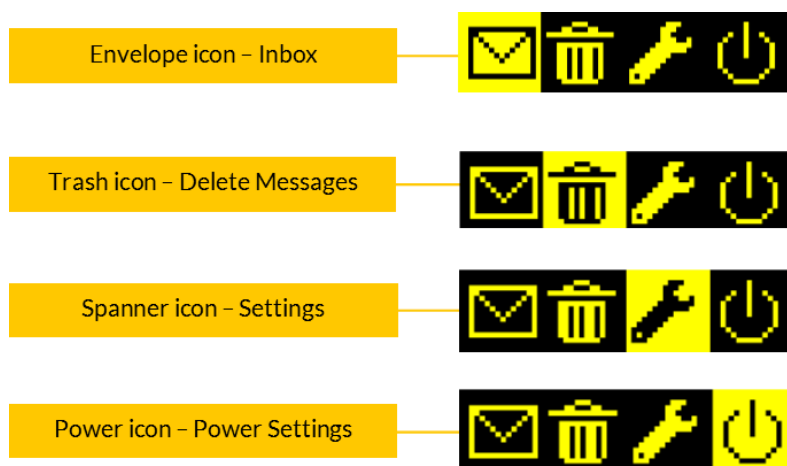

Figure 4.4-1

Figure 4.4-2

4.5 VIEW MESSAGES

The **Inbox** displays messages that your pager has received. It shows the first 14 characters of each message and displays the newest message first.

Unread messages will show an asterisk in the first column. This will disappear after the message has been read (by moving the highlight to it and pressing the **Select** button). A message which has been partially received or contains an error, will show a question mark in the first column. See example of symbols in the first column below (Figure 4.5-1).

Figure 4.5-1

If the **Inbox** is empty, 'No messages' will display in the centre of the screen.

Figure 4.5-2

To view the full message (Figure 4.5-3), use the **Up** or **Down** Navigation Button to highlight the desired message, then press the **Select** button.

When the full message is displayed, you can simply scroll to the next or previous message by pressing the **Left** or **Right** Navigation Buttons.

When viewing the message, the **Menu Bar** shows the date and time the message was received.

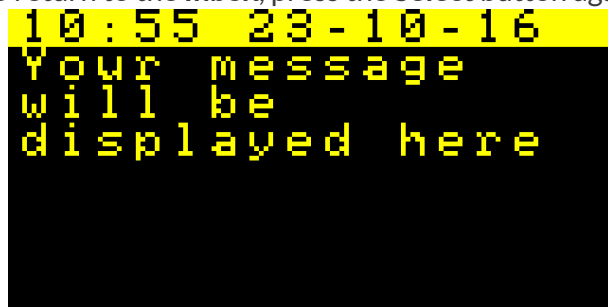To return to the **Inbox**, press the **Select** button again.

Figure 4.5-3

4.6 DELETE MESSAGES

To delete a message, move the highlight to the trash bin icon using the **Left** or **Right** navigation buttons (Figure 4.6-1).

Use the **Up** or **Down** navigation buttons to choose the message to be deleted. Press the **Select** button to delete the highlighted message in the list. The highlight automatically moves to the next message. You will not be prompted to confirm deletion. To return to the **Inbox**, press the **Left** navigation button.

Figure 4.6-1

After deleting any messages, please ensure that you navigate away from the trash bin icon to prevent inadvertent deletion of messages if the **Select** button is pressed again.

4.7 FULL INBOX

When your pager is full, it will automatically delete the oldest message in order to save the new one. Your pager can store up to 50 messages. The **Status Bar** (Figure 4.6-1) shows the total number of messages and the number of the currently selected message.

4.8 CHANGE SETTINGS

You can view and change the active pager configuration using the **Settings** screen. To change your pager settings, move the highlight to the spanner icon (Figure 4.8-1) using the **Left** or **Right** navigation buttons and press the **Select** button. When **Settings** is selected, the **Status Bar** will change to include the current date and time (Figure 4.8-2).
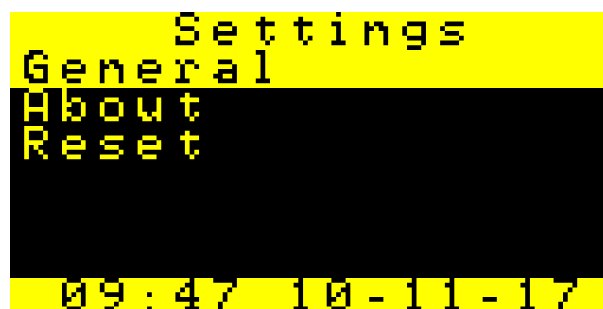

Figure 4.8-1

Figure 4.8-2

4.9 VIBRATE

To turn vibration on when a message is received, move the highlight to **General** and press the **Select** button. Move the highlight to **Vibrate** (Figure 4.9-1) and press the **Select** button. You will be given two options, **ON** or **OFF**. Move the highlight to **ON** (Figure 4.9-3) and press the **Select** button again.

An icon will appear on the **Status Bar** (Figure 4.2-1) to indicate that vibrate mode is on (Figure 4.9-2). To turn vibrate mode off, simply select **OFF** (Figure 4.9-4) and press the **Select** button. The icon will disappear when vibrate mode is off.
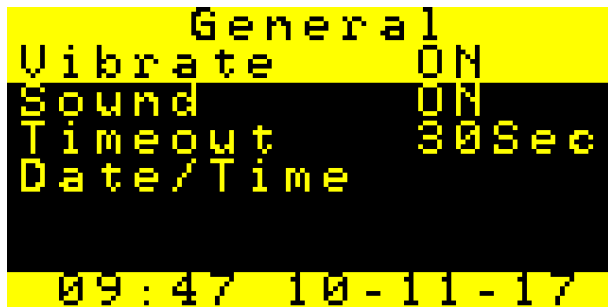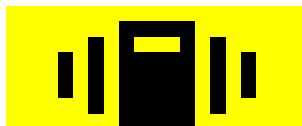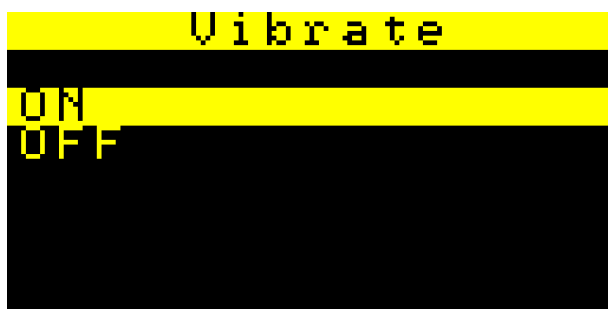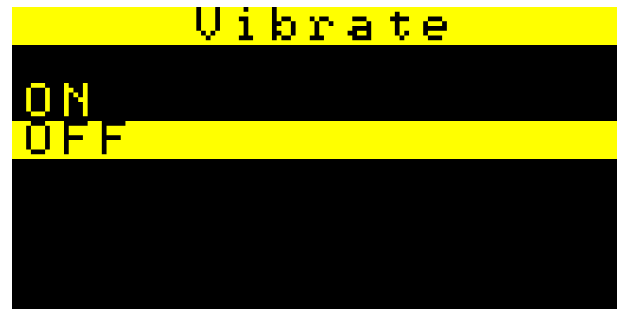

Figure 4.9-1

Figure 4.9-2

Figure 4.9-3

Figure 4.9-4

4.10 SOUND

The pager's sounder is used when a message is received, a key is pressed, or the pager is powered on or off. To enable the sounder, move the highlight to **Sound** and press the **Select** button (Figure 4.10-1).
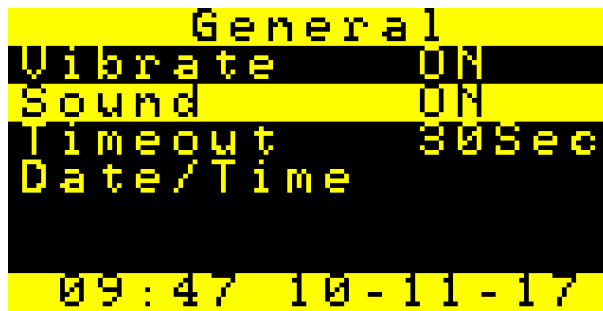
Figure 4.10-1

You will be given two options, **ON** or **OFF**. Move the highlight to **ON** and press the **Select** button again (Figure 4.10-2). To turn sound mode off, simply select **OFF** and press the **Select** button (Figure 4.10-3).

Figure 4.10-2

Figure 4.10-3

An "**X**" next to the sound icon on the **Status Bar** (Figure 6.2 1) indicates that the sound mode is off. If an "**X**" is not shown, the sound mode is on.

4.11 TIMEOUT

You can edit the time it takes for the screen to switch off automatically. By default, the screen will switch off after 20 seconds following the last button press. To edit the timeout, move the highlight to **Timeout** and press the **Select** button.

Use the **Up** and **Down** buttons to change the time (in seconds). Once you have chosen the timeout length, press the **Select** button. The minimum timeout is 10 seconds. The maximum timeout is 100 seconds.

4.12 DATE/TIME

You can edit the date and time displayed on the device. To edit the date and time, move the highlight to **Date/Time** and press the **Select** button. You will be able to change the following date and time information in the following order:

- Year (min. 0, max. 99)
- Month (min. 1, max. 12)
- Day (min.1, **max. 31**)
- Hour (min. 0, max. 23)
- Minute (min. 0, max. 59)

Use the **Up** and **Down** buttons to edit the value of the date/time field, then press the **Select** button to confirm. The screen will automatically change to the next date/time field. The date/time field you are changing is shown in the **Menu Bar** e.g. **Edit Year**, **Edit Month, Edit Day, Edit Hour, Edit Minute**.

Once you have confirmed the Minute field, you will be taken back to the **Settings** screen and the date and time you entered will appear on the **Status Bar**.

4.13 INFORMATION

You may be asked for your pager's information as part of a technical support request. To view your pager's International Mobile Equipment Identity (IMEI) number, the currently installed firmware version and key, move the highlight to **About**, then press the **Select** button. Then move the highlight to **Information** (Figure 4.13-1) and press the **Select** button. The information will displayed as shown in Figure 4.13-2.
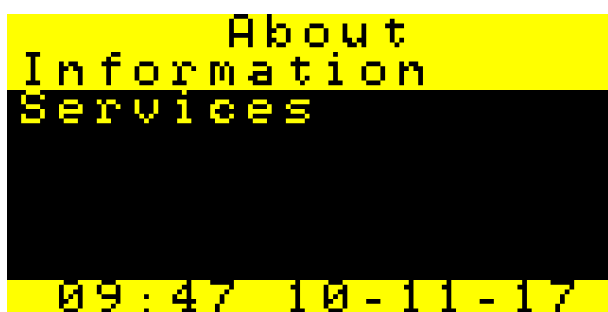

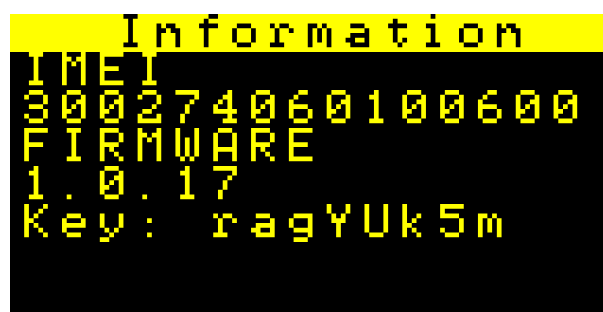*Figure 4.13-1*

Figure 4.13-2

4.14 SERVICES

You may be asked for this information as part of a technical support request. To view this information, move the highlight to **About**, then press the **Select** button. Then, move the highlight to **Services** (Figure 4.14-1) and press the **Select** button. The information will be shown as in Figure 4.14-2.
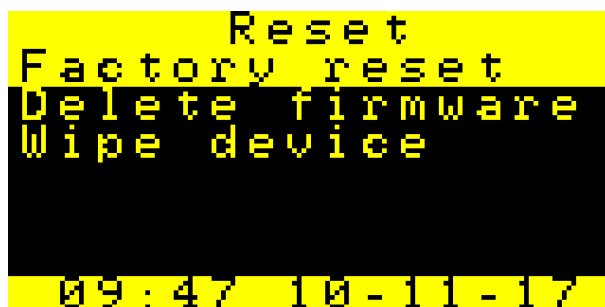

Figure 4.14-1

Figure 4.14-2

4.15 FACTORY RESET

Please note a Factory reset would require the service provider to re-activate the pager.

Should you need to perform a Factory Reset, move the highlight to **Reset**, then press the **Select** button. Then move the highlight to **Factory reset** and press the **Select** button.

```
              Reset
Factory reset
Delete firmware
Wipe device


     09:47 10-11-17
```

4.16 DELETE FIRMWARE

Deleting the firmware would require the firmware to be re-loaded by GDB. Do not perform this action unless you have been instructed to do so by either your service provider or GDB.

Should you need to perform a firmware deletion, move the highlight to **Reset**, then press the **Select** button. Then move the highlight to **Delete firmware** and press the **Select** button.

4.17 WIPE DEVICE

Wiping the device would require it to be returned to the factory for re-programming using a hardware programmer. Do not perform this action unless you have been instructed to do so by either your service provider or GDB.

Should you need to perform a device wipe, move the highlight to **Reset**, then press the **Select** button. Then move the highlight to **Wipe device** and press the **Select** button.

4.18 POWER SETTINGS

To change your pager's power settings, move the highlight to the power icon (Figure 4.18-1) using the **Left** or **Right** navigation buttons and press the **Select** button. The screen turns off automatically after 20 seconds without activity. This is to preserve battery life and to prevent accidental button presses. To unlock the screen, briefly press the **Select** button again.

Figure 4.18-1

4.19 SCREEN OFF

To turn off the screen at any time, highlight **Screen off** (Figure 4.19-1) using the **Up** or **Down** navigation buttons, then press the **Select** button. The screen will turn off, but your pager is still powered on and listening for messages.
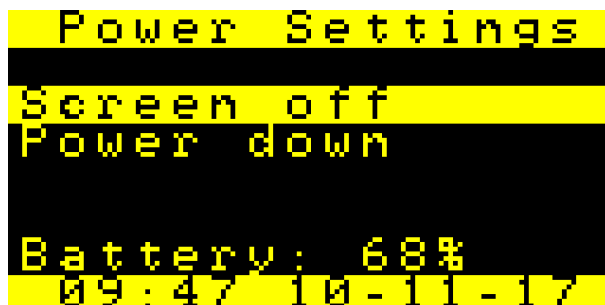

Figure 4.19-1

4.20 POWER DOWN

To turn off your pager, highlight the **Power down** (Figure 4.20-1) option using the **Up** or **Down** navigation buttons, then press the **Select** button.

Your pager will display the message 'PAGER OFF Long press to power on' (Figure 4.20-2). Once this message has disappeared your pager is powered down. When powered down, it will not listen for messages.
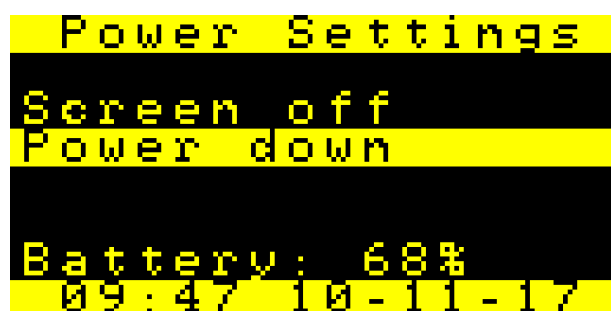
Figure 4.20-1
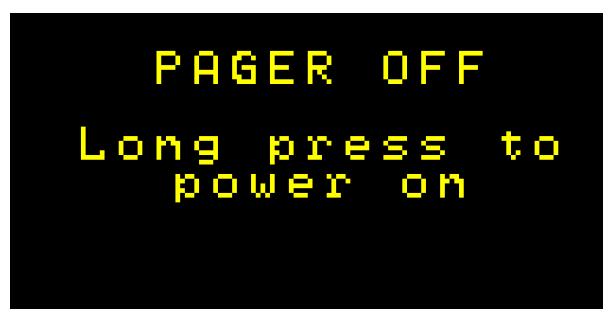
Figure 4.20-2

4.21 SENDING MESSAGES

The GDB Pager is a receive-only device, meaning that no transmissions are made by your pager. Messages cannot be sent from your pager. For information on how to send a message to a pager, please refer to the GDB Messaging Portal Help Articles at www.globaldataburst.com/support or contact your service provider.

4.22 RECEIVING MESSAGES

When your pager receives a message, the **Inbox** screen will be shown with the new message highlighted. Depending on your settings, a tone may sound, and the pager may vibrate. To read the message, press the **Select** button.

4.23 TAKING CARE OF YOUR GDB PAGER

Whilst your pager has a rugged design, it should be treated with the appropriate care. The suggestions below will help protect your pager and the warranty coverage.

- Keep your pager dry, where possible.

- Do not use or store your pager in dusty or dirty areas, where possible.

- Do not store your pager in hot areas exceeding 50 degrees Celsius. High temperatures can shorten the life and potentially damage the batteries.

- Do not store your pager in cold areas. When the pager returns to its normal temperature, moisture can form inside your pager and damage electronic circuit boards.

- To clean smudges and grime from the exterior of your pager, use a soft non-abrasive cloth moistened in a mild soap and water solution. Use a second cloth moistened in clean water to wipe the surface clean. Do not immerse in water. Do not use alcohol or other cleaning solutions.

- Do not attempt to open your pager. Your pager has an anti-tamper device that will erase the memory and render it useless. Do not let your pager be disassembled by any unauthorised person. This will invalidate the warranty.

- Use only the supplied or an approved external antenna repeater unit. Unauthorised antennas, modifications, or attachments could damage the device, invalidate your warranty and may violate regulations governing radio devices.

- If repair is required, GDB offers repair and maintenance facilities. Contact your service provider for the location of the nearest service facility.

4.24 OPTIMISING SATELLITE PAGING SIGNAL RECEPTION

The GDB Pager is primarily designed to be used outdoors, and can receive messages anywhere on planet earth where there is a clear view of the sky. The high-powered satellite transmissions can also penetrate buildings, partial obstructions and weather phenomenon to reach the GDB Pager.
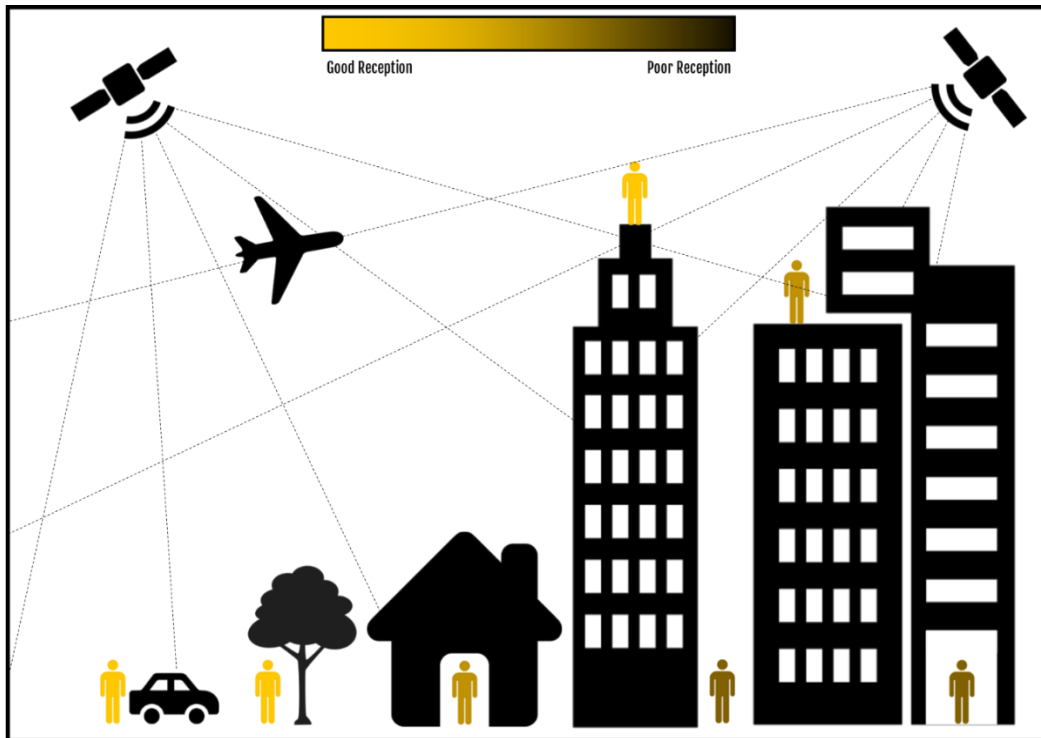
Figure 4.24-1

In some environments, the message signal may be effectively blocked, preventing reception. To optimise reception, carry your pager with the screen facing the body, e.g. in a coat pocket. When indoors, reception can be improved by having your pager with the screen facing down and close to a window with a clear view of the sky. Indoor reception depends on the type of building, the construction materials and location. Therefore, it cannot be guaranteed that messages will be received indoors. An external antenna is available as an optional extra if indoor use is essential.

4.25 MESSAGE DELIVERY TIME

Your pager will typically receive a message within 20 seconds of it being sent. There are several factors that can influence the delivery time. Primarily, the delivery time is dependent on current location relative to the satellites orbiting overhead. The message will be routed through a satellite network, which combines the global reach of 66 low-earth-orbit satellites to cover every location on the planet.
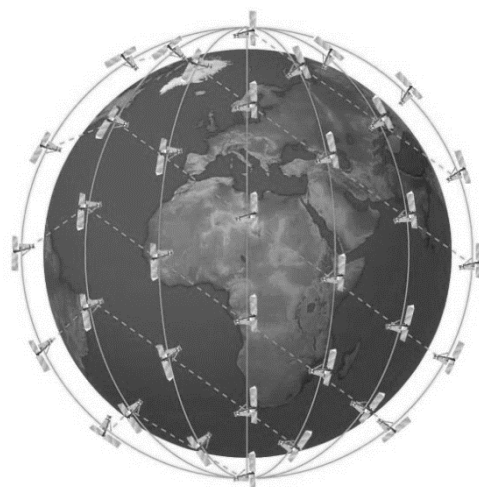

Figure 4.25-1

4.26MESSAGE SECURITY

All messages are encrypted during transmission using the Advanced Encryption Standard (AES). Only pagers pre-programmed with the correct secret keys can decrypt messages. For more information, please contact your service provider.

5. TROUBLESHOOTING

SYMPTOM	SOLUTION
My pager will not turn on.	Check that the battery is charged. Your pager will operate as soon as the charger is plugged in.
Some of my messages are corrupted.	If a message is corrupted, this usually means that your pager is in a location with poor coverage, typically indoors. The reason for the error is because your pager was unable to receive the message sent from the satellite. If this is the case, your pager will show a "?" alongside the message. If this happens repeatedly, consider moving your pager to a more exposed location or ask your service provider about using an indoor signal booster.
I'm not receiving any messages.	There are 2 possible reasons for this: 1. Poor coverage – typically seen when using the pager indoors. 2. Your pager has been incorrectly programmed. If you suspect this, please contact your service provider.

6. TECHNICAL SPECIFICATIONS

6.1 MECHANICAL SPECIFICATION

Dimensions: 115 mm x 72 mm x 31 mm

Weight: ~220g

Enclosure: Polycarbonate with rubber cover

Connector: USB Micro

6.2 ELECTRICAL SPECIFICATIONS

Input Voltage: 5.0VDC

Peak Input Current: 1.0A @ 5.0VDC

Battery Type: Lithium Ion

Battery Capacity: 2600 mAh

Charging Voltage: USB 1.0, USB 2.0 or 4–5VDC

6.3 ENVIRONMENTAL SPECIFICATIONS (ELECTRONICS)

Operating Temperature: −40°F to +185°F (−40°C to +85°C)

Operating Humidity: ≤ 75% RH

Storage Temperature: −40°F to +185°F (−40°C to +85°C)

Storage Humidity: ≤ 93% RH

6.4 ENVIRONMENTAL SPECIFICATIONS (BATTERY)

Operating Temperature: −4°F to +140°F (−20°C to +60°C)

Operating Humidity: ≤ 90% RH

Storage Temperature: −4°F to +140°F (−20°C to +60°C)

Storage Humidity: ≤ 95% RH

Charge Temperature: 32°F to +113°F (0°C to +45°C)

6.5 ENVIRONMENTAL SPECIFICATIONS (OLED DISPLAY)

Operating Temperature: −40°F to +185°F (−40C to +85°C)

Operating Humidity Range: ≤ 90% RH

Storage Temperature Range: −40°F to +185°F (−40°C to +85°C)

Storage Humidity Range: ≤ 95% RH

6.6 BATTERY DETAILS

Cell:	LIC 18650-22 L
Rated Capacity:	2550mAh min., 2600mAh typical
Nominal Voltage:	3.7V
Watt-Hour Rating:	9.6Wh
Protection Circuit Module (PCM):	Yes
UL recognised component:	Yes (1642)
Battery Directive compliant:	Yes
RoHS-Compliant:	Yes

7. CERTIFICATION

7.1 WATER RESISTANCE

Your GDB Pager is certified with an IP67 rating, which means that it is fully protected from dust and can also withstand being submerged in 1m (about 3.3 feet) of static water for up to 30 minutes.

7.2 ELECTROMAGNETIC COMPATIBILITY

7.2.1 Generic EMC Standards

IEC 61000-6-3/EN 50081-1: Electromagnetic compatibility – Generic standards –Emission standard for residential, commercial and light-industrial environments.

Port	Referenced basic standard	Frequency range and required limit
Case (radiated)	CISPR 22/ EN 55022	30...230 MHz, class B
		230...1000 MHz, class B

7.2.2 Generic EMC Immunity Standards

EN 50082-1 (IEC 61000-6-1): Electromagnetic compatibility – Generic Standards – Immunity standard for residential, commercial and light-industrial environments.

Port	Referenced basic standard	Requirements of Generic Standard
Enclosure (case)	IEC/EN 61000-4-2: Electrostatic discharge	±4 kV contact discharge
		±8 kV air discharge

8. COMPLIANCE

8.1 GENERAL

Any unauthorised modifications or attachments could damage the GDB Pager and may violate any compliance and void your authority to operate the device.

8.2 EU TERRITORIES

The GDB Pager complies with the essential requirements and other relevant provisions of the EU Directive 1999/5/EC.

8.3 NORTH AMERICA

The GDB Pager complies with Part 15 of the FCC Regulations and Industry Canada standard RSS170. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

8.4 EXPORT COMPLIANCE

The GDB Pager® is controlled by the export laws and regulations of the United Kingdom. The UK Government may restrict the export or re-export of this device to certain individuals and/or destinations. For further information, contact the UK Department for International Trade.

9. LIMITED WARRANTY

Global Data Burst Limited ("GDB") warrants that your GDB Pager ("Product") will be free from defects in materials and workmanship for one year from the date of purchase. If your Product fails in normal use during the one-year warranty period, GDB will either repair or replace the unit at GDB's sole discretion. Such repairs or replacements will be made at no charge for labour or materials. You will be responsible for the shipping charges to return the product to GDB. The warranty period is not extended if we repair or replace a warranted product. This warranty does not cover failures due to abuse, misuse, accidents or damage sustained during shipping or unauthorised disassembly or modification. Any evidence of tampering with the devices will void the warranty. This Limited Warranty extends only to the first purchaser of the Product and is not assignable or transferable.

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