goTenna PRO

User Guide

Part Number 900-00202 • Part Number 900-00212 • Part Number 900-00207
goTenna Pro X2 Part Number 37337-X2

Version 2.2 03/2023

goTenna PRO

User Guide

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Welcome to your goTenna Pro Deployment Kit

The Pro Deployment Kit, or goKit, is a powerful part of the goTenna Pro ecosystem that enables you to rapidly deploy a mesh network when deployed off-grid. It serves several key functions:

- Storage container for up to 30 goTenna Pro or Pro X radios, and antennas
- Charging dock for up to 30 goTenna Pros
- Deployment computer and WiFi hotspot to rapidly distribute frequencies and apps to users

The goTenna Radios included in this goKit are mesh networking data radios that facilitate situational awareness and communications using the goTenna Pro app or ATAK via the goTenna Pro X plugin.

With the goTenna Pro app or goTenna ATAK plugin installed on the End User Device (EUD) or smartphone, the EUD will pair to the goTenna Pro radio to provide location, text-based messages, and more. The goTenna then broadcasts this info to other users on the network via VHF or UHF transmissions.

In order for the goTenna Pro to successfully communicate to other goTenna Pros on the network, all radios must be tuned to the same frequency set. The EUD manages frequency sets and tunes the goTenna accordingly via the app. Your goKit can help facilitate distribution of frequency sets to end users. This is done either in conjunction with the goTenna Management portal or as a stand alone device without any internet connection.

goKit Deployment: Sync with the Portal

When used in conjunction with the online portal, your organization's admin can login to the online portal to manage frequency sets and users. The goKit then syncs to the portal when an internet connection is available so that it can fetch and store this data locally. It is then ready to move to an offline environment where it can deploy end users by sending frequencies to the goTenna app/plugin over the built-in WiFi hotspot or QR code.

goKit Deployment: Offline Deployment

If you choose not to manage frequencies online or do not have an internet connection available, you may enter a frequency set directly into the goKit and then deploy via the built-in WiFi hotspot or via QR code.

Deploying without the goKit

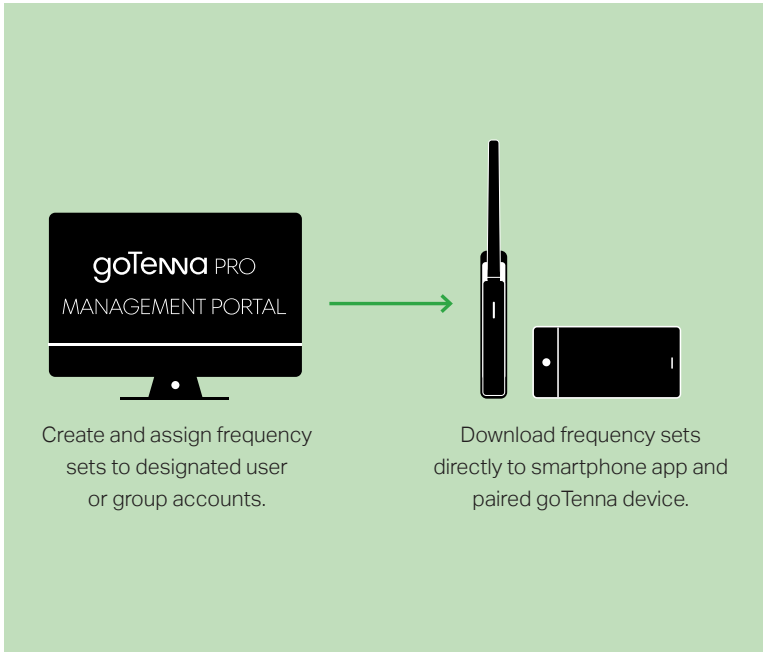
Using a goKit to deploy is not required. End users may log into their goTenna app or plugin if an internet connection is available. End user accounts are set up by your organization's admin in the management portal. It is recommended that users log into their app before deployment in the event they deploy to an area without internet service. Additionally, end users may manually enter frequencies into the app without needing to sign into the app or sync with a goKit.

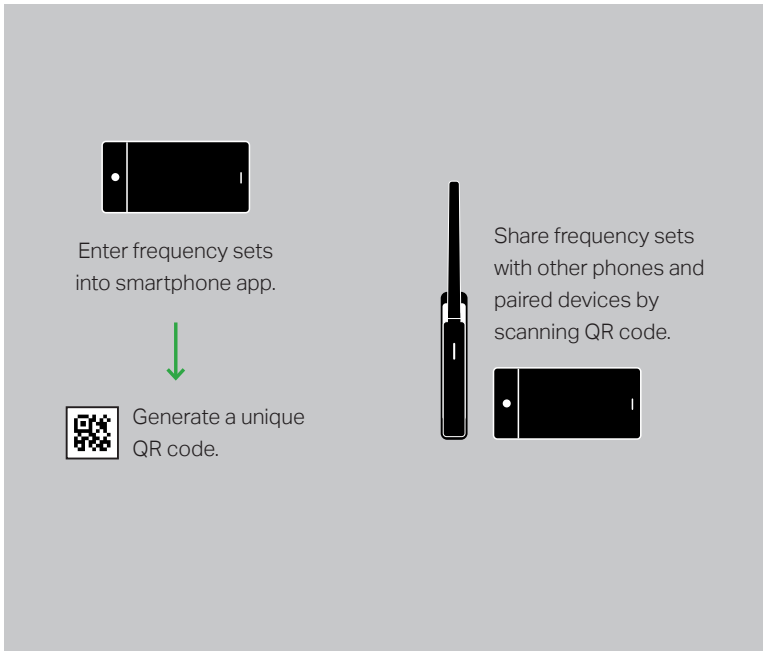
goTenna Pro provides flexible deployment options depending on your team's mission set and operating environment. Initial frequency setup and device configuration can be supported with or without an internet connection.

Device-Only Options

For teams preparing for operations in advance, goTenna's online management portal provides extra convenience and ease-of-use for system administrators.

When Internet access isn't available, goTenna Pro and Pro X users can still adjust frequency settings off-grid using previously downloaded smartphone applications.

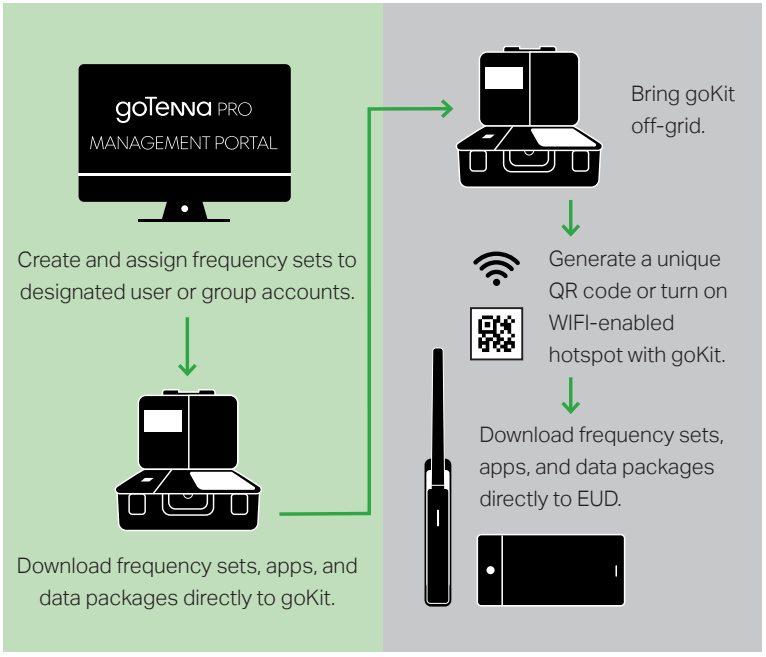


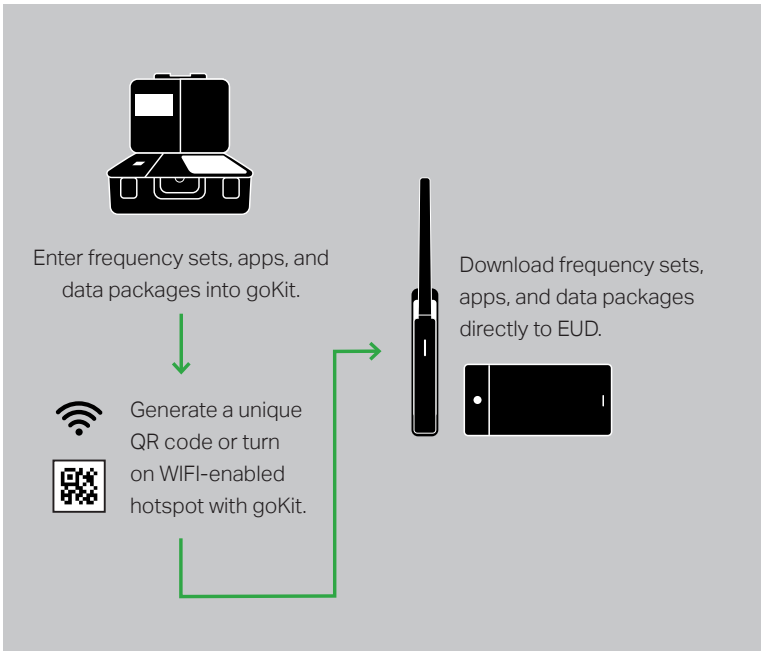


Deployment Kit Options

goTenna Deployment Kits (or "goKits") store and charge up to 30 Pro or Pro X devices, allowing large teams to deploy more rapidly with the online portal or fully offline in the field.

In addition to frequency set configuration, internal goKit hotspots can also support initial application downloads and regular software updates in off-grid environments.





Online **Offline**

goTenna PRO DEPLOYMENT KIT

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Key Features

Device Maintenance - Charge, transport, and automatically execute radio updates.

Cloud Sync - Automatically syncs with the goTenna Pro Management Portal to ensure all software is up-to-date via synchronization with the Management Portal.

Mobile Application Deployment - Wirelessly install any application to your Android device completely off-grid.

Power Bank - Integrated rechargeable power offering 99Wh of auxiliary power.

Flexible storage - Two integrated storage containers for carrying antennas, satellite backhaul stations, or anything else needed.

Touchscreen - Included 7-inch Touch Screen display for intuitive and rapid operation.

A/C & Auxiliary Power - Accepts A/C (Part #900-00202 accepts 110v and Part #900-00212 accepts 110V-240V) and 12V DC auxiliary external power sources for operation and long-term storage.

Get to know your goKit

1. 7-inch touch screen display for intuitive and rapid operation

2. Ethernet Port

3. Water proof power plug cap (3' AC Plug Provided *rear*)

4. Internal rechargeable 99Wh LFP battery power bank

5. 30 charging and updating bays for goTenna Pro devices

6. 4 auxiliary USB 2.0 Ports

7. Battery check LED button

8. 3-stage power toggle switch*

9. Power switch for goKit computer

10. Auxiliary 12VDC external power source input

11. Integrated storage containers

Toggle Switch

There are 3 options to keep in mind (#9 in figure on previous page)

Off Position - By toggling the switch all the way down to off, the unit will not operate and no units will charge.

Storage Position - By toggling the switch one notch to the middle storage position, the goKit will remain on and the goTennas will continue to charge but only while connected to the external power (A/C or 12V D/C power). The goKit should remain plugged in while in storage mode.

******The recommended operation of a goKit is that it be left in storage mode with the computer toggled ON and connected to the internet/portal for long-term storage. This will allow constant updates, while ensuring that if power is ever interrupted in an emergency, the goKit will power down automatically and not waste power continuing to power the kit******

On Position - If the user toggles the switch one notch higher, the kit will be placed in On Mode. Once in On Mode the kit will continue to operate off of external power if available. If it is not available or interrupted, it will automatically continue to operate on internal battery power until depleted.

******If the goKit is in 'On' mode and goTenna Pros are in the charging port, the goKit will continuously charge the goTenna Pro Xs. Unless the goKit is plugged in, the battery will deplete rapidly.******

Setting up goKit

1. Plug the kit into a 110 to 240V (Part #900-00202 accepts 110v and Part #900-00212 accepts 110V-240V) Vac 50-60 Hz power source using the power cable included or a suitable replacement. Non-US users may need a plug adapter from US 3-Prong to their national configuration.

2. Open the kit and insure all goTenna Pro radios are firmly seated in their charging docks.

NOTE: *If goTenna Pro is not fully charged, the light indicator will display red when plugged into power. The indicator will turn blue when the unit is fully charged. To optimize for longer battery life, the unit executes automatic battery conditioning cycles. You will notice this during charging when the indicator turns red for about 20 minutes, then returns back to blue. goTenna Pro units may become warm during charging. This is normal and does not cause any damage.*

3. Turn the kit on by flipping the toggle switch (#9) to Storage Mode or On Mode.

4. Push the 'Computer Power' button (#10) to boot up the goKit computer.

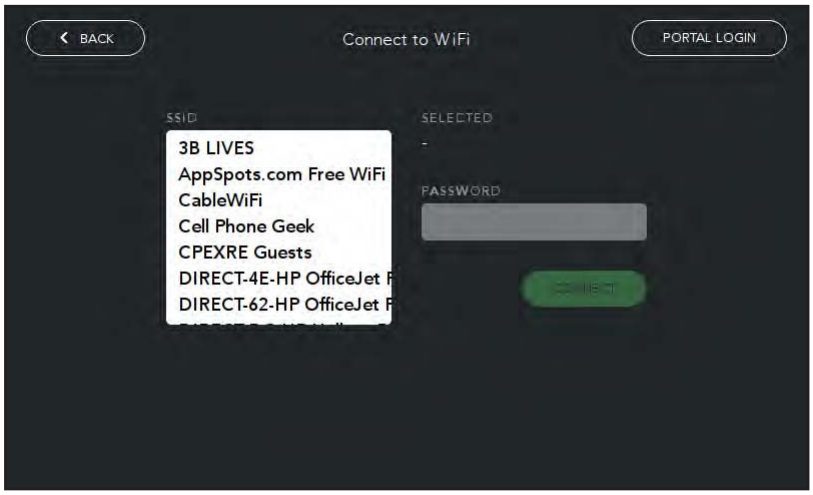
5. The computer will take around one minute to fully load prior to setting up.

goKit Deployment Computer

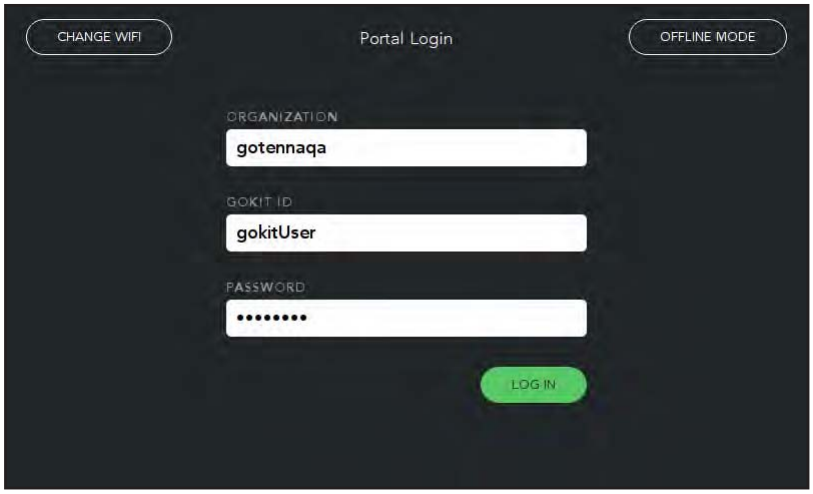
The goKit Computer has two primary operating modes. Standby and Deployment Mode. While in standby mode the goKit connects to the Management Portal and pulls down any new software such as apps and firmware to store locally for later deployment while disconnected in the field. While in Deployment Mode the goKit disconnects from external networks and creates its own local network via WiFi where operators can acquire any of the software that was previously stored on it. This is particularly of use for setting up new partners/users offline who have their own Android/iOS devices, but did not install the requisite software to operate the goTenna hardware beforehand.

The first page displayed to the user is the selection between Portal Login and Offline Mode.

Portal Login Onboarding



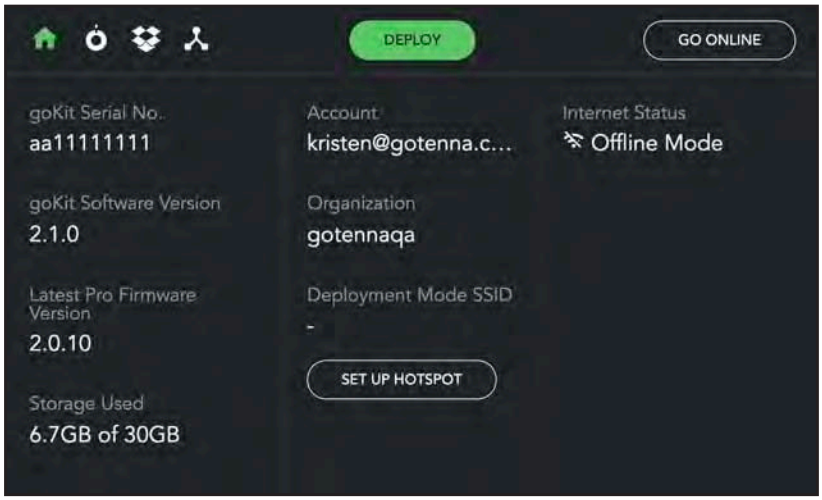
If you select **PORTAL LOGIN** you will be prompted with WiFi network selection page as shown here. Please select the WiFi network you want the goKit to be connected, enter the password and tap on **CONNECT.**



On this screen enter your **goKit user credentials from portal** (rather than regular user as in release 1.0).

Note: Please make sure to read section about new goKit user creation (Page 23) if you have not done so already.

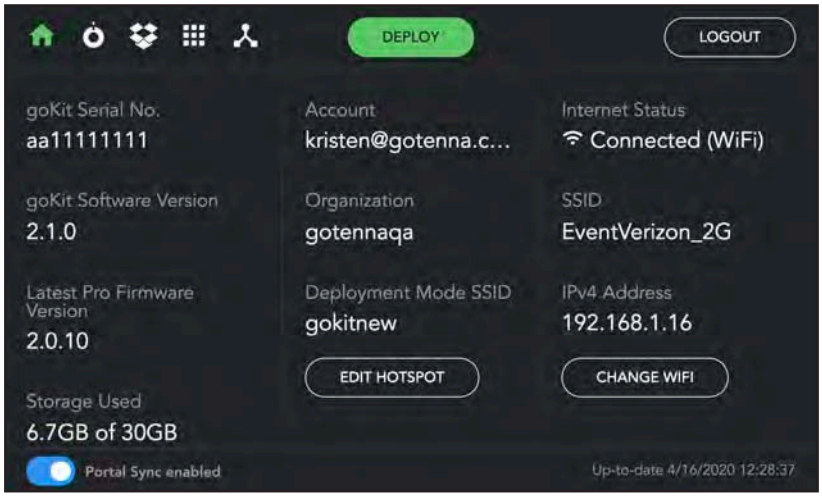
Offline Mode Onboarding



With release 1.2 user may finish the goKit onboarding without using the portal credentials by selecting offline mode.

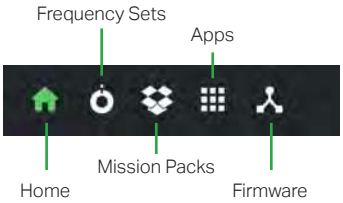
Note: The internet settings will be disabled.

Home Page Mode

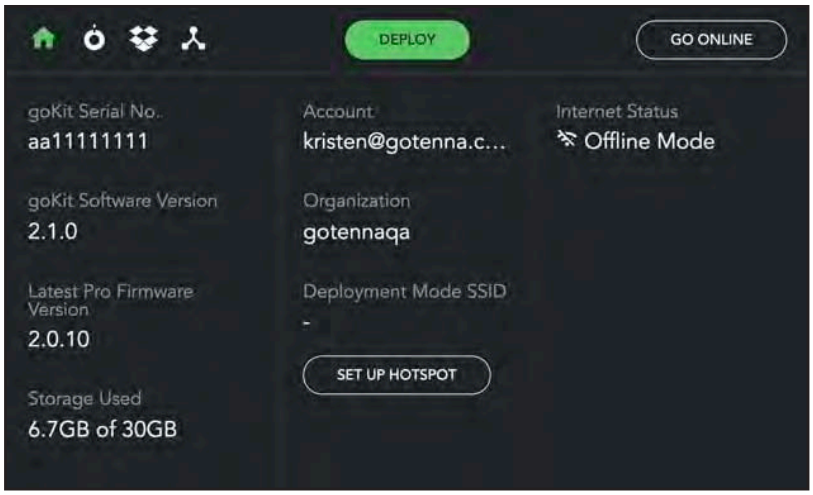


Home Page

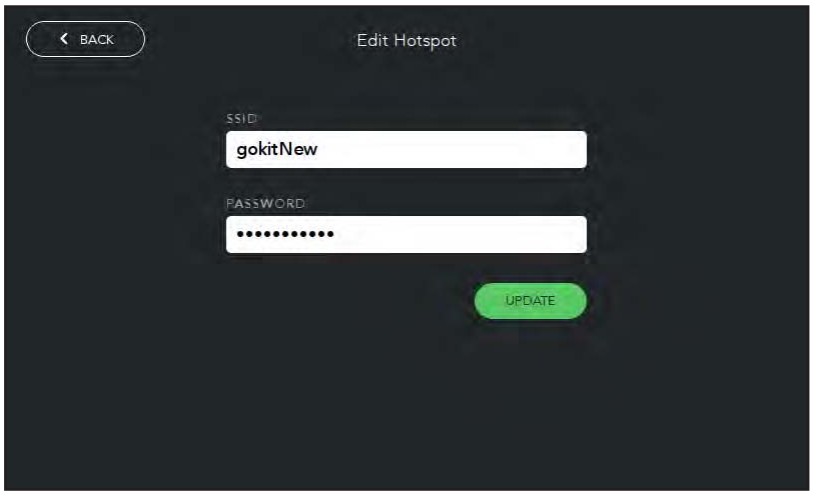
The home screen mostly includes general information about the goKit, Deployment Mode SSID, and network settings.



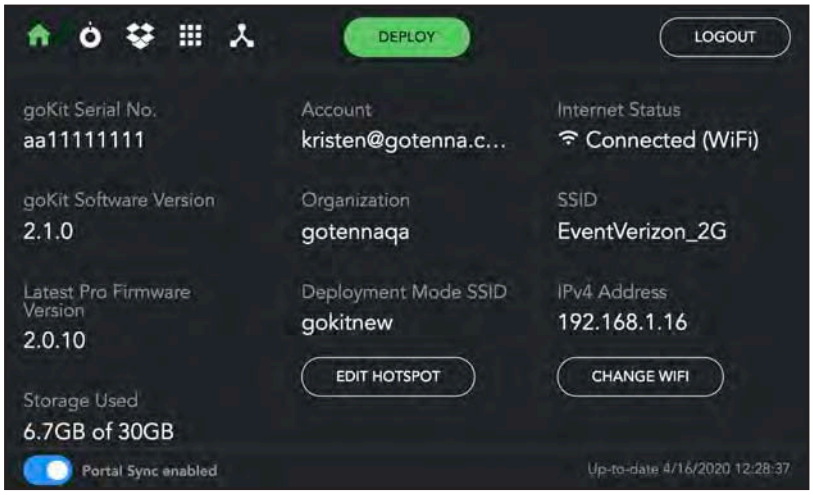
Above you can see the legend for the navigation bar for Home page mode.



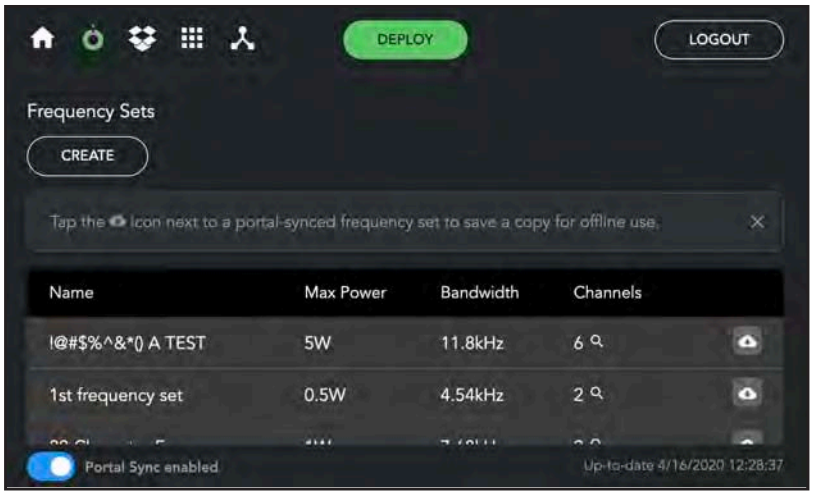
The goKit Hotspot can be changed from the Home screen. Tap on **EDIT HOTSPOT** button to change these settings.



On the next screen input your SSID and PASSWORD for the Hotspot network. Tap on **UPDATE** button to apply the input.

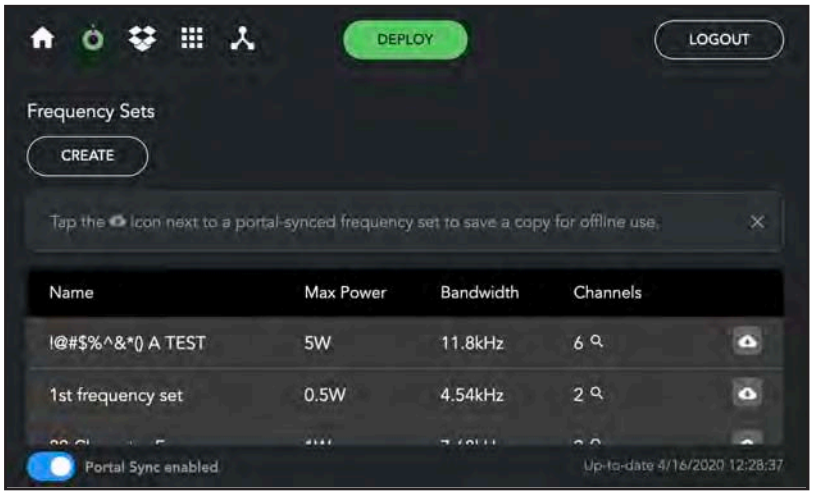


Once saved, the new Deployment Mode SSID will be displayed on the home page.

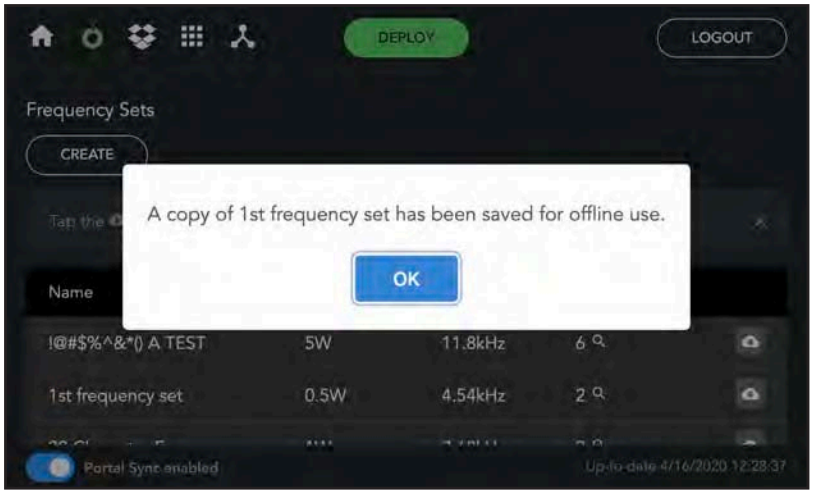


This page displays both Portal (top of the list) and Offline Frequency sets (bottom of the list).

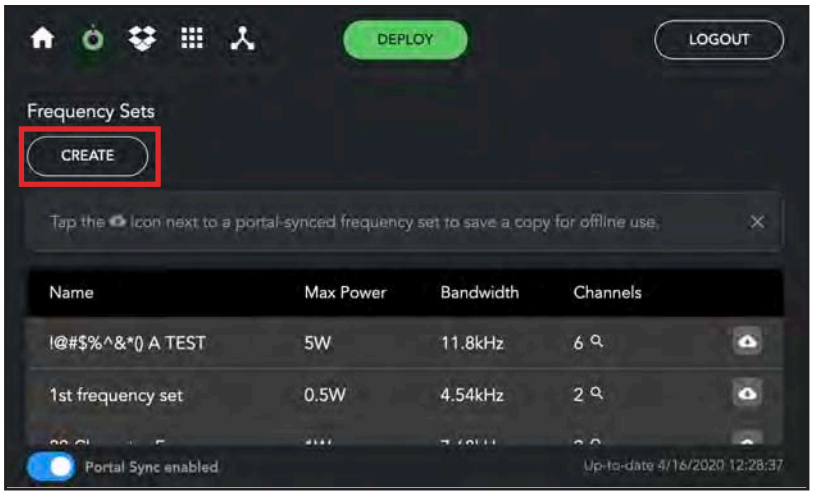
Channels for Frequency Set can be previewed by pressing the magnification glass.



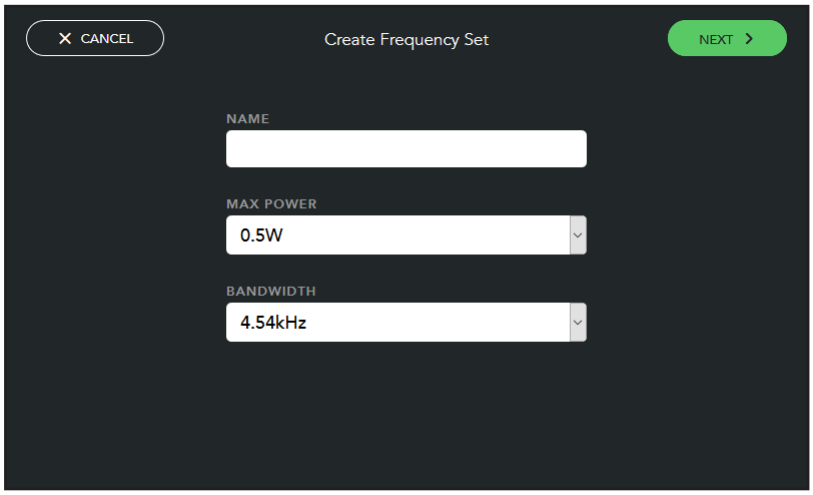
Users can save offline copy of the portal frequency by pressing the cloud button on the right side of the portal frequency set row.



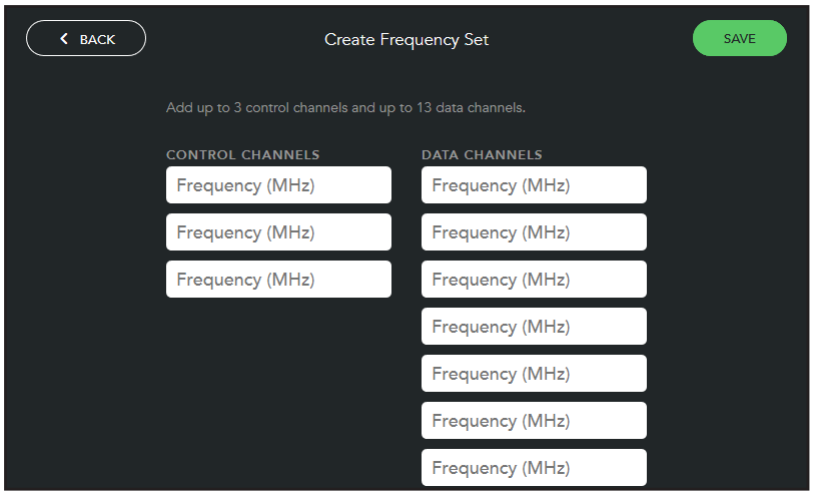
If the selected frequency set is saved to goKit successfully, confirmation dialog will be displayed as shown.



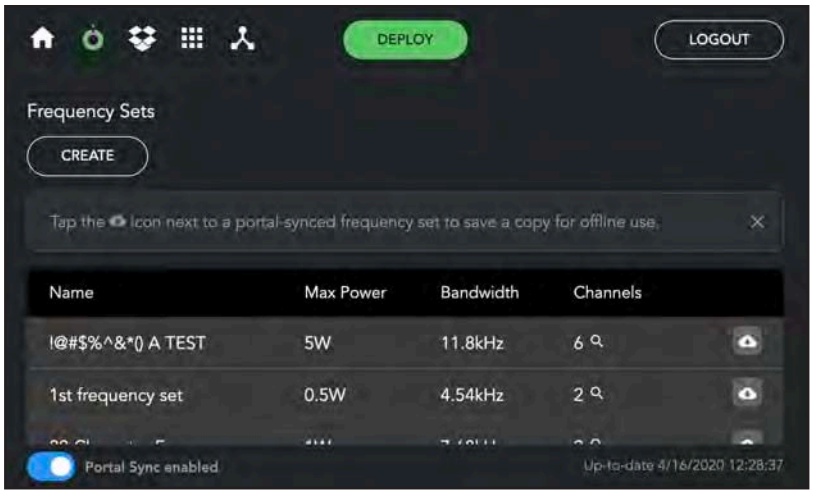
To create Frequency Set select the **CREATE** button.



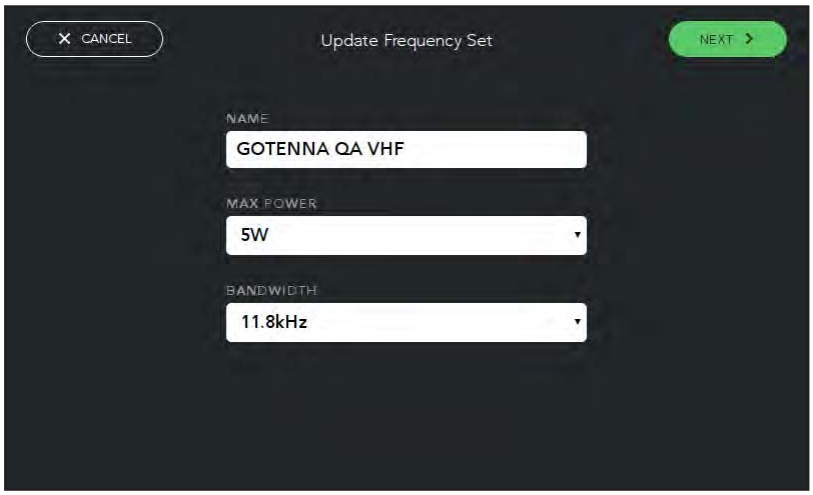
Input the Name, Max Power, Bandwidth, and tap **NEXT**.



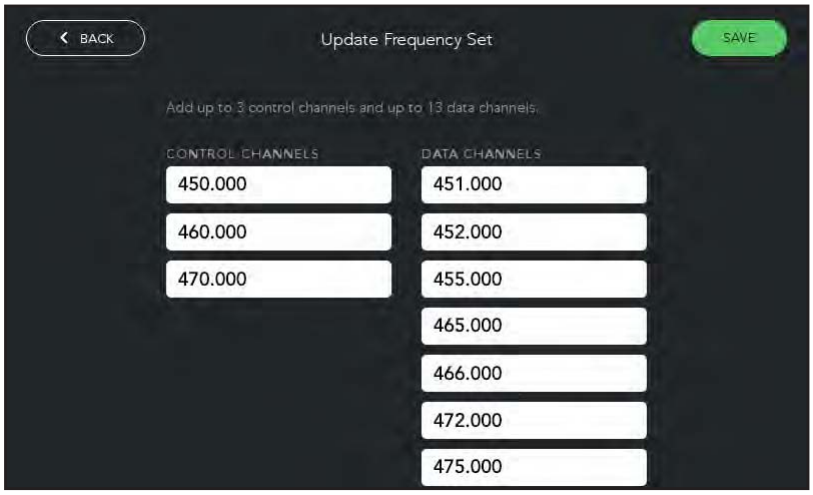
After this the user has to enter Control and Data channels and press **SAVE** button. If the entered values are valid the goKit will create an offline Frequency Set. The created Frequency Set will appear in the bottom section of the Frequency Setlist.



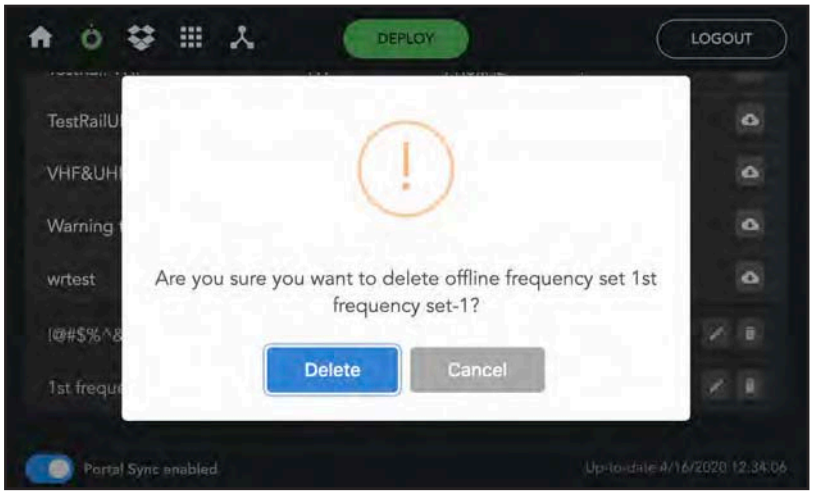
To edit the offline Frequency Set tap the pen icon on the right side of the frequency set row.



On this page you can see the existing Name, Max Power, and Bandwidth. These can be modified.
By tapping **NEXT** you can get to the following screen.

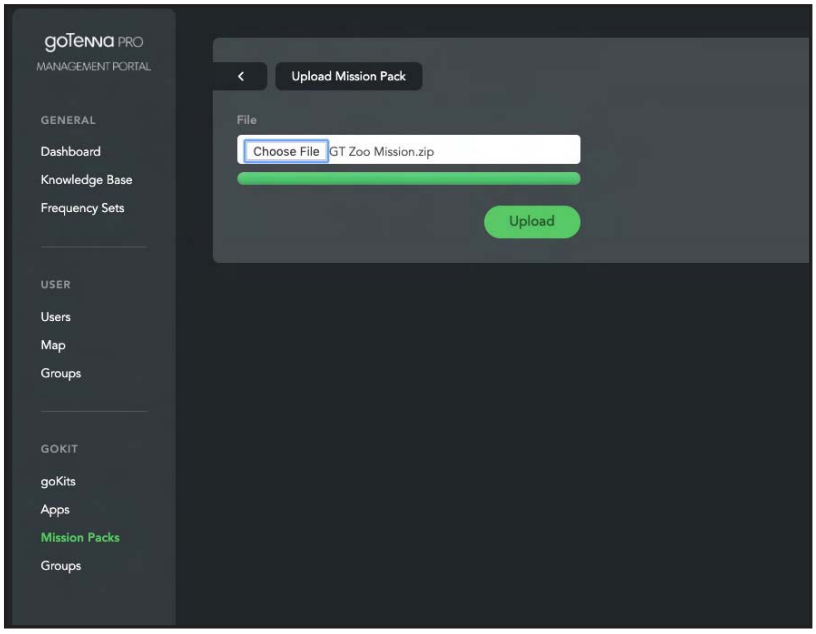


On this page you can change Control and Data channels.
By tapping **SAVE** Frequency Set can be saved.



The offline Frequency Set can be deleted by clicking on trash bin icon. Users will be prompted with dialog box that will ask user to confirm delete action.

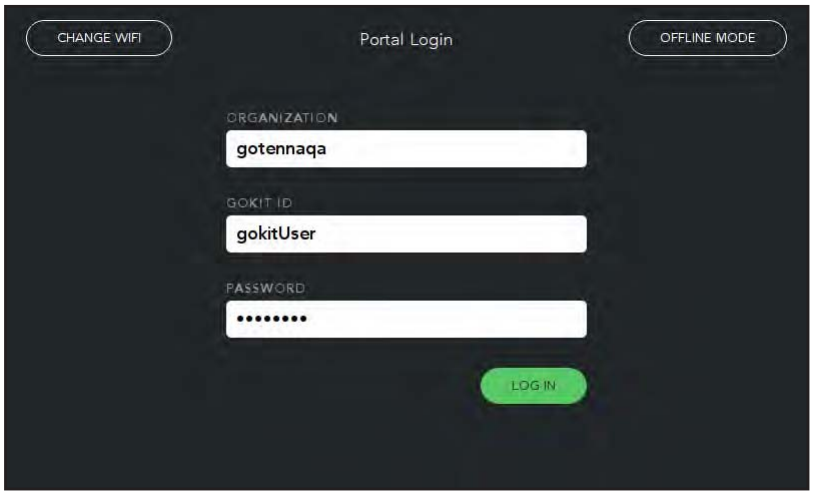
Please follow the steps below to download mission packs or data packages to goKit via portal and SD card.



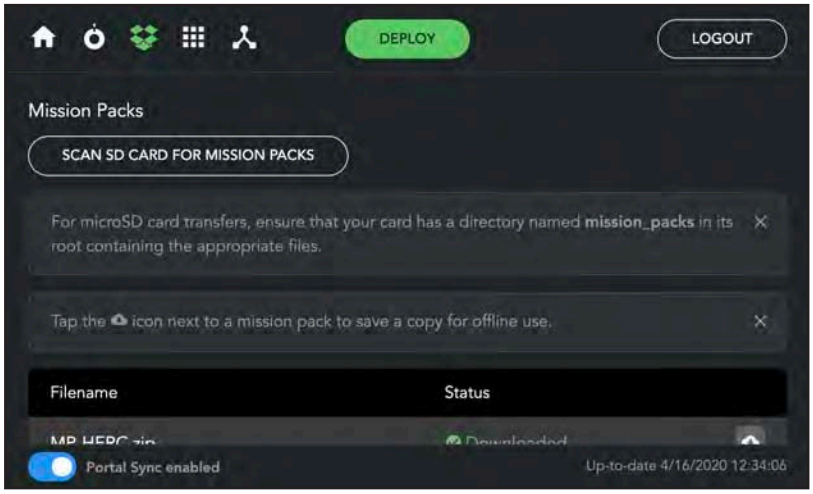
1. Login to portal and upload mission packs/data packages by clicking on **Mission Packs**. Upload as shown at left.

2. Uploaded mission pack needs to be added to a group to allow goKit to pull it from the portal. Refer to section Create goKit Group if group not created or else refer to section Edit GoKit Group to add mission pack to a group.

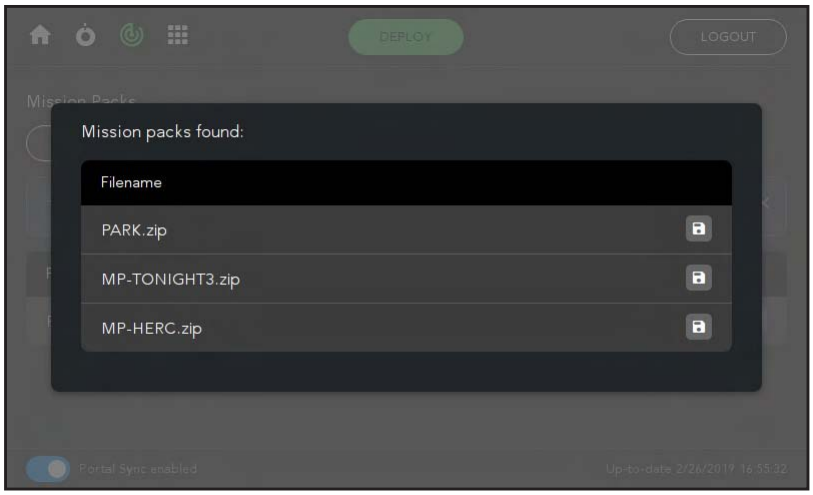
3. If gokit user is not created then refer to section gokit User creation to create goKit user on the portal.



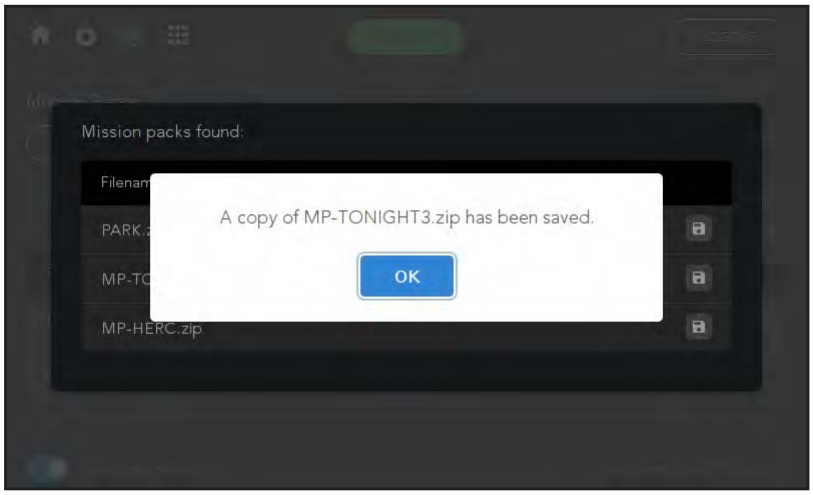
4. Use goKit user credentials to login to portal from goKit Portal Login page.



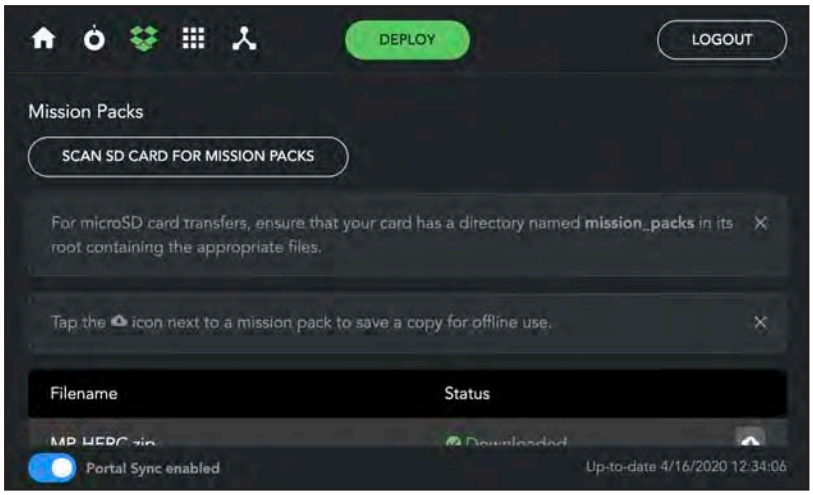
5. In goKit home page, open Mission Packs page and mission packs from portal should be pulled.



1. Prepare micro SD card with mission packs under 'mission_packs' folder.
2. Plug in an external micro SD card with mission packs / data packages to goKit's micro SD card slot.
3. Go to Mission Packs page and tap on **"SCAN SD CARD FOR MISSION PACKS"** to load mission packs from SD card as shown left.

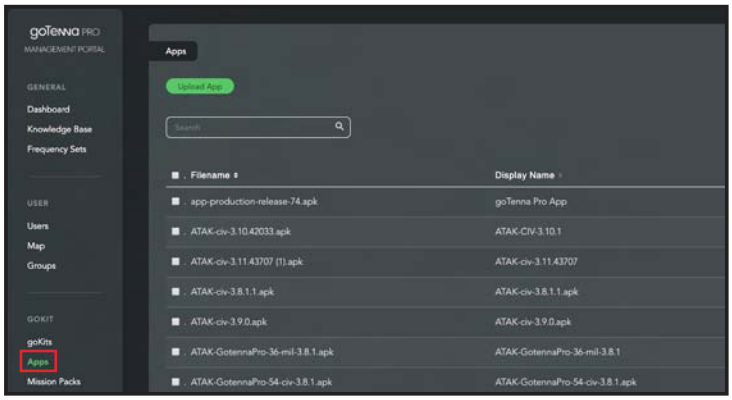


4. Tap on Save icon to save a mission pack to gokit.



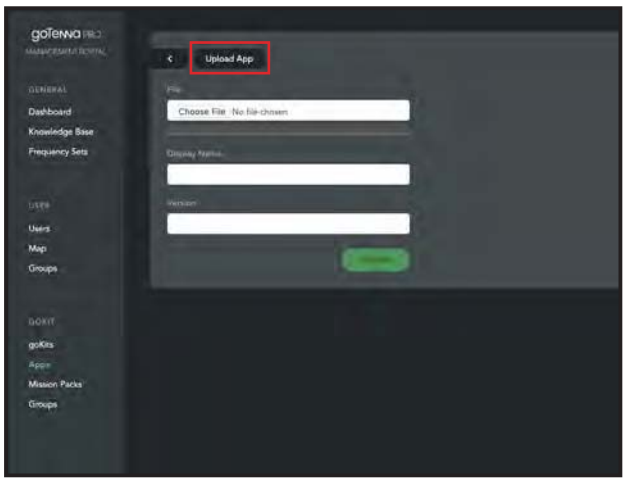
5. Saved mission pack is added to mission packs list as shown left.

Applications can be previewed on goKit by tapping Apps Navigation bar.

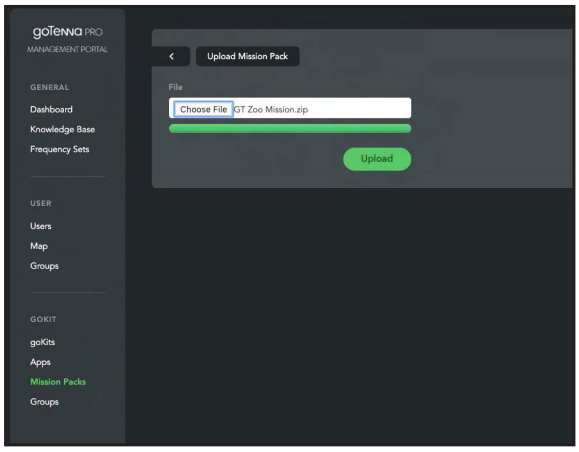


UPLOAD APPLICATION TO PORTAL

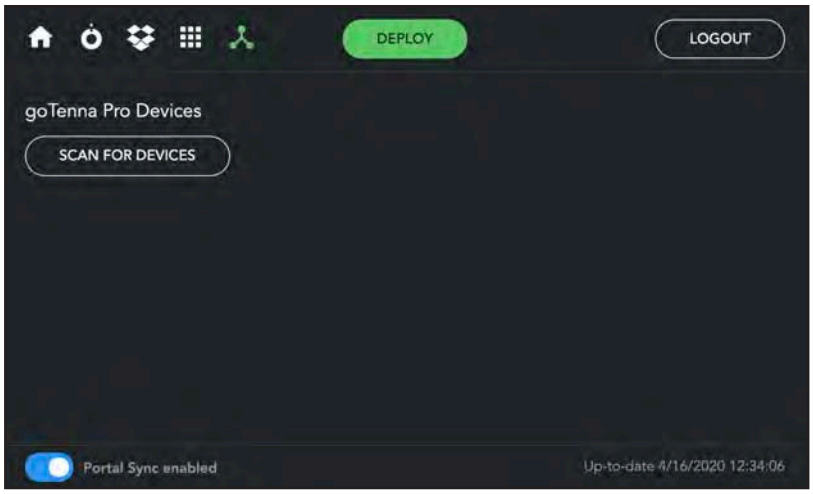
To use applications on the goKit, they needed to be uploaded to the portal. Open the Apps page under goKit section of the Portal.



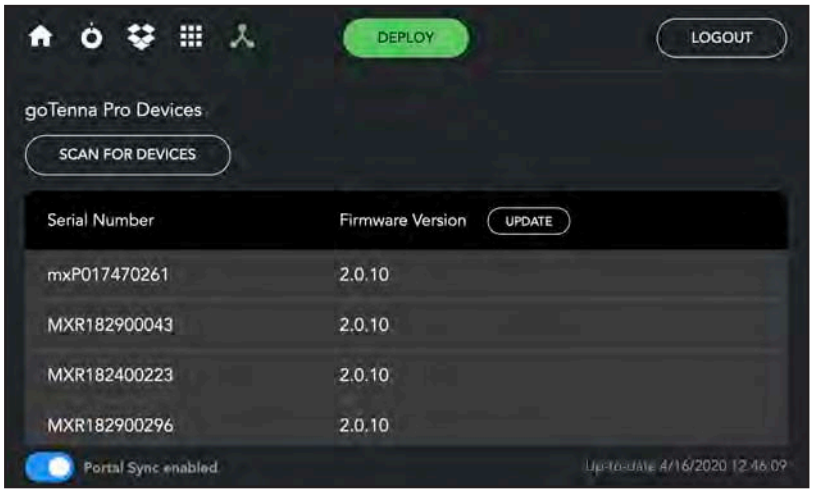
Once the goKit Apps page is open click on **UPLOAD APP** button.



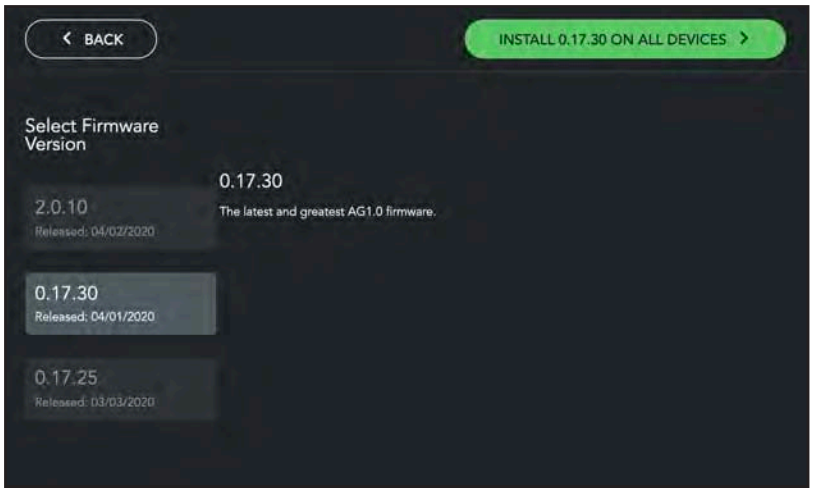
On the next page the file can be uploaded.



1. Select the Firmware icon from the main menu to access the firmware update page. Select "Scan for Devices".



2. Any devices connected to your goKit will appear here in a list. Select "Update" to update the firmware of all devices in your goKit.



3. Select a Firmware version, then select to install the firmware selected. This will apply the firmware update to all devices in your goKit.

goTenna PRO MANAGEMENT PORTAL

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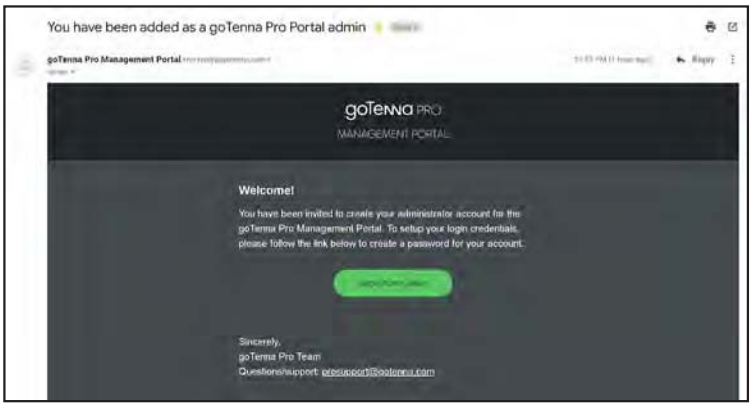
Thank you for purchasing one of our goTenna Pro Radios or goTenna Pro X Deployment Kits. One of the software tools that accompanies this product is the **goTenna Pro Management Portal.** The Portal, as we call it, is an online, web based, organization management system. It provides your Organization Admins, those who manage the Pro X Radios for your functional groups, methods for: Adding new users, managing which groups they belong to, and deploying frequency sets. As part of your onboarding process, you will receive (or already have) an invite to complete your Admin or User account creation. "If you did not receive and invite, or you are in need of customer support, please contact: prosupport@gotenna.com



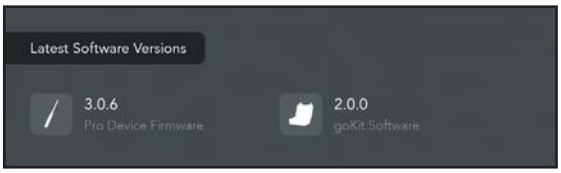
Accessing the Management Portal for the first time

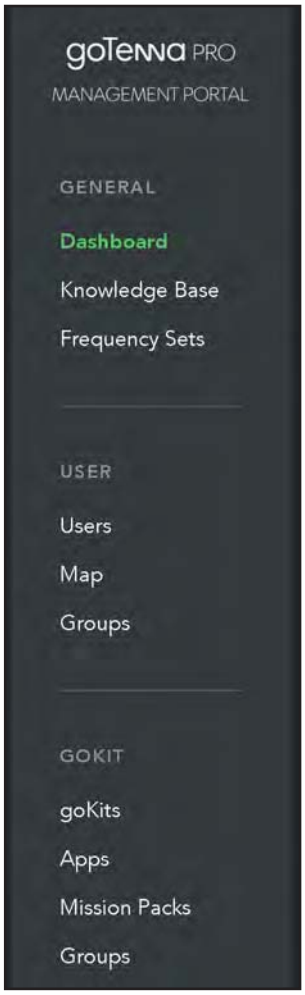
You should have received an email prompting you to create your organization and admin account. If not:

- Provide your goTenna Customer Success Specialist with your Organization Name and the Admin user's email.
- The Admin user will then receive an email to confirm their Portal account. During this verification process, the Admin user will be prompted to create a unique login password.
- The Admin user can then visit portal.gotenna.com and log in using their Portal credentials.

High level features

Once an Admin user logs into Portal, they are greeted by their Dashboard. The Dashboard will provide a statistical overview of your Portal account.





SIDE MENU GUIDE

The Side Menu in Portal allows the Admin to take all of the actions needed to manage their Frequency Sets, Users, and goKits.

Knowledge Base
This link will open our Pro Support Knowledge base in a new browser tab. Here is where you will find additional documentation, videos, and support for our goTenna Pro Products.

Frequency Sets
Create and manage Frequency Sets. This will be covered in more detail in the Frequency Sets section of this document.

Users

Manage User Accounts:
- Create, Edit, or Delete your goTenna Pro Users.

Managing Organization Groups:
- Create, Edit, or Delete Groups.
- Assign Users to Groups.
- Add Frequency Sets to Groups.
- Add Service User permissions to a Group.

This will be covered in more detail in the Users and Groups sections of this document.

goKit

Manage goKits:
- Add goKits to your organization.

Manage goKit groups:
- Add goKits, Frequency Sets, and Applications.

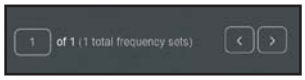
This will be covered in more detail in the goKit section of this document.

Searching Tables
While using the Management Portal, you will mostly be interacting with a series of data tables. For very large organizations, this can become cumbersome. To improve the experience, we have provided top level tools for navigating large data sets. These include:

A search input.
When interacting with the search bar, you can search specific columns by appending "column_name:" before the query. Example: "Name: John", will search the name column for anything close to "John".

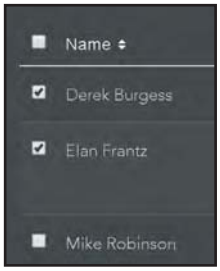
A setting to change the number of rows per page.

Page navigation controls.
You can enter a page directly, or click between pages.



Row functionality
Throughout the Management Portal, you will interact with various database tables. There are several common features found on each row:

Select/Deselect Multiple Rows



Batch Functions, which include methods for deleting or adding multiple users to a group.

View/Edit/Delete Row

MANAGING FREQUENCY SETS

In order to create frequency sets, first; select Frequency Sets from the Side Menu. This will take you to the Frequency Set database within the portal. Click the Create Frequency Set button.

Once a frequency set has been created, you can edit or delete it by using the buttons at the end of the row.

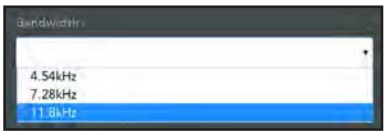
Creating a Frequency Set

Fill out the form by providing:

• **A name for the frequency set:** This will help you identify it throughout the Pro products.

Max Power: The frequency's transmission power. You may select from 0.5 to 5 watts.

Note about Transmission Power: *Lower power will result in a relatively longer battery life, shorter transmission distance. Higher power will result in a relatively shorter battery life, longer transmission range.*



The Bandwidth: The bandwith sets the data rate of the device.

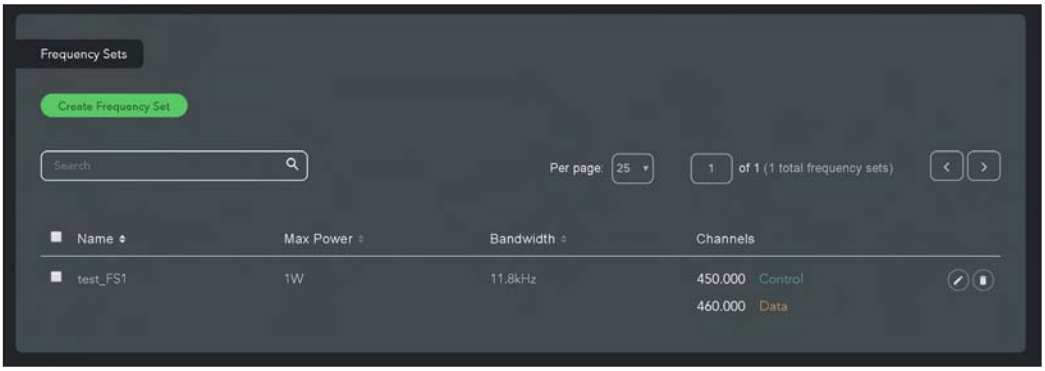
Note about Bandwidth: *A larger bandwidth results in a faster data rate but less range. A narrower bandwidth results in a slower data rate but more range.*

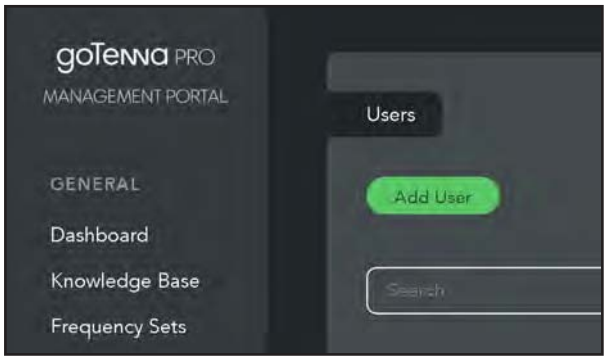
One or more Control Channel: Control channels are where transmissions originate.

One or more Data Channel: Data channels are where data packets are sent.

Once each of these values is supplied, click the **Create** button.

The frequency set will be created and available for assignment to a group. More on this later.





ADDING A NEW USER

Fill out the form by providing:

- **The person's full name.**
- **Their title within your organization.**
- **A username for them to use within the goTenna Pro system.**
- **Their organization email address**.

• Once the required fields are provided, click **Add**.

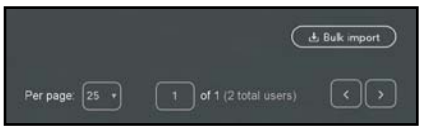
• The user account will be created. The newly added user will need to verify their account and create their password via email address your entered.

• When adding a new user to your organization, you have the option to also assign them to a group. You may have noticed our organization does not have any groups yet. We will cover this step in a later section.

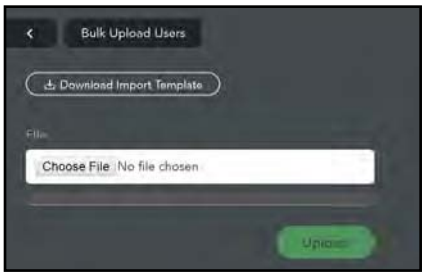
• Permissions - You can assign the permission of 'Mission Control User' to any user (including the admin) by toggling the switch and clicking 'Update.' Mission Control Users will have the ability to view the Map via the Portal, which displays live backhauled map data.

Bulk import multiple users using CSV document

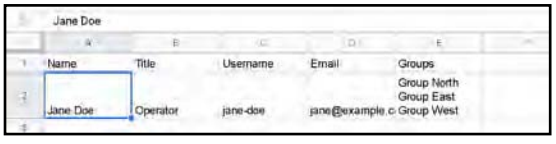
In short, bulk upload of users allows you to download a template, fill that template out, and upload it to the database. Allowing for a large number of user accounts to be created at once.

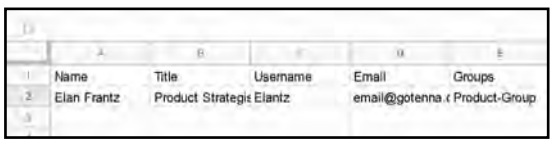


• Click the Bulk Import button to begin.



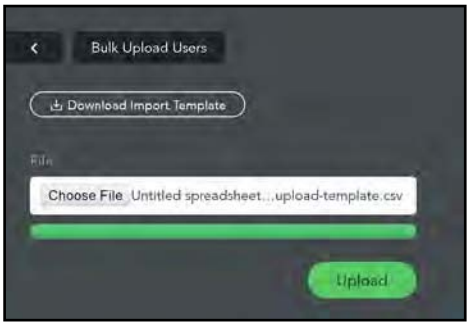
• From the upload file interface, you can download our .csv file template, by clicking **Download Import Template**. We highly recommend that you use the template file to avoid unwanted validation errors.



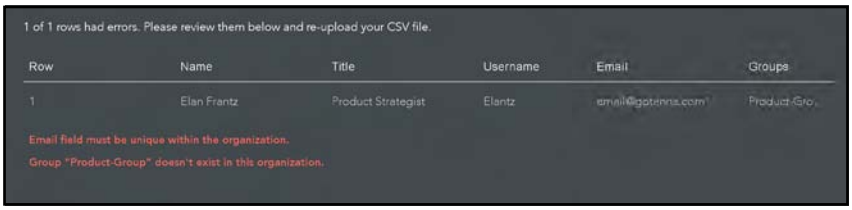


• Using your spreadsheet tool of choice.
• Follow the format outlined in the spreadsheet template.

[1] We use Google Sheets in this screenshot, you can use Excel, or OpenOffice, they will all open and save CSV format.



- When you are done filling out the CSV template, save it as a new file OR over the template you downloaded.
- Return to the goTenna Management Portal click Choose File.
- Locate the completed CSV file and click Open.
- Click **Upload.**



Here we see that the Management Portal has reported validation errors in our CSV file.

Validation errors include:

- Formatting Errors
- Duplicate Entries
- Unknown Groups

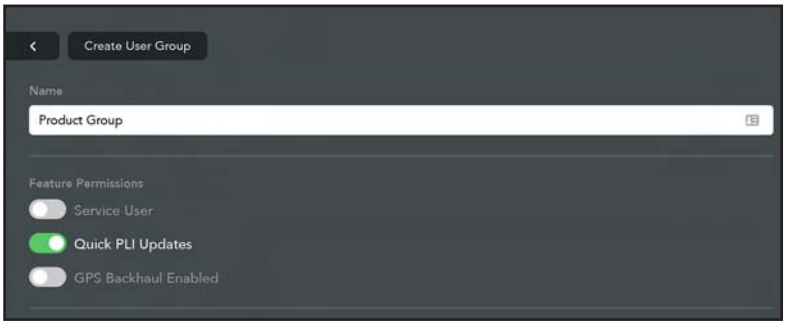
When this happens, as you can see here- you will be presented with a screen that informs you of each row that contains validation errors.

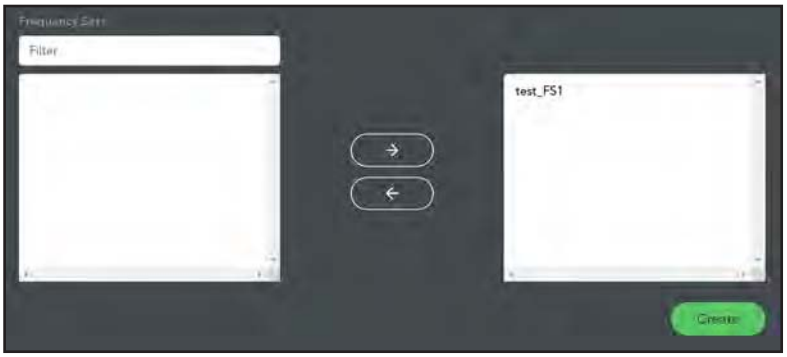
We suggest you keep this window open, and:

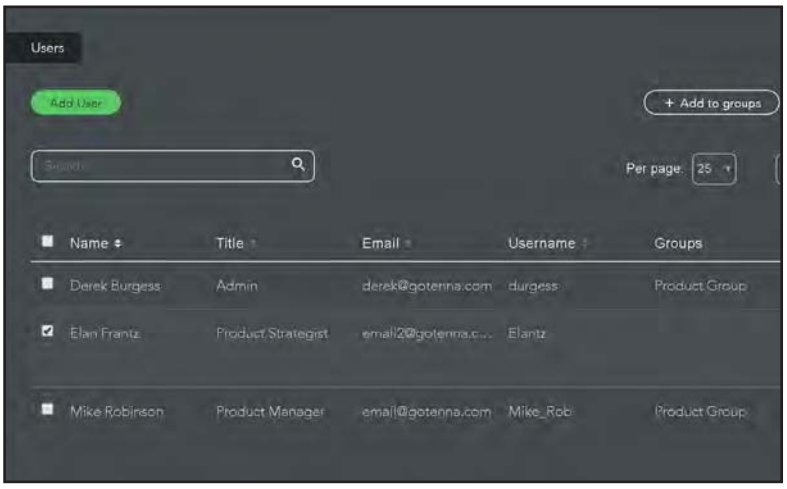
- Return to your spreadsheet tool and edit the CSV template to resolve errors.
- Save this out as a new file.
- Return to the bulk upload view, and click Cancel.
- Repeat the process upload the new file.

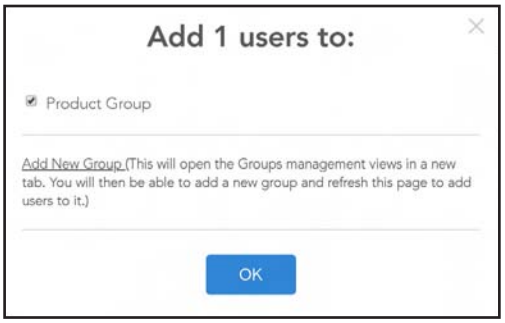
Successful Upload: If the upload is successful and no validation errors are detected, you can review the data and when ready, click the Import # Users button.

NOTE: During user creation, our servers send emails to each user, asking them to create a password and login. When uploading thousands of users at once, some users may not get their emails for several minutes.









MANAGING GROUPS

Groups allow you to assign specific frequency sets to specific groups of users. Likewise, Groups also allow you to offer a specific user, or set of users, Service User permissions. **Service user permissions are required for a user to share frequency set QR codes or manually enter frequencies.**

In order for a user to have access to frequencies and permissions, they'll need to be added to a Group; the frequencies and permissions they have will be dictated by the Group(s) they're assigned to.

*****Users need to have access to the same frequency set to communicate with each other. They do not necessarily need to be in the same group. Groups is an admin function and users will not see which group they are in.*****

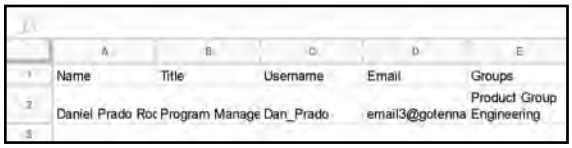
CREATING A NEW GROUP

- Click the Create Group button.
- Name the Group.
- If you'd like to grant the users within this Group Service User permissions, click the box to apply Service User permission.
- Add users to the Group - To do so, select their name from the Users picklist on the left, then click the right arrow. This will move the user into the Group picklist.
- Add Frequency Sets to the Group - To do so, follow the same steps from before, selecting one or more frequency sets from the picklist and moving them into the Group picklist.
- Once the Group has the necessary Users and Frequency Sets, click the Create button.

*****You can create a group without a frequency set, but users will receive an error upon onboarding. To prevent this error, add a frequency set to the group. If users are not assigned to a grpoup, they will automatically have access to all frequency sets, but not to all permissions.*****

APPLY ONE OR MORE GROUPS TO MULTIPLE USERS

Now that we have some groups- If we go back on the Users table, you can now add one or more user to a group by clicking on the checkbox at the start of each row. Once selected the Add to Groups button will appear. Clicking thay will display a dialog window where you can select one or more groups to add the user(s) to.

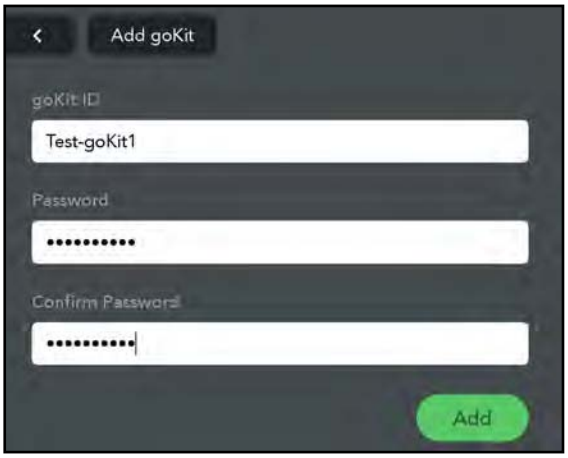


Name	Title	Username	Email	Groups
Daniel Prado Roc	Program Manage	Dan_Prado	email3@gotenna	Product Group Engineering

Lastly: When adding a new user, all of your organization's groups will appear to the right, where you can select one or more groups to add the user to.

MANAGING GOKITS

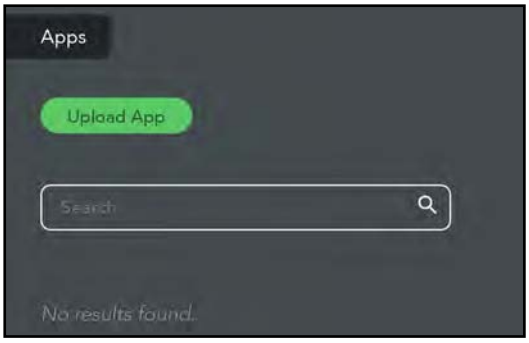
In order to use your goKit, you'll need to add it into the Management Portal. This will allow you to manage which Groups have access to the goKit, which frequency sets those using that goKit have access to, and you can manage the Apps stored on the goKit for offline download. goKits are managed much like Users and Groups. To add a new goKit, click the Add goKit button.



ADDING A NEW GOKIT

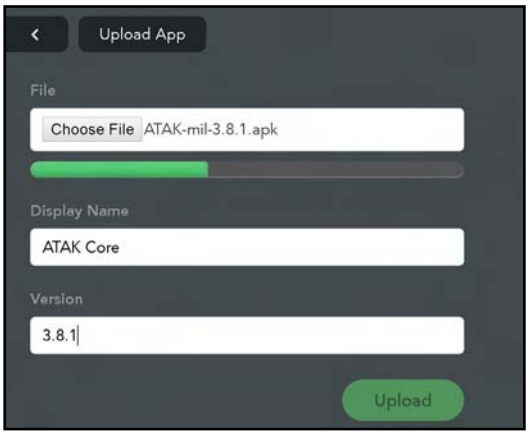
Start by clicking the Add goKit button. From the the add goKit interface, give the goKit a name and a password. That's it for now.

goKits Apps



UPLOADING APPS TO PORTAL

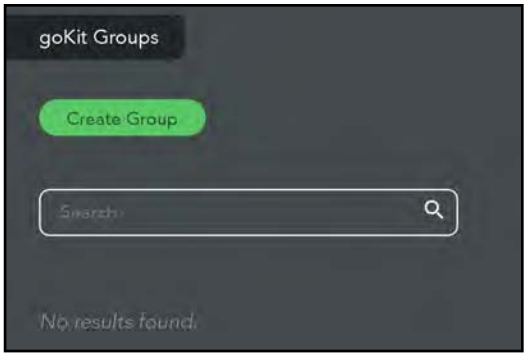
Portal, and so too, goKit, can house your organizations applications. With the goKit's deployment mode, apps stored within Portal can be downloaded, offline, in the field. If App upload is an active feature for your organization, you'll see Apps on the Side Menu within the goKit field.



UPLOADING APPS

In order to upload a new App, select Apps from the Side Menu:

- Click the Upload App button.
- From the upload app interface, click the Choose File button. Select the app file from your local machine.
- The app will begin to upload. While this happens, give it a name and a version number for your records.
- Once the upload is complete, click the Upload button to add it into the database.



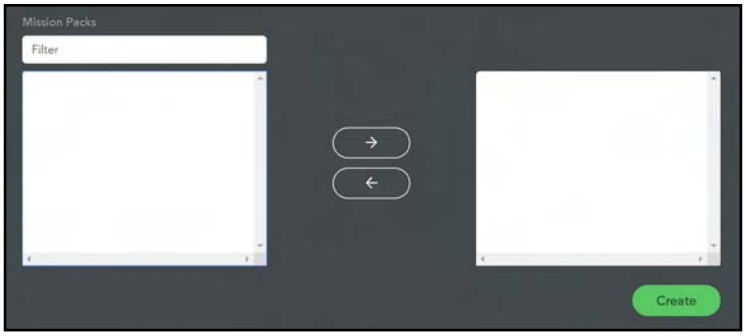
MANAGING GOKIT GROUPS

Much like Users, you can create goKit Groups which allow you to partition which Frequency Sets and Applications each goKit has available for use in the field. Likewise, you can assign specific Group access to the goKit itself; only that Group will have login access to the goKit.

MANAGING GOKIT GROUPS

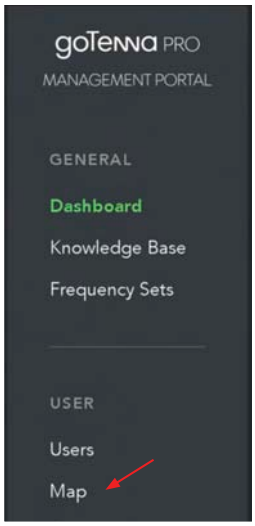
- Click the Create Group button.
- Name the goKit Group.
- Add a goKit to the Group - To do so, select the goKit from the picklist on the left, then click the right arrow. This will move the goKit into the Group picklist.

- Add Frequency Sets to the goKit Group.
- Add Apps to the goKit Group.



- Once the goKit Group has the desired goKits, Frequency Sets, Apps, and/or mission packs, click the Create button.

The command map serves as a command center with visibility into your team's location and movements. Each team member that is backhauling their location data to the portal will appear on your map as a node with callsign displayed.



OPEN MAP

Select Map in the in left navigation to launch the Command Map.

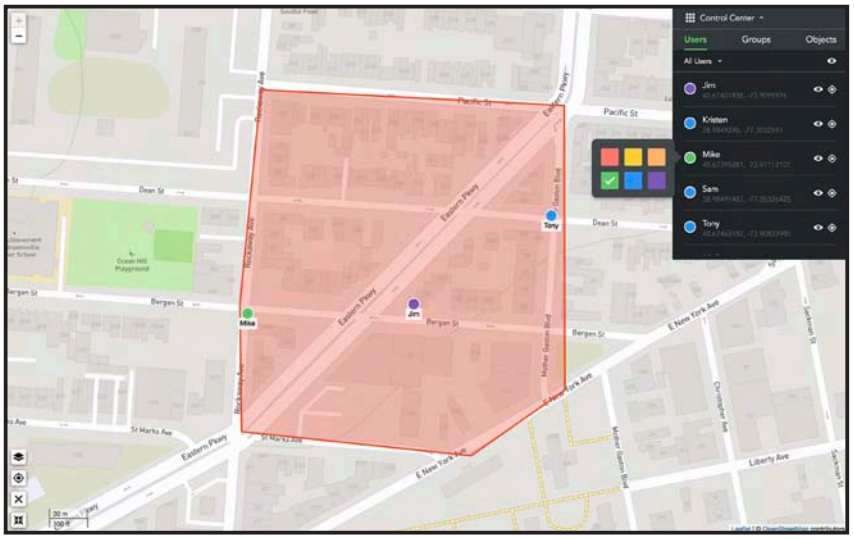
MAP CONTROLS

- **Full Screen:** Expands the map view to take over the full screen of your display. Select this icon again to return to the previous view, or press the Escape button.
- **Map Types:** Multiple map types are available. Select this icon to choose your base map.
- **Clear Map:** This will clear all PLI and objects from the map. Any actively backhauled PLI nodes will return to the map after the next backhaul interval.
- **Center Map:** This will center the map so that you can view all nodes at once.
- **Zoom:** Select + button to zoom in, - button to zoom out.

CONTROL CENTER

The Control center manages what you see on the map. Collapse or expand the Control Center by clicking the caret.

The Control Center displays a list of all User PLI that is being backhauled, groups of users (as defined by the portal) and map objects that are sent by users over broadcast chat and backhauled to the command map.



User details

- The user's Callsign is displayed when possible. If callsign is not available the user's name from the portal or GID will be displayed.
- Coordinates of the user's current location

Click to locate

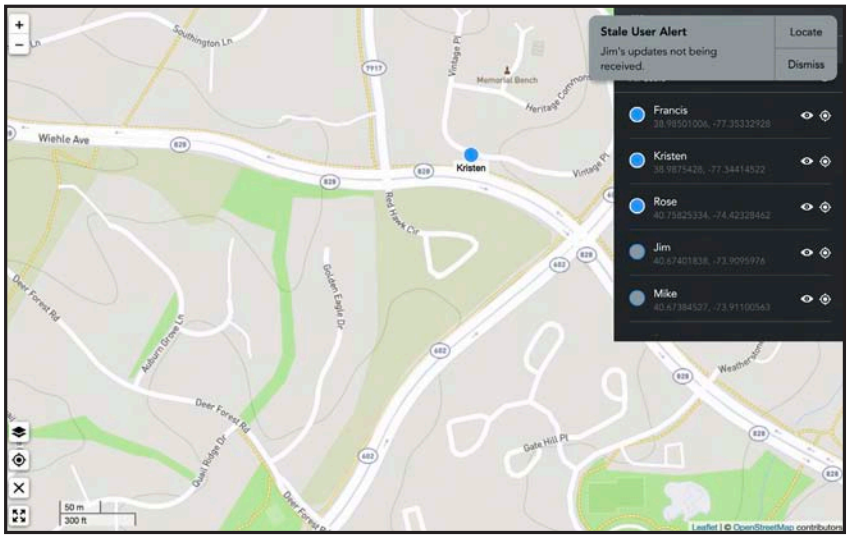
- Select this button to instantly locate the user, group of users, or map objects on the map.

Click to hide

- Select this button to hide this user, group, or map object from view. Select it again to reveal on the map.

Change user colors

- Select the user's icon to change the color of their PLI marker.
- You can also change the color of a group in the groups tab. This will change the color of all users in that group.
- The PLI of a user will display the last set color for that user, whether set as an individual user or as a group.



STALE USER ALERTS

After a user goes stale on the goTenna network, they will be indicated as stale on the Command Map.
The users PLI icon will change to gray and the border of that marker will remain the color they were assigned.

- An alert is displayed when a user or users go stale.
  - Select dismiss to close the alert.
  - Select Locate to find the user on the map.
    - If the alert for a single user appears, the Locate button will pan and zoom the map to that user.
    - If the alert is for multiple users, the Locate button will filter the user list to stale users and you can choose to locate that user from the list.

goTenna PRO

APP User Guide

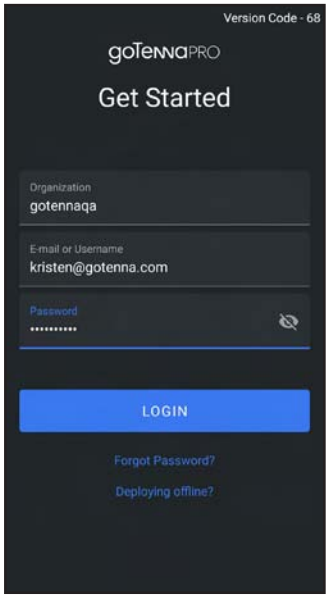
Table of Contents

This user guide will take you through using the goTenna Pro device with the native goTenna Pro App.
You can download the goTenna Pro App from the Google Play or Apple App store.

TO GET STARTED DOWNLOAD THE PRO APP

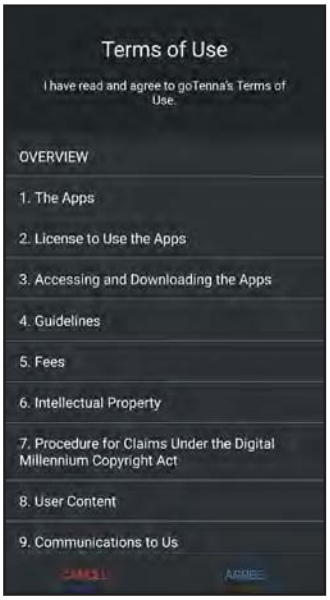
Download on the App Store

GET IT ON Google Play



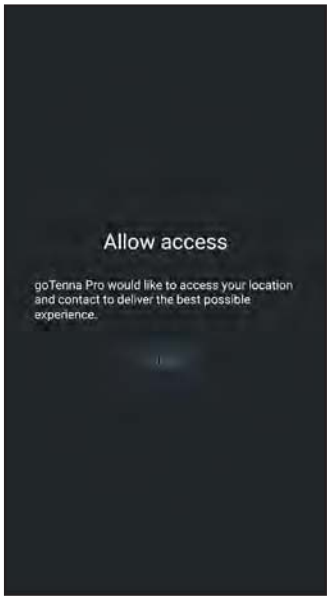
STEP 1

To begin setup, Login to the goTenna Pro App using your User information.



STEP 2

Review and accept the Terms of Use by tapping 'Agree'.



STEP 3

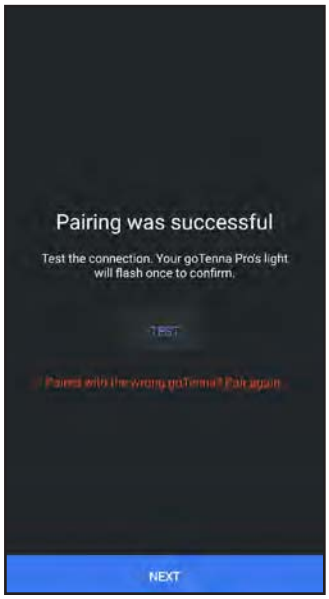
Tap "Next" to allow access to your location and contacts. Location access is essential in order to use PLI features.

STEP 4

Only one Pro device should be paired at a time. Power off all other Pro devices then tap 'Next'.

STEP 5

Power on the goTenna Pro you intend to pair. Once you see the LED light begin to flash on your device, tap 'Next' to pair.



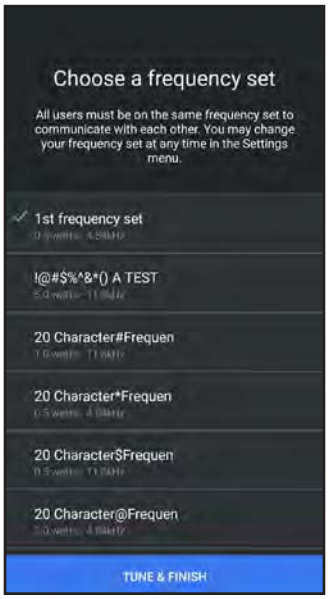
STEP 6

Once pairing is successful, tap 'Next' to proceed.

STEP 7

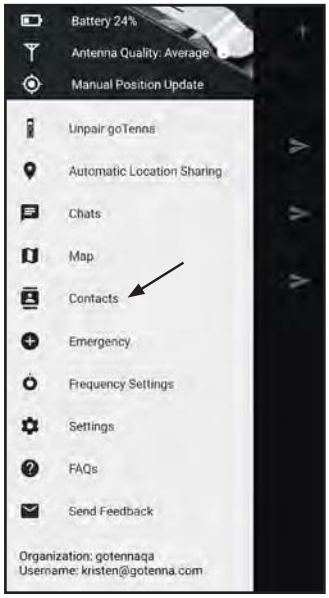
Your GID can be a phone number or, tap 'Phone', and use a randomly assigned number. Once set, tap 'Next'.

Your call sign will be the name associated to your user that will be used for display.



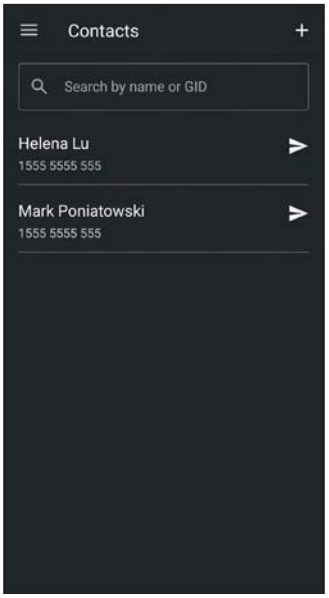
STEP 8

You'll be able to select a Frequency Set. Select your set then tap 'Tune & Finish'.



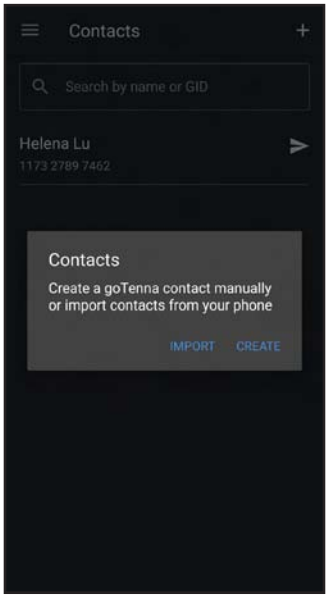
STEP 1

Select "contacts" from the main menu.



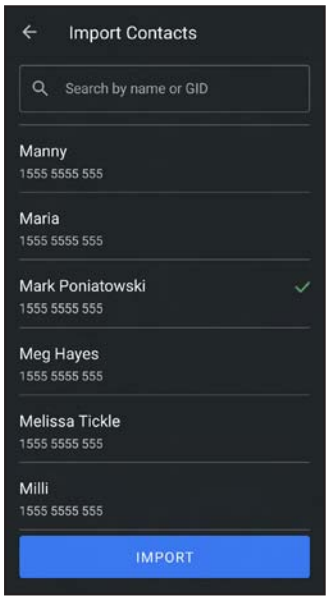
STEP 2

Select the "+" icon from the contacts menu.



STEP 3

Select to import contacts.

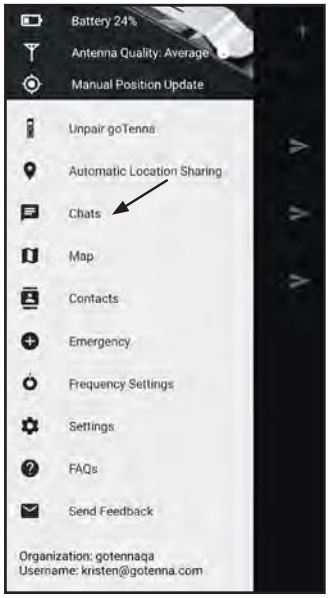


STEP 4

Search for or select the contact you'd like to import, and select "Import".

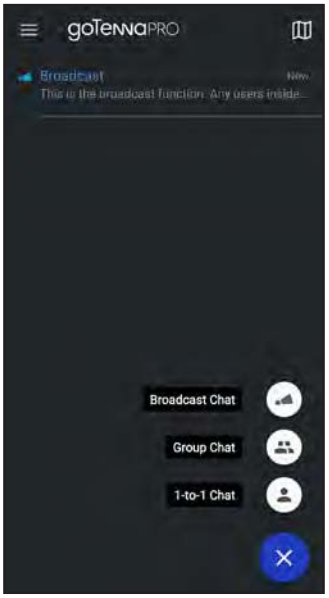
STEP 5

Ensure the country code, phone number, and contact name is correct, then select "save".



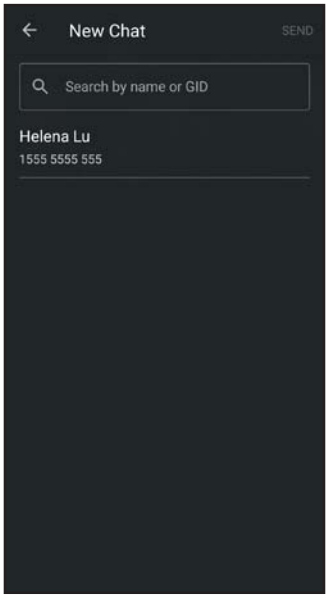
STEP 1

Select 'Chats' from the Side Menu.



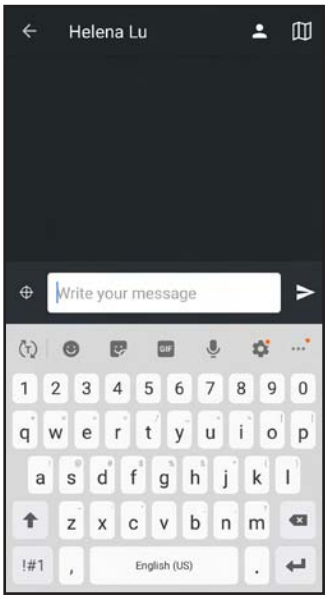
STEP 2

Tap the blue Compose icon in the lower right corner, select the type of message you'd like to send.



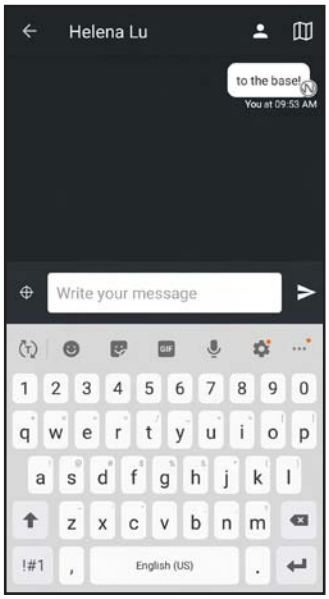
STEP 3

For 1-to-1 and Group messages, you'll be prompted to select contacts to message.



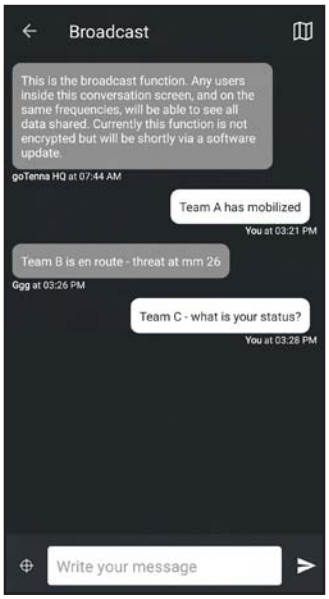
STEP 4

Type your message, then tap the send icon.



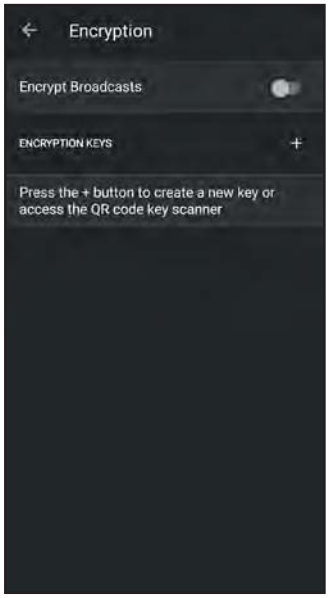
STEP 5

Your message will be sent. Message pending delivery display a gray icon, Confirm is blue, and an unconfirmed message will display red.



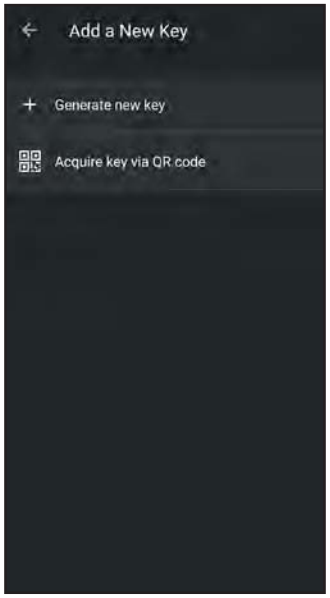
STEP 6

For Broadcast messages, you can immediately craft and send your message. Broadcasts are receive by all users within range and tuned to the same frequency.



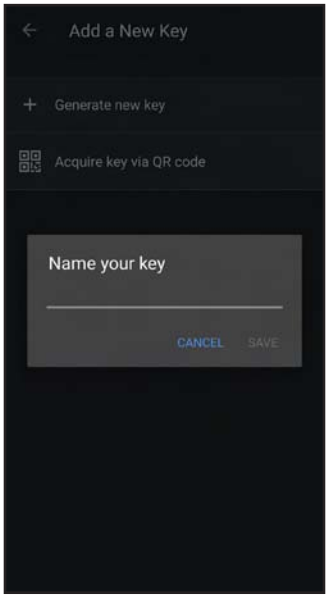
STEP 1

Navigate to the encryption menu by selecting "Encryption" from the main menu. Select the "+" icon to create or acquire a new encryption key.



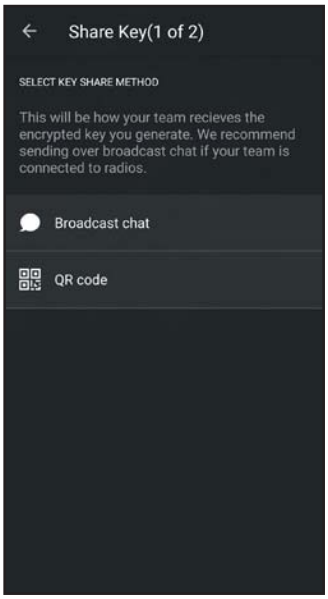
STEP 2

To generate a new key, select "Generate a new key".



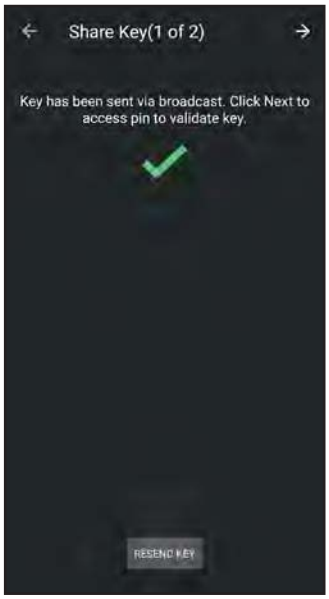
STEP 3

Name your key. Please ensure that the key name selected is unique from your existing set of encryption keys. Select "Save".



STEP 4

You may choose to either share your key via broadcast chat or via QR code. In order to send the key via broadcast chat, please ensure your team is tuned into the same frequency set.



STEP 5

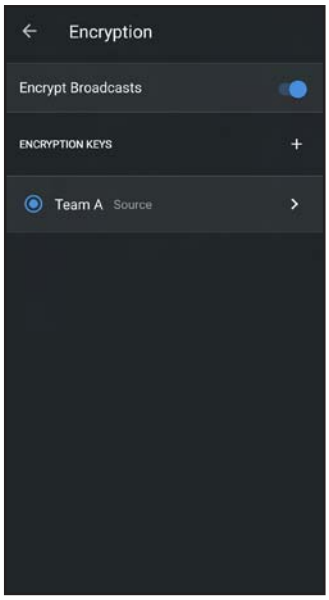
If sent via broadcast chat, your team members will receive a push notification on their device indicating that they have received a new encryption key.

STEP 6

If QR code is selected, a QR code will appear on the screen for all team members to scan. Select the arrow to move on to key validation.

STEP 7

If PIN is selected, a PIN will appear on the screen to be read to all team members for input on their devices. Select Done once all team members have validated the key.



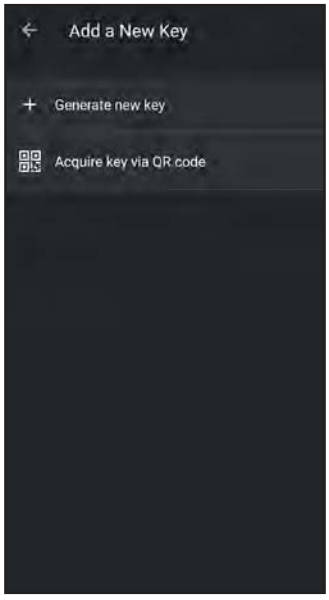
STEP 8

To enable the key, toggle "Encrypt Broadcasts" on and select the encryption key you'd like to use.

Broadcast Chat: Receive Key

STEP 1

Navigate to the encryption menu by selecting "Encryption" from the main menu. Select the "+" icon to create or acquire a new encryption key.



STEP 2

To scan a new key, select "Acquire key via QR code".

STEP 3

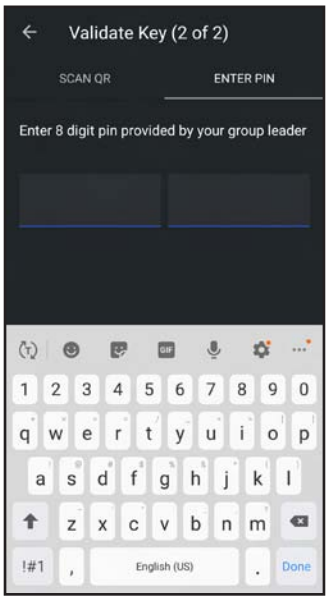
Scan the key that appears on your team leader's device.

STEP 4

If you receive the encryption key via broadcast message from your team leader, you will receive a notification alerting you to validate the key.

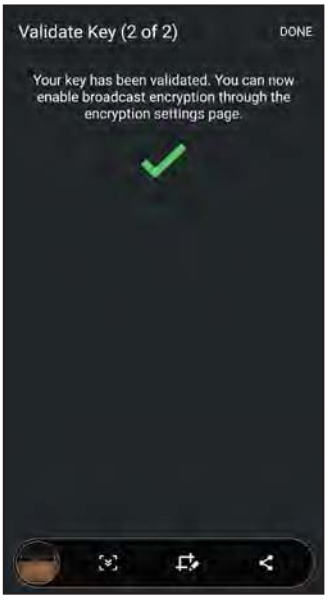
STEP 5

You may select to validate your key via QR code or plaintext PIN. If QR code is selected, you may scan the QR code.



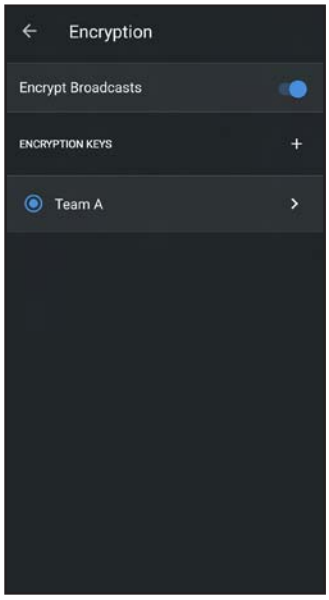
STEP 6

If PIN is selected, a PIN entry area will appear on the screen to be completed with the PIN your team leader provides.



STEP 7

Once your key is validated, you will see a success screen. Select Done to navigate the the encryption menu.



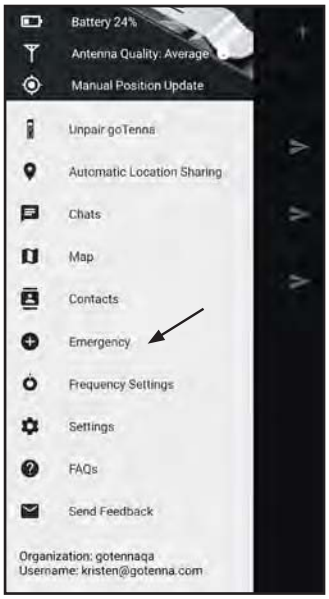
STEP 8

To enable the key, toggle “Encrypt Broadcasts” on and select the encryption key you’d like to use.

NOTE:

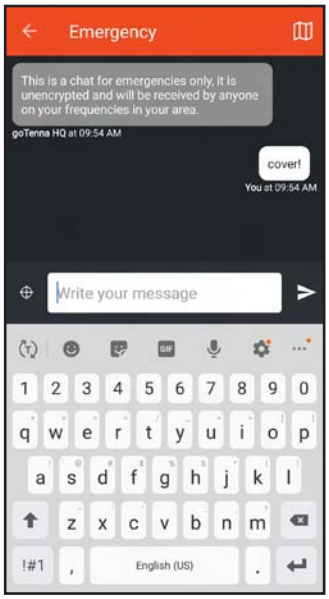
Layered encryption - Users can create and store multiple encryption keys simultaneously. Users will be able to decrypt all encrypted transmissions as long as they have that encryption key saved. However, users can only transmit using one encryption key at a time.

Emergency Chat



STEP 1

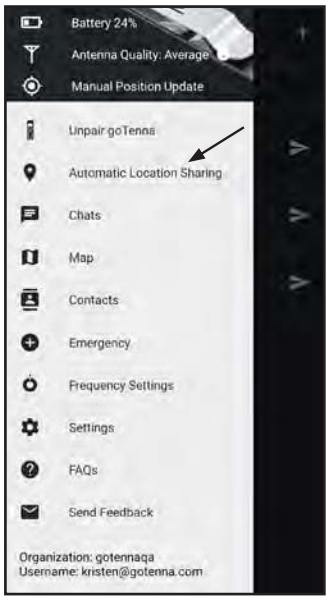
Select 'Emergency' from the Side Menu.



STEP 2

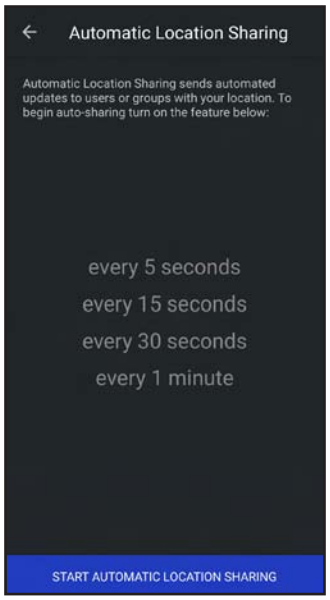
You can immediately craft and send your Emergency message. Emergency messages are sent unencrypted, by anyone tuned to your frequency, and within range.

Automatic Location Sharing (PLI Updates)



STEP 1

Select "Automatic Location Sharing" from the main menu.

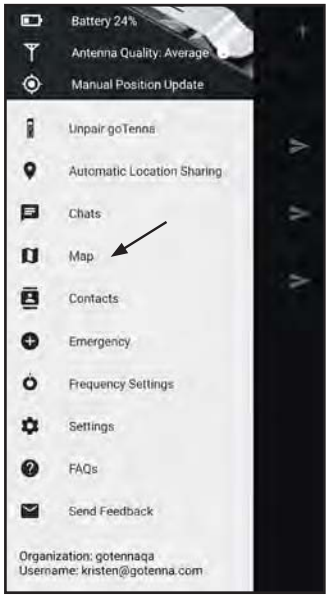


STEP 2

Select the interval at which you would like to share your location with your teammate

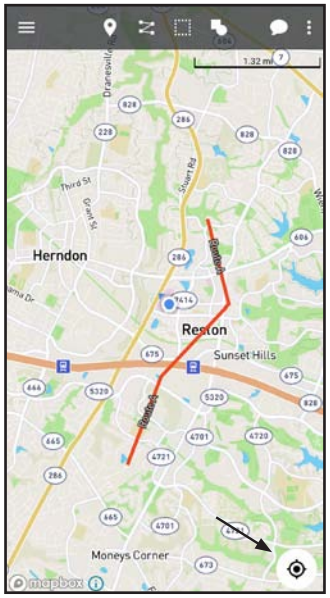
STEP 3

Once you have chosen your interval, select "Start Automatic Location Sharing" to save the setting.



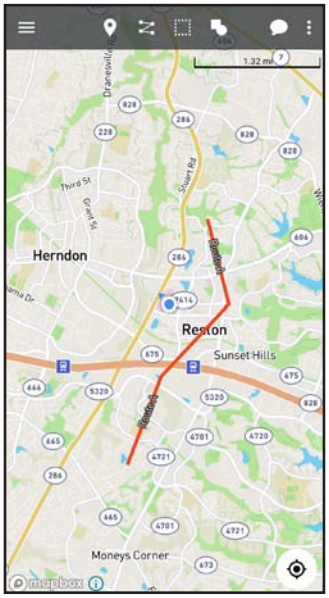
STEP 1

Select 'Map' from the Side Menu.



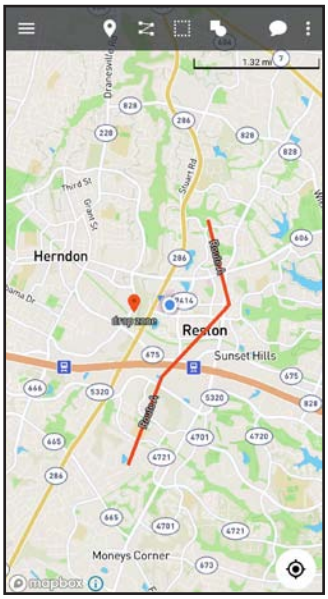
LOCATION

Tap the Location icon to center your location.



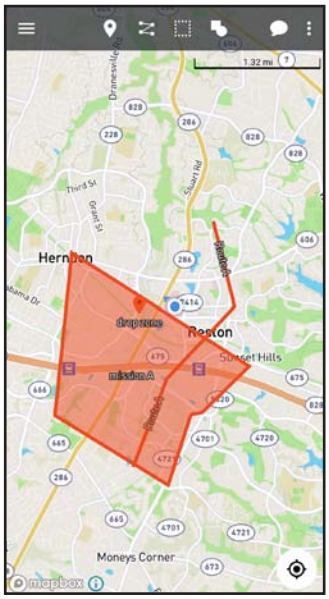
LINE

To draw a route, tap the Line icon. Tap the screen at your starting point and connect route points.



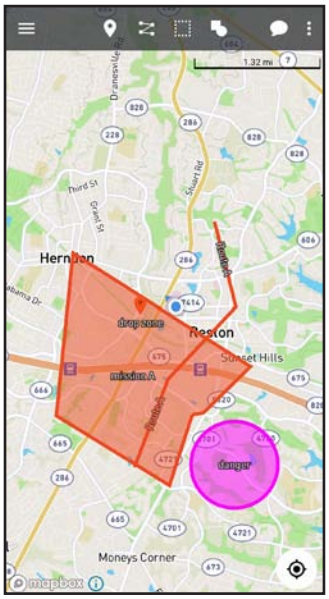
PIN

Tap the Pin icon, then tap the map to place, and name, the pin.



PERIMETER

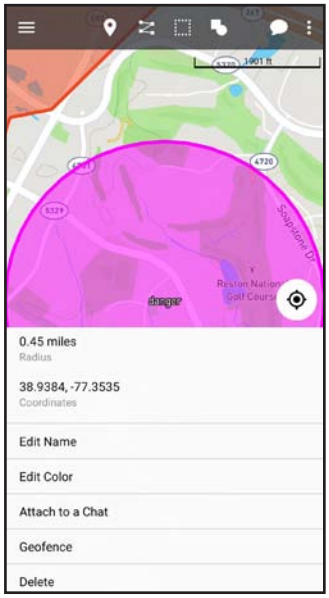
Tap the Perimeter icon to draw a perimeter.



OBJECTS

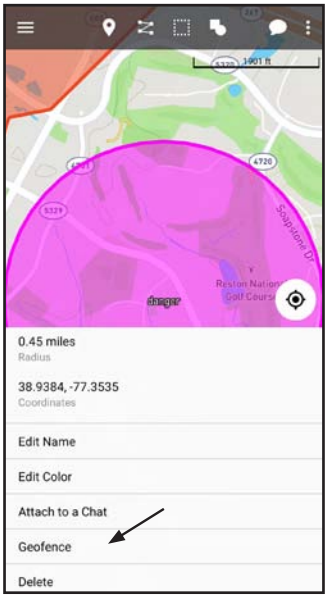
Use Map Objects to quickly drop square and circle areas.

Note: If deployed through the portal objects will backhaul to the portal.



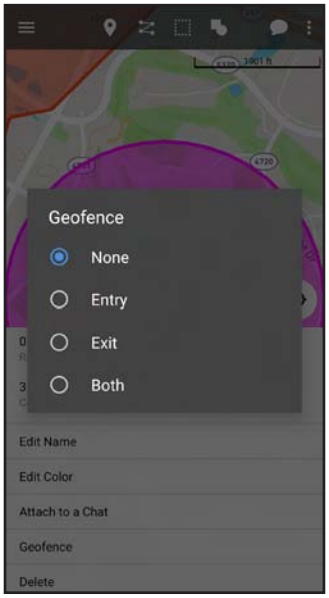
STEP 1

Create a map object.



STEP 2

Press on map object and select geofence.

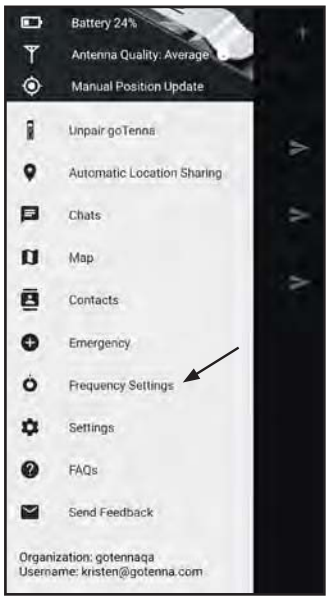


STEP 3

Select a geofence option.

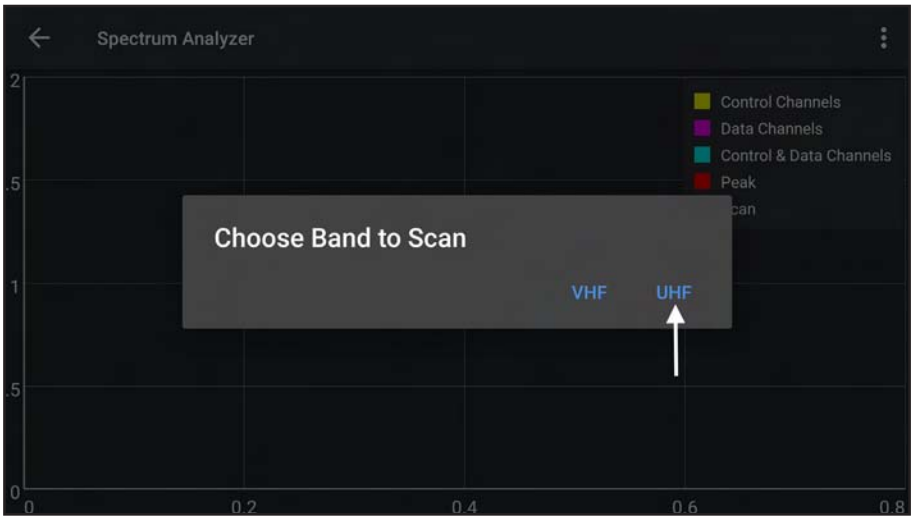
NOTE:

Depending on your selection when goTenna users move in or out of the geofence you will be alerted.



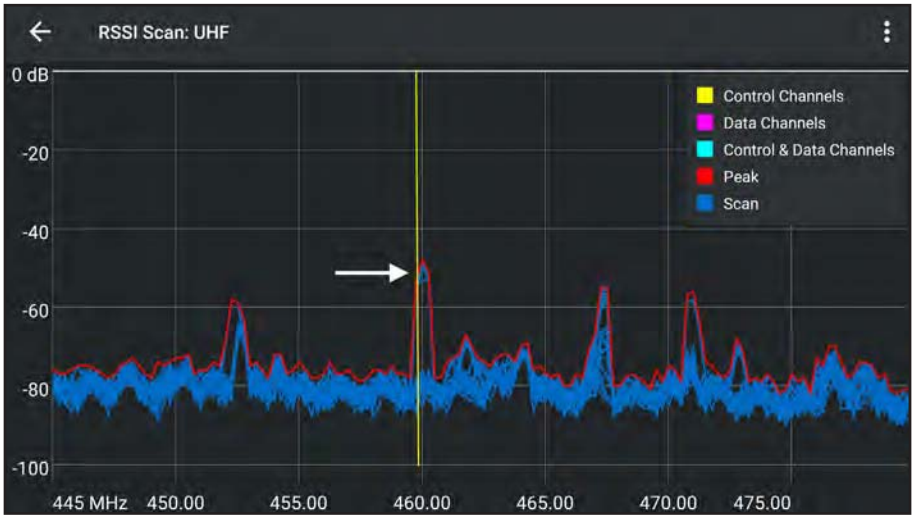
STEP 1

Select 'Frequency Settings' from the Side Menu, then select 'Spectrum Analyzer'.



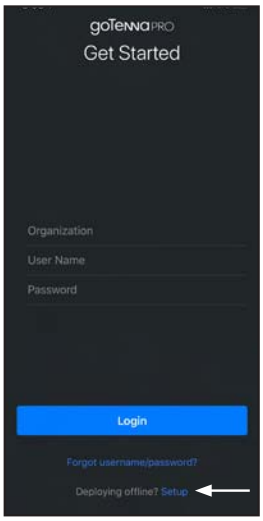
STEP 2

Choose a band to scan.



STEP 3

Review the activity on your active frequency set.

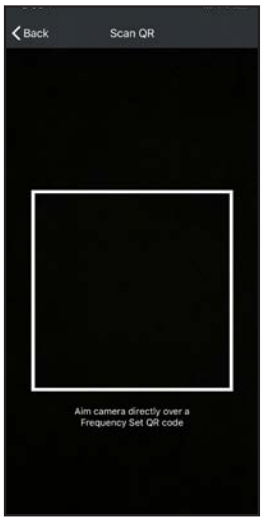


STEP 1

At the bottom of the login screen tap Setup next to deploy offline.

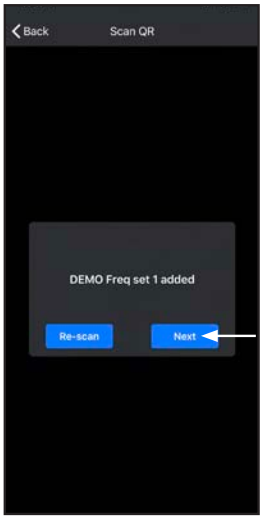
STEP 2

Choose to scan a QR code from another service user or from the goKit screen, sync to the goKit wifi hotspot to get configuration, or manually enter frequency sets.



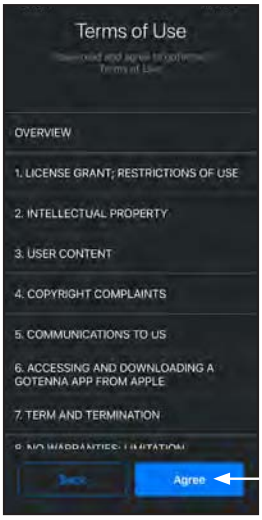
STEP 3

Scan QR code from another user to obtain configuration.



STEP 4

Once the code is scanned, tap next to complete tuning the goTenna Pro.

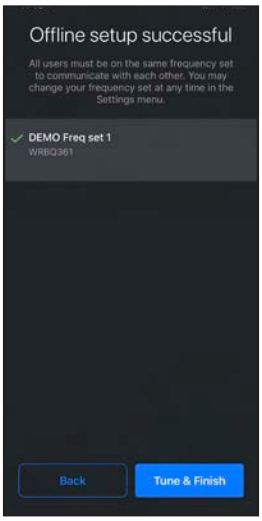


STEP 5

Review the Terms of use doc and select Agree to continue.

STEP 6

Pair to goTenna Pro device.



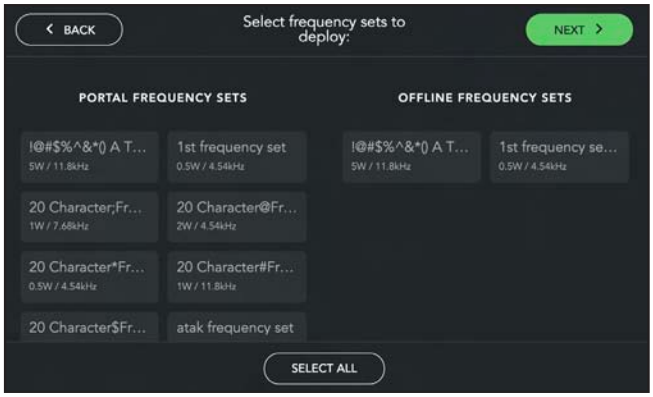
STEP 7

Input a callsign and GID or phone number, select desired frequency set to complete offline deployment.

Deploy Offline - goKit Configuration Path

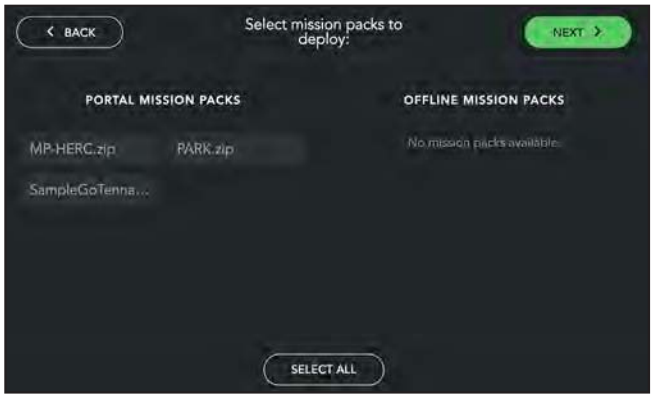
STEP 1

Select “Deploy” from the main menu to enter deployment mode.



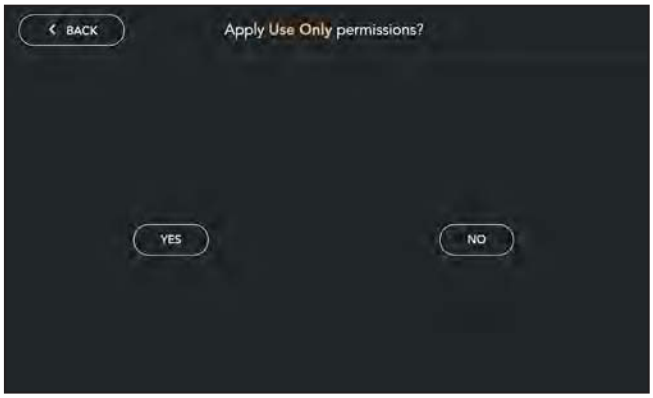
STEP 2

Select the frequency sets you’d like to deploy.



STEP 3

Select the mission packs you'd like to deploy.



STEP 4

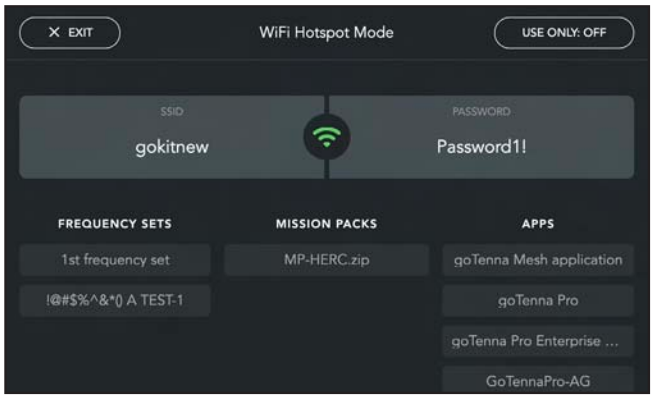
Select whether you'd like to apply "Use Only" permissions to your users. This means that your users cannot share or edit the frequency sets once downloaded onto their device.

STEP 5

Select whether you'd like to deploy via WiFi hotspot or QR code. Note that in order to deploy via QR code, version 1.2.0 of the ATAK plugin or goTenna Pro app is required.

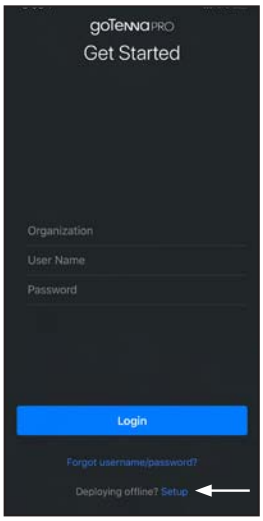
STEP 6

If QR code is selected, a QR code will appear on the goKit screen for your team to scan via the method described above.



STEP 7

If WiFi Hotspot is selected, a menu is displayed containing the SSID and password along with the frequency sets, mission packs, and apps available for download.



STEP 3

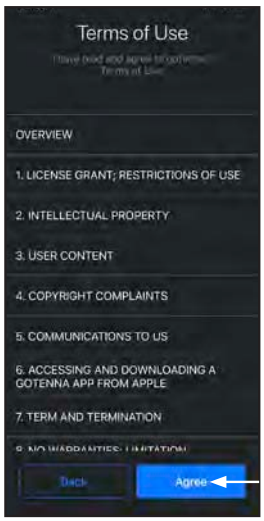
Launch the goTenna Pro app and tap Setup next to deploy offline at the bottom of the login screen.

STEP 4

Choose connect to goKit Hotspot.

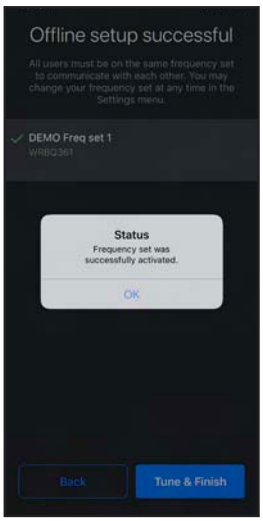
STEP 5

Once connected, tap here to continue on pop up screen.



STEP 6

Review the terms of use doc and select Agree to continue.

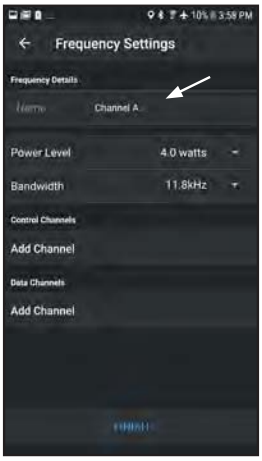


STEP 7

Follow on-screen instructions to pair to goTenna Pro and complete configuration.

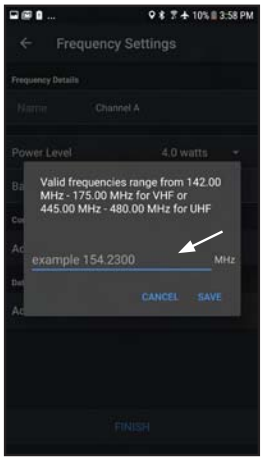
STEPS 1

Configure goTenna Pro devices by manually configuring a frequency set.



STEP 2

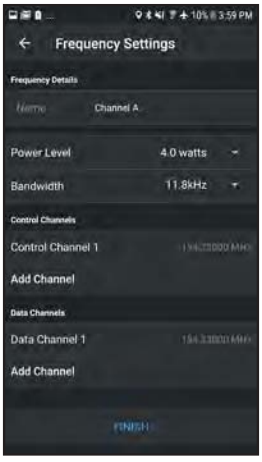
Enter the frequency details. Enter a unique name, select power level and bandwidth.



STEP 3

Enter control channels. Select the plus button and enter the Frequency.

Note: Valid frequency ranges from 142.00 MHz – 175.00 MHz for VHF or 445.00MHz – 480.00 MHz for UHF. Minimum of 1 channel and a maximum of 3.

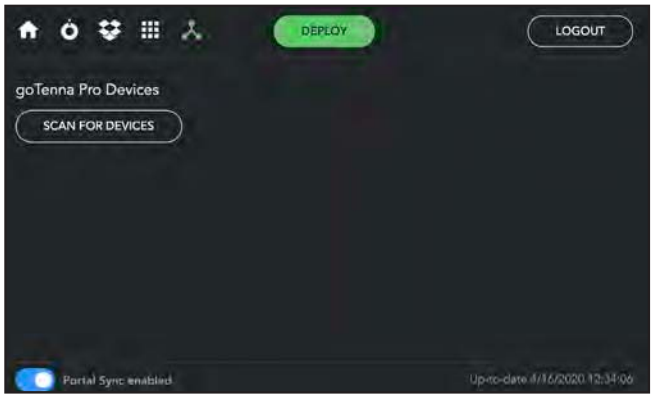


STEP 4

Enter data channels. Select the plus button and enter the frequency.

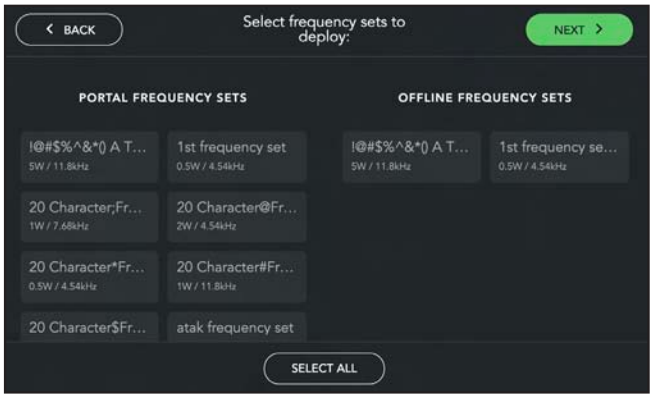
Note: Valid frequency ranges from 142.00 MHz – 175.00 MHz for VHF or 445.00MHz – 480.00 MHz for UHF. Minimum of 1 channel and a maximum of 13.

When finished a notification will alert you that the frequency sets are saved.



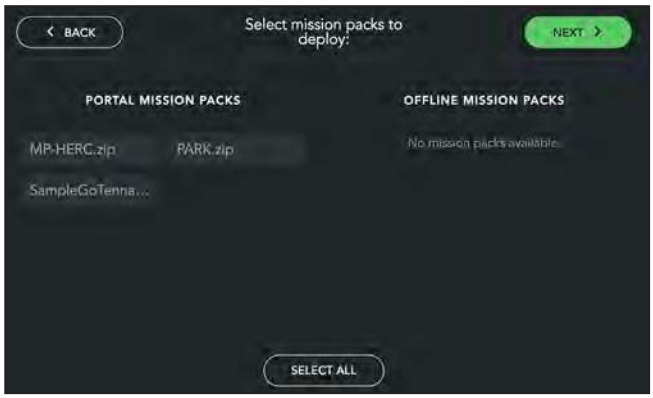
STEP 1

Select "Deploy" from the main menu to enter deployment mode.



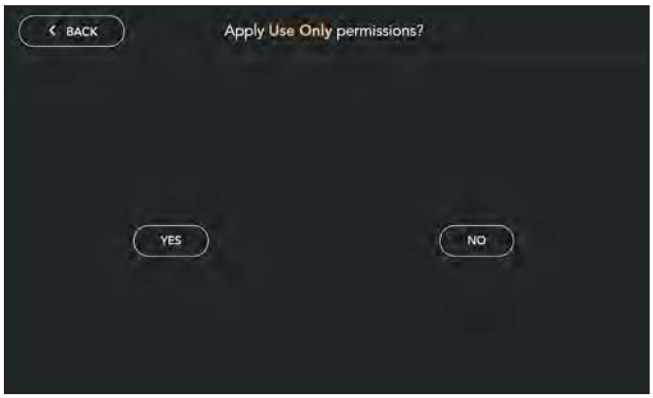
STEP 2

Select the frequency sets you'd like to deploy.



STEP 3

Select the mission packs you'd like to deploy.

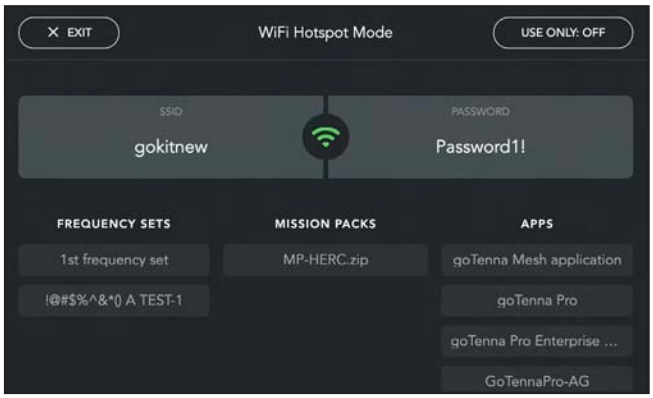


STEP 4

Select whether you'd like to apply "Use Only" permissions to your users. This means that your users cannot share or edit the frequency sets once downloaded onto their device.

STEP 5

Select to deploy via WiFi hotspot.



STEP 6

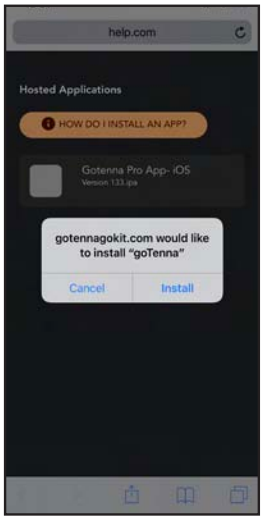
A menu is displayed containing the SSID and password along with the frequency sets, mission packs, and apps available for download.

STEP 7

Once connected to the goKit Wi-Fi, launch a web browser on your device.

STEP 8

From the web browser, navigate to any non-cached website and the goKit will redirect you to the repository of apps locally stored on the goKit.

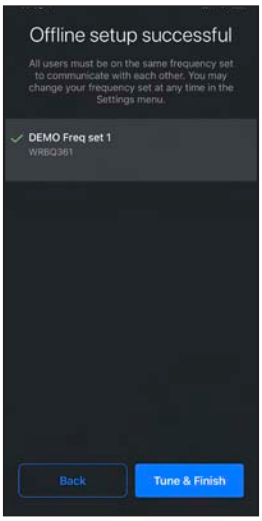


STEP 9

Select desired apps to initiate download.

STEP 1

Pair goTenna Pro through the goTenna Pro app.



STEP 2

Select the desired frequency set for the relay node.

STEP 3

Once tuned, press the on/off button 3 times sequentially, there will be a brief pause and the Pro device LED will come on solid white with no flashes.

STEP 4

Press the on/off button 3 times sequentially and the light will go out indicating the device is now in relay mode

STEP 5

A user can check to see if a unit is in relay mode by pressing the on/off button 1 time. The Pro device will flash 3 times indicating the unit is in relay mode.

NOTE

The goTenna Pro default boot behavior is to search to pair.

The Pro device can be turned off after being put into relay mode but the user will need to repeat these steps to re-initiate relay mode.

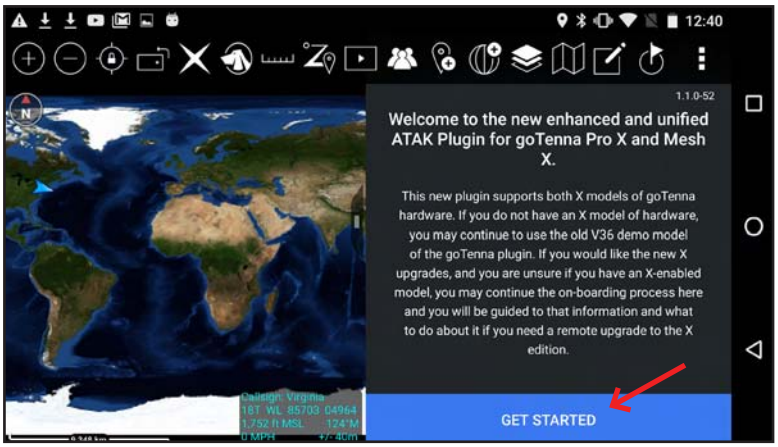
The goTenna Pro will tune to its last tuned frequency set.

goTenna PRO-X

Quickstart Guide for ATAK Plug-in

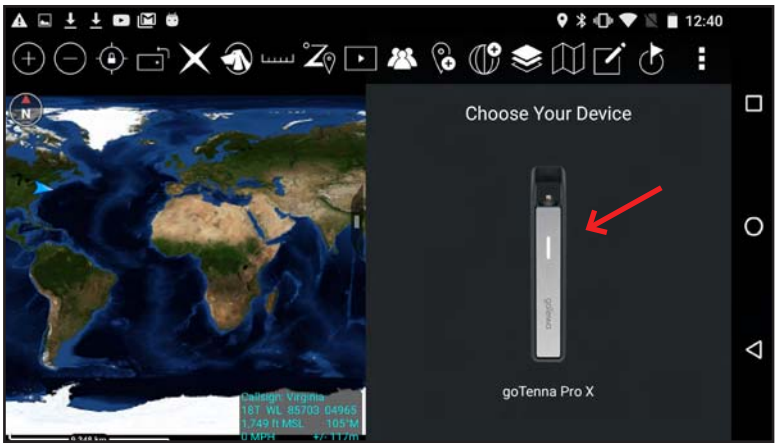
Table of Contents

This user guide will take a user through using the goTenna Pro X ATAK Plugin features.



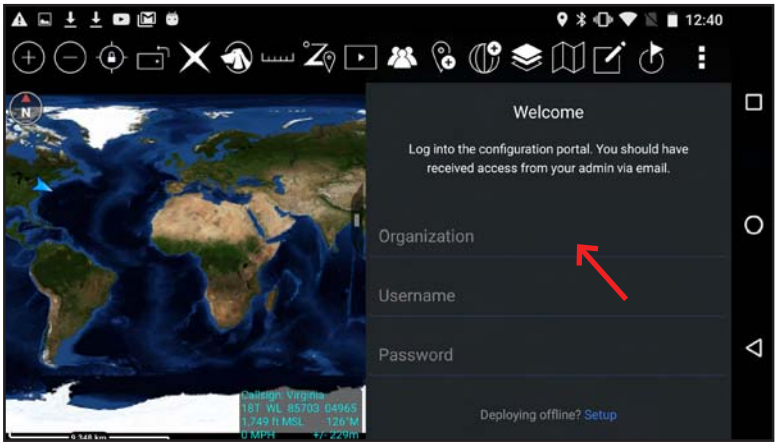
STEP 1

When you first open the goTenna Plugin in ATAK, you'll be prompt to onboard your goTenna Pro-X device and follow a quick tour of the available ATAK features.



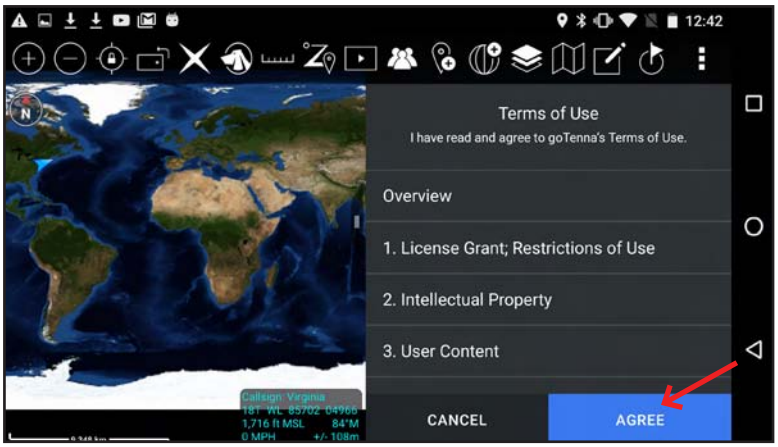
STEP 2

Select the device you're using: **goTenna Pro X**.



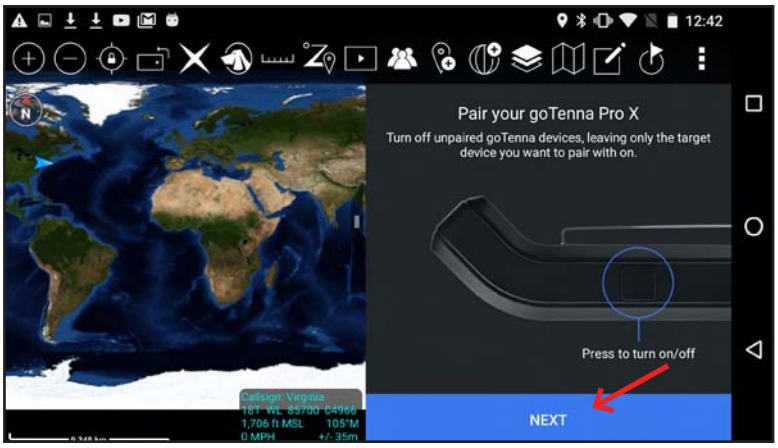
STEP 3

Login to the goTenna Plugin using your Organization Name, Username, and Password. If you need login credentials, contact your organization administrator.



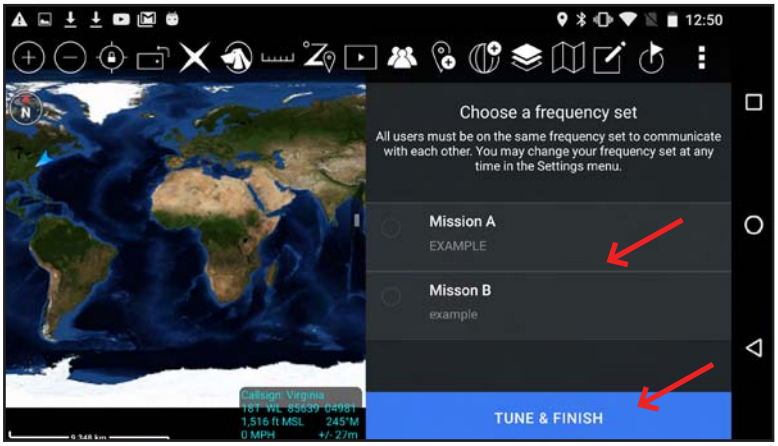
STEP 4

Review and **AGREE** to the goTenna Pro-X & goTenna ATAK Plugin Terms of Use.



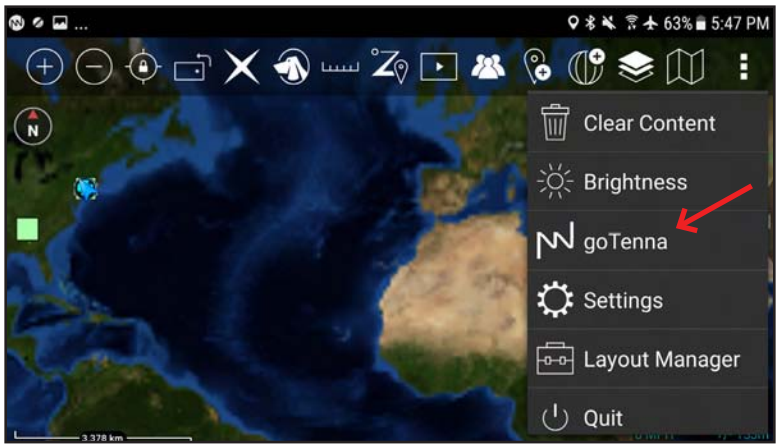
STEP 5

You'll now pair your goTenna Pro-X. Follow the on-screen instructions and tap **NEXT.** When your goTenna Pro-X is searching to pair, tap **PAIR.** Once you're paired, you'll move to the next step.



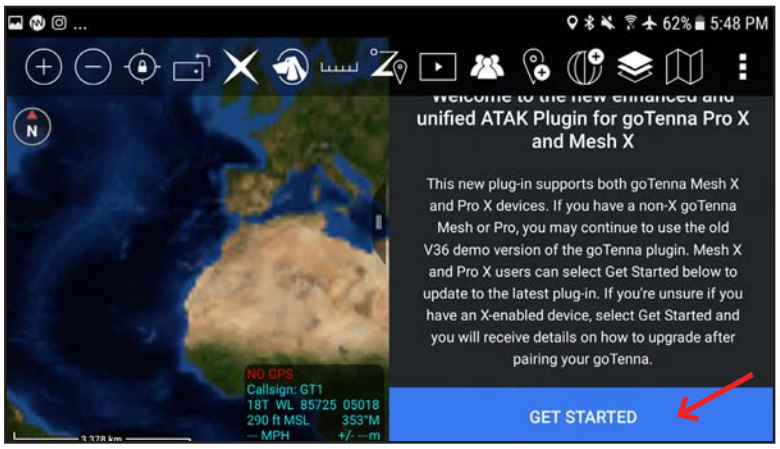
STEP 6

Finally, you'll select the frequency set assigned. Your Admin will determine which frequency sets are available to you. If you're missing frequency sets, contact your goTenna Pro Admin user. You're now able to explore the goTenna ATAK Plugin.



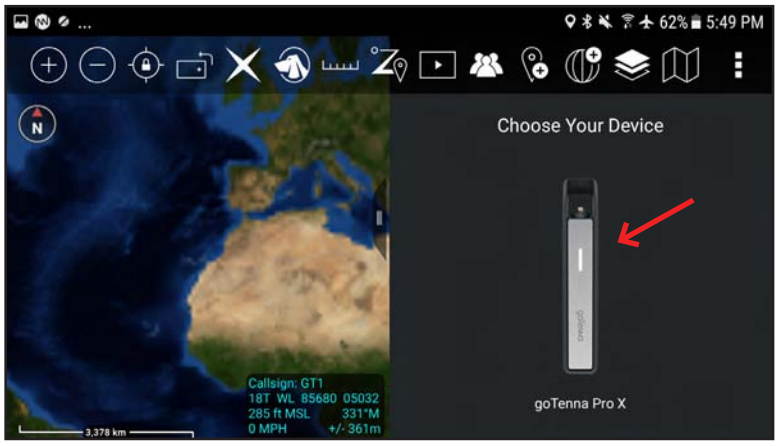
STEPS 1

Once the ATAK plugin is downloaded and installed, proceed into the ATAK menu and select **goTenna**.



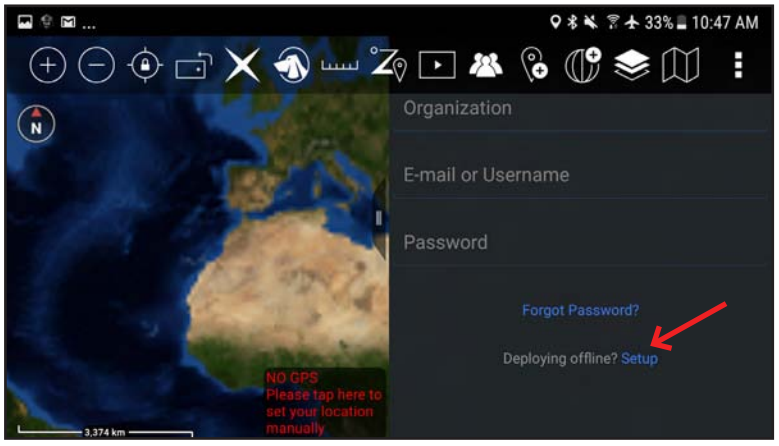
STEP 2

On the Welcome Screen select **Get Started.**



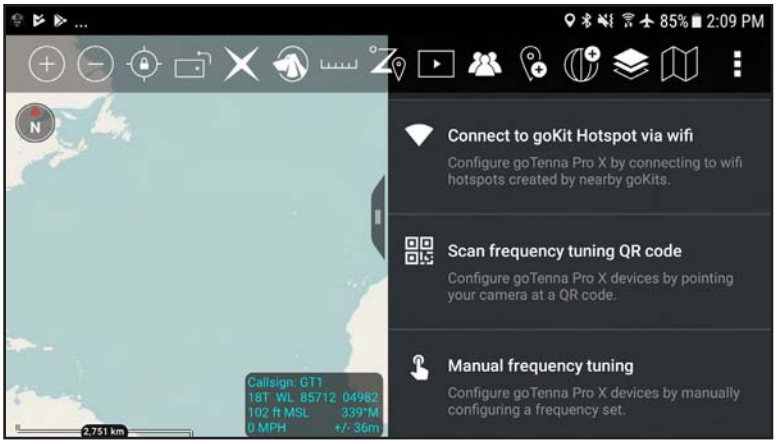
STEP 3

Select the goTenna Device you are using: **goTenna Pro-X** and follow instructions on screen to complete pairing process.



STEP 4

At the login screen, below user credentials scroll down and select **Setup** next to deploying offline.

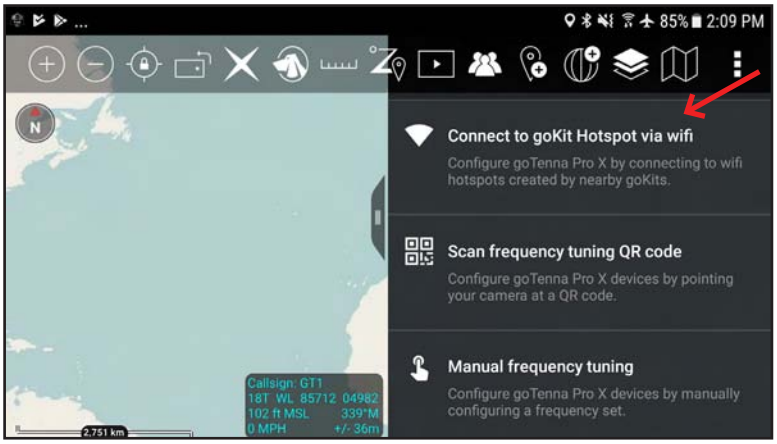


STEP 5

On the Offline Deployment screen choose preferred deployment option.

a. Connect to goKit Hotspot via WiFi (Starts Pg. 5)
b. Scan frequency tuning QR code (Starts on Pg. 6)
c. Manual Frequency Tuning (Starts on Pg. 8)

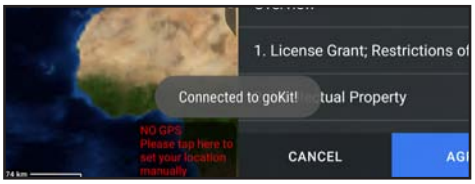
Deploy Offline (Continued): Connect to goKit Hotspot via WiFi

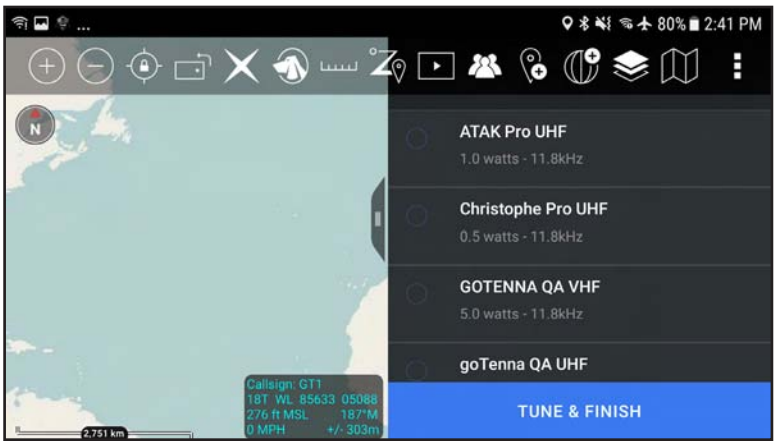


STEP 1

Select Connect to goKit Hotspot via wifi.

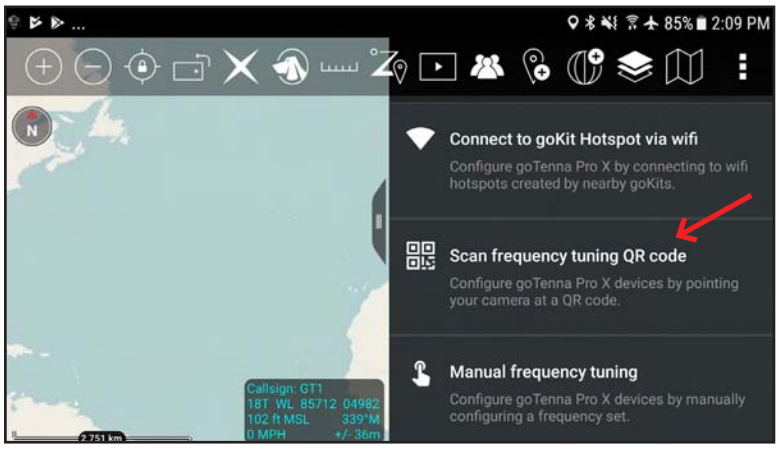
Note: If not connected, go to wifi settings, select the goKit and enter the wifi passcode. Once connected, a notification will appear in the app stating you are logged into the goKit wifi.





STEP 2

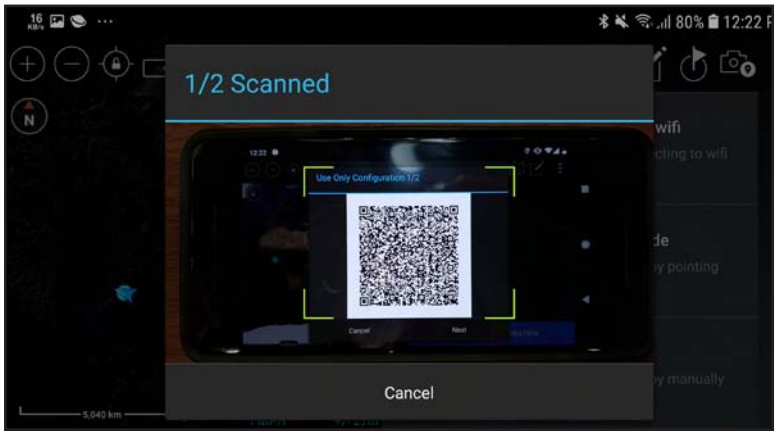
A menu will appear with the frequency sets loaded on the goKit. Select the frequency set then select Tune and Finish.



STEP 1

Create QR code from a phone or goKit.
Select **Scan frequency tuning QR code.**

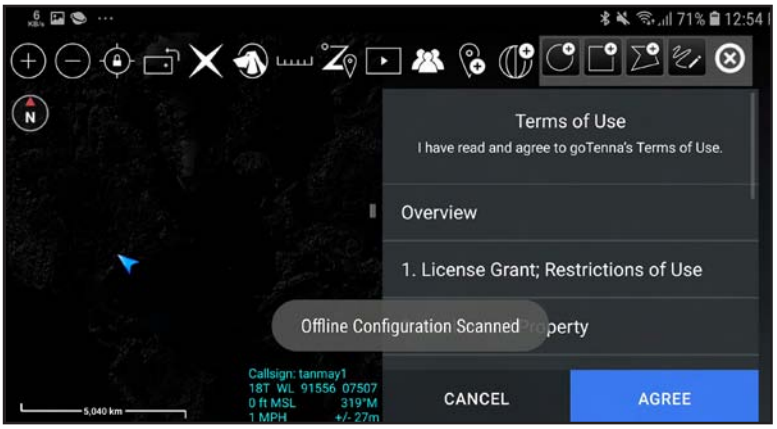
Note: Using versions 1.2 and higher will not work with QR codes generated by the 1.1 plugin.



STEP 2

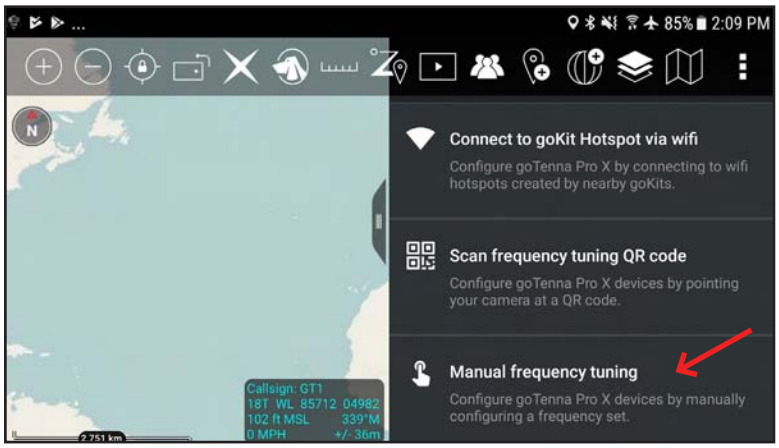
Position the QR scanner over the QR code to retrieve the frequency sets. Use the green squares as a guide for positioning the camera.

Note: You may be prompted to scan multiple QR codes depending on the number of frequency sets shared. The phone or goKit that is displaying the QR code will display the total number of QR codes on the top of the screen. After scanning the first code, select next to display the followings QR codes and scan one at a time.



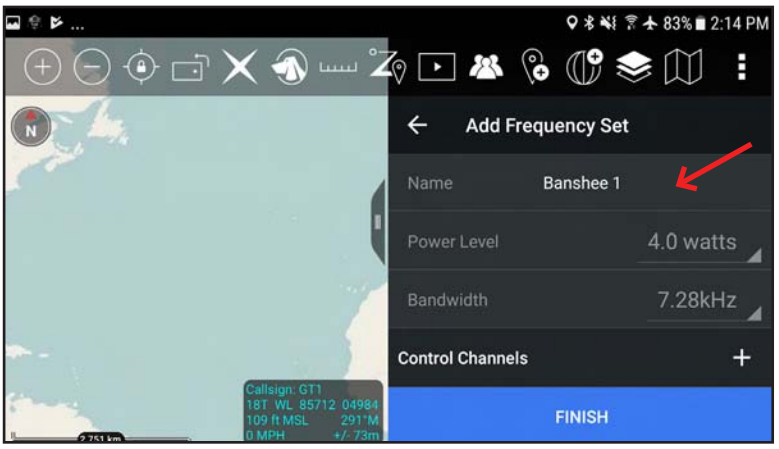
STEP 3

Once the frequency set is scanned an on-screen notification will tell you that the frequency sets have been saved.



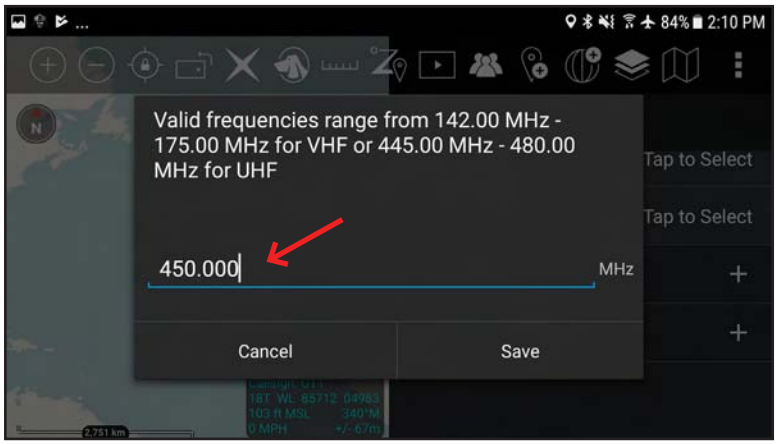
STEP 1

Select manually enter frequency sets.



STEP 2

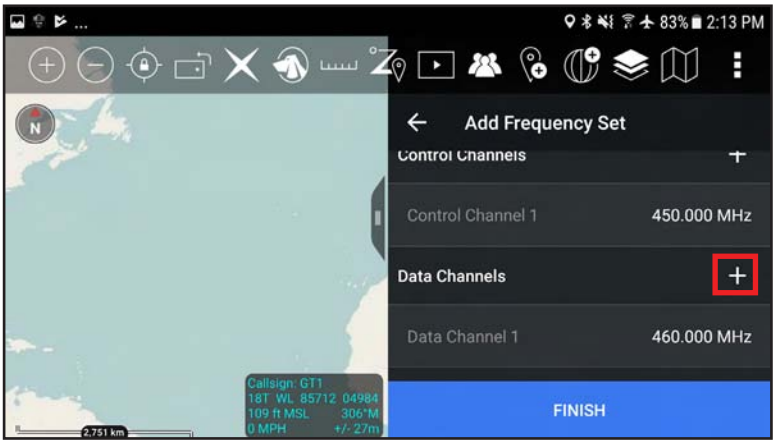
Enter the frequency details.
Enter a unique name, select power level and bandwidth.



STEP 3

Enter control channels. Select the plus button and enter the Frequency.

Note: Valid frequency ranges from 142.00 MHz – 175.00 MHz for VHF or 445.00MHz – 480.00 MHz for UHF. Minimum of 1 channel and a maximum of 3.



STEP 4

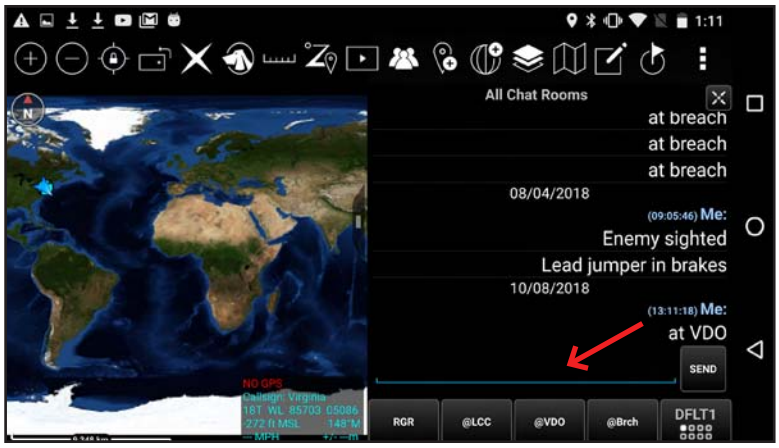
Enter data channels. Select the plus button and enter the frequency.

Note: Valid frequency ranges from 142.00 MHz – 175.00 MHz for VHF or 445.00MHz – 480.00 MHz for UHF. Minimum of 1 channel and a maximum of 13.

When finished a notification will alert you that the frequency sets are saved.

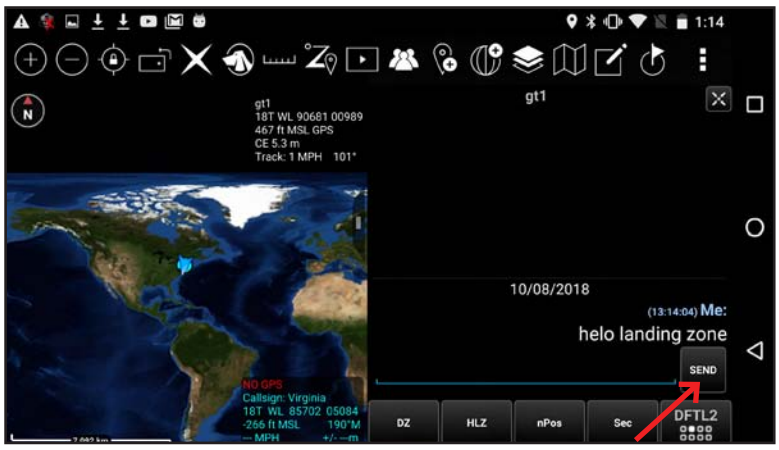
STEP 1

To open the Chat tool, select the Chat icon within ATAK. Then, select All Chat Rooms for broadcast or select a user for 1-to-1 messaging.



STEP 2

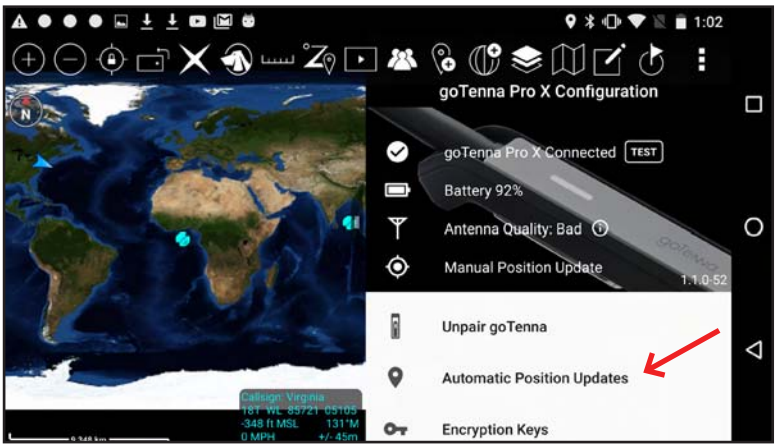
Tap the text field to type your message.
You can also use the ATAK automessages.



STEP 3

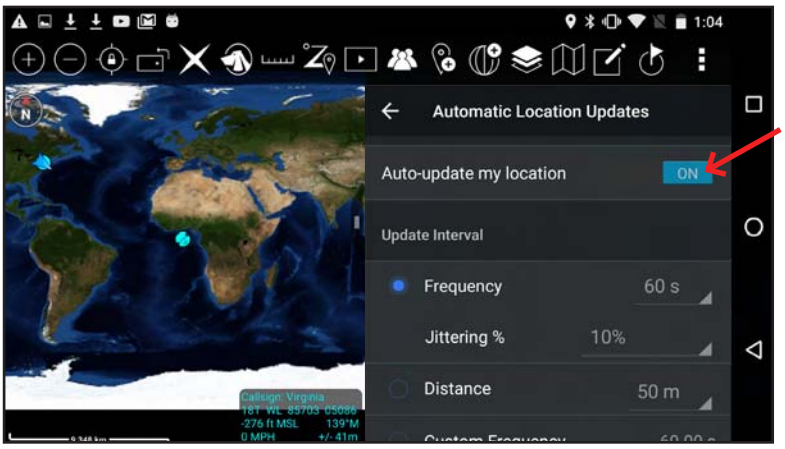
When your message is ready, tap **SEND.**

Note: In the event that a message is not received by the intended end user, the goTenna Pro X firmware will retry sending that message up to 3 times. Any messages older than 5 minutes will be ignored.



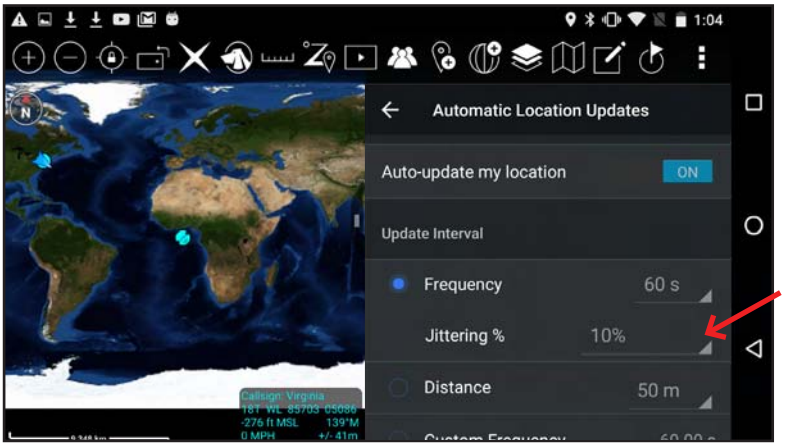
STEP 1

From the goTenna plugin menu select **Automatic Position Updates**



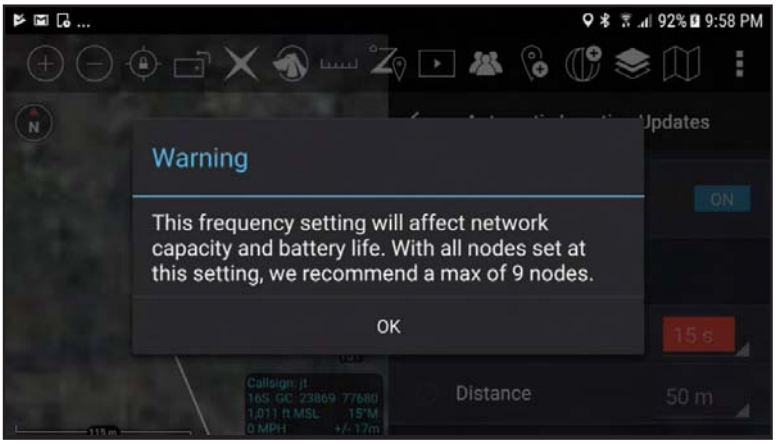
STEP 2

Toggle Automatic Locations on or off. Here, you'll also select the cadence at which you'd like to share your location, or, you can opt to share your location based on distance traveled.



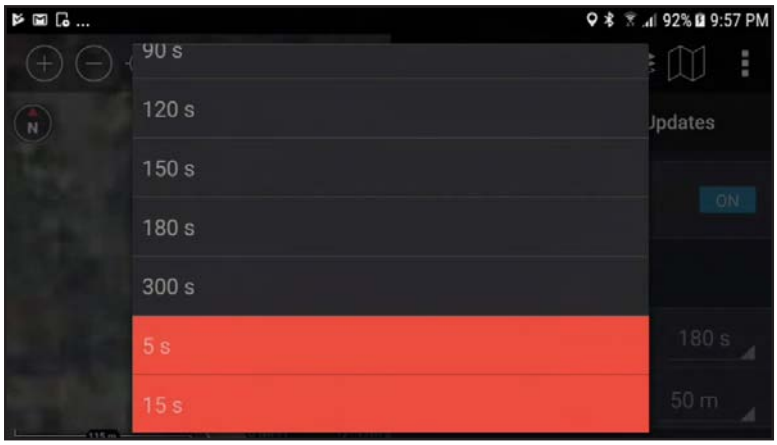
STEP 3

Jittering will change the automatic location update time interval randomly to make your PLI transmissions less detectable to artificial intelligence powered spectrum analyzers. You can select a jittering percentage between 5-25%. The update interval will change randomly between 0 and your selected percentage per transmission.



STEP 4

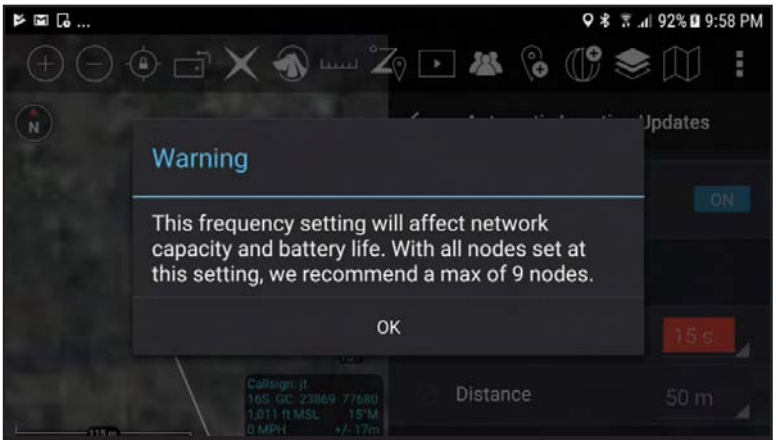
Note: 5 and 15 second updates will affect network capacity and we recommend a max of 9 nodes in operation while operating with this setting.



STEP 3

Tap **Frequency**

a. Select desired Auto-update interval



STEP 4

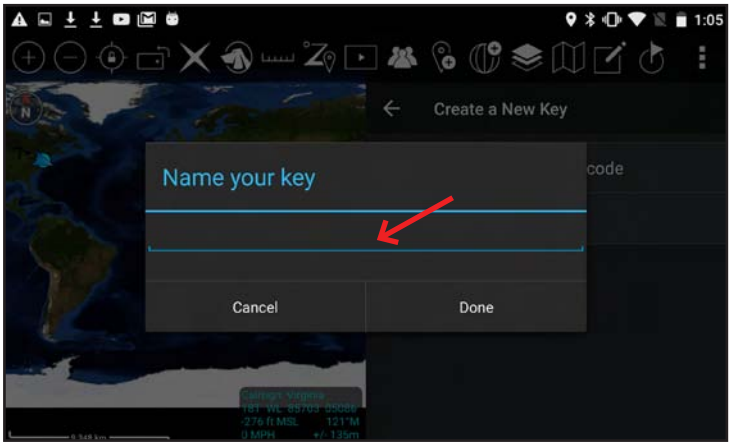
Note: 5 and 15 second updates will affect network capacity and we recommend a max of 9 nodes in operation while operating with this setting.

STEP 1

Select **Encryption Keys** from the Main Menu.

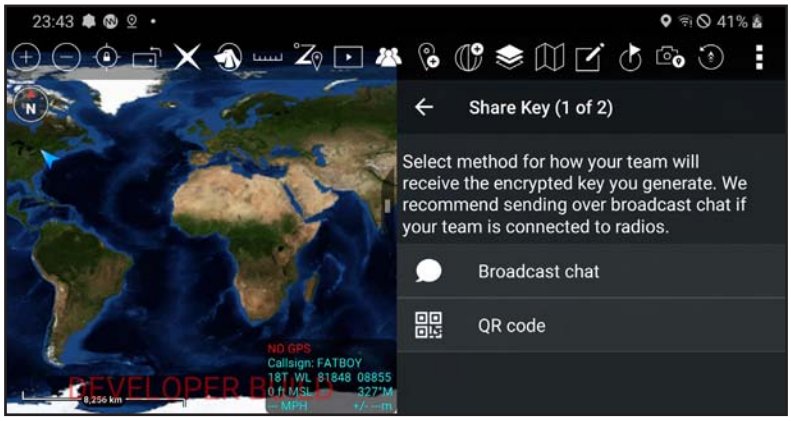
STEP 2

Select an encryption key to share or create a new one. To create a new key, select **Generate new Key.**



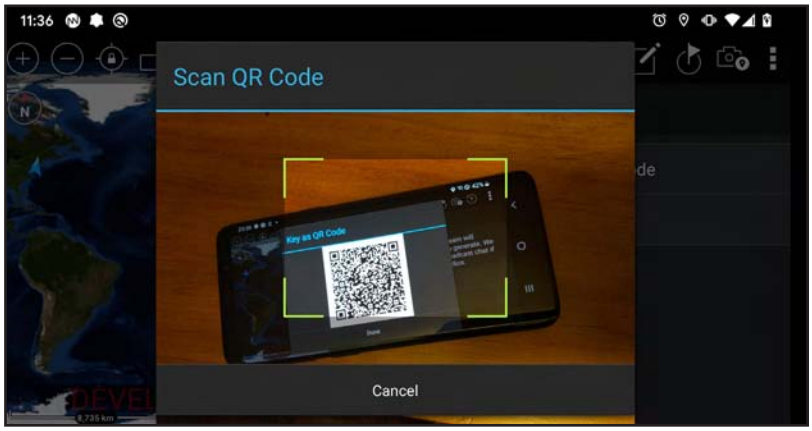
STEP 3

Name the new encryption key.



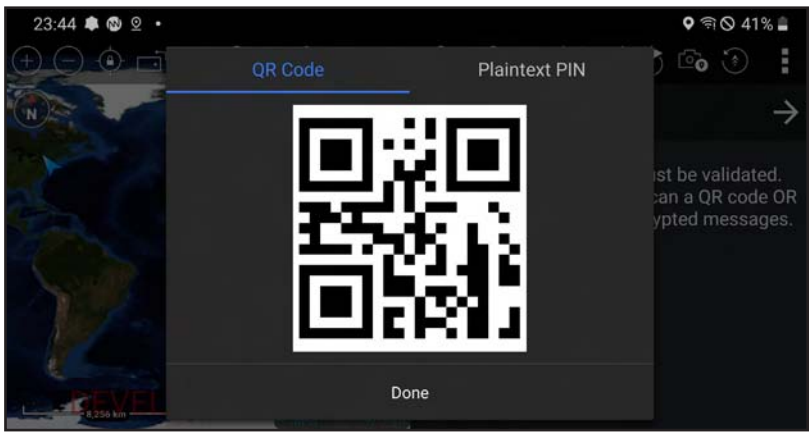
STEP 4

You may choose to either share your key via broadcast chat or via QR code. In order to send the key via broadcast chat, please ensure your team is tuned into the same frequency set. If sent via broadcast chat, your team members will receive a push notification on their device indicating that they have received a new encryption key.



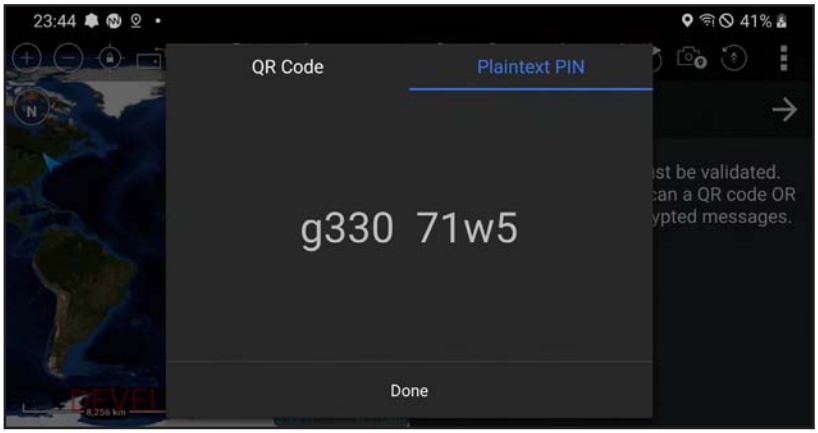
STEP 5

If QR code is selected, a QR code will appear on the screen for all team members to scan. Select the arrow to move on to key validation.



STEP 6

You may select to validate the keys via QR code or plaintext PIN. If QR code is selected, a QR code will appear on the the screen for all team members to scan.



STEP 7

If PIN is selected, a PIN will appear on the screen to be read to all team members for input on their devices. Select Done once all team members have validated the key.

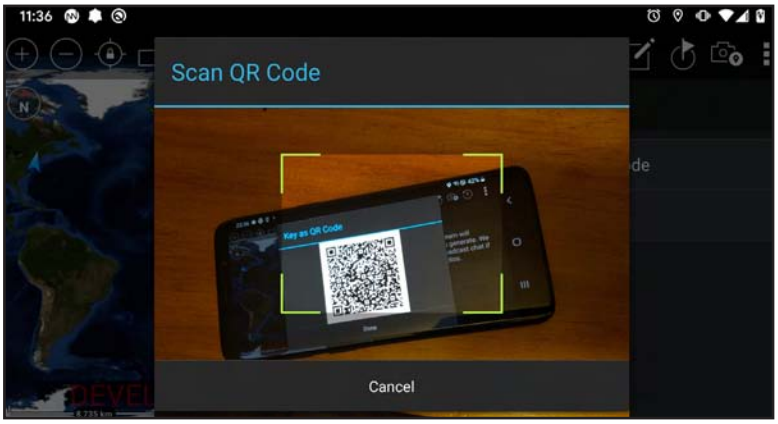
STEP 8

To enable the key, toggle "Encrypt Broadcasts" on and select the encryption key you'd like to use.

Turning on 'Ignore Unencrypted Messages' will help prevent spoofing from other non-encrypted devices using the same frequency set. If other radios tuned to the same frequency set transmit, your goTenna Pro X radio may receive those transmissions, but with this feature turned on ATAK will not display the messages.

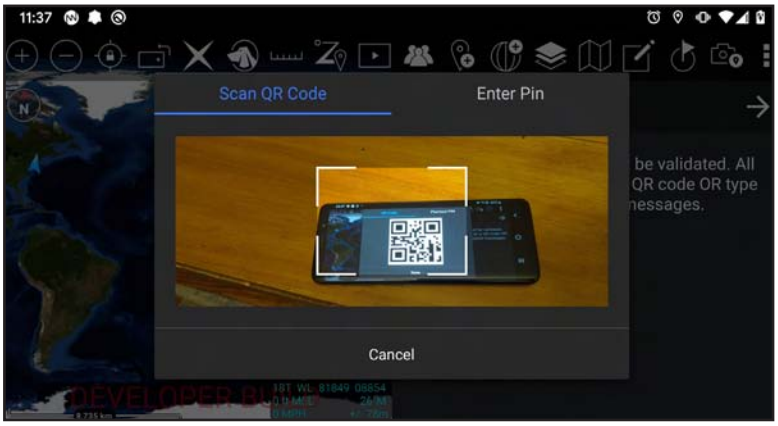
STEP 1

If you receive the encryption key via broadcast message from your team leader, you will receive a notification alerting you to validate the key. To scan a new key from your team leader, select "Acquire key via QR code".



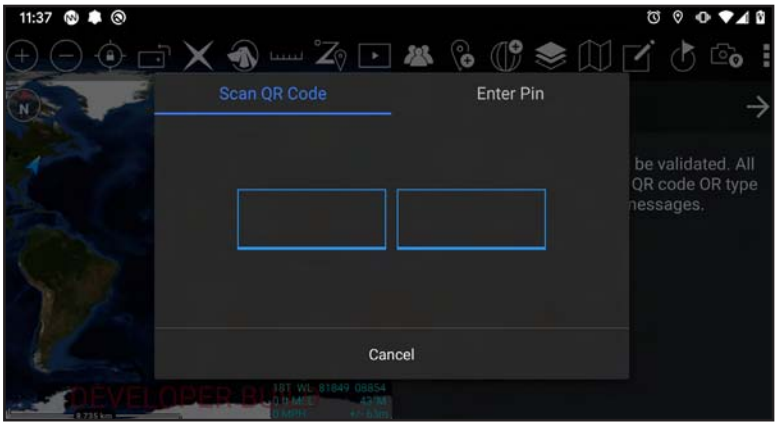
STEP 2

Scan the key that appears on your team leader's device.



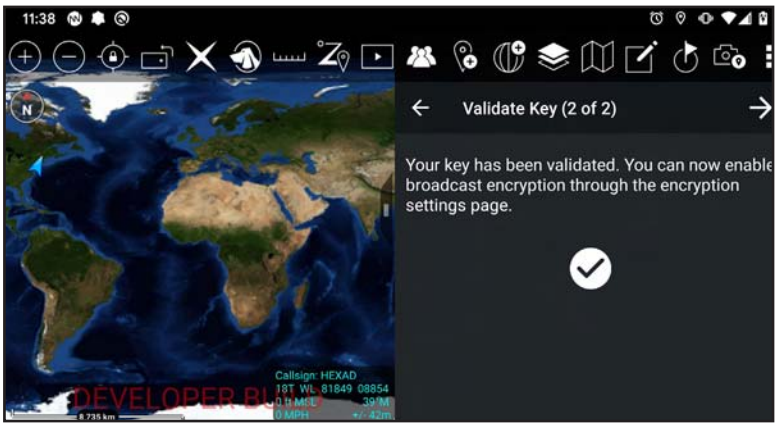
STEP 3

You may select to validate your key via QR code or plaintext PIN. If QR code is selected, you may scan the QR code.



STEP 4

If PIN is selected, a PIN entry area will appear on the screen to be completed with the PIN your team leader provides.

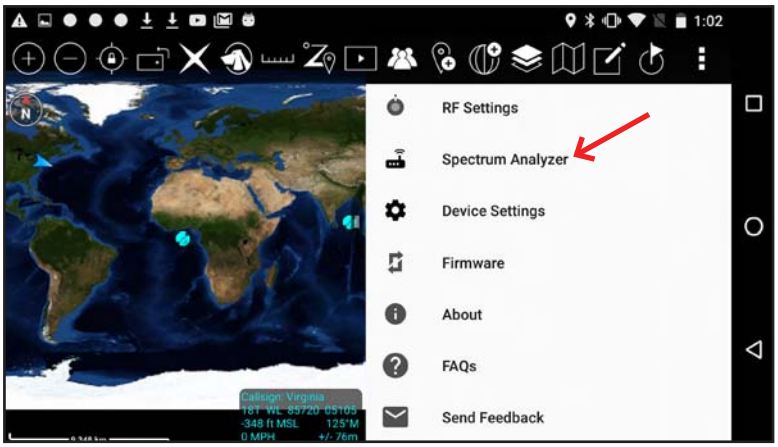


STEP 5

Once your key is validated, you will see a success screen. Select Done to navigate the encryption menu.

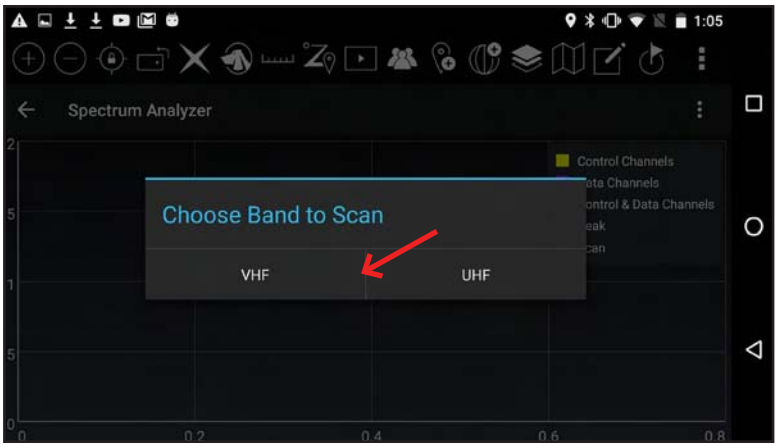
STEP 6

To enable the key, toggle “Encrypt Broadcasts” on and select the encryption key you’d like to use.



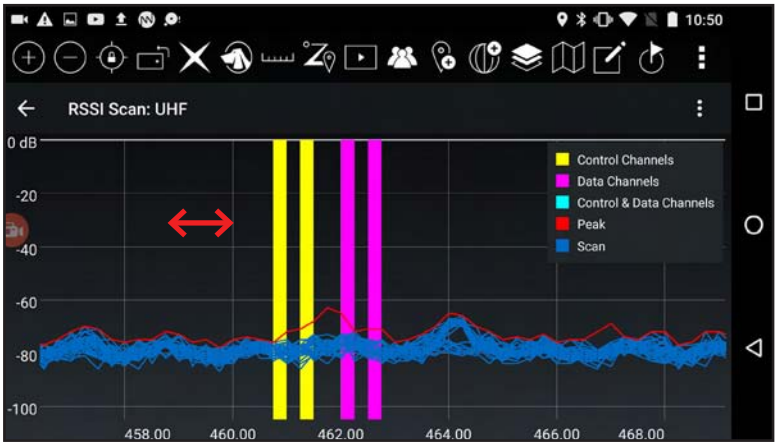
STEP 1

Select **Spectrum Analyzer** from the Main Menu.



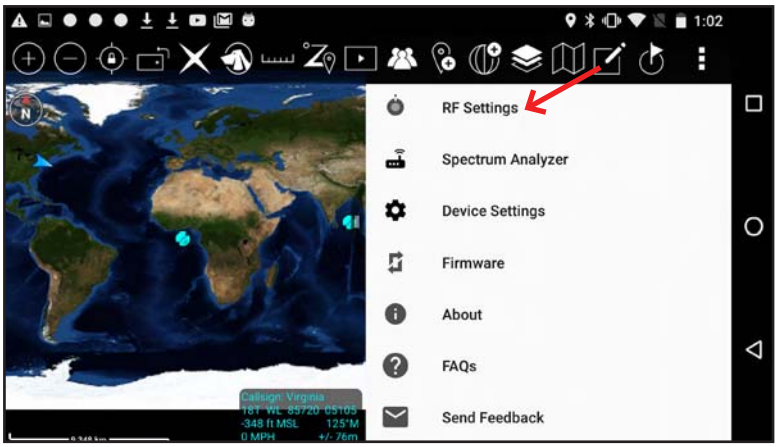
STEP 2

Select which band you'd like to scan for channel noise.



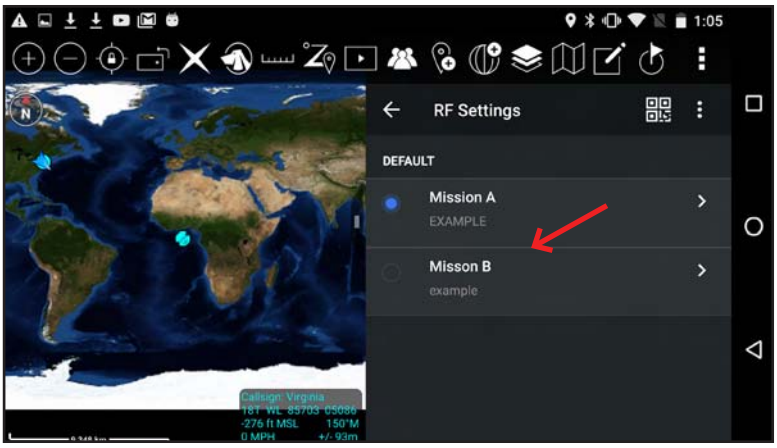
STEP 3

Use your fingers to zoom in and out on the Spectrum Analyzer tool. The peak level will show you where the most channel traffic lives. Evaluating channel noise will allow you to update frequencies to ensure transmissions are successfully received, if need be.



STEP 1

Service Users will have the option to adjust frequency tuning by selecting **RF Settings.**

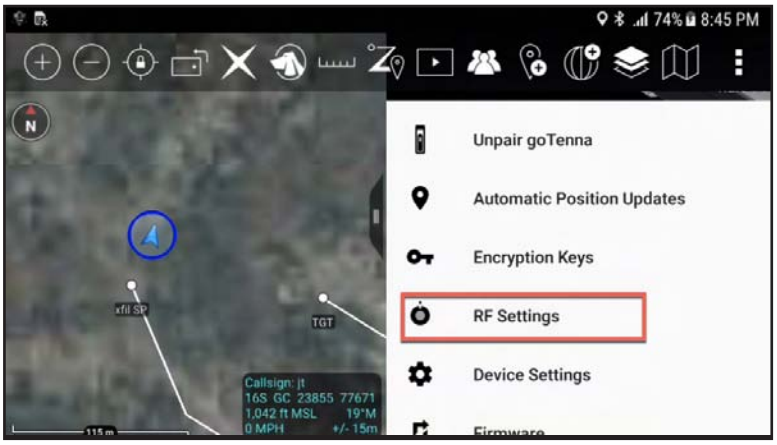


STEP 2

Select which frequency set you'd like to tune your goTenna Pro X device to.

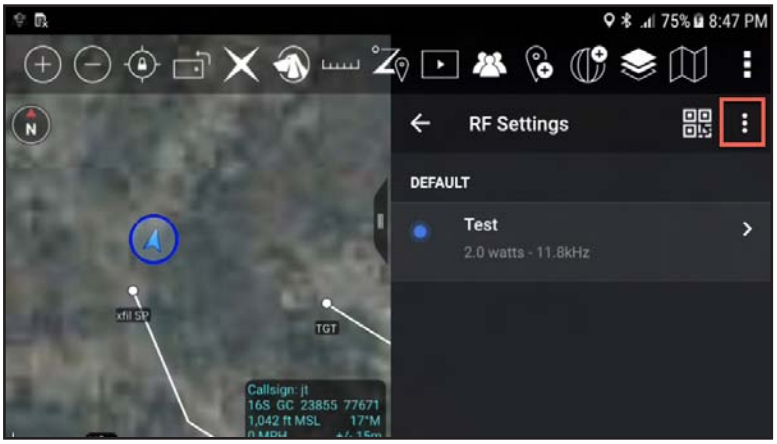
STEP 3

You can also fetch a new frequency set from the goKit. The QR icon will allow you to scan a QR code, with an associated frequency, in order to tune other teammates in the field.



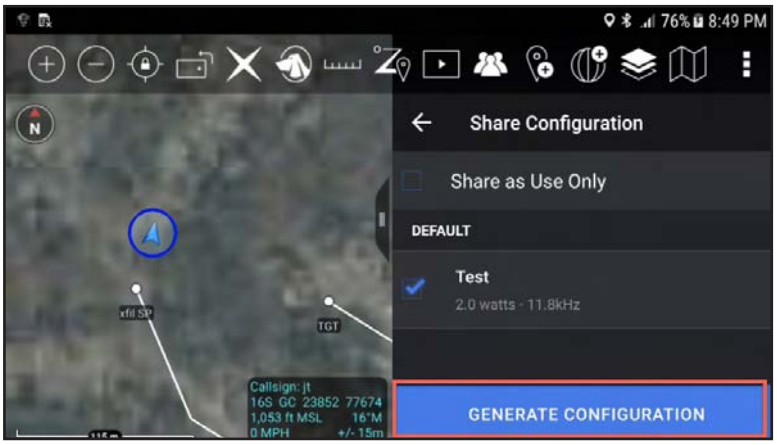
STEP 1

From the goTenna plugin menu select **RF Settings.**



STEP 2

Select the Menu in RF settings.



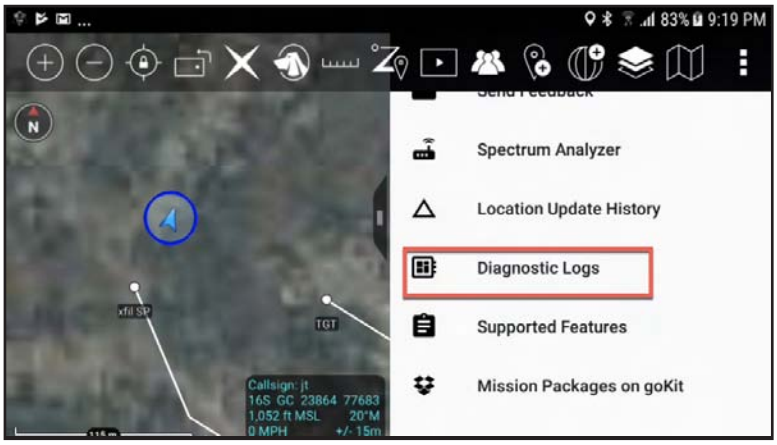
STEP 3

Choose **'Share Configuration'** from the menu

a. Share as use only will restrict this from being shared with other users.

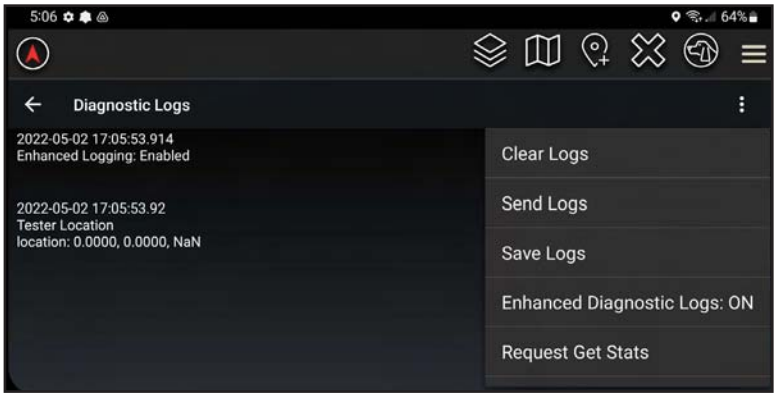
STEP 4

Select the frequency sets to share and tap **Generate Configuration** to create the shareable QR code.



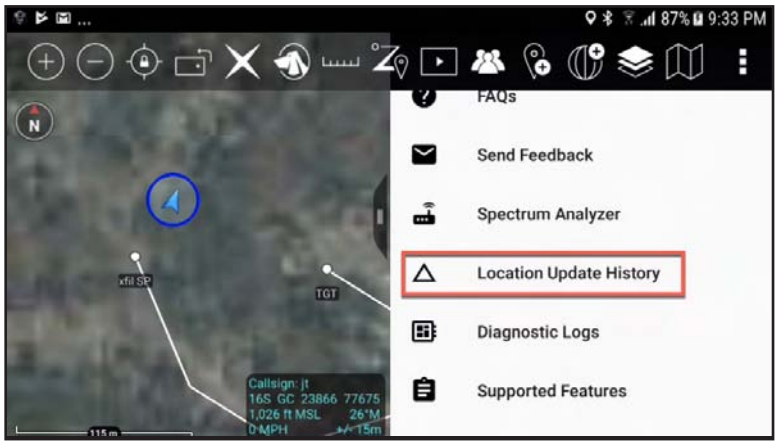
STEP 1

From the goTenna plugin menu select **Diagnostic Logs.**



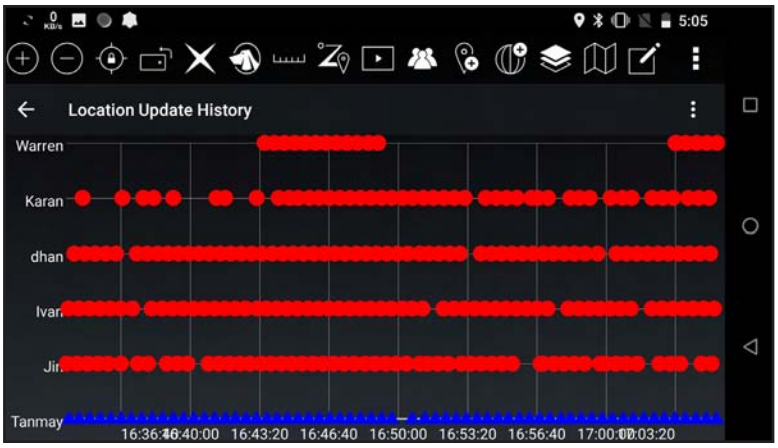
STEP 2

Navigate Diagnostic Log menu.
Turning on **'Enhanced Diagnostic Logs'** will add node relay data to your diagnostic logs. Use this feature if you would like goTenna's team to conduct an analysis of your deployment. Please contact prosupport@gotenna.com for more information.



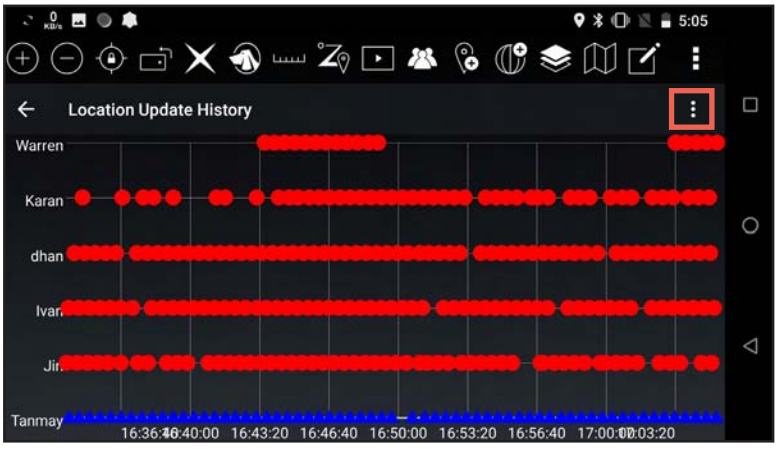
STEP 1

From the goTenna plugin menu select **Location History.**



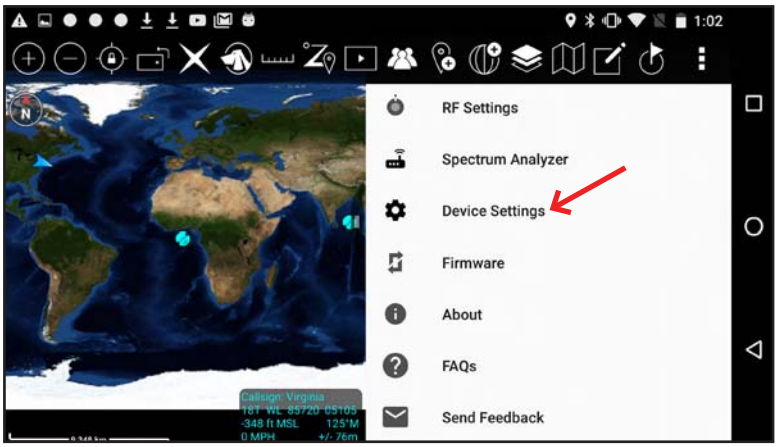
STEP 2

This feature allows you to visualize successful PLI sharing.



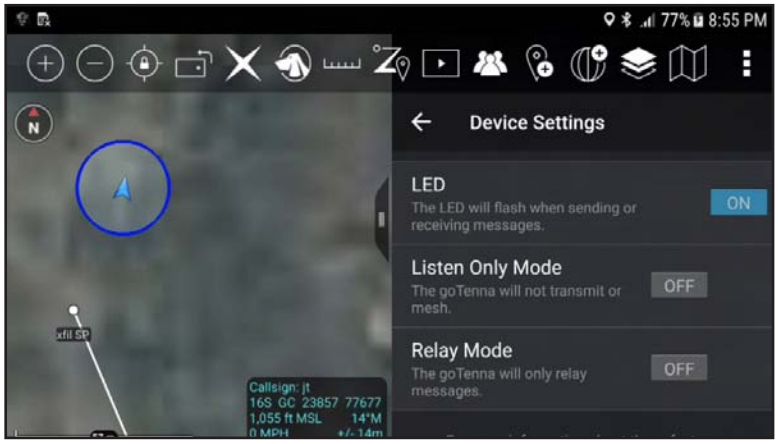
STEP 3

Clear or Download to .CSV from the Location History Menu.



STEP 1

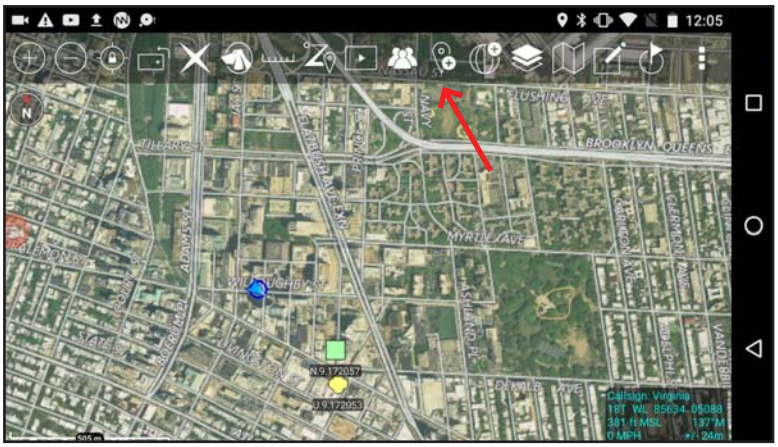
From the goTenna plugin menu select **Device Settings**



STEP 2

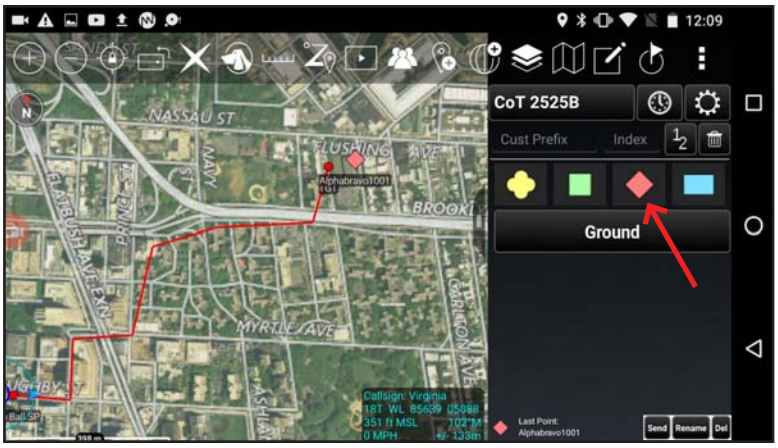
Toggle the desired function

- **a.** LED On/Off
- **b.** Listen Only Mode
- **c.** Relay Mode



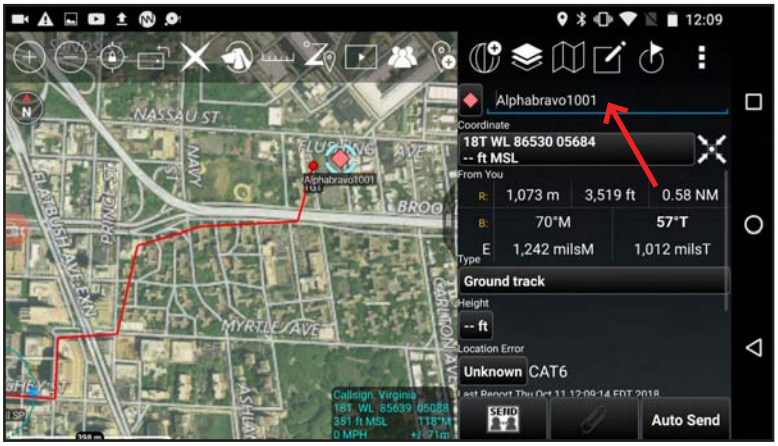
STEP 1

Select the **Point Dropper** tool.



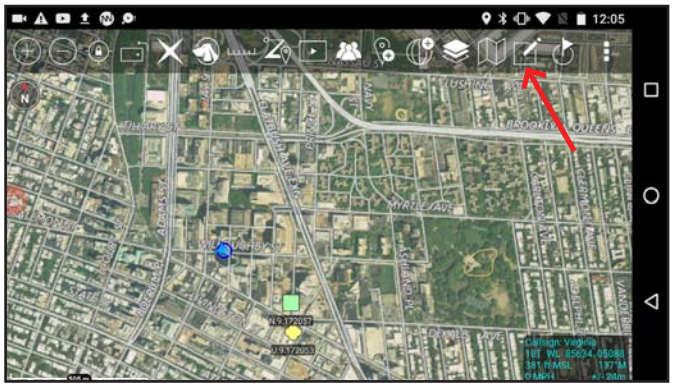
STEP 2

Select which type of point to place.
In order to use CAS 9 Line, select the red diamond.
This represents enemy points.



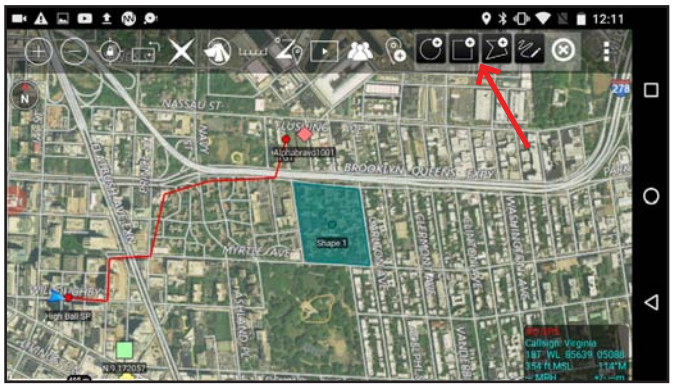
STEP 3

Once you've created and placed your point, if you'd like to add 9 Line detail, you can edit the point. You can name the target or point. You can also share the point with your team by selecting **Send.**



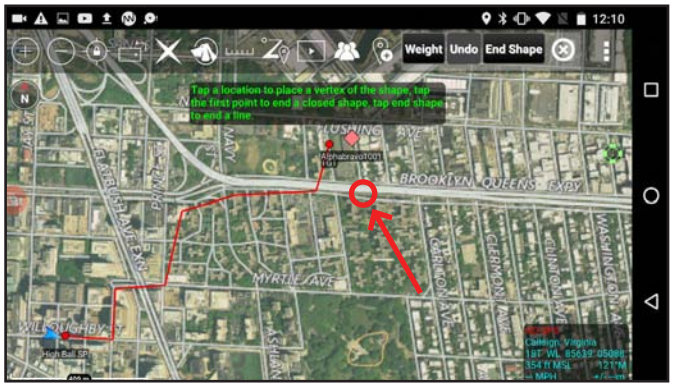
STEP 1

Select the **Drawing Tool.**



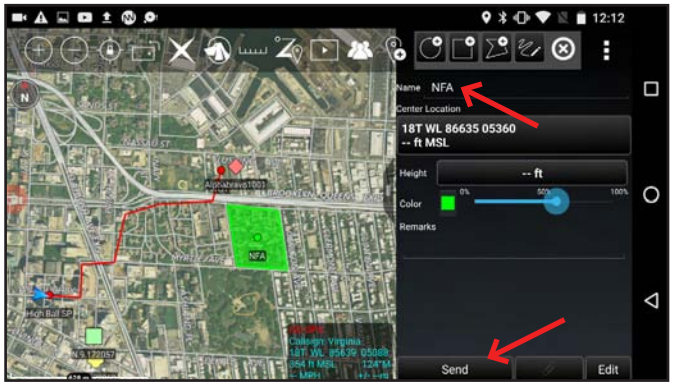
STEP 2

Select the shape you'd like to draw. You can draw shapes up to 8 points. The free draw is not supported by goTenna due to data constraints.



STEP 3

Tap to begin drawing the shape. Use your finger to continue drawing the shape until it suits your needs.

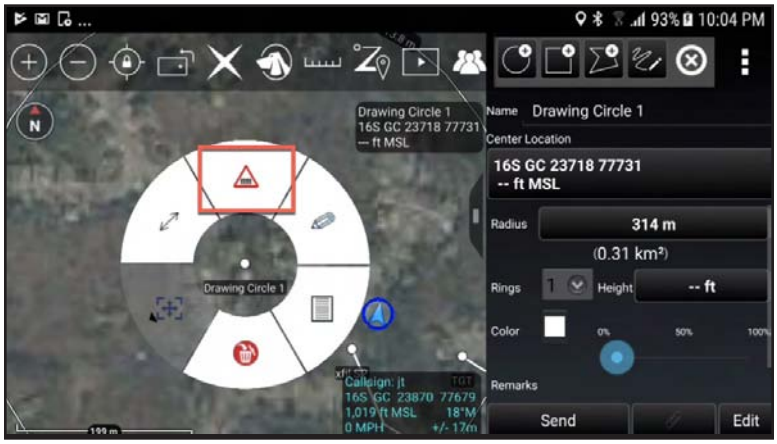


STEP 4

Now you can edit the shape. Update its name and share the shape with your team by selecting **Send.**

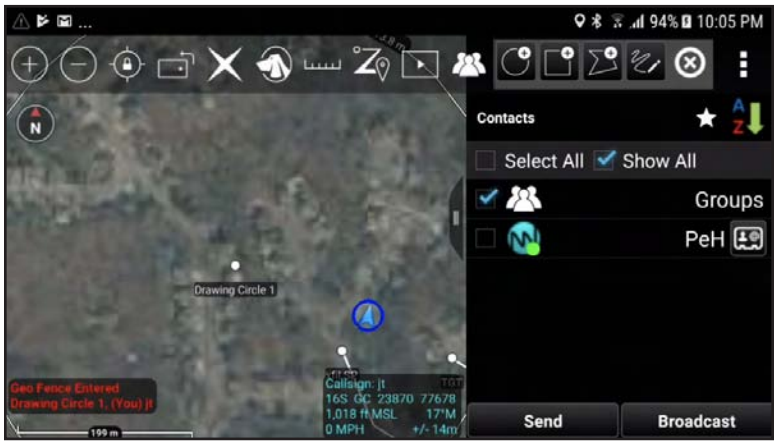
STEP 1

From the ATAK drawing menu, create Radial Object.



STEP 2

Select the Radial object and tap the GeoFence icon.

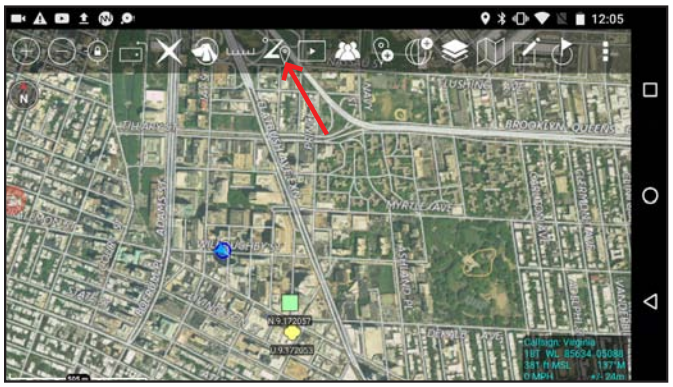


STEP 3

Tap **Send** to share GeoFence object.

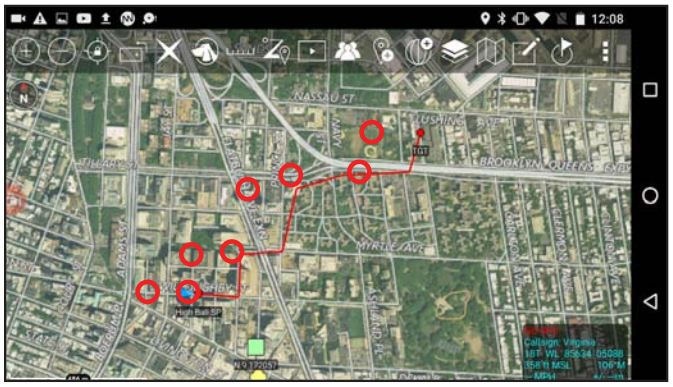
STEP 4

Select recipient and send.



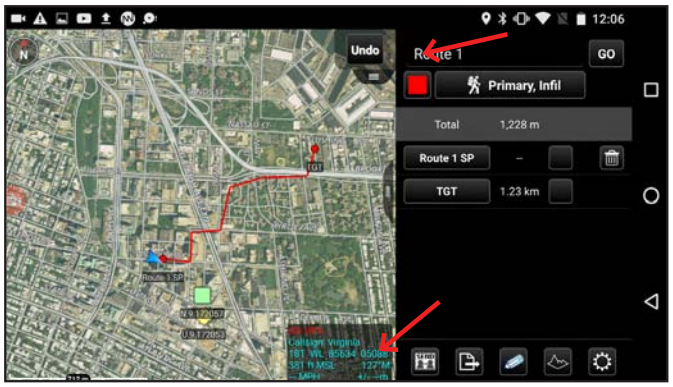
STEP 1

Select the **Route** icon.



STEP 2

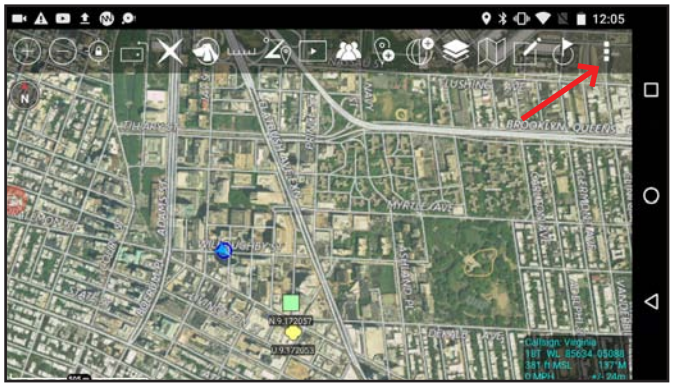
Select the '+' to draw a new route. Tap the screen in order to draw the path. You'll also have an option to indicate that this path is for walking, driving, etc. You can draw routes up to 8 points. The free draw is not supported by goTenna due to data constraints.



STEP 3

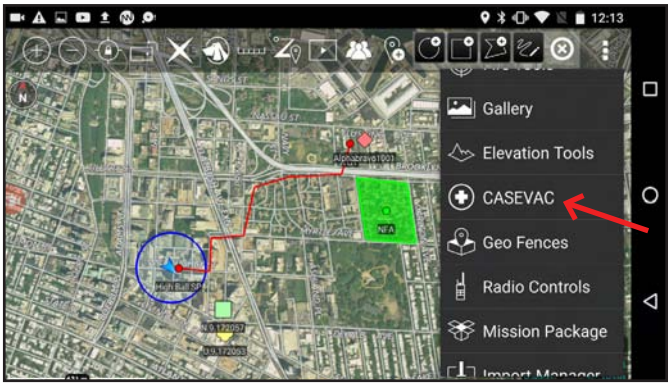
Edit the route in order to give it a distinct name. Here, you can also share the route with your team.

CASEVAC



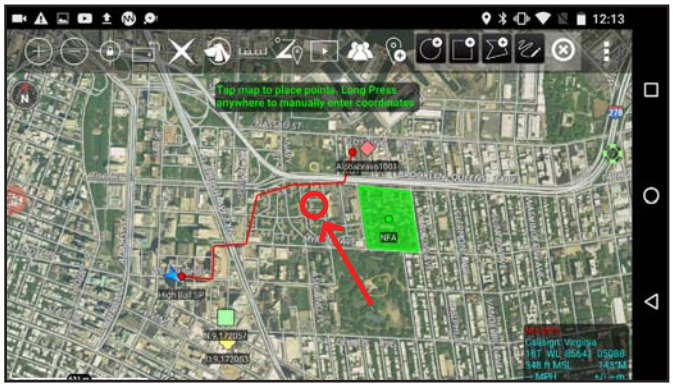
STEP 1

To share a call for casualty evacuation, select the menu icon.



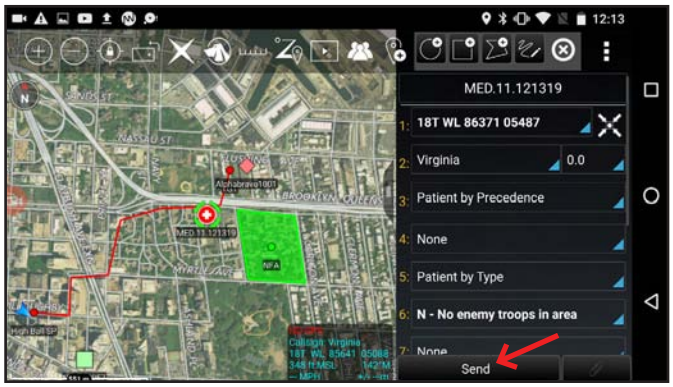
STEP 2

Select **CASEVAC** to begin recording patient information.



STEP 3

Tap to place the location for CASEVAC.



STEP 4

You can then add vital patient information and send the call for CASEVAC to the team.

Additional Core ATAK features supported by goTenna Pro

- **Point Dropper**
- 2525 symbols are fully supported
- **Drawing Tools**
- Polylines can have up to 8 points
- **Routes**
- Supports direction, method, type, order, and up to 5 waypoints.
- **CASEVAC**
- Title up to 25 character limit
- Lines 2-8 fully supported
- HLZ Terrain and Obstacles (Line 9) supports up to 25 characters
- Remarks are supported up to 25 characters
- **9-Line CAS**
- 1 weapon and timing can be transmitted
- Line 5: Custom description up to 25 characters
- Line 7: Marks of opportunity up to 25 characters
- Line 9: Custom up to 25 characters

Note: TAK Server Backhaul Compatibility
Data shared between users on ATAK through the goTenna Pro X network can be backhauled to a TAK server. At least one user on the goTenna Pro X network would need to be connected to that TAK server.

goTenna Pro Knowledge Base

For troubleshooting articles, electronic user guides, videos, case studies and other general support visit our knowledge base at:

support.gotennapro.com

Legal Documentation

For legal information, terms and conditions, and license agreements visit our legal page at:

gotenna.com/pages/legal

For additional support inquiries e-mail:

prosupport@gotenna.com

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LIMITED ONE-YEAR WARRANTY.

Except as set forth below, goTenna warrants to the original purchaser ("Purchaser") and/or the original end user ("End User" and together with Purchaser, the "Customer") of the Product that the Product will be free from defects in material and workmanship (the "Limited Warranty") for a period of one (1) year from the date of delivery of the Product to Customer ("Limited Warranty Period"). If goTenna determines, in its sole discretion, that the returned Product is defective and satisfies the conditions of this Warranty, then goTenna shall provide Customer with a replacement Product at no additional charge for the Product, within a commercially reasonable period of time. Unless otherwise notified by goTenna, you are responsible for returning the Product to goTenna at your expense, and for shipping costs associated with the replacement Product. The replacement may be a refurbished Product and not a new Product. Except where prohibited by applicable law, this warranty is limited to Customer, and is not assignable or transferable to any subsequent user or owner of the Product or any other third party. ANY CHANGE OR ALTERATION TO THIS LIMITED PRODUCT WARRANTY MUST BE AUTHORIZED IN WRITING BY GOTENNA.

Exceptions

This Limited Warranty does not cover Product accessories such as chargers, modifications, etc., any services offered to you by goTenna or any third party in connection with the Product, or blemishes, marring of appearance or general wear and tear.

This Warranty will be void and of no effect, and goTenna will have no liability hereunder for any of the following Product issues:

i. damage or defects to the Products caused by abuse, accident, neglect, improper handling, misapplication, or by failure to use the Product in accordance with an instructions for use that are provided with the Product;
ii. cosmetic damage, including, but not limited to, scratches or other physical damage to the surface of the Product;
iii. damage caused by exposure to moisture, dampness, sand, dirt, extreme temperatures or other extreme environmental conditions that exceeds the stated limits of the Product set forth in the Product specifications available on our Site;
iv. normal wear and tear of Product use;
v. damage caused by unauthorized opening, repair, or modification;
vi. the Embedded Software, including modifications to, or removal of, the Embedded Software or any other software;
vii. damage caused by fire, flood or other external causes;
viii. you are not the End User for use of the Product;
ix. or
x. any issues related to the App used in connection with the applicable Product.

This Limited Warranty does not, under any circumstances, cover the replacement of or reimbursement for any electronic device or other item that is not a Product.

How to Make a Claim under the Limited Warranty

All Warranty claims must be made by e-mailing support@gotenna.com (and including in the subject line: Warranty Claim). All Products must also be returned to goTenna with the original or copy of a sales receipt for the returned Product prior to the expiration of the Limited Warranty Period. Incomplete returns will not be accepted. We are not responsible or liable for Products that are damaged or lost in transit from you to goTenna. goTenna recommends that you ship your returned Product to us via a trackable shipment method.

goTenna will evaluate your claim (typically within 15 business days after receipt of the returned Product), and determine whether the returned Product is covered by the Limited Warranty. If goTenna determines that the returned Product is not covered by the Limited Warranty, then goTenna will ship the returned Product back to you at its expense. If goTenna determines that the returned Product is covered by the Limited Warranty, then you will receive a replacement Product as set forth in the section of these Product Terms entitled, "Limited One-Year Warranty."

Sole and Exclusive Remedy

Your sole and exclusive remedy for any breach of the Limited Warranty, and our sole and exclusive liability, is to provide a replacement for the defective Product as set forth in the section of these Product Terms entitled, "Limited One-Year Warranty". Replacement Products are covered by the Limited Warranty for the remainder of the Limited Warranty Period that applied to the original Product that was replaced.

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Indemnification.

You agree to defend, indemnify, and hold goTenna, our affiliates, and our and their respective shareholders, officers, directors, employees, agents, successors, and assigns harmless from and against any damages, liabilities, losses, expenses, claims, actions, and/or demands, including, without limitation, reasonable legal fees, arising or resulting from: (i) your breach of these Product Terms, or (ii) your negligence or willful misconduct in using the Product including Embedded Software (including any claims of property damages or personal injury). We will provide notice to you of any such claim, suit, or proceeding and will assist you, at your expense, in defending any such claim, suit, or proceeding. We reserve the right to assume the exclusive defense and control (at your expense) of any matter that is subject to indemnification under this section. In such case, you agree to cooperate with any reasonable requests assisting our defense of such matter.

Miscellaneous.

These Product Terms and any action related thereto will be governed by the laws of the State of Delaware without regard to its conflict of laws provisions. You hereby irrevocably and unconditionally consent to the personal and subject matter jurisdiction of the federal and state courts in the State of Delaware for purposes of any dispute.

Our failure to act on or enforce any provision of these Product Terms will not be construed as a waiver of that provision or any other provision in these Product Terms. No waiver will be effective against us unless made in writing, and no such waiver will be construed as a waiver in any other or subsequent instance. Except as expressly agreed by us and you in writing, these Product Terms constitutes the entire agreement between you and us with respect to the subject matter, and supersedes all previous or contemporaneous agreements, whether written or oral, between the parties with respect to the subject matter. The section headings are provided merely for convenience and will not be given any legal import. These Product Terms will inure to the benefit of our successors, assigns, licensees, and sublicensees.

- This equipment is not suitable for use in locations where children are likely to be present.
- Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.
- goTenna Pro X2 charging voltage is 8.4v.
- goTenna Pro X2 antenna shall not exceed +8.15 dBi gain.

Caution

IMPORTANT! Changes or modifications not expressly approved by goTenna could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference.
(2) This device must accept any interference received, including interference that may cause undesired operation.
This device has been tested for RF emissions and has been deemed safe for human exposure as determined by the FCC and ISED SAR testing standards.

Canada, Industry Canada (IC) Notices

This device complies with Industry Canada licence-exempt RSS standard(s). 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 of the device.

Cet appareil est conforme à la norme RSS d'Industrie Canada exempte de licence. Son fonctionnement est soumis aux deux conditions suivantes:
(1) Ce dispositif ne doit pas causer d'interférences nuisibles, et **(2)** cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable.

This equipment complies with portable radiation exposure limits set forth for controlled environment.

Cet équipement est conforme aux limites d'exposition aux rayonnements portables fixées pour un environnement contrôlé.

Important Safety Information

This radio is intended for use in occupational/controlled conditions where users have full knowledge of their exposure and can exercise control over their exposure to meet the occupational limits in FCC and International standards. This radio device is NOT authorized for general population consumer use. This product is designed, manufactured, and tested to comply with all applicable national and international regulations for human exposure to radio frequency electromagnetic energy.

For more information on what RF energy exposure is, and how to control your exposure to ensure compliance RF exposure limits, consult the following websites:

https://www.fcc.gov/
https://www.osha.gov/
https://osha.europa.eu/en
http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf11467.html
http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html

Note: 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 equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an output on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

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