

## Essential instructions - THURAYA S02510




## General Guidelines - “all you need to know”

1. If we have provided a Thuraya SIMcard it is inserted the phone and the phone number is marked on the phone
2. If you are using your own **GSM SIMcard** (e.g. Swisscom, Orange, etc.- NB prepaid GSM SIMcards do not work) – take off the battery and insert your GSM SIMcard as indicated. NB. The SO2510 using a GSM SIM will function in Satellite mode when making calls!
3. Under most circumstances – in satellite mode - the phone has to be used outdoors to find a satellite – pull out the antenna
4. Make sure that the battery is fully charged – keep one charged all the time.
5. THURAYA is a satellite communication system – there may be occasions when you have to wait a few minutes for proper satellite connection. Furthermore the quality of the line may vary and on occasion there may be an interruption of your conversation.
6. When calling a satellite phone from a fix line – there may be a few (15) seconds without the caller hearing a calling-tone – this is normal but you may want to tell people that are expected to call you.
7. satellite communication system is “slower” than GSM – be patient ...
8. When dialling out from a satellite phone in SAT mode – you must always add a country-code (even of the country that you are in if calling locally)
9. Please familiarise yourself with the phone prior to departure and call us if you have a problem
10. For 24/7 worldwide **customer support** dial +44 1722 420 750 – mention that you are a Marine Electronic SA / Satellite Communication .CH customer
11. In case of an **emergency** – such as search & rescue contact REGA


Within Switzerland # 1414  
From abroad # +41 333 333 333



To switch on the phone

- Press on  – wait for confirmation that the phone has found a GSM or satellite network – minimum 3 lines in the upper left corner and the name of the network marked / indicated on the screen – this may take several minutes!
- If the phone does not lock on to satellite or network it could be because has not been used for a long time, or has been switched off and you have moved i.e. abroad you may need to re-initialize and re-register the unit. – 1<sup>st</sup> try “a” again if the problem continues - see instructions below

To make a call

- Dial the desired number confirm by pressing  – if used in satellite mode you must always include + (international call code) and country-code - even if calling within the same country
- Please remember that this is sophisticated Satellite communication equipment but it can happen that the phone call does not go through the first time or that you get disconnected. This is most likely because of you specific location, in such a case move a few meters and try again



satellite communication.ch

### Initiation of the Thuraya after travel or long period of non-use

If your phone has not been used for a number of days, or has been switched off and you have moved location (i.e. abroad) you will need to re-initialise and re-register the unit. This procedure must be followed when you are in clear view of the sky and have a clear line of sight to the Thuraya satellite.

1. Switch unit on.
2. Press Menu.
3. Scroll to Navigation.
4. Select Continuous Position.
5. Wait until the Lat/Long is displayed. To view the number of visible satellites, scroll left on the keypad. You will need at least 4 GPS satellites to acquire a connection.
6. Return to the front screen using the red button
7. In Menu go to Network.
8. Select Network Mode.
9. Change to Manual.
10. The unit will then search.
11. After a period of time Thuraya will appear.
12. Select Thuraya
13. Select Network Mode again
14. Change to Automatic
15. Return to the front screen using red button
16. If registration fails repeat steps 7-15

### If there is a serious problem to lock onto the Thuraya Network

Make sure that you are in the clear view of sky & the antenna is fully extended

**Please make factory reset as follows (you may lose saved information):**

1. Menu – Security - restore factory Settings.
2. Security Code : 0000

If you have got the GPS position, please follow with Step 5 – if not proceed as follows

1. Scroll to Navigation.
2. Select Continuous Position.
3. Wait until the Lat/Long is displayed. To view the number of visible satellites, scroll left on the keypad. You will need at least 4 GPS satellites to acquire a connection.
4. Return to the front screen using the red button
5. In Menu go to Network.
6. Select Network Mode.
7. Change to Manual.
8. The unit will then search.
9. After a period of time Thuraya will appear.

10. Select Thuraya
11. Select Network Mode again
12. Change to Automatic
13. Return to the front screen using red button
14. If registration fails repeat steps 7-15
- 15.

### How to send SMS to an Email address from your Thuraya

- Select Menu
- Scroll... Select "Messages"
- Scroll... Select "Write a Message" and compose your message
- Press "Options"
- Scroll... Select "Format"
- Select... "Email"
- Scroll... Select "Send"
- Type in the email address in the window
- Select "Next"
- Submit email center number: 1200

### Send GPS position by SMS

You can store information about a current location, and send by using SMS service (this can be extremely important in case of a serious incident!)

#### Send GPS Coordinates Through SMS...

- Go To "Menu"
- Select "GPS Manager"
- Select "Current Position"
- Upon reading the GPS Coordinates, press "Options"
- Select "Send As SMS"
- Type the Mobile Number you would like to send the SMS
- Press "Send"



### Voice Mail (Combox)

The Voice Mail Service (VMS) from Thuraya works like an answering machine and stores messages when you have your phone switched off or the line is busy. The symbol shown to the right indicates that a message is stored in your voice mailbox. (Note: some service providers do not support the symbol indicator). You can listen to it by dialing the short code 123 alternately, from an ordinary phone dial 0088216 100123.

### Checking remaining balance on a THURAYA Prepaid SIM-cards

#### By dialing 151

- Register your phone in the Thuraya network: you should see "THURAYA" on the screen and the stable satellite level indicator on the upper right corner of the screen
- Dial **151** toll-free to check your current balance

#### On the Web

- Visit <http://bills.thuraya.com>
- Select type of account to be viewed: PREPAID
- Type in the last 8 digits of your Thuraya telephone number (after 88216)
- Type in your Web password (see Notes below)
- Click "OK" to view your account balance and status

### Purchase additional airtime on THURAYA prepaid SIMcard

- If you need more airtime you can contact us – indicating the number of your THURAYA and we will charge the card for you and then send you an invoice.
- Alternatively "do-it-yourself" via following link  
<http://www.thuraya.com/content/thurayarecharge-2.html>

### Upgrade Thuraya Firm- & Software

To configure your Thuraya for Internet and Email – you have to make sure you have the latest Firm & Software:

1. Make sure you have the latest Firm & Software. From the handset select Menu > Security > S/W Version
2. Please download the latest upgrade software and firmware from SatCom's web site at <http://www.satcomgroup.com/support/?article=695>.
3. When the main menu appears, click "Thuraya SO-2510 Upgrader".
4. Click "Next".
5. The drivers will now install. Click "Finish" to complete.
6. Remove the rubber grommet from the bottom of the handset and attach the USB cable.
7. Insert a SIM card into the phone and power the handset on.
8. Attach the USB cable to your computer.

## Configure your PC or laptop to connect to Internet using the 2510 as a modem in Windows XP

Configure your personal computer to connect to the Internet using the Thuraya as a Modem in Windows XP. This article will apply to any method of connecting via data to the Thuraya satellite network.

### To define your phone as a modem:

1. Click next when the "Add new hardware" wizard appears. If prompted, choose continue anyway on the Windows Logo testing screen.
2. Repeat step 8 for all APsi hardware that appears.
3. Press exit on the main menu screen when complete.

### To create the dial-up connection:

1. Click Start>Settings>Control Panel.
2. Double click on "Network Connections".
3. Click on "Create a New Connection" on the left-hand side.
4. Choose Connect Directly to the Internet.
5. Choose to setup your connection manually.
6. Choose "Connect using a dial-up modem".
7. Choose the "Thuraya SO-2510 USB Modem" that you created earlier.
8. Type in an ISP name (This can be anything).
9. Type in the phone number that you want to dial. For Thuraya Direct Internet, type 1722.
10. Type in the username and password for your connection. For Thuraya Direct Internet, the username and password must be blank.
11. Click "Finish" to create your connection.
12. To dial the connection, double click on the icon in Network Connections and choose "Dial".

Please note that these instructions are designed for use with Microsoft Windows XP Professional. The theory behind connecting a computer running Windows 98, ME, or 2000 Professional is the same, although the procedures vary slightly.

## THURAYA – procedure to setting up Emails using SG2510

Please note if you are going to use your own email server POP and SMTP please check with your email service provider that the account supports SMTP authorisation.

### GmPRS also needs to be activated on the SIM account

1. Power the phone up and select Menu > Messaging Settings > Email
2. Press the left hand key above the Green answer key to select Options.
3. Using the scroll keys press the down key and select Mailbox List.
4. Press options New > Select
5. Enter the Title: (this can be anything)
6. Enter your name: (this can be anything)
7. Enter your email address:
8. Server type "POP3"
9. Incoming server: (POP) e.g. pop.mailserver.com
10. Port 110
11. User ID: your login details to the mail server
12. Password: password for the mail server
13. Copy on server: Please select this option as if this option is not selected the email will be downloaded to the phone and not left on the server.
14. Outgoing server: (SMTP) e.g. smtp.mailserver.com
15. Port 25
16. Access Point: Thuraya GmPRS (please use the scroll keys to select this options)
17. Once the credentials have been inputted select Options > Done
18. Press close and return to the Email setup screen.
19. Make sure that the Current mailbox is selected to the mailbox you have just created. Scroll through the options and select how you wish to the mail to be downloaded. (Please consult your IT department if you are unsure with this step)
20. Please now select Options > Done to save changes

### To receive email please follows the below

- 1) Menu > Messaging > Inbox
- 2) Scroll to the third icon of a Global with an e in the centre.
- 3) Press options and scroll to Receive mail
- 4) Please wait for the messages to download