

**Essential instructions - THURAYA SG-2520**



**General Guidelines - "all you need to know"**

- If we have provided a Thuraya SIMcard it is inserted in the phone and you have been advised of the phone number as well as PIN & PUK
- 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.
- Make sure that the battery is fully charged – keep one charged all the time.
- 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.
- 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.
- satellite communication system is "slower" than GSM – be patient ...
- 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)
- Please familiarise yourself with the phone prior to departure and call us if you have a problem
- For 24/7 worldwide **customer support dial +44 1722 420 750** – mention that you are a Marine Electronic SA / Satellite Communication .CH customer
- In case of an **emergency** – such as search & rescue contact REGA
  - Within Switzerland # 1414 From abroad # +41 333 333 333


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### To use the phone

In satellite mode - the phone has to be used outdoors to “see” the satellites. Try to “point” the phone in South /East direction.

- pull out the antenna
- press and hold  – for 3 seconds
- point the phone in the direction of the satellite
- wait for confirmation that the phone has found a GSM or satellite network – minimum 3 lines in the upper left corner (optimise by slowly turning 360°) 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 on-off again if the problem continues - see instructions below
- You have the option to telephone in satellite mode (SAT) or in GSM mode or to switch automatically between the two modes if you happen to be in an area where only one of the two is possible. To check or reconfigure your phone preference:
  - 1 switch on the phone
  - 2 go into "MENU"
  - 3 select "Network"
  - 4 select “system preference” in system preference there are 4 options – select your preferred option:
    - **SAT only** Operating as SAT only registration.
    - **SAT preferred - If SAT Preferred is selected:** The phone will initially attempt to access a SAT network, if no SAT network is available it will automatically attempt to access a GSM network. When operating on a GSM network, the mobile phone periodically scans for available SAT networks and will switch to SAT if the service is available.
    - **GSM only** Operating as GSM only registration.
    - **GSM preferred - If GSM Preferred is selected:** The mobile phone will initially attempt to access a GSM network, if no GSM network is available it will automatically attempt to access a SAT network. When operating on a SAT network, the mobile phone periodically scans for available GSM networks and will switch to GSM if the service is available



### 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.

**Initiation of the Thuraya after travel or long period of non-use – Obtaining GPS position**

You can obtain a GPS position at any time. If you have problems making the first call, have not used the phone for a while or has gone to another location, it is advisable to obtain a GPS location again

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 Search 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



It might take up to 20 minutes for the registration to be completed and the process might need to be repeated more than once.

**If there is a serious problem to lock onto the Thuraya Network – the try the following:**

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 -Settings-Security-restore factory Settings.
2. Security Code : 0000

**Then proceed with the Initiation Procedure as explained in 1 to 15 above!**

## SMS to and from your Thuraya

### To set up the SMS Centre number

- Go to "Menu"
- Select "Settings"
- Select "SMS Parameter"
- Select "SMS Center"
- Enter "+882161900000" as the SMS center number.

Since Thuraya is considered a virtual country, always use full country codes numbers when sending SMS messages.

### To send a message

- Go to "Menu"
- Select "Messages"
- Select "Write a Message" and compose your message
- Select "Send"
- Select options
- Select "Send"
- Key in the phone number that you want to send message to and press send
- To send a message to a GSM number, you need to check whether Thuraya has a roaming agreement with that particular GSM operator. Please refer to Thuraya website for updates on Thuraya Roaming Partner [http://www.thuraya.com/products/roaming1\\_marketing.htm](http://www.thuraya.com/products/roaming1_marketing.htm)

### To send an SMS to an Email address

- 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

### Message Typing Tips

- Press alphabets on the keypad a longer time to type smaller alphabets
- Please remember to type the email address in smaller alphabets
- Press 1 continually for dot ( . ) and other keys
- Press 0 continually for (@)

### How to send an SMS using Email to a THURAYA unit

- Go to your email program
- Select new message
- In the TO-field write the full number of the THURAYA phone you want to send an email to and add @sms.THURAYA.com to the number. Example: To send an email to the THURAYA +882165XXXXXX use the Email address 8821654XXXXXX@sms.THURAYA.com
- In the SUBJECT-field write the message you want to send to the recipient. Do not use more than 160 characters in the message
- Do not use the message content space , only the subject field

### Thuraya's Online SMS Messaging

- With Thuraya's online services website, you can send SMS messages to Thuraya subscribers from anywhere and anytime. This offers a convenient platform for people in countries that have not opened Thuraya country code to get in touch with the Thuraya subscribers.

To send a message to a Thuraya phone, just log on to <http://services.thuraya.com/sms.html> Select "Send SMS to Thuraya phone", type the Thuraya number, write the message and click send.

### 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 to.
- 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.

### To Setup the Voice Mail

- Dial 123 to access the voice mail system for the first time.
- Choose your language by pressing, 1- For English, 2- For Arabic, 3- For French.
- Create a password (4-6 digits) and press #, re-enter your password and press #.
- To program your voice mail press 3.
- From the phone press **MENU 3-1** to choose which calls you want to be diverting to your voice mail.
- **To listen to your messages, dial 123.**

### Call divert

Thuraya calls could be diverted to another phone number or to the voice mail box. This service is useful when the phone is turned off or unreachable or if the use does not want to be disturbed. With postpaid subscription, calls could be diverted to the voice mailbox or to another phone number. However, with prepaid subscription calls could be diverted to the voice mailbox only.

To divert calls

- Go to "Menu"
- Select "Call Divert"
- Select "Voice"
- Select condition: "All Voice" / "Busy" / "No Reply" / "Not Reachable"
- Select "Activate"
- Select "Voicemail" or "Other Number"
- Enter number

To clear all call diverts

- Go to "Menu"
- Select "Call Divert"
- Select "Clear All Divert"

To clear divert under a specific condition

- Go to "Menu"
- Select "Call Divert"
- Select "Voice"
- Select condition: "All Voice" / "Busy" / "No Reply" / "Not Reachable"
- Select "Deactivate"

### 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:**

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

### Configure a laptop to connect to Internet using Thuraya as a modem in Windows XP

This will apply to any method of connecting via data to the Thuraya satellite network.

**To define your phone as a modem:**

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

**To create the dial-up connection:**

- Click Start>Settings>Control Panel.
- Double click on “Network Connections”.
- Click on “Create a New Connection” on the left-hand side.
- Choose Connect Directly to the Internet.
- Choose to setup your connection manually.
- Choose “Connect using a dial-up modem.”
- Choose the “Thuraya SO-2510 USB Modem” that you created earlier.
- Type in an ISP name (This can be anything).
- Type in the phone number that you want to dial. For Thuraya Direct Internet, type 1722.
- Type in the username and password for your connection. For Thuraya Direct Internet, the username and password must be blank.
- Click “Finish” to create your connection.
- 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.

### Procedures to setting up Emails using - THURAYA

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

## Security settings

### **PIN 1 / PUK 1**

After entering an incorrect PIN three times in succession, operation of the mobile phone is blocked and can only be unlocked by means of the PUK1.

To unlock your phone:

- Enter PUK1 and press OK
- Enter a new PIN code and press OK
- Enter the new PIN
- Press OK to confirm

If you enter an incorrect PUK ten times in succession, your SIM card will be blocked and you will not be able to use it any longer and the SIM has to be changed.

### **Security Code (5 digits)**

By default, the security code is not set. The security code is used to protect your mobile against unauthorized use even if another phone's SIM card is used.

If you enter an incorrect security code 10 times in succession, the mobile phone is locked for one hour, before you have 10 more attempts and so on. Only emergency calls can be made during this hour. If all attempts fail, then the phone has to be sent to the manufacturer.

(Detailed information in the Phone user manual – Security Settings)

### **Tips**

#### *'Operator Determined Barring'*

If this message appears for a prepaid subscriber, it means a call is made while on GSM mode. Prepaid subscribers can only receive calls on GSM mode and not make calls. You need to change the system to 'SAT Only' in order to make calls.

#### *'Operator Barring'*

As a prepaid subscriber, you can roam on the GSM network to receive calls only and will be charged a small amount per minute. Once you exceed the credit in the account, the account will be suspended automatically until you refill with at least an amount equivalent to the usage.

In the above case, the caller to a Thuraya number, will hear a message which says that the *'The number you have dialed is temporarily out of service'*

#### *'No SIM'*

- Check that the SIM has been inserted properly
- If inserted properly, then 'No SIM' means that the SIM card is defective and needs to be returned to the service provider/dealer

#### *'No Network'*

- Check that you are in the coverage area
- Refresh GPS (Menu-GPS Manager-Current Position)
- Factory resetting (Menu-Settings-Reset-Factory Settings)
- Manual selection of network (Menu-Network-Network Mode-change automatic to Manual)
- For postpaid customers, check that your account is valid
- If it is a new SIM card, check that it has been activated by the service provider

*Menu/Abbreviated Menu*

If you press the 'Menu' key for few seconds, an arrow will appear at the top left corner next to the signal bar. This arrow indicates and abbreviated menu. To remove it, press the 'Menu' key again for few seconds.

*'Inactive Scratch card'*

If you are trying to refill and you get a message that the card is inactive, please contact SatCom Distribution to activate the scratch card

*'Scratch Card used'*

If you are trying to refill and you get a message that the card has been used, and if you have not used the card before, refer the problem to us as the provider

Notes: