

# Welcome to Using Thuraya

Dear Customer,

Thank you for selecting I-LINX for your satellite communication needs. In this guide you will find information that will help you set up and use your Thuraya Hughes Model 7101. If you need further assistance please refer to our Customer Service Procedures below.



Best Regards,  
I-LINX TEAM



## Customer Service

I-LINX has several customer service channels to ensure that your problem is addressed efficiently. If you are experiencing problems with your product, please follow the following trouble shooting procedure:

**Fill out a trouble ticket at [www.i-linx.net/customerservice](http://www.i-linx.net/customerservice)** This information will be reviewed by our customer service center and acknowledged within 24 hours. Please also email your IT department and inform them of the trouble ticket number that you have submitted.

**If you cannot access the internet form.** Please call your IT Department to report the problem Your IT support staff will complete the trouble ticket for you and will also attempt to resolve the issue.

In the event that the IT department is not able to resolve this issue, please call I-LINX Customer Service at 202-232-0620 and a representative will walk you through the form.

**After business hours in D.C.** Call MVS, I-LINX technical support partners at two global locations:

Cyprus Business Hours :

9 am—5 pm

Technical Support: +357-25-879-256

Moscow Business Hours:

10 am—7 pm

Technical Support: +7.095.967.1237

If the problem persists and customer cannot resolve the issue, I-LINX will temporarily replace the hardware in the field via a procedure called "drop and swap."

## Setting Up Your Thuraya

**Unpack Thuraya Hughes Model 7101 Satellite Phone and accessories.** The package includes a high capacity battery, AC power adapter, international plug adapter kit, ear-piece, and multi language manuals in English, French, Russian and Arabic. I-LINX has provided the SIM card along with the Thuraya package.

**Activate SIM card.** To activate SIM visit [I-LINX](http://www.i-linx.net) and click on Thuraya or fax the enclosed activation request form. You will need 24 hours to receive an activation confirmation form from I-LINX.

**Insert SIM.** Take the battery off the back of the phone, place the SIM card in the holder and clip the battery back into position.

**Power.** Extend the antenna and press the power button to turn the phone on.

**PIN.** The phone will ask for your pin, which is located on your SIM Card.

**Select a phone system.** Press menu and scroll down until system preferred is highlighted and press select. You will be given four choices:

1. **Satellite only.** The phone will work in satellite mode only.
2. **GSM only.** The phone will work in GSM mode only.
3. **Satellite preferred.** The phone will work in satellite mode until it loses the signal, then will automatically switch to GSM mode.
4. **GSM preferred.** The phone will work in GSM mode until it loses the signal, then will automatically switch to Satellite mode.

To make your choice, scroll down until the option you require is highlighted and then press the C button to confirm.

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**Telephone: +1 202-232-0620**  
**Fax: +1 202-232-0621**  
**1312 9th Street, NW**  
**Washington D.C 20001**

## Thuraya Initialization Procedure

The following is required if the phone has not been used for a number of days, or has been switched off and you have moved vast locations was switched off for more than a month.

- A. Switch unit on
- B. Press "Menu"
- C. Scroll to "GPS Manager"
- D. Select "Current Position"
- E. Wait until the Lat/Long is displayed this may take up to 15 minutes for the first initialization.
- F. In "Menu" go to "Systems Preferred"
- G. Select "Sat Only".
- H. Select "Network."
- I. Select "Network Module"
- J. Change to Manual. The unit will then search and after awhile (up to 15 minutes) Thuraya will appear.
- K. Select "Thuraya."
- L. The unit will then Auto Register.



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## Customer Service Procedure

### Drop and Swap

If the problem persists and customer cannot resolve the issue, I-LINX will temporarily replace the hardware in the field via a procedure called "drop and swap".

**Manufacturer Fault.** The hardware unit will be sent back to the manufacturer to determine if in fact it is a hardware malfunction or user error. If it is a malfunctioning unit, then I-LINX will permanently replace the unit at no extra cost.

**User Error or Damage.** If the problem is determined to be a user error then the hardware will be returned to the customer who will be responsible for all shipping and handling charges. If the unit was permanently damaged in the field by the user then the customer may elect to repair, replace, or discard the unit. Any temporary hardware supplied under these circumstances, must be returned to I-LINX or purchased outright by the customer.

**General questions and information.** Visit our website at [www.i-linx.net](http://www.i-linx.net). Our website is packed with guides, downloads and useful product information. Call I-LINX Customer Service at +1-202-232-0620 or e-mail [customerservice@i-linx.net](mailto:customerservice@i-linx.net).

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## Setting Up Thuraya Phone

Once you make a choice, you will automatically be taken back to the menu, scroll until network is highlighted, then press select.

**Network selection.** Under menu, scroll down until network mode is highlighted, then press select. You will be given an option of automatic or manual. Highlight manual and press select. The word searching will be displayed on the screen. After a short period, around a min, pres C and Thuraya or the GSM network will be displayed on the screen. If it does not work repeat this step.

**GSM Mode.** If you are using the phone in normal GSM mode, it is now ready to make a call.

**GSM roaming or Satellite Mode.** If you are using the phone in GSM roaming or satellite mode, press select. The word requesting will appear on the phone. When this has finished, it will automatically take you back to the main screen.

**Make a call.** For Satellite mode fully extend the antenna and make sure it is vertical to the ground. Make sure antenna has clear and unobstructed view of the sky. Enter the Phone Number in International Format international access code, <0><0>, or (hold <+> for 2 sec)] [country code] [phone number]

## Setup the SMS Service Center Number

**Setting up your SMS message center.** Before a subscriber can send an SMS message from the Thuraya system, the Thuraya SMS service center number must be stored on the SIM card. To store the Thuraya Service Center Number:

- A. Go to "Menu"
- B. Select "Settings"
- C. Select "SMS Parameter"
- D. Select "SMS Center"
- E. Enter "+882161900000" as the SMS center number.

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

**Sending a SMS Message.** Once you set up the SMS center number, sending a message is simple:

- A. Go to "Menu"
- B. Select "Messages"
- C. Select "Write a Message" and compose your message
- D. Select "send"
- E. Select options
- F. Select "Send"

Key in the phone number that you want to send message to and press send.

**Sending a SMS Message Online.** 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, simply go to <http://services.thuraya.com/sms.html>

Select "Send SMS to Thuraya phone", type the Thuraya number, write the message and click send.

## Setup Your Voicemail

All subscribers to Thuraya Service are automatically provided with their own personal mailbox. At the time of action. Before a subscriber can access their voicemail service, they have to set it up. To Setup Voice Mail:

- A. Dial 123 to access the voice mail system for the first time.
- B. Choose your language by pressing, 1- For English, 2- For Arabic, 3- For French.
- C. Create a password (4-6 digits) and press #, re-enter your password and press #.
- D. To program your voice mail press 3.
- E. Store Voicemail number (+88216100123) into your handset

Now that the voicemail number is stored, to listen to your messages find voicemail number in phone-book.

## Helpful Hints

- √ In Satellite mode, need clear view of sky, outdoors, away from buildings and tall structures.
- √ Remember to charge phone after several hours of continuous usage.
  - Satellite mode talk time is 2.4 hours
  - GSM mode talk time is 4 hours
- √ To dial, press: [0 0] or [0 and hold for two seconds], [country code], [phone number], ○.
- √ Re-initialize phone if you have not used it for weeks or have traveled long distances with it (i.e. one country to another).

## Thuraya: Q & A

**Q. How do I use GPS on the Thuraya phone?**

A: In the phone menu, you can access all GPS related features from the "GPS manager" submenu.

**Q .How can I give my location to someone?**

A: After you determine your GPS location, you can send it via SMS to anyone. Just press options after you determine your GPS location and it will allow you to send a SMS.

**Q. Can I use Thuraya's GPS feature if the Thuraya phone is in GSM mode (even when using an existing GSM SIM card)?**

A: As long as you have a Thuraya phone you will be able to access Thuraya's GPS feature regardless of the network you are registered on.

**Q. Are there any additional charges for using the GPS feature?**

A: No, GPS is a built-in feature and free of charge in all Thuraya phones.

**Q. How does Thuraya dual mode feature work?**

A: With your Thuraya phone and Thuraya SIM, you can make calls via satellite from anywhere within the coverage area. You also have the option of roaming from Thuraya into a local GSM operator given that Thuraya has established a roaming agreement with your local GSM operator.

With your Thuraya phone and GSM SIM, you will be automatically accessing your local GSM operator's network. Hence, your calls will be billed on your normal GSM bill. You also have the option to roam into Thuraya's network to access satellite services given that Thuraya has already established a roaming agreement with your local GSM operator.

With a GSM phone and a Thuraya SIM, you will be roaming from Thuraya into your local GSM operator network given that Thuraya has already established a roaming agreement with your local GSM operator. Nevertheless, it will be impossible to access Thuraya services through your GSM phone because Thuraya phones have special equipment that makes communication with the satellite possible.



**Thuraya® SERVICE ACTIVATION REQUEST**

Please return to I-LINX: Attn. Sales Department



This form is used to register and activate your Thuraya Satellite Equipment and SIM Card for service with I-LINX, LLC (hereinafter referred to as "I-LINX"). **Customers are required to fill out ONLY the information pertaining to their chosen service options in Section A, B, D and E and fax it back to I-LINX, LLC.** Upon activation, I-LINX will assign customers with numbers for the various services they have requested and insert them in section C of this form. I-LINX will then fax this completed form back to the customer. **All new Customers must submit a completed Subscriber Credit Application and agree to be bound by the I-LINX terms and conditions governing Thuraya service.** The Subscriber Credit Application is available from your authorized I-LINX reseller or by contacting your I-LINX Account Manager. **Customers transferring their account to a new SIM card agree that they are responsible for any charges incurred on their previous account for up to 12 months.** Service activation requests for new customers that do not have an attached Subscriber Credit Application will be returned to the customer.

Please Print Clearly & Complete All Sections That Apply

**SECTION A: CUSTOMER INFORMATION**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Company Name (if applicable): \_\_\_\_\_ Telephone: \_\_\_\_\_  
Address: \_\_\_\_\_ Fax: \_\_\_\_\_

**THURAYA WORLD SATELLITE SERVICE INFORMATION (To be completed by customer if applicable)**

IMEI (phone's serial #): \_\_\_\_\_ SIM Serial Number: \_\_\_\_\_  
(15-digit serial # located on handset's package) (19-digit serial number on reverse side of SIM Card)

**SECTION B: SELECTED THURAYA SERVICE RATE PLAN (Must be completed by customer)**

**I-LINX Pre Paid Pans:**  
TH-01-005 Scratch Card (39 Units)\_\_\_\_\_  
TH-01005E Scratch Card (39 Units Electronic) \_\_\_\_\_  
TH-01-016 Scratch Card (80 Units) \_\_\_\_\_  
TH-01-016E Scratch Card (80 Units Electronic)\_\_\_\_\_  
TH-01-017 Scratch Card (160 Units) \_\_\_\_\_  
TH-01-017E Scratch Card (160 Units Electronic) \_\_\_\_\_  
TH-01-018 2-Stage Dialing Pin Code)\_\_\_\_\_  
TH-01-041"Call for All" Calling Card)\_\_\_\_\_  
**I-LINX Post-Paid Plan** \_\_\_\_\_  
**I-LINX Additional Service**\_\_\_\_\_  
Data Service\_\_\_\_\_  
Fax Service\_\_\_\_\_

**SECTION C: ASSIGNED THURAYA SERVICE NUMBERS (To be completed by I-LINX)**

Thuraya Account #: \_\_\_\_\_ Thuraya (PIN 1): \_\_\_\_\_ Refer to SIM Card\_\_\_\_\_  
Thuraya Satellite Service Phone #: \_\_\_\_\_ Thuraya (PUK1): \_\_\_\_\_ Refer to SIM Card\_\_\_\_\_

**SECTION D: CUSTOMER SERVICE ACCEPTANCE (Must be completed by customer)**

I understand and agree to pay all traffic charges and monthly fees associated with this account. I also understand that delinquent payments will result in finance charges of 1.5% and may also result in the deactivation of my account.  
Customer Signature: \_\_\_\_\_

Account will be activated and Thuraya phone numbers sent to the customer within 24 hours of credit approval.

For any customer service issues regarding your Thuraya Satellite Equipment and/or your I-LINX airtime service, please contact I-LINX Customer Service at: +1- 202 232-0620 or [customerservice@i-linx.net](mailto:customerservice@i-linx.net).