USER GUIDE

XT Satellite Phone
SAT • GPS • GmPRS
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01 Before you start

Please read carefully and make yourself familiar with the safety measures and user instructions in this manual before you start using your Thuraya XT. This will help you to get the most out of your Thuraya XT.

For your safety
The following guidelines will help you to use your Thuraya XT safely.

SWITCH ON SAFELY
Do not switch on the phone where wireless phone use is prohibited or when it may cause interference or danger.

ROAD SAFETY COMES FIRST
Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

INTERFERENCE
All wireless devices may be susceptible to interference, which could affect performance.

SWITCH OFF IN AIRCRAFT
Follow any restrictions. Wireless devices can cause harmful interference to aircraft's navigation and communication systems.

SWITCH OFF IN HOSPITALS
Follow any restrictions that are advised in a hospital. Switch off the phone near medical equipment.

SWITCH OFF WHEN REFUELING
Do not use the phone at a refueling point. Do not use near fuel or chemicals.
01 Before you start

SWITCH OFF NEAR BLASTING
Follow any restrictions. Do not use the phone where blasting is in progress.

USE SENSIBLY
Use only in the normal position as explained in the product documentation. Do not touch the antenna unnecessarily.

QUALIFIED SERVICE
Only qualified personnel may install or repair this product.

ENHANCEMENTS AND BATTERIES
Use only approved enhancements and batteries. Do not connect incompatible products.

BACK-UP COPIES
Remember to make back-up copies or keep a written record of all important information.

CONNECTING TO OTHER DEVICES
When connecting to any other device, read its user guide for detailed safety instructions. Do not connect incompatible products.

EMERGENCY CALLS
Ensure the phone function of the device is switched on and in service. Press the end key as many times as needed to clear the display and return to the start screen. Enter the emergency number, then press the send key. Give your location to an emergency call center. Do not end the call until given permission to do so.
01 Before you start

Battery Information
Use only the Thuraya approved battery pack and Thuraya approved chargers for your phone.

- Do not short-circuit the battery. Short-circuiting the terminals may damage the battery or the connecting object.
- Do not expose to temperatures exceeding 90 degrees Celsius.
- Please dispose of the battery in accordance with local regulations.

Caution
RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Taking care of your Thuraya XT
Your device is a product of superior design and craftsmanship and should be treated with care.
The suggestions below will help you protect your warranty coverage.

- Keep the device dry. Liquids or moisture can contain minerals that will damage electronic circuits. If your device does get wet, remove the battery immediately and allow the device to dry completely before replacing it.
- Do not use or store the device in dusty or dirty areas. Its moving parts and electronic components can be damaged.
- Do not store the device in hot areas exceeding 90 degrees Celsius. High temperatures can shorten the life of the device and damage batteries.
- Do not store the device in cold areas. When the device returns to its normal temperature, moisture can form inside the device and damage electronic circuit boards.
- Do not attempt to open the device other than as instructed in this guide.
- Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the device and may violate regulations governing radio devices.
- Always create a backup of data you want to keep (such as contacts and calendar notes) before sending your device to a service facility.
Precautions for Thuraya XT

- Before using this phone, check whether the following parts are assembled properly.
  - Bottom cover
  - Battery
  - Earphone jack cover
  - Antenna jack cover

Note
- If these parts are not attached properly, this may cause water or dust ingress resulting in a malfunction.
01 Before you start

• Before using this product, make sure the following parts are clean. If there is a foreign substance (such as dust or hair) on a part, it may reduce the waterproof protection or cause a malfunction.
  - Bottom cover
  - Earphone jack cover
  - Antenna jack cover

**Note**
- If the rubber on any the above parts is damaged, contact the Customer Service Center.

• The following circumstances may cause the phone to malfunction:
  - Prolonged exposure to rain
  - Immersing underwater
  - Opening, closing, attaching or disassembling a cap or battery with wet hands
  - Exposure to sand
01 Before you start

• Do not use the phone in humid places such as:
  - Spa
  - Sauna
  - Humid bathroom

• Pay special attention when using the phone under the following circumstances as the waterproof protection may be affected:
  - When using a USB/Data cable to charge the phone or transmit data
  - When using earphones
  - When the battery is not inserted
  - Extending the antenna when the phone is wet

• Do not let the phone be disassembled by an unauthorized person as this may reduce the waterproof protection.
01 Before you start

Unpacking your Thuraya XT
Your package contains the following items:

- Handset
- Battery
- Travel Charger
- Earphones
- Data Cable
- Support-CD
- Quick Start Guide
- User Manual & Warranty Card

Thuraya XT
An overview of your Thuraya phone:

1. SAT antenna
2. Earphone jack
3. Left soft key
4. Right soft key
5. Send key
6. End key
7. Navigation keys
8. Center key
9. Alphanumeric keypad
10. Microphone
11. Battery release
12. Charger jack
13. SIM card holder
14. USB/Data cable jack
The function of the keys

**Navigation Keys**
4-way direction key for menu navigation.

**Center Key**
This key is used to select/unselect and confirm menu options.

**Left Soft Key**
The function of the key correlates with the text shown on the screen above the key.

**Right Soft Key**
The function of the key correlates with the text shown on the screen above the key.

**Send Key**
Accept or initiate a call, access the call history.

**End Key**
End the current connection or reject an incoming call.

**Keypad**
Long press on 0 key will display the ‘+’ symbol (to enter country calling codes, e.g. +971…)

**Key**
Long press will switch between Silent & Normal mode. Opens the list of symbols (special characters) when writing messages like SMS or E-Mails.

**# Key**
Press and hold to lock the keypad. Switch between numbers and characters when writing messages.
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Introduction

Your Thuraya XT Satellite Phone is a powerful and compact phone offering total convenience and mobility across Thuraya’s coverage area. Its superiority is reflected in the integration of two technologies in one handset: satellite (SAT) and GPS, offering you an unmatched combination of quality and performance.

The Thuraya XT uses satellite communications which requires direct line of sight to a Thuraya satellite. To achieve the best connection, please note the following:

- Always keep the antenna fully extended when using the XT.
- In order to connect to the satellite network, the XT needs to receive the GPS location data first. This may take several minutes if the product is used in a new location.
- High buildings, tall trees and mountains may obstruct the line of sight with the satellite.

Please check the Thuraya coverage map at www.thuraya.com.
Initial steps

Inserting the SIM Card
A SIM card is required to connect to the Thuraya satellite network. Make sure to insert the SIM card before inserting the battery and turning on the Thuraya XT.

Inserting the Battery
Insert the battery from the bottom end first. Then push down the top end until you hear it click in place.
02 Getting started

Turning on the Thuraya XT

- Press and hold down for 3 seconds to power on the Thuraya XT.
- Press and hold for 3 seconds again to turn the XT off.

Enter your PIN (optional)

The PIN (Personal Identification Number; 4 to 8 digits) is initially supplied together with the SIM card by your service provider and can be changed at a later stage (see page 54).

- Enter the PIN code using the keypad. Each digit entered is displayed as an (∗).
- Press the center key to confirm the PIN.

Note

- If more than 3 wrong PIN codes were entered the phone will be locked and can only be accessed with the PUK code.

Emergency call (SOS)

Emergency calls are permitted when there is no SIM card in the phone, when the SIM card in the phone is not valid, or when you have a valid SIM card and are on roaming but is not possible with the selected service provider.

To make an emergency call:
Press the left soft key (SOS) and dial the preset emergency number.

Or:
Enter a specific emergency number and press the center key.

The soft key SOS is available even:
- When the SIM card in your Thuraya XT is not valid.
- When you have a valid SIM card but no roaming with the selected service provider is possible.
After entering the correct PIN code, you can make an emergency call in the same way as you make a 'normal' call.
Some common emergency numbers are: 112, 118, 119, 911 and 999
Check with your service provider for local emergency numbers in your area.

Setup wizard
Use the Setup wizard to set the basic details of the phone when you initially switch on your Thuraya XT.
If you decide to skip the Setup wizard you can access it later in the Settings menu (For more details, see page 51).

02 Getting started

Lock/Unlock the keypad
The keypad may be locked so that a number cannot be accidentally dialed.
Calls can be received while the phone is locked.

To lock the keypad
• Long press the hash (#) key  

To unlock the keypad
1. Press the right soft key  
2. Press the hash (#) key  within 3 seconds.
02 Getting started

Display

Display layout

Status bar:
Shows signal strength, battery life and other indicators of the operating condition of the Thuraya XT.

Display symbols

Signal type

SAT
HPA

Roaming

HPA strength (High-Penetration Alerting, see page 18)

HPA Low signal - HPA High signal

Call status

Active call
Mute

Ciphering (call encryption) is off
(This icon appears when encryption between the phone and network is not available. Users should be cautious when making calls while in this state.)

GmPRS Paused

GmPRS Connecting
(blinking icon during a GmPRS connection)

Sending and receiving data from an external device

Phone status

Unread SMS
Silent

Schedule
Voice mail + SMS

Voice mail
Alarm

SMS inbox full
Call divert

Soft key commands

Ok
List

Speed dial
Edit

Save
Search

Undo
View
02 Getting started

Key action
The actions on the screen for each keypad input are as follows:

- Select, Menu, Option
- OK, Save, View, Search…
- Back, Clear
- Left / Right direction
- Up / Down direction
- To go back to idle screen while in another menu

Default shortcuts
The following menus can be accessed directly from the idle screen using the navigation keys:

- Organizer: Press the up key
- Navigation: Press the left key
- Contact search: Press the down key
- Messaging: Press the right key

Useful tips

How to add a contact
- Enter the number on the idle screen and press the center key. (()). Choose your save location and add the contact information.

How to delete a contact
- Go to Menu > Contact (1) > Search (1) > Select the contact to delete > Go to Option menu > Delete (6) > Yes (1)

How to find your current position (GPS information)
- Go to Menu > Navigation (2) > Current Position (1).
- To save the current GPS information: Go to Option > Save (1) > Enter name > Ok
- To send the current GPS information via SMS: Go to Option > Send via SMS (3) > Enter name > Enter recipients > Send

How to set the Alarm
- Go to Menu > Organizer (4) > Alarm (1) > Alarm1 (2) > Select Day and press the center key ( ) > Enter Time > Select AM/PM > Select Ringtone > Select On/Off > Save
02 Getting started

How to set the ringtone
• Go to Menu > Sound settings (6) > Ringtone (1) > Select Ringtone > Ok
• Note that a group ringtone will override the basic ringtone for contacts in that group.

How to access the setup wizard
• Go to Menu > Settings (7) > Setup wizard (7)
• The setup wizard can be used to set several phone settings such as Time, Date, Auto update settings, Time Zone, Language, and to copy SIM contacts.

How to set the network
• Go to Menu > Network (8) > Network mode (1) > Select Automatic (1) or Manual (2) > If Manual is chosen, select the preferred network from the next screen.

Making and receiving calls

Making a call
- To make a call, you must be connected to a network and have an adequate SAT signal.
- Enter a phone number using the keypad or choose a saved contact to call.

During a call
Your Thuraya XT offers a number of options which are only available during a call. While on a call, you can put the call on hold or mute the call through the option menu.
High-Penetration Alerting

HPA is a feature on the Thuraya XT which allows you to receive a notification of an incoming call even if your SAT signal is too weak to actually receive the call itself. This is particularly useful when the Thuraya XT is in your pocket with the antenna stowed, and only has a weak signal.

To receive calls in HPA mode:
1. Move to a place with an improved signal.
2. Fully extend the antenna of your Thuraya XT.
3. As soon as the signal strength is strong enough the HPA warnings disappear from the display.

Now you can accept the call as usual by pressing 📱.

Conference Calls

Incoming calls
When A is in a call with B, and A receives a call from C, A can either accept the call from C or reject it. If the call is rejected, the conversation between A and B is not affected. If the call is accepted, B is put on hold and A is connected to the call with C. Using the option menu, A can swap between B and C, or operate a conference call with up to 6 users.

Outgoing calls
When A is in a call with B, and A wants to call C, go to Option menu > New call. This puts the call with B on hold and A can dial C’s phone number. To include B in the conversation with C, A can go to Option menu > Multiparty. Using the option menu, A can swap between B and C, or operate a conference call with up to 6 users.

Private Calls
If A, B and C are in a multiparty call, and A wishes to speak privately with B, they can go to Option > Private to do this. This will put all other callers in the multiparty call on hold while A speaks with B.
02 Getting started

Write a new Message

Go to *Menu > Messaging > New message.*

**Traditional text input**

- Traditional text input is done by pressing a number key repeatedly until the desired character appears.

- Capital **ABC**, Small **abc**, Capital + Small **ABC**, and Number **123** are the available character modes. Press **Symbols** to switch between the different character modes.

- Press **Symbols** to insert a symbol. The most common symbols can be easily inputted by pressing the number 1 key.

The complete lists of available symbols are shown below.

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ABC **ABC**, abc **abc**, and Abc **Abc** indicate the selected character mode. 123 **123** indicates number mode. The available text input formats in your Thuraya XT are:

- **ABC** Capital
- **abc** Small
- **ABC** Capital + Small
- **123** Number
- **ABC** Special Character
- **ABC** eZiText On
- **ABC** Arabic, Farsi, Urdu, Hindi Number

**Note**

- Differentiating capital and small character is supported only with Latin languages.
- To switch eZiText on or off press **Symbols** (for a few seconds).
Predictive text input
To activate predictive text input (eZiText), press and hold 📌. This allows you to enter each letter by pressing a key only once. The phone tries to find the relevant word based on a built-in dictionary. You can add up to 60 new words to the dictionary.

- For example, to write “Phone”, press 7 for P, 4 for h, 6 for o, 6 for n and 3 for e.

Change language
The standard Thuraya XT firmware supports 12 system and input languages:

1. English ENG 2. French FRE 3. German GER
7. Turkish TUR 8. Russian RUS 9. Farsi FAR

Additional language firmware versions (Simplified Chinese and Japanese) are available separately.

To configure an input language other than English, go to Settings > Language > Input language. Once the input language is selected, when writing a message, you can switch between English and the selected language by pressing and holding 📌.

Dictionary
You can add up to 60 new words into the eZiText engine, and the added words will become part of the vocabulary that eZiText searches and suggests. The dictionary can be viewed by going to the Option menu of Add contact, New message or Add calendar. Once in the dictionary, go to Option > Add to add a new word.
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03 Using the menu

1. Contacts

Use this menu to save and configure contacts in your address book.

1.1 Search

Use the search function to look up names in your contact list.
You can either
- Scroll through the contact list using the up or down navigation keys.
- Enter the name using the keypad (like writing a message).

1.2 Add Contact

There are several ways to add a new contact:

Option 1
1. Enter a number while in idle the screen and then save the number in your contact list by pressing the center key.
2. Choose whether to save the contact on the phone or on the SIM card.
3. Select the type of the entered number.
4. Enter Name.
5. Select Group.
6. After filling all the required fields, press the center key to save.

Option 2
1. While in the idle screen press the left soft key to access Menu.
2. Select Contacts.
3. Select Add contact.
4. Choose whether to save the contact on the phone or on the SIM card.
5. Enter Name, Number, E-mail and Group.
6. After filling all the required fields press the center key to save.

Option 3
In SMS viewer, Option > Save as a contact
In Missed calls list, Option > Save to contacts
In Received calls list, Option > Save to contacts
In Outgoing calls list, Option > Save to contacts
03 Using the menu

1.3 Group
An easy way to manage contacts in your contact list is to use the Group function. This will allow you to set specific ringtones for every Group and to send SMS to all Group members.

Functions supported in Group:
1. To change the Group name use
   Option > Edit Group Name
2. To view the contacts included in a specific Group use
   Option > Group Member
3. To change the Ringtone of the selected Group use
   Option > Group ringtone
4. To send an SMS to all members of a Group use
   Option > Send SMS

1.4 Speed dial
You can use the number keys - for speed dialing. A phone number needs to be assigned to each number key for this purpose.

1. Press the left soft key from the idle screen, select Contacts, and then select Speed dial.
2. Move to the desired speed dial key 2 - 9, and assign the key by pressing Option or OK.

3. Search the name or phone number using the menu navigation keys, and press OK.
4. If more than one number is stored, select the desired name using the menu navigation keys.
5. After assigning the numbers to the speed dial keys, you can call the number, change the number, or reset its assignment to the speed dial keys.
03 Using the menu

To make a call using a speed dial key:
There are two ways of making a call when numbers are assigned to the speed dial keys.
1. Press the Speed dial key and press if you are in the Speed dial menu mode.
2. Press the Speed dial key for at least 2 seconds in the idle screen mode.

Every time you save a contact you can choose whether to save the number directly on the phone or on the SIM card. If you want to copy entries from one location to the other use the Copy function.

1.5 Copy
Select if you want to use
• SIM to Phone
• Phone to SIM

After that you can choose if you want to copy
• Only one contact
• All contacts

1.6 Delete
Deletes contacts saved on the phone or the SIM card.
Choose whether to delete all contacts at once or individually.
• Phone
• SIM
• Phone & SIM

1.7 Memory Status
Shows the total space used and the number of contacts saved in your phone and your SIM card.
Up to 255 contacts can be saved in the phone. The number of contacts that can be saved in the SIM card varies depending on the type of SIM card and the service provider.
You can determine your current position using the GPS (Global Positioning System) of your Thuraya XT.


After receiving your current GPS data you can use the following options:

1. To save your current position as a Waypoint (see page 28) use: Option > Save
2. To compare your current position with a previously saved Waypoint (which will give you the relative position) use: Option > Relative position
3. To transmit your current position via SMS use: Option > Send via SMS
4. To transmit your current position to a PC or laptop (while being connected via data cable) use: Option > Connect to PC

Note
- The correct connection settings should be selected and the data cable should be connected before starting.
03 Using the menu

2.2 Continuous position

While moving with your Thuraya XT you can use the function Continuous Position to continuously update your GPS position. This includes latitude, longitude, altitude, UTC, satellite count, your current speed PDOP (Position Dilution of Precision) and your current compass direction.

By using the left or right navigation keys you can switch between data view and compass view.

Menu > 2. Navigation > 2. Continuous position

While retrieving your Continuous Position you can use the following options:

1. To save your current position as a Waypoint use Option > Save
2. To compare your current position with a previously saved Waypoint (which will give you the relative position) use Option > Relative position
3. To transmit your current position via SMS use Option > Send via SMS
4. To transmit your current position to a PC or laptop (while being connected via data cable) use Option > Connect to PC

Note
- The correct connection settings should be selected and the data cable should be connected before starting.
2.3 Waypoints

You can create waypoints in order to save the GPS data of your current position or you also can enter a waypoint manually if you know the GPS data of a particular position. These waypoints can be used to search for the reference point in physical space. Up to 200 waypoints can be saved.

1. To show the information of the selected waypoint
   *Option* > *View*

2. To search the waypoints
   *Option* > *Search*

3. To generate a new waypoint by specifying the latitude and longitude information
   *Option* > *New*

4. To change the name of the selected waypoint
   *Option* > *Rename*

5. To delete the selected waypoint
   *Option* > *Delete*

6. The waypoint and the current location will be compared when one waypoint is selected.
   Two waypoints will be compared when selecting two waypoints.
   *Option* > *Relative position*

7. To navigate to a selected waypoint.
   *Option* > *Start navigation*

8. To transmit the selected waypoint via SMS.
   *Option* > *Send via SMS*

9. To transmit the selected waypoint to a PC or laptop (while being connected via data cable)
   *Option* > *Connect to PC*
03 Using the menu

2.4 Location tracking
The function of location tracking shows waypoints in your phone or sends them to a PC at regular intervals as configured in Tracking time (2.5.2).

Functions supported in Location tracking:
1. To show the tracked waypoints on your phone
   Start > ON (Phone)
   1.1 Start
   Starts tracking the location of the phone.
   1.2 View
   Shows the information of saved tracks (up to 10 tracks).
   1.3 Delete
   Deletes information of saved tracks.
2. To send the tracked way points to a PC
   Start > ON (PC)

2.5 Setting

- 2.5.1 Format
The GPS information can be shown in six formats: DD.ddddd, DD/MM/SS.ss, DD/MM/SS, DD/MM.mm, MGRS, and UTM.

- 2.5.2 Tracking time
You can select tracking intervals from 1 Second to 1 Hour.
Please note that only 200 waypoints can be saved. (If you select 1 Second interval, the tracking will stop after 200 seconds.)
03 Using the menu

2.6 Helper

In case of an emergency you can send an SMS with your current GPS position to predefined receivers.

- 2.6.1 Activate
Long press the right soft key to activate the Helper.

- 2.6.2 Deactivate
To deactivate the Helper, short press the right soft key again.

- 2.6.3 Edit
Set the list of predefined receivers by entering their phone numbers. You can enter a number manually or you can select from your contact list (if you already saved numbers there).

If you select a name from the phonebook and save it, the name is displayed in the list.
03 Using the menu

• 2.6.4 Emergency SMS
Activate or deactivate the Emergency SMS.

• 2.6.5 Message setup
Write your predefined message that will be sent in case of an emergency.

• 2.6.6 Timer setup
Choose the frequency of outgoing messages in case of an emergency (every 3 minutes to every 2 hours).

2.7 Qiblah & Prayer
Provides information about the Islamic prayer direction (Qiblah) and prayer timings.
1. Acquire GPS in SAT mode.
2. Send the GPS position via SMS to 1400 or 1411.
3. You will get a Qiblah message.
4. Afterwards you will have a new menu item:
   *Menu > 2.Navigation > 7.Qiblah & prayer*

Qiblah & Prayer supports the following sub-functions:
1. Receive prayer timings in your area.
   *Option > Update time*
2. Receive prayer direction in your area.
   *Option > Muslim faith*
3. Set Qiblah & Prayer alarm
   *Option > Prayer reminder*
4. Get a new Qiblah position
   *Option > Find Qiblah*
03 Using the menu

3. Call logs

In the Call logs the history of your phone calls can be viewed.

3.1 Call logs

Choose whether you want to view:
- Missed calls
- Received calls
- Outgoing calls

Each log can store up to 20 records and shows call duration and time of call.

3.2 Delete

Choose whether to delete:
- Missed calls
- Received calls
- Outgoing calls
- All

3.3 Call Duration

Choose whether to show the call duration for:
- Last call
- Received calls
- Outgoing calls
- All calls

3.3.1 GmPRS volume

Choose whether to view the data volume for:
- Last session
- Sent data
- Received data
- All data

3.3.2 Reset

To delete the entries press Reset and choose if you want to delete:
- Voice entries
- GmPRS entries
- All entries
03 Using the menu

4. Organizer

Contains the applications Alarm, Calendar, Calculator and Stopwatch.

4.1 Alarm

With your Thuraya XT, you can set a Wake-up call, Alarm 1 and Alarm 2.

- 4.1.1 Wake up call

Alarm settings

1. Select a day of the week
   (Multiple selections possible)

2. Enter the time.

3. Select an alarm sound.
03 Using the menu

4. Turn On/Off the alarm.

5. Turn On/Off the Auto Power.

6. Press Save to apply the change

- 4.1.2 Alarm 1 and Alarm 2
To set Alarm 1 or Alarm 2 follow the same instructions.

Please note that for Alarm 1 and Alarm 2, the Auto power On/Off function is not available.

To switch off Alarm:
1. Press the left soft key (Stop) to end the alarm.
2. Press the right soft key (Snooze) if you want the alarm to repeat. The alarm repeat function remains as previously configured.

Note
- If Auto Power is activated, the phone will turn on at the alarm time automatically to produce the alarm sound even if the phone is turned off.
03 Using the menu

4.2 Calendar

1. Add an entry at the selected date
   Option > Add
2. View the entry on a selected date
   Option > View or press the center key
3. Delete all entries
   Option > Delete All
   To delete entries by date, please use the Delete in calendar view
4. Go to a specific date
   Option > Go to date
   Press [ ] to go back one month before today or press [ ] to jump to the next month.
   Press [ ] to go back one year before today or press [ ] to jump to the next year.
5. Set the first day of week in your region.
   Option > Settings Week starts on

4.3 Calculator

- Add
- Subtract
- Multiply
- Divide
- Show result
- Delete entered figure

Short-press [ ] for Dot (decimal point)
Long-press [ ] for % Operation
Press [ ] for - (Minus) Operation
4.4 Stopwatch
The Stopwatch can store up to 20 lap times.
- Start/Stop/Resume
- Back/Lap/Reset
- Jump to previous lap time (if there is any)
- Jump to next lap time (if there is any)

4.5 World time
Selecting Organizer > World time will show the world time in reference to the selected city. Select your city with the navigation keys and press the center key to save it. You will see that the world time is aligned in reference to the selected city next time you enter the world time menu.

Note
- World time is calculated based on the set local time. Therefore incorrect local time will result in incorrect world time.
03 Using the menu

5. Messaging

You can access the messaging menu from the idle screen with the right navigation key. Choose whether to send the message as SMS, Fax, E-mail or ERMES.

5.1 New message

Single page SMS is limited to 70 characters (Arabic Group languages) or 160 characters (Latin Group languages).

Your Thuraya XT supports multi-page SMS.

The message sent with multi-page SMS will be shown as a single message, but it might be split into multiple messages in some terminals that do not support the concatenated message.

Sending messages

You can compose a text message, and send the message to more than one recipient at the same time.

1. Enter the message.

   You can compose a message with one of 12 input languages, symbols and numbers from the Option menu.

2. Select the transmission option.

   By default, the message will be sent with the options configured in Menu > 5. Messaging > 7. Settings.

   The sending option for the current message can be changed in the Option > 5. Sending options of the message editor.

3. Add the numbers of the recipients.

   Select Option > 2. Add recipients. The composed message can be sent to up to 20 recipients simultaneously.

4. Select Option > 1. Send to transmit the message.

   Press the (*) key for symbol entry, (#) key for switching between number and text, and Option > 9. eZiText automatic word completion function for the convenience of text input (see page 19).

   Note
5.2 Inbox

Your inbox can store up to 150 messages on the phone and around 150+ messages on SIM card (depending on the type of SIM card). New SMS or voicemail messages are indicated in the status bar with a 📩 or 📧 icon (the latter showing the number of messages). If both phone storage and SIM storage are full 📧 will appear on the idle screen (to receive further messages please delete saved messages first).

Message status in your Inbox:

- Unread SMS on SIM
- Read SMS on SIM
- Unread SMS in your phone
- Read SMS in your phone

To open a message press the center key 📧.

Voicemail message

A message that indicates the arrival of a new voicemail. To connect to voice mailbox to check voice mail, enter 1# and press 📧 from the idle screen, or long press 📧 (speed dial number).

The voice mail box number can be saved or changed in Menu > 7. Settings > 2. Call > 4. Voice mail.

Speed dial can be configured in Menu > 1. Contacts > 4. Speed dial to assign the number 1 key 📧 to voice mail.

Message details

Use this menu to check
- Time and date
- Sender’s number
- Delivery status of your message.
03 Using the menu

5.3 Draft
If you don't want to send a message immediately you can save it in the Draft folder:
Press Save after writing your message.
Menu > 5. Messaging > 3. Draft

5.4 Sent messages
Successfully transmitted messages are saved in the Sent messages folder.
You can save up to 150 sent messages on the phone. The number of sent messages that can be stored on the SIM card varies depending on the type of SIM card.
Menu > 5. Messaging > 4. Sent messages

5.5 Outbox
Messages that are currently sent or were not yet delivered successfully will be shown in the Outbox. After sending, they will be moved to the Sent messages folder. With the Outbox auto resend function, your Thuraya XT automatically resends messages in your Outbox. Up to 50 messages can be stored in your Outbox.
Menu > 5. Messaging > 5. Outbox

5.6 Templates
If you are frequently sending messages using the same text you can predefine message-templates.
Your Thuraya XT comes with 15 default templates. You can predefine additional 10 own templates.
Menu > 5. Messaging > 6. Templates
5.7  Settings

5.7.1 Service center
The service center number provided by the service provider must be stored in order to send the message. The phone is configured to use the service center number stored in the SIM card by default. Up to five service center numbers can be stored and only one of these numbers can be configured to be used.

To set the service center numbers
1. **Menu** > 5. **Messaging** > 7. **Settings** > 1. **Service center**.
2. Select the location to store the number and press the center key to enter into *Edit* screen.
3. Enter the number provided by the service provider.
4. Press the left soft key to save the number.
5. Move the cursor to the number to be used and press the left soft key to complete the setting.

5.7.2 Format
SMS can be sent through *Text, Fax, E-mail, or ERMES* service provided by the service provider by changing the SMS format.

5.7.3 Delivery report
You can request a delivery report from the network for the sent SMS (network service).

**Menu** > 5. **Messaging** > 7. **Settings** > 3. **Delivery report**

5.7.4 Validity
If the receiver's phone is switched off or in an area out of coverage, the message will be stored at the SMS server and resent according to the validity settings:

- *1 hour* to *Maximum* storage time

**Menu** > 5. **Messaging** > 7. **Settings** > 4. **Validity**

5.7.5 Request reply
Request a reply from the receiver.

**Menu** > 5. **Messaging** > 7. **Settings** > 5. **Request reply**

5.7.6 Bearer selection
Your Thuraya XT supports two different transmission modes. The transmission mode is set to SMS server by default. A large SMS can be sent more efficiently by selecting GmPRS mode on a network that supports GmPRS.

**Menu** > 5. **Messaging** > 7. **Settings** > 6. **Bearer selection**
03 Using the menu

5.8 Info message

Info message is a network service. It offers wide topics such as weather, traffic, news flash etc. in text message form. You can choose specific topics according to your interest.

To save a Topic
Info messages can be received by setting Topic.
2. Option > Insert.
3. Enter the channel ID (topic category identifier) provided by the service provider, and press the left soft key  ▬.
4. Enter topic title and select Option > 1. Save to save the topic.

To receive an Info message
In the Info message menu:
1. Status is set to Off by default. Set the Status to On.
2. Select Language and move the cursor over the language to receive from the configured Topic, and press the left soft key ▬ to make a selection.
3. Select Topics, enter the channel ID and title to receive, and save.
4. Select from the list of generated Topics, and confirm the topic through Option > 5. Mark/unmark.
03 Using the menu

5.9 Memory status
Shows the total and the used memory of the phone and the SIM card.
- The maximum storage space available in the phone is 450 MB (Inbox: 150, Draft: 100, Sent: 150, Outbox: 50).
- The maximum number of messages on the SIM card depends on your SIM type.

Menu > 5. Messaging > 9. Memory status

5.10 Delete messages
Deletes all the messages in a selected folder. All messages can be easily deleted by pressing the center key.

Menu > 5. Messaging > 7. Settings > 10. Delete messages

6. Sound settings
Configuration of all sound settings in your Thuraya XT.

1. Choose your Ringtone and select it with the center key.
2. Adjust the volume with the left or right navigation key.
3. Choose the ringing type of your Ringtone.
4. Set the keypad tone.
5. Set the keypad volume.
03 Using the menu

7. Settings

Configuration of the basic settings of your Thuraya XT.

7.1 Phone

- 7.1.1 Wallpaper
You can select your choice of Wallpaper to use as the background of your idle screen. Navigate with the left or right navigation key and select your desired Wallpaper with the center key.

- 7.1.2 Greeting message
Set the Greeting message that will appear on the screen every time you switch on your Thuraya XT.

- 7.1.3 Backlight
The backlight of your Thuraya XT can be configured to be:
- Always On
- On for 15 or 30 seconds
- Please note that the backlight configuration may affect the battery life of the XT.

- 7.1.4 Brightness sensor
The brightness of the LCD changes depending on the brightness level of your current environment. If the Brightness sensor is switched off you can manually set the brightness of the display.

- 7.1.5 LCD contrast
Manually set the backlight of your LCD in five steps. Press the navigation keys to choose the proper brightness and save with the center key.

Menu > 7. Settings > 1. Phone > 2. Greeting message

Menu > 7. Settings > 1. Phone > 4. Brightness sensor > Off or On

Menu > 7. Settings > 1. Phone > 5. LCD contrast

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7.2 Call

You can set the basic configuration for incoming and outgoing calls.

- **7.2.1 Call waiting**
  Call waiting allows you to receive an incoming call during an active call by either holding or ending the active call to receive the waiting call. If you want to use this function, you must subscribe to the corresponding service provided by the service provider.

- **7.2.2 Call divert**
  This function diverts incoming:
  - voice calls
  - data calls
  - fax calls
  to a specific number.

  **7.2.2.1 Voice**
  Set voice call diversions
  - **7.2.2.1.1 All Voice:**
    This function diverts all voice calls to a specific number.
    
    **Menu > 7. Settings > 2. Call > 2. Call diverting > 1. Voice > 1. All voice**
03 Using the menu

7.2.2.1.2 Busy:
Incoming calls will be diverted while engaging in another call. Choose whether to divert the call to your voice mailbox or set a specific number.


7.2.2.1.3 No reply:
Incoming calls will be diverted when you don't answer the call. Select how long you want to wait until the call will be diverted (5, 15 or 30 sec.). Choose whether to divert the call to your voice mailbox or set a specific number.


7.2.2.1.4 Unreachable:
Incoming calls will be diverted when your Thuraya XT is switched off or outside of the coverage area. Choose whether to divert the call to your voice mailbox or set a specific number.


7.2.2.1.5 Clear divert:
Deactivates all divert functions for incoming calls.


7.2.2.2 All fax:
It diverts all incoming fax calls.

*Menu > 7. Settings > 2. Call > 2. Call diverting > 2. All fax*

7.2.2.3 All data:
Diverts all incoming data.

*Menu > 7. Settings > 2. Call > 2. Call diverting > 3. All data*

7.2.2.4 Deactivates all:
Clear all divert functions.

*Menu > 7. Settings > 2. Call > 2. Call diverting > 4. Deactivates all*
7.2.3 Call barring
To use the barring service, you must know the barring password for the corresponding SIM and you must be subscribed to the corresponding service provided by the service provider.

7.2.3.1 Outgoing calls
This function is used to restrict all outgoing calls.

Menu > 7. Settings > 2. Call > 3. Call barring > 1. Outgoing calls

7.2.3.2 International calls
This function is used to restrict international outgoing calls. To activate or deactivate the function, enter the four-digit barring code, and press the center key to connect to the network to complete the setting.

Menu > 7. Settings > 2. Call > 3. Call barring > 2. International calls

7.2.3.3 International calls except to home country
This function restricts international calls except to an assigned home country.

Menu > 7. Settings > 2. Call > 3. Call barring > 3. International calls except to home country

7.2.3.4 Incoming calls
This function prevents all incoming calls. To activate or deactivate the function, enter the four-digit Barring code, and press the center key to connect to the network to complete the setting.

Menu > 7. Settings > 2. Call > 3. Call barring > 4. Incoming calls

7.2.3.5 Incoming calls when abroad
This function prevents incoming calls from foreign countries.

Menu > 7. Settings > 2. Call > 3. Call barring > 5. Incoming calls when abroad

7.2.3.6 Clear barring
Clears call restriction functions.

03 Using the menu

- **7.2.4 Voice mail**
  Set a new voice mail number
  
  *Menu > 7. Settings > 2. Call > 4. Voice mail*

- **7.2.5 Call answering**
  Set your preferred answering method when there is an incoming call.
  - Choose if you want to automatically accept a call after 5 or 10 seconds.
  - Choose if you want to accept a call either with the center key (default) or by pressing any key.

  *Menu > 7. Settings > 2. Call > 5. Call answering*

- **7.2.6 DTMF tone**
  Set the DTMF tone for ARS call. To enable the function, select *On* and press the center key to complete the setting.
  
  *Menu > 7. Settings > 2. Call > 6. DTMF tone*

- **7.2.7 Auto redial**
  If the number you are trying to call is busy you can activate to automatically redial the number.

  *Menu > 7. Settings > 2. Call > 7. Auto redial*

- **7.2.8 Send own number**
  Choose whether you want to send your own number to the receiver when making a call.

  *Menu > 7. Settings > 2. Call > 8. Send own number*

**Note**
- Please note that these settings cannot be changed with some Service Providers.
7.2.9 Cost
This service allows you to have cost control of your outgoing calls. Please note that the actual cost could be different from the calculated costs. For accurate cost information please refer to your operator.

**Note**
- The cost control is a function supported by the SIM card. Some SIM cards may not have this function.

7.2.9.1 Charge rate
You can set the price per minute according to your price plan. To enter the price you need your PIN2 code included with your SIM card packagings. Press the left soft key or the center key and enter your four-digit SIM PIN2 code to use the corresponding function.

7.2.9.2 Cost limit
Allow you to set a maximum cost limit. Once this limit is reached no further calls can be initiated. Press the left soft key or the center key and enter your four digit SIM PIN2 code to use the corresponding function.

7.2.9.3 Display cost
Choose whether you want to display the cost information upon the conclusion of calls. Select *On* or *Off*, and press the left soft key or the center key to complete the setting.

7.3 GmPRS
You can change the settings of your GmPRS connections.

7.3.1 APN
Access point name is required when you connect to the network service provider. Access point name can be changed, added, or deleted.

The default setting is GET, and this access point name can be changed. Other available Thuraya APNs are GETLC (offering low compression) and GETHC (offering high compression). Up to three access point names can be configured. Select one to use when there is more than one access point name.

*Menu > 7. Settings > 3. GmPRS > 1. APN*

7.3.2 Auto reject
This function determines whether to reject the incoming call when GmPRS connection is active.

To activate this function, select the corresponding menu, select *On*, and press the left soft key or the center key to complete the setting.
03 Using the menu

7.4 Language
You can set the:
- **System language** and the
- **Input Language**
of your Thuraya XT. The System language affects the menus in your phone, whereas the Input language allows you to enter Text (e.g. when writing messages) in your preferred language style and use the included dictionaries and the Predictive Text feature eZiText.

**Menu > 7. Settings > 4. Language**

To change the language
Choose your desired language by navigating with the left or right navigation keys and select with the center key.

**Menu > 7. Settings > 4. Language**
7.5 Time/Date

To set the time and date, you can either choose to use the Auto Update function or you can set the time and date manually. 

Menu > 7. Settings > 5. Time/Date

Select your desired date and time format that shall be used in your phone. Press the navigation keys to navigate through the menu.

Auto update

The Auto update service uses the GPS information of your Thuraya XT. For some areas with deviating time zones, the correct time cannot be determined. In this case please use the manual time setting. Please note that you need to have connection to GPS satellites to use the Auto update service.
03 Using the menu

7.6 Data connection
Data connection port for using GPS data or software upgrade can be configured. Port options are USB port and Serial port. When the USB port is selected, the speed is set to the default value and cannot be changed. The speed of the Serial port can be set to one of 10 available speeds, and the default value is Automatic speed.

Menu > 7. Settings > 6. Data connection
Press the navigation keys to select Data port, and also Baud rate when Serial port is selected. Press the left soft key or the center key to complete the setting.

7.7 Setup wizard
When the phone is switched on for the first time, the setup wizard allows you to configure the basic phone settings like Time/Date, Location, Language and gives you the possibility to copy the contacts stored on the SIM card to the phone memory.

Menu > 7. Settings > 7. Setup wizard

7.8 My numbers
My numbers function is to register the Voice number, Fax number and Data number on your current SIM card.

Menu > 7. Settings > 8. My numbers

7.8.1 Voice
To set the Voice number, enter the number in the editor and press the left soft key or the center key to complete the settings.

7.8.2 Fax
To set the Fax number, enter the number in the editor and press the left soft key or the center key to complete the settings.

7.8.3 Data
To set the Data number, enter the number in the editor and press the left soft key or the center key to complete the settings.
8. Network

In order to make calls or send SMS using your Thuraya XT, a satellite connection is required.

8.1 Network mode

Choose if you want to select the network automatically from a preferred list on the SIM card or manually from a list of available networks.


8.2 SAT Registration

If the SAT icon 🚗 on your display is blinking you may not be able to make or receive SAT calls. In this case you can update the SAT registration manually by going to:

Menu > 8. Network > 2. SAT registration

8.3 Preference

Display the preferred list of networks registered on your SIM card. You can add or remove entries in this list.


Note

- It is recommended to use the automatic mode.
03 Using the menu

9. Security

This function organizes settings to prevent unwanted disclosure of your personal information and protects basic contents of your phone calls.

9.1 PIN1 code

Choose whether the PIN code needs to be entered every time the phone is switched on. If a wrong PIN code is entered three times, the phone will be locked and the correct PUK code must be entered to access the phone again.

You received your PIN and your PUK codes together with your SIM card.

Menu > 9. Security > 1. PIN1 code

Input PIN1 code after selecting On

9.2 Security code

In addition to the PIN code you can also use a personal Security code to protect your phone.

To switch on the phone both codes (Security code and PIN code) need to be entered.


Input Security code after selecting On

Note

- The initial security code of your Thuraya XT is ‘0000’, and this code can be changed in the Change codes menu.
9.3 Change codes

Choose whether to change:
• PIN1 code
• PIN2 code
• Security code
• Barring code
(used for call barring functions, please check with your operator)

9.4 Fixed dialing

Fixed dialing is a function where only the predefined numbers can be called.

9.4.1 Show list

Shows the numbers or names registered in the Fixed dialing.
03 Using the menu

- **9.4.2 Add new**
  To add a new number in Fixed dialing:
  1. Enter PIN2 code and confirm by pressing the center key.
  2. Enter the name or phone number.
  3. Save by pressing the left soft key.

- **9.4.3 On/Off**
  To set the Fixed dialing function on or off.

**9.5 Closed User Group**
Closed User Group is a function to form a calling group.
To use the CUG function, please contact your service provider for details.
*Menu > 9. Security > 5. Closed user group*
03 Using the menu

9.6 IMEI Number
Each Thuraya XT has its own unique IMEI Number.
You can check the IMEI number of your Thuraya XT by selecting
Menu > 9. Security > 6. IMEI number

9.7 Software version
You can check the Software version of your Thuraya XT by selecting

9.8 Soft reset
You can reset your Thuraya XT without losing your personal settings like contacts or messages.

9.9 Factory reset
The factory reset will restore the settings as the phone was shipped. You will lose your personal settings like contact and messages saved on the phone.
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04 Additional Information

There are several access codes that are used in your Thuraya XT and your SIM card. These codes help you protect the phone against unauthorized use.
Important! Avoid using access codes resembling emergency numbers, such as 112, so that you do not accidentally dial an emergency number.

Security code
The phone lock feature uses the security code to protect your phone against unauthorized use. The phone password is supplied with the phone and is preset to “0000” at the factory.
Security code: Security code (4-8 digits) is to lock the phone, and the phone will be locked automatically after reboot when the security is set to ON. You can use the phone after entering the security code (see page 53).
Pin code: After Pin1 code (4-8 digits) is set to ON, Pin code lock is set automatically after reboot. You can use the phone after entering the Pin code (see page 53).

PIN & PUK
The PIN (Personal Identification Number) is 4 to 8 digits. It protects your SIM card against unauthorized use. It is usually supplied with the SIM card. Entering wrong PIN code 3 times will lock the SIM card and to unlock, PUK code must be entered. Your PUK code is normally supplied with the SIM card. (see page 53)

PIN2 & PUK2
These codes are required with settings related to PIN2 Network. PIN2 must be entered for Fixed dialing. As with PIN code, entering wrong PIN2 code 3 times will lock the SIM card and to unlock, PUK2 code must be entered. The PUK2 code is normally supplied with SIM card.

Barring code
It is a network code for call restriction functions. Barring code varies with different service providers and should be supplied by your service provider when you start using the phone. When the barring code is lost, please contact your service provider.
Troubleshooting

1. The XT doesn’t switch on
   • Check whether the battery is properly attached and charged.
   • If the XT cannot be switched on even with a charger connected, contact the Customer Service Center.

2. The XT shows “Insert SIM”
   • Try to remove and reinsert the SIM card.
   • Your SIM card must be active. Entering a wrong PUK code may deactivate the SIM card. If you are abroad, roaming service must be enabled when using a non-Thuraya SIM card in the XT.
   • Check if the SIM card is dirty or damaged.

3. The security code has been lost or forgotten
   • The factory setting of the security code is 0000.
   • If you have lost your individual Security code, please contact the Customer Service Center. Warranty information will be needed.

4. The XT is not sending GPS data to the PC
   • Make sure the data cable is properly connected.
   • Check which data port settings are selected. For detailed instructions (see page 51).
   • Check if the data baud setting is compatible with the PC or laptop.

5. The XT has been dropped in water
   • Separate the battery. After all the components have dried, contact the Customer Service Center.

6. GPS icon is flashing
   • The GPS icon flashes when the XT’s location information needs to be updated. This is done automatically once the XT is powered on and an update is needed. Fully extend the antenna and ensure the line of sight to the satellite is not obstructed by high buildings, trees, and mountains. The icon will stop flashing as soon as the location update is completed.

7. The XT shows "position too old"
   • You may see this popup message while trying to make a call. This usually means that the XT’s location information needs to be updated. If the GPS icon is flashing, see #6 above.
04 Additional Information

Certification information (SAR)

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your wireless Thuraya XT phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) recommended by international guidelines (ICNIRP). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over ten grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.324W/kg.

This satellite mobile phone cannot be used in a body-worn position because in this position the phone cannot properly receive and transmit the satellite signal therefore in this mode of operation is not practical and restricted in use.

Use of device accessories and enhancements may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band. Additional SAR information may be provided under product information at www.apsi.co.kr
FCC Compliance Statement

Your mobile device is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA) and Industry Canada. These requirements set a SAR limit of 1.6W/kg averaged over one gram of tissue. Although not intended to support operations when body-worn (in this position the phone cannot properly receive and transmit the satellite signal therefore in this mode of operation is not practical) the use of body-worn accessories is limited to belt-clips, holsters, or similar accessories that have no metallic component in the assembly and which provide at least 0.5cm separation between the device, including its antenna, and your body.

This equipment generates or uses radio frequency energy. Changes or modifications to this equipment may cause harmful interference unless the modifications are expressly approved in the instruction manual. The user could lose the authority to operate this equipment if an unauthorized change or modification is made.

RoHS
This product is in compliance with EU RoHS Directives and manufactured using lead-free solder paste and parts.
04 Additional Information

Certification information (IP54, IK03)

Your Thuraya XT has acquired the dust protection certification (IP5x), waterproof certification (IPx4) and impact protection certification (IK03) to give you the most rugged Thuraya phone ever.

- **Dust Protection (IP5x)**
  This unit is graded at dust protection level 5 which contributes to phone reliability in dusty environments.

- **Waterproof (IPx4)**
  This unit is graded at waterproof level 4 providing protection against splashing water.

- **Impact Protection (IK03)**
  This unit is graded at impact protection level 3 ensuring your Thuraya XT can withstand impact of up to 0.35 joule.
LIMITED WARRANTY

Thuraya XT SATELLITE HANDHELD PHONE
This Limited Warranty is provided to the original end-user purchaser (the 'Buyer') of any new Thuraya XT Satellite Handheld Phone.
This Limited Warranty is non-transferable.

Warranty Coverage and Service
Thuraya warrants all new Thuraya XT Satellite Handheld Phones (the 'Product') under normal use and wear to be free from defects in material and workmanship for a period of one (1) year from the date of purchase by the original Buyer (the 'Warranty Period'). If, under normal use and wear, the Product becomes defective in materials or workmanship and is returned at Buyer’s expense to a Thuraya Authorized Service Center during the Warranty Period, the Product will be repaired or replaced, at Thuraya’ sole and exclusive option, and at no charge to Buyer. Buyer will be required to provide reasonable proof of date of purchase. Reconditioned replacement components, parts, units or materials may be used if the Product is repaired or replaced. Costs incurred in the removal, de-installation or reinstallation of the Product are not covered.
THIS LIMITED WARRANTY DOES NOT COVER AND THURAYA WILL NOT BE RESPONSIBLE FOR THE FOLLOWING:

This Limited Warranty will be void in its entirety if the Product is serviced by anyone other than Thuraya or a Thuraya Authorized Service Centre. Buyer’s sole and exclusive remedy shall be the repair or replacement of the defective product, as specifically described above. Thuraya neither assumes nor authorizes any Authorized Service Centre or any other person or entity to assume any other obligation or liability beyond that which is provided for in this Limited Warranty.

This Limited Warranty is conditioned upon proper use of the Product and does not cover the following:

- products or accessory equipment not manufactured or provided by Thuraya
- failures or defects caused by misuse, abuse, accident, alteration, dampness, sand, unusual physical, electrical or electromechanical stress or neglect
- unauthorized installation, removal or repair
- failure to follow instructions
- Fire, flood or other nature caused accidents
- spills of food or liquids; moisture
- normal wear and tear
- scratches, dents and cosmetic damage
- improper installation, maintenance or improper storage
- operation or repair; performance of the Product when used in combination with other products or equipment not manufactured or provided by Thuraya
- payments for labor or service to representatives or service centers not authorized by Thuraya.

This limited Warranty of the Product does not cover the operation, availability, coverage, range or grade of service provided by the satellite systems.
Limitation of Liability

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THURAYA SHALL NOT BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, LESS REASONABLE AMOUNT FOR USE AND WEAR, OR FOR ANY INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY DELAYS, LOSS OF USE, TIME, PROFITS, REVENUE OR SAVINGS, ANY COMMERCIAL LOSS, INCONVENIENCE, MILEAGE, DAMAGE TO BUYER’S OR TO OTHER PERSON’S VEHICLE OR ANY OTHER PROPERTY, ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, OR OTHERWISE FOR ANY FAILURE TO PERFORM.

All liability and obligations of Thuraya under this Limited Warranty shall terminate upon the expiration of the applicable Warranty Period provided herein. This Limited Warranty sets forth the entire responsibility of Thuraya with respect to the Product. There are no other liabilities of Thuraya arising from the sale of the Product whether based on warranty, contract, negligence or other theories of liability. No employee, agent, dealer, representative, distributor, service partner or reseller is authorized to modify or extend this Limited Warranty or to make binding representations, whether in advertising, presentations or otherwise, in the name and/or on behalf of Thuraya regarding the Product or this Limited Warranty.

In no event shall Thuraya liability exceed the cost of correcting defects as provided herein.

This Limited Warranty gives specific legal rights to Buyer, and Buyer also may have other rights which may vary from jurisdiction to jurisdiction, as this Limited Warranty does not affect the Buyer’s legal rights under the relevant applicable national laws in respect of the sale of consumer goods or the Buyer’s rights vis-à-vis the retail seller/dealer of the Product.
Asia Pacific Satellite communications Inc (APSI), a company duly incorporated and validly existing under the laws of South Korea, hereby declares that the Product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC, Directive 2013/35/EC and EU RoHS Directives, as well as any other applicable regulations, including but not limited to those related to (i) telecommunications terminal equipment; (ii) use of hazardous substances in electrical and electronic equipment; and (iii) safety requirements in respect of electromagnetic fields which are in force in the countries listed in the Appendix A of the warranty service program for the Product at the moment this Limited Warranty is issued. In addition, the Product complies with international standards and specifications (among others, the CE marking, the FCC compliance mark and the ITU GMPCS MoU mark).

The crossed-out wheeled bin means that within the European Union the product must be taken to separate collection at the product end-of-life. Do not dispose of these products as unsorted municipal waste.

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If any part of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the limited warranty.

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