



Thuraya Satellite Telecommunications Company

ThurayaDSL

Frequently Asked Questions

November 2006

Service Provider Information

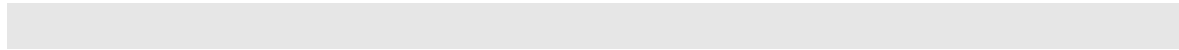
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1. Service

1.1 What is ThurayaDSL service?

Reliable, affordable, portable, high speed data solution via Thuraya satellite using a compact, light weight terminal, especially useful for people who require reliable Internet access in areas with inadequate terrestrial infrastructure, available across Thuraya's vast coverage area spanning more than 110 countries.

The service is based on Internet Protocol (IP) and offers high quality "always-on" GPRS service at a speed upto 144Kbps on a shared channel. The user pays only for data sent or received enabling 24X7 online connectivity.

1.2 Where is the service available?

Thuraya footprint covers more than 110 countries in Europe, North and Central Africa, large parts of Southern Africa, the Middle East, Central and South Asia.

1.3 What are the key end-user activities that ThurayaDSL supports?

- High-speed internet access
- Email, web mail, web browsing
- Virtual Private Network (VPN)
- File transfer (FTP)
- Intranet, E-commerce

1.4 What kind of hardware do I need to access the service ?

- ThurayaDSL satellite IP Modem (Portable, Light weight, plug and play device)
- ThurayaDSL SIM Card
- Connect the terminal to a notebook or a desktop PC via an Ethernet connection and you are online.

1.5 How is the service available to subscribers?

Through service providers and distributors assigned by Thuraya.

1.6 Who are the target subscribers?

Oil and Gas sector, Media sector covering events in remote, underserved areas, NGOs, SMEs, individuals who need reliable high speed Internet access using portable devices.

1.7 What is the Quality of Service?

ThurayaDSL, like any other DSL service, offers shared channel resources among several users. This means that in any spot beam, the number of users logged on and are actively using the service will be sharing the available channels.

ThurayaDSL provides an Internet connection using packet technology; Thuraya GPRS gateway is then connected to the World Public Internet Network where Thuraya has no control over QoS.

We cannot guarantee certain throughput, but we keep monitoring the network to make sure that the best possible service throughput is achieved.

2. Terminal

2.1 Where are the terminals made ?

Manufactured by Hughes Network Systems, Inc., USA

2.2 What are features of the terminal? [\(See Technical Specifications\)](#)

Portable satellite IP modem with an Ethernet port (RJ45), Plug and play device, no software installation required, SIM card required

2.3 What does ThurayaDSL Package contain

ThurayaDSL package includes...

- ThurayaDSL satellite IP modem
- AC Mains power adapter and cable
- Rechargeable lithium ion battery pack,
- Ethernet cable
- User Manual
- Tie-down clips

Battery, SIM card holder and Travel charger are available. Other accessories like are available in the market.

2.4 Do I have to install any software on my PC before connecting ThurayaDSL?

ThurayaDSL is a plug and play device. The browser on your PC should support Java. (*Java plug-in required on PC for terminal control www.java.com*)

2.5 What are the supported Operating Systems

Windows NT 4.0, Windows 98 second ed., Windows 2000, Windows ME, Windows XP, Macintosh OS X v 10.1 or later

2.6 List the supported browsers

Microsoft Internet Explorer 5.5 or later, Netscape Communicator 7 or later, Macintosh Safari 1.0 or later, Mozilla Firefox 1.0 or later.

2.7 What is the terminal price to service providers?

1525 USD FOB Jebel Ali to service provider

2.8 What are the basic steps to run ThurayaDSL?

- Insert SIM, Power, Obtain GPS fix
- Connect using Ethernet, Point to satellite, Exit Pointing mode
- You are ready to move into Normal Operational Mode to perform activities such as browsing.

2.9 What should I do to obtain GPS fix?

Please refer to User Manual

- Place ThurayaDSL outside on a flat surface with a clear view of the sky.
- Power up ThurayaDSL by pressing the Power button.

- ThurayaDSL is now attempting to locate itself using GPS. This may take up to five minutes.

For optimum GPS signal reception, make sure ThurayaDSL is positioned in a roughly horizontal placement with the lid closed. Since GPS receivers must “see” a large part of the sky without obstructions from buildings, mountains or trees, it may be necessary to take your ThurayaDSL out to a clear space to obtain a new GPS location. It may be possible to obtain a new GPS location in a less favorable circumstance, but the time to completion may be longer.

The most recent GPS location is stored in ThurayaDSL even when powered down.

Upon power up, if this stored GPS location is available the display indicates “Using Stored Location.”

Even so, ThurayaDSL will attempt to update this GPS location since the Thuraya system will only allow access if your GPS location is not too old.

If ThurayaDSL is able to update the GPS location, the status changes from “Stored” to “Valid.” GPS location is shown as “Invalid” only under special circumstances when the stored information has been erased. In any case, you may wish to attempt network access to see if service will be granted.

(If the problem still persists kindly send the GPS coordinates, error codes, if any, and other details to helpdesk@thuraya.com.)

2.10 GPS Fix taking a long time. What shall I do?

Power cycle the terminal and retry

2.11 What type of Ethernet cable can be used?

Any CAT 5 Ethernet cable (less than 100 m length) can be used to connect the ThurayaDSL terminal to a laptop

2.12 Location of the terminal?

Careful orientation of the terminal towards the satellite is required for establishing connection. The more precise the alignment, faster data movement. MMI Pointing details in User Manual.

2.13 What is Antenna Pointing Mode?

In the Pointing Mode information regarding pointing of the terminal to the satellite can be viewed on the MMI and the terminal can be adjusted accordingly to get the best signal quality.

You have to Exit Pointing Mode either through the MMI or by pressing the [Exit Pointing Button](#) on the terminal to enter the Normal Operation Mode.

2.14 How can I enter Antenna pointing mode ?

If Pointing is Enabled, Power off and on again. *If Pointing is Disabled*, enable it and then Power Off/On.

On the MMI, Go to Settings<Advanced Settings<select Enabled for Pointing. Save. Power Off/On.

2.15 I am not able to view the Pointing Screen as shown in the User Manual after Power off/on?

Pointing may be Disabled (default setting). Enable it as above to see the Pointing Screen.

2.16 Do I have to go to the pointing screen each time I power up, even though I am using it in the same location?

No, Just Disable Pointing.

2.17 Can I change the SIM card with terminal powered on?

The terminal must be turned off before replacing SIM.

2.18 Where is the SIM card placed ?

The SIM card is placed in a small compartment adjacent to the battery.

2.19 How can I remove the battery and open the SIM card holder?

Turn off the terminal. To remove the battery, find the sliding latch on the bottom left of the unit – it has a slightly rough edge. Slide this latch toward the hinge on the antenna. Then tilt the terminal so that the battery slides out – don't let it drop to the floor. The SIM card holder can then be pried out.

Note: After reinserting the SIM card holder, insert the battery. Make sure that the battery latch is in its furthest right hand position after inserting the battery.

2.20 How can I access the web-based user interface (MMI)?

Open any of the above browsers. Enter <http://192.168.128.100> in the URL field.

2.21 Can I access the user interface (MMI) with proxy enabled?

No. In order to access the MMI from the browser, ensure that proxy settings in your browser are disabled. You may need to enable this setting on return to other Internet connections.

2.22 How to disable the proxy?

As per settings of your Internet Browser. Check User Manual

You must verify that the proxy server settings in your browser are disabled.

For Microsoft Internet Explorer, select Tools / Internet Options / Connections / LAN Settings and uncheck the box labeled 'Use a proxy server for your LAN'.

For Netscape or Firefox, go to Advanced Preferences and select 'Direct connection to the Internet'. For Safari, select System Preferences / Network / Built-in Ethernet / Proxies and uncheck the box labelled 'Web Proxy (HTTP).'

When complete please close your browser.
DO NOT FORGET YOU MAY NEED TO RECHECK THIS BOX ON RETURN TO YOUR OTHER INTERNET CONNECTION.

2.23 What is the duration the battery will last when the terminal is continuously in use?

1 hour when continuously transmitting at maximum speed.

2.24 What is the stand-by time for the battery?

24 hours

2.25 Are accessories like DC chargers, SIM card holders, carry case, battery, external antenna, solar chargers, available?

Travel charger, SIM Holder and Battery for ThurayaDSL are available with Thuraya. Accessories are available in the market. (eg from Satcom, IEC-Telecom)

2.26 Does ThurayaDSL operate indoors? What kind of antenna is needed?

ThurayaDSL may be used indoors with external antenna (SAT/GPS) available in the market. Antennas from European Antenna Ltd. (www.european-antennas.co.uk), DANISAT

(www.danisat.com), Teknobil (www.teknobil.com.tr) have been tested by respective manufacturers and found working with ThurayaDSL.

Thuraya has not tested these antennas with ThurayaDSL and shall not be responsible for any performance issues.

2.27 Can ThurayaDSL be used in maritime areas?

ThurayaDSL is being used in maritime areas with compatible maritime antennas available in the market.

Thuraya has not tested these antennas with ThurayaDSL and shall not be responsible for any performance issues.

2.28 Can ThurayaDSL SIMs be used in other Thuraya terminals/products?

No

2.29 Can any other SIM cards be used in ThurayaDSL ?

No

2.30 Can ThurayaDSL SIMs be used in other similar products?

No

3. Sales and Customer Support

3.1 What is the terminal price to Service providers?

1525 USD FOB Jebel Ali to service provider

3.2 How can we order the terminals?

As normal procedure

3.3 What will be the delivery scheme of the terminals?

Check with your **Country Manager**

3.4 Will we be allowed to purchase more ThurayaDSL SIMs than terminals?

Contact your **Country Manager**.

3.5 What are the arrangements for ThurayaDSL Customer service, after sales support, Technical Support?

Service providers are trained to provide required support. service provider Help Desk and Customer Service Centre are also available for support to Service providers and subscribers.

4. Postpaid Service

4.1 What kind of Postpaid Plans are available?

ThurayaDSL Postpaid Service offers the following plans

- o Light
- o Plenty

- Extra
- Unlimited

4.2 How will we be able to distinguish the different monthly plans; are there 4 different Post paid Sims?

1 SIM Card for ThurayaDSL Postpaid service. service provider can activate as per subscriber requirements as Light, Heavy, Extra or Unlimited.

4.3 What are the charges the subscriber has to pay on subscription?

Activation fee (in case of Light)

Monthly Fee prorated depending on date of activation (Free MBs will be prorated)

Monthly Fee for the next month

(For details contact your Country Manager)

4.4 If the subscriber is not fully using the MBs included in the package will there be a roll-over of MB's?

No, there will be no roll-over of unused MBs, included in the package.

4.5 Can subscribers shift between Postpaid Plans?

Automatic shifting between Postpaid plans is not possible.

service provider will be able to move subscribers from one plan to another as per the usual procedure in voice service by deactivating the subscriber from the current plan and reactivating him in another plan.

4.6 Can a SIM be suspended and reconnected? What are the applicable charges?

Suspension/Reconnection can occur at any time based on subscriber request to service provider.

Customer is charged the normal monthly fee of the respective plan that he is subscribed to during suspension period.

4.7 What is the process for Deactivation of SIM cards?

The Service Provider, as per the usual procedure, can deactivate subscribers after paying all dues.

4.8 What is the process for setting Credit Control Limit for a postpaid subscriber ?

The credit limit functionality for ThurayaDSL Postpaid Service is provided based on SP request through Thuraya Helpdesk. The service works as follows :

- Credit Limit, based on customer usage pattern, is fixed by the Service Provider.
- Usage level of the customer, which accumulates daily until end of a calendar month, is regularly checked. When usage reaches a specified level of the Limit (e.g 80% or 100%), then action(s) defined by the SP will be taken.
- e.g. sending report via email to SP for 80 % and suspension of contract for 100 %.
- If usage has reached one of the specified levels (eg 80%) and the SP does not want the customer to be included in the further level (eg 100%), the SP can increase the Credit Limit or disable the functionality. However necessary actions should be taken by the SP to return to previous setup each month or as needed.

- Usage level will be reset to 0 at the start of every month. If a customer account has been barred or suspended due to exceeding the Credit Limit, the service provider should reactivate the account each month as the detection is reset.

Note:

- Credit Checks run every rate cycle in billing system. Accordingly credit limit may be reached or exceeded by customer during time between two consequences rate cycle. Credit control process might be affected due to any technical problems that delays rating process of subscriber's calls. Thuraya is not liable in such cases.

5. Prepaid Service

5.1 What are the Prepaid Plans available?

Two Prepaid Plans, separate SIM for each, are available : Prepaid Basic and Prepaid Unlimited.

5.2 Can a prepaid Unlimited SIM card be also used as a Basic SIM card?

No.

5.3 What is Prepaid Basic Validity?

SIM Validity 1 month from date of 1st use (extendable through refill).

5.4 How can Basic SIM validity be extended ?

Refill extends validity from SIM expiry date as follows:

10 unit scratch card extends validity for 10 days

20 unit scratch card extends validity for 20 days.

39 unit scratch card extends validity for 40 days.

50 unit scratch card extends validity for 50 days

80 unit scratch card extends validity for 80 days.

160 unit scratch card extends validity for 160 days.

5.5 Do we have to make the first call to activate the prepaid Unlimited Sim card, (like any other Thuraya Sim card).

Yes

5.6 Is this first call starting the validity of the first unlimited voucher?

Yes

5.7 Can I make multiple refills and extend validity for longer periods?

Yes, Each refill adds SIM validity extension as above from expiry date of previous refill. Maximum SIM validity at any point of time is capped at 12 months regardless of the number of refills made.

5.8 How can Prepaid Unlimited SIM validity be extended ?

Refill with Special Thuraya DSL Unlimited PINs extends Unlimited SIM validity for 1 month from validity expiry date. Other refill cards cannot be used. Customers may refill before SIM validity expires.

- If the account has sufficient credit for renewal (\$3000) on the last active date, then the account will be renewed automatically without going to Inactive status.

- If the account does not have sufficient credit for renewal (\$3000) on the last active date, then the account will go to Inactive status. Once the account refilled, it will be changed back to Active status within one hour time and validity will be one month from the renewal date.

5.9 Will the SIM be cancelled if validity is not extended?

Subscribers who do not extend validity will be in Grace Period for 3 months from SIM expiry date. During the grace period, the ThurayaDSL terminal is barred from accessing the service except to make a refill, using Refill APN. Once the refill is made the subscriber can use the service normally with an extension from the date of refill.

If no refill is made within 3 months of SIM expiry date, the SIM is cancelled.

5.10 When will the grace period start (after not using the card for a certain period)

Grace Period starts After SIM Expiry Date

5.11 What will happen with the credit left on the prepaid basic card, when the grace period has begun? Will the credit be gone, even if you refill in the grace period and start using the service again?

As long as the account is in the Grace period, the credit is kept in the account.

5.12 How can a ThurayaDSL Basic prepaid subscriber make online refill.

- Access <https://services.thuraya.com> for online refill of Thuraya prepaid accounts. (Here you can also check your credit balance or send SMS to Thuraya phones.).
- Click on Online Thuraya Prepaid Refilling System. Enter your ThurayaDSL MSISDN and password (default password for ThurayaDSL prepaid accounts is the last 4 digits of the SIM serial number – password can be changed by the Service Provider / Thuraya Helpdesk / Customer Service Center through PCAS).
- Enter the 14 digits of your scratch card and press SUBMIT.
- Go to online billing inquiry after five minutes to verify the amount is credited in your account.

5.13 How can a prepaid subscriber with zero credit access the network to make an online refill free of charge

When you want to refill credit by scratch card, open the ThurayaDSL web-interface by typing <http://192.168.128.100> at internet browser.

Settings<Network Settings< APN selection, select Refill. Press SAVE, Restart ThurayaDSL (Sometimes it is better to reboot the PC too).

Note : Change APN to ThurayaDSL APN after refill to browse other sites.

5.14 When does the service provider get airtime share ?

Service provider gets his agreed airtime share of realized usage charges on monthly basis.

e.g. Prepaid Basic SIM card has a credit of 50 USD. Upon full or partial usage, system calculates how many MBs are used during the month - if 20 USD worth of airtime usage, then service provider gets his share out of 20 USD. For details contact Country Manager

5.15 For prepaid subscribers, will it be possible to check on PCAS about a subscriber's usage or credit position?

Yes

5.16 When account credit reaches 0, will you get disconnected in the middle of your browsing or will the system wait until you close your session?

- When there is no credit available for deduction, session is disrupted within 15 minutes, after which no data transfer is allowed using the "ThurayaDSL".
- The subscriber needs to change the APN to "refill" and restart the terminal to check balance or refill.
- After refill, pending amount, if any, will be deducted before allowing use of "ThurayaDSL" APN and reconnection of service. (The account can use "ThurayaDSL" APN only when the available credit is > 0).

5.17 Service was disconnected soon after I started to use my ThurayaDSL prepaid account. Why?

- ThurayaDSL prepaid subscribers may experience a momentary interruption of service upon their first use of ThurayaDSL service. The interruption will occur approximately 15 minutes after the session initiation. Subscribers will be able to reconnect to the service normally thereafter.

6. General

6.1 Is charging done for data transfer only?

Charging is based on usage. Usage includes browsing and the minor usage that occurs while remaining connected to the Internet.

6.2 Is the billing packet-based (data) or time-based?

Charging is based on volume of data transferred and not based on time.

6.3 What is ThurayaDSL billing increment?

ThurayaDSL Data Block (Billing Increment) is 10 Kilobytes, for both postpaid and prepaid services.

6.4 How can the subscriber monitor usage?

The built in Usage Monitor (Statistics) on the MMI gives an indication of how much usage has taken place.

The usage/charges can also be found out from web based services site <http://services.thuraya.com>

6.5 How can the subscriber get his password for Web based Billing Inquiry service - <http://services.thuraya.com>?

Postpaid Subscribers: Obtained from service provider through BSCS. To change contact service provider

Prepaid Subscribers: Last 4 digits on the SIM serial number is the default password. Password can be reset by Service Provider / Helpdesk / Customer service through PCAS.

6.6 What is the process for SIM Replacement?

Customers can replace their SIMs through the service provider at a charge of 30 USD per SIM. For details contact your **Country Manager**.

6.7 Will the password for dslmail and dslcase change with SIM replacement?

No, the password to access dslmail and dslcase will be same as what it was for the subscriber's original SIM, whether the default password was changed or not.

7. Public Static IP Address

7.1 How can a subscriber obtain Public Static IP address?

A public Static IP address will be assigned to an MSISDN upon subscriber request through the Service Provider.

Postpaid subscribers

- o Service provider can allocate the Public Static IP address in the provisioning process using the subscriber administration module.
- o Subscriber is charged 25 USD/IP/Month in advance – not refundable.

Prepaid subscribers

- o Public Static IP address is provided to ThurayaDSL prepaid subscribers based on request, at 300 USD/IP for one year. This fee is charged in advance and not refundable. Prepaid subscribers need to renew IP address subscription on yearly basis.
- o Service provider fill the Public Static IP request form and submits by fax/email to Thuraya HelpDesk.
- o Help Desk informs the service provider of the assigned public static IP address in 3-4 days.

7.2 What is the process for a ThurayaDSL prepaid subscriber to obtain Public Static IP address?

The typical process would be

- o Use the account at least once
- o Credit 300 USD in the account and request for the Static IP
- o 300 USD is debited and public static IP is provisioned for the account.

7.3 How can the Prepaid Unlimited subscriber obtain Public Static IP address.?

Same as above. The 3000 USD Credit is for the 30 days of unlimited ThurayaDSL access from the day of first use. An extra 300 USD must be credited to the account by refilling, prior to requesting Public Static IP address.

7.4 Does the subscriber have to do anything to activate the Public Static IP?

Once the subscriber has been informed of the assigned Public Static IP address he just needs to Power Off and On and connect to the network. The change will be reflected on the Properties screen of the MMI.

7.5 How will the IP addressing be invoiced?

As normal service.

You can find it as a service in the monthly report and in the Invoice.

7.6 How can the Public Static IP address be deactivated ?

Public Static IP address can be deactivated based on subscriber request through service provider. For further details contact your **Country Manager**

7.7 Why does a subscriber need a Public Static IP address?

Public Static IP's addresses are useful to access the terminal from the internet - run services provided by the Customer eg. Web Services, ,FTP services. etc

Another use might be where a user is trying to connect through a secure link to a company's system where he is required to provide his Public IP.

8. VPN

8.1 A subscriber is having 5 remote construction sites & two offices in the capitals of two countries. He wants to interconnect all his remote sites with his city offices by using ThurayaDSL with VPN technology. Can he ?

Customers can establish VPN sessions with their corporate headquarters using standard VPN clients. Microsoft VPN client is supported by the network. Other clients also may be supported. PP2P and L2TP protocols were tested successfully.

8.2 Do I need to have a Public Static IP Address to establish VPN connection?

No, however for security reasons it is preferred.

8.3 Does Thuraya provide the VPN Client?

No

9. ThurayaDSL Email account

9.1 What is ThurayaDSL Mail?

Every ThurayaDSL subscriber is provided with a free email account with a default domain name format: MSISDN@dslmail.thuraya.com

ie. (88216*****@dslmail.thuraya.com)

- Postpaid subscribers can access email account upon SIM card activation.
- Prepaid subscribers can access email account only after first connection to the network using the SIM card.

9.2 What is the storage capacity of ThurayaDSL Mail?

5 MB

9.3 How can the subscriber access the email server?

While in Thuraya network (using ThurayaDSL terminal) ...

Subscriber can access his dslmail mail account using any email client eg Microsoft Outlook.

It can also be accessed directly from the Internet by clicking on the relevant link available on <http://services.thuraya.com>.

While in any other network

Access your dslmail mail account directly from the Internet by clicking on the relevant link available on <http://services.thuraya.com>:

(You can also access dslmail from the Internet: url <https://dslmail.thuraya.com>)

Note:

User Name: MSISDN@dslmail.thuraya.com

Default Password: Last 4 digits of SIM serial Number.

Subscriber can change the password using the ThurayaDSL Mail interface

9.4 How to configure Microsoft Outlook to add your dslmail account?

To Add ThurayaDSL Mail account to MS Outlook

Tools<Email Accounts< Add a new email account<Next - Choose POP3 or IMAP<Next

User Information – Enter Your Name and Email Address (MSISDN@dslmail.thuraya.com)

Logon Information – Enter Email Address as User Name (MSISDN@dslmail.thuraya.com), Enter Password.

Server Information

Incoming mail server - dslmail.thuraya.com

Outgoing mail server – dslmail.thuraya.com

Before you Send mail, ensure you select the correct Account –

- While in ThurayaDSL network, use your ThurayaDSL Mail account.
- While in other network, use your account applicable in that network.

9.5 How to change the Email password?

Subscriber can change the password using the ThurayaDSL Mail interface.

Options<Change Password. (This will also change the Password of subscriber's Storage also)

9.6 What if the subscriber forgets his password?

If the subscriber forgot his password, he needs to contact his service provider. service provider to contact Thuraya Help Desk to reset password.

10. ThurayaDSL Storage

10.1 What is ThurayaDSL Storage

Every ThurayaDSL subscriber is provided with a free online storage space of 5 MB and can use any FTP client to download or upload files from the storage space.

ThurayaDSL subscribers benefit from this service by saving their files online and retrieving them later from anywhere using any FTP client (ie using ThurayaDSL or any terrestrial internet access point.)

10.2 What is the storage capacity

5 MB

10.3 How can the subscriber access his storage space

Access dslcase by clicking on the relevant link on <http://services.thuraya.com>

Any FTP Client can also be used for accessing Storage service.

Server address: dslcase.thuraya.com

Username: MSISDN (88216XXXXXXXX)

Default Password: (Last 4 digits of SIM serial Number). The Subscriber can change the password using ThurayaDSL Mail interface

(Storage access url : ftp://dslcase.thuraya.com)

10.4 Provisioning

Postpaid subscribers can access email account upon SIM card activation.

Prepaid subscribers can access email account only after first connection to the network using the SIM card.

10.5 Will SIM replacement affect subscriber's email/storage accounts' passwords?

No. The passwords for email and storage accounts for both postpaid and prepaid subscribers will remain the same as what it was for the subscriber's original SIM, whether the default was changed or not.

11. Proxy

11.1 What is Proxy functionality ?

Proxy functionality offers the service provider or subscriber the option to block certain sites from being accessed by the ThurayaDSL user.

11.2 How can the service provider/subscriber set usage restrictions?

The service provider fills the "Usage Restriction Request Form" and submits it by fax/email to Help Desk. The Help Desk confirms the job completion to the service provider - might take about 4 days..

Access will be given to the specified destinations - all other destinations will be blocked

Destination / Port / Protocol must be specified

Controlled by Service Provider.

12. ThurayaDSL Technical Specifications

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Weight	1.6 Kg (3.5 lbs) terminal and battery
Size	305 mm x 245 mm x 45 mm (12"x 9.6" x 1.7")
SIM Card	Yes
Operating temperature	-10 °C to +55 °C (14 °F to 131 °F)
Operating humidity	95% RH at 40 °C (104 °F)
Input Voltage	12 volt DC
Mechanical vibration	200-2000 Hz, 0.3 m/s ²
Unpacked Drop	0.5 m on concrete surface
Solar radiation	1120W/m ² ; MIL-SPEC 810E 505.3
Water and dust proofing	IP-54 as standard
Air pressure for transport at altitude	4500 m AMSL; MIL-SPEC 810E METHOD 500.3
Battery Life	Under nominal conditions 24 hours standby time and 1 hour of continuous transmission at highest rate
Battery Type	Lithium-Ion
External Power	Mains power supply adapter.
Connectors	Ethernet (RJ-45)
User Interface	Web based graphical user interface accessible via standard web browser.

13. Lights, Buttons and Indicators on the terminal

Lights

Power Light

Normal Operation Mode	Off	Terminal is powered Off
	Steady Light	Running on AC mains power
	Flashing Light	Running on Battery Power
	Amber Light	Terminal is not connected to the network
Pointing Mode	Green Light	Terminal is connected to the network
	Switching between Red and Amber	GPS not updated since power on
	Switching between Amber and Green	GPS updated since Power On



Pointing Mode Lights

Pointing Mode (indicates relative signal strength)	Red	Poor signal strength
	Amber	Better signal strength
	Green	Best signal strength

Battery Light

Normal Operation Mode	Off	Terminal is powered Off
	Flashing	Running on Battery Power
	Flashing Amber	Terminal is Powered on, not connected to AC mains power
	Flashing Green	Terminal is connected to AC main power and charging
	Green	Terminal is connected to AC main power and fully charged
	Flashing Red	Battery is low and not charging
Pointing Mode (part of pointing lights and indicates relative signal strength)	Red	Poor signal strength
	Amber	Better signal strength
	Green	Best signal strength

Buttons

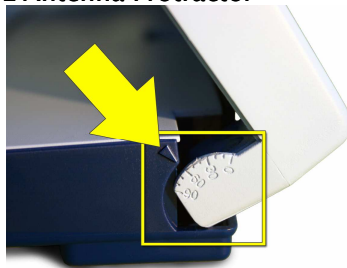
Power Button

Turn terminal ON	Push the button down until Power Light illuminates
Turn terminal OFF	Push the button down until Power Light is Off (at least 2 seconds)

Exit Pointing Button

Exit Pointing	Push the button down for two seconds for the terminal to exit pointing mode. If there is no response check MMI to determine why.
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ThurayaDSL Antenna Protractor



When you are positioning the antenna during the Antenna Pointing process, the protractor provides the current angle of the antenna so that you can adjust it to the Antenna Angle specified on the pointing screen.



Compass



Reference the compass during the Antenna Pointing process to get the correct Compass Direction needed for the antenna. The illustration shows an example of a South-West orientation.

The compass can be affected when close to magnetic fields or metallic objects.

Online Billing Inquiry and other Links

