

# **Frequently Asked Questions**

**Thuraya PCO-2110**

**Public Calling Office**

**Q: What are the main functions that the PCO-2110 supports?**

A: The PCO-2110 supports Voice, Data (GmPRS), SMS and Fax.

**Q: What languages does the PCO-2110 support?**

A: The PCO-2110 supports English, French, Arabic, Urdu, Farsi and Russian.

**Q: How can SMS be sent and received with the PCO-2110?**

A: The PCO keypad can be used to write SMS. Incoming SMS can be printed using the PCO printer. The PCO will display an icon when unread messages are available.

**Q: How can fax be sent and received with the PCO-2110?**

A: The PCO-2110 has a FAX port (RJ 11) and any standard analog fax can be connected to it. The fax port will only receive an incoming fax. Depending on the type of the fax machine, the PCO will remember the settings of this particular fax model. If you connect a different fax model then you will need to turn the PCO off and on again to reset the model.

**Q: What benefits can the GmPRS Data services of the PCO-2110 provide?**

A: Data call to the OTA-server (Over The Air) for remote data base downloads and system health status information. Incoming data calls from the OTA server are automatically answered and the system is held in the OTA mode for system reports updating to the server and database download from the server.

Point to Point data calls can be established using the system USB port. During the call connection, data throughput is calculated and billed based on the data exchanged.

GmPRS Data Call: for internet browsing, GmPRS commands can be issued from the system's USB port and also the dial up connection can be established. Data throughput calculation facility is also provided for the GmPRS connection.

Data billing is programmable. The tariff rate can be programmed in the program modes included in the system.

**Q: How can I browse the internet by using the PCO-2110?**

A: Connect your computer (PC/Laptop) to the USB port of the PCO.

Assign the standard modem settings on your PC @ 19200.

Select the "Data" mode on the PCO.

Get the connection.

Start Browsing.

After the session, the PCO will automatically print the receipt with the amount, duration and data use for billing purpose.

## Q: Can I use all the services together (Voice, SMS, FAX, GmPRS) on the PCO?

A: No, parallel usage is not possible.

## Q: What is the required power of the PCO?

A: The PCO-2110 requires a 14.2V, 3A SMPS supply with an input cutoff voltage of 90VAC – 270VAC.

## Q: What are the main features and functions of the PCO-2110?

A: The main features and functions of the PCO-2110 are:

- Graphical printer and graphical LCD
- Local charging of calls using the locally installed tariff tables. The PCO operator can add margin/taxes with password protected menu access
- Pre-programmed list of county codes
- 40 days cumulative/individual day report
- Display scrolling facility for the last, current day report, memory calls, and cumulative details.  
Programmable paper feed option.

## Q: What does Thuraya PCO-2110 package contain?

A: The PCO-2110 package includes:

- PCO-2110 main unit
- Booth Display unit
- Satellite antenna with 25 meter cable
- GPS antenna with 25 meter cable
- Printer Paper Roll
- Booth Display Cable with RJ11 Connectors
- Line-out Cable with RJ11 Connectors
- External Battery Cable
- Quick Installation, Quick Trouble Shooting Guide
- User Manual
- *Telephone extension shall be provided by the service providers/distributors*

## Q: What are the basic steps to start using the PCO-2110?

A: Using the PCO-2110 is a quick and easy task:

1. Insert SIM card and paper roll.
2. Connect the SAT and GPS antennas.
3. Connect the extension telephone and booth display.
4. Power on, obtain network and GPS fix.
5. Now your Thuraya PCO is ready to make the first call.

**Q: What should I do to obtain Network and GPS fix?**

A: Place the GPS antenna outside on a flat surface with a clear view to the sky. Afterwards switch on the PCO-2110, the unit will now attempt to locate itself using GPS location data (this may take up to five minutes).

**Q: Where is the SIM card placed?**

A: The SIM card is placed on the reverse side of the unit.

**Q: Is the PCO-2110 designed for indoor or outdoor usage?**

A: The PCO-2110 is designed for indoor use and not recommended to be used outdoors.

**Q: Can PCO SIM-cards be used in other Thuraya terminals/products?**

A: No, PCO SIM-cards are specifically assigned to PCO units only.

**Q: Can any other SIM card be used in the PCO-2110?**

A: No, only PCO SIM-cards can be used in PCO units.

**Q: Where can I buy the Paper Roll that is installed in the PCO-2110?**

A: The Paper Roll used for the PCO is a standard roll used also for credit card machines and other devices and can be bought in stationery stores.