Thuraya XT

Frequently Asked Questions

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THURAYA XT BASICS

1. ON WHICH NETWORKS DOES THE THURAYA XT WORK?

The Thuraya XT is a satellite phone which works in SAT-mode throughout the whole coverage area of the Thuraya satellites.

2. WHAT DIFFERENTIATES THE THURAYA XT FROM OTHER SATELLITE PHONES?

The key differentiators are reliability and usability.

Reliability:

- The Thuraya XT is the only satellite phone in the market complying with IP54/IK03 standards, which makes it the toughest and most reliable SAT-phone.
- Thuraya XT boasts the longest battery-life of any satellite handset, providing up to 6 hours talk-time and up to 80 hours standby-time.

Usability:

- The Thuraya XT has an advanced menu with many features, such as an organizer or GPS-waypoint-navigation.
- It features a large 2-inch/5cm advanced glare-resistant display (with brightness-sensor) which improves outdoor visibility in direct sunlight.
- Perfectly balanced weight-to-size ratio allows comfortable handling in all situations.

3. WHAT IS THE IP54/IK03 STANDARD?

IP and IK are international industrial standards referring to degrees of 'ingress protection' for electrical devices. The IP standard is defined in the international standard IEC 60529 (equivalent of the European standard EN 60529). The IK standard is defined in the international standard IEC 62262:2002 (equivalent of the European standard EN 62262):

IP54 standard:

First digit: **5**4

Dust protected. Full protection against contact and protection against interior injurious dust.
= Dust cannot harm the operation of the phone

Second digit: 5**4**

Splash resistant. Protected against splashed water from all directions.
= Splashed water cannot harm the operation of the phone

IK03 standard:

Shock proof. Phone can withstand impacts of up to 0.35 joule.
= Impacts of up to 0.35 joule cannot harm the phone

4. WHICH PRODUCTION MATERIALS ARE USED TO ENSURE THE THURAYA XT'S DURABILITY?

The external casing of the Thuraya XT is crafted from the latest polycarbonates in the industry, which are extremely robust. Internal components are shielded with aluminum and the connectors are protected with rubber seals to prevent damage from water splash or dust.

5. WHAT ARE THE DIMENSIONS AND WEIGHT OF THE THURAYA XT?

The Thuraya XT weighs 193 grams and measures 128x53x26.5mm (l x w x d).

6. DOES THE THURAYA XT SUPPORT MULTIPLE LANGUAGES?

The menu of the Thuraya XT supports 12 standard languages including English, Arabic, French, German, Italian, Spanish, Portuguese, Turkish, Russian, Farsi, Hindi and Urdu.

Additionally there is a separate XT firmware version available which supports English-Chinese.

7. WHAT IS INCLUDED IN THE THURAYA XT PHONE-BOX?

The Thuraya XT phone-box includes the following components:

Thuraya XT phone, heavy-duty-battery, travel charger (incl. 3 adaptors for EU, UK, China), earset, USB data cable, spare antenna plugs, quick start guide (14 languages), user guide (English), support-CD, accessory catalogue and a warranty card.

8. WHAT APPLICATIONS ARE FOUND ON THE INCLUDED SUPPORT-CD?

The support-CD which comes with every new handset contains:

- Drivers required to connect your Thuraya XT with a PC or laptop
- User guides in 12 languages (in pdf-format)
- Upgrader tool, required if there is a software-upgrade for the handset available

9. WHICH CONNECTORS DOES THE THURAYA XT HAVE?

The Thuraya XT has the following connectors: UDC (USB), ear jack, DC power, external antenna and the connector for the battery.

10. CAN I USE MY CURRENT THURAYA SIM-CARD WITH THE THURAYA XT?

Thuraya SIM cards working on other Thuraya handsets will also work with the Thuraya XT.

11. CAN THE THURAYA XT BE USED WITH THE CURRENT SCRATCH CARDS?

All available Thuraya scratch-cards can be used to recharge the Thuraya XT.

12. CAN I USE MY GSM SIM-CARD IN THE THURAYA XT?

The Thuraya XT can also be operated with a GSM SIM-card in satellite roaming mode. Please check with your GSM SIM-card provider for the latest roaming charges.

BATTERY

13. WHAT IS THE TALK-TIME AND STANDBY-TIME OF THE THURAYA XT?

The Thuraya XT uses an advanced heavy-duty-battery which allows talk-time of up to 6 hours and standby-time of up to 80 hours.

14. WHAT IS THE CHARGING TIME OF MY THURAYA XT?

The average charging time of an empty Thuraya XT battery is approximately 2 hours and 25 minutes.

DISPLAY

15. WHAT ARE THE SPECIFICATIONS OF THE DISPLAY?

The display of the Thuraya XT is a 2 inch (5 cm) TFT-display with 262,000 colours and 176x220 pixels.

16. WHAT IS THE BRIGHTNESS-SENSOR?

The brightness-sensor on top of the display regulates the brightness of the display according to ambient lighting conditions. In dark environments the backlight of the display will be reduced, while backlighting will be increased in bright sunlight to provide optimal visibility. This also contributes to reduced battery consumption and thereby increases talk-time and standby-time.

17. CAN THE DISPLAY BE READ IN DIRECT SUNLIGHT?

The Thuraya XT's combination of a glare-resistant display with the high-contrast font and background of the graphic user interface greatly enhances visibility in direct sunlight.

GPS-NAVIGATION

18. DOES MY THURAYA XT HAVE A GPS-NAVIGATION FUNCTION?

The Thuraya XT features GPS-navigation, which allows you to create and manage waypoints. These can be used to navigate from a fixed location to various waypoints, showing the distance and direction to each. Additionally, you can use location tracking by automatically saving your GPS coordinates in fixed intervals which will allow you to create a track of your route.

19. CAN THE LOCATION OF MY THURAYA XT BE DETERMINED BY OTHERS?

The GPS-navigation can only be initiated by the handset user – unwanted tracking cannot be remotely executed by external third-parties.

However, you can trigger the Location Based Service by transmitting your own coordinates to other telephones or computers. This functionality can be used in case of emergency or if you want to be monitored by your organization or by other individuals.

CONNECT TO COMPUTER

20. WHICH PC OPERATING SYSTEMS ARE COMPATIBLE WITH THE THURAYA XT?

The required operating system of connected PCs or laptops is Windows Vista, Windows XP, Windows NT or Windows 2000.

GmPRS & DATA

21. THE THURAYA XT DOES NOT HAVE A WEB BROWERS. HOW CAN I USE GmPRS?

You can connect your Thuraya XT to a laptop or PC and establish a data connection via the included USB data cable. This will allow you to use the browser of your laptop or PC.

22. HOW DO I ESTABLISH A GmPRS CONNECTION WITH MY COMPUTER?

In order to use a GmPRS connection via your Thuraya XT, you need to connect your Thuraya XT to a PC via USB data cable. You then need to establish a dial-up connection in your computer, just as you would connect to the Internet via a modem (the standard dial-up code is *99#, please refer to the manual of your computer or modem for further details).

23. WHAT IS THE GmPRS SPEED OF MY THURAYA XT?

The maximum GmPRS speed (Packet Data) of your Thuraya XT is as follows:

Download: 60 kbit/s
Upload: 15 kbit/s

24. WHAT IS THE DATA AND FAX SPEED OF MY THURAYA XT?

The maximum Data/Fax speed (Circuit Switched Data) of your Thuraya XT is as follows:

Download: 9.6 kbit/s
Upload: 9.6 kbit/s

ACCESSORIES

25. ARE THERE ACCESSORIES AVAILABLE FOR THE THURAYA XT?

There are a number of accessories which add even more functionality to your Thuraya satellite phone. These include:

Car charger, travel charger, USB data cable, spare battery and solar charger.

COVERAGE

26. IN WHICH COUNTRIES CAN I USE THE THURAYA XT?

Thuraya provides satellite phone coverage in more than 140 countries in Asia, Africa, Europe and the Middle East. The full list of countries can be found at www.thuraya.com

WARRANTY

27. WHAT IS THE WARRANTY PERIOD FOR THE THURAYA XT?

The end-customer warranty is 12 months from date of purchase and requires a fully filled warranty card.

28. IN CASE OF A PROBLEM WITH THE HANDSET HOW DOES THE REPAIR PROCESS WORK?

Please contact the Service Provider you purchased your Thuraya XT from. The Service Provider will assist you with any problem related to the handset.

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