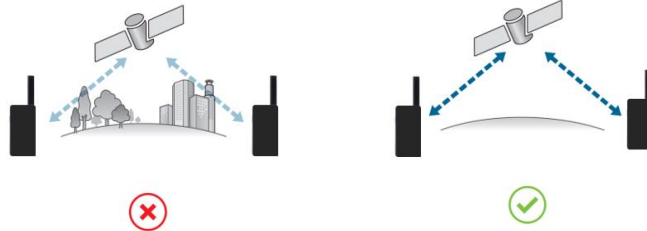


Thuraya One: Tips for satellite mode

The **Thuraya One** phone is a full 5G Android smartphone that can be used for calls and data, like social media, video streaming, etc. **while being connected to cell towers.**

If you don't have working cell towers nearby, you can still enjoy calls and SMS on your Thuraya One phone **via satellite.** Please follow the tips below which will help you to get the best experience in satellite mode.

Please note that satellite communication requires open view and line of sight to the satellite, i.e. you cannot use it indoors or when the line of sight is blocked by tall buildings or trees:

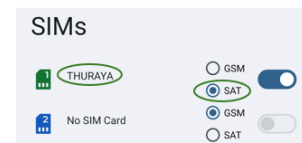


Tips for best experience in satellite mode:

- Push the satellite antenna (located on top of the phone) in, and then fully extend the antenna (extend until the last click!)



- Check if your Thuraya SIM is in satellite mode (not in GSM roaming):
Settings > Network & internet > SIMs > THURAYA - SAT



- When attempting a satellite call, point the phone in the general direction of the Thuraya satellite.

*Optional: in case you don't know where the Thuraya satellite is located, use the built-in SatFinder app: scroll up from the bottom of the screen and select > **SatFinder***



- To maintain the optimal antenna position while in a call, you can use the phone with loudspeaker or an earset which makes it easier to keep the antenna pointed in the general direction of the satellite. Please be aware when lifting the phone to your head, the satellite antenna might point away from the satellite, and you might need to readjust your position.



- Before dialing a number, please check the satellite signal in the status bar on the top right. Adjust your position until you have full signal:



Sometimes it may take a few seconds before the call connects in satellite mode.



Tip: To save battery, you can deactivate satellite mode if you don't need it for some time (otherwise the phone will keep attempting to connect):
Settings > Network & internet > SIMs > SAT > toggle off

