



Thuraya SatTrack for Land

Frequently Asked Questions

What is Thuraya SatTrack?

Thuraya SatTrack is a web-based application to track and monitor assets equipped with the Thuraya terminals. Thuraya SatTrack comes in the following variants:

- Thuraya SatTrack for Marine: For tracking, monitoring and managing vessels equipped with Thuraya MarineStar
- Thuraya SatTrack for Land: For tracking, monitoring and managing vehicles with equipped Thuraya T2M-DUAL.

Are there any pre-requisites before I can start using the Thuraya SatTrack portal?

Yes. Please refer to the pre-requisites section in the SatTrack user manual.

What time zone does the time on the portal reflect?

All times are in GMT.

How often does the tracking update?

The frequency of the tracking updates is determined by the tracking setting programmed on the Thuraya T2M-DUAL using the SatTrack portal. Thuraya SatTrack can program the T2M-DUAL to report at frequencies starting from 60 seconds. In addition, if there are any other types of tracking enabled, the terminal shall report the tracking updates accordingly, when those tracking types are enabled. The terminal needs to be continuously online and requires an active subscription to the Thuraya network for successful and timely reporting without any changes to the terminal programming.

Can the tracking data be exported from this service?

Yes, the tracking data can be exported as a .csv formatted file. Other vehicle interactions and OTAs sent to and received from the terminal can be requested by raising a ticket with your Service Partner.

The background of the assistant is missing. What should I do?

- Hard refresh the portal by pressing CTRL+ SHIFT + R (on a Windows machine) or COMMAND+SHIFT+R (on a Mac machine).
- If the assistant background is still missing, kindly restart the browser and log in to the portal.

What devices are supported by SatTrack for Land tracking?

SatTrack for Land is compatible with Thuraya T2M-DUAL.

Can I view the location of my vehicles on a map?

Yes, you can see the location of all your vehicles equipped with the tracking device T2M-DUAL in map view.

Is it possible to review the history of the locations of my vehicles?

Yes, select the vehicle you want to view and then go to “Tracking & Monitoring Map” for map view or “Tracking & Monitoring table” for table view.

Can I set geo-fences for a particular vehicle?

Yes, you can create multiple geo-fences and assign them to a particular vehicle.

How can I subscribe to Thuraya SatTrack service?

Please contact your Thuraya Service Partner who will guide you on the necessary steps and the prerequisites that you need to comply with in order to subscribe to the Thuraya SatTrack service.

I would like to view the value of a temperature sensor on the SatTrack portal, can I do that?

Yes, you can. You need to connect your sensor to one of the inputs of T2M-DUAL; once this is set the T2M-DUAL will display the sensor variations to the platform under I/O report section.

Can I set an overspeeding alarm for a particular vehicle?

Yes, that is possible under the Vehicle Alarms section.

Is it possible to name vehicles?

Yes, it is possible to customize the name per vehicle; you can upload the picture of the vehicle as well for better identification and assign a plate number.

How do I know when the driver switched off the engine of the vehicle?

The vehicle reports every ignition on and off; you will be able to view the full report under IGN on/off.

What are the different map types provided SatTrack?

There are two map types: Satellite and Vector.

Customer Support for Thuraya SatTrack?

Please contact your Thuraya Service Partner for any support related to Thuraya SatTrack.