

## CUSTOMER ADVISORY FOR THURAYA MARINESTAR SIM ADAPTER

### INTRODUCTION:

The objective of this advisory note is to ensure that the Thuraya MarineStar installation is done using all the required items supplied in the box, ensuring a quick, easy and proper installation. This note focuses on the importance of using the SIM adapter which is included in the below deck unit packaging.

### OBSERVATION:

There have been a few field reports wherein MarineStar LCD screen displays “Insert SIM Card” even though the SIM card is already inserted into the SIM slot.

Investigation into the “Insert SIM Card” issue led to a discovery of the following:

- a. SIM Card has loose contacts with the SIM holder pins - Due to microscopic variance of SIM card thickness
- b. SIM holder pins are damaged - Due to improper insertion of SIM Card

Investigation into the above matter led to the root cause that the SIM adapter provided in the MarineStar packaging was not used.

### RECOMMENDATION:

Thuraya recommends using the SIM adapter (Micro) as a mandatory requirement, which is supplied with MarineStar packaging, to ensure:

- a. SIM Card (Nano) can have proper contacts with the terminal to allow network registration for a reliable service
- b. Avoid SIM holder damage
- c. Avoid any warranty related disputes due to this issue

## ACTION:

The following actions must be taken for Thuraya MarineStar during testing, installation and maintenance.

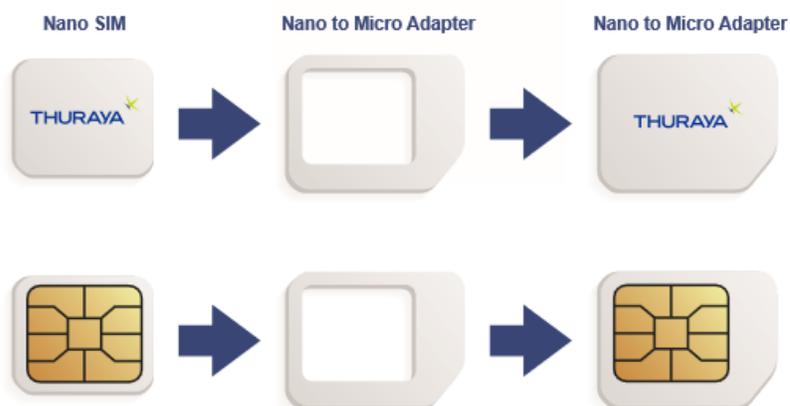
*Note: Ensure the Thuraya MarineStar is installed as per user manual guidelines and switched OFF prior to commencing the below steps.*

Step 1: Select Nano-SIM from the Thuraya SIM-card

Step 2: Remove the SIM adapter provided in the packaging



Step 3: Insert the Thuraya Nano-SIM into the SIM adapter



	Scenario 1	Scenario 2	
SIM card type	Nano 	Micro (non-perforated) 	Mini or Micro (Nano perforated) 
How to use	Use with Mico adapter supplied with the MarineStar packaging 	Use as is 	Pull out the Nano SIM from the perforated Mini or Micro SIM Put into the Micro adapter supplied with the MarineStar packaging 

Step 4: Unscrew the SIM card cove and flip it down, insert the SIM adapter with Thuraya Nano-SIM, close the SIM cover and secure the cover with screw.



Step 5: Power ON the terminal. You should see the current location with good signal strength on the LCD screen

