

## Technical information

When a Thuraya handset is switched on for the first time (or if it has been switched off for a prolonged period) it has to do three things initially:

- 1 scan and locate the Thuraya satellite
- 2 retrieve an initial GPS position
- 3 register on the satellite network

All points 1-3 must be achieved for the handset to operate.

To achieve 1 and 3 the handset needs good line of sight to the Thuraya Satellite which, from a European perspective, means holding the handset towards the South-East. To achieve 2 the handset should be held upright with clear and uninterrupted access to the majority of the sky. The implication of this is that standing in a doorway facing the South-East, for example, may yield excellent signal strength for 1 and 3, but the GPS antenna may not be seeing sufficient clear sky to achieve 2, a fast GPS acquisition.



## Thuraya Quick Start Guide



## 24 Hour Customer Service

The customer service teams are available  
24 hours a day, 7 days a week:

Cellhire UK	+ 44 1904 610610
Cellhire USA	+ 1 214 765 7399
Cellhire France	+ 33 1 41 43 79 40
Cellhire Australia	+ 61 2 9286 9494
Cellhire International	+ 44 1904 610610

[www.cellhire.com](http://www.cellhire.com)

## This guide is intended for Hughes HNS-7100 and Ascom 21 handsets with a Thuraya SIM card.

It is assumed that the handset is in "Sat Only" mode. If the handset is not in "Sat Only" mode, switch on the phone, press the "Menu" button, navigate to "System Preferences", select it, then change the setting to "Sat Only".



## Step-by-step instructions

- 1 Ensure that you have clear and uninterrupted line-of-sight access to the majority of the sky. Face the Thuraya satellite, South-East from a European viewpoint, avoiding intervening obstructions (mountains, large trees or buildings).
- 2 Hold the handset by the base in an upright position with the antenna fully extended.
- 3 With the SIM card already installed, switch on the handset by pressing the on/off switch for a few seconds.
- 4 A start-up screen with the Thuraya logo will appear and will quickly be replaced by the normal phone display, which will show the message "Searching Network".
- 5 A satellite icon will appear in the top right corner of the screen and you should see some satellite network signal strength on the indicators beside it.
- 6 The satellite icon will flash as the handset registers on the satellite network.
- 7 When the flashing ceases, the registration has been successful and the "Searching Network" message will be replaced by the word "Thuraya", with the country of your location beneath, e.g. UK.

You can now make a call. During a call try to keep the handset antenna towards the satellite for optimum performance. A personal hands-free earpiece facilitates this and is available as a sale item.

## Making calls

### To make a call

Press 0+ until the + sign is displayed  
Dial country code + city/area code + phone number, press Call

**Note:** Leading 0 in the area/city code should be omitted

e.g. Call to Cellhire in the UK: +44 1904 610610  
Call to Cellhire in France: +33 1 41 43 79 40  
Call to another Thuraya handset: +88216 7831 123456

### To end call

Press End

## Receiving calls

### To accept a call

Press Accept

### To reject a call

Press Reject

### To lock/unlock keypad

Press Menu, then \* within 3 seconds  
To unlock, press Unlock, then \* within 3 seconds