

CONFIGURATION OF THE VOICE MAILBOX

NB: the configuration has to be done outside.

- First of all, make sure that the Thuraya terminal is in "SAT only" mode. For that, switch it on, go to the menu, select "System Pref." (5) and then "SAT only" if it was not selected.
- Return to the menu: select "Call Divert" (3) and then "Voice" (3-1) ⇔ here, you configure the terminal in order to divert the incoming calls to your voice mailbox. However, you can divert them to a number, which is different from the Thuraya voice mailbox (you can divert them towards a GSM or PSTN line).
- Thank you for selecting the case in which you want the incoming calls to be diverted:
- All Voice: incoming calls are diverted in every case
- Busy: incoming calls are only diverted when your Thuraya line is busy
- No Reply: incoming calls are diverted when nobody hangs up
- Not Reachable: your Thuraya is off or is not within the Thuraya coverage area
- We advise you to choose "Not Reachable" (3-1-4) and select "Activate".
- 2 options are now available: "Voicemail" or "Other Number". Select "Voicemail", enter "123" and save.
- Go back to the menu and then dial 123 and listen carefully to the voice mailbox instructions:
- Select the language
- Define and confirm your secret password (you will have to enter it all the time)
- Then, you only have to follow the vocal instructions.
- Distant voice mailbox:
- You can check your Thuraya voice mailbox from a PSTN line:
- Dial 00.88.216.100.123 and enter your secret password
- Select your language
- Dial your Thuraya terminal number as follows 5026 XXXX and press #

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From Monday to Friday (Paris):

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THURAYA **USER GUIDE**



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HOW TO MAKE YOUR FIRST CALL WITH THE THURAYA

1. Insert your SIM card.
2. Charge your battery for 2 hours.
3. Go outside, switch on your terminal and pull out the antenna.
4. Thank you for checking that the status of "cell info" is "on". For that, go in the menu, select "settings" (7), select "phone" (7-2), select "cell info" (7-2-2): if "off" is selected, click on "change" and then "save".
5. Go in the menu, select "GPS manager" (8) and then select "current position" (8-1).
6. Wait until your terminal catches the GPS location. It can take approx. 15 min. the first time (your terminal has to be initialised). The next times, it will be quicker.
7. Come back to the Thuraya home page by pressing the "C" key and point your antenna towards the satellite as shown in the Thuraya manual (cf. page 1): THURAYA + your country name have to appear on the screen.
8. For the user who has a Prepaid SIM card, dial 150. The server asks you to choose your language and gives your credit of communications and its validity.
9. Now, you can make you first call. For making a call, you have to enter the concerned country code before the wished telephone or mobile number.

HOW TO REFILL YOUR CREDIT OF COMMUNICATIONS

Solution 1:

- Go outside, pull out the antenna and switch on your Thuraya terminal
- Dial 150. The server gives your amount of credit and its validity date
- Press « 1 » to refill your account
- Enter the 14-digits of your scratch card and press by « # »
- The server confirms the operation and gives your new amount of credit and its new validity date (if you have a Basic SIM card)

Solution 2:

- Go to the menu: Messages (1) / Write Message (1-1)
- Enter the 14-digits of the scratch card, with the symbol « # » before and after it (Ex: #12345678901234#)
- Select Options and then Send
- Enter the following Number: 150 and press Send
- After sending the message, you will receive within the next 5 minutes time a SMS to confirm that your account was refilled successfully

Solution 3:

- Go to the IEC Telecom website: <http://www.iec-telecom.com/support-vp40.html> and click on "Credit your account".
- Now, enter your Thuraya voice number and your own password.
- This password is the same that the one you need for checking your remaining credit. If you do not have it, you can get one by sending a blank SMS to 1522. You will receive a SMS with your own password.
- Then, you have to enter the 14-digits of your scratch code and confirm.

HOW TO SEND/RECEIVE SMS FROM YOUR THURAYA

- Go to the menu: Messages (1) / Write Message (1-1)
- Write your message
- Select Options and then Send
- Enter your wished number (do not forget the international country code) and press "Send"

Note1: For your information, you can send SMS for free to other Thuraya numbers by visiting <http://www.iec-telecom.com/support-vp40.html> and click on "Send an SMS for free".

Note2: The following operators block their subscribers to receive SMS from Thuraya: in France (Orange, SFR and Bouygues Telecom), in Tunisia (Tunisie Telecom), in Austria (MobileCom) and in Spain (Telefónica). On the other side, Thuraya does not block any incoming SMS from any GSM subscriber whose network has a commercial roaming agreement with Thuraya, such as MobileCom, Telefónica, Orange, SFR and Tunisie Telecom.

HOW TO SEND AN E-MAIL FROM YOUR THURAYA PHONE

- Select Menu
- Select "Messages" (1)
- Select "Write a Message" (1-1)
- Compose your message
- Press "Options"
- Select "Format"
- Select "Email"
- Select "Send"
- Type the e-mail address in the window
- Select "Next"
- Submit Thuraya Email centre number: 1200
- Send your message