



Thuraya MarineStar Quick Start Guide

Table of Contents

Thuraya MarineStar – Call	2
Thuraya MarineStar – SMS	3
Thuraya MarineStar – GmPRS.....	4

Voice Calls

Pivotel makes your MarineStar as easy to use as a standard phone, with standard Australian mobile numbers removing the need for complex dialling codes.

This guide will help you quickly and easily start using your Pivotel Thuraya service. Before using your MarineStar, please refer to the user manual provided to ensure the SIM is installed, the correct power supply is used, and the antenna is outside with a clear view of the sky.

RJ11 Port for connecting an analogue phone

An analogue phone can be connected to the RJ11 port of the MarineStar to extend the phone line. When there is an incoming call, both the MarineStar and phone will ring. You can answer the call by picking up the handset of either the MarineStar or phone.

To transfer a call from the MarineStar to the phone, press #1 on MarineStar and put down the handset. The phone will ring and you can now pick up the transferred line on the phone. Similarly, a call on the phone can be transferred to the MarineStar by following the same process.

To make an outgoing call, pick up the handset of either the MarineStar or the phone, and dial the number as per the guideline below.

National Calls & Mobile Calls

To make a standard national call anywhere on land, within Australia, simply enter the area code and number – for example to call a fixed line number in Queensland simply dial 07 XXXX XXXX and to dial a standard national mobile number, including a call to another Pivotel Satellite number, simply dial 04XX XXX XXX. You can also dial 13, 1300 and 1800 numbers just as they are advertised without any special codes to enter.

If you are offshore or overseas, dial the number in the format + <country code> <area code><phone number>. Remember, you must omit the leading 0 from the area code when you enter the number – For example, to call a fixed line number in Queensland dial +617 XXXX XXXX and to dial a standard national mobile number, including a call to another Pivotel Satellite number, dial +614XX XXX XXX.

International Calls

To make an international call simply enter the number in the format + <country code> <area code><phone number>. Remember, if the area code has a leading 0 then you must omit that when you enter the number – for example to call the number 09 XXX XXXX in Auckland, New Zealand dial +649 XXX XXXX or to call the number 415 XXX XXXX in California, USA dial +1415XXXXXXXX.

Storing Numbers

We recommend you store the contact numbers in your phone in the international dialling format, so that you don't experience difficulties when you use your phone outside Australia or use your SIM in another phone. For example, to save a fixed line number 07 XXXX XXX in Queensland you should store the number in the format +617 XXXX XXXX or to save a mobile number 04XX XXX XXX you should store the number in the format +614XX XXX XXX. That way you will be able to dial the number successfully wherever you are calling from.

Using your Pivotel Thuraya service outside Australia

If you are using your Pivotel Thuraya service outside Australia, check and ensure that you are within the Thuraya coverage areas http://pivotel.com.au/thuraya_coverage.php.

To dial a number local to the country you are in, you must dial the number in the International dialling format. For example, if you are in Indonesia and you want to dial the number 0856 XXXX XXX in Indonesia you must dial +62856 XXXX XXX.

SMS

SMS Text Messages

You can send SMS text messages from your MarineStar to standard mobile numbers in Australia and overseas. To send a text message, select Menu > Messages > New Message > SMS > Enter the text you want to appear in the text message > Options > Send > Enter the recipients' mobile numbers > Send.

Always enter the mobile number in the international format. Remember, you must omit the leading 0 from the area code when you enter the number - for example an Australian mobile number in the format +614XXXXXXXX, a New Zealand mobile would be entered in the format +642XXXXXXXX, and a US mobile number in the format +1XXXXXXXXXX.

SMS Service Centre Number

The correct SMS service centre number must be stored in your MarineStar in order to send SMS text messages successfully. This number is stored in your Pivotel SIM and will normally transfer to the MarineStar automatically when the SIM is installed.

If you are unable to send SMS text messages, please check the SMS service centre number. You need to be in admin mode to access the Settings. See section **Admin Mode** (page 3) on steps to activate admin mode. Select Menu > Messages > Settings > Service center > The first and highlighted number displayed must be '+61415011740'. If the correct number is not displayed, you can enter the number by pressing Edit > Clear until all is deleted > Enter '+61415011740' > Select Save.

If the correct number is displayed and you are still unable to send SMS text messages, please call Pivotel Customer Care on 1300 882 448.

SMS to Email

You can send an SMS message to an Email recipient. To do so, you first need to set the Email center to '+2'. You need to be in admin mode to access the Settings. See **Admin Mode** below for steps to activate admin mode.

Select Menu > Messages > Settings > Email center > Clear all and manually enter '+2' > OK.

To send SMS to email, select Menu > Messages > New Message > SMS to email > Enter the text you want to appear in the email > Options > Send > Enter the recipient's email address > OK.

Admin Mode

Select Menu > Security > Administrator function > Administrator mode > select 'On' > enter Admin password '00000000' (default) and press OK > MarineStar will show 'Code accepted'.

You are now in admin mode. Please note admin mode is deactivated each time the MarineStar is rebooted.

GmPRS Narrowband Data

You can connect to the internet using Thuraya GmPRS narrowband data with the MarineStar. The Thuraya satellite data speed is up to 60/15kbps download/upload and is not as fast as mobile data.

To reduce your data costs and improve your internet experience when using Thuraya GmPRS narrowband data - try the following tips at http://pivotal.com.au/satsleeve_data_tips. If you would like to use apps with Thuraya GmPRS narrowband data, please check with Pivotal in advance.

When the MarineStar is in GmPRS mode, incoming calls and messages will not be received or displayed on the interface, and the person making the incoming call will hear a busy tone.

If this is the first time you have used GmPRS data on your MarineStar, please **Update the APN and Data Connection Settings** (See **Update APN** and **Data Connection Settings** below) and confirm the settings on the MarineStar. This is a one-off procedure. Once the APN and data connection settings are saved, you can setup the MarineStar to access GmPRS. You need to be in admin mode to change the APN and access GmPRS. See section **Admin Mode** (page 3) on steps to activate admin mode.

Update APN

Select Menu > Settings > GmPRS > APN > Options > Add > enter 'pivmaritime' if you are connected on a Pivotal Thuraya maritime plan, or 'pivinternet' if you are on a Pivotal Thuraya land plan > OK > the APN page will now be displayed – scroll down and select 'pivmaritime' or 'pivinternet' and press OK.

Pivotal GmPRS APN is now setup. You will only need to set up the APN once.

Data Connection Settings

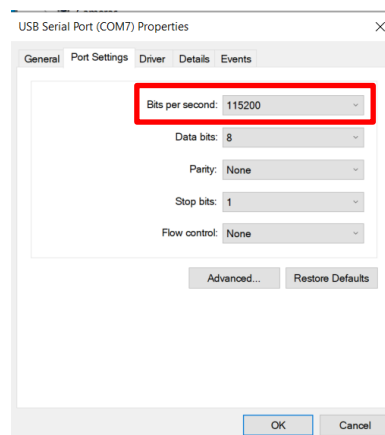
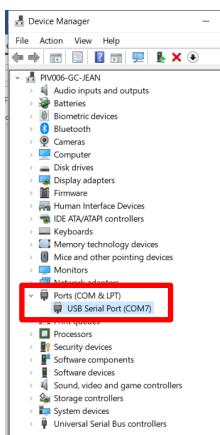
Select Menu > Settings > Data Connection > Ensure that Data Port is set to 'Serial' and Baud rate is set to '115200' Baud > OK.

Data connection settings are now confirmed and saved. You will only need to set up this once.

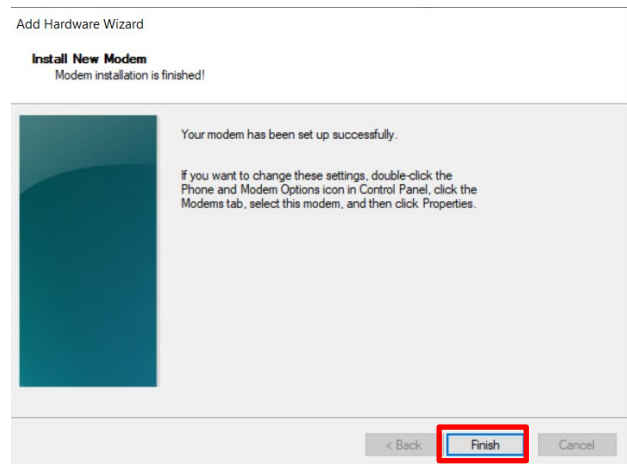
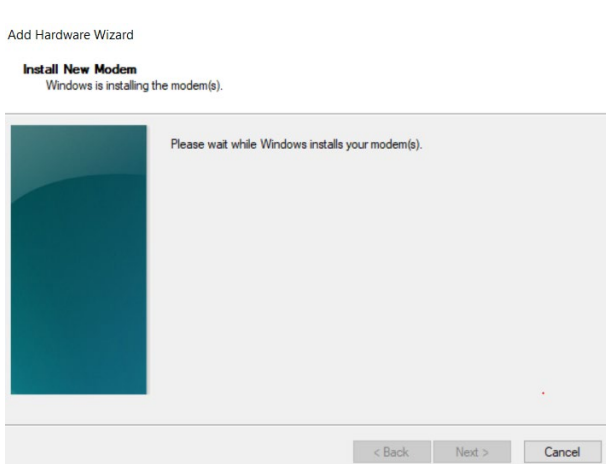
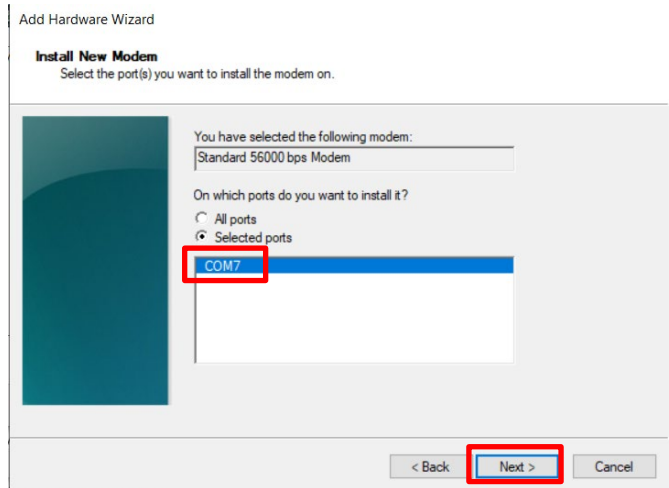
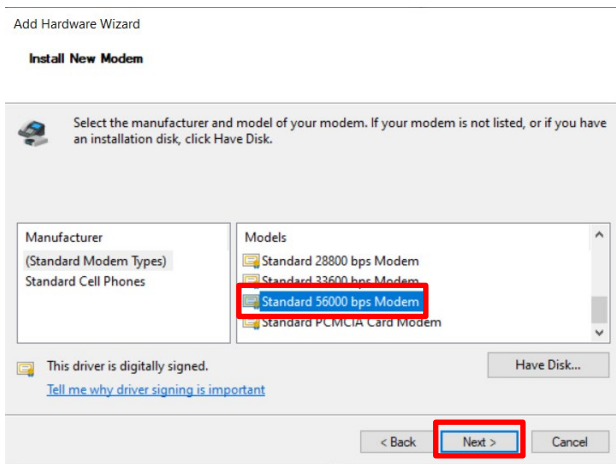
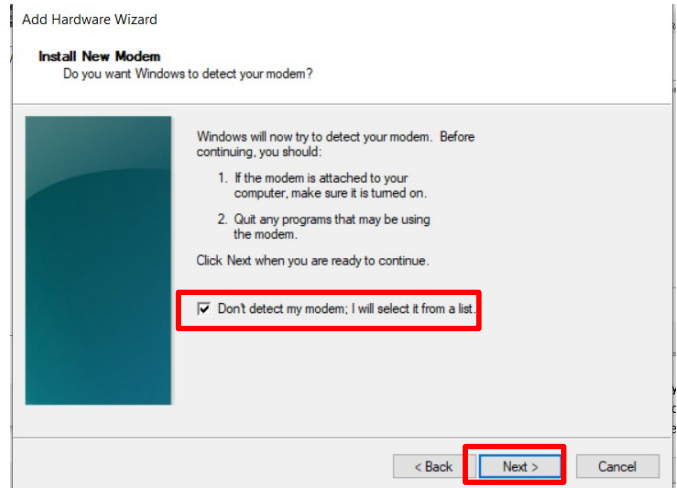
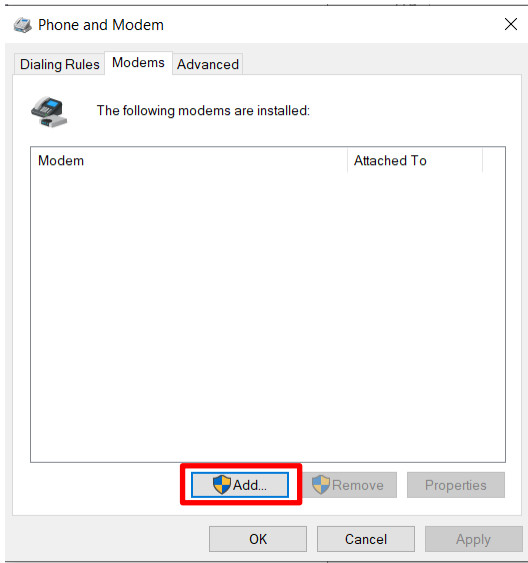
Setup and connect GmPRS

The following procedure uses Win10. Connect a laptop to the MarineStar via the RS232 to USB cable. Ensure that the computer has successfully installed the driver of the cable. Note: The RS232 to USB cable is not included in MarineStar package.

Using your laptop, run Device manager > Ports > ensure the USB Serial cable is shown under Ports (COM & LPT) with a COM port > right click and select 'Properties' > Ensure Port Settings – Bits per second is set to 115200 > OK.



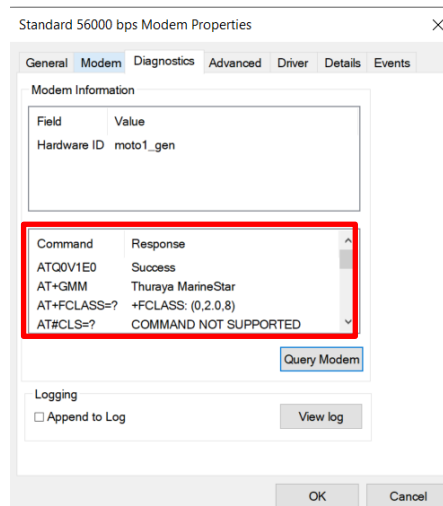
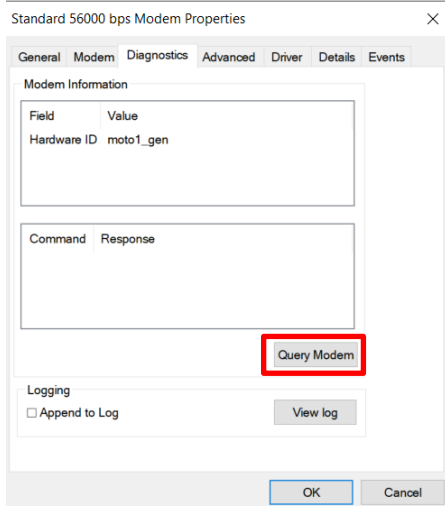
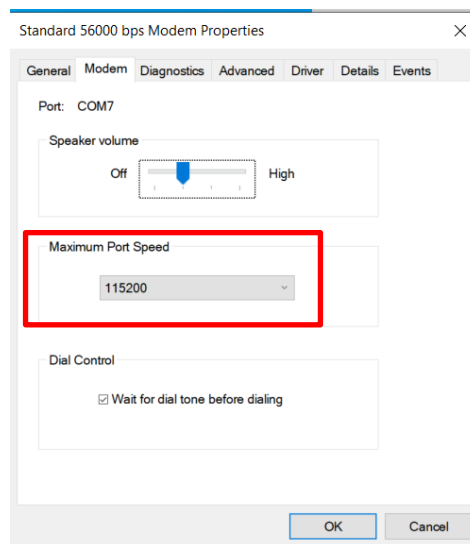
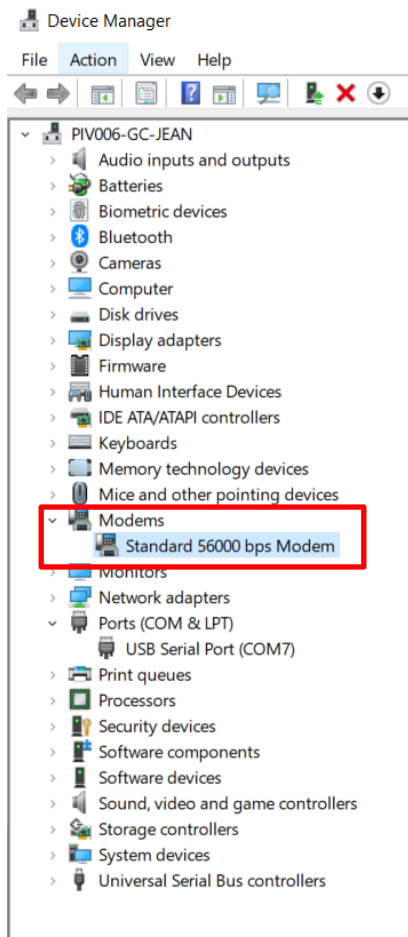
Using your laptop, run Phone and Modem > Modems > Add > Select 'Don't detect my modem. I will select it from a list' > Next > Select 'Standard Modem Types'> Standard 56000 bps Modem'> Next > Select 'COM7' (this is USB Serial COM port) > Finish.



Do not be concerned about the standard modem name displaying 'Standard 56000 bps Modem' being a different baud rate from the 115200 just set.

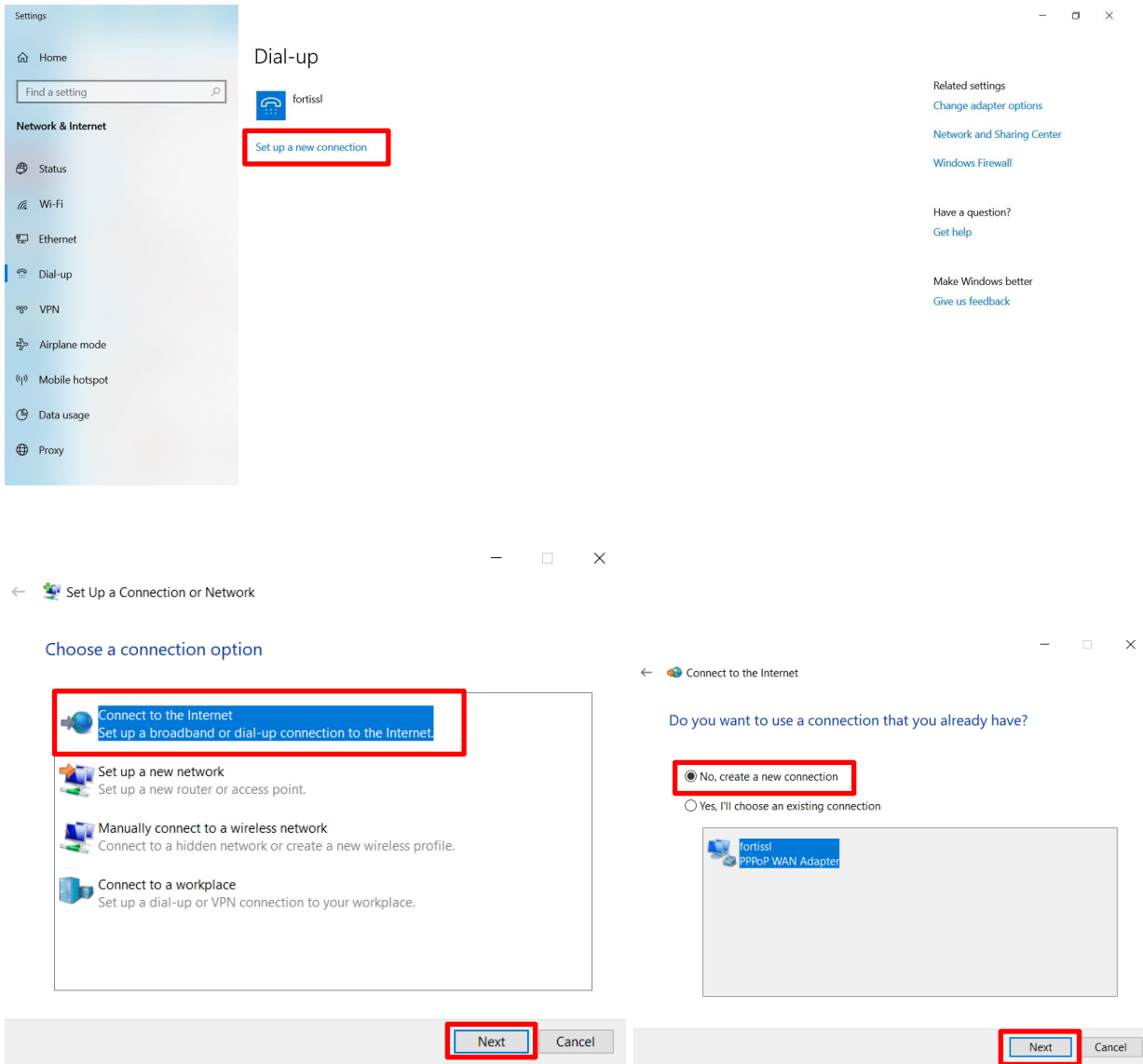
You can check and change the baud rate of the modem in properties (see below). Standard 5600 bps Modem will now be listed under Modems in Device Manager. Right Click on Modem > select Properties >

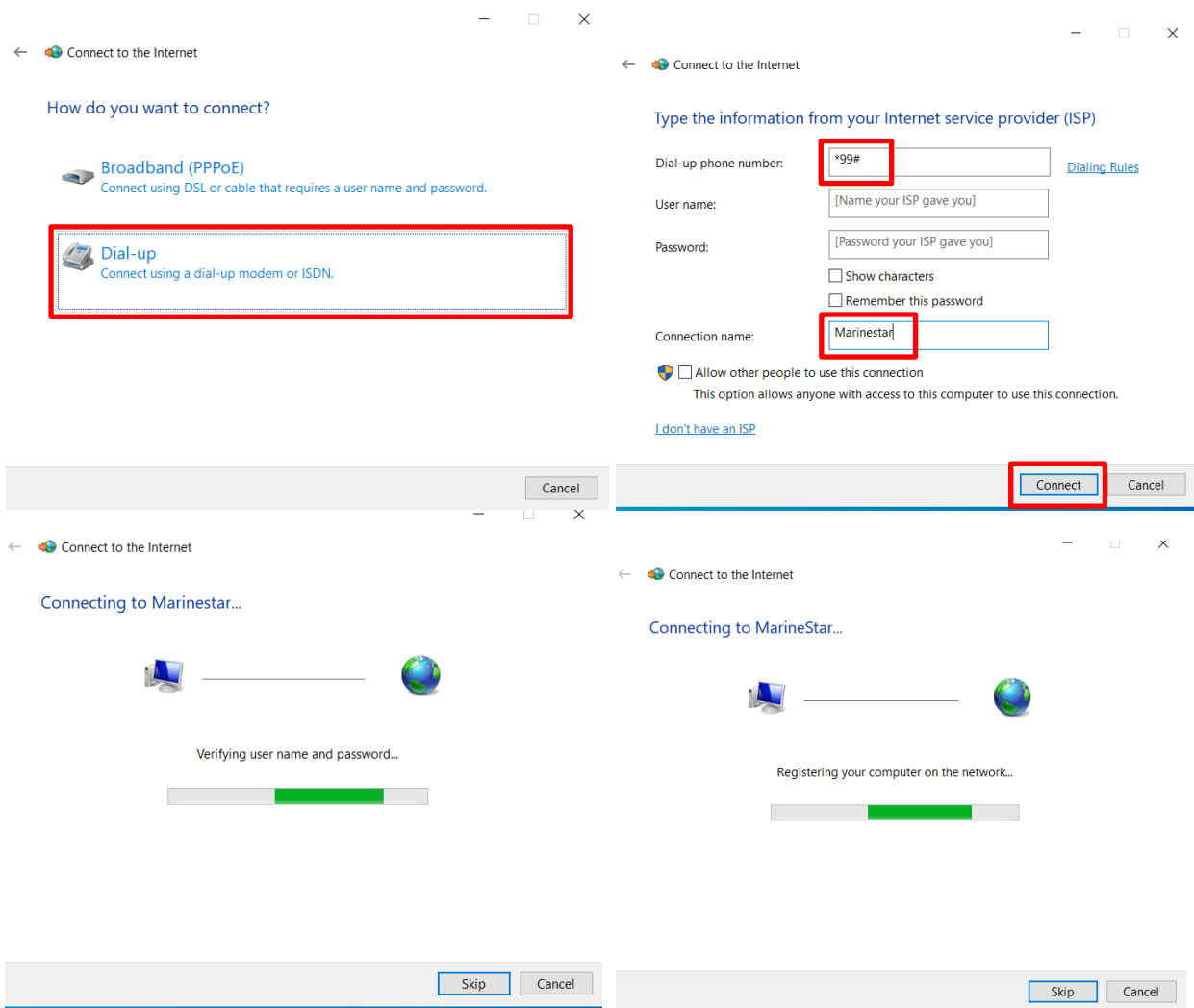
- a. Go to Modem tab and check that the Port is the correct COM port number and the Maximum Port Speed is 115200 (same as MarineStar baud rate).
- b. Go to Diagnostics tab > click 'Query Modem' > the response should be successful and identify Thuraya MarineStar > Click OK to close the box (Note: It is important the properties pop up window is closed to free the port for use as a dial up connection).



Go to laptop and run Dial-Up setting > Set up a new connection > Connect to the internet > No, create a new connection > Dial-up > Enter the information as below > Connect.

- c. Dial-up Phone number: *99#
- d. Username: leave blank
- e. Password: leave blank
- f. Connection name: MarineStar





The GmPRS session is now established. You can see the Green G symbol and the R and S traffic indicators on the MarineStar home page display as seen below.

