

Pivotel Thuraya X5-Touch User Guide

Thuraya X5-Touch is a dual-mode, dual-SIM phone that uses both a satellite SIM card and a mobile SIM card. This setup guide assumes you are using Pivotel satellite and mobile SIM cards. If you are using another service provider for the mobile service, please contact the service provider for the mobile network settings.

Network Mode

Insert the satellite nano SIM card into the SIM1 slot with the gold-coloured contacts facing downwards. The mobile nano SIM card can be inserted in the SIM 2 slot. The SIM cards have been inserted fully when you hear them click.

You can activate your satellite SIM, mobile SIM or both. To configure the network mode, select Settings > SIM cards. You can turn on or off the SIMs by tapping the  icon next to SAT and GSM SIMs.

Voicemail

Pivotel provides a voicemail service so you never miss a call. The voicemail number is '+61424212121' for satellite services and '121' for mobile services. You can call this number from your phone to setup your voicemail and then to retrieve your voicemail messages. To save this number in your phone for easy access, follow the steps in Thuraya X5-Touch User Guide under 'Adding contacts'.

You can divert the voicemail from your satellite service to your mobile service or vice-versa, so you have only one number to publish. For assistance, please call Pivotel Customer Care on 1300 882 448.

SMS Text Messages

You can send SMS text messages from your phone to standard mobile numbers in Australia and overseas.

To send a text message, launch Messages app > tap the  icon to send a new message > Add recipients > Enter a message > choose if you want to send the SMS via SAT service by tapping  or via GSM service by tapping .

Always enter the mobile number in the international format, for example an Australian mobile number in the format +614XXXXXXX, a New Zealand mobile would be entered in the format +642XXXXXXX, and a US mobile number in the format +1XXXXXXX.

SMS Service Centre Number

The correct SMS service centre number must be stored in your phone in order to send SMS text messages successfully. This number is stored in your Pivotel SIM and will normally transfer to the phone automatically when the SIM is installed. If you are unable to send SMS text messages please check the SMS service centre number.

For satellite service, launch the Messages app > Tap  > Settings > SMS settings > PIVOTEL (SAT) > Message center number > the number displayed must be '+61415011740'. If the correct number is not displayed, you can edit by tapping on Message centre number > Enter '+61415011740' > OK.

For mobile service, launch the Messages app > Tap  > Settings > SMS settings > THINK (GSM) > Message center number > the number displayed must be '+61415011501'. If the correct number is not displayed, you can edit by tapping on Message centre number > Enter '+61415011501' > OK.

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.

Satellite Data

You can connect to the internet and use the app on the phone via Thuraya satellite data (SAT), mobile data (GSM) or Wi-Fi. Thuraya GmPRS narrowband satellite data speed is up to 60/15kbps download/upload and mobile data speed is up to 300/150 Mbps download/upload. To connect to data, you first need to set the APN for SAT and GSM services. The APNs only need to be setup once. After setting up the APN, go to Data Management to allow or block apps from accessing data when data is enabled in SAT, GSM or Wi-Fi mode. You can change the Data Management settings at any time. You need to manually select the data mode, activate data when required and de-activate data when it is no longer required.

APN setup

For satellite services, select Settings > More > Networks > PIVOTEL (SAT) > Access Point Names > tap  to add a new APN > Enter Name: 'Pivotel SAT APN' and APN: 'pivinternet', Left the rest of the settings as they are > tap  > Save. Return to the APN list and ensure that the correct Pivotel SAT APN is selected.

For mobile service, select Settings > More > Networks > THINK (GSM) > Access Point Names > tap  to add a new APN > Enter Name: 'Pivotel GSM APN' and APN: 'vfinternet.au', Left the rest of the settings as they are > tap  > Save. Return to the APN list and ensure that the correct Pivotel GSM APN is selected. If you are using another service provider for the mobile service, please contact the service provider for the APN.

Data Management and Data Saver

Tap to launch Data management app or tap Settings > SIM cards > Data management > tap  or  next to apps to control the app data access for SAT, GSM and Wi-Fi.

In order to restrict background data, go to Settings > Mobile Data usage > Data saver > tap the On switch to activate it. Once activated, apps will only use data if they are in the foreground. You can also allow certain apps to have unrestricted data access. Tap Unrestricted data access > tap  next to the apps that you would like to have unrestricted data access.

Keeping you connected.



Activate data

Tap Settings > SIM cards > tap Mobile data to select Thuraya GmPRS (SAT) or 4G/3G/2G (GSM) mode > tap  icon to activate data.

Web browsing and using app

After the data is activated, you can access apps or browse internet that are allowed in Data management.

We do not recommend using Thuraya GmPRS data via WiFi Tether, WiFi Hotspot and on an external laptop or PC, due to the low data speed. If you need to use Thuraya GmPRS data on laptop or PC, we suggest using compression and firewall tools such as XGate compression software and Optimizer device to firewall background and unwanted app activities. [new info added]

Pivotel implements an automatic data bar with a pre-set usage threshold for all satellite data services to mitigate bill shock. If you are unable to use your data, please contact Pivotel Customer Care at 1300 882 448.

SOS Settings

The X5-Touch is equipped with GPS, SOS app on the phone and a dedicated red SOS button located on the right side of the phone. You can activate SOS by pressing the SOS button for 3 seconds or from the SOS app. You need to configure the settings in SOS app to contact your recipients when you activate the SOS.

Configure SOS settings

Tap SOS app > Settings and configure the followings > Once SOS has been set up, tap Home for enabling SOS call and /or SOS Message.

> Enter a Call recipient from Contacts or by entering a number in the international format – for example to call an emergency service, enter 112 or to call an Australian fixed line number 07 XXXX XXXX enter the number in the format +617 XXXX XXXX.

> Enter up to 10 Message recipient(s) from Contacts or by entering mobile number

> Enter pre-configured SOS message in SMS (maximum 58 characters)

> Choose the Message Interval (from 3min to 24hours)

> Select the Output format in which your coordinates will be received

Active SOS

To activate SOS, tap SOS app in the centre of the Home screen > select PIVOTEL (SAT) or THINK (GSM) > Tap to turn on Mobile data if there is Message to email configured > SOS call and messages will be sent. To deactivate, tap SOS in the centre of the screen again.

You can also activate SOS app by pressing the SOS button for 3 seconds.

Tap Settings > SIM cards > tap Mobile data to select Thuraya GmPRS (SAT) or 4G/3G/2G (GSM) mode > tap  icon to activate data.