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SatSleeve >

XT-LITE >

XT-PRO DUAL >

Pivotel Thuraya Handset User Guide

If you require further assistance contact Pivotel Customer Care on 1300 882 448.

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Pivotel makes your Thuraya satellite phone as easy to use as a mobile 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 phone, please refer to the user manual provided to ensure the SIM is installed, the battery is charged and the phone is outside with the antenna extended so it has a clear view of the sky.

The Following Applies To ALL Thuraya Handsets

This includes the Thuraya XT-LITE, Thuraya SatSleeve+, Thuraya SatSleeve Hotspot and Thuraya XT-PRO DUAL.

National Calls & Mobile Calls

To make a standard national call anywhere within the Australian mainland, 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>. 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 +415XXXXXXXX.

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 XXXX 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

To dial a number local to the country you are in, you must dial the number in International 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.

The Following Applies To The Thuraya XT-LITE Only

Thuraya XT-LITE offers satellite voice and SMS services at an affordable price. XT-LITE does not support satellite data.



Voicemail

Pivotel provides a voicemail service so you need never miss a call. The voicemail number is +61424212121. 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, you can manually enter it by selecting Menu > Settings > Call > Voice mail > Enter '+61424212121' > OK. You could also find the voicemail number in the SIM contact, go to Menu > Contacts > Search > Voicemail.

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, select Menu > Messages > New message > Enter the text you want to appear in the text message > Options > Send > Enter the recipient's mobile number > Send. Always enter the mobile number in the international format, 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 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. Select Menu > Messages > Settings > Service centre > 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

Pivotel Thuraya users can send an SMS message to an email recipient. Firstly, change the SMS format from 'SMS' to 'SMS to email' by selecting Menu > Messages > Settings > Format > Select 'SMS to email' > OK. Remember you will need to change the SMS format back to SMS before you can send a SMS.

To send SMS to email, select Menu > Messages > New Message > Enter the text you want to appear in the email > Options > Send > Enter the recipient's email address > OK > Edit the Email center to be '+2' if this is the first time you've sent SMS to email (this setting will remain for subsequent SMS to email) > Send.

Geo Reporting Settings

The XT-LITE is equipped with in-built GPS. You can configure to send an SMS with a pre-defined message and GPS coordinates to a maximum of four message recipients, when you activate Geo reporting by pressing and holding the soft key .

To configure Geo Reporting, select Menu > Navigation > Geo reporting >

1. Enter the message recipient(s) by selecting Options > Add recipient > Input the mobile number of your SMS recipient or select from Contacts > OK
2. Choose the message interval by selecting Options > Message Intervals > Choose frequency of outgoing messages (every 3 minutes to every 2 hours) > OK
If you set up messaging at a predetermined interval you will be charged for each message according to your plan.
3. Enable SOS messaging by selecting Options > SOS message > On > OK
4. Enter the SOS message by selecting Options > Set up SOS message > Enter the message up to 100 characters > OK

To deactivate Geo Reporting while in use, short press the soft key .

The Following Applies To The Thuraya SatSleeve+ and Thuraya SatSleeve Hotspot Only

Thuraya SatSleeve turns your smartphone into a satellite phone and supports voice calls, SMS and data in satellite mode. We recommend that you download the SatSleeve app while having mobile data or WiFi connectivity. Note: An incoming mobile call to your smartphone will disconnect any active SatSleeve voice or data session.



Voicemail

Pivotel provides a voicemail service so you need never miss a call. The voicemail number is +61424212121. You can call this number from your SatSleeve app to setup your voicemail and then to retrieve your voicemail messages. To save this number in your SatSleeve app for easy access, open the SatSleeve app > Select More > Phone Settings - Calls > Voice mail > Enter '+61424212121' > Done.

SMS Text Messages

You can send SMS text messages from your SatSleeve app to standard mobile numbers in Australia and overseas. To send a text message, open the SatSleeve app, select Messages > New > Enter the recipient's mobile number and the text you want to appear in the text message > Send.

Always enter the mobile number in the international format, 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 SatSleeve in order to send SMS text messages successfully. This number is stored in your Pivotel SIM and will normally transfer to the SatSleeve automatically when the SIM is installed.

If you are unable to send SMS text messages please check the SMS service centre number on the SatSleeve app. Select More > Phone Settings – Messages > SMS Service center should be shown as '+61415011740'. If the correct number is not displayed, select Add > Enter '+61415011740' > Done > Ensure this new number is selected. You can delete the incorrect number by select Edit > Checkmark the incorrect number > Delete. 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

Pivotel Thuraya users can send an SMS message to an email recipient. Open the SatSleeve app, select Messages > New > Enter '+2' in the recipient > Type your message with the email address at the start of the message, followed by a space, followed by the text you want to appear in the email > Send.

For example, to send an email saying 'We arrived at camp safely' to the email address someone@somedomain.com your SMS message should say: someone@somedomain.com We arrived at camp safely.

Satellite Data

You can connect to the internet using Thuraya GmPRS data on the SatSleeve. 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 your SatSleeve - try the following tips at Pivotel website: http://pivotel.com.au/satsleeve_data_tips

To connect to satellite data, you first need to set the APN to 'pivinternat'. The APN is not case sensitive. Open the SatSleeve app, select More > Network Settings - GmPRS APN > Enter 'pivinternat' > select Done.

To turn satellite data on, select More > Tools – Satellite Data

1. Enter the MAC address of the device using satellite data by selecting MAC address > select 'My phone' if you are using your smart phone connected to the SatSleeve & press 'My MAC address' and your phone MAC address will automatically be populated in the field; or if you would like your computer to access the satellite data, select 'Other device' and enter the MAC address of your computer > Done
2. Activate satellite data by sliding the bar to right. Observe that a 'G' symbol appears next to the battery symbol on the top right corner. When the colour of the G symbol changes from white to green, the satellite data is ready to use.
3. You can exit the SatSleeve app and use the browser or apps on your phone.
4. When you are finished, open the SatSleeve app, select More > Tools – Satellite Data > Deactivate Satellite Data by sliding the bar to left and the G symbol will disappear.

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 Button Settings

The SatSleeve main unit has a dedicated SOS button and is pre-programmed with '000'. In the event that you need to call emergency services, press the SOS button. A call to the emergency number will be made even if you do not have your smart phone connected to the SatSleeve.

If you are offshore or overseas and need to call an emergency service, dial 112 on the SatSleeve app.

Thuraya Satellite Coverage Map

With access in over 140 countries, Thuraya provides coverage across Australia and many countries in Asia, Europe, the Middle East and Africa.



“Thuraya has powerful satellites, enabling compact satellite phones with more advanced features.”

Satellite Signal Tip!

In Australia, the SatSleeve works best when the antenna is directed North West and has a clear path to the sky with no obstruction.



Service available
Service possible

The Following Applies To The Thuraya XT-PRO DUAL Only



Thuraya XT-PRO DUAL 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 Pivotal 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

You can select the network mode to have both satellite and mobile services on at the same time, 'SAT & GSM Always On' or 'SAT Only' or 'GSM Only'. To configure the network mode select Menu > Network > Network selection.

1. Network mode > select 'SAT & GSM Always On' (you will need to insert both satellite and mobile SIMs) or 'SAT Only' or 'GSM Only'
2. If you select 'SAT & GSM Always On', you need to configure 'Outgoing voice call' and 'Outgoing messages' to 'Always ask' or 'SAT' or 'GSM' > OK.
3. If you select 'SAT Only' or 'GSM Only' then select OK to save.

Voicemail

Pivotal 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 below. For satellite services, select Menu > Settings > Call > SAT SIM > Voice mail > Clear All and manually enter '+61424212121' > OK. For mobile services, select Menu > Settings > Call > GSM SIM > Voice mail > Enter '121' > OK. 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 Pivotal 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, select Menu > Messages > New message > SMS > Enter the text you want to appear in the text message > Options > Send > Enter the recipient's mobile number > Send. Always enter the mobile number in the international format, 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 phone in order to send SMS text messages successfully. This number is stored in your Pivotal 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, select Menu > Messages > Settings > SMS center > SAT SIM > The number displayed must be '+61415011740'. If the correct number is not displayed you can edit by pressing Clear > Enter '+61415011740' > OK. For mobile service, select Menu > Messages > Settings > SMS center > GSM SIM > The number displayed must be '+61415011501'. If the correct number is not displayed you can edit by pressing Clear > Enter '+61415011501' > OK. If the correct number is displayed and you are still unable to send SMS text messages please call Pivotal Customer Care on 1300 882 448.

SMS To Email

Pivotal Thuraya users can send an SMS message to an email recipient. To do so, you first need to set the email center number to '+2' for satellite service and '+61406327672' for mobile service.

For satellite services, select Menu > Messages > Settings > Email Center > SAT > Clear All and manually enter '+2' > OK. For mobile services, select Menu > Messages > Settings > Email Center > GSM > Clear All and manually enter '+61406327672' > 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 > Send.

Satellite Data

You can connect to the internet using Thuraya GmPRS data or mobile data. Thuraya satellite data speed is up to 60/15kbps download/upload and mobile data speed is 7.2/5.76Mbps download/ upload.

To connect to data, you first need to set the APN to 'pivinternat' for satellite data and 'vfinetnet.au' for mobile data.

For satellite services, select Menu > Settings > Data settings > GmPRS Settings > Edit > Options > Add > Enter 'pivinternat' > OK > scroll down and press OK to select the APN 'pivinternat' > Back and check that the correct APN is shown > Save.

For mobile data services, select Menu > Settings > Data Settings > 2G/3G settings > Edit > Options > Add > Enter 'vfinetnet.au' > OK > scroll down and press OK to select the APN 'pivinternat' > Back and check that the correct APN is shown > Save.

Connect your phone to a laptop or PC and establish a satellite data connection via the included USB data cable or mobile data connection via any micro USB cable. This will allow you to use the browser of your laptop or PC. For further instructions, please see Connect your XT-PRO DUAL guide-<http://pivotal.com.au/thurayaxtprodualdata>

Pivotal 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 Pivotal Customer Care at 1300 882 448.

Emergency Button Settings

The XT-PRO DUAL is equipped with GPS and a dedicated emergency button which is under the safety cover on the right side of the phone. You need to configure your phone to contact your recipients when you press the emergency button.

To configure SOS, select Menu > SOS >

1. Enter a call recipient by check-marking and entering a call recipient if you want to make a call. Enter the 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.
2. Enter a message recipient by check-marking and entering a mobile number or email address in Message recipient (s) if you want to send a text message or email > Enter pre-configured SOS message in SMS and/or email. To send a text message, enter the number of your chosen message recipient in the international format - for example to enter an Australian mobile number 04XX XXX XXX you would enter the number in the format +614XX XXX XXX. To send an email message, enter the email address of your chosen message recipient. A maximum of ten message/email recipients is permitted. The content of emergency messages is automatically created by the phone.
3. Choose the Message Interval (from 3min to 24hours) >
4. Select the format in which your coordinates will be received >
5. Save.

Once SOS has been set up and at least one of either SOS Call or SOS Message is check-marked, press the SOS button on the side of the phone to activate. The SOS icon will be shown in the status bar as per your configuration. To deactivate, press the right soft key 'Stop SOS' from the home screen.