

THURAYA SATELLITE PHONE – MAXIMISE YOUR SATELLITE SIGNAL

How to obtain the best possible Satellite signal from your Thuraya satellite phone.

The Thuraya satellite covering Australia is situated over Indonesia. The map below shows the location in the top left corner of the map. The radii below shows the approximated elevation the satellite will be at all points in Australia.



Your Thuraya satellite phone has an omni-directional antenna, meaning normally you would not have to orient the antenna in the direction of the satellite. However to assure better operation when the elevation of the satellite is below approximately 35 degrees above the horizon you should be aware of the direction of the satellite from your position and make sure you do your best to keep the antenna pointing in that general direction.

Users below 30 degrees should be aware that line of sight may become increasingly difficult beneath south or east facing cliffs and ranges – in these situations you will need to move to a location where the satellite signal can be established – either to nearer the top of further back from the obstruction. If such areas are the reason you wish to purchase a Satellite Handset you may want to consider the Iridium satellite service which uses 66 low orbiting satellites providing improved coverage in these areas.

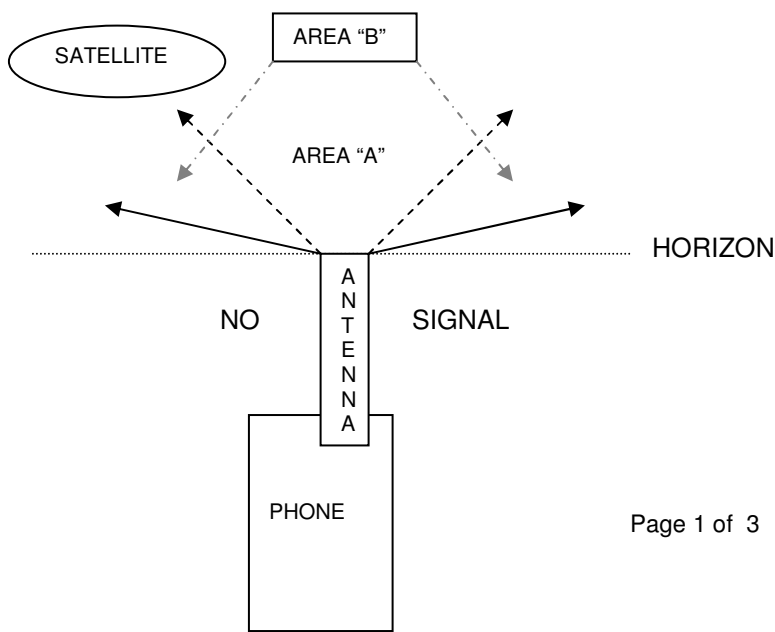


DIAGRAM 1: THURAYA ANTENNA SIGNAL RECEPTION DIAGRAM

This diagram shows the way a Thuraya antenna picks up the signal. The antenna picks up a signal in a complete 360 degree circle.

If the satellite lies within the AREA "A", you should receive a good "5 Bar" signal". If the satellite lies within AREA "B" your signal will be at least "3 bars". (5 bar signal is maximum).

The phone, when held horizontal will allow the pick up a signal at approximately 10 degrees above the

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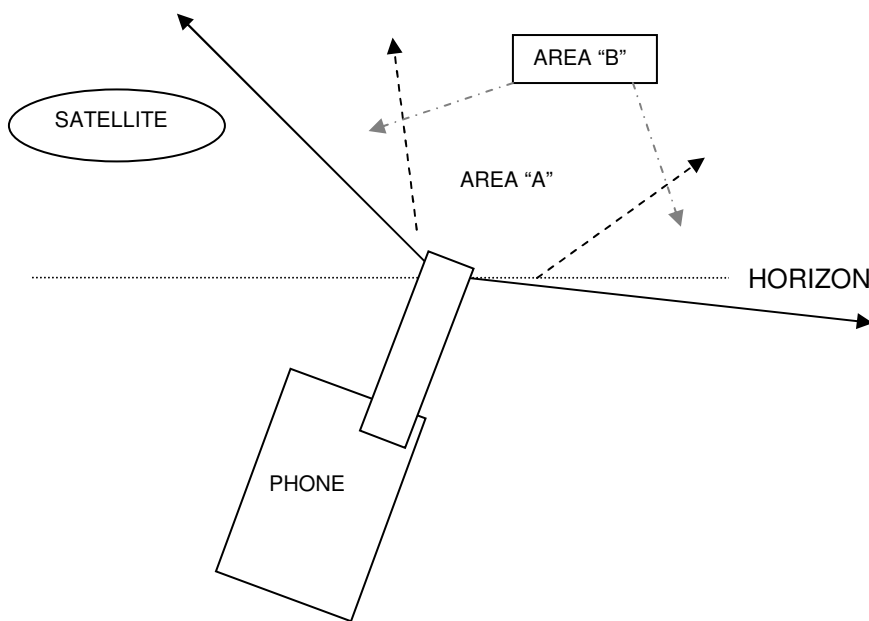
horizon. When using the Thuraya satellite phone, it is best to keep the antenna pointing as vertical as you can, unless the satellite is low in the sky. In this case you should orient the antenna towards to direction of the satellite.

Diagram 2 shows the satellite around the 30 degree angle, keeping the antenna oriented in the vertical position would ensure your call is not dropped in normal circumstances.

If while talking you orient the antenna away from the direction of the satellite you may move the satellite below area “B” and thus loose satellite signal, resulting in a dropped call. Diagram 2 shows this as a practical example.

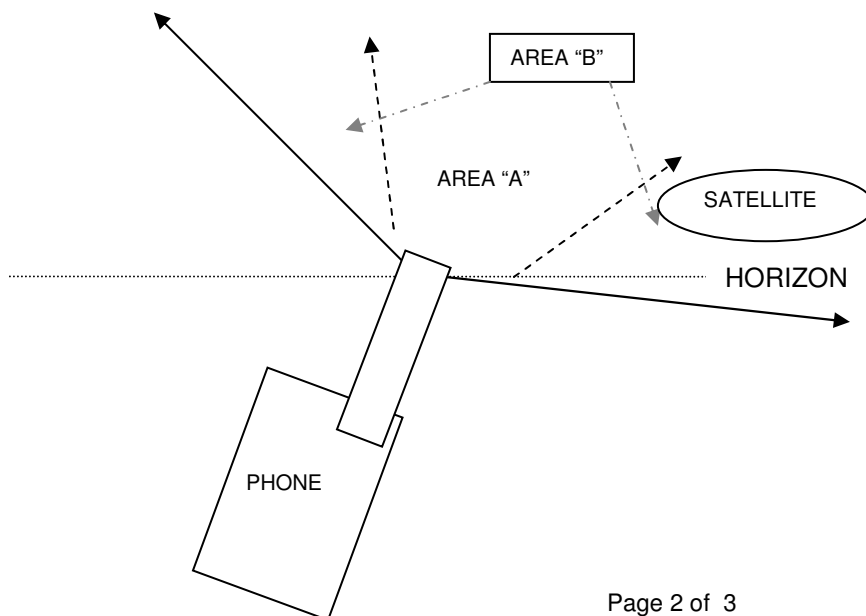
EXAMPLE:- If you hold the Thuraya Satellite phone at an angle, you may move the satellite signal out of the area the antenna can pick up the signal. Assume you are at a location where the satellite is at only 20 degrees elevation above the horizon. While using the Thuraya satellite, you inadvertently orient the antenna away from the satellite direction.

DIAGRAM 2 (This will cause a loss in signal and a dropped call)



You can see from this diagram that the satellite is still situated above the horizon, however because the user has oriented the antenna away from the satellite direction, the satellite now falls into the area where the antenna can no longer pick up a signal.

DIAGRAM 3: (Orient the antenna towards the satellite when the satellite is low in the sky)



This is essentially the same diagram as above, however because the user is orienting the antenna in the general direction of the satellite, they will experience a signal level and should be able to use the phone successfully. In this example the user could even orient the antenna more towards to the satellite to maximize their signal level.

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WATCH THE SIGNAL LEVEL

At the top left corner of your Thuraya phone's LCD screen you will find the signal level indicator... before making a call you can orient the antenna towards the satellite and watch the signal. Five bars maximum signal is best, however if you can only get 3 bars, try and keep the antenna pointed towards the satellite during the call. Of course you cannot watch the signal level during a call, however if you Endeavour to keep the antenna pointing in the rough direction of the satellite you should experience a good call duration.

USER EARPIECE / MICROPHONE

To enable you to watch the signal level, you can use the earpiece / microphone provided with your Thuraya phone. This will allow you to watch the signal level on the phone while making the call.

DATA CALLS

Data calls require a good signal to be successful. While making a data call you will not have the phone to you ear, making it easier to see the signal level. Before commencing a data session, try and get at least a 4 bar signal level.

OBSTRUCTIONS

With both data calls and voice calls, make sure no obstructions make their way between you and the line-of-site to the satellite during the call. DO NOT walk behind a building or under very heavy foliage.

SEARCHING FOR THE NETWORK

When first using your Thuraya Handset in satellite mode in an area for the first time, it is suggested that you go the menu, choose Navigation, choose Current Position and allow the GPS to respond with your current co-ordinates, and save. No go to

VOLUME

The call volume on both the SG2520 & SO2510 can be adjusted during a call by depressing the left or right key of the 4 way navigation key during a call.

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