

Thuraya XT PRO Satellite Phone Frequent Asked Questions

1. What is the difference between the Thuraya XT-PRO and the Thuraya XT-LITE?

The Thuraya XT-PRO is a feature-rich satellite phone which provides multiple supplementary functions, whereas the Thuraya XT-LITE is a scaled-down version that provides basic satellite services like calls and SMS in satellite mode.

2. What are the dimensions and weight of the Thuraya XT-PRO?

The Thuraya XT-PRO weighs 212g and measures 128 x 53 x 27mm.

3. Does the Thuraya XT-PRO support multiple languages?

The menu of the Thuraya XT-PRO supports 13 standard languages including English, Arabic, Bahasa Indonesia, Farsi, French, German, Hindi, Italian, Portuguese, Russian, Spanish, Turkish, and Urdu. There is also a separate firmware version available which supports Simplified Chinese and English.

4. What is included in the XT-PRO phone package?

The Thuraya XT-PRO phone package includes the following components: Thuraya XT-PRO satellite phone, battery, travel charger (including 4 adaptors for EU, UK, AUS, China), car charger, earphones, USB data cable, quick-start info sheet, user manual in 14 languages, support CD and accessory catalogue.

5. What applications are found on the included support CD?

The support CD which comes with every new handset contains:

- a. Drivers required to connect your Thuraya XT-PRO with a PC or laptop
- b. Multi-language user guide (in PDF format)
- c. Software upgrader, required if there is a software upgrade released for the phone

6. I already have a Thuraya satellite phone, can I use my SIM card for the XT-PRO?

Thuraya SIM cards working in other Thuraya satellite phones will also work in Thuraya XT-PRO.

7. Can I use a GSM SIM card in the Thuraya XT-PRO?



The Thuraya XT-PRO can be used with a GSM SIM card in satellite roaming mode if the GSM operator has a roaming agreement with Thuraya. Currently Thuraya has about 360 GSM roaming partners worldwide in more than 160 countries. Please check with your local GSM SIM card provider for the latest roaming charges.

8. I'm connected to the Thuraya network but the satellite signal icon in the status bar keeps flashing. What does this mean?

If the satellite signal icon flashes, it indicates that the device has not yet received the required location information from the satellites. To rectify this, please move to a place with an unobstructed view of the sky that will allow the Thuraya XT-PRO to receive its location information.

9. What is the talk time and standby time of the Thuraya XT-PRO?

The talk time of the Thuraya XT-PRO is up to 9 hours and the standby time is up to 100 hours.

10. What is the IP55/IK05 standard?

IP and IK are international industrial standards referring to degrees of 'ingress protection' for electrical devices.

IP55 standard: First digit 5x. Dust-protected. Full protection against interior injurious dust. That means dust cannot harm the operation of the phone. Second digit x5. Jet water resistant. Protected against water jets from all directions. That means water projected by a nozzle cannot harm the operation of the phone.

IK05 standard: Shock proof. Phone can withstand impact of up to 0.7 joule.

11. What are the specifications of the display?

The Thuraya XT-PRO has a 2.4 inch (6.1 cm) hardened Gorilla Glass® display with 320 x 240 pixels, which makes it the biggest screen on any satellite phone.

12. Can the display be viewed in direct sunlight?

The Thuraya XT-PRO's combination of a glare resistant display with a high-contrast font and background of the graphic user interface greatly enhances visibility in direct sunlight.

13. Does the Thuraya XT-PRO have a navigation function?



The Thuraya XT-PRO allows you to create and manage waypoints. These can be used to navigate from a fixed location to various waypoints, showing the distance and direction to each.

In addition you can send your coordinates by SMS to another person to inform them about your location. Also, you can select your preferred navigation system and choose between GPS, BeiDou and Glonass for maximum flexibility.

14.What safety features does the Thuraya XT-PRO have?

The XT-PRO has a dedicated SOS button which is easy to use in times of distress. Even when the phone is switched off, simply press and hold the SOS button for 3 seconds. This starts the phone and triggers the emergency service (call and/or SMS) to any pre-programmed number.

15.Can the location of the Thuraya XT-PRO be determined by others?

The navigation can only be initiated by the phone user – unwanted tracking cannot be remotely executed.

16.Which network features does the Thuraya XT-PRO have?

The Thuraya XT-PRO supports call barring, call diverting, conference calls, call waiting, closed user group and voice mail.

17.Can I connect my XT-PRO to a PC/laptop?

The XT-PRO can be connected to a computer or laptop via the included USB data cable. This enables you to send and receive data and faxes or upgrade your handset software.

18.Which PC operating systems are compatible with the Thuraya XT-PRO?

The Thuraya XT-PRO is compatible with Windows 8/8.1, 7, Vista.

19.How can I use the satellite data connection on the Thuraya XT-PRO?

You can connect your Thuraya XT-PRO to a laptop or PC and establish a GmPRS or Circuit Switched data connection via the included USB data cable. This will allow you to use the browser of your laptop or PC



20.What is the GmPRS speed of my Thuraya XT-PRO?

The maximum GmPRS speed (Packet Data) of your Thuraya XT-PRO is as follows: Download: 60 kbit/s. Upload: 15 kbit/s.

21.What is the Data and Fax speed of my Thuraya XT-PRO?

The maximum Data/Fax speed (Circuit Switched Data) of your Thuraya XT-PRO is as follows:

Download: 9.6 kbit/s. Upload: 9.6 kbit/s).

22.What accessories are available for the Thuraya XT-PRO?

There are a number of accessories which complement the Thuraya XT-PRO, such as car chargers, travel chargers, USB data cables, solar chargers, spare batteries, indoor repeaters and docking units.

23.In which countries can I use the Thuraya XT-PRO?

Thuraya XT-PRO can be used across the Thuraya network covering more than 160 countries or two-thirds of the globe in Europe, Africa, Asia and Australia. Please look up our coverage map for more information.