Thuraya XT Data & GMPRS

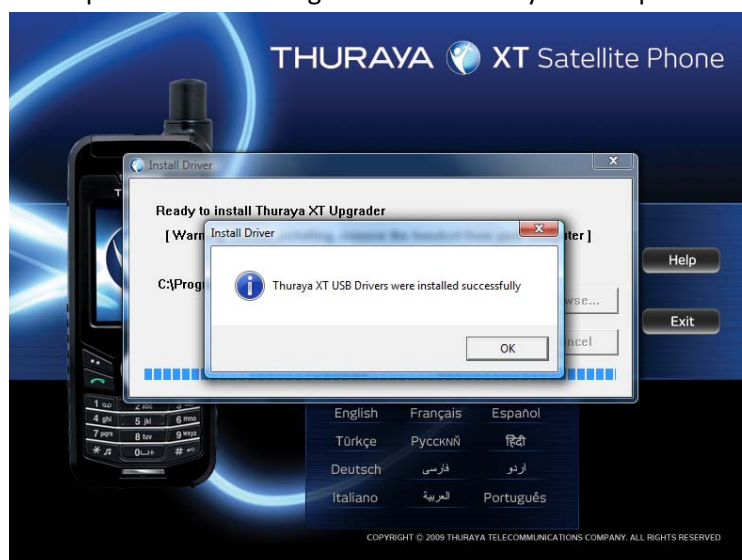**Windows Vista:**

Installing USB Drivers:

1. Insert the disc that came with your Thuraya XT into your computer.
   Once the Thuraya software has loaded, select 'Thuraya XT Upgrade'.

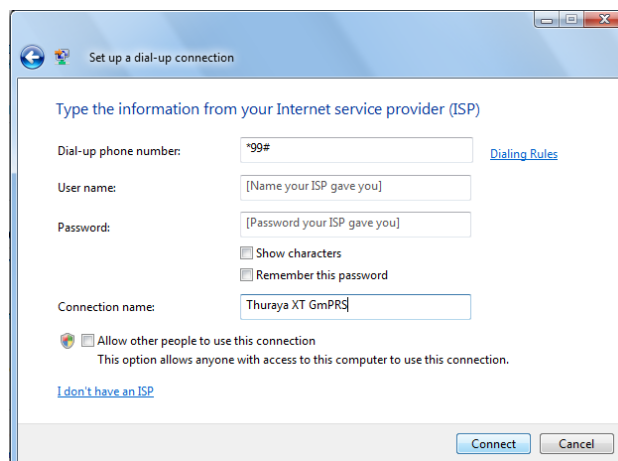2. This will start the process of installing the drivers onto your computer.

3. Once the installation is complete, make sure your phone is fully charged and then plug the USB cable into your phone and computer.

4. After installing the device driver software a bubble may appear in the bottom right handside of your screen. Once this is complete a new one should appear confirming that installation is complete.
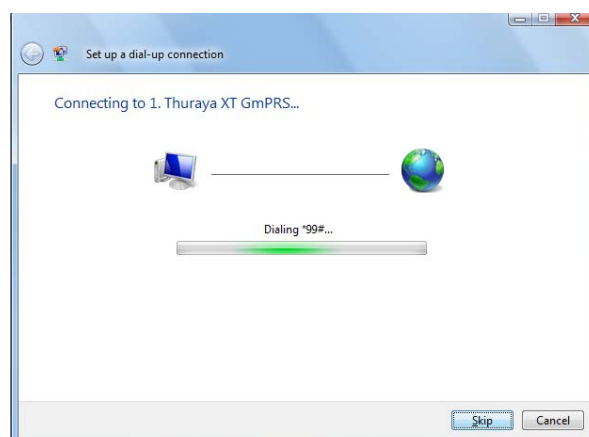
5. To check that installation has completed successfully go to Control Panel> Hardware and Sound> Device Manager. In the Universal Serial Bus Controllers, you should find *'Thuraya XT USB Composite Device'*. To check the phone has also been installed as a USB modem check the '*Modems'* section and you should see *'Thuraya XT USB Modem'*.

6. Once you have checked the phone has been installed properly on your computer you are ready to set up your dial up connection.
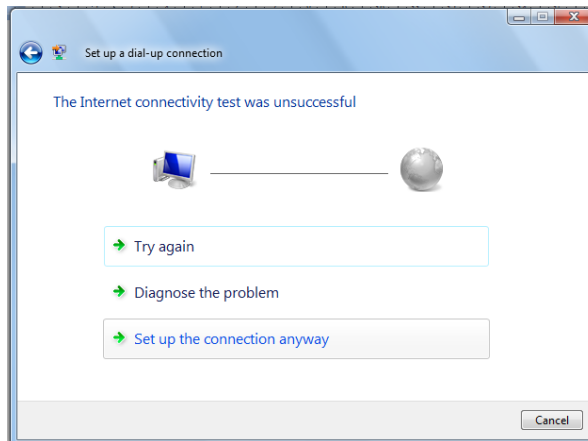
Creating your Dial up Connection:

1. Go to Control Panel> Network and Internet> Network and Sharing Centre> Set up a connection (this is located on the left hand side of the screen).
2. Select *'Set up a dial-up connection'*.
3. Select *'Thuraya XT USB Modem'.*
4. You are now asked to enter a dial-up phone number. If you are using a **normal data connection** then the number you need to use is **1722.** If you are using **Thuraya GmPRS** use ***99#.**
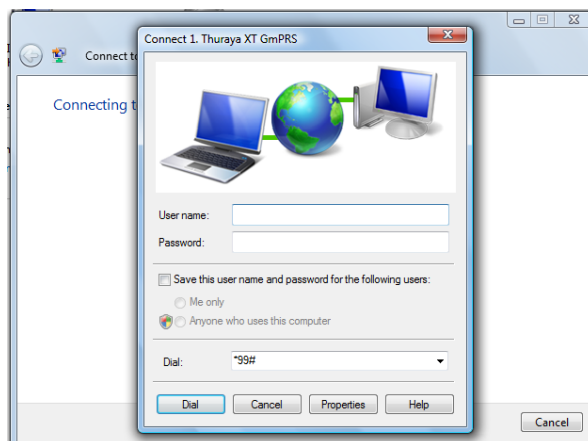

5. Leave the Username and Password blank and give the connection a name. Make it something simple like "Thuraya XT Data Connection" or "Thuraya XT GmPRS Connection".
6. The computer will then try and connect. At this stage press skip.

7. The next window will say internet connectivity was unsuccessful, select '*Set up the connection anyway*'.
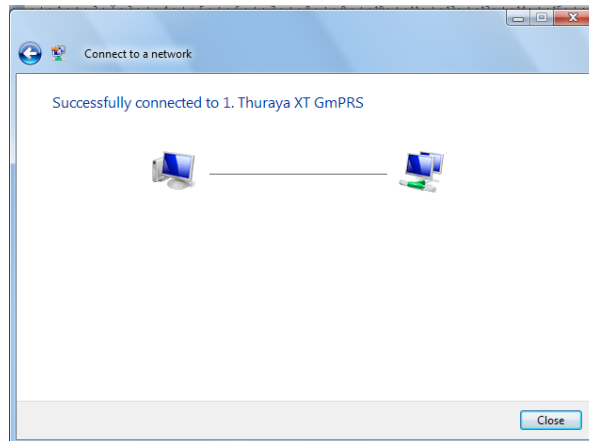

8. You are now ready to connect to the Thuraya network using a data connection or GmPRS. To do this go to Control Panel> Network and Internet> Network and Sharing Centre> Connect to a Network. A list of all of your computers networks will appear. Find the one you have just set up for your Thuraya XT and press connect. **You need to be connected to the Thuraya network and have a suitable amount of signal for the connection process to take place.**

The screen above will appear. Leave the username and password blank. The number in the dial section should be what you entered while setting the connection up. If for some reason it has changed make sure you enter the correct one before attempting to connect. For **normal data connection** then the number you need to use is **1722.** If you are using **Thuraya GmPRS** use ***99#.** Once this has been checked press *'Dial'*.

9. If the connection was successful you will get this screen.

You are now able to browse the internet and check email using your Thuraya XT as the modem.

Troubleshooting

My phone isn't being picked up by my computer?

- **Have you installed the software from the Thuraya XT disc correctly?**
  When inserting the Thuraya XT disc into your computer did you follow the steps correctly and have a successful installation. To check that installation has been completed successfully go to Control Panel> Hardware and Sound> Device Manager. In the Universal Serial Bus Controllers, there should be a '*Thuraya XT USB Composite Device'*. To check the phone has also been installed as a USB modem check the '*Modems'* section and you should see '*Thuraya XT USB Modem'*.

- **Is the data cable connected properly to both computer and phone?**
  Please make sure that both ends of the data cable are connected to correctly to your phone and to the USB port. Once the cable is connected it should say *"data cable"* on the Thuraya XT main screen.

My phone isn't connecting to the internet, why is this?

- **Is your phone connected to the Thuraya network?**
  Check your Thuraya phone is connected to the Thuraya network and has a suitable amount of signal. This will be shown by looking at the main screen of the phone. If it is connected it will say "Thuraya" and in the top right of the screen there should be signal bars.

- **Is your data activated on your SIM card?**
  Your Thuraya SIM card must have data activated to use the phone as a modem. To check whether it has contact your service provider who should be able to tell you. If it doesn't you should be able to activate it at no extra cost.

- **Are you dialling the correct number?**
  When setting up your modem for the phone you are asked to enter the dial up number. If you are using a **normal data connection** the number you need to use is **1722.** Or if you are using **Thuraya GmPRS the number is *99#.** Please note that you have to have GmPRS activated by your service provider to use this option. It is **not** the same service as normal

data connection, therefore if you are trying to use ***99#** as your dial up number when you only have regular data activated it **will not** work.