

Thuraya XT-PRO DUAL

Satellite & Cellular phone

USER GUIDE

THURAYA 



ENGLISH

العربية

BAHASA INDONESIA

DEUTSCH

ESPAÑOL

فارسي

FRANÇAIS

हिंदी

ITALIANO

PORTUGUÊS

РУССКИЙ

TÜRKÇE

中國語

اردو

Certification/Compliance/Warranty

Before you start

The XT-PRO DUAL is a satellite and LTE phone with dual-SIM capability. Please read carefully and make yourself familiar with the safety measures and user instructions in this manual before you start using your Thuraya XT-PRO DUAL. This will help you to get the most out of your phone.

For your safety

The following guidelines will help you to use your Thuraya XT-PRO DUAL safely.



SWITCH ON SAFELY

Do not switch on the phone where wireless phone use is prohibited or when it may cause interference or danger.



SWITCH OFF IN HOSPITALS

Follow any restrictions that are advised in a hospital. Switch off the phone near medical equipment.



ROAD SAFETY COMES FIRST

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.



SWITCH OFF IN AIRCRAFT

Follow any restrictions. Wireless devices can cause harmful interference to aircraft's navigation and communication systems.

Genuine accessories

Use only Thuraya approved accessories for your phone.

- Please be aware of dangers when using accessories which are not certified by Thuraya. Differing electrical specifications can damage your Thuraya XT-PRO DUAL, such accessories may void your device's warranty and can be potentially harmful.
- Only qualified personnel may install or repair this product.
- Do not short-circuit the battery. Short-circuiting the terminals may damage the battery or the connecting object.
- Do not expose to temperatures exceeding 90 degrees Celsius.

Caution

- RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
- DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Before you start

Taking care of your Thuraya XT-PRO DUAL

The suggestions below will help you to maintain your phone in good condition and to protect your warranty coverage.

- If your device gets wet, remove the battery immediately and allow the device to dry completely before replacing it. Liquids or moisture can contain minerals that can damage electronic circuits.
- Do not use or store the device in dusty or dirty areas. Its moving parts and electronic components can be damaged.
- Do not store the device in very hot areas. High temperatures can shorten the life of the device and damage batteries.
- Do not store the device in very cold areas. When the device returns to its normal temperature, moisture can form inside the device and can damage electronic circuit boards.
- Do not attempt to open the device other than as instructed in this guide.
- Unauthorized antennas, modifications, or attachments could damage the device and may violate regulations governing radio devices.

Precautions for Thuraya XT-PRO DUAL

Your Thuraya XT-PRO DUAL is jet water resistant, dust resistant and shock proof. To ensure proper protection, make sure the following parts are assembled properly:

- USB cover



- Battery



- Earphone jack cover



- Antenna jack cover



Note

If these parts are not attached properly, it may cause water or dust ingress resulting in a malfunction.

Before you start

Unpacking your Thuraya XT-PRO DUAL

Your package contains the following items:



Handset



Battery



Travel Charger



Nano SIM adaptor



Earphones



Data Cable



Support USB



Car Charger



Infosheet



User Guide & Accessory Sheet

Parts description

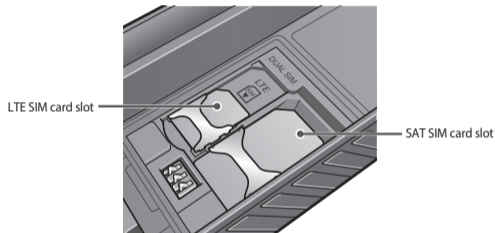


- 1 SAT antenna
- 2 Tracking button
- 3 SOS button
- 4 Left soft key
- 5 Call key
- 6 Navigation keys
- 7 Selection key
- 8 Right soft key
- 9 End key
- 10 Alphanumeric keypad
- 11 Microphone
- 12 Wrist strap hole
- 13 Earphone jack
- 14 Volume buttons
- 15 RF connector
- 16 Speakerphone
- 17 Battery release
- 18 SIM card holders
- 19 USB-C connector/Data cable charger jack

Before you start

SIM cards


The dual-SIM capability of the XT-PRO DUAL allows you to insert a mini SIM card for satellite services and a micro SIM card for LTE services.



Note

The phone can be used with one or two SIM cards, either in the LTE SIM card slot, in the SAT SIM card slot, or in both.

Turning on and connecting to the network

Press and hold  for two seconds and when the Thuraya XT-PRO DUAL is powered on, the phone will search for the network and acquire location information. Upon successful registration to the network, the phone will display the information on the home screen according to your chosen network mode. When using the phone in satellite mode, please ensure that the SAT antenna is fully extended and that you have direct line of sight to the satellite which is not obstructed by high buildings, trees or mountains. The SAT antenna does not need to be extended when using the phone in LTE mode.



SAT only



LTE only



SAT & LTE Always on

Note

If the satellite signal icon is flashing, the phone is yet to receive location information which is required for use in satellite mode. Once the flashing stops, you will be able to make a call or send a message in satellite mode.

Before you start

XT-PRO DUAL home screen



- | | | |
|---|------------------------------------|--|
| SAT Satellite signal | Satellite call divert | Tracking activated |
| LTE LTE signal | LTE call divert | Tracking message sending |
| SAT Satellite mode off | Satellite & LTE call divert | Tracking SMS failed |
| No satellite SIM | Speakerphone | Tracking failed (call barring active) |
| No LTE SIM | Silent | Unread SMS |
| Satellite SIM blocked | Earphone connected | Voice mail |
| LTE SIM blocked | Ciphering (call encryption) is off | Voice mail + SMS |
| Satellite SIM loading | SOS call | SMS inbox full |
| LTE SIM loading | SOS activated | Alarm |
| Weak signal. Point antenna towards satellite. | SOS failed (call barring active) | Schedule reminder |
| SAT Roaming | SOS message sending | Sending and receiving data from an external device |
| Active call | SOS message failed | GmPRS connecting (blinking icon during a GmPRS connection) |
| | | GmPRS paused |

Getting started

Overview of the XT-PRO DUAL menu

Messages

- 1 New Message
- 2 Inbox
- 3 Drafts
- 4 Sent messages
- 5 Outbox
- 6 Templates
- 7 Settings
- 8 Info message
- 9 Memory status
- 10 Delete messages

Contacts

- 1 Search
- 2 Add contact
- 3 Group
- 4 Speed dial
- 5 Copy
- 6 Delete
- 7 Memory status

Call logs

- 1 Missed calls
- 2 Received calls
- 3 Outgoing calls
- 4 Delete
- 5 Call duration

Network

- 1 Network selection
- 2 Network searching
- 3 Preference
- 4 SAT registration

Security

- 1 PIN code
- 2 Security code
- 3 Barring code
- 4 Fixed dialing
- 5 Closed user group
- 6 IMEI number
- 7 S/W version
- 8 Soft reset
- 9 Factory reset

Settings

- 1 Phone
- 2 Call
- 3 Data settings
- 4 Language
- 5 Setup wizard
- 6 My numbers

Organizer

- 1 Calendar
- 2 Calculator
- 3 Notes

Clock

- 1 Alarm
- 2 Stopwatch
- 3 World time
- 4 Time/Date

Sounds

- 1 Ringtones
- 2 Ringing type
- 3 Incoming message tone
- 4 Outgoing message tone
- 5 Keypad tone
- 6 Startup sound
- 7 Volume

Navigation

- 1 Current position
- 2 Waypoints
- 3 Position logging
- 4 Navigation systems

SOS

- 1 Call recipient
- 2 Message recipient(s)
- 3 SOS message (SMS)
- 4 SOS message (email)
- 5 Message interval
- 6 Output format

Tracking

- 1 Tracking by Time
- 2 Tracking by Distance
- 3 Tracking by Area

Getting started

Dual-mode settings on the XT-PRO DUAL

When using the XT-PRO DUAL for the first time, the Network mode must be configured using the setup wizard. Please note that these settings can be changed at any time by going to **Menu > Network > Network selection**. Under Network mode, choose from:

SAT only

Use this mode when you plan to stay outside of LTE coverage or want to avoid LTE roaming charges.

LTE only

Use this mode when you do not intend to use satellite functionality.

Supported networks:

Thuraya L-Band network

Supported Bands	
2G Bands	B3, B8
3G Bands	B1, B3, B8
4G Bands	B1, B3, B7, B8, B20, B28A

SAT & LTE Always On

Use this mode when you plan to move between satellite and LTE coverage so you can avail of the most economical mode.

This setting requires the use of two SIM cards.

For outgoing voice calls and messages the default setting must be chosen from the following options:

- Use SAT
All outgoing calls/messages will be made in satellite mode.
- Use LTE
All outgoing calls/messages will be made in LTE mode.
- Always ask
Before every outgoing call/message, you will be asked whether to use satellite or LTE for that particular call or message.

Note

SAT & LTE Always On consumes more battery than the other modes.

Getting started

Calls

Making a call

To make a call, enter a phone number using the keypad or choose a saved contact and then press the **Call** key. If you selected Always Ask, choose whether to make a LTE call or a SAT call.

Receiving a call

To receive a call, press the **Call** key or any key on the keypad.

During a call

During a call, you can mute the call or put the call on hold from the **Options** menu. Also, call waiting is available if you receive an incoming call during an ongoing call.

Swapping calls

If you have multiple ongoing calls, you can swap between the calls.

Swapping between satellite calls: **Options > Swap**

Swapping between LTE calls: **Options > Swap**

Swapping from satellite to LTE calls or vice versa: choose **To SAT** or **To LTE**

Conference calls

1. During an active call, go to **Options > New call**. The first call is automatically put on hold.
2. Call the other user's phone number.
3. To add the first user into the conference call, go to **Options > Conference**.
4. During a conference call, to speak with a user in private, select the user and go to **Options > Private**. All other calls are put on hold automatically.

You can include up to 6 users in the conference call by repeating steps 1 to 3.

Note

Satellite calls can be conferenced only with other satellite calls, and LTE calls can be conferenced only with other LTE calls.

Getting started

Contacts

The Contacts menu helps you to manage your address book by saving and editing contacts on your phone.

Adding a contact

1. Enter a phone number and press the **Selection** key.
Or go to **Contacts > Add contact**.
2. Select the storing location (phone, SAT SIM or LTE SIM) and phone number information.

Note

You can also copy contacts between your SAT SIM, LTE SIM and phone.

Managing Groups

An easy way to manage contacts in your contact list is to add them to a Group. This will allow you to set specific ringtones for every Group and to send SMSs to all members of a Group. To add a contact to a Group, go to **Menu > Contacts > Group > Select the group > Options > Add**.

Adding contacts to Speed dial

To add a contact to Speed dial, go to **Menu > Contacts > Speed dial**. Select the desired key and select **Options > Assign**.

Note

To check the number of available and used contacts on the SAT SIM, LTE SIM or phone, go to **Contacts > Memory status**.

Getting started

Messages

Easily read, create and send messages using the **Messages** menu.

Sending messages

1. To send a new message, go to **Menu > Messages > New message** and you may choose to send an SMS, SMS to email.
2. Enter the message.
3. Add the information of the recipient(s).
4. Select **Options > Send**.
5. If you selected **Always Ask**, choose whether to send as a LTE message or a SAT message.

Note

Press the * key for symbol entry, the # key for switching between numbers and text, and **Options > AutoText** for predictive text entry.

Deleting messages

Delete messages one at a time by selecting the message and going to **Options > Delete**. To delete all the messages in a selected folder, go to **Menu > Messages > Delete messages**.

Navigation

The navigation feature on your Thuraya XT-PRO DUAL is a powerful tool that allows you to use location information in various ways. It supports GPS, BeiDou, Glonass and Galileo for maximum accuracy and flexibility.

- Find your current coordinates.
- Enter waypoints to navigate to a specific position using the electronic compass.
- Log your position on a map at a preset interval ranging from once every second to once an hour.
- Choose the navigation system you wish to use (GPS, GPS and BeiDou, GPS and Glonass, GPS and Galileo).

To use the built-in compass and see the navigation sensitivity, go to **Menu > Navigation > Current position** and use the left/right navigation keys.

Getting started

SOS

The Thuraya XT-PRO DUAL allows you to make an SOS call and/or send SOS messages to pre-determined recipients at the press of a button.

- Program an SOS call recipient.
- Program up to 10 SOS message recipients (SMS and email).
- Include separate SOS messages for SMS recipients and email recipients.
- Choose frequency of outgoing SOS Messages (every 3 minutes to every 24 hours).
- Change the format in which your coordinates will be received.

Once SOS has been set up and at least one of either SOS Call or SOS Message are checkmarked, press the SOS button on the side of the XT-PRO DUAL to activate it (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.

Note

Activate SOS even when the XT-PRO DUAL is switched off by pressing and holding the SOS button for 3 seconds.

Tracking

The Thuraya XT-PRO DUAL can be used to send your coordinates to pre-defined numbers via SMS or email based on preset time intervals, amount of distance moved or when moving outside of a preset geofence.

- Program up to 10 message recipients (SMS and/or email)
- Change the format in which your coordinates will be received

Tracking by Time

Coordinates will be sent at preset time intervals. Choose frequency of outgoing messages (every 3 minutes to every 24 hours).

Tracking by Distance

Coordinates will be sent based on the amount of distance the user has moved. Choose distance interval for outgoing messages (every 10 meters to every 10,000 kilometers).

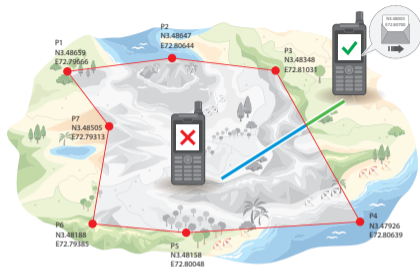
Getting started

Tracking by Area (Geofence)

- Coordinates will be sent if the user moves out of a predesignated geofence. Choose the number of points to create the geofence (3 points to 7 points).
- Enter the coordinates in consecutive order to form a closed polygon.

Geofence

For example, you have chosen to set up a geofence with 7 coordinates to form the polygon on the right side and have activated Tracking by Area. If you are inside the Geofence, e.g. moving along the **blue line**, no coordinates will be sent. However, if you are outside the Geofence, e.g. moving along the **green line**, your coordinates will be sent as outgoing messages every 3 minutes, until you reach back inside the Geofence or deactivate Tracking.



Moving along the blue line - No Tracking
Moving along the green line - Tracking

Note

How to activate and deactivate tracking once it is set up:

- To activate, press the Tracking button or go to **Menu > Tracking > Options > Start tracking** (the Tracking icon will then start blinking in the status bar).
- To deactivate while in use, short press the right soft key from the home screen or go to **Menu > Tracking > Options > Stop tracking**.

Getting started

Additional features

The Thuraya XT-PRO DUAL includes a variety of productivity features:

Use the **Organizer** of your Thuraya XT-PRO DUAL for a range of convenient features such as scheduling appointments, using the built-in calculator and writing notes.

Use the **Clock** menu to set the date and time, set alarms, and use the stopwatch and world time.

In the **Sounds** menu you can choose and adjust the ringtones and notification sounds of your XT-PRO DUAL.

Use the **Security** menu to configure phone and SIM codes and set up the Fixed dialing and Closed User Group network features. In addition, check the IMEI number and software version of your phone or perform a phone reset.

Call notification for satellite calls

Your Thuraya XT-PRO DUAL allows you to receive a notification of an incoming satellite call even if your satellite signal is too weak to receive the call itself. This is particularly useful when the Thuraya XT-PRO DUAL is in your pocket with the antenna stowed and only has a weak satellite signal:

1. Fully extend the antenna of your Thuraya XT-PRO DUAL.
2. Ensure that you have direct line of sight to the satellite.
3. As soon as the signal strength is strong enough, the warning disappears from the display. You can now accept the call as usual by pressing the **Call** key.

Using your Thuraya XT-PRO DUAL

Thuraya Short Codes

Use these short codes to access some common services that are available on the Thuraya network (accessible only with Thuraya SIM cards).

Call services:

Service	Number	Description
Thuraya Customer Care	100	Contact a Thuraya Customer Care representative 24 hours a day.
Thuraya Voicemail Service	123	Access your voicemail and voicemail settings.
Prepaid main menu	150	Access the prepaid main menu to recharge and find out your phone number.
Prepaid account information	151	Prepaid credit balance and validity.
Prepaid scratch card refill	160	Enter 160 [scratch card PIN code] then press the Call key.
Thuraya Free Test Call Service	11112	Allows you to check if your Thuraya XT-PRO DUAL is in working condition and if the subscription is valid.

SMS services:

Service	Number	Description
SMS Refill Service	150	Refill your prepaid account by sending an SMS to 150 in the following format: #14-digit scratch card PIN code#.
Satellite locator	1300	From the navigation menu find your current position and send it by SMS to 1300 to obtain location information of the satellite.
Thuraya Call Me Back Service	1755	Send a free notification to another person to call you back. Send the number in the following format to 1755: #destination phone number#.

USSD codes:

Service	Number	Description
Prepaid refill	*150*scratch card#	Enter *150* [scratch card PIN code] # then press the Call key.
Prepaid billing enquiry	*151#	Enter *151# then press the Call key.

Using your Thuraya XT-PRO DUAL

Data services via the XT-PRO DUAL

Use data services by setting up your XT-PRO DUAL as a data modem. For satellite data, choose either GmPRS (up to 60/15 kbps download/upload) or Circuit Switched Data (9.6 kbps) and choose 4G/3G/2G data for LTE data:

Download the latest Thuraya XT-PRO DUAL software package (this can be found on the included USB flash disk or on the Thuraya website), which contains the required driver for connecting your XT-PRO DUAL to a PC or laptop to use data in satellite or LTE mode.

Step 1

Run the setup file - the software package including the USB driver will be installed.

Step 2

Connect your Thuraya XT-PRO DUAL with the PC/laptop and set the phone up as a data modem. Connect via the included USB data cable for satellite data or use a USB data cable for LTE (4G/3G/2G) data.

Step 3

Create a dial-up connection and in the dial-up phone number field, enter the access number *99# for GmPRS/4G/3G/2G or 1722 for Circuit Switched Data. For detailed instructions on step 2 and 3 please refer to the 'Connect your XT-PRO DUAL' manual on the USB flash disk or on the Thuraya website.

Access Point Name (APN)

GmPRS settings

There are 3 Thuraya APNs available, to change the default setting, go to **Menu > Settings > Data settings > GmPRS settings**:

- GET (default, no compression)
- GETLC (low compression, images will be compressed)
- GETHC (high compression, images will not be downloaded)

GETLC and GETHC are designed to compress all http traffic that is routed through them. Any emails and apps that do not use http will be delivered uncompressed.

LTE (4G/3G/2G) settings

Go to **Menu > Settings > Data settings > LTE settings** and enter the APN obtained from your LTE service provider.

LTE USB Tethering settings

1. Connect the PC/laptop and Thuraya XT-PRO DUAL using the USB data cable.
2. Go to **Menu > Settings > Data settings > LTE USB Tethering > Select On**.

Using your Thuraya XT-PRO DUAL

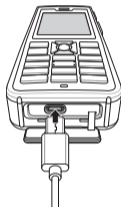
Software upgrades

A software upgrade is only required if Thuraya releases a newer software version. Before performing an upgrade please check your current software version under **Security > S/W version** to see if an upgrade is required.

1. Download the latest Thuraya XT-PRO DUAL software package from www.thuraya.com and install on your computer.
2. Download the latest Thuraya XT-PRO DUAL firmware from www.thuraya.com.
3. Power on your Thuraya XT-PRO DUAL with a fully charged battery.
4. Connect the PC and the Thuraya XT-PRO DUAL using the USB data cable.
5. Double click the Thuraya XT-PRO DUAL icon on the desktop and the program will guide you through the upgrade process.

How to plug the data cable in case of software upgrade:

Open the cover at the bottom of the phone and firmly connect the USB cable to the USB jack.



Afterwards attach the other side of the data cable to your PC.

Using your Thuraya XT-PRO DUAL

Useful tips

Function	Operation
Keypad Lock/Unlock	Press and hold the # key to lock the keypad. To unlock press the right soft key followed by the # key within 3 seconds.
Silent Mode	Long pressing the * key from the home screen will switch between Silent and Normal mode.
Checking your current location	Go to Menu > Navigation > Current position .
Changing text input mode	Long press of the * key will switch between AutoText and Normal mode.
Changing languages	Go to Menu > Settings > Language . In case the XT-PRO DUAL is in an unknown language, go to the Menu, and on the keypad, press the number 9 and then number 4. This will take you directly to the Language menu.
Speakerphone	While in an active call, long pressing the # key will switch between the speakerphone and receiver.
Call logs	To see your recently called numbers press the Call key (☎ denotes SAT calls and 📶 denotes LTE calls).

Default shortcuts

The following menus can be accessed directly from the home screen using the navigation keys:



Organizer: Press the up key

Network selection: Press the down key

Navigation: Press the left key

Messages: Press the right key

Maintaining your Thuraya XT-PRO DUAL

Your phone needs to be in optimal working condition when you need it. To ensure your phone is prepared for satellite use, a regular Thuraya phone test provides you with peace of mind that ensures your phone is working when it is needed:

- Test the satellite connection of your Thuraya phone regularly, especially if you have not used it for some time: dial the free number **11 11 2** in satellite mode from your Thuraya XT-PRO DUAL to test if it is working properly (this number can only be accessed from Thuraya SIM cards).
- Charge the Thuraya XT-PRO DUAL's battery once a month to have the phone ready when you need it.
- Check your subscription or credit balance regularly.

Troubleshooting

Problem	Solution
The Thuraya XT-PRO DUAL cannot connect to the satellite network and 'No Network' is shown on the screen.	<ul style="list-style-type: none">● Try to update the SAT registration by going to Menu > Network > SAT registration.● Ensure the line of sight to the satellite is not obstructed by high buildings, trees, and mountains.
Satellite signal icon is flashing or the Thuraya XT-PRO DUAL shows 'Position too old'.	<ul style="list-style-type: none">● The Thuraya XT-PRO DUAL's location information is being updated. This is done automatically once the phone is powered on.
The Thuraya XT-PRO DUAL shows 'Insert SIM'.	<ul style="list-style-type: none">● Check if the SIM card is dirty or damaged, and try to remove and reinsert the SIM card.● Entering a wrong PUK code may deactivate the SIM card.
The Thuraya XT-PRO DUAL becomes unresponsive or sluggish.	<ul style="list-style-type: none">● Try restarting your phone.● Do a reset in case your phone has a persistent problem by going to Menu > Security.<ul style="list-style-type: none">- Soft reset: You can reset your phone without losing your personal settings like contacts or messages.- Factory reset: The factory reset will restore the settings on the phone to be as it was when shipped. Personal settings like contacts and messages will be deleted.
The security code has been lost or forgotten.	<ul style="list-style-type: none">● The factory setting of the security code is 0000.● Please contact your Service Provider in case the number has been changed and was forgotten.
The PIN/PUK codes have been lost or forgotten.	<ul style="list-style-type: none">● Entering the wrong PIN code 3 times will lock the SIM card. To unlock, you must enter the PUK code.● After entering the PUK code, you can set a new PIN code.● In case the PUK code has been forgotten, please contact your Service Provider.
'Enter coordinates in consecutive order to form a closed polygon' is displayed when trying to setup Tracking by Area.	<ul style="list-style-type: none">● The order of the coordinates entered is important. If the order of the coordinates results in a shape with intersecting lines, Tracking by Area will not work.

SAR Information

Your wireless Thuraya XT-PRO DUAL phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) recommended by international guidelines (ICNIRP). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over ten grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear and body value is 1.008W/kg and 1.906W/kg.

Use of device accessories and enhancements may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band.

Additional SAR information may be provided under product information at www.apsi.co.kr.

Although not intended to support operations when body-worn (in this position the phone cannot properly receive and transmit the satellite signal therefore in this mode of operation is not practical) the use of bodyworn accessories is limited to belt-clips, holsters, or similar accessories that have no metallic component in the assembly and which provide at least 5mm separation between the device, including its antenna, and your body.

Certification / Compliance / Warranty

RoHS Compliance

This product is in compliance with EU RoHS Directives and manufactured using lead-free solder paste and parts.

LIMITED WARRANTY

This Limited Warranty is provided to the original end-user purchaser (the 'Buyer') of any new Thuraya XT-PRO DUAL Handheld Phone. This Limited Warranty is non-transferable.

Warranty Coverage and Service

Thuraya warrants all new Thuraya XT-PRO DUAL Handheld Phones (the 'Product') under normal use and wear to be free from defects in material and workmanship for a period of one (1) year from the date of purchase by the original Buyer (the 'Warranty Period'). If, under normal use and wear, the Product becomes defective in materials or workmanship and is returned at Buyer's expense to a Thuraya Authorized Service Center during the Warranty Period, the Product will be repaired or replaced, at Thuraya's sole and exclusive option, and at no charge to Buyer. Buyer will be required to provide reasonable proof of date of purchase. Reconditioned replacement components, parts, units or materials may be used if the Product is repaired or replaced. Costs incurred in the removal, de-installation or reinstallation of the Product are not covered.

THIS LIMITED WARRANTY DOES NOT COVER AND THURAYA WILL NOT BE RESPONSIBLE FOR THE FOLLOWING:

This Limited Warranty will be void in its entirety if the Product is serviced by anyone other than Thuraya or a Thuraya Authorized Service Centre. Buyer's sole and exclusive remedy shall be the repair or replacement of the defective product, as specifically described above. Thuraya neither assumes nor authorizes any Authorized Service Centre or any other person or entity to assume any other obligation or liability beyond that which is provided for in this Limited Warranty.

This Limited Warranty is conditioned upon proper use of the Product and does not cover the following:

- products or accessory equipment not manufactured or provided by Thuraya
- failures or defects caused by misuse, abuse, accident, alteration, dampness, sand, unusual physical, electrical or electromechanical stress or neglect
- unauthorized installation, removal or repair
- failure to follow instructions
- fire, flood or other nature caused accidents
- spills of food or liquids; moisture
- normal wear and tear
- scratches, dents and cosmetic damage

Certification / Compliance / Warranty

- improper installation, maintenance or improper storage
- operation or repair; performance of the Product when used in combination with other products or equipment not manufactured or provided by Thuraya
- payments for labor or service to representatives or service centers not authorized by Thuraya

This limited Warranty of the Product does not cover the operation, availability, coverage, range or grade of service provided by the satellite systems.

Limitation of Liability

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THURAYA SHALL NOT BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, LESS REASONABLE AMOUNT FOR USE AND WEAR, OR FOR ANY INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY DELAYS, LOSS OF USE, TIME, PROFITS, REVENUE OR SAVINGS, ANY COMMERCIAL LOSS, INCONVENIENCE, MILEAGE, DAMAGE TO BUYER'S OR TO OTHER PERSON'S VEHICLE OR ANY OTHER PROPERTY, ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, OR OTHERWISE FOR ANY FAILURE TO PERFORM.

All liability and obligations of Thuraya under this Limited Warranty shall terminate upon the expiration of the applicable Warranty Period provided herein. This Limited Warranty sets forth the entire responsibility of Thuraya with respect to the Product. There are no other liabilities of Thuraya arising from the sale of the Product whether based on warranty, contract, negligence or other theories of liability. No employee, agent, dealer, representative, distributor, service partner or reseller is authorized to modify or extend this Limited Warranty or to make binding representations, whether in advertising, presentations or otherwise, in the name and/or on behalf of Thuraya regarding the Product or this Limited Warranty.

Certification / Compliance / Warranty

In no event shall Thuraya liability exceed the cost of correcting defects as provided herein.

This Limited Warranty gives specific legal rights to Buyer, and Buyer also may have other rights which may vary from jurisdiction to jurisdiction, as this Limited Warranty does not affect the Buyer's legal rights under the relevant applicable national laws in respect of the sale of consumer goods or the Buyer's rights vis-à-vis the retail seller/dealer of the Product.

Asia Pacific Satellite Inc (APSI), a company duly incorporated and validly existing under the laws of South Korea, hereby declares that the Product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC, Directive 2013/35/ EC and EU RoHS Directives, as well as any other applicable regulations, including but not limited to those related to (i) telecommunications terminal equipment; (ii) use of hazardous substances in electrical and electronic equipment; and (iii) safety requirements in respect of electromagnetic fields which are in force in the countries listed in the Appendix A of the warranty service program for the Product at the moment this Limited Warranty is issued. In addition, the Product complies with international standards and specifications (among others, the CE marking and the ITU GMPCS MoU mark).



The crossed-out wheeled bin means that within the European Union the product must be taken to separate collection at the product end-of-life. Do not dispose of these products as unsorted municipal waste.

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If any part of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the limited warranty.

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MEMO

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Thuraya Coverage Map

This map depicts Thuraya's expectations of coverage, but does not represent a guarantee of service. The availability of service at the edge of coverage areas fluctuates depending on various conditions.

