



Thuraya Satellite Telecommunications Company

Thuraya SO-2510 Software Upgrade Manual

Revision 1.1

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1 Introduction:

Thuraya introduces breakthrough technology in the new SO-2510, setting the standards for the smallest and most robust satellite phone in the industry.

In order to give you the best possible performance for your phone, Thuraya offers you the possibility to upgrade your phone with a Software Upgrade.

2 Objective:

The Thuraya SO-2510 Software Upgrader tool is easy to install and use. This manual will further assist you in the installation of the Upgrader and guide you through the complete Software upgrading process.

3 Equipment & software requirements:

- Thuraya SO-2510 phone
- Thuraya SO-2510 Upgrader (Thuraya_SO-2510.exe)
- USB Cable
- PC with the following Operating Systems :-
Windows XP, Windows 2000 and Windows NT

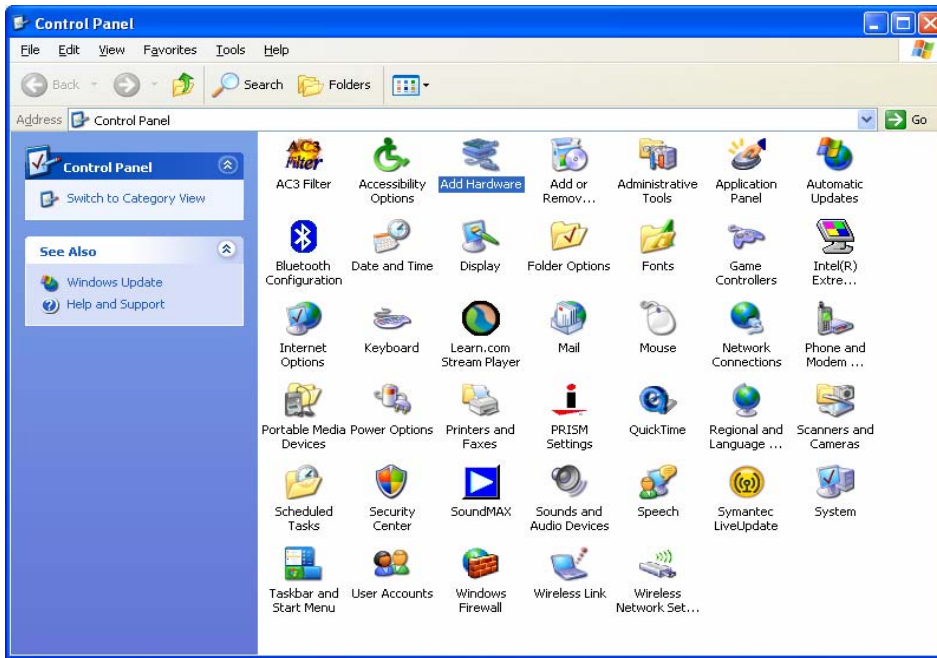
4 Driver Installation:

- Power on the Thuraya SO-2510 phone with a sufficiently charged battery.
- Set Data Port to USB under Menu→Settings→Data connection→Data Port→USB→OK.
- Connect the USB cable to your PC from one side and connect the other side to the Thuraya SO-2510 phone.
- The PC will give a pop-up of a 'Found New Hardware Wizard'
- If your PC does not detect the new hardware automatically, you need to go manual detection. Section 4.1 can be skipped if the "Found New Hardware Wizard" is displayed automatically.
- If auto detection is successful then start from section 4.2 onwards.

Note: All screens shots are taken from Windows XP operating system .

4.1 Manual Detection procedure (Additional steps):

a) On the PC go to Start -> Control Panel -> Add Hardware.



b) Select Next.



c) Wait for the Search to complete.



Once the search is completed, proceed with the steps under section 4.2

4.2 Installation of the drivers:

There are two drivers installed; the USB Driver and the modem driver.

Note: If the below pop-up window is not displayed, section 4.1 has to be initiated after checking that the connections are correct.

4.2.1 USB driver installation

1) A pop up window showing "Found New Hardware Wizard" will be displayed. Select "Install the software automatically (Recommended)" and then go to Next.



2) Select Next.



3) Select “Continue Anyway.”



4) Once installation is completed, select 'Finish' on the following window.



The USB Driver is successfully installed.

4.2.2 Modem Driver Installation

Wait for a moment. The pop up window "Found New Hardware Wizard" will appear again, this time to install the Modem Driver.

5) Select "Install the software automatically (Recommended)" and then press Next button.



6) Select Next.



7) Select "Continue Anyway".

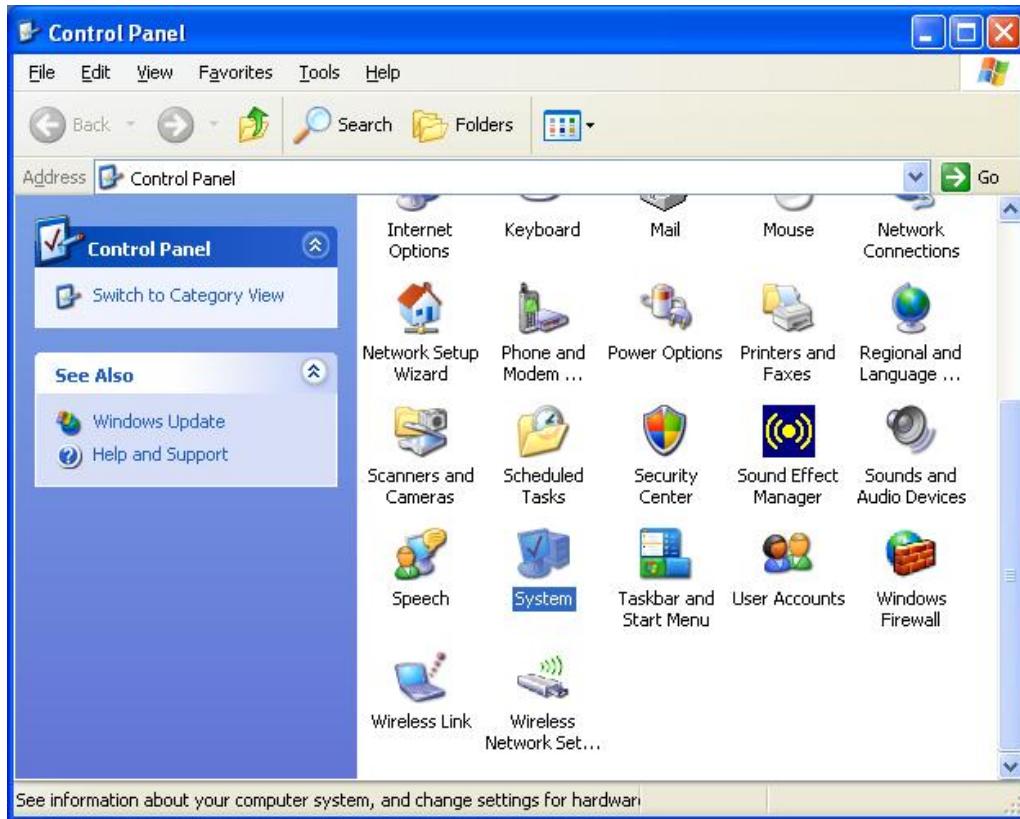


8) Once installation is completed, you will see the following window. Select “Finish”



The Modem Driver is successfully installed.

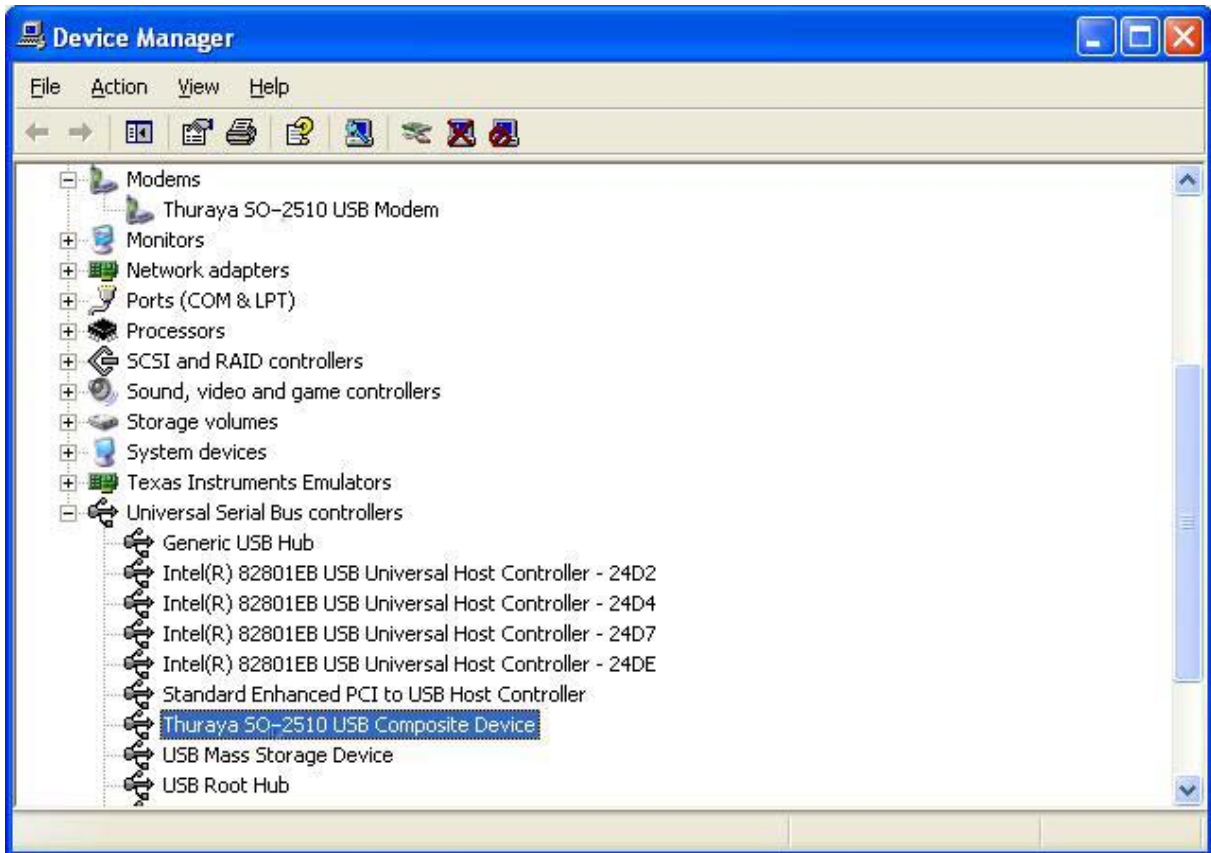
9) To check if the set up is installed properly, select “System” on the Control Panel.



10) Select Device Manager Button in the Hardware section.



11) Thuraya SO-2510 USB Modem is installed under 'Modems' and Thuraya SO-2510 USB Composite Device is installed under 'Universal Serial Bus controllers'.



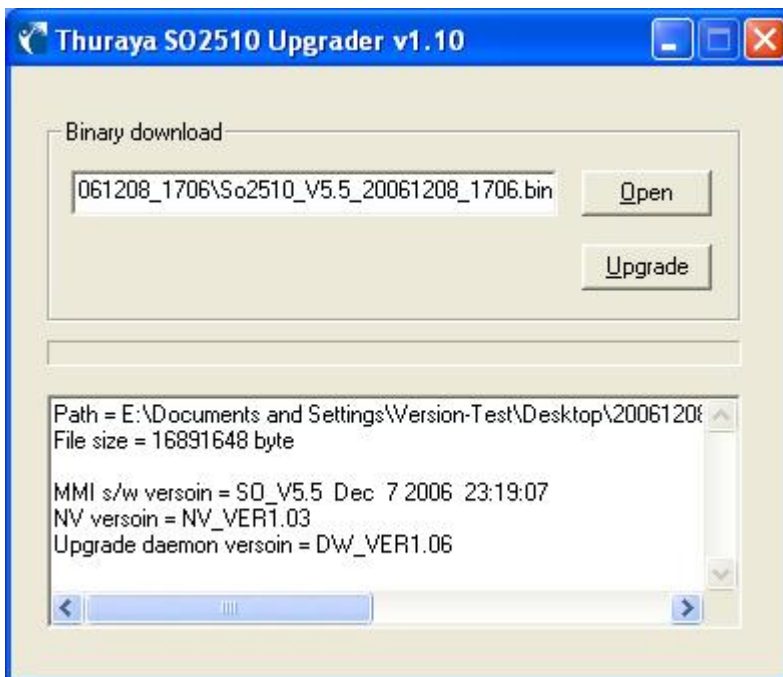
5 Software Upgrading procedure:

- Download the latest Thuraya SO-2510 Software release from <http://www.thuraya.com/content/announcements.html>.
- Power on the Thuraya SO-2510 with a fully charged battery.
- Connect the PC and the Thuraya SO-2510 phone using the USB cable. Make sure the Data Port on the phone is set to USB (Menu > 7 > 8> 1> 2> OK).
- On your PC, Start the Upgrader Tool (Start -> Program -> Thuraya SO-2510 -> Thuraya SO-2510 Upgrader.)

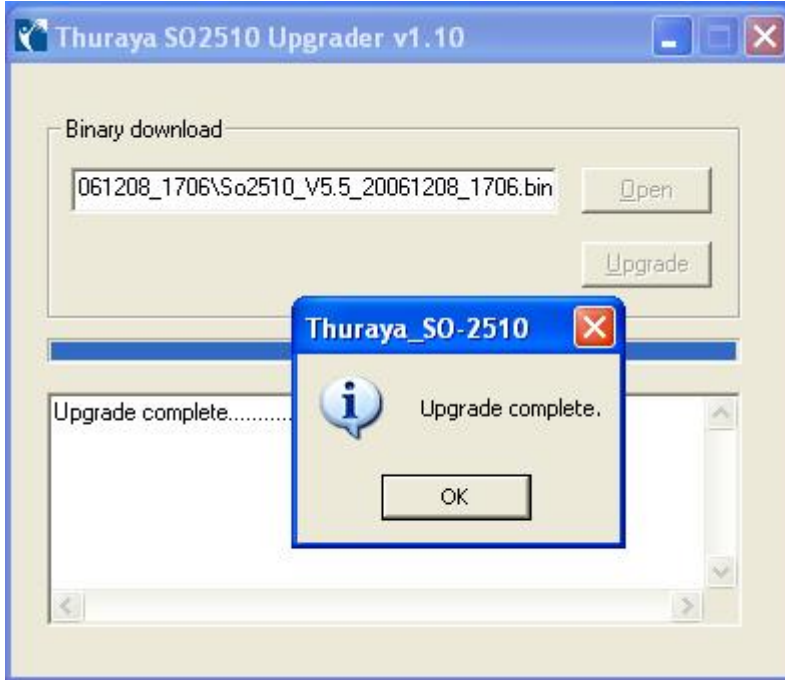
Caution 1: Once the upgrading procedure has started please do not disconnect the Data cable from the phone or PC. Please do not terminate the Upgrader program

Caution 2: Please ensure that you make a backup of contact, Waypoint or schedules information that is stored on the phone.

- 1) On the Thuraya SO-2510 Upgrader screen > Select Open and locate the Software release already downloaded from <http://www.thuraya.com/content/announcements.html>.



- 2) Start Upgrading by pressing the 'Download' button. It will take about 7 minutes to complete the upgrading and a pop up message of "Upgrade Complete" will be displayed.



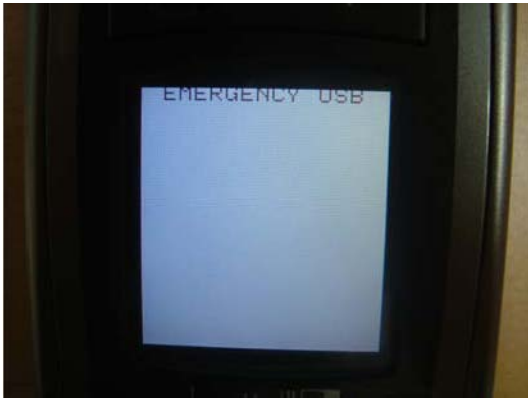
Caution3: Execute the Upgrader only with a reasonably charged/fully charged battery to avoid abnormal operation.

Caution4: In case the upgrade fails on the first attempt DO NOT attempt to upgrade again using the above procedure. In case, the Software upgrade fails, use the described procedure in section 6.

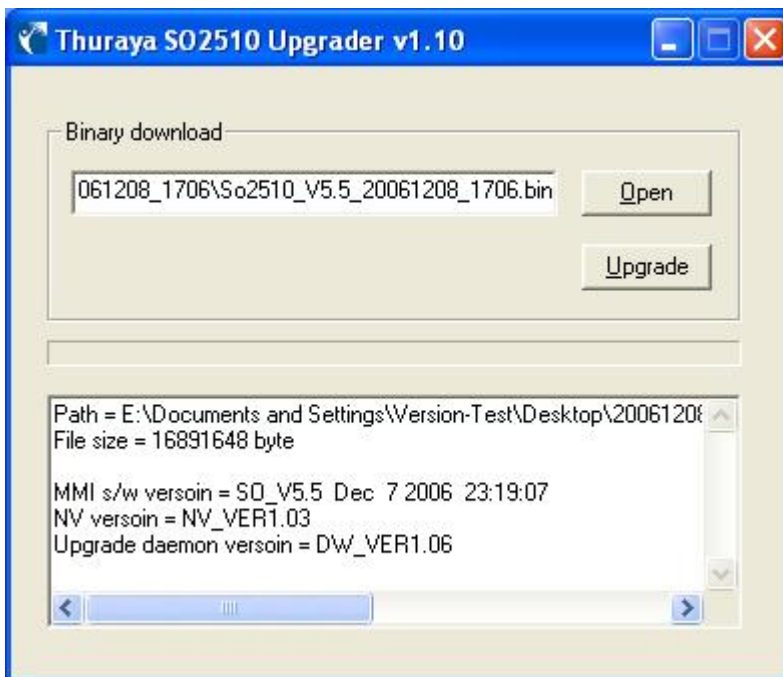
6 Emergency Mode Upgrading:

This mode has to be initiated only if a normal upgrade fails.

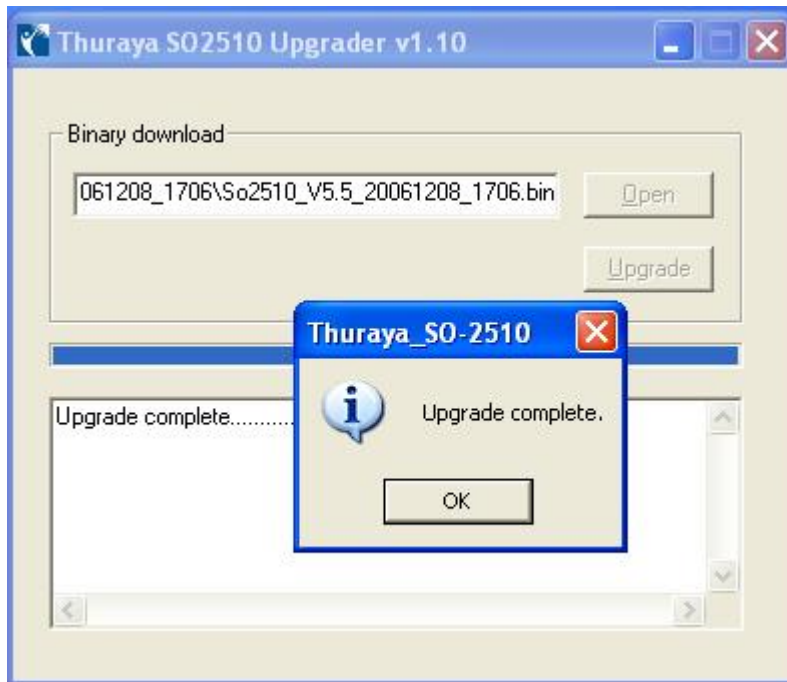
- 1) Remove battery and attach the battery again.
- 2) Simultaneously press 1, 8 and END key to power the Thuraya SO-2510 in emergency mode.
- 3) The Thuraya SO-2510 phone will display "EMERGENCY USB" on the screen.



- 4) Connect the USB cable.
- 5) Start the Upgrader Tool (Start -> Program -> Thuraya SO-2510 -> Thuraya SO-2510 Upgrader.)
- 6) Select Open to choose the downloaded software release from <http://www.thuraya.com/content/announcements.html>. Press Open and locate the software release.



- 7) Start Upgrading by pressing the 'Download' button. It will take about 7 minutes to complete the upgrading and a pop up message of "Upgrade Complete" will be displayed.



NOTE: If Software upgrade fails in the emergency mode, please take your Thuraya SO-2510 to your Service Provider.