

Your Cellhire phone has been quality checked and tested and both batteries are fully charged.



This guide is intended for Hughes HNS-7101 and Ascom 21 handsets with a Thuraya SIM card.

It is assumed that the handset is in SAT ONLY mode. If the handset is not in SAT ONLY mode, switch on the phone, press the button under MENU, navigate to SYSTEM PREFERENCES, then SELECT and change the setting to SAT ONLY.

1. Important

- 1 The Thuraya handset must be used outside in clear, open surroundings, with a clear and uninterrupted line-of-sight access to the majority of the sky.
- 2 Hold the handset by the base in an upright position with the antenna fully extended.
- 3 With the SIM card already installed, switch on the handset by pressing the on/off switch for a few seconds.
- 4 A start-up screen with the Thuraya logo will appear and will quickly be replaced by the normal phone display, which will show the message 'Searching Network'.
- 5 A satellite icon will appear in the top right corner of the screen and you should see some satellite network signal strength on the

indicators beside it.

- 6 The satellite icon will flash as the handset registers on the satellite network.
- 7 When the flashing ceases, the registration has been successful and the SEARCHING NETWORK message will be replaced by the word THURAYA, with the country of your location beneath, e.g. UK.

You can now make a call. During a call, try to keep the handset antenna towards the satellite for optimum performance. A personal hands-free earpiece facilitates this and is available as a sale item.

2. Technical information

When a Thuraya handset is switched on for the first time (or if it has been switched off for a prolonged period) it has to do three things initially:

- 1 Scan and locate the Thuraya satellite
- 2 Retrieve an initial GPS position
- 3 Register on the satellite network

All points 1-3 must be achieved for the handset to operate.

To achieve 1 and 3 the handset needs to have an unobstructed line of sight to the Thuraya Satellite which means holding the handset towards a clear sky. To achieve 2 the

handset should be held upright with clear and uninterrupted access to the majority of the sky. The implication of this is that standing in a doorway facing the South-East, for example, may yield excellent signal strength for 1 and 3, but the GPS antenna may not be connecting to the satellite.

3. To power phone on / off

Press and hold the button at the top of the phone until the phone powers on.

Repeat to switch off.

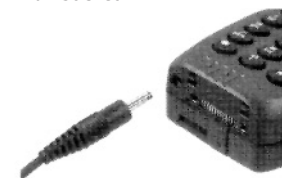
4. Keypad lock

Press under MENU followed by within 3 seconds.

Repeat to unlock.

5. Charging the battery

Connect the lead from the charger to the socket on the bottom of your phone then connect the charger to a wall socket.



You can use the phone while the charger is connected.

6. Answering / ending calls

To answer a call, press under ACCEPT.

To end a call, press under END.

7. Making calls

To make an emergency call

Dial 112 then press under CALL.

To make a call

Press and hold (+ sign will appear).

Dial COUNTRY CODE + CITY/AREA CODE + PHONE NUMBER and press under CALL.

(COUNTRY CODES are listed overleaf. The CITY/AREA code of most countries outside of North America begins with 0. This 0 should be omitted when dialling.)

E.g. International call to the UK, dial: +44 207 123 1234.

8. Phone book

Saving contacts

Press to display the PHONEBOOK.

Press under OPTIONS then select ADD NEW and enter the phone number (in international format e.g. +44 207 123 1234).

Press under NEXT then enter the name to be assigned to the number.

Press under SAVE to save the contact.

Calling contacts

Press to display the PHONEBOOK then enter the first letter of the contact's name as previously stored.

Scroll to the required contact then press under CALL to send the call.

9. Reading/sending text messages

To read new messages

Press under LIST to display SMS list, then press under READ.

To read old messages

Press under MENU then select MESSAGES and LIST MESSAGES.

Press under LIST to display SMS list, then select READ.

To send a message

Press under MENU then select MESSAGES and WRITE MESSAGE to display the MESSAGE EDITOR.

Key in your message using the relevant keys. Select OPTIONS, then SEND.


Enter recipient's number, then select SEND.

Retrieval of messages left in your VoiceMail will be charged at the standard call rate. Please refer to your Rental Agreement for your unit rate.

Important note: In order for Cellhire to offer the best possible rental service, please do not change the standard VoiceMail greeting or the default PIN code. If it is necessary for you to alter the greeting, please contact a Cellhire representative for further assistance.

To retrieve your VoiceMail messages

Press and hold  for two seconds or dial 123.

When prompted, enter pin code: 1234, press .

Follow the voice prompts to listen to your messages.



Additional Information

For further information, please visit www.cellhire.co.uk and click support.

International country codes

| | |
|---------------------|-----|
| Australia | 61 |
| Austria | 43 |
| Belgium | 32 |
| Brazil | 55 |
| Canada | 1 |
| China | 86 |
| Finland | 358 |
| France | 33 |
| Germany | 49 |
| Greece | 30 |
| Hong Kong | 852 |
| Italy | 39 |
| Japan | 81 |
| Netherlands | 31 |
| Norway | 47 |
| Portugal | 351 |
| Russia | 7 |
| South Africa | 27 |
| Spain | 34 |
| Sweden | 46 |
| Switzerland | 41 |
| Taiwan | 886 |
| UK | 44 |
| US | 1 |

Cellhire has pre-arranged procedures to collect your equipment, simply follow the instructions below.

Returning your equipment within the EU:

- Step 1:** Place the equipment in the bubble-wrap, insert into the return bag and seal.
- Step 2:** Fill out section 1 of the attached UPS waybill with your name, address and phone number, (be sure to retain the top copy for your records). Cellhire is not able to track packages without a copy of the UPS waybill or tracking number.
- Step 3:** Call UPS in the country you are in (see list below) to arrange collection. Inform UPS that you have a prepaid return airway bill. Delivery and collection will take place in the same country.
- Step 4:** Hand the package to the UPS representative. If you are staying in a hotel, leave the package with the hotel concierge or reception desk. Make sure you take the name of the hotel representative for future reference.

UPS contact numbers (Please call UPS in the country that you will be returning your equipment from)

| | | | |
|---------|----------------|-------------|---------------|
| Austria | 0810 006630 | Italy | 800 877 877 |
| Belgium | 0800 12828 | Luxembourg | 800 225 10 |
| Denmark | 8030 2222 | Netherlands | 0800 099 1300 |
| Finland | 0800 1 877 877 | Portugal | 707 23 23 23 |
| France | 0800 877 877 | Spain | 902 88 88 20 |
| Germany | 0800 8826630 | Sweden | 020 788 799 |
| Greece | 210 998 4000 | Switzerland | 0800 55 88 33 |
| Ireland | 1 800 57 57 57 | UK | 08457 877 877 |

Important: The equipment is the customer's responsibility until it is scanned and collected by the courier. Any lost package without proof of courier collection is the sole responsibility of the customer.

Lost / stolen equipment

If your equipment is lost or stolen you must call Cellhire immediately on the number shown below. All calls made are the responsibility of the customer until the theft / loss is reported to Cellhire.

24 Hour Global Support

UK freephone*: 0800 610 610
UK International: +44 (0) 1904 610 610

*Free call from a landline only.

For on-line support, please visit www.cellhire.co.uk and click support.

Thank you for renting from Cellhire.