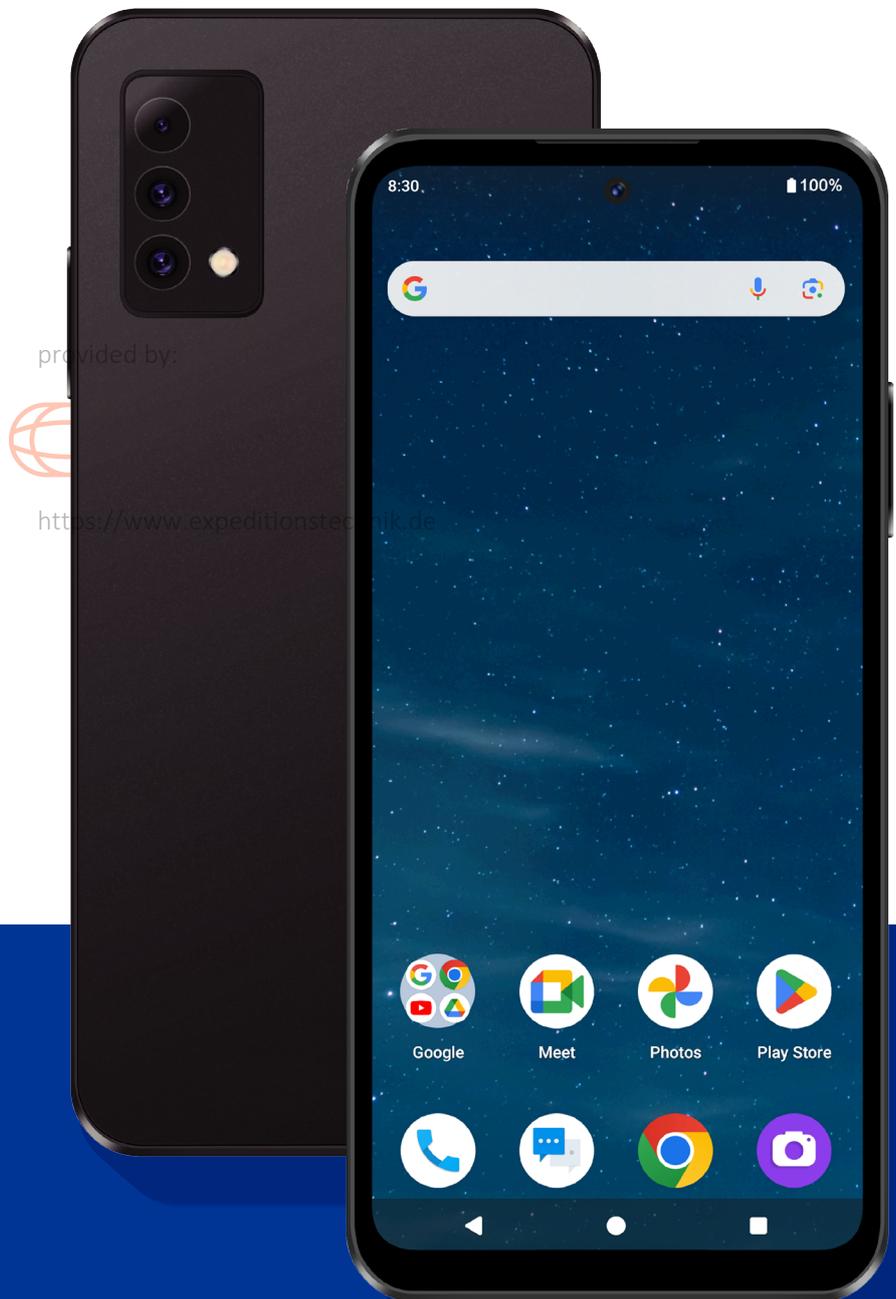


# THURAYA

## SPACE42



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# User Guide

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# Basics

## Before you start

Your new device is a satellite and cellular (5G/3G/4G/2G) phone with dual-SIM capability. Please make yourself familiar with the safety measures and user instructions in this manual before you start using your phone. This will help you to get the most out of it.

### For your safety

The following guidelines will help you to use your phone safely.

#### SWITCH ON SAFELY



Do not switch on the phone where wireless products are 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 regulations. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

#### SWITCH OFF IN AIRCRAFT IF ADVISED



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

#### AVOID POTENTIAL HEARING LOSS



To prevent possible hearing damage, do not listen at high volume levels for long periods.

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### Taking care of your phone

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

- 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.
- Only qualified personnel may install or repair this device.
- Do not short-circuit the battery. Short-circuiting the terminals may damage the battery or the connecting object.
- Do not expose to temperatures exceeding 60°C.

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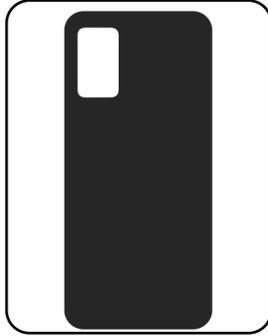
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## Unpacking your phone

Your package contains the following items:



Handset with battery



Protective cover



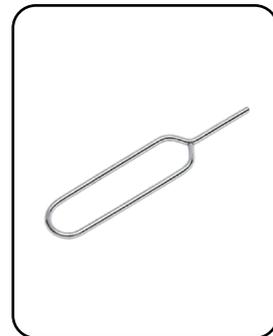
USB-C to USB-C cable



USB-A to USB-C adapter



Quick start guide



SIM card pin

# Device layout and functions





Connectivity problems and battery drain may occur in the following situations:

- If you attach metallic stickers on the antenna area of the device
- If you attach a device cover made with metallic material to the device
- If you cover the device's antenna area with your hands or other objects while using certain features, such as calls or mobile data connection

# Notification icons

Icon	Meaning	Icon	Meaning
	Network signal strength		Sending files
	No signal		Downloading files
	Location update		FM Radio
	Wi-Fi		Photos
	Wi-Fi networks available		Battery level
	Personal Wi-Fi hotspot		Battery level low or battery temperature is too high/low
	Bluetooth		Earphone connected
	No SIM card		Cast
	SD card		Using location services
	Call in progress		Vibration
	Call on hold		Alarms only or Priority only
	Call barring active		Total silence mode
	Missed call		Airplane mode
	Speakerphone		Data saver mode
	Call muted		Alarm
	New SMS or MMS		Timer
	SMS/MMS not sent/received		Stopwatch

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# Battery

## Charging the battery

Charge the battery before using it for the first time or when it has been unused for extended periods.

Connect the USB-C cable to any standard charger with USB-C connector and connect it to an electrical outlet.

## Optional: Fast charging

The device has a built-in fast charging feature.

To use fast charging on your device, connect it to a battery charger that supports Adaptive fast charging or Quick Charge 3.0.



- You cannot use the built-in fast charging feature when you charge the battery using a standard battery charger.
- If the device heats up or the ambient air temperature rises, the charging speed may decrease automatically. This is a normal operating condition to prevent damage to the device.



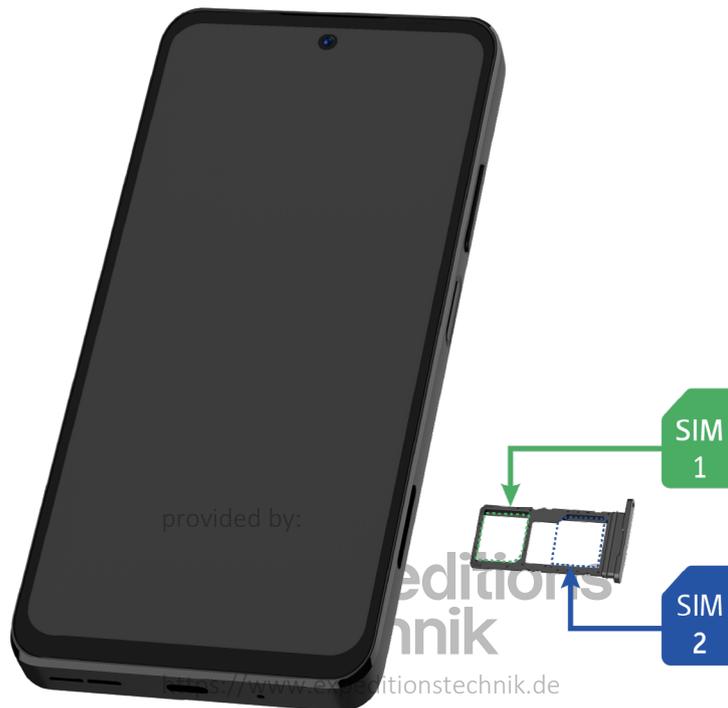
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## SIM cards

The dual-SIM capability allows you to insert nano-SIM cards for satellite services and cellular services.



The phone can be used with one or two SIM cards, either in the SIM 1 slot, in the SIM 2 slot, or in both.



### Inserting the SIM card

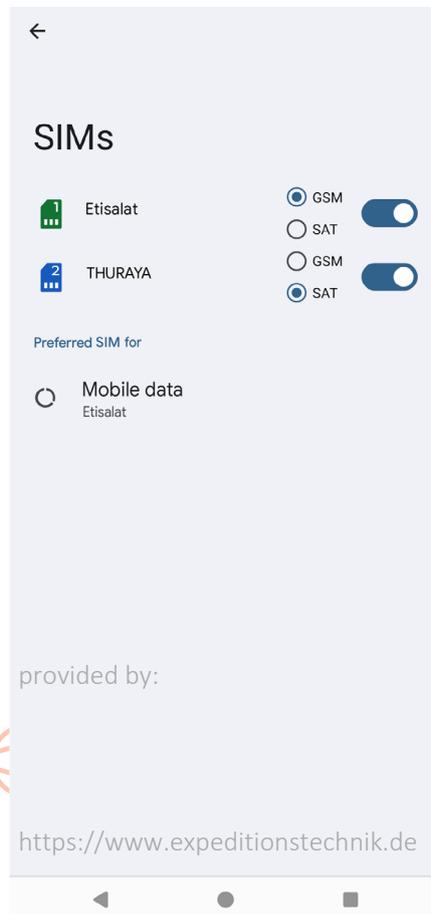
1. Power off your phone.
2. Find the SIM card tray located at the bottom right of your phone.
3. Push the SIM card pin provided in your phone package into the small hole beside the tray to pop open the card tray.
4. Place your SIM card into the tray. Notice the notch in the corner of the SIM card to ensure the SIM card is placed correctly.
5. Insert the SIM card tray back into your phone. Make sure the outer edge of the tray is flush with the rest of the phone.



To remove the SIM cards, follow the first three steps for inserting the SIM card, then you can remove the SIM card.

## SIM card settings

Activate your SAT SIM, GSM SIM or both and customize the SIM card settings.



### Turning SIM on and off

By tapping the button  next to SAT and GSM, you can turn the SAT SIM, GSM SIM or both on and off so you have full flexibility on your phone usage.

### Swapping networks

By clicking the  GSM or  SAT button, the SAT and GSM SIM cards can be swapped without physically swapping them in the SIM slots. For example, if you have a Thuraya SIM card in SIM1 set to SAT, and a Vodafone SIM card in SIM2 set to GSM, you can swap it so that the Thuraya SIM card is used for GSM services and the Vodafone SIM card is used for SAT services. This is especially useful if you have just one SIM card and wish to use it sometimes for GSM services and other times for satellite mode.

### Turning mobile data for GSM on and off

Choose the SIM card for cellular mobile data and tap it to enter the menu. Then by tapping the  icon next to Mobile data, the mobile data can be turned on and off.

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# Turning on and connecting to the network

## Turning the device on and off

Press and hold the Power button on the right side of the device for two seconds to turn on the device.

When you turn on your device for the first time or after performing a data reset, follow the on-screen instructions to set up your device.

To turn off the device, press and hold the Power button and Volume+ button simultaneously, and then tap Power off.

## Connecting to the network

When the phone is powered on, it 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. If you are unsure where the Thuraya satellite is, please use the preloaded Satfinder app which will show you the direction. Please make sure to keep pointing the antenna towards the satellite when you lift the phone to your ear or while moving. It is recommended to use speakerphone or headsets when using satellite calls in order to facilitate pointing the device to the satellite.

The SAT antenna does not need to be extended when using the phone in GSM mode.



If the network icon in the status bar turns full , the phone has full signal. If the icon shows an exclamation mark  or , the phone is yet to receive a location update or network search is still ongoing. In this case, wait until it disappears before using calls or messages.

# Phone

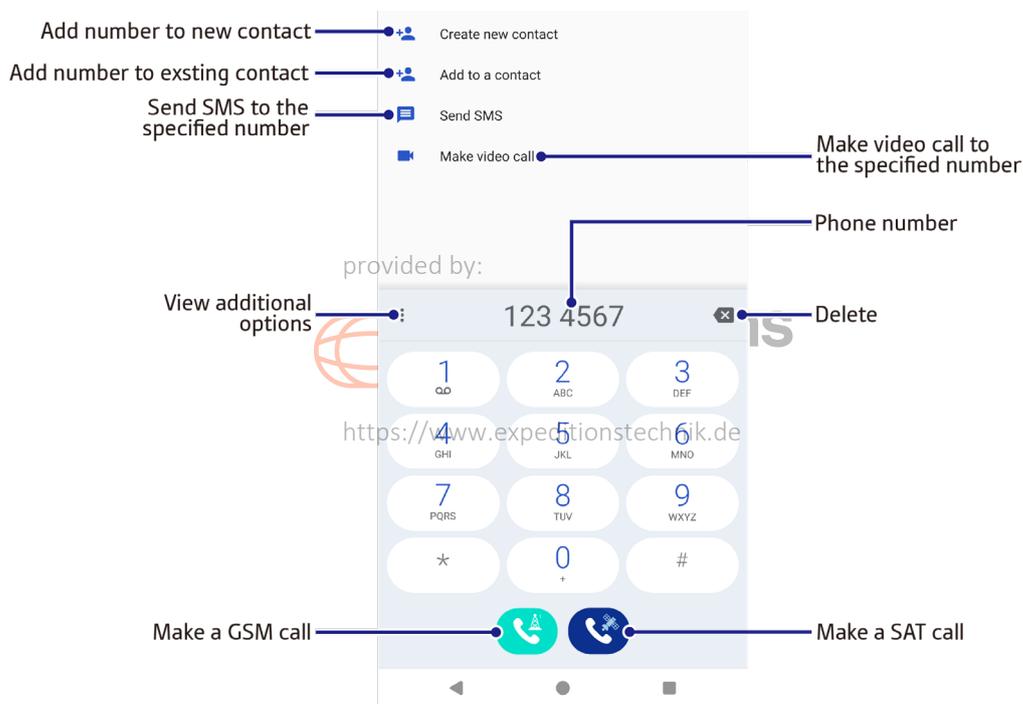
## Making calls

To make a call, tap  to launch the Phone app.

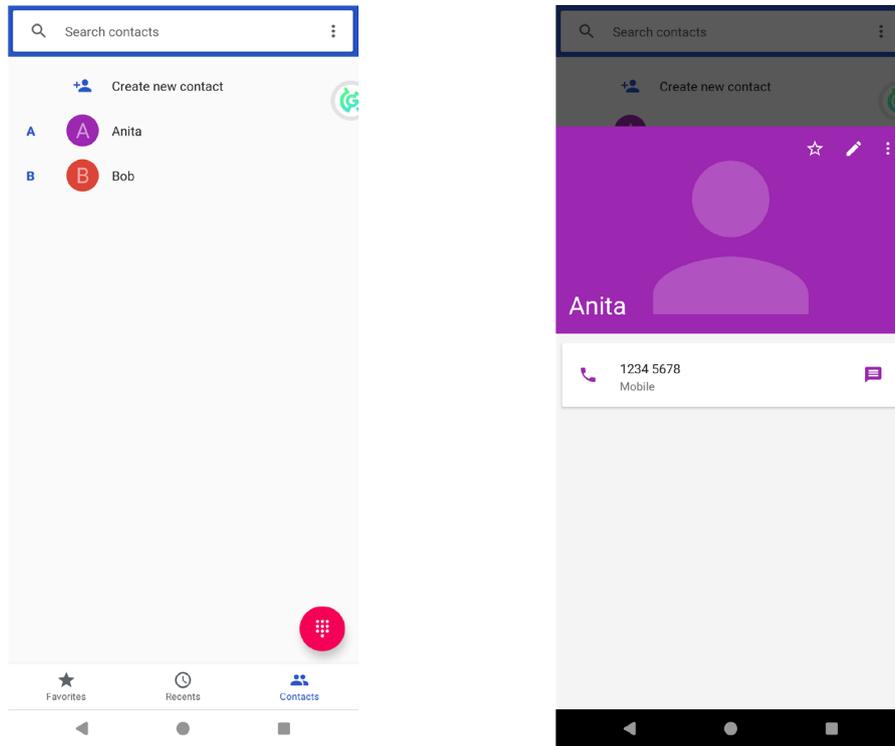
- To manually enter a phone number, tap the  icon and enter the desired number.
- Tap  to make a SAT call, or tap  to make a cellular call. You will see two icons if you have activated GSM and SAT in the SIM settings (see previous chapter), otherwise only the icon of the active network mode will be shown.



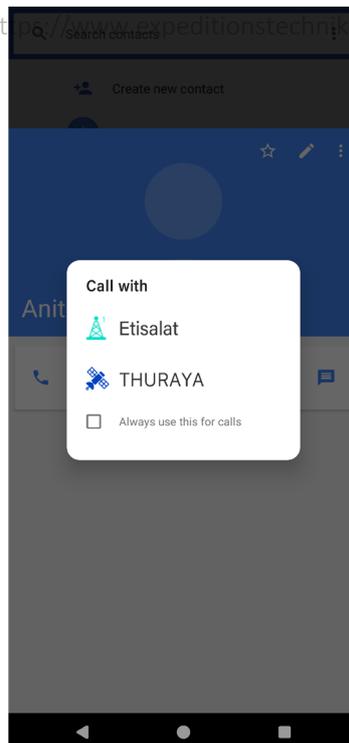
Throughout your phone, items related to the SAT network are denoted in **Blue** and items related to the GSM or cellular network are denoted in **Green**.



To call a contact, tap the  icon, select or search for the contact, and tap the  icon to call a saved contact.

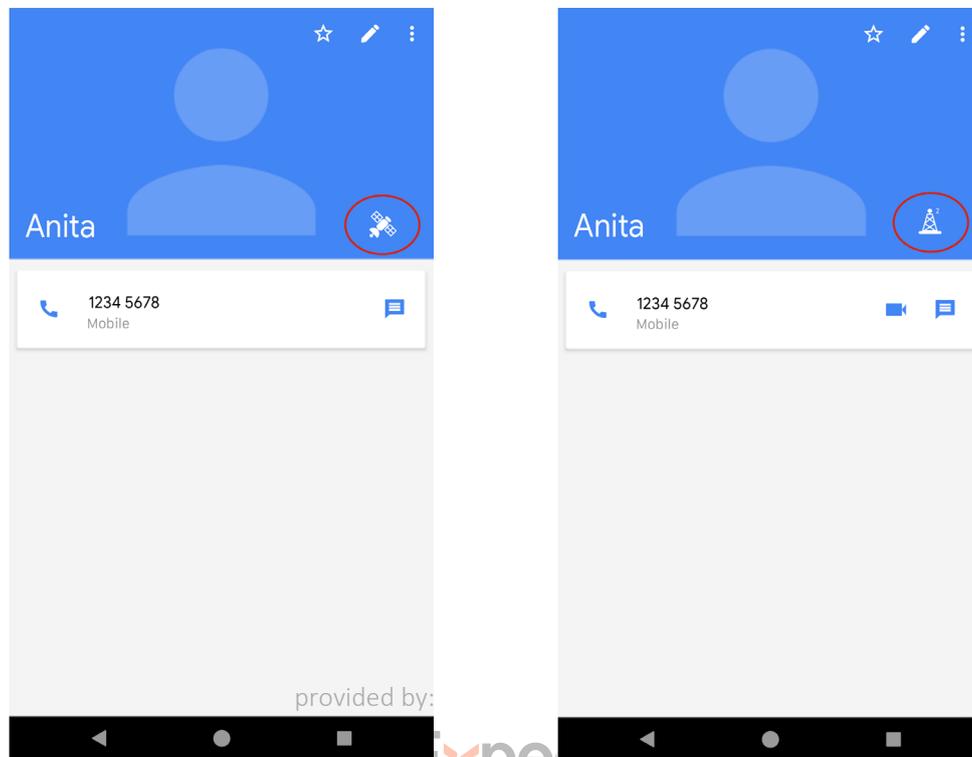


Choose whether to make a SAT call or a GSM call. By ticking the checkbox **Always use this for calls**, you can set it so that all future calls to the contact will be made using the chosen network.



To check or change the designated network for calling a contact:

1. Launch Contacts app.
2. Select the contact in the contact list.



To change the current setting, tap  or  and select the preferred option.

### Using speed dial

Assign numbers to speed dial to quickly call them.

To set a number to speed dial, tap  → Settings → Speed dial settings, select a speed dial number, and then add a phone number.

To call the set number, tap and hold the corresponding speed dial number on the keypad.

## Receiving calls

### Answering a call

When a call comes in, swipe up the  icon to answer the incoming call.

### Rejecting a call

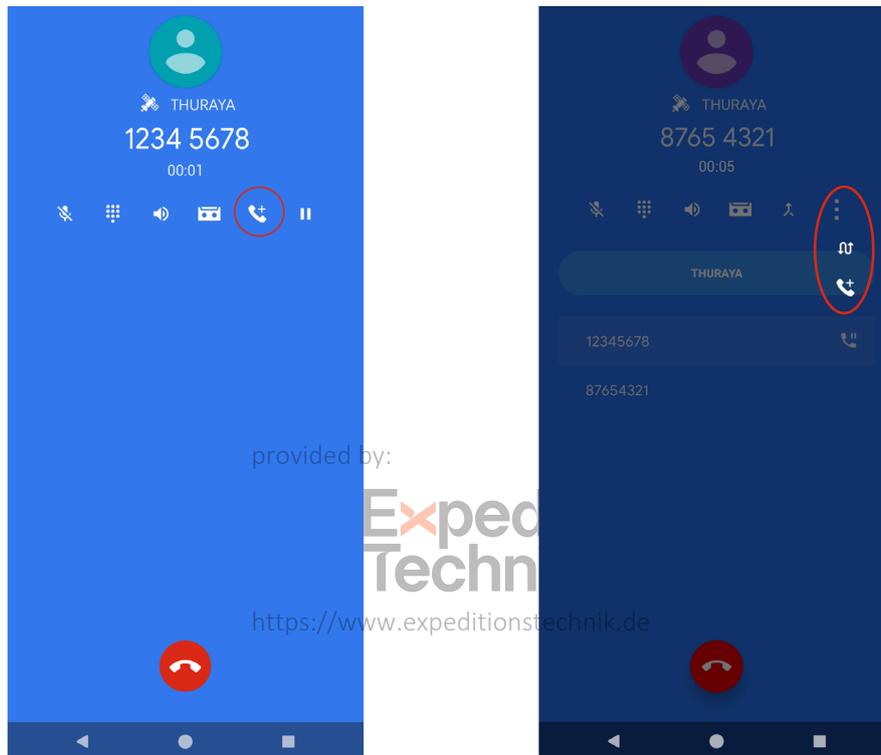
When a call comes in, swipe down the  icon to reject the incoming call.



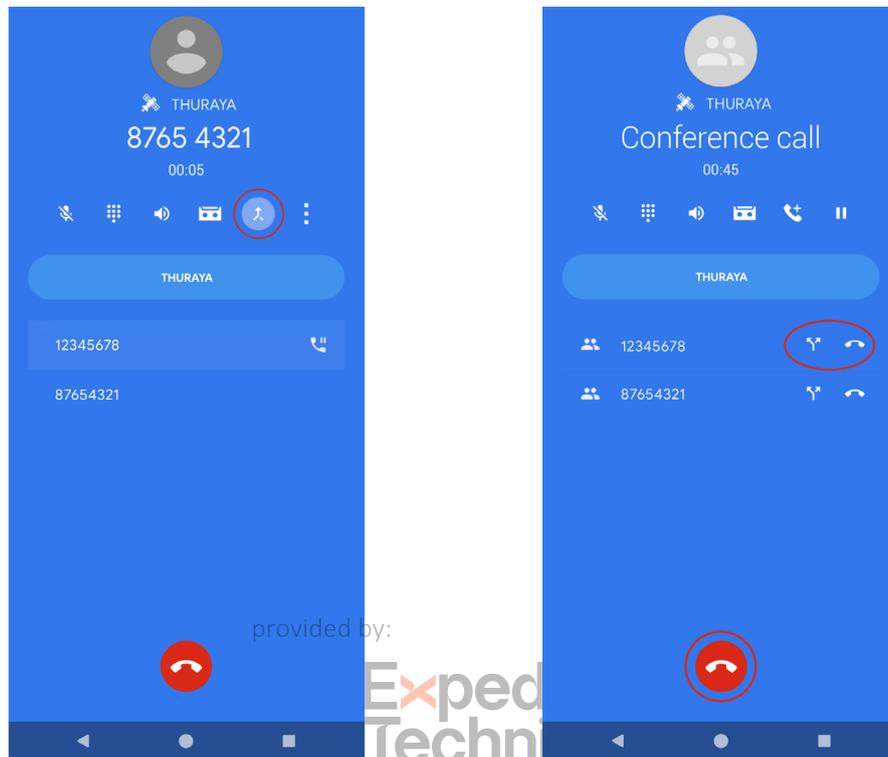
## Conference calls

While in an active call, you can make calls to other numbers and even merge multiple ongoing calls into a conference call.

1. During a call, tap the  icon and either enter a phone number or select a contact from your contact list. The first call is automatically put on hold.
2. Tap  →  to switch the user on hold. Or tap  →  to add users.



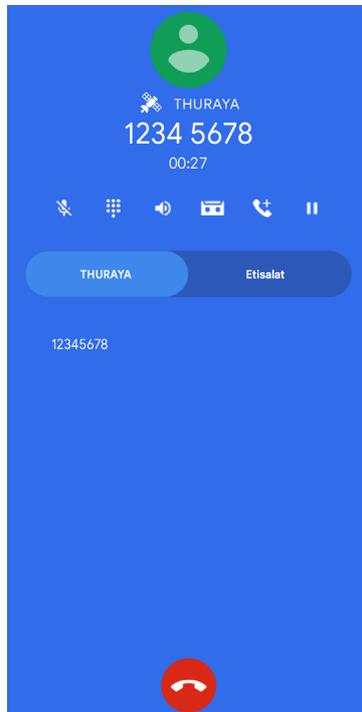
3. To enter the conference call, tap the  icon to merge calls.
4. Tap the , you can speak with a user in private. All other calls are put on hold automatically. To disconnect a particular user tap the  icon after the particular user number. To end the conference call tap the  icon at the bottom of the screen.



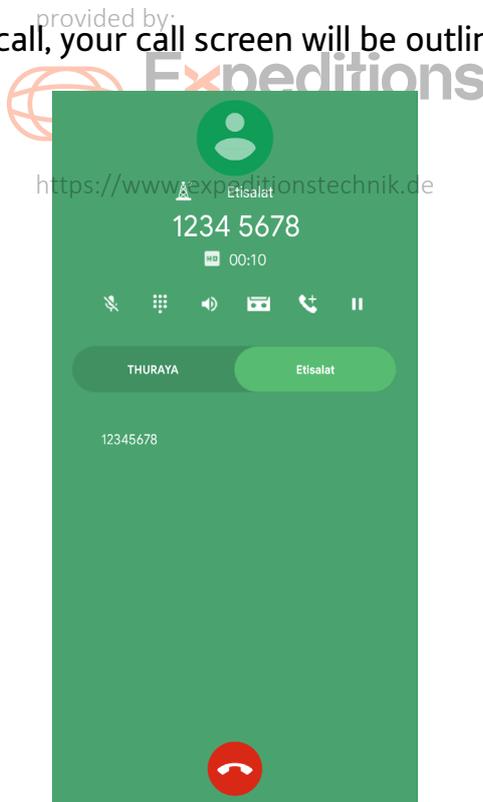
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## Swapping between calls

If you are in an active SAT call, your call screen will be outlined in **Blue**.



If you are in an active GSM call, your call screen will be outlined in **Green**.



To swap between calls, click on the phone number or contact name of the person you wish to speak to, and all other calls will be put on hold automatically.

### Options during calls

The following actions are available:



Mute the microphone so that the other party cannot hear you.



Show or hide the keypad.



Turn speakerphone on or off. When using the speakerphone, keep the phone away from your ears.



Record active call.



Dial a second call. The first call will be put on hold. When you end the second call, the first call will be resumed.



Hold the current call.



End the current call.

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# Contacts

## Adding contacts

### Creating a new contact

1. Launch the **Contacts** app and tap , then select a storage location (on the device or on an SD-card).
2. Enter the contact information.
3. Tap **SAVE** in the top right corner to save.



Depending on the selected storage location, the types of information you can save may vary.

### Importing/Exporting contacts

Add contacts by importing them from other locations to your phone or backup contacts by exporting them from your phone to other locations.

- **Importing contacts**

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1. Launch the **Contacts** app and tap  → **Settings** → **Import**.
2. Select the storage location to import contacts from.
3. Choose the contacts file to import.

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- **Exporting contacts**

1. Launch the **Contacts** app and tap  → **Settings** → **Export**.
2. Select the storage location to export contacts to.
3. Choose contacts file to export and tap **SAVE**.

## Searching for contacts

Launch the **Contacts** app.

Use one of the following search methods:

- Scroll up or down the contacts list.
- Drag a finger along the index at the right side of the contacts list to scroll through

it quickly.

- Tap  at the top of the contacts list and then enter the contact information or phone number.

By tapping the contact's image or name you can perform one of the following actions:

-  Add to favourite contacts.
-  Make a voice call.
-  Compose a message.

## Sharing contacts

You can share contacts with others through various methods.

Launch the **Contacts** app and tap  → **Settings** → **Export** → **Share all contacts**.

Swipe down on the home screen to open and tap **Notification** panel to select a method to share contacts.

## Saving and sharing profile

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Save and share your profile information.

1. Launch the **Contacts** app and tap  → **Settings** → **My info**.
2. Edit your profile, and tap **SAVE**.
3. Tap  → **Share**, and select a sharing method.

## Link duplicate contacts

When you import contacts or sync contacts with other accounts, your contacts list may include duplicate contacts. The link contacts feature allows you to merge multiple numbers or contact information of a person into one to streamline your contacts list.

1. Launch the **Contacts** app.
2. Touch and hold a contact and then tap the other contacts you want to link.
3. Tap  at the top right of the screen to link desired contacts.

Or

1. Launch the **Contacts** app and tap a contact's image or name to open its details.
2. Tap  → **Link** → Choose the contact you want to link.

## Deleting contacts

- **Delete a single contact:**

1. Launch the **Contacts** app.
2. Tap the contact and tap  → **Delete**.

Or

Touch and hold a contact and then tap  at the top right of the screen.

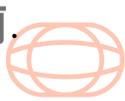
- **Delete multiple contacts:**

1. Launch the **Contacts** app.
2. Touch and hold a contact and then tap the other contacts.
3. Tap  at the top right of the screen.

- **Delete all contacts:**

Tap  → **Select all** → .

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## Adding favorites

Register frequently used contacts as favorites.

1. Launch the **Contacts** app.
2. Select a contact and tap .



All your **favorites** will appear at the top of the contacts list.

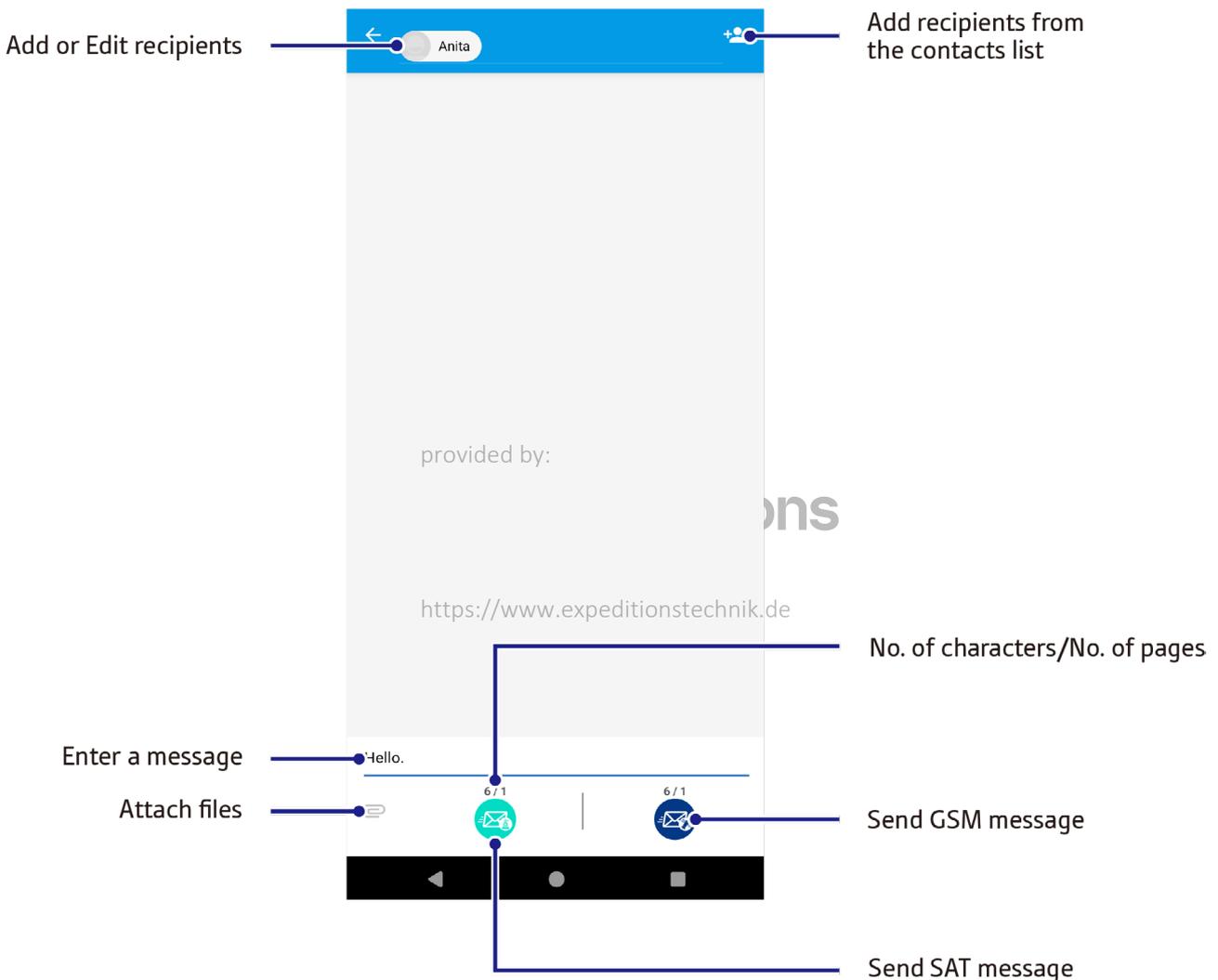
## Creating labels

1. Launch the **Contacts** app and tap  at the top left of the screen.
2. Tap **Create label** → Enter **Label name** → Tap **OK**.
3. Tap  to add contacts to the label.

# Messages

## Sending messages

1. Launch the Messages app and tap  to send a new message.
2. Add recipients, enter a message and choose if you want to send an SMS or Email.
3. Tap  to send a SAT message or tap  to send a GSM/cellular message.



- Messages can be sent to phone numbers and email addresses at the same time.
- If a file is attached, the message will be sent as an MMS. Mobile data must be turned on to send an MMS and applicable data charges may apply. MMS only works in cellular mode (not in satellite mode).

# Memory card (microSD card)

## Installing a memory card

1. Power off your phone.
2. A memory card can be added into the empty slot of the SIM card tray (at the bottom right of your phone).
3. Push the card pin provided in your phone package into the small hole beside the card tray to pop open the card tray.
4. Place your memory card into the tray. Notice the notch in the corner of the memory card to ensure the card is placed correctly.
5. Insert the card tray back into your phone. Make sure the outer edge of the tray is flush with the rest of the phone.



Before removing the microSD card, make sure to unmount it first from the software settings or there is a risk of your data being corrupted. To unmount, go to **Settings** → **Storage** → Choose **SD card** option, and then tap at the top right of the screen → **Eject**.

## Accessing the microSD card through the File feature

After inserting a memory card into the phone, you can access the files from this path:  
**Files** → **Storage devices** → **SD Card**.

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# Apps and features

## Installing or uninstalling apps

### Installing apps

In addition to the pre-installed apps you can install apps from the Google Play Store or from other sources. Once an app was installed, it will appear on the home screen of the phone.

### Uninstalling apps

- **From home screen**

Tap and hold an app and drag it to **Uninstall**  .

- **From Google Play Store**

1. Go to **Google Play Store**, then tap on your **profile** icon at the top right.
2. Tap **Manage apps & device** → **Manage**.
3. Tap the name of the app you want to delete.
4. Tap **Uninstall**  .

  
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Some pre-installed apps on the phone cannot be uninstalled.

## Other apps

### Camera

Take photos and record videos using various modes and settings. To launch the camera use the following methods:

- Launch the Camera app from the home screen
- Press the Power button twice

### Calendar

Manage your schedule by setting reminders, entering upcoming events or tasks in your planner.

### Sound Recorder

Make audio recordings or quick voice notes and save them to your phone.

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### Files

Access and manage various files stored in the device or on an SD card.



### Clock

Check the time zones in World Clock, set Alarms and Bedtime, use Timer and Stopwatch.

# Settings

## Wi-Fi

1. Tap **Settings** on the Home Screen, or swipe up on the Home Screen to open **Settings**.
2. Tap **Network & internet** → Internet, and then tap the switch to activate it.
3. Select a network from the Wi-Fi networks list.



Networks that require a password appear with a lock icon, enter the password and tap **CONNECT**.

## VPN

1. Tap **Settings** on the Home Screen, or swipe up on the Home Screen to open **Settings**.
2. Tap **VPN**, and then tap **+** to edit the VPN profile.
3. Tap **Save**.
4. Tap  to edit or forget the VPN.

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## Bluetooth

1. Tap **Settings** on the Home Screen, or swipe up on the Home Screen to open **Settings**.
2. Tap **Connected devices** → **+ Pair new device**.
3. Select an available device name to pair.



Tap **See all** to view a list of all the saved devices.

## Data services

### How to use data services on the phone

In order to use data on your phone, you have to activate the data service first. Please note, data services only work in terrestrial (cellular) mode. Follow the steps below to use the data services:

1. Tap **Settings** on the Home Screen, or swipe up on the Home Screen to open **Settings**.
2. Tap **Network & internet** → **SIMs**, then click on the SIM card you want to set to enter the menu.
3. Tap **Mobile data** switch to activate it.
4. Return to the **SIMs** page, tap **Mobile data** under **Preferred SIM for** to choose the SIM for mobile data.



Mobile data can only be activated for SIM cards in GSM mode.

### How to use the phone as a Wi-Fi hotspot

1. Tap **Settings** → **Network & internet** → **Hotspot & tethering**, and then tap the **Wi-Fi hotspot** switch to activate it.
2. Tap **Wi-Fi hotspot** to configure the hotspot name and password.

### How to restrict data services and Wi-Fi

In order to restrict background data, go to **Settings** → **Network & internet** → **Data saver**, and tap the **Use Data Saver** switch to activate it. Once activated, apps will only use data if they are in the foreground.

To set data usage limits, please go to **Settings** → **Network & internet** → **SIMs**, and then choose the SIM card to enter the setting menu. On this page, tap **Data warning & limit** to set data usage limits.

# Display

You can change your screen's brightness, font size, lock display, appearance, and more. Select a screen mode suitable for viewing movies or images, or adjust the display colour to your preference.

## Brightness

- **Manual adjustment**

Tap **Settings** → **Display** → **Brightness level**, and move the brightness slider on the top of the screen to adjust the screen brightness level manually.

- **Automatic adjustment**

Tap **Settings** → **Display**, and then tap the Adaptive brightness switch to activate it. Once activated, the screen brightness will automatically change as the ambient lighting changes.

## Lock display

To customize the **Lock display** on your phone, tap **Settings** → **Display**, and then:

- tap **Lock screen** and follow the on-screen prompts to customize **What to show** and **When to show**.
- tap **Screen timeout** to choose how long you want the screen to stay on.

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## Appearance

Tap **Settings** → **Display**, and then tap the **Dark theme** switch to activate it. Once activated, the screen colours will darken to enhance nighttime usability.

## Other display controls

- **Auto-rotate screen**

Tap **Settings** → **Display**, and then tap the **Auto-rotate screen** switch to activate it. Once activated, your screen will automatically adjust the orientation based on how you hold the phone.

- **Screen saver**

Tap **Settings** → **Display** → **Screen saver**, then you can switch **Use screen saver** on or off, set **When to start**, and choose the style of your screen saver.

## Security & privacy

You can increase your device security by setting a lock screen.

Tap **Settings** → **Security & privacy** → **Device unlock**, and then follow the on-screen prompt to do any of the following:

- **Screen lock**

Choose **Pattern**, **PIN** or **Password** as your screen lock.

- **Fingerprint**

To unlock the phone with your fingerprint, go to **Settings** → **Security & privacy** → **Device unlock** → **Fingerprint** and activate the fingerprint function. The fingerprint sensor is located at the power button of the phone.

- **Face Unlock**

Record and add your facial information to set **Face Unlock**.



**Fingerprint and Face Unlock** require setting the **Pattern**, **PIN** or **Password** as your backup screen lock method.

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## Multi-function power button

1. Fingerprint sensor.
2. Press the Power button twice, you can quickly open the Camera.
3. Press and hold the Power button, you can access the **Google assistant**.
4. Press and hold the Power button for up to 20 seconds, you can reboot your phone.
5. Press the Power button and the Volume+ button simultaneously to enter the menu which allows you to switch off the phone.



You can follow the steps below to adjust the settings of the power button: **Settings** → **System** → **Gestures**.

# Screen capture

Press and hold the **Volume– button** and the **Power button** simultaneously. Captured screenshots will be saved in **Files** → **Images** → **Screenshots**.

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# Appendix

## Maintaining your phone

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

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

## Troubleshooting

Before contacting a Service Centre, please attempt the following solutions.

**When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:**

- Password: When the device lock feature is enabled, you must enter the password you set for the device.
- PIN: When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM card.
- PUK: Your SIM card is blocked, usually as a result of entering your PIN incorrectly several times. To unblock, you must enter the PUK supplied by your service provider.
- PIN2: When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM card. For more information, contact your service provider.

**Your device displays network or service error messages:**

- When you are in areas with weak signal or poor reception, you may lose satellite connection. Move to another area and try again.
- You cannot access some options without a valid subscription. For more information, contact your service provider.

### Your device does not turn on:

When the battery is completely discharged, your device will not turn on. Charge the battery before turning on the device.

Make sure to maintain the device in a moderate temperature environment. The operating temperature range is between -20°C and +60°C.

### The touchscreen responds slowly or improperly:

- If you use a screen protector or optional accessories on the touchscreen, ensure that they are installed properly or the touchscreen may not function properly.
- If your hands are not clean while touching the screen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is updated to the latest version.

### Your device freezes or encounters a fatal error:

Try the following solutions: provided by:

- **Restarting the device**

If your device freezes or hangs, you may need to close apps or turn off the device and turn it on again.



- **Force restart**

If your device is frozen and unresponsive, press and hold the Power and Volume+ button for more than 7 seconds to restart it.

- **Resetting the device**

If the methods above do not solve your problem, perform a factory data reset.

Launch the **Settings** app and tap **System** → **Reset options** → **Erase all data (factory reset)**.

Before performing the factory data reset, remember to make backup copies of all important data stored in the device.

If you registered a Google account to the device, you must sign in to the same Google account after resetting the device to access the same information.

### Your device can not find your current location:

Position signals may be obstructed in some locations, such as indoors. Move to a location with unobstructed view of the sky, set the device to use Wi-Fi or a mobile network to find your current location in these situations.

### Data stored in the device has been lost:

Always make backup copies of all important data stored in the device. Otherwise, you cannot restore data if it is corrupted or lost.

### There is not enough space in the device's storage:

Delete unnecessary data such as trash or delete unused apps to free up storage space. Otherwise, use external storage, such as a microSD card to free up internal storage space.



Tap **Settings** → **Storage** to empty all trash.

### The Home button does not appear:

The navigation bar containing the Home button may disappear while using certain apps or features. To view the navigation bar, drag upwards from the bottom of the screen.



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### The phone can not connect to the satellite network and 'No Network' is shown on the screen:

Ensure the line of sight to the satellite is not obstructed by high buildings, trees, and mountains. Use the preloaded Satfinder app to find the direction to the Thuraya satellite.

### "Location update..." is flashing in the widget or the phone shows "Position too old":

The location information is being updated. This is done automatically once the phone is powered on. Please wait for a few minutes.

### The phone shows 'No SIM':

- Check if the SIM card is dirty or damaged, and try to remove and reinsert the SIM card.

- Check if the SIM card is deactivated or not provisioned for any services. Please contact your service provider for more details.
- Entering a wrong PUK code may deactivate the SIM card.

### **The phone becomes unresponsive or sluggish:**

- Try restarting your phone.
- Do a reset in case your phone has a persistent problem by going to **Settings** → **System** → **Reset options** → **Erase all data (factory reset)**.
  - The factory reset will restore the settings on the phone as it was when shipped. Personal settings like contacts and messages will be deleted.

### **The PIN/PUK codes have been lost or forgotten:**

- 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.

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# 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	provided by: 160	Enter 160 [scratch card PIN code] then tap the  icon.
Thuraya Free Test Call Service	11112	Allows you to check if your phone 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 app 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 services:

Service	Number	Description
Prepaid Refill	*150*scratch card#	Enter *150* [scratch card PIN code] then tap the  icon.
Prepaid billing enquiry	*151#	Enter *151# then tap the  icon.

# Frequency Bands

Item	Frequency Ranges
Satellite	Tx: 1626.5–1660.5 MHz, Rx: 1525–1559 MHz Rated Power: 5 dBW
Wi-Fi	2.412–2.472 GHz 5.1–5.9 GHz
Bluetooth	2.402–2.482 GHz
GNSS	GPS: 1575.42 MHz Galileo: 1575.42 MHz BeiDou: 1561.098 MHz GLONASS: 1602 MHz

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# Specifications

Item	Frequency Ranges
Network	<ul style="list-style-type: none"> <li>•Thuraya L-band Satellite</li> <li>•5G: NR N1/N3/N5/N7/N8/N20/N28/N38/N40/N41/N77/N78</li> <li>•4G: LTE B1/B3/B5/B7/B8/B20/B28/B38/B39/B40/B41/B42</li> <li>•3G: UMTS B1/B2/B5/B8</li> <li>•2G: GSM G900/G850/G1800/G1900</li> </ul>
OS	Android 14
Chipset	Qualcomm QCM4490 processor
CPU	Kryo Octa Core, 2*A78 (2.4GHz) + 6*A55 (2.0GHz)
Memory	6GB RAM + 128GB memory (extendable to 2TB with an optional microSD)
IP rating	IP67 water and dust protection
Battery	Li-polymer 3500mAh <ul style="list-style-type: none"> <li>•Standby time (4G/5G): up to 380 hours</li> <li>•Talk time (4G/5G): up to 26 hours</li> </ul>
Cameras	<ul style="list-style-type: none"> <li>•Front: 16MP FF</li> <li>•Rear: 50MP + 8MP (Wide) + 2MP (Macro)</li> </ul>
Sensors	3D Gyroscope 3D Accelerometer Proximity Sensor Ambient Light Sensor Electronic Compass Fingerprint
Max data speeds	<ul style="list-style-type: none"> <li>•5G: 2500/725 Mbps (down/up)</li> <li>•4G: 800/100 Mbps (down/up)</li> </ul>

# Compliance/Warranty/Certification

## SAR Compliance

This product is in compliance with the relevant SAR limits. Your wireless 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 of 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 head is 1.89 W/kg, and at the body is 1.81 W/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](http://www.apsi.co.kr). Although not intended to support operations when body-worn (in this position the phone can not properly receive and transmit the satellite signal therefore in this mode of operation it is not practical) the use of body-worn accessories is limited to belt-clips, holsters, or similar accessories that have no metallic component in the assembly and which provide at least 1cm separation between the device, including its antenna, and your body.

## RoHS Compliance

This product is in compliance with RoHS (Restriction of Hazardous Substances) 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 the Product. This Limited Warranty is non-transferable.

#### Warranty Coverage and Service

Thuraya warrants 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 end user (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 no charge to the Buyer. The 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.

provided by:

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.

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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
- improper installation, maintenance or improper storage

- 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.

provided by:

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.

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-a-vis the retail seller/dealer of the Product.

### Certifications

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, EU WEEE Directive 2012/19/EU (Waste Electrical and Electronic Equipment Directive), Directive 2013/35/EC, the Radio Equipment Directive 2014/53/EU (RED) 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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