



# Thuraya XT

## Software Upgrade Manual

*Version 1.6*

*July 2012*

**THURAYA**   
stay close

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# 1. Introduction

Use the Software Upgrader if Thuraya releases a new software version for your Thuraya XT. To upgrade the software of your Thuraya XT follow the 3 steps described in this manual:

1	<p>Insert your Support CD and click on '<i>THURAYA XT Upgrade</i>' to copy the Upgrader program and the required drivers on your PC</p> <p><i>Note: You can also start the upgrade process by downloading and running the latest Thuraya XT upgrader.exe file from <a href="http://www.thuraya.com">www.thuraya.com</a></i></p>
2	<p>Click the newly created desktop icon to start installing the Upgrader program and the drivers</p>
3	<p>Upgrade your Thuraya XT software</p>

## Equipment & software requirements:

- Thuraya XT phone
- Thuraya XT Upgrade program \*
- USB data cable
- PC with the following Operating Systems:
  - Windows XP
  - Windows Vista
  - Windows 7

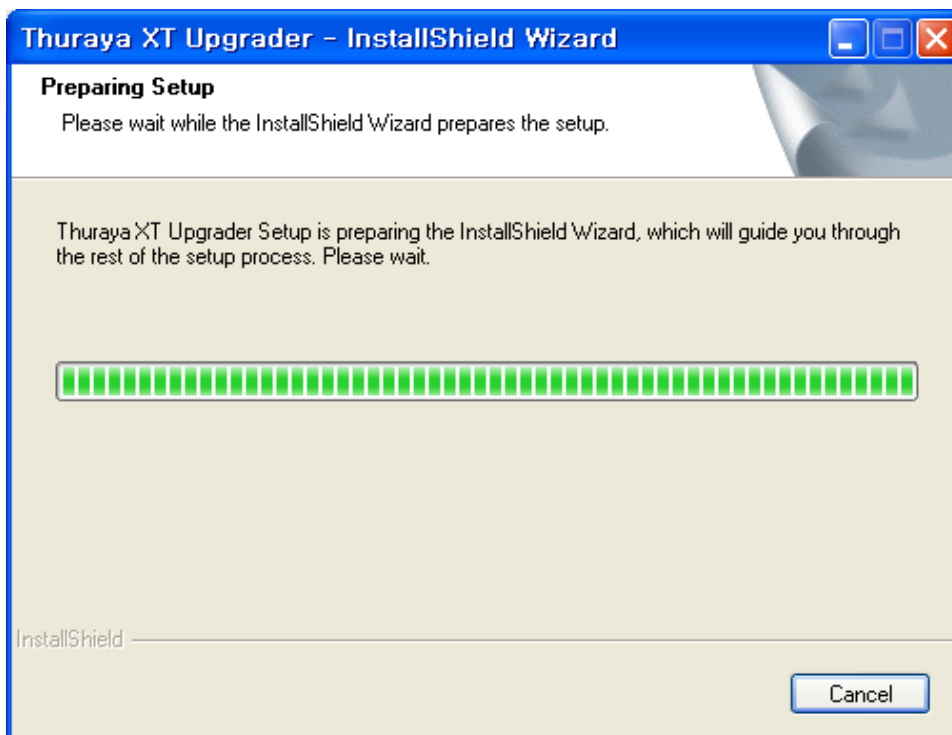
\* The Upgrade program can be found on the Support CD included in your phone packaging or can be downloaded from the Thuraya website [www.thuraya.com](http://www.thuraya.com)

## 2. Software upgrade for Windows XP

### 2.1 Preparation of the USB driver

- 1) Please insert the Support CD included in your phone packaging and open the Thuraya XT Upgrader or click on the Thuraya XT upgrader.exe after downloading it from the 'Support' section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com)

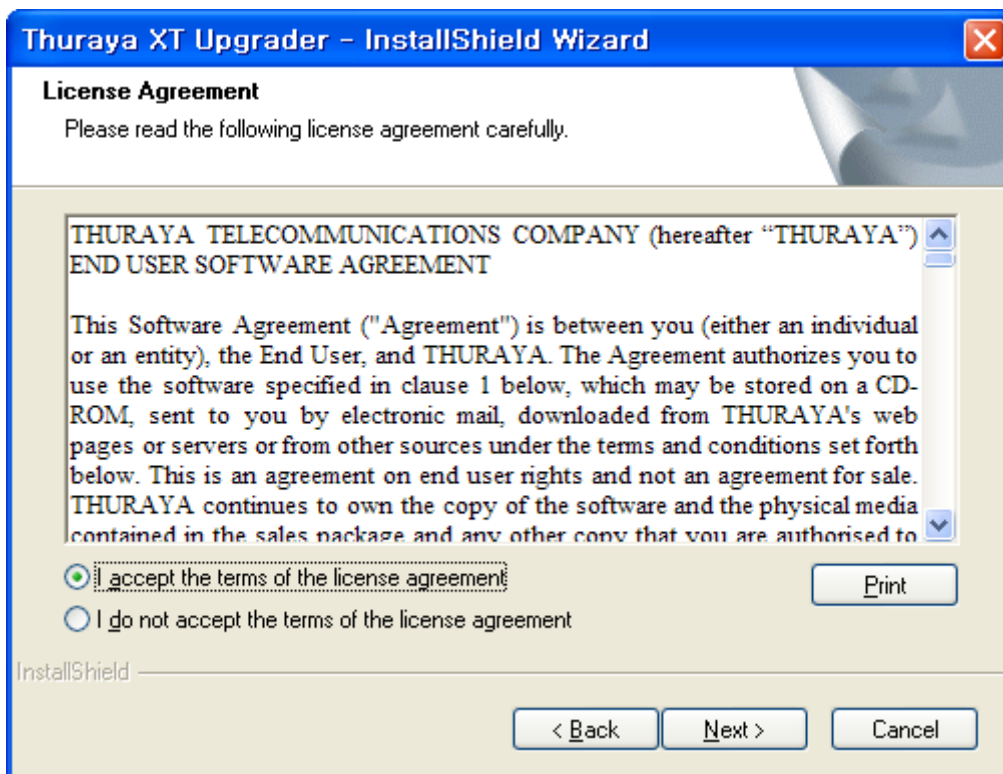
Clicking on this icon will show the following screens:



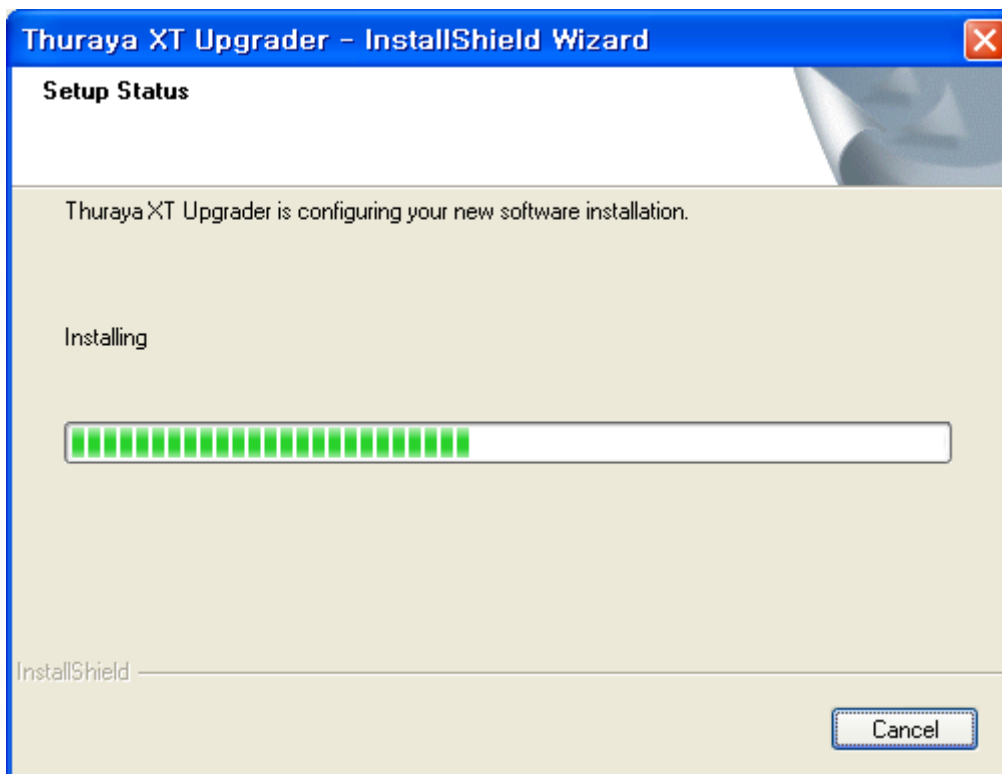
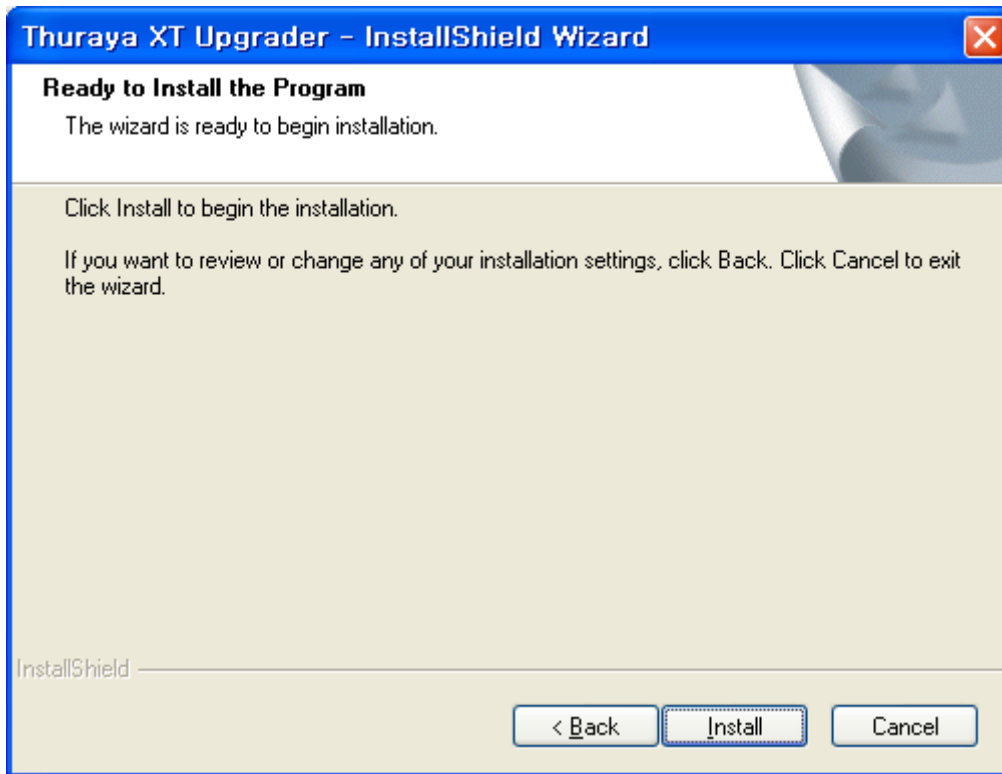
2) Select 'Next' on the Installation Wizard.



3) Select 'I accept the terms in the license agreement' and click 'Next'.



4) Select 'Install'.



5) Select 'Yes, I want to restart my computer now' and click 'Finish'.

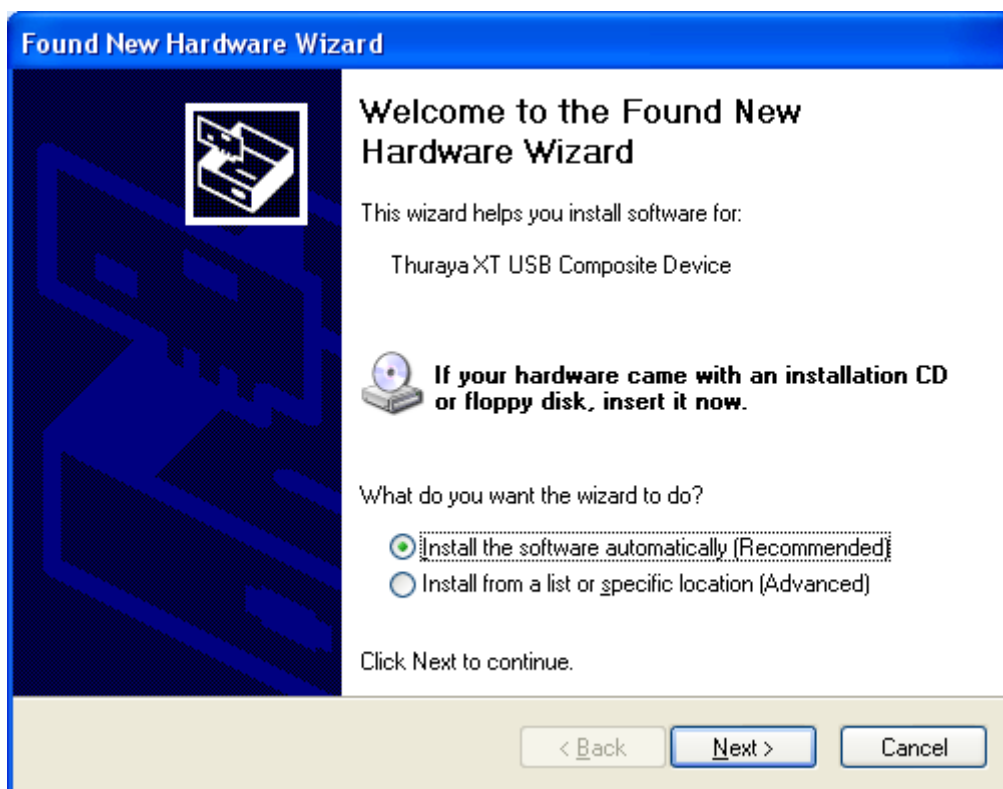


**Thuraya XT Upgrader is now successfully installed!**



## 2.2 Installation of the USB driver

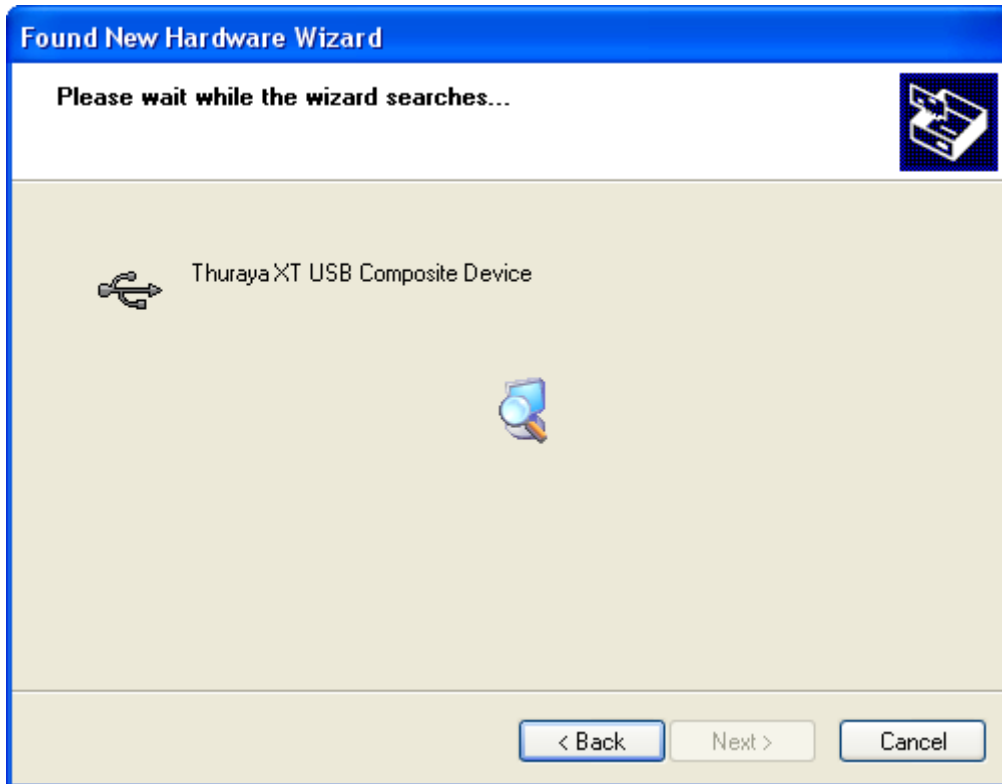
- 1) Switch on your Thuraya XT with a sufficiently charged battery.
- 2) Set the Data Port of your Thuraya XT to USB under Menu→Settings→Data Connection→Data Port→USB→OK.
- 3) Connect your Thuraya XT using the USB cable to your PC.
- 4) A pop up window showing 'Found New Hardware Wizard' will be displayed.



- 5) Select 'Install the software automatically (Recommended)' and click 'Next'.

(If your PC does not detect the new hardware automatically, you need to use manual detection as described in section 2.4).

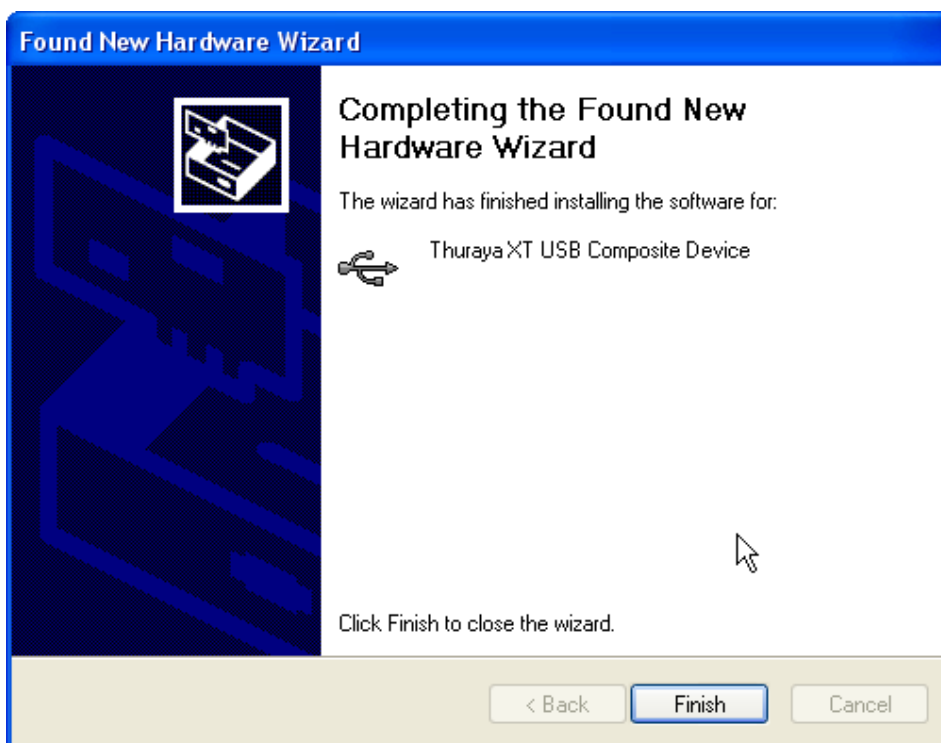
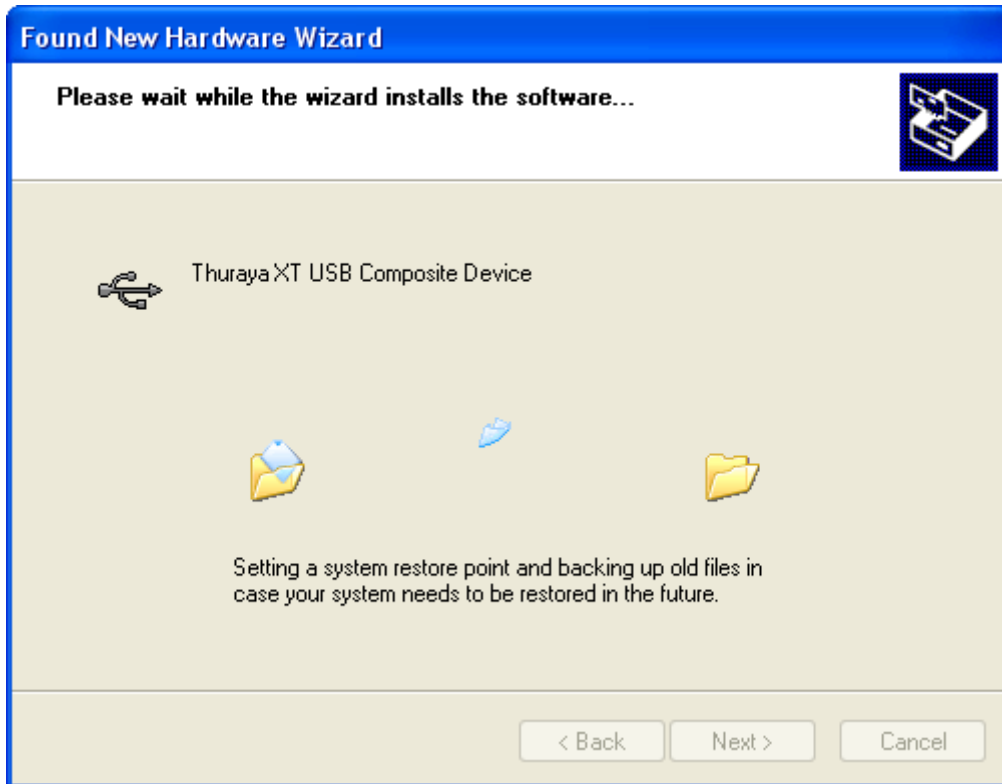




6) Select 'Next'.



7) Select 'Continue Anyway'.



8) After completing the installation, select 'Finish'.

**The USB Driver is now successfully installed!**

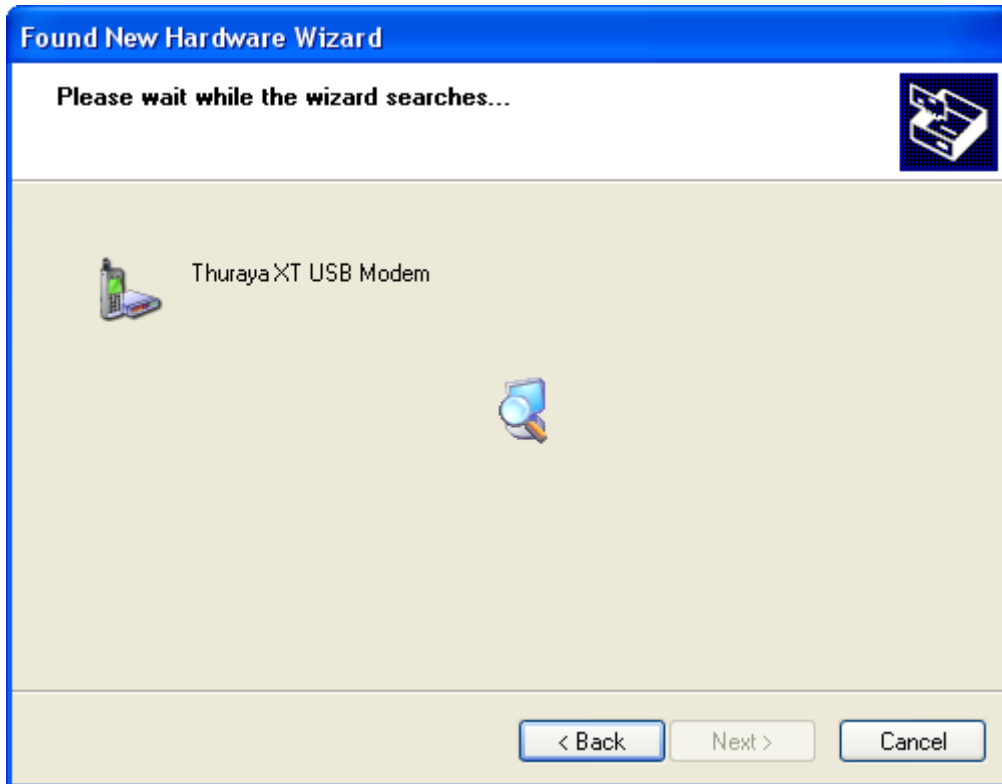


## 2.3 Installation of the Modem driver

After installation of the USB driver the pop up window "Found New Hardware Wizard" will appear again automatically, this time to install the Modem Driver. (If your PC does not detect the new hardware automatically, you need to use manual detection as described in section 2.4).



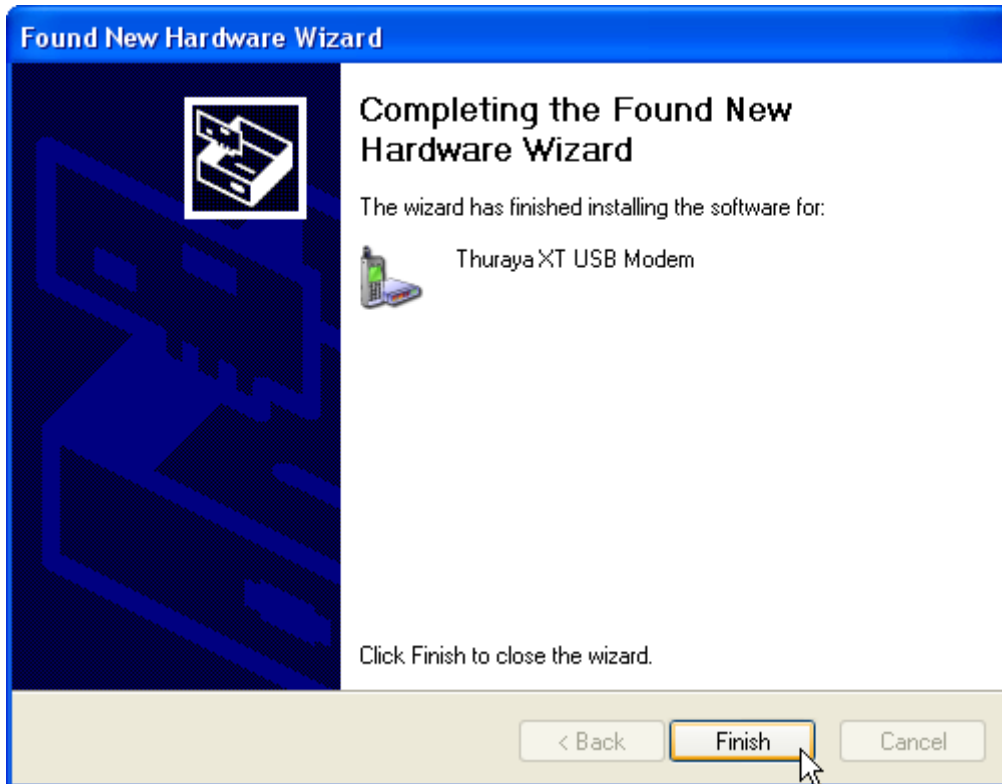
- 9) Select 'Install the software automatically (Recommended)' and then press 'Next'.



10) Select 'Next'.



11) Select 'Continue Anyway'.

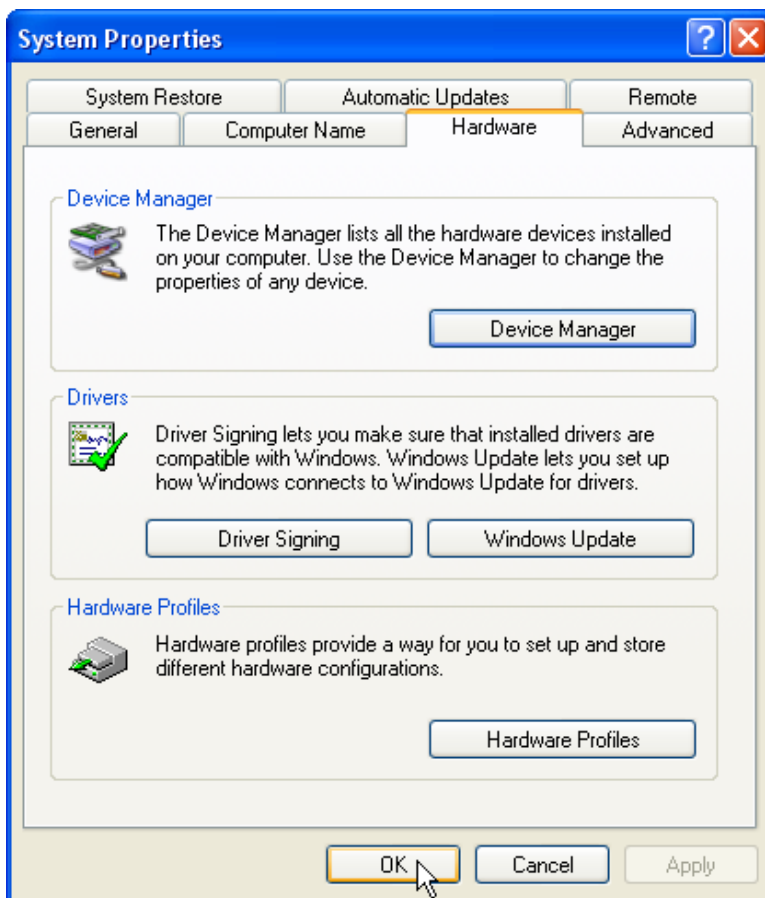
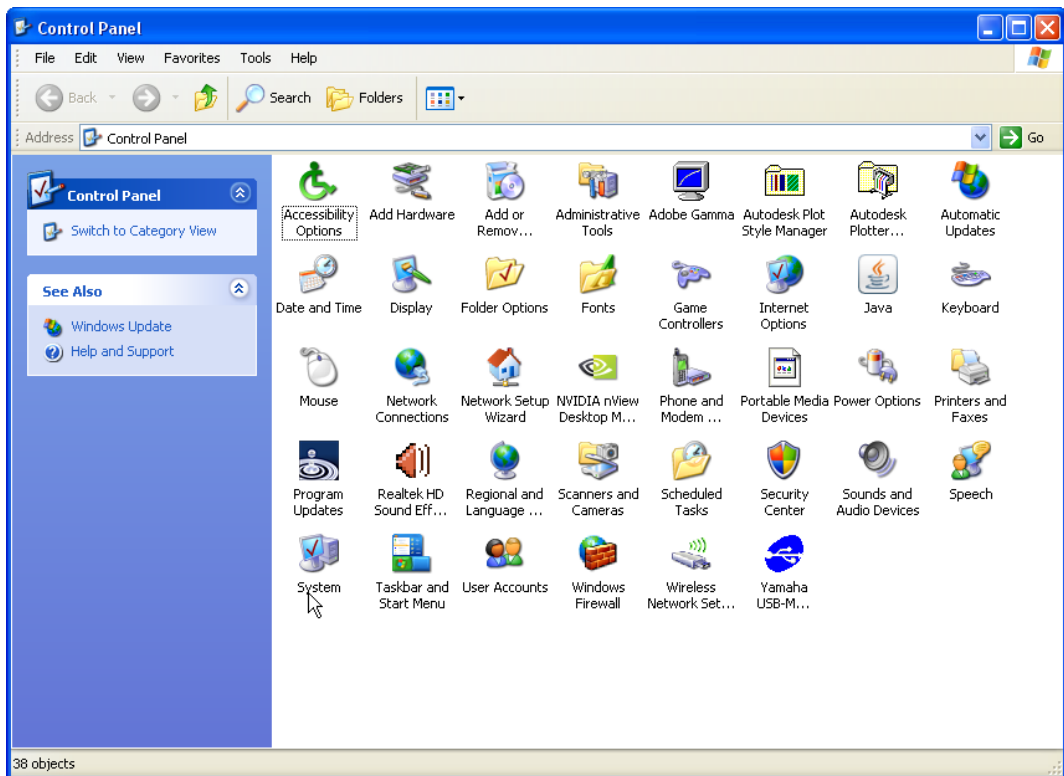


12) After completing the installation, select 'Finish'.

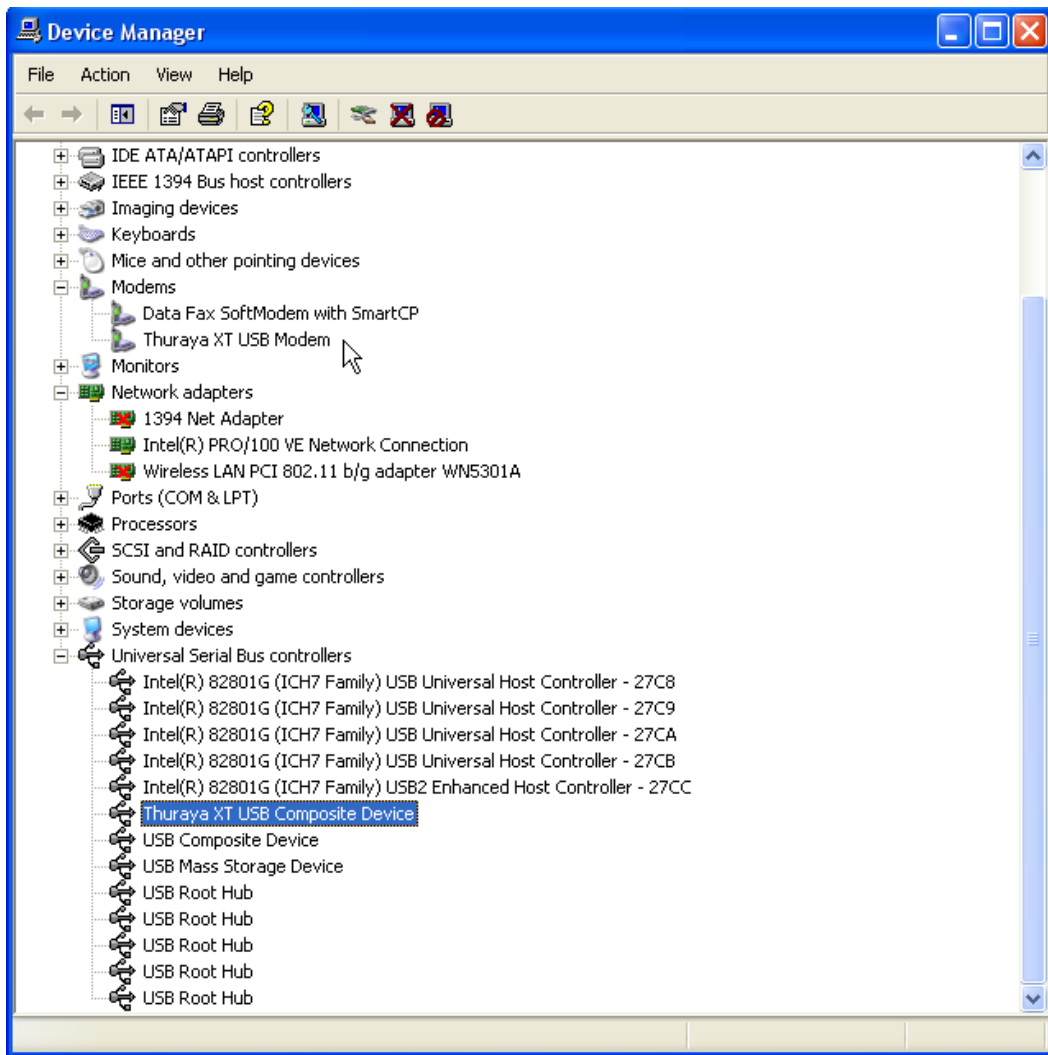
**The Modem Driver is now successfully installed!**



To check if the drivers are installed properly, select 'System' in the Control Panel.



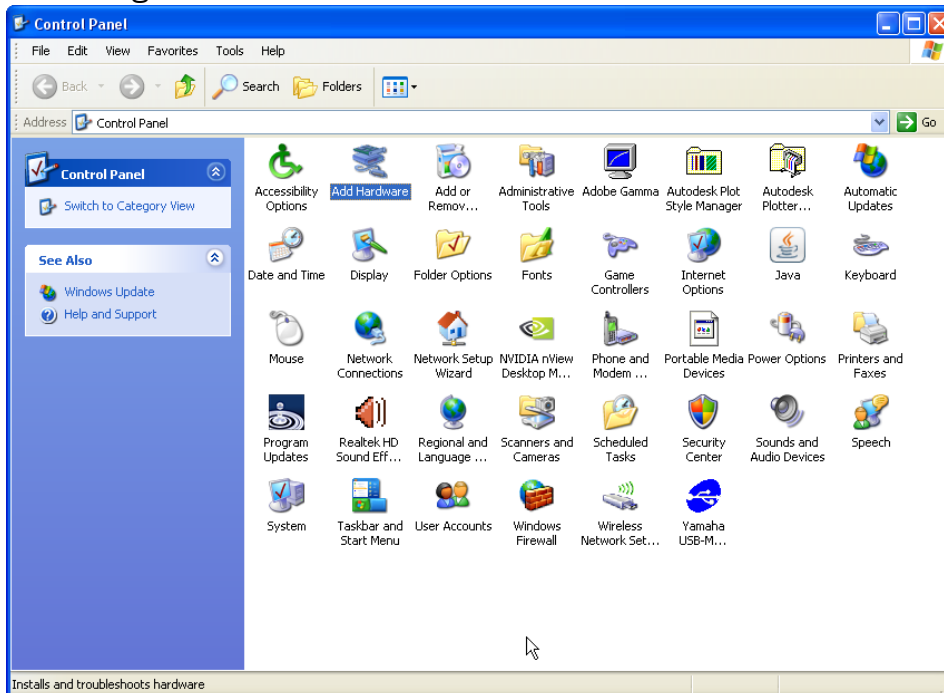
Select the 'Device Manager' in the Hardware section of your PC.



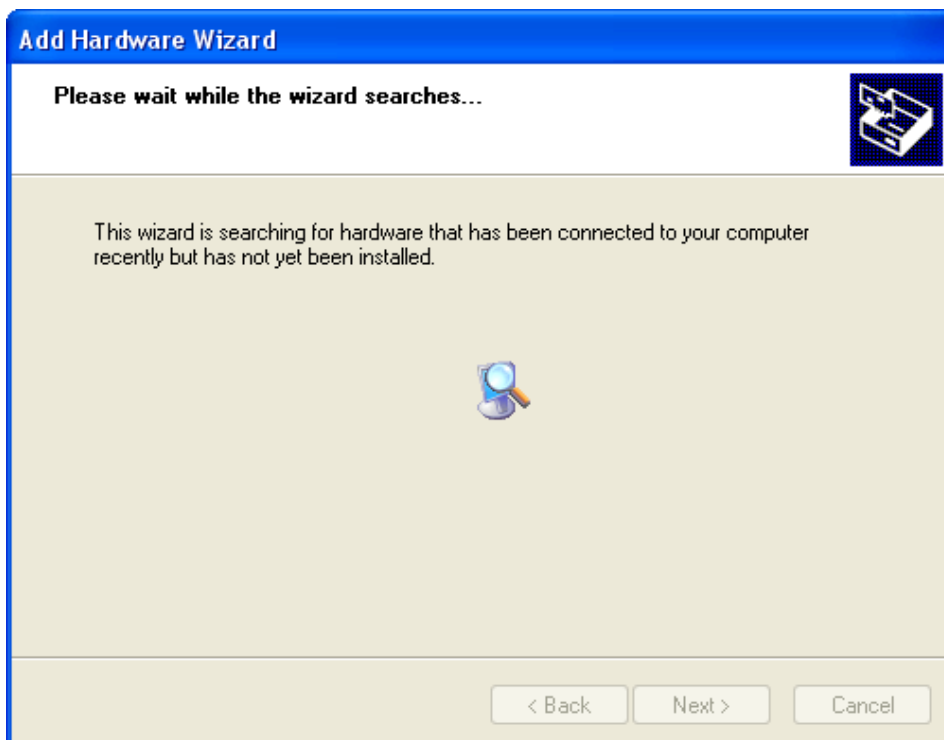
Thuraya XT USB Modem is now installed under 'Modems' and Thuraya XT USB Composite Device is now installed under 'Universal Serial Bus controllers'.

## 2.4 Manual detection (optional steps)

1) On the PC go to Start → Control Panel → Add Hardware.



2) Select 'Next'.



After the new hardware is found, proceed with the steps in section 2.1.



## 2.5 Software upgrade

- 1) Download the latest Thuraya XT software release from the 'Support' section on [www.thuraya.com](http://www.thuraya.com)
- 2) Switch on your Thuraya XT with a fully charged battery.
- 3) Connect the PC and the Thuraya XT using the USB cable. Make sure the Data Port on the phone is set to USB (Menu→Settings→Data Connection→USB→OK).
- 4) On your PC, Start the Upgrader Tool (Start→Program→Thuraya XT→Thuraya XT Upgrader) or simply double click the new icon on the desktop.

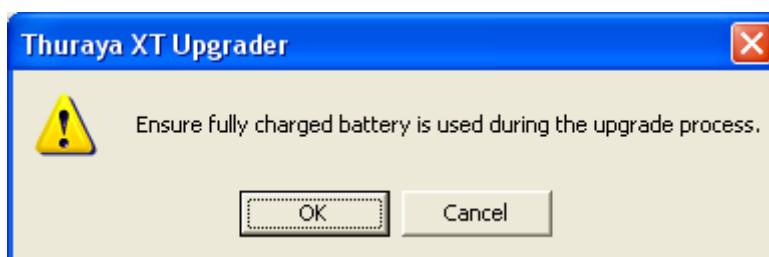
**Caution:** Once the upgrading procedure has started, please do not disconnect the data cable from the phone or PC or terminate the Upgrader program.

Please ensure that you make a backup of contacts, waypoints or calendar entries that are stored on the phone.

Execute the Upgrader only with a fully charged battery to avoid abnormal operation.

In case the upgrade fails during the first attempt, DO NOT attempt to upgrade again using the above procedure but instead use the described procedure in section 5.

- 1) After starting the Thuraya XT Upgrader, the following pop-up window will be shown. Select 'OK'.



- 2) Select 'Open' and locate the software release already downloaded from the Support section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com)



3) Start upgrading by pressing 'Start' and select 'OK' on the following pop-up window.

It will take approximately 9 minutes to complete the upgrade (depending on your PC).

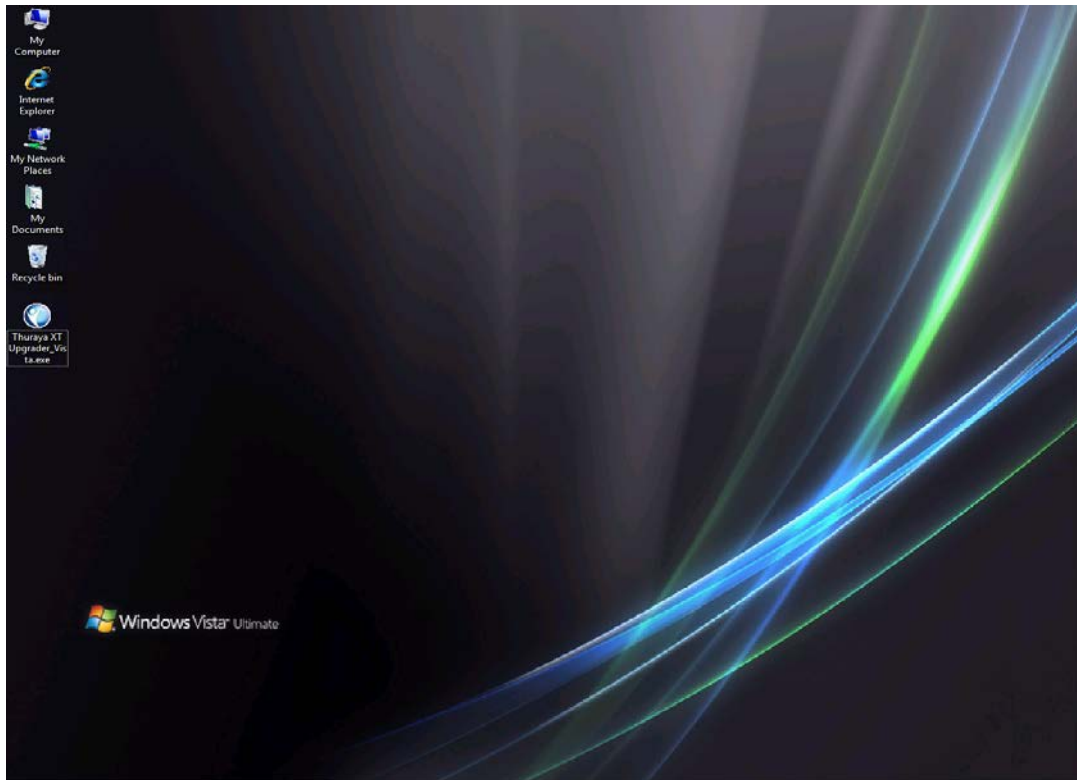
**The software upgrade of your Thuraya XT is now finished!**

✓

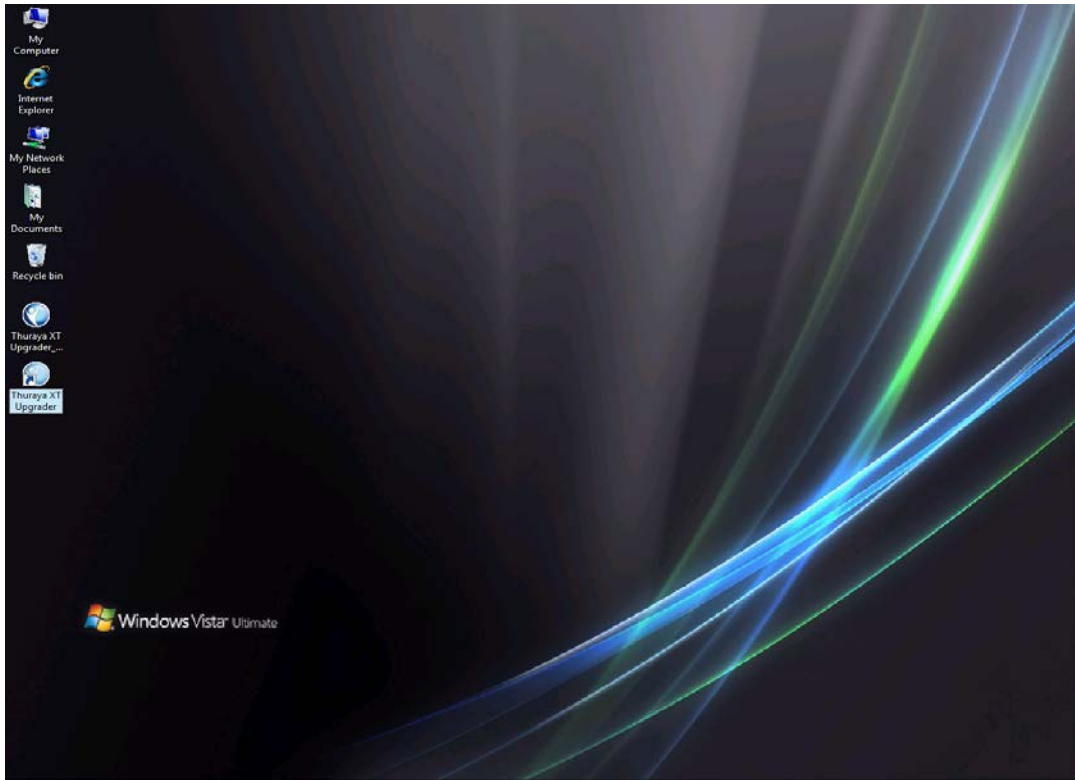
## 3. Software upgrade for Windows Vista

### 3.1 Installation of the USB & Modem drivers

- 1) Please insert the Support CD included with your phone packaging and open the Thuraya XT Upgrader or click on the Thuraya XT upgrader.exe after downloading it from the 'Support' section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com). Thuraya Upgrader.exe icon will be on the desktop and selecting it will trigger the below for web download.



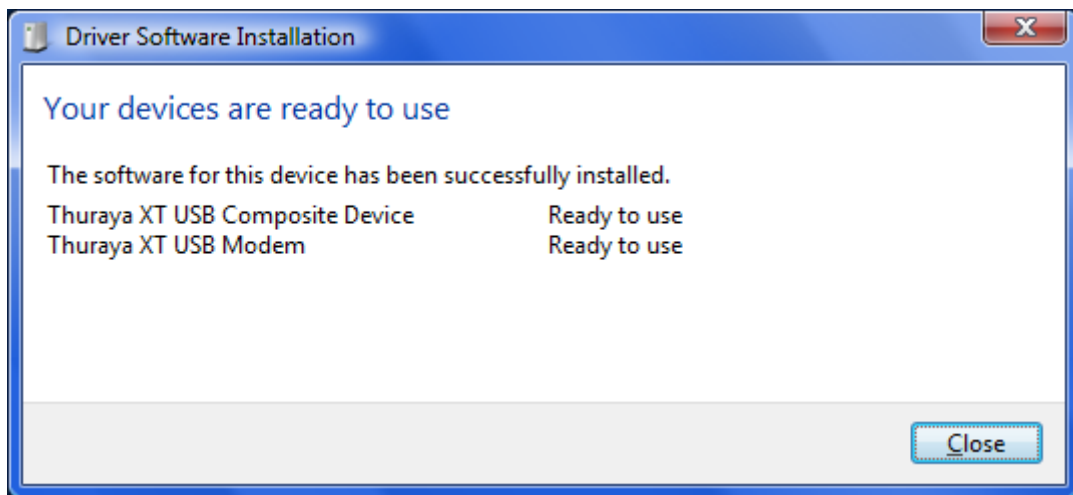
After installation, a new desktop icon will appear on your desktop.



Thuraya XT Upgrader is now successfully installed!



- 2) After the Upgrader installation switch on your Thuraya XT phone with a sufficiently charged battery.
- 3) Set Data Port to USB under Menu→Settings→Data Connection→Data Port→USB→OK.
- 4) Connect your Thuraya XT with the PC using the USB cable. Windows will automatically install your Thuraya XT driver. After the installation the following pop-up window will be shown:



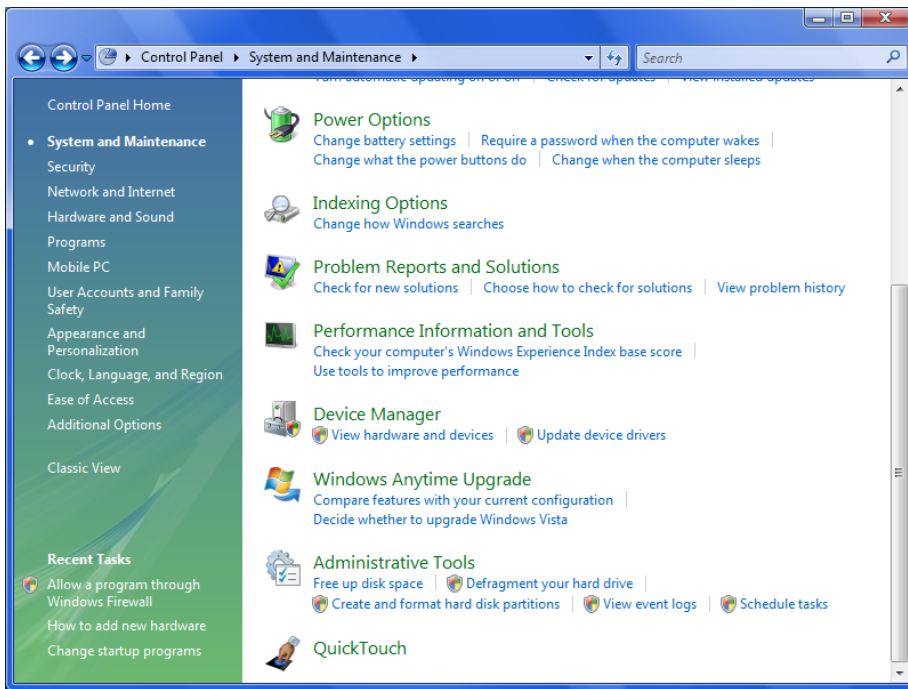
*(Note: if your PC does not detect the new hardware automatically, you need to use the manual detection described in section 3.2).*

**The USB Driver is now successfully installed!**

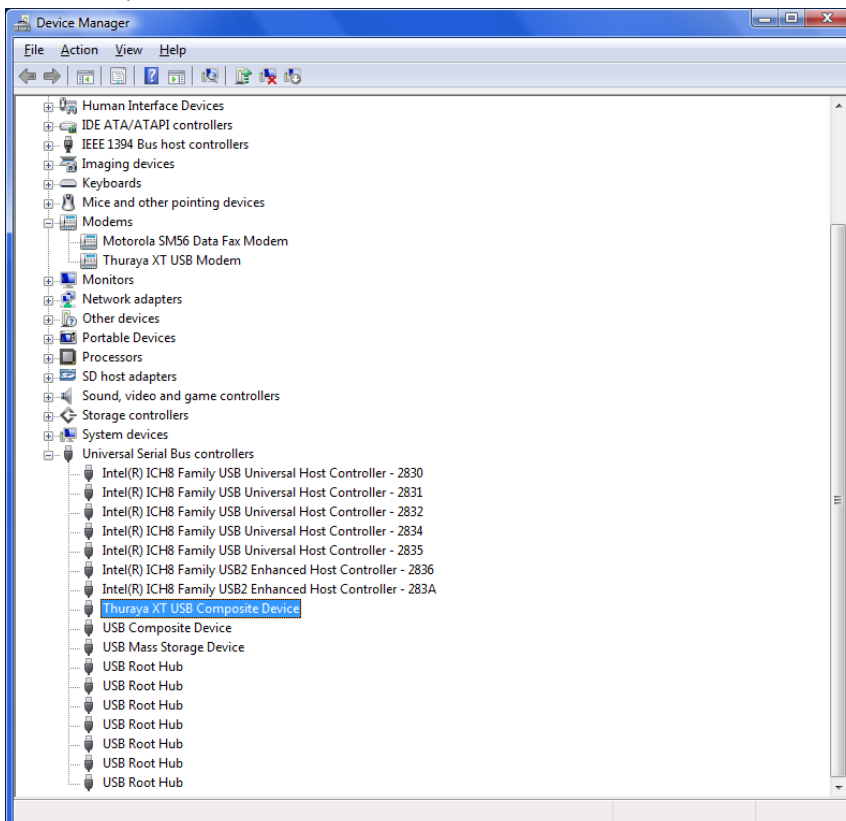


To check if the set-up is installed properly, select "System and Maintenance" on the Control Panel.

- 1) Select 'Device Manager'.

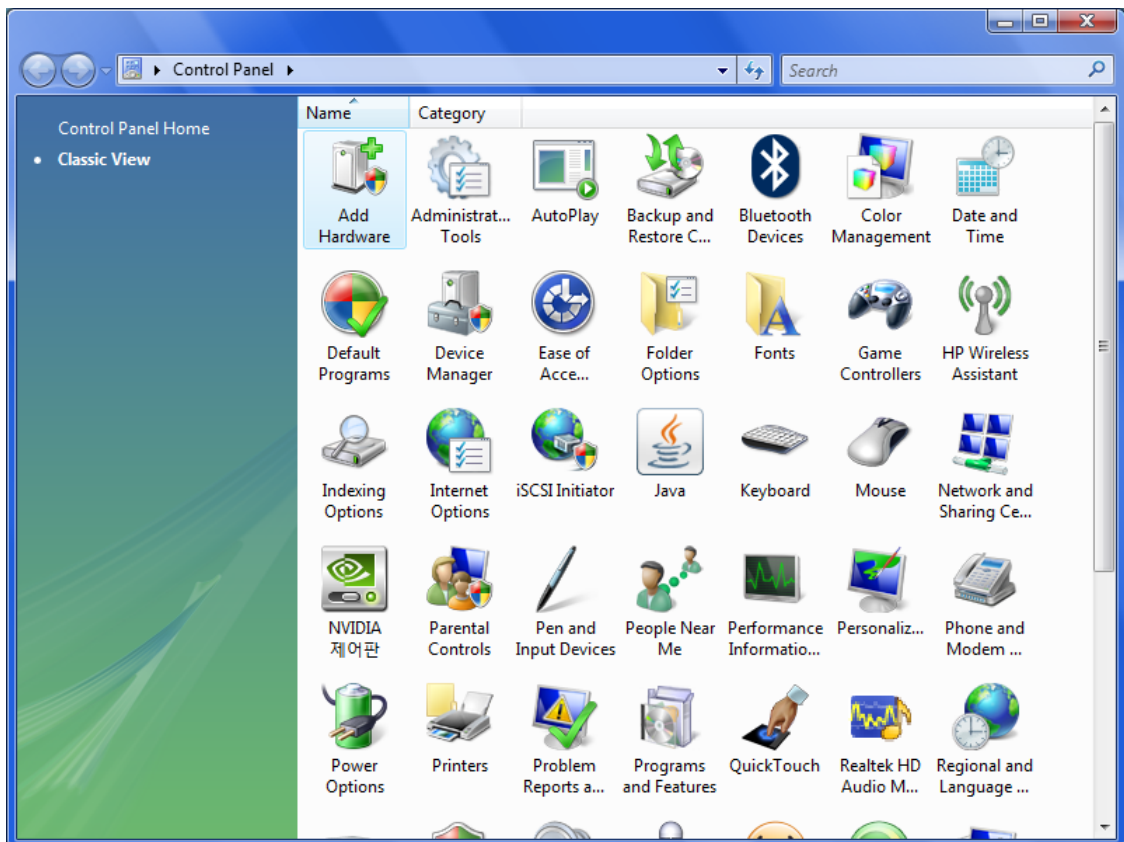


- 2) Thuraya XT USB Modem is now installed under 'Modems' and Thuraya XT USB Composite Device is now installed under 'Universal Serial Bus controllers'.

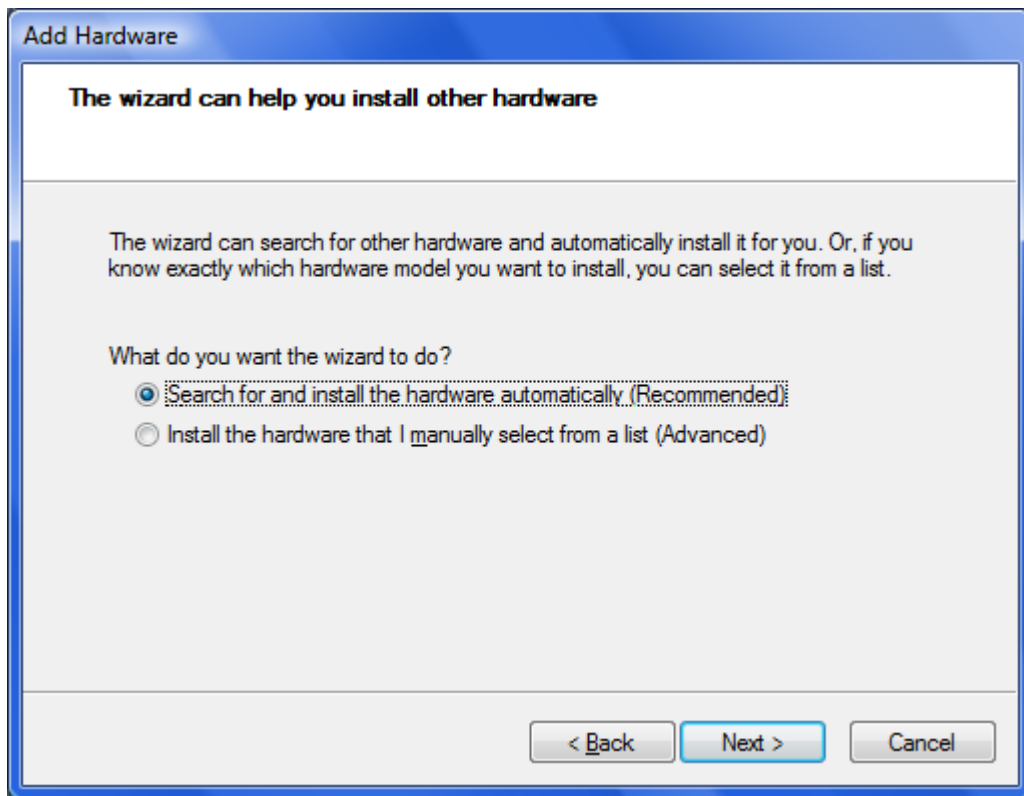


### 3.2 Manual detection (optional steps)

1) On the PC desktop, go to Start → Control Panel → Add Hardware.



2) Select 'Next'.



3) Select 'Next'.

After the new hardware is found, proceed with the steps in section 3.1.



### 3.3 Software upgrade

- 1) Download the latest Thuraya XT software release from the 'Support' section on [www.thuraya.com](http://www.thuraya.com)
- 2) Switch on your Thuraya XT with a fully charged battery.
- 3) Connect the PC and the Thuraya XT using the USB cable. Make sure the Data Port on the phone is set to USB (Menu→Data Connection→USB→OK).
- 4) On your PC, Start the Upgrader Tool (Start→Program→Thuraya XT→Thuraya XT Upgrader) or simply double click the new icon on the desktop.

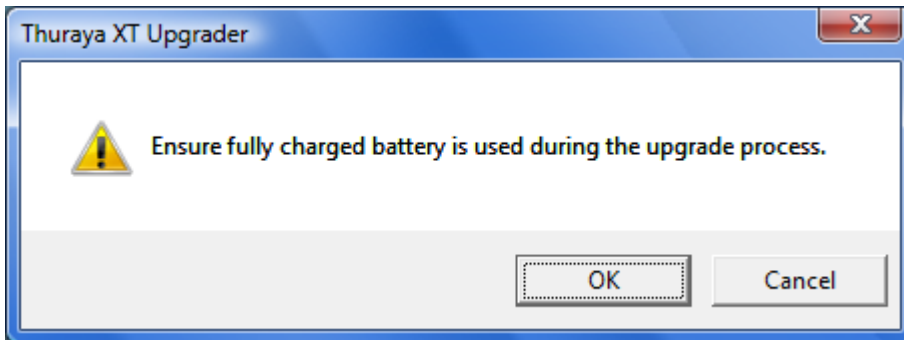
**Caution:** Once the upgrading procedure has started, please do not disconnect the data cable from the phone or PC or terminate the Upgrader program.

Please ensure that you make a backup of contacts, waypoints or calendar entries that are stored on the phone.

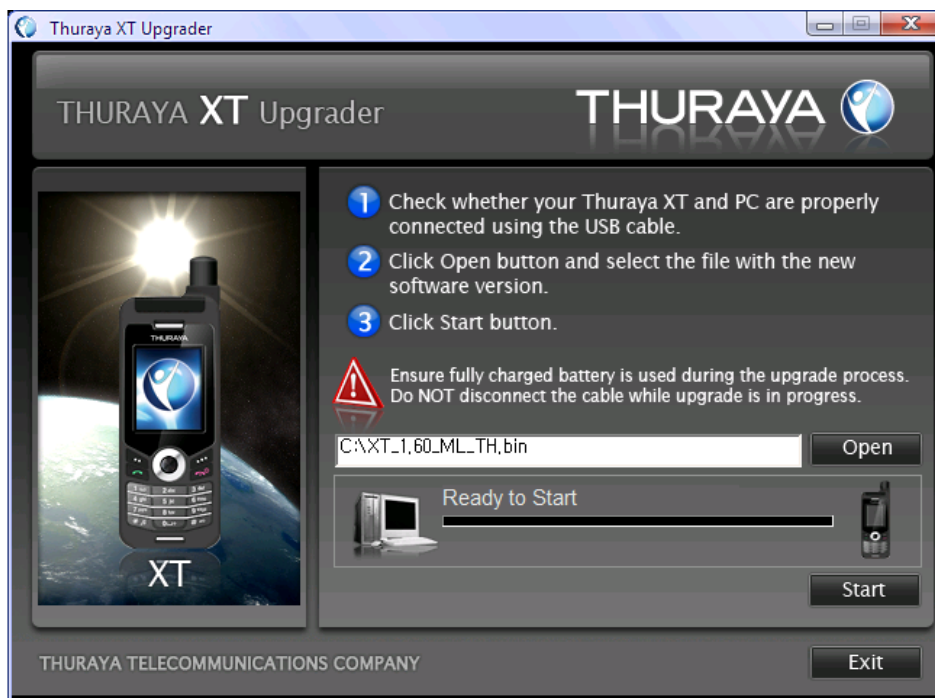
Execute the Upgrader only with a fully charged battery to avoid abnormal operation.

In case the upgrade fails during the first attempt, DO NOT attempt to upgrade again using the above procedure but instead use the described procedure in section 5.

- 1) After starting the Thuraya XT Upgrader, the following pop-up window will be shown. Select 'OK'.



- 2) Click 'Open' and locate the software release already downloaded from the 'Support' section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com)



- 3) Start upgrading by pressing 'Start' and select 'OK' on the following pop-up window.

It will take approximately 9 minutes to complete the upgrade (depending on your PC).

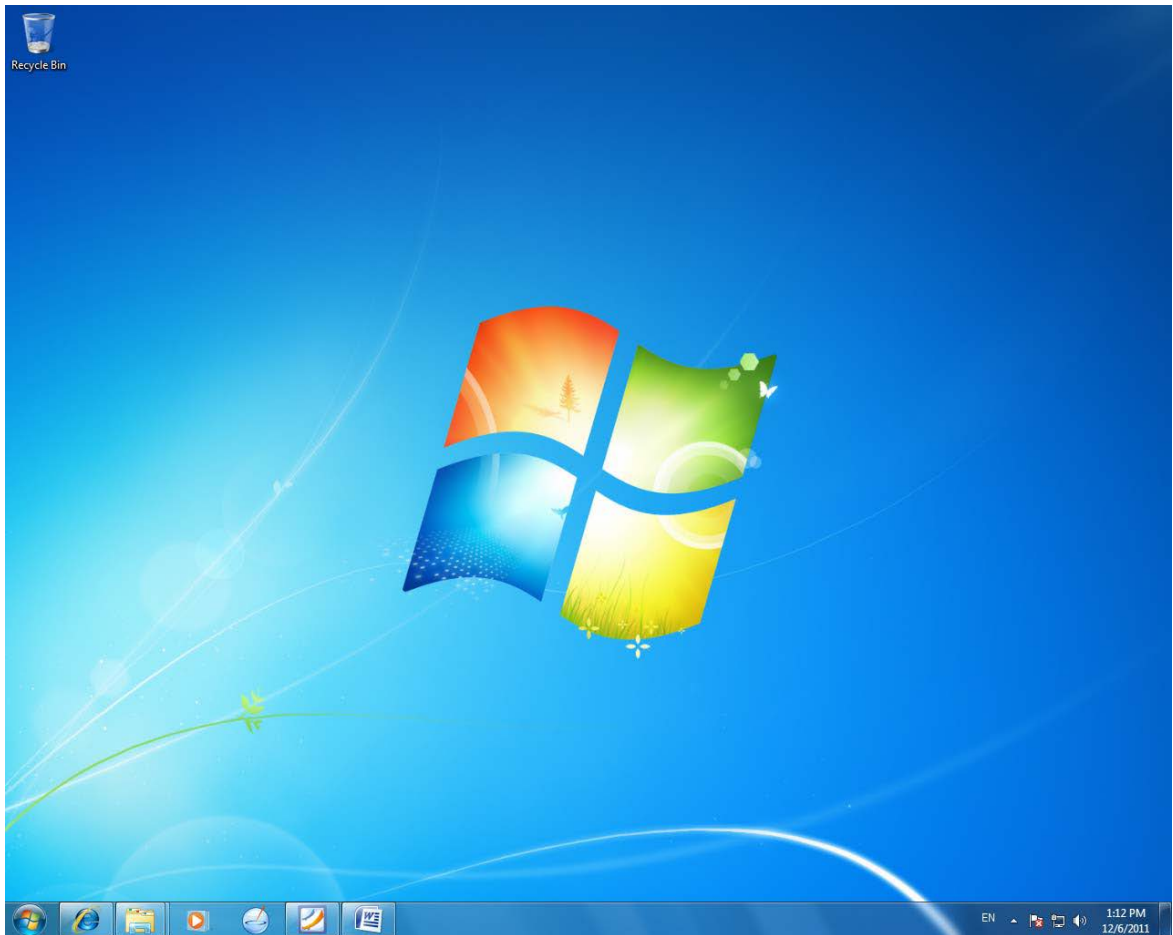
The software upgrade of your Thuraya XT is now finished!

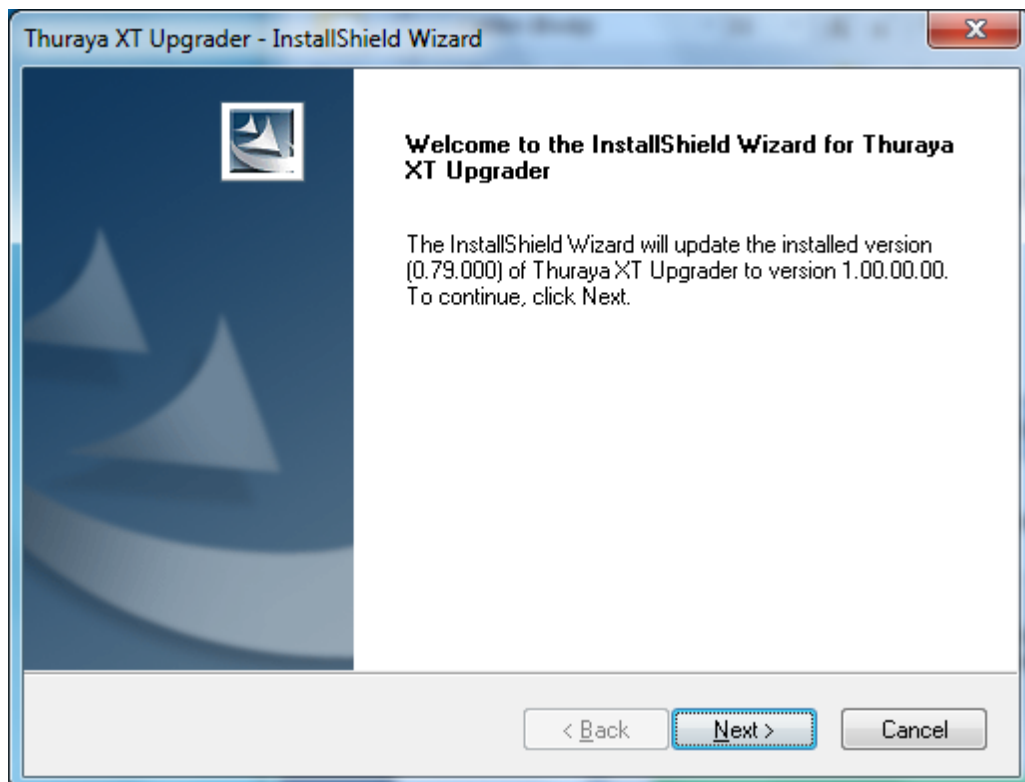
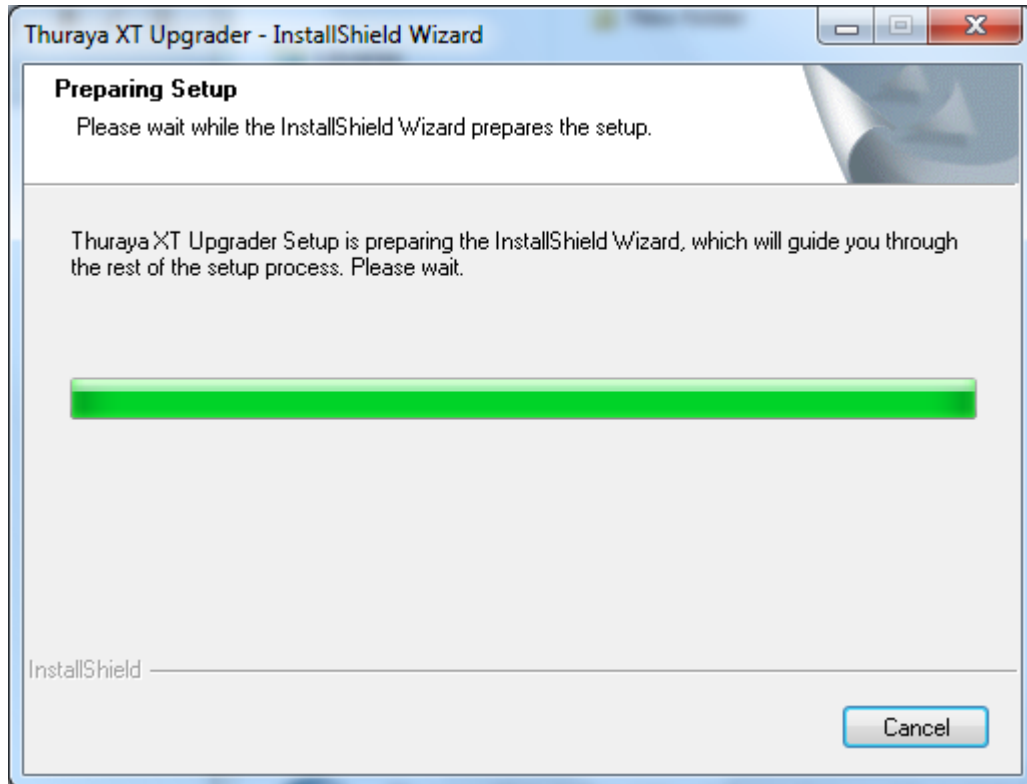


## 4. Software upgrade for Windows 7

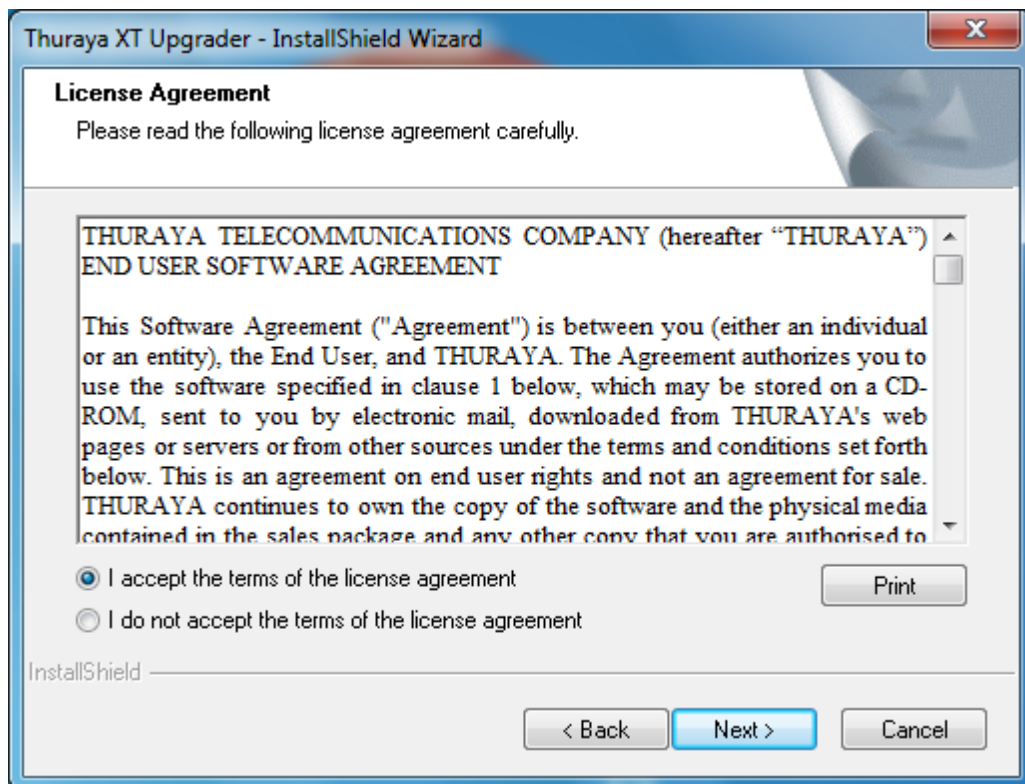
### 4.1 Installation of the USB & Modem drivers

- 1) Please insert the Support-CD included with your phone packaging and open the Thuraya XT Upgrader or click on the Thuraya XT upgrader.exe after downloading it from the 'Support' section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com).

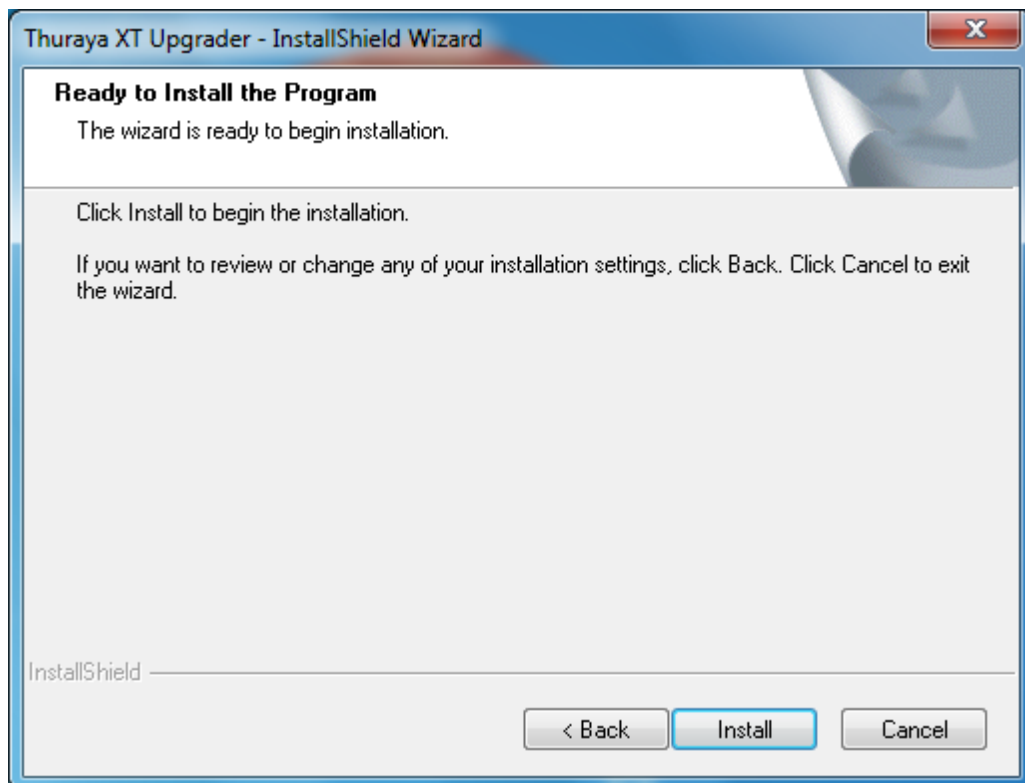


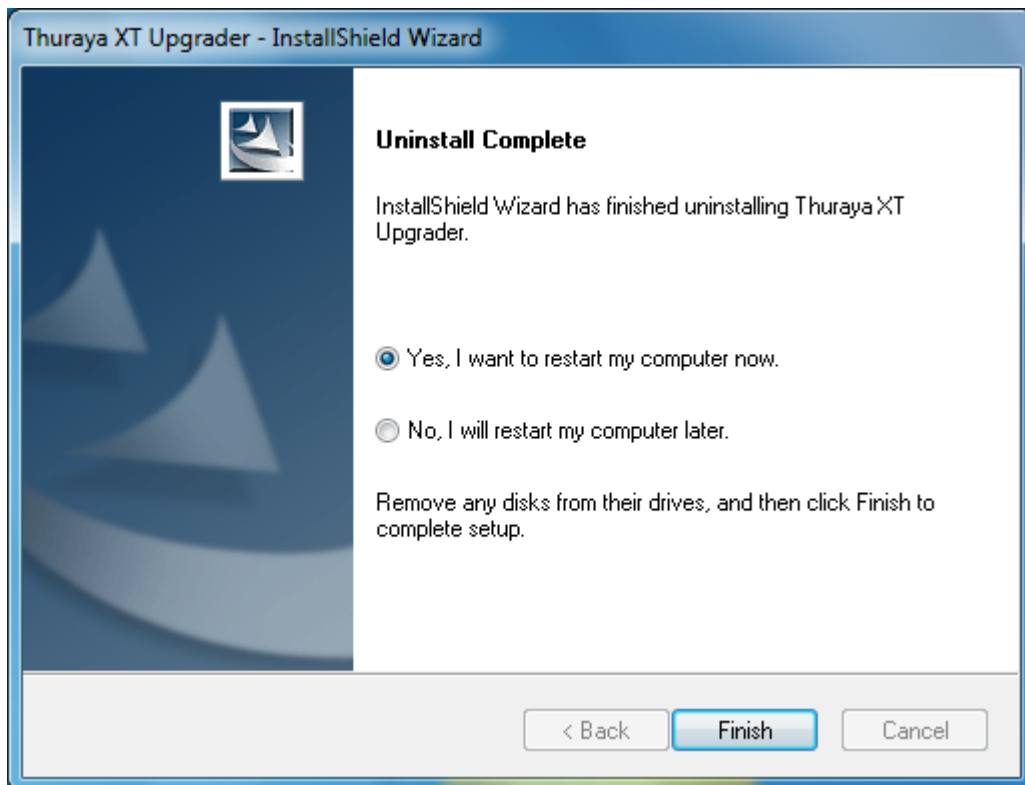
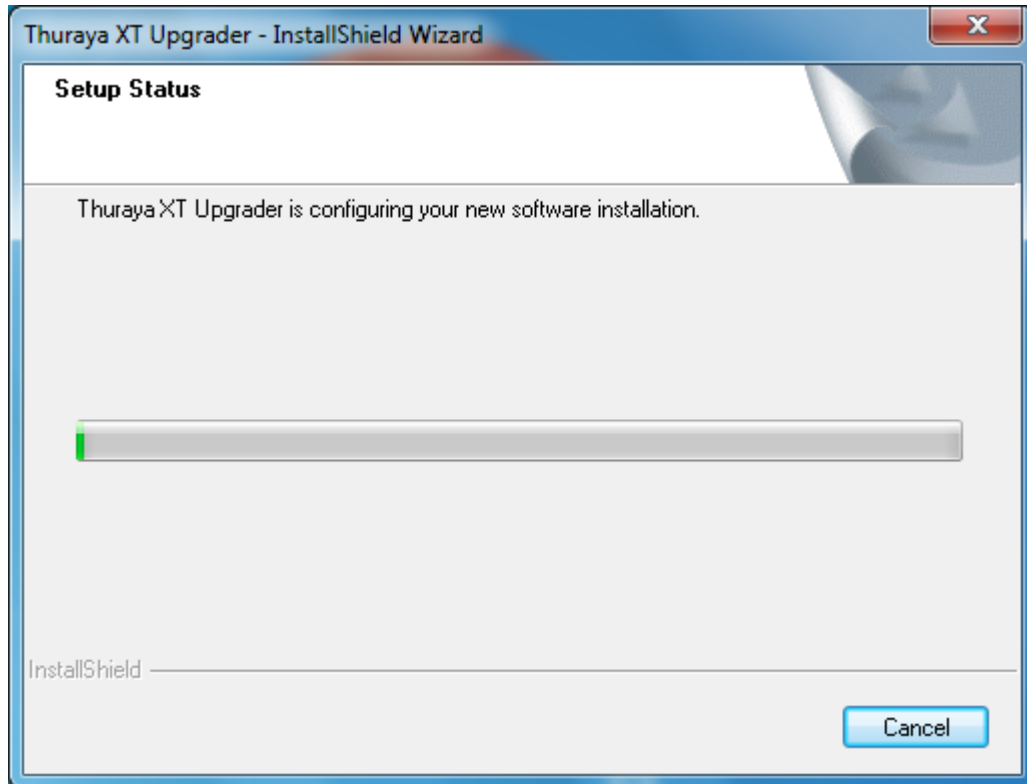


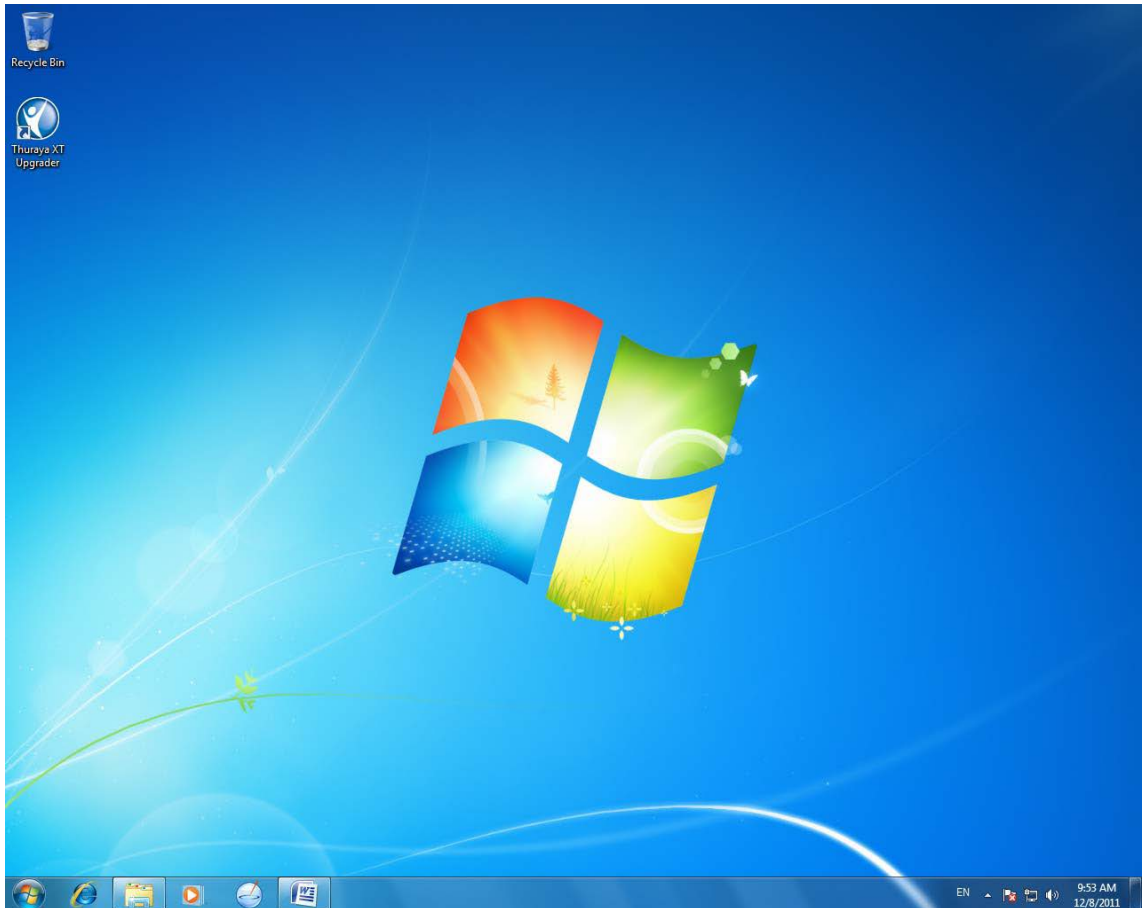
2) Click next.



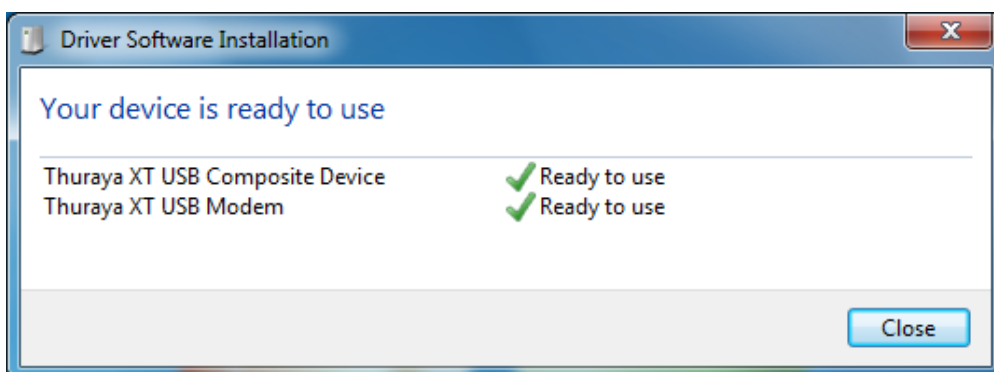
3) Select "I accept the terms of the license agreement" and click Next.



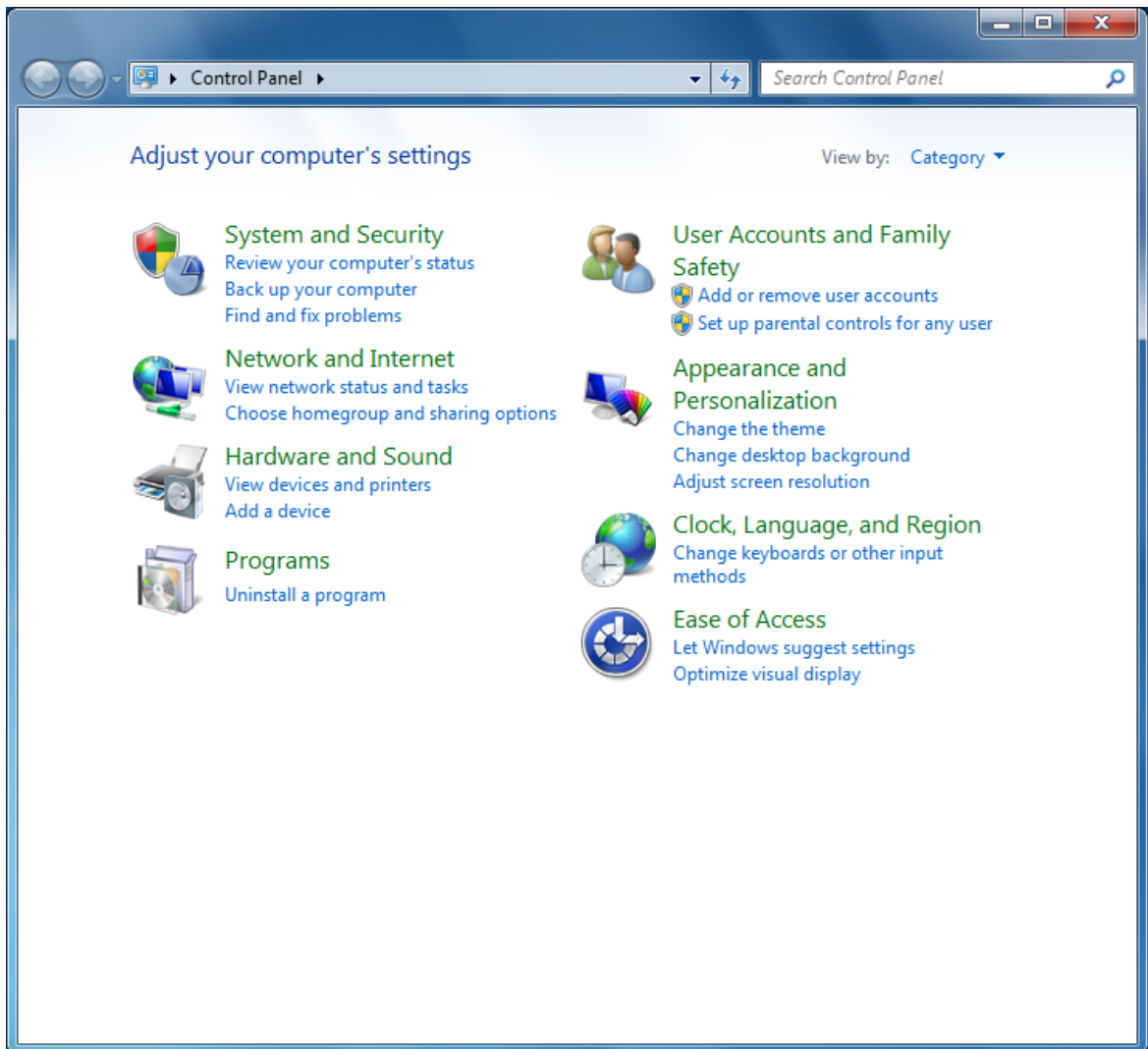




- 4) After the installation switch on your Thuraya XT phone with a sufficiently charged battery.
- 5) After the installation switch on your Thuraya XT phone with a sufficiently charged battery.
- 6) Set Data Port to USB under Menu→Settings→Data connection→Data Port→USB→OK.
- 7) Connect your Thuraya XT with the PC using the USB cable. Windows will automatically install your Thuraya XT driver. After the installation the following pop-up window will be shown:

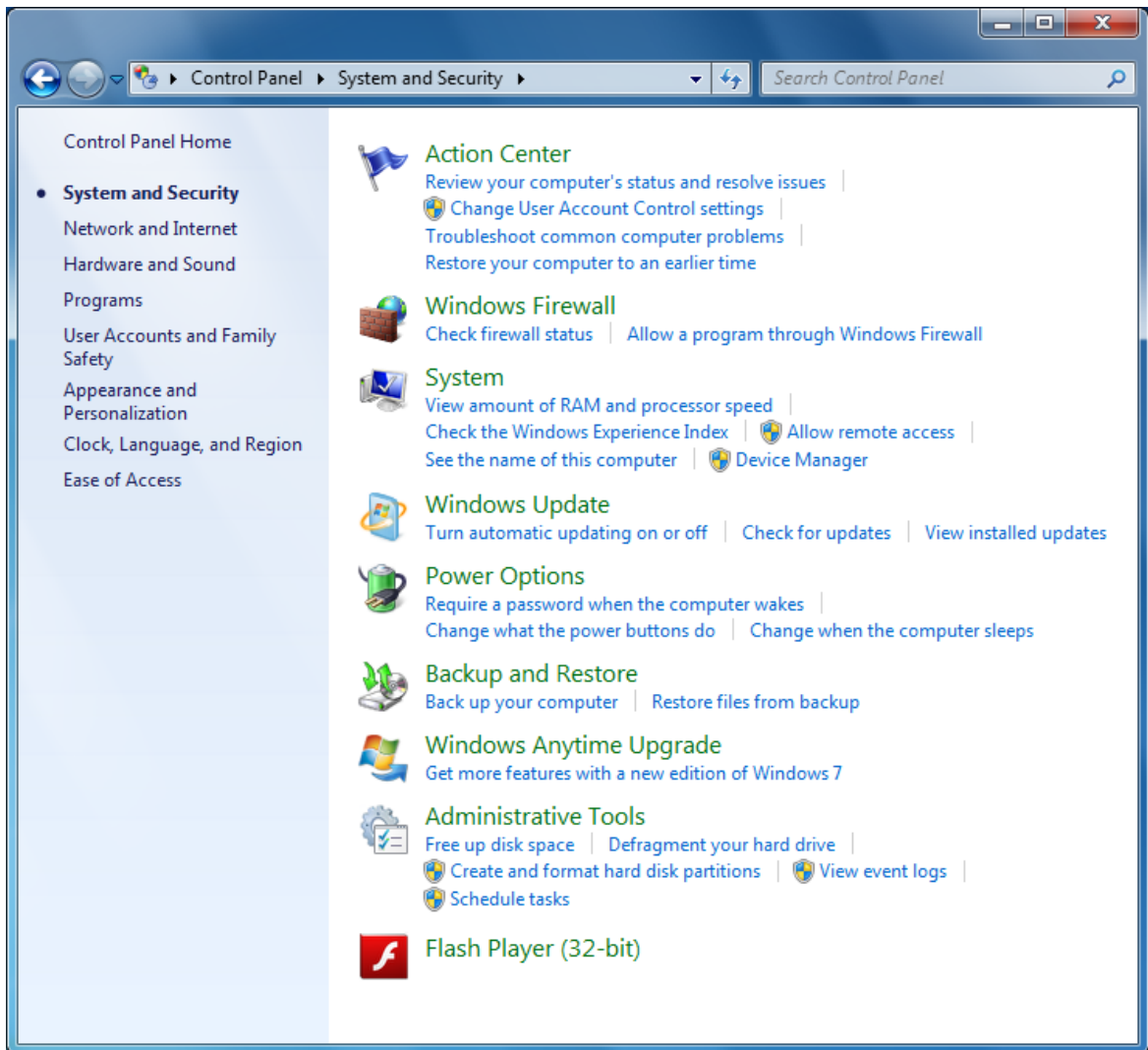


To check if the setup is installed properly, select "System and Security" on the Control Panel.

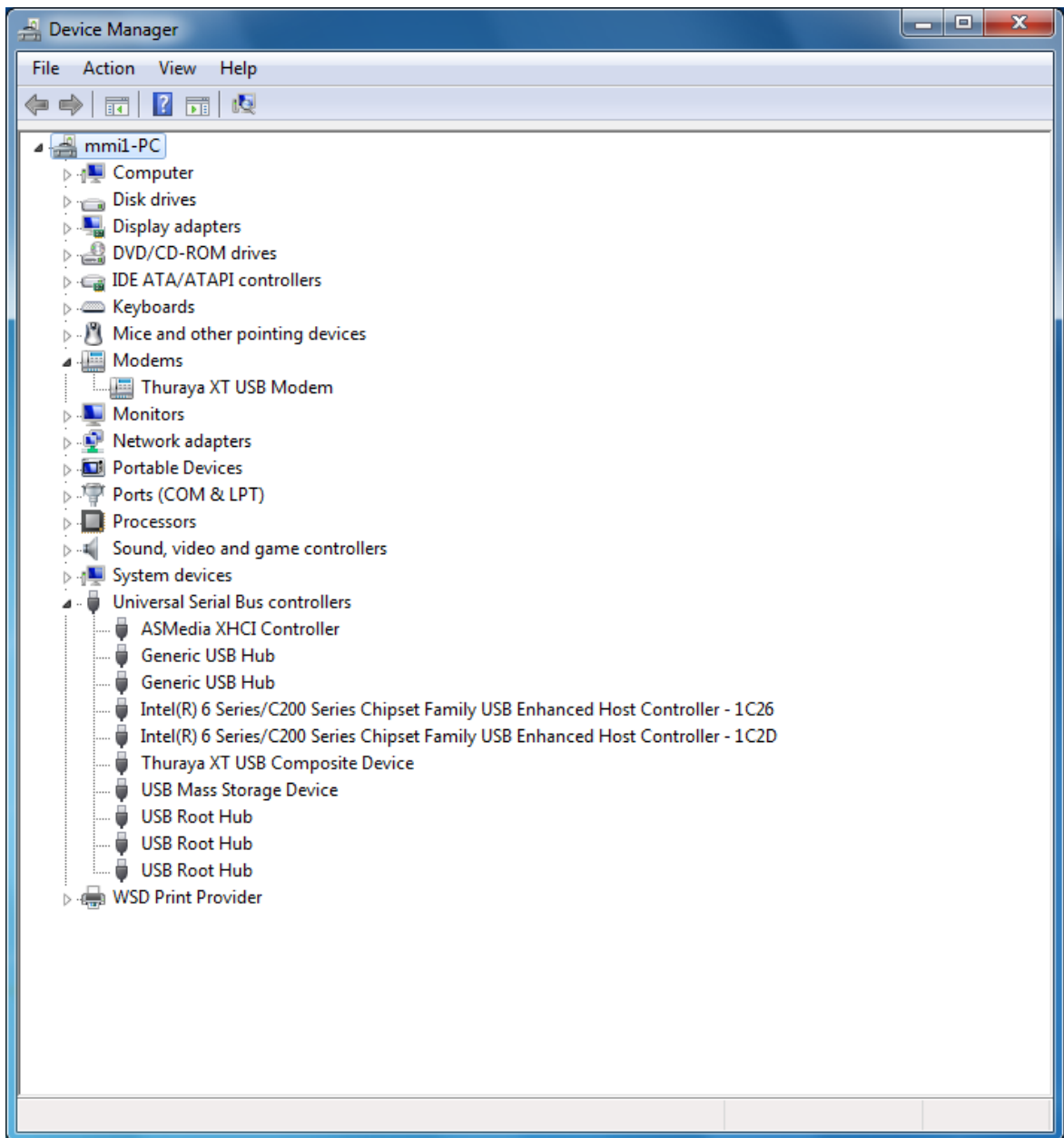




1) Select Device Manager.



- 2) 'Thuraya XT USB Modem' is now installed under 'Modems' and 'Thuraya XT USB Composite Device' is now installed under 'Universal Serial Bus controllers'.



## 4.2 Software upgrade

- Download the latest Thuraya XT software release from the 'Support' section on [www.thuraya.com](http://www.thuraya.com).
- Switch on your Thuraya XT with a fully charged battery.
- Connect the PC and the Thuraya XT using the USB cable. Make sure the Data Port on the phone is set to USB (Menu→Data connection→USB→OK).
- On your PC, Start the Upgrader Tool (Start→Program→Thuraya XT→Thuraya XT Upgrader) or simply double click the new icon on the desktop.

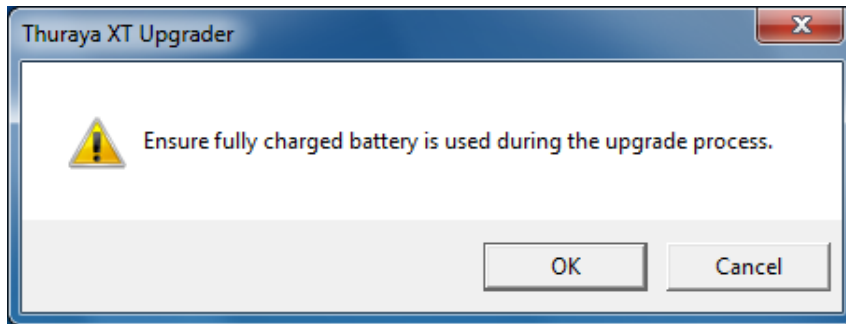
**Caution:** Once the upgrading procedure has started, please do not disconnect the data cable from the phone or PC or terminate the Upgrader program

Please ensure that you make a backup of contacts, waypoints or calendar entries that are stored on the phone.

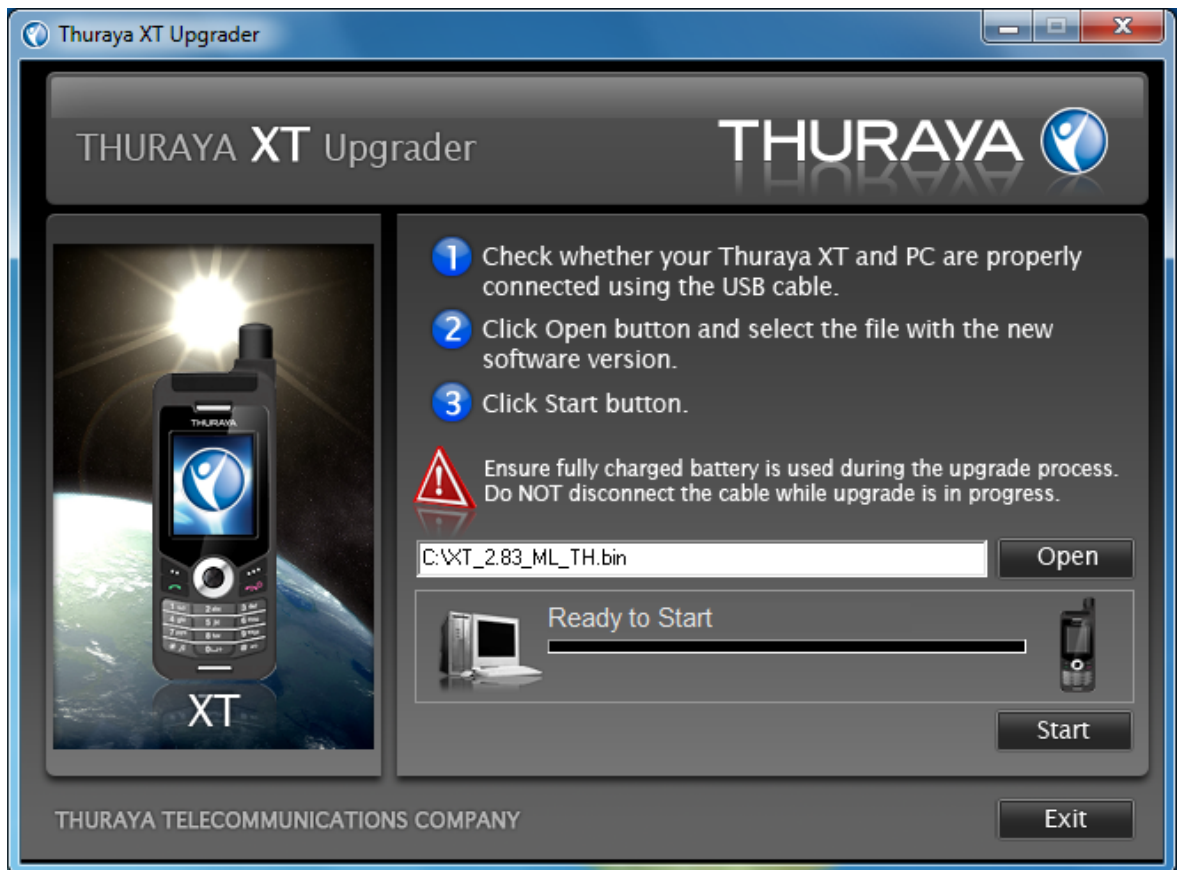
Execute the Upgrader only with a fully charged battery to avoid abnormal operation.

In case the upgrade fails during the first attempt, DO NOT attempt to upgrade again using the above procedure but instead use the described procedure in section 4.

- a. After starting the Thuraya XT Upgrader, the following pop-up window will be shown. Select 'OK'.



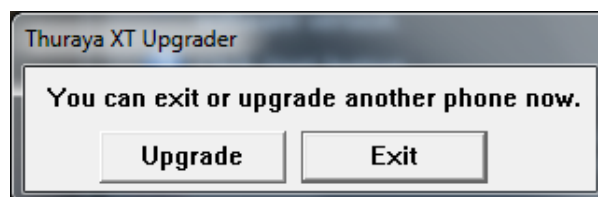
- b. Click 'Open' and locate the software release already downloaded from the 'Support' section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com).



- c. Start upgrading by pressing 'Start' and select 'OK' on the following pop-up window.



It will take approximately 9 minutes to complete the upgrade (depending on your PC).



The software upgrade of your Thuraya XT is now finished.

## 5. Emergency Mode Upgrading

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

- 1) Remove and re-attach the battery.
- 2) Simultaneously press 1, 8 and END key to power the Thuraya XT in emergency mode.
- 3) The Thuraya XT phone will display 'EMERGENCY DOWNLOAD' on the screen.



- 4) Connect the USB cable to the PC.
- 5) Start the Upgrader Tool (Start→Program→Thuraya XT→Thuraya XT Upgrader).
- 6) Select 'Open' to choose the downloaded software release from the 'Support' section on the Thuraya webpage [www.thuraya.com](http://www.thuraya.com)



- 7) Start upgrading by pressing 'Start' and selecting 'OK' on the following pop-up window.

**Note:** if the software upgrade fails in emergency mode, please contact your Service Provider.