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General information about the activation and usage of Thuraya Prepaid SIM-Cards

Activation process of Thuraya SIM-cards

On the website www.sim-ticket.de you can register your activation request at an early stage. On the day of activation you will receive your phone number and the Internet password by email. By default we set the Internet password to the last 4 digits of the phone number. The Internet password can also be reset by sending a blank SMS to 1522. Using the Internet password, you can refill credit to your SIM card via Thuraya's website or also check the current balance. The activation of the SIM card is free of charge.

After assigning the phone number and the Internet password, you need to call any phone number to complete the activation of the card. To do this, please go outdoors and point the antenna roughly in the direction of the satellite. Seen from Europe, this is in the direction of the south to southeast. You need a clear view to the satellite, there must be no obstacles between you and the satellite. After calling a phone number you will hear a message: "Welcome to Thuraya Prepay Service. To select the english language press 1....". Please press now the key "1" for english. Then you will hear the message: " You have selected the english language, your account is valid until dd.mm.yyyy, your balance is 10 units". Your phone is now ready for use and you can make calls or refill more credit.

Credit Refill

Thuraya users can refill their prepaid account for Thuraya phones, ThurayaDSL whenever and as much as required. If you buy scratch cards you will receive the 15 digit serial number and a 14 digit scratch-card number (PIN-Code). Upload of scratch cards to your account requires that the SIM card is activated and a first call is made. Refill your prepaid account in any of the following ways:

- Use the Online Thuraya Refilling Service from Thuraya:
<http://services.thuraya.com/>
Choose *Online Thuraya Prepaid Refilling System*. Type in the phone number and web access code, then the 14 digit PIN code of the scratch card is requested.
- Send SMS to 150 (message – 14-digit scratch card PIN code, starting and ending with #) Example: #56874269425987#
- Key in *150* scratch card PIN code # then press the 'Dial' button. (to refill even while roaming in GSM). Example: *150*56874269425987#
- Call 150 and follow voice prompts to enter scratch card details.
- Dial 160 followed by 14-digit scratch card PIN code. Press 'Dial'. Example: 16056874269425987

Voice call from Thuraya to Thuraya

To call a Thuraya phone from a Thuraya phone it is sufficient to dial the phonenumber without prefix 0088216.

Voice call Thuraya to landline

To call a landline in the same country where the Thuraya phone is, it is sufficient to dial the phone number without the country code.

Troubleshooting

If your phone can't find the Thuraya network the reason could be that your phone did not have a recent GPS position. Select the menu Navigation and choose the point to acquire the current position. Most problems disappear after acquiring a current GPS position.

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