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

Activation process of Thuraya SIM-cards

To activate a SIM card do a request using the internet page www.sim-ticket.de

Thuraya SIM cards can only be activated from Monday till Thursday. The activation takes a maximum of 24 hours.

After the activation is done you will get informed by email about the phonenumber. To receive the web access code, send an empty SMS to 1522. You will receive the password by SMS from Thuraya Service Center.

With this password the customer get access to Thuraya Online Services like Online Refill and Online Billing Inquire.

The activation of SIM cards is free of charge.

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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