



#### Software Upgrade Manual Version 1.2

September 2009



# Thuraya XT Software Upgrade Manual THURAYA 1. INTRODUCTION 3 2. SOFTWARE UPGRADE FOR WINDOWS XP 4 2.1 Preparation of the USB driver 4 2.1 Preparation of the USB driver 4 2.1 Installation of the USB driver 7 2.3 Installation of the Modem driver 10 2.4 Manual detection (optional steps) 16 2.5 Software upgrade 18 3. SOFTWARE UPGRADE FOR WINDOWS VISTA 19 3.1 Installation of the USB & Modem drivers 20 3.2 Manual Detection (optional steps) 25 3.3 Software upgrade

#### 1. Introduction

Thuraya introduces breakthrough technology with the new Thuraya XT, setting the standards for satellite phones in the industry.

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:



#### Equipment & software requirements:

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

\* The Upgrader program can be found on the Support-CD included in your phone packaging or can be downloaded from the Thuraya website <u>www.thuraya.com</u>

#### 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 <u>www.thuraya.com</u>.

Clicking on this icon will trigger the following screens:





2) Select 'Next' on the Installation Wizard.

🛃 Thuraya XT Upgrader - InstallShield Wizard 🛛 🛛 🔀
License Agreement Please read the following license agreement carefully.
THURAYA TELECOMMUNICATIONS COMPANY (hereafter "THURAYA") END USER SOFTWARE AGREEMENT This Software Agreement ("Agreement") is between you (either an individual or an entity), the End User, and THURAYA. The Agreement authorizes you to use the software specified in clause 1 below, which may be stored on a CD-ROM, sent to you by electronic mail, downloaded from THURAYA's web pages or servers or from other sources under the terms and conditions set forth below. This is an agreement on end user rights and not an agreement for sale. THURAYA continues to own the copy of the software and the physical media contained in the sales package and any other copy that you are authorised to make pursuant to this agreement.
● I accept the terms in the license agreement]       Print         ● I do not accept the terms in the license agreement       InstallShield         InstallShield       < Back

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

🙀 Thuraya XT Upgrader - InstallShield Wizard	
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. exit the wizard.	Click Cancel to
InstallShield	Cancel

4) Select 'Install' – after the installation 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.

Found New Hardware Wizard		
Welcome to the Found New Hardware Wizard		
	This wizard helps you install software for:	
	Thuraya XT USB Composite Device	
	If your hardware came with an installation CD or floppy disk, insert it now.	
	What do you want the wizard to do?	
	Install the software automatically [Recommended] Install from a list or specific location (Advanced)	
	Click Next to continue.	
	< <u>B</u> ack <u>N</u> ext > Cancel	

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.)

Found New H	lardware Wizard
Please wa	it while the wizard searches
Ŷ	Thuraya XT USB Composite Device
	< Back Next > Cancel

6) Select 'Next'.

Hardwa	re Installation
1	The software you are installing for this hardware: Thuraya XT USB Composite Device has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway STOP Installation

7) Select 'Continue Anyway'.



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



#### 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.)

Found New Hardware Wiz	ard	
	Welcome to the Found New Hardware Wizard	
	This wizard helps you install software for:	
	Thuraya XT USB Modem	
	If your hardware came with an installation CD or floppy disk, insert it now.	
	What do you want the wizard to do?	
	<ul> <li>Install the software automatically (Recommended)</li> <li>Install from a list or specific location (Advanced)</li> </ul>	
	Click Next to continue.	
	< Back Next > Cancel	

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

THURAYA TELECOMMUNICATIONS COMPANY

PAGE 10 OF 30

Found New Hardware Wiz	ard	
Please wait while the wiz	ard searches	
Thuraya XT US	8 Modem	
	< Back	Next > Cancel

10) Select 'Next'.

Hardwa	re Installation
1	The software you are installing for this hardware: Thuraya XT USB Modem has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway STOP Installation

11) Select 'Continue Anyway'.

Found New Hardware Wiz	ard
	Completing the Found New Hardware Wizard The wizard has finished installing the software for: Thuraya XT USB Modem
	< Back Finish Cancel

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.



THURAYA TELECOMMUNICATIONS COMPANY

PAGE 13 OF 30

System Proper	ties			? 🛛
System Restore Automatic Updates		Remote		
General	Compu	uter Name	Hardware	Advanced
C Device Man	ager			
Th on pro	e Device M your compu operties of a	anager lists all µter. Use the D ny device.	the hardware devic evice Manager to c	es installed hange the
			Device M	anager
Drivers Dri co ho Hardware Pro	ver Signing mpatible wit w Windows Driver 9 ofiles ofiles rdware prof	lets you make h Windows. W connects to W Bigning iles provide a v vare configurat	sure that installed d indows Update lets /indows Update for Windows I way for you to set up ions.	rivers are you set up drivers. Jpdate
			Hardware	Profiles
		ОК	Cancel	Apply

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  $\rightarrow$  Control Panel  $\rightarrow$  Add Hardware.



THURAYA TELECOMMUNICATIONS COMPANY

PAGE 16 OF 30



2) Select 'Next'.



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

#### 2.5 Software upgrade

- Download the latest Thuraya XT software release from the 'Support' section on <u>www.thuraya.com</u>.
- 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 $\rightarrow$ Data connection $\rightarrow$ USB $\rightarrow$ 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.

<u>Caution</u>: 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.

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 <u>www.thuraya.com</u>.



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

 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. 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 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:

U Driver Software Installation		X
Your devices are ready to use		
The software for this device has been suc	cessfully installed.	
Thuraya XT USB Composite Device Thuraya XT USB Modem	Ready to use Ready to use	

(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  $\rightarrow$  Control Panel  $\rightarrow$  Add Hardware





THURAYA TELECOMMUNICATIONS COMPANY

PAGE 25 OF 30

2) Select Next.

Add Hardware
The wizard can help you install other hardware
The wizard can search for other hardware and automatically install it for you. Or, if you know exactly which hardware model you want to install, you can select it from a list.
What do you want the wizard to do?  Search for and install the hardware automatically (Recommended) Install the hardware that I manually select from a list (Advanced)
< <u>B</u> ack Next > Cancel

3) Select Next.

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

#### 3.3 Software upgrade

- Download the latest Thuraya XT software release from the 'Support' section on <u>www.thuraya.com</u>.
- 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.

<u>Caution</u>: 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.

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 <u>www.thuraya.com</u>.



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).



#### 4. 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 <u>www.thuraya.com</u>.

THURAYA TELECOMMUNICATIONS COMPANY

PAGE 29 OF 30

🛞 Thuraya XT Upgrader		
THURAYA <b>XT</b> Upg	rader <b>THUR</b>	ауа 🏈
	<ol> <li>Check whether your Thuraya XT and connected using the USB cable.</li> <li>Click Open button and select the file software version.</li> <li>Click Start button.</li> <li>Ensure fully charged battery is used during Do NOT disconnect the cable while upgrad</li> <li>C:\XT_1,60_ML_TH,bin</li> </ol>	PC are properly with the new the upgrade process. e is in progress. Open 2) (30%)
THURAYA TELECOMMUNICATION	IS COMPANY	Exit

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

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

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