

Using the Thuraya SG2520 Satellite Phone with GeonixLocate



SG2520 Helper
Safety and security first

SG2520 Helper



A long press on the “•••” button will initiate an SOS request

A red exclamation mark will show emergency reporting is operating

A long press here will cancel an SOS request

Setup and Activation

Set up reporting number in Helper:

Select Contacts and scroll down to Helper
In Helper 1, select Options followed by Edit, then insert the SOS reporting number +278388918345

Set up emergency message:

Select Option>Setup, followed by Helper
Type in the emergency text you wish to be sent when the emergency is first declared – e.g. SOS and your phone number

Set up reporting frequency:

Select Option>Setup followed by Timer: here you set the SOS reporting frequency (from 3 minutes to 99 minutes)



To activate:



Press and hold the ●● key for 3 seconds
A red exclamation mark shows on the screen

To deactivate:



Press and hold the ●● key for 3 seconds
The red exclamation mark will disappear

What format should I use for my phone numbers?

Your phone number should contain no non-numeric characters except for the + plus sign, and be specified in full international format. i.e. "+8821643339500"

What does an SOS request do?

It will send a panic SMS with your current location and message to the number you specified in Contacts>Helper, i.e. the Geonix Locate website, where it will be displayed on maps and satellite imagery as a red pin. If you are an Assist member, your emergency message and position will also be sent to the Geonix global assistance centre

I sent an SOS request but it did not include my GPS Location

This happens when the SG2520 fails to get a valid GPS Position. The first message sent after the SOS button is pressed will go immediately, and most often a valid GPS fix will not have been obtained. A subsequent message will be sent with co-ordinates as soon as a valid fix is obtained. Ensure you have clear line of sight to the sky for up to several minutes to receive a valid GPS fix.

I pressed the "OK" button for 3 seconds but no SOS request was sent

Make sure that the Helper function is active (long press on •• key) and the SOS phone number is properly set. A red exclamation mark on the screen will show that the Helper function is active

Can I make a phone call when the Helper function is active?

No. Disable the Helper function while you make a call, then activate it again

Can I send a Here I Am position report?

You have the choice of setting up the Helper function to either send a 'Here I Am' position report or an SOS emergency report, but not both. Whether the message is sent as a 'Here I Am' or as an 'SOS' is determined by the number you set in Helper: +278388918344 will send a standard position report while +278388918345 will send an emergency report

Does the SG2520 support a remote request i.e. being polled?

No. A remote request or poll is a position request made from another phone to get your location. This feature works on Geonix GSM SOS Tracker systems and other Geonix devices, not on Thuraya

Do I need to start the Helper function whenever I restart my mobile phone?

The Helper function will be automatically available whenever the phone is switched on, but you need to press the •• key to start reporting

If I press "••" on the main screen when the Helper function is active, will that close Helper?

The •• key will send Helper to the background while you make another call, and will need to be pressed again when you want to restart emergency reporting

How do I find out my phone's IMEI number should I need it?

Dial *#06# and copy the 15 digit number that appears