

Using the Thuraya SO2510 Satellite Phone with GeonixLocate



SO2510 Helper
Safety and security first

SO2510 Helper



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

A ‘Helper Activated’ message will show momentarily on activation

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 and Save

Turn on emergency reporting:

Select Option>Setup followed by Emergency SMS: turn on by selecting option 1 and save

Set up emergency message:

Select Contacts and scroll down to Helper
Select Option>Setup Mess and 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 2 hours)



To activate:



Press and hold the ●● key for 3 seconds
The message Helper Activated will show on the screen

To deactivate:



Press and hold the ●● key for 3 seconds
The message Helper Deactivated will show

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

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". Please omit spaces

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 GeonixLocate 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 be transmitted to our global assistance centre

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

This happens when the SO2510 fails to get a valid GPS Position. The first message after the SOS button is pressed will be sent 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 a minute or more to receive a valid GPS fix.

I pressed the "••" 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 and options are properly set. Remember to Save any changes you make in the Helper set-up area, otherwise your changes will not be saved to the phone

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

Does the SO2510 support a remote request?

No. A remote request 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 handsets

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