



You're never off the beaten track with ThurayaLocate™.....

THURAYA LOCATION

BASED SERVICES

ThurayaLocate™

ThurayaLocate™ FAQs

1. What is ThurayaLocate™?

ThurayaLocate™ is a service allowing the user's location to be displayed on mapping, satellite imagery and aerial photography using a direct web address (www.thurayalocate.com).

2. Why would I use it?

ThurayaLocate™ is for people who want their location to be known and shown to family, friends or employers so that they know where the user is, where they have been and when. It is a simple and easy service which allows anyone that you wish to see your location and history using essentially any recent (javascript enabled) web browser on any current PC.

3. Who is a typical user of ThurayaLocate™?

ThurayaLocate™ is for anyone who is travelling to off-the-beaten-track locations and who wants their location to be known and shown to family, friends or employers – allowing them to know where they are, where they have been and when. It is primarily designed for the individual and adventurer markets rather than for corporate, government, NGO or aid agency use (the other Thuraya Location Services are more appropriate for such users).

Typical examples include:

- Backpackers letting friends and family see where they are and where they've been
- Outdoor adventurers – skiers, hikers, mountain bikers, climbers, canoeists, coastal and oceanic sailors
- Balloonists, paragliders and light aviation pilots
- Fishing boats, private yachts, water taxis, divers, river and cruise boats
- Long distance drivers and truckers
- Individual staff on overseas assignments
- Individuals working in remote locations
- Overland travel companies, tourist coaches, 4x4 rally enthusiasts
- Disaster relief providers – forest fire, flood, tsunami, earthquake
- Anyone travelling and working in off-the-beaten-track locations who wants friends, family and/or their employer to know where they are

4. What are the key features of this service?

Data transmission: location data is sent to the ThurayaLocate™ servers via SMS messages using either the GSM or satellite network

Cost-effective: ThurayaLocate™ is free to all users

User-Friendly: ThurayaLocate™ is easy and simple to use – all that is needed is for the user to acquire a GPS fix on their handset and transmit the fix as a text message via the menu press keys, and a PC connected to the internet to view the user's location. This process can be automated using the Thuraya SG-2520 handset's Helper function.

5. Are there any extra costs for ThurayaLocate™?

No, ThurayaLocate™ is a **free of charge** service. The cost of the Thuraya Satellite Phone is not included and needs to be purchased separately. There is a small charge (circa 25c in satellite mode) for the airtime to transmit the user's position via SMS text.



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6. Is there a set amount of people that I can give my username and password to in order to view my location?

No, you can give your username/password to an unlimited number of people.

7. What security provisions apply?

The basic security on all accesses to the website is via username and password. We will never release this information to outsiders, but you are free to give your details to anyone you choose and trust. If you forget your username and password you can reset them automatically using security questions and answers that you provide during sign up. In the event that you wish to rescind access privileges to anyone to whom you have given your details, you can simply change your password and re-issue it only to those people you choose. In the event that you (or a hacker) make multiple erroneous attempts at access passwords, your account will be blocked and can only be unblocked by sending a message to ThurayaLocate™ support and passing verification checks. If you attempt to register a device with the same phone number as one previously registered, the site will not allow you to proceed – stopping others registering your phone on their account.

8. How much history can I see with ThurayaLocate™?

The ThurayaLocate™ service will keep one week's historical data.

9. How many devices can be shown on Follow Live?

As many as you register. There will obviously be limitations as to how many you can view at one time on your PC screen dependent upon magnification, geographic diversity of users and size of screen, but the system allows you to zoom in and out as desired.

10. When is ThurayaLocate™ available?

ThurayaLocate™ is available now.

11. Can I buy a Thuraya handset from Geonix?

Not normally. Thuraya handsets are available from Thuraya Service Providers, a list of which can be found on www.thuraya.com. As a service to our clients we can purchase these on your behalf, but you will normally be better served by your local Thuraya Service Provider.

12. How much does it cost to call or use a Thuraya handset?

SIM cards must be bought from a local GSM service provider or Thuraya Service Provider. Costs of mobile satellite or GSM service must be obtained from them.

13. Who does the user contact for further information?

Further information on the Thuraya Location Services can be found on our website www.thurayalocate.com, or alternatively contact info@geonix.com.

14. Who does the user contact for support?

For technical support questions, please e-mail support@geonix.com.



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15. Who provides the ThurayaLocate™ Service?

ThurayaLocate™ service is provided by Geonix, a UK based specialist supplier of GPS location equipment, software and services.

16. Why would I need ThurayaLocate™ Service?

ThurayaLocate™ service is for people who will be working or travelling primarily in off-the-beaten-track locations who desire additional security for themselves as well as peace of mind for employers and family and friends.

17. Which countries does ThurayaLocate™ cover?

ThurayaLocate™ service relies upon Thuraya satellite phones to transmit their GPS location data; hence ThurayaLocate™ operates in all countries where Thuraya satellite phones operate. Currently in satellite mode this represents almost 2/3 of the world's land surface including Asia, Africa, Europe, Middle East, China, Indonesia, Japan, Korea and Australia. When using a Hughes, Ascom, SG or SO phone the Thuraya Location Services are also available wherever there is an interconnected GSM network, thereby significantly extending the coverage area.



18. What phones can I use with ThurayaLocate™?

Phones must be compatible with the Thuraya Satellite network. Any handset that Thuraya has ever made can be used with this service. This includes all Gen1 models (Hughes 7100, 7101 and Ascom 21) or the Gen2 APSI SO-2510 and SG-2520 phones. The service will also work with the newly launched ThurayaMarine product.



Hughes Gen1 SO-2510 Gen 2 SG-2520 Gen 2

19. What is needed to view the user's location?

For viewing the user's location, all that is required is a recent (javascript enabled) web browser (Internet Explorer or Mozilla Firefox are recommended) on any current PC that is connected to the internet.

20. How do I send a position report?

Once you have visited the www.thurayalocate.com website and registered your details and handset phone number you are ready to send position reports. All you need to do is acquire a GPS fix using the standard features of all Thuraya phones, then send this to our servers via an SMS text message with a couple of key presses. This process can be automated on the SG-2520 handset using the Helper function (see next question), and this feature will shortly be added to the SO-2510 phone. Your location will then be displayed in the web browser for you or anyone you notify – family, friends or employers – to see.

21. What is the SMS number for the ThurayaLocate™ server?

Position reports (also known as check-in reports) should be sent to +27 8388 918 342.



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22. What is the Helper function?

The Helper function is an automated process which can be set up on your Thuraya Gen II handset – currently on the SG 2520 model and shortly on the SO-2510 model. The Helper function allows you to set up (once) an SMS reporting number and the frequency at which you want reports to be sent. Then all that is required is the long push of a single button, whereupon the handset goes into the process of collecting your current GPS position and transmitting it automatically at the predefined intervals. A large red exclamation mark (⚠) appears on the screen when this process is active.

23. How frequently does the Helper function report my position?

An immediate SMS message is generated and sent as soon as the Helper function is activated, and this may contain user generated SMS text detailing the assistance required. Shortly thereafter, the handset will send a further message as soon as it has got an up-to-date valid GPS fix, normally within one minute of activation. Thereafter the Helper function will report at regular intervals as set by the user: the minimum interval time is 3 minutes, the maximum is 99 minutes.

24. Is there/will there be a Helper function available on Gen I handsets?

Not directly in the Gen 1 handset, but Geonix make an add-on device called the GT2000 for all Thuraya Gen I handsets. The GT2000 enables similar capabilities for automatic reporting to the Helper function, but also embodies significant additional functionality such as automatic voice calls, silent listening-in, motion detection, keyfob signalling, dual alarm states and so forth. Full details on the GT2000 are available from Geonix on www.geonix.com.

25. What is the difference between the Follow Live Position and Historical Position?

Historical Position provides a view of a single user – their current position and a historical record of where they were previously located. Follow Live Position gives a current multi-asset view of all users registered to a single account, updated once a minute with their up-to-date live location. In ThurayaLocate™ history is kept for one week.

26. Which mapping is better to use when viewing the user's position?

ThurayaLocate™ provides access to mapping, satellite imagery and aerial photography as available via Google Maps™ and Windows Virtual Earth™. The choice of either or both services is at the viewers' discretion and will depend upon the data available in the particular location where the Thuraya phone user is located. The viewer can switch between views on-line as desired.

27. I have more than one device – will I be able to view all of them at the same time?

Yes you will be able to view all of your devices, and at the same time if Follow Live is selected. The historical position shows the history of each single user, and the follow live position shows the updated current location of all devices registered to a single user.

28. What does GPS mean?

GPS stands for Global Positioning System. The GPS uses a constellation of at least 32 Medium Earth Orbit satellites that transmit precise microwave signals that enable GPS receivers (as



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already fitted in all Thuraya phones ever made) to determine their location, speed, direction and time.

29. If I am indoors, trapped underground or in an avalanche will I be able to acquire a GPS fix?

GPS receivers normally require a line of sight view of at least three orbiting satellites, hence locating Thuraya phones indoors, underground or in avalanche conditions is not normally possible. Certain techniques of the latest GPS SiRFIIIstar chipsets (as used in the Thuraya SO and SG phones) can determine a signal in certain indoor situations by accessing signals through windows.

30. What is the service availability of ThurayaLocate™ and how often can I use it?

The target availability for ThurayaLocate™ is 98%: as such it is intended for non-emergency use predominantly by individuals and adventurers. We have a fair use policy and will contact any user making more than 10 position reports a day. For corporates, NGOs, governmental users and aid agencies – as well as individuals in high risk environments – we strongly recommend upgrading to ThurayaRelay™ or ThurayaAssist™ which have a 99.99% availability target, separation of SOS emergency messages from standard position reports, relay of SOS messages to multiple e-mail and mobile phone recipients and a host of additional features.

31. Will services be offered in any language other than English?

Display services will be offered initially in English, but ultimately in a variety of languages.