



Thuraya Satellite Telecommunications Company

Public Calling Office

Frequently Asked Questions



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ThurayaPCO-2110

1.1 What are the main functions that the PCO supports?

- Voice
- Data (GmPRS)
- SMS
- FAX

1.2 What languages does the PCO support?

- English
- French
- Arabic
- Urdu
- Farsi
- Russian

1.3 How can SMS be sent and received?

The PCO 2110 keypad can be used to write SMS for sending, and any SMS that is received on this PCO can be printed using the PCO printer. The PCO will display an icon when unread messages are available.

1.4 How can Fax be sent and received?

The PCO 2110 has a FAX port (RJ 11) and any standard analog fax can be connected to it. For a regular fax transmission the customer will have to use this port and follow the standard fax transmission procedures. The fax port will only receive the incoming fax.

Special caution needs to be taken when the fax machine is connected to the PCO 2110, depending on the model type of the fax, the PCO will remember the settings of this particular fax model. If you connect a different fax model, then you will need to turn the PCO off and on again to reset.

1.5 What benefits can we get with the GmPRS Data service on the PCO?

Data call process is broadly categorized into four types:

- ❖Data call to the OTA (Over The Air) server for remote data base downloads and the system health status information. Incoming data call from the OTA server is automatically answered and the system is held in the OTA mode for system reports updating to the server and database download from the server.
- ❖Point to Point data calls can be established using the system USB port. During the call connection, data throughput is calculated and billed based on the data exchanged.
- ❖GmPRS Data Call: For internet browsing, GmPRS commands can be issued from the system's USB port and also the dial up connection can be established. Data throughput calculation facility is also provided for the GmPRS connection.



❖ Data billing is programmable. The tariff rate can be programmed in the program modes included in the system.

1.6 Can I use all the services together (Voice, SMS, FAX, GmPRS) on the PCO?

No, parallel usage is not possible.

1.7 How can I browse the internet by using my PCO?

1. Connect your computer (PC/Laptop) to the USB of the PCO.
2. Assign the standard modem settings on your PC @ 19200
3. Select the "Data" mode on the PCO.
4. Get Connection
5. Start Browsing
6. When done, the PCO will automatically print the receipt with the amount, duration, and data use for billing purposes.

1.8 What is the required power of the PCO?

14.2V, 3A SMPS supply in the form of an adapter having the following specifications:

1. Input minimum cutoff voltage: 90VAC
2. Input maximum cutoff voltage: 270VAC
3. Primary cable: 2 Pin Power cord with 1.8 meters length
4. Secondary cable: molded 2 wire cable

1.9 What are the main features of the terminal?

- Graphical printer.
- Graphical LCD.
- Display of Network Signal Strength on the LCD (Console display).
- Local charging of calls using the locally installed tariff tables. PCO owner can add margin/taxes locally using user name and password protected menu access.
- Pre-programmed list of county codes.
- 40 days cumulative/individual day report.
- Display scrolling facility for the last, current day report, memory calls, and cumulative details.
- Printing of current and cumulative serial number of call on call bill print.
- Programmable paper feed option.

1.10 What does ThurayaPCO 2110 package contain?

The ThurayaPCO package includes:

- ThurayaPCO Unit
- Booth Display Unit
- Satellite antenna with 25 meter of cable
- GPS antenna with 25 meter of cable
- Printer Paper Roll
- Booth Display Cable with RJ11 Connectors



- Line-out Cable (Grey) with RJ11 Connectors
- External Battery Cable
- Quick Installation, Quick Trouble Shooting Guide
- User Manual
- Telephone extension shall be provided by the service providers/distributors.

1.11 What are the basic steps to start using ThurayaPCO?

1. Insert SIM, Paper Roll.
2. Connect using SAT and GPS antennas
3. Connect telephone extension and Booth Display.
4. Power on, Obtain Network and GPS fix
5. Now your ThurayaPCO is ready to make the first call.

1.12 What should I do to obtain Network and GPS fix?

- Place GPS antenna outside on a flat surface with a clear view of the sky.
- Power up ThurayaPCO by pressing the Power button.
- ThurayaPCO is now attempting to locate itself using GPS. This may take up to five minutes.
- Please refer to User Manual for further information.

1.13 GPS Fix taking a long time. What shall I do?

Power cycle the terminal and retry

1.14 Location of the SAT antenna?

Careful orientation of the SAT antenna towards the satellite is required for establishing connection. Make sure that you see the SAT LOG to access the SAT network.

1.15 Can I change the SIM card while ThurayaPCO powered on?

The terminal must be turned off before replacing SIM.

1.16 Where is the SIM card placed?

The SIM card is placed in the rear side of the unit.

1.17 How long would the battery last if the power went off?

There is no backup battery, therefore the unit will shutdown if no alternative power source is connected.

1.18 Is ThurayaPCO designed for Indoor or outdoor?

ThurayaPCO is design only for Indoor use and not recommended to be used outdoor.

1.19 Can ThurayaPCO SIM be used in other Thuraya terminals/products?

No

1.20 Can any other SIM card be used in ThurayaPCO?

No



1.21 Can ThurayaPCO SIM be used in other Rural telephony solutions e.g. Payphone?

No

1.22 Where can I buy the Paper Roll that is installed in the PCO?

The Paper Roll used for the PCO is the standard roll used for credit card machines and other similar devices. All consumables in the PCO are based on standard products found in the market.