



Thuraya Satellite Telecommunications Company

Thuraya SG-2520 Software Upgrade Manual

V. 1.4

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Remote Satellite Systems
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Important: Please Read This First



Please ensure that you make a backup of contact, waypoint or schedules information that are stored on the phone.



Once the upgrading procedure has started, please do not disconnect the Data cable from the phone or PC.



Please do not terminate the Upgrader program.



Power the Thuraya SG-2520 Phone with a fully Charged Battery.



You must have full administration rights on your PC.

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1 Introduction

Your Thuraya SG-2520 SmartPhone is an advanced smart phone using cutting edge technology. It's superiority is reflected in three integrated technologies in one handset: satellite (SAT), GSM and GPS offering you an unmatched combination of quality and performance. Thuraya SG-2520 is the only satellite phone with tri-band GSM that allows operations on three different GSM networks: 900, 1800, 1900 MHz offering greater flexibility in high traffic GSM environments with increased phone usability and voice quality in Asia, Africa, Europe, Australia, and North America.

In order to give you the best possible performance for your phone, Thuraya offers you the possibility to upgrade your phone.

2 Objective

The Thuraya SG-2520 upgrade software is design to allow you to update the software on your phone.

This document is designed to assist you with upgrading your Thuraya SG-520 phone.

3 Equipment & software requirement

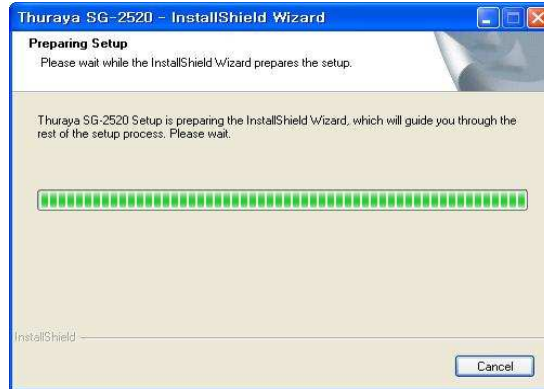
- Thuraya SG-2520 phone
- Thuraya SG-2520 upgrade software (CD or Thuraya_SG-2520.exe)
- USB Data Cable
- PC with the following operating systems
 - Windows XP, and Windows 2000
- The latest Thuraya SG-2520 Software release
 - Please download the software from <http://www.thuraya.com/content/announcements.html>

4 Installation of Thuraya SG-2520 Upgrade Software and Microsoft Active Sync

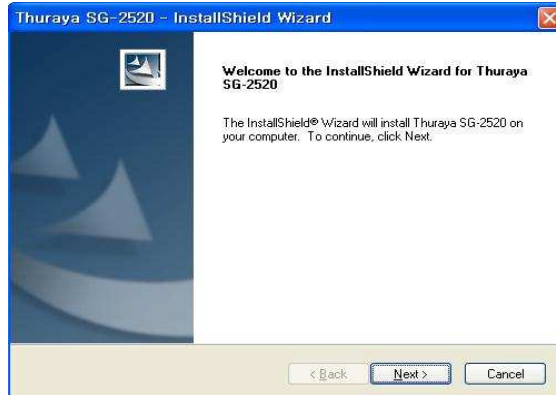
To install Thuraya SG-2520 Upgrade software to your PC, click "Thuraya SG-2520 Upgrader" from your CD or double-click "Thuraya_SG-2520.exe" downloaded into your PC from the above Thuraya site.

If an older version of Microsoft ActiveSync 4.2 is already installed on your PC, please uninstall it before installing Thuraya SG-2520 Upgrade Software.

The Thuraya SG-2520 Setup Application will start the Install Shield wizard.



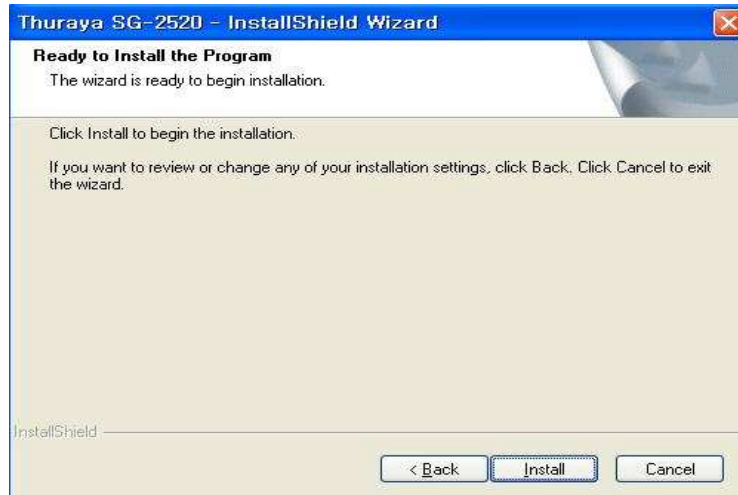
When the following window appears, then click “Next” to install Thuraya SG-2520 on your computer.



Please read License Agreement carefully.
Select “I accept the terms of the license agreement” and then click “Next”.



Click “Install” to start the installation.

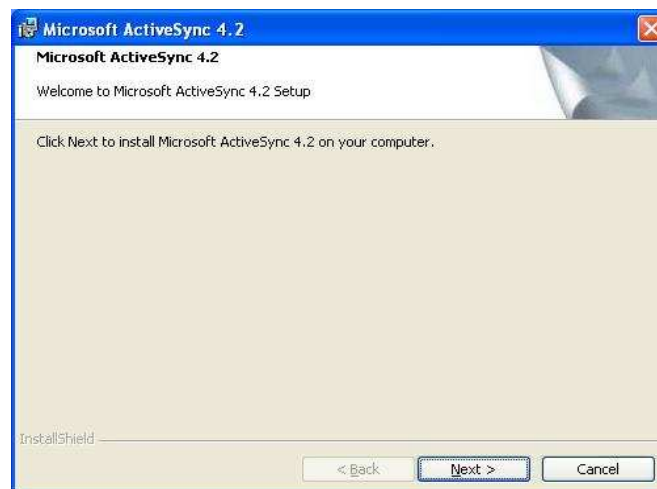


After all the files are copied to your computer, the setup is completed. The **Thuraya SG-2520 Upgrader** icon appears on the desktop of your PC.



When the installation of the Thuraya SG-2520 Upgrader is completed, it is automatically followed by Installation of Microsoft ActiveSync 4.2

A Welcome screen appears. Click “Next” to install Microsoft ActiveSync 4.2 on your computer.

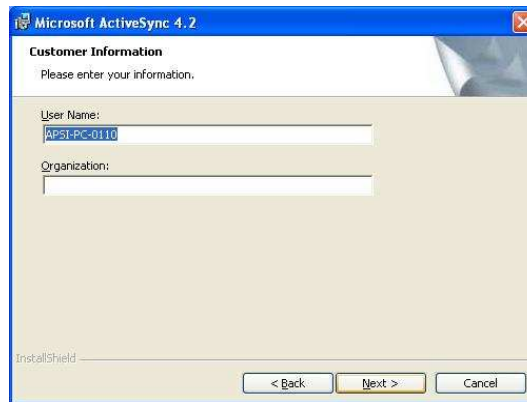


Please read the Microsoft Software License Agreement carefully.

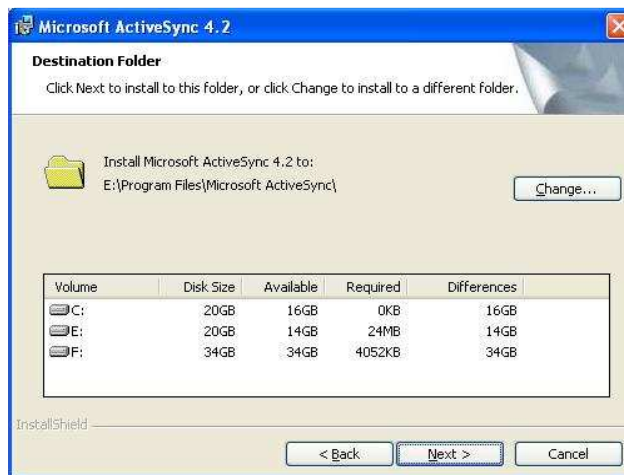
Select “I accept the terms in the license agreement” and then click “Next”.



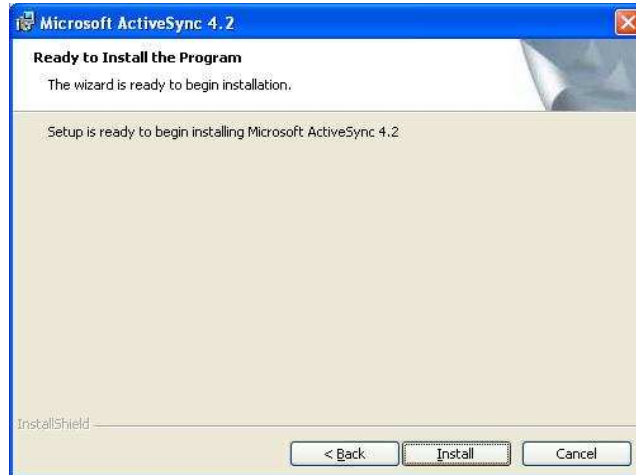
Please enter your information and then click “Next”.



Click “Next” to install to the default folder (recommended), or click “Change” to install to a different folder.

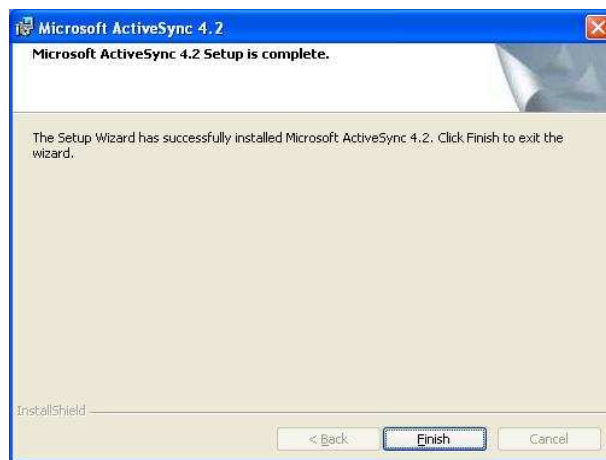


Then click “Next” to begin installing Microsoft ActiveSync 4.2.



The program features are being installed. Please wait while the Setup Wizard installs Microsoft ActiveSync 4.2. This may take several minutes.

The final installation setup screen appears. Click "Finish" to exit the wizard.



Note: If the 'Get Connected' screen as shown below appears, Click "Cancel".



The InstallShield Wizard Complete screen appears. Select “Yes, I want to restart my computer now” and click “Finish” to restart the computer.



5 Thuraya SG-2520 USB Drivers Setup

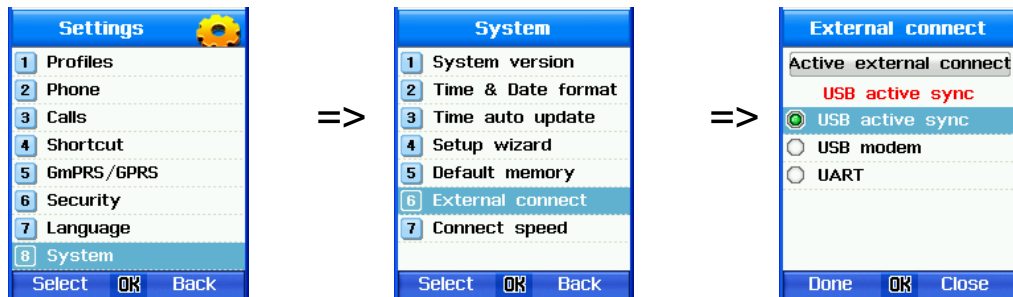
The important drivers for the upgrade to work are the following three:

1. Thuraya SG-2520 USB Composite Device
-This is the starting driver from which all others are loaded
2. Thuraya SG-2520 USB Active Sync
-The Active Sync Driver
3. Thuraya SG-2520 USB Download
-This is the important driver for the O/S download

5.1 Configuring the Thuraya SG-2520 for USB Active Sync

The SG-2520 needs to be configured into Active Sync Mode to start the download.

From The Menu select Settings>Systems>External Connection
Select the Active Sync option press Done



5.2 Thuraya SG-2520 USB Composite Device Driver Setup

When you power on the Thuraya SG-2520 phone and connect to your PC using USB cable, the following Found New Hardware Wizard screen automatically appears.

Select “Install the software automatically (Recommended)” and then click “Next”



The operating system will search for the driver for the Thuraya SG-2520 USB Composite Device.



The following pop-up will be displayed on the screen. Click “Continue Anyway”.



The drivers will then be installed for the USB composite device, please wait.

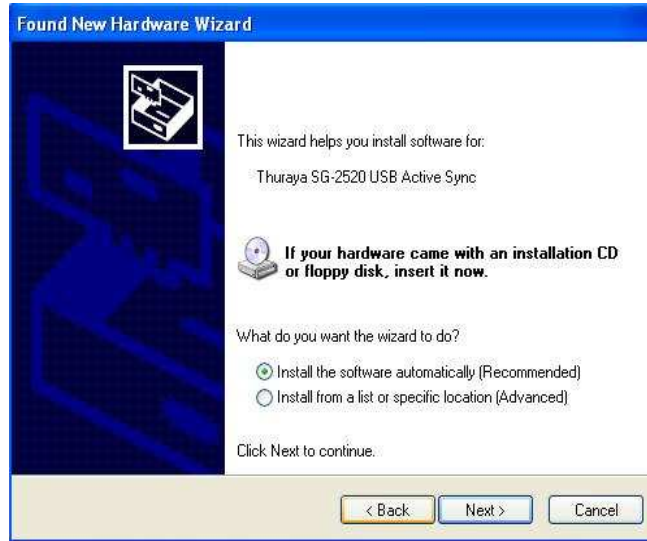
The Completing the Hardware Update Wizard screen appears. Click “Finish” to close the Wizard.



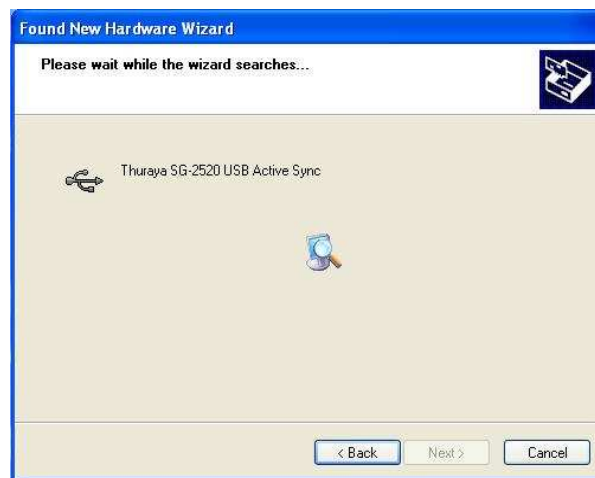
5.3 Thuraya SG-2520 USB Active Sync Driver Setup

The procedure will now automatically search for Thuraya SG-2520 USB Active Sync once the installation of the Thuraya SG-2520 USB Composite Device is completed.

Select “Install the software automatically (Recommended)” and click “Next” to continue.



The operating system will search for Thuraya SG-2520 USB Active Sync driver.



The Completing the Hardware Update Wizard screen appears. Click “Finish” to close the Wizard.



5.4 Confirmation on Microsoft ActiveSync Setup

The following window for Microsoft ActiveSync setup will be displayed. Click “Next” after checking “No”.



The text of “Connected” will be displayed in the window of Microsoft ActiveSync.



Microsoft ActiveSync setup is successfully completed.


6 Thuraya SG-2520 Software Upgrading Procedure

Click “Thuraya SG-2520 Upgrader” from the start menu on your PC (Start → Program → Thuraya SG-2520 → Thuraya SG-2500 Upgrader) or double-click “Thuraya SG-2520 Upgrader” icon on your PC.

The Thuraya SG-2520 Upgrader main screen appears. Click “Open” to select the file to download.

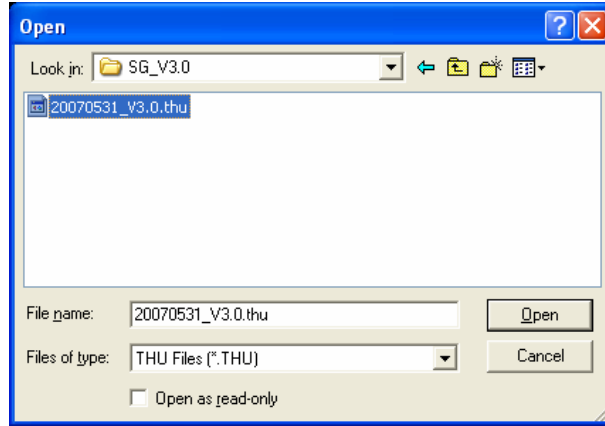


The following window will be displayed. Select the latest Software release already downloaded from <http://www.thuraya.com/content/announcements.html>



Note: Once the upgrading procedure starts, please do not press “Stop” button except in the case of stopping the progress.
However, In case of you pressed “Stop” button for some reason or other, please re-connect USB cable and re-attach the battery before pressing “Start” button.

The directory should contain a file with the Extension (.thu). Select the Downloaded file and click “Open” button.



Click “Start” to begin upgrade. Please wait.



The first operation in the upgrade process is the Firmware Upgrade (this will only be displayed if you the SG-2520 is at Version 2.3 or below)



When upgrade is completed, it will show the pop-up message as shown below.



(Thuraya SG-250 Display)

Please remove and replace the battery, and then power on the phone as normal using the RED power on button.

The 2nd part of the Upgrade process is the Software Upgrader (O/S, MMI, SAT)
Now click on the Start Button

Note: If this is the first time this upgrader has been run it will now try to install the driver 'Thuraya SG-2520 USB Download'

Before pressing "OK" button in the pop-up window below, at first, complete the Hardware Wizard shown in your PC monitor for installing Thuraya SG-2520 USB Download driver.

At this stage if you do not see an Hardware wizard Pop up window, please

1. Remove and insert the USB cable
2. Search for a new device using the System Icon in the Control Panel.

Please refer to the troubleshooting section at the end of the document.



A welcome to the Found New Hardware Wizard screen appears. Select “Install the software automatically (Recommended)” and click “Next” to install software for Thuraya SG-2520 USB Download.



The operating system will search for Thuraya SG-2520 USB Download driver. The following pop-up will be displayed on the screen. Click “Continue Anyway”.

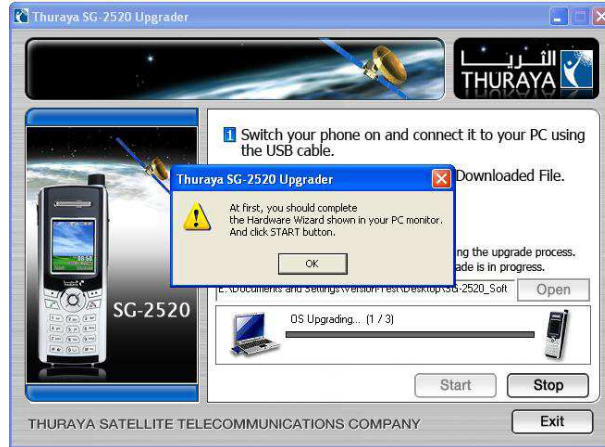


Please wait while the wizard installs the software for Thuraya SG-2520 USB Download.

The Completing the Found New Hardware Wizard screen appears. Click “Finish” to close the Wizard.



Click “OK” button.



Click “Start” to re-commence the upgrade.



OS software is being upgraded. Please wait while Thuraya SG-2520 Upgrader updates OS software. This may take several minutes.

**Note: During the Operating System Upgrade the SG-2520 screen will go blank at this stage
– DO NOT BE CONCERNED**

During the upgrade process the indicator will show the progress of the upgrade on your PC.



Thuraya SG-2520 phone is automatically power cycled when completing OS upgrading.

If a window for Microsoft ActiveSync setup in Section 5.3 is displayed when Thuraya SG-2520 phone is switched on, click “Next” after checking “No”.

MMI software is being upgraded. Please wait while Thuraya SG-2520 Upgrader updates MMI software. This may take several minutes.

During the upgrade process the indicator will show the progress of the upgrade on your PC



And the progress animation will be shown on your phone



Thuraya SG-2520 phone is automatically power cycled when completing MMI upgrading.

If a window for Microsoft ActiveSync setup in Section 5.3 is displayed when Thuraya SG-2520 phone is switched on, click “Next” after checking “No”.

SAT software is being upgraded. Please wait while Thuraya SG-2520 Upgrader updates SAT software. This may take several minutes.

During the upgrade process the indicator will show the progress of the upgrade on your PC



And the progress animation will be shown on your phone



A pop-up window as shown in the following figure will be displayed when Thuraya SG-2520 phone has been successfully upgraded.

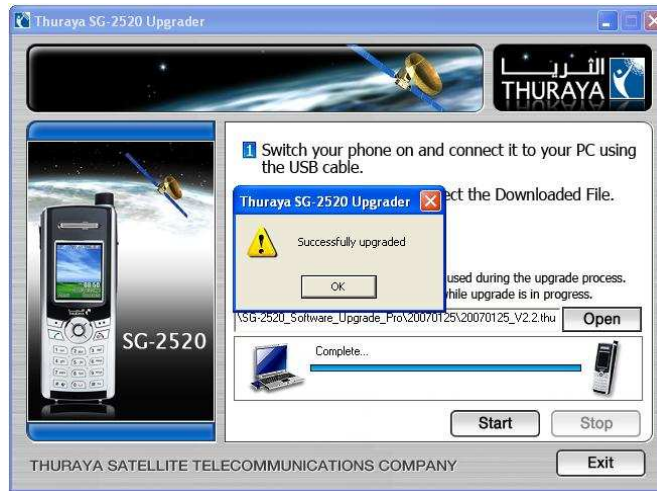


Thuraya SG-2520 phone is automatically power cycled when completing all of the software upgrading.

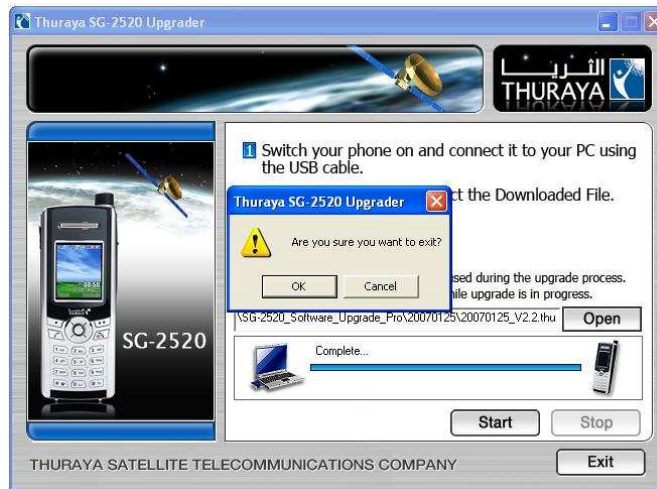
If Thuraya SG-2520 phone is not re-started, please detach and then attach the battery to return to normal condition of the Phone.

If a window for Microsoft ActiveSync setup in Section 5.3 is displayed when Thuraya SG-2520 phone is switched on, click “Next” after checking “No”.

Press “OK” button and click “Exit”.



Click “OK” to exit.



7 Troubleshooting

7.1 Confirming the installed USB Drivers

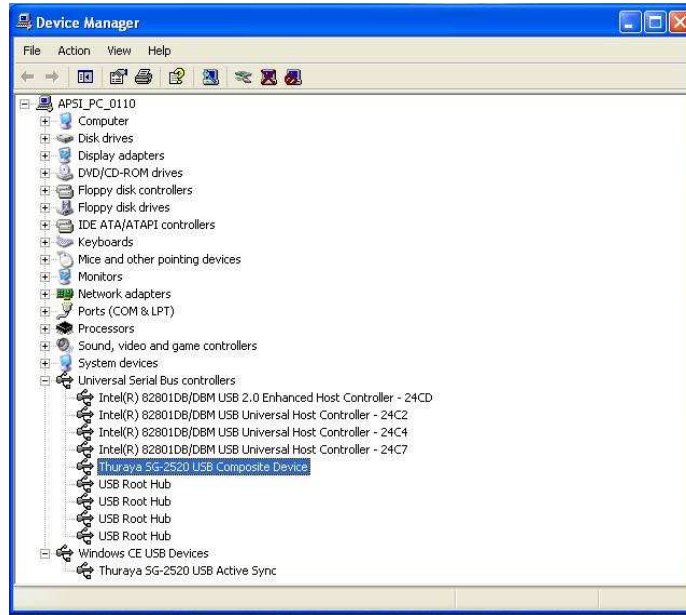
To confirm if the set up is installed properly, double-click **“System”** in the Control Panel.



Select **“Device Manager”** Button in the Hardware section.



“Thuraya SG-2520 USB Composite Device” is installed under ‘Universal Serial Bus controllers’ and the **“Thuraya SG-2520 USB Active Sync”** is installed under ‘Windows CE USB Devices’.



7.2 Failure during the Upgrade Procedure

If “Fail Upgrade” window is displayed during upgrading as below, click “OK” button and then click “Start” again when “Start” button is activated.

However, If “Start” button is not activated, click “Stop” button and disconnect USB cable. And then click “Start” button after re-booting Thuraya SG-2520 phone and connecting USB cable. (In case “Stop” button is not working, please close Thuraya SG-2520 Upgrader by pressing “Exit” and then re-start the program.)

