Thuraya XT-DUAL

Software Upgrade Manual

Version 1 / February 2012

THURAYA
stay close

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1. Introduction

You can use the Upgrader Program to upgrade the software of your Thuraya XT DUAL if Thuraya releases a new software version. To upgrade the software please follow the 3 steps described in this manual:

1	Insert your Support-CD and click on '*THURAYA XT DUAL Upgrade*' to copy the Upgrader program and the required drivers on your PC *Note: You can also start the upgrade process by downloading and running the latest Thuraya XT DUAL upgrader.exe file from www.thuraya.com*
2	Click the newly created desktop icon to start installing the Upgrader program and the drivers
3	Upgrade your Thuraya XT DUAL software

Equipment & software requirements:

- Thuraya XT DUAL phone
- Thuraya XT DUAL Upgrader program*
- USB data cable (included inside your phone packaging)
- PC or Laptop with one of the following Operating Systems:
  - Windows 7
  - Windows Vista
  - Windows XP

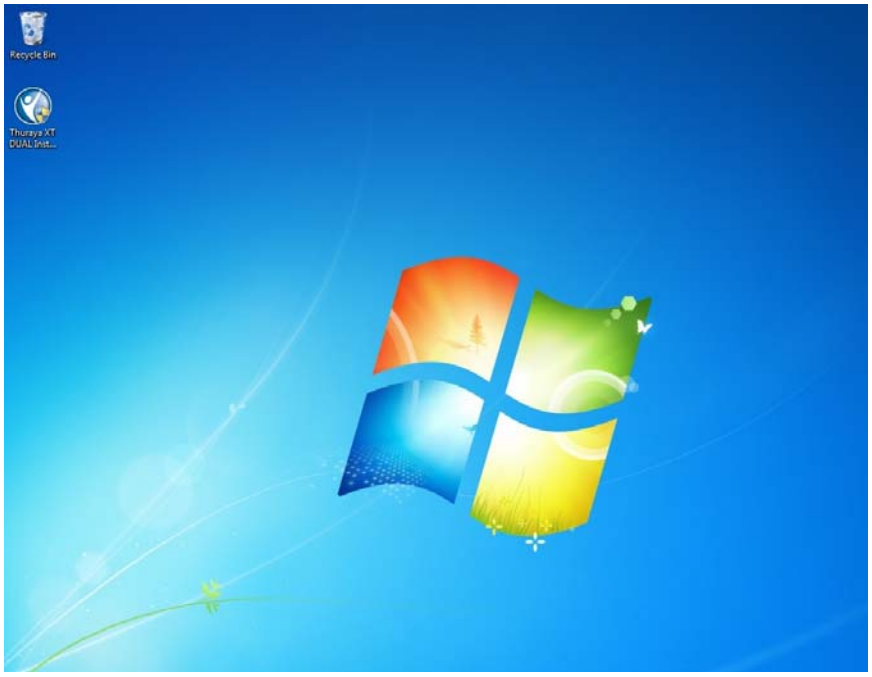
** The Upgrader program can be found on the Support-CD included in your phone packaging or can be downloaded from the Thuraya website www.thuraya.com*

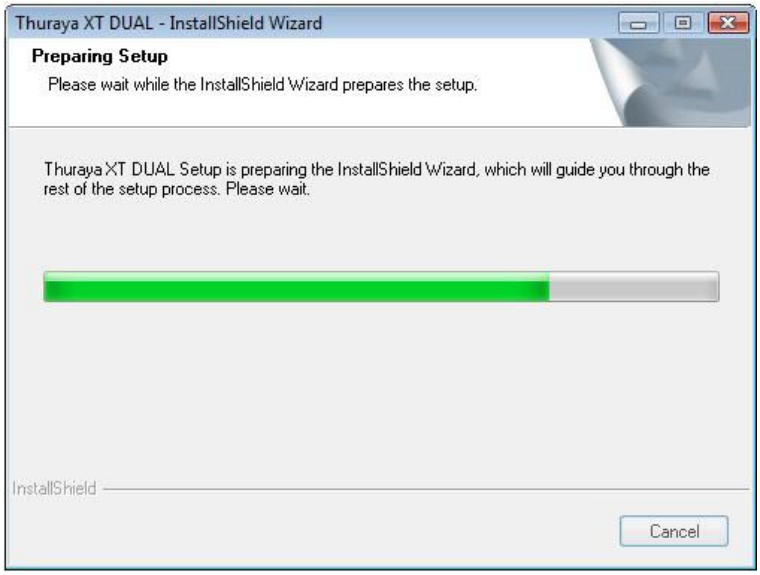
2. Software upgrade with Windows 7

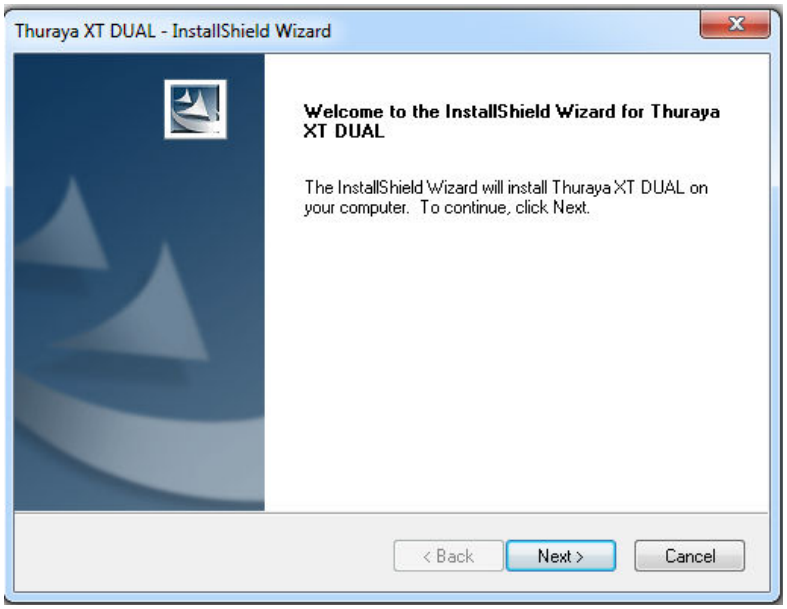
2.1 Installation of the Upgrader Package

1) Please insert the Support-CD included in your phone packaging and open the Thuraya XT DUAL Upgrader or click on the Thuraya XT DUAL upgrader.exe after downloading it from the '*Support*' section on the Thuraya webpage www.thuraya.com. The Thuraya Upgrader.exe icon will be shown on the desktop and clicking it will start the setup.

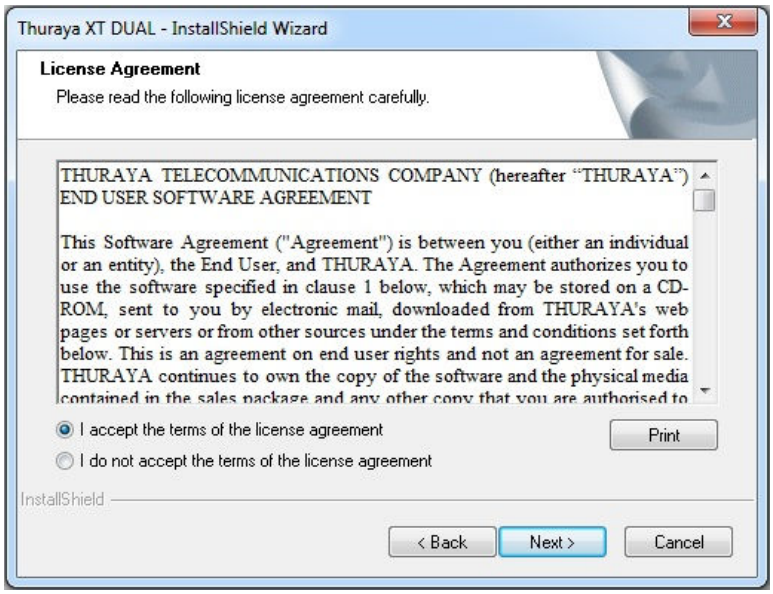
(Note: Upgrader Package includes Software Upgrader, ActiveSync, USB Drivers)



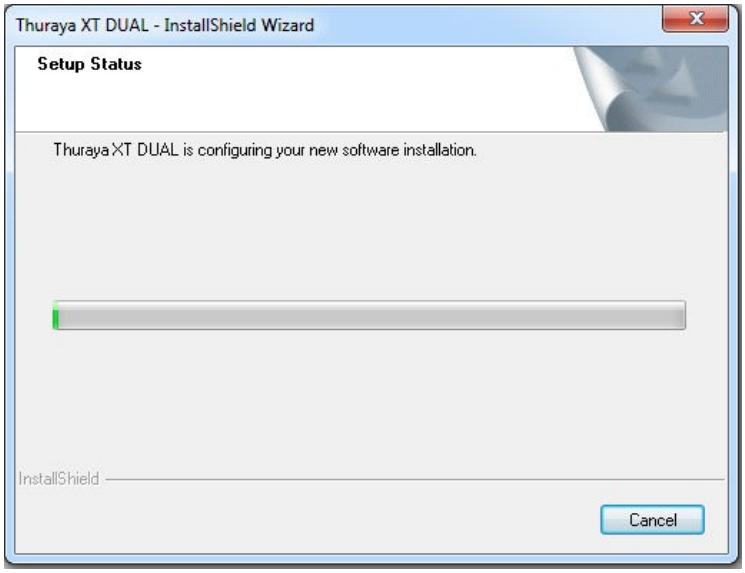

Thuraya XT DUAL - InstallShield Wizard
Preparing Setup
Please wait while the InstallShield Wizard prepares the setup.
Thuraya XT DUAL Setup is preparing the InstallShield Wizard, which will guide you through the rest of the setup process. Please wait.
InstallShield
Cancel

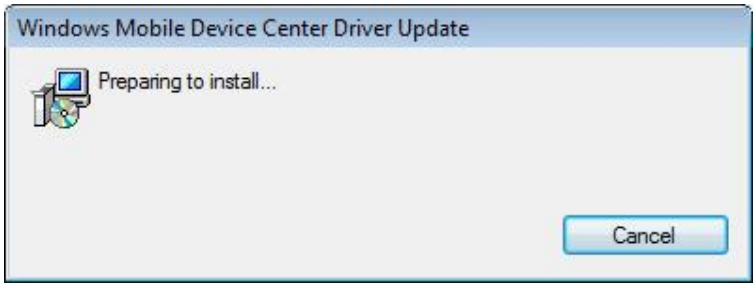

Thuraya XT DUAL - InstallShield Wizard
Welcome to the InstallShield Wizard for Thuraya XT DUAL
The InstallShield Wizard will install Thuraya XT DUAL on your computer. To continue, click Next.
< Back
Next >
Cancel

Click Next.

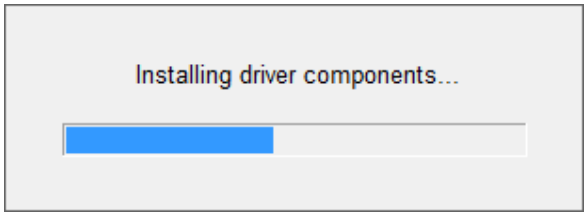


Select "I accept the terms of the license agreement", click Next and Install.



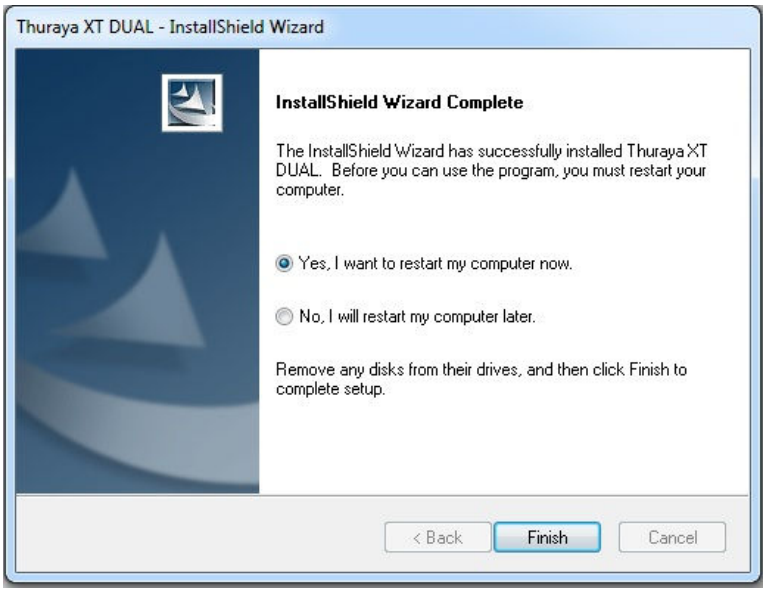


WMDC (Windows Mobile Device Center) will be installed if it was not yet installed before.



Installing USB driver.

After installation a new desktop icon will appear on your desktop.



Select "Yes, I want to restart my computer now" and click Finish to complete the upgrader installation.

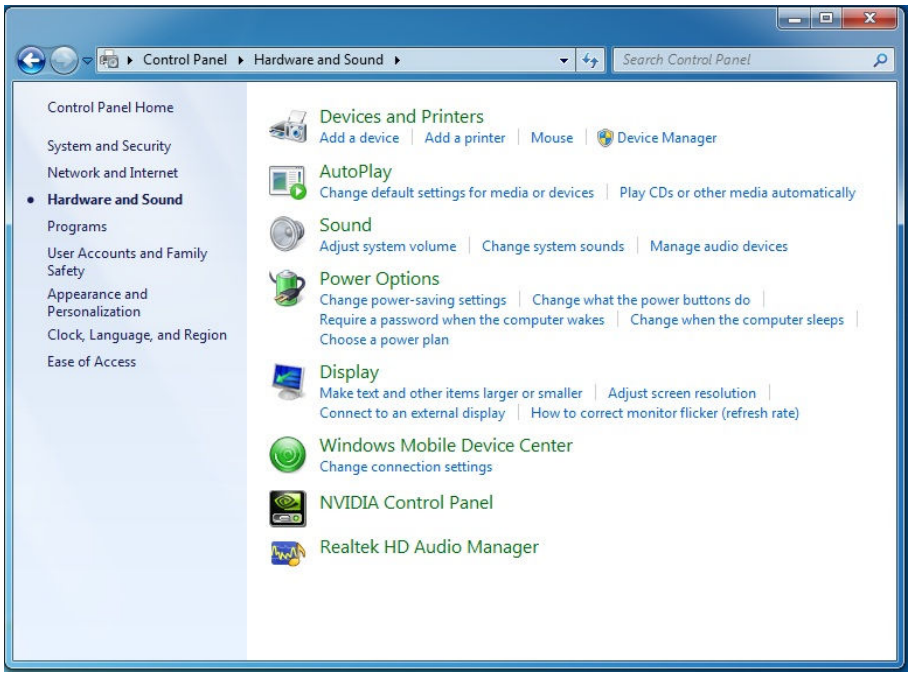
Thuraya XT DUAL Upgrader is now successfully installed!

1) After the installation, switch on your Thuraya XT DUAL phone with a sufficiently charged battery.
2) On your XT DUAL phone, set 'Data Port' to Active sync under Menu→Settings→System→External connection→Active sync→OK.
3) Connect your Thuraya XT DUAL with the PC using the USB cable. Windows will automatically install your Thuraya XT DUAL driver.

(Note: if your PC does not detect the new hardware automatically, you need to use the manual detection described in section 4.2).

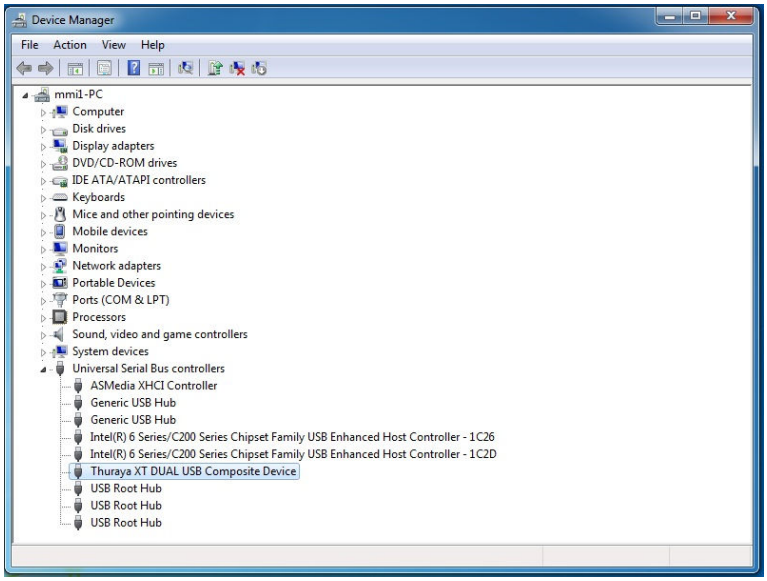
The USB Driver is now successfully installed!

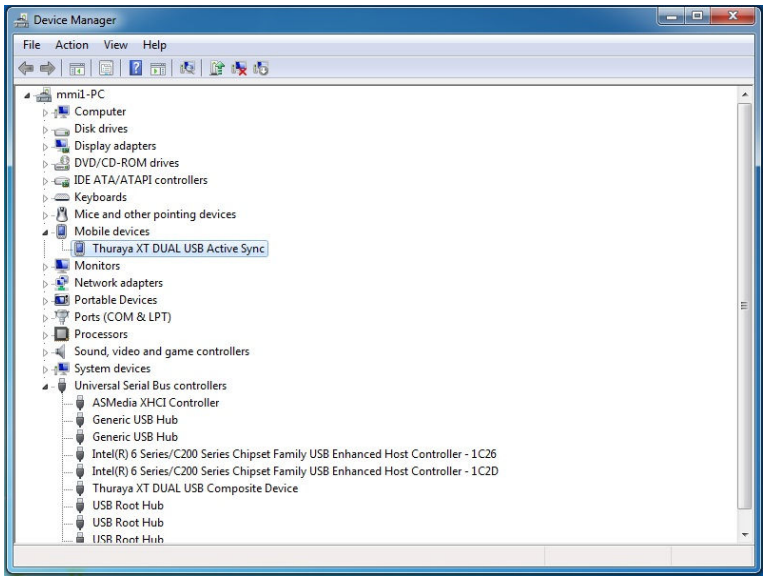
Optional: If you want to check if the USB driver is installed properly, select 'Hardware and Sound' on the Control Panel.



1) Under 'Devices and Printers' select 'Device Manager'.

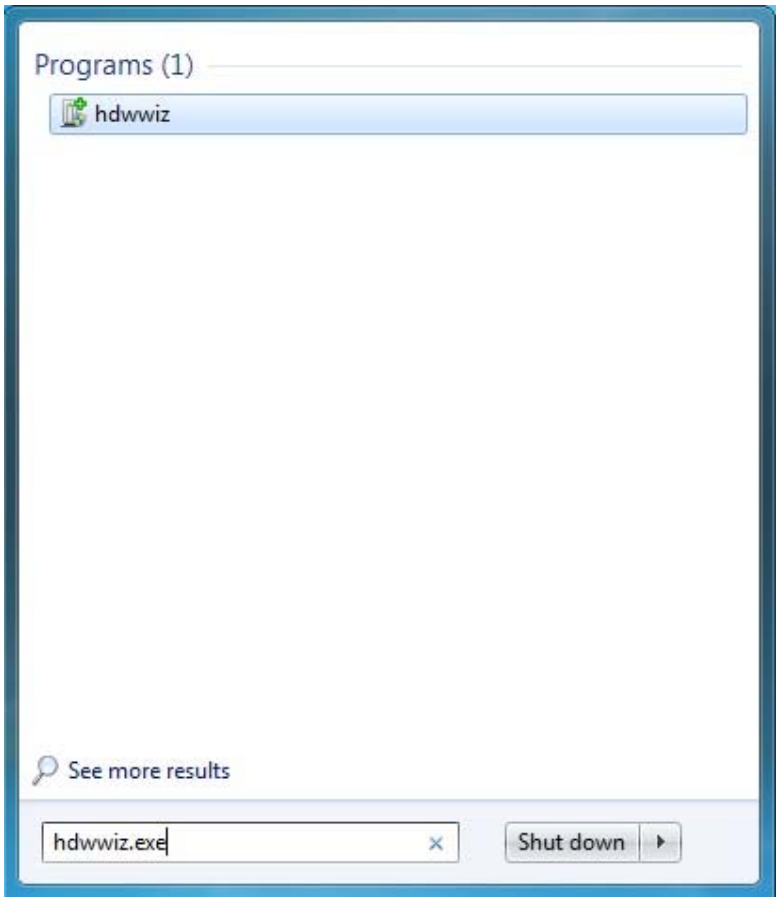
2) Thuraya XT DUAL USB Composite Device is now installed under 'Universal Serial Bus controllers' and Thuraya XT DUAL Active Sync under 'Mobile device'.



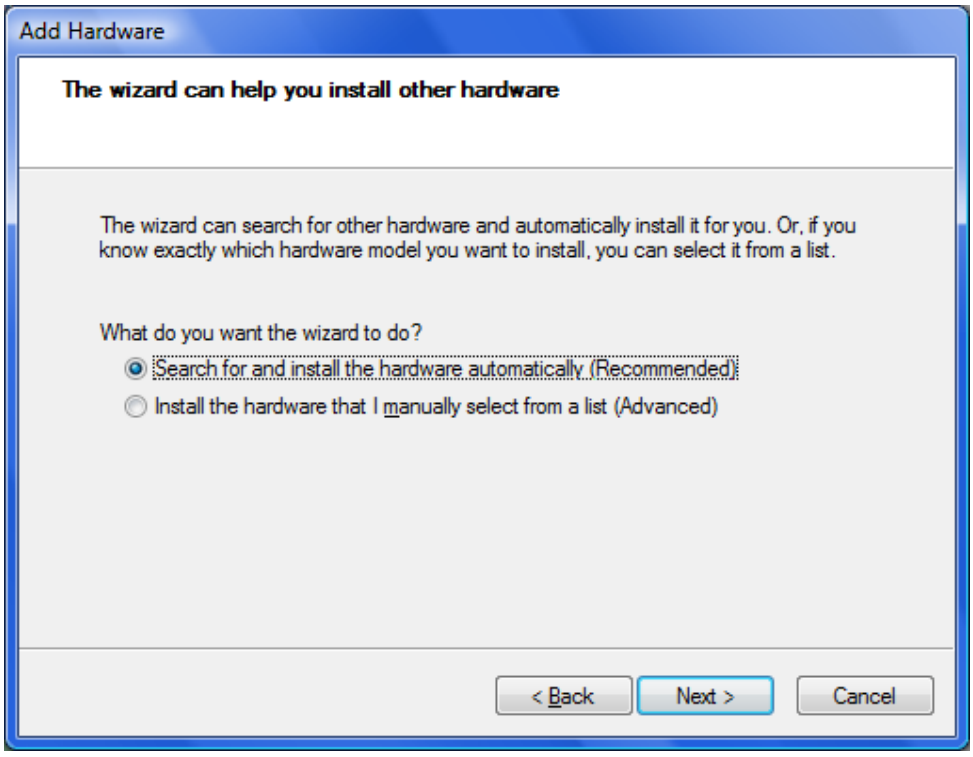


2.2 Manual detection (optional steps)

1) On the PC desktop, go to Start → From the command prompt, run "hdwwiz.exe". This should launch the "Add Hardware Wizard"



2) Select Next.



3) Select Next.

After the new hardware is found, proceed with the steps in section 4.1.

2.3 Software upgrade with Windows 7

- Download the latest Thuraya XT DUAL software release from the 'Support' section on www.thuraya.com.
- Switch on your Thuraya XT DUAL with a fully charged battery.
- Connect the PC and the Thuraya XT DUAL using the USB cable. Make sure the Data Port on the phone is set to Active sync (Menu→Settings→System→External connection→Active sync→OK).
- On your PC, Start the Upgrader Tool (Start→Programs→Thuraya XT DUAL→Thuraya XT DUAL Upgrader) or simply double click the new icon on the desktop.

Caution: Once the upgrading procedure has started, please do not disconnect the data cable from the phone or PC or terminate the Upgrader program

Please ensure that you make a backup of contacts, waypoints or calendar entries that are stored on the phone.

Execute the Upgrader only with a fully charged battery to avoid abnormal operation.

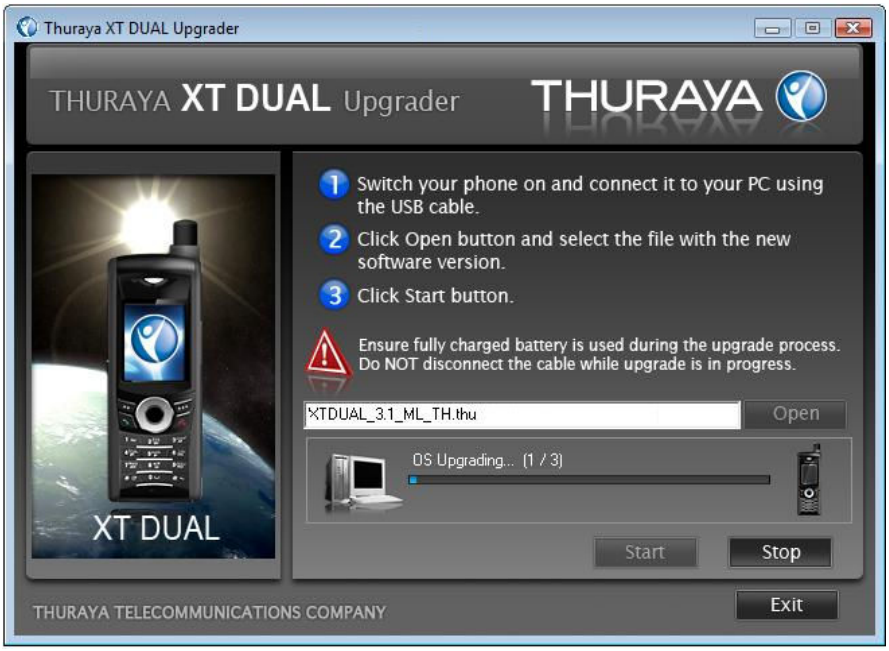
In case the upgrade fails, please try again after removing and re-attaching the battery and reboot the phone.

1) Click 'Accept" on following window.

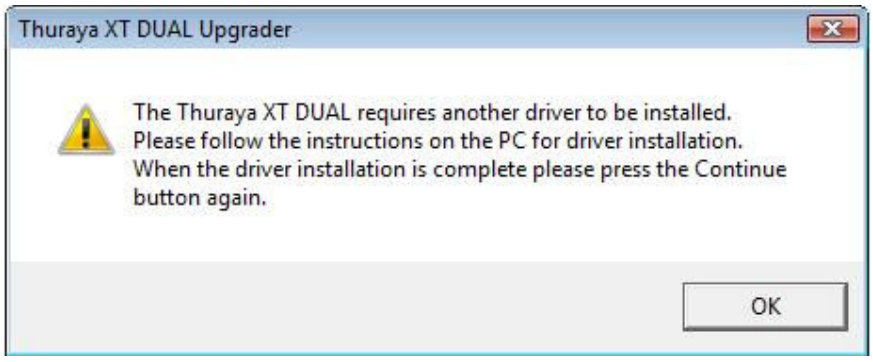
XT DUAL is connected to PC.

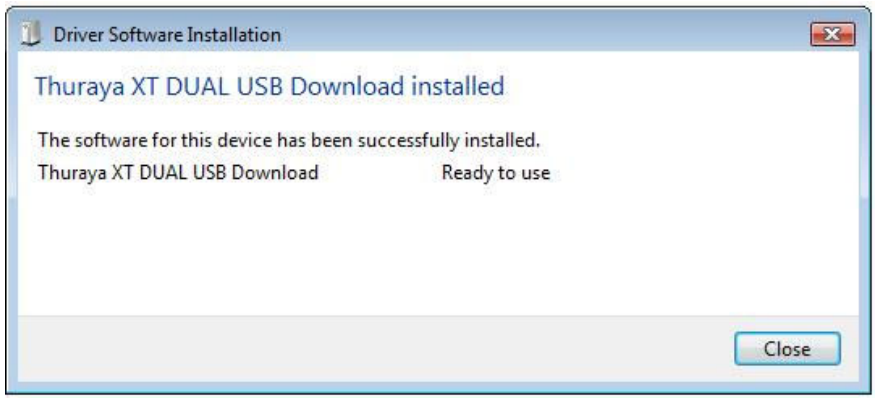
2) Click 'Open' and locate the software release already downloaded from the 'Support' section on the Thuraya webpage www.thuraya.com.

3) Start the upgrade by clicking on 'Start'.



4) Click OK to install XT DUAL USB Download driver.





5) Click Continue.

OS Upgrading.

SAT Upgrading.

MMI Upgrading.

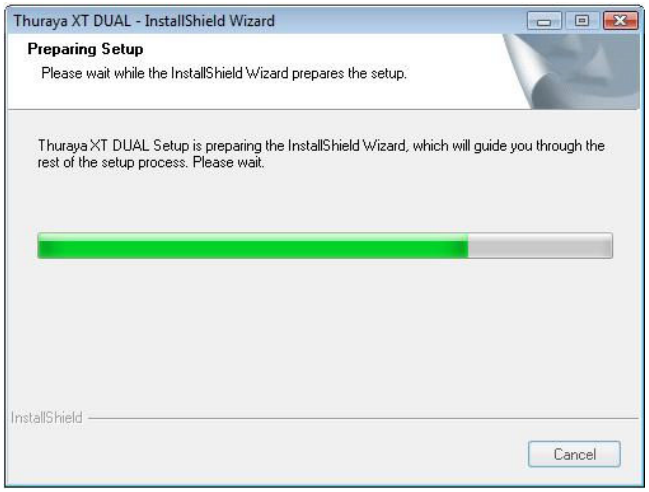
The software upgrade of your Thuraya XT DUAL is now finished!

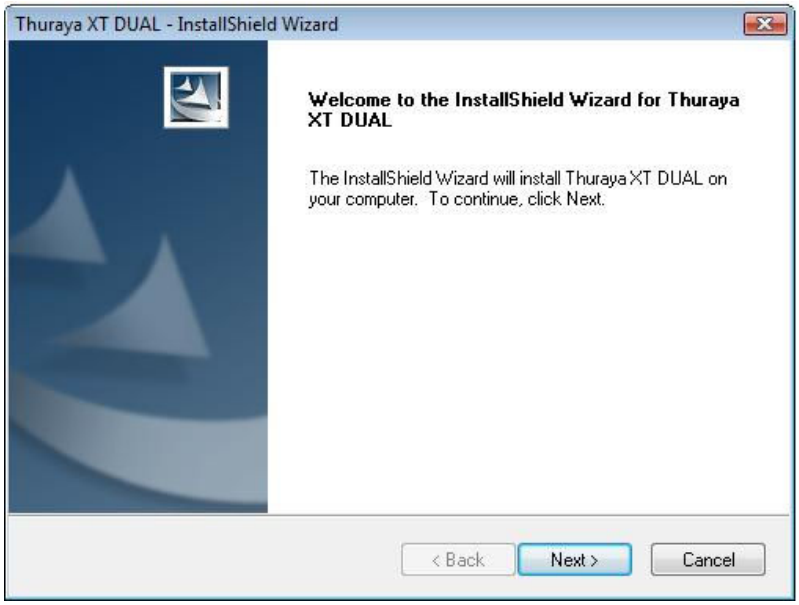
3. Software upgrade with Windows Vista

3.1 Installation of the Upgrader Package

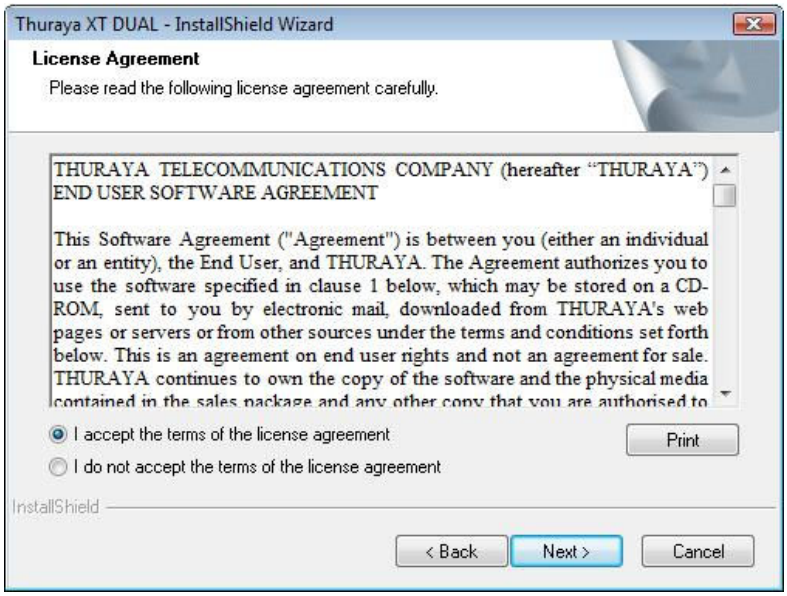
1) Please insert the Support-CD included with your phone packaging and open the Thuraya XT DUAL Upgrader or click on the Thuraya XT DUAL upgrader.exe after downloading it from the *'Support'* section on the Thuraya webpage www.thuraya.com. The Thuraya Upgrader.exe icon will be shown on the desktop and clicking it will start the setup.

(Note: Upgrader Package includes Software Upgrader, ActiveSync, USB Drivers)

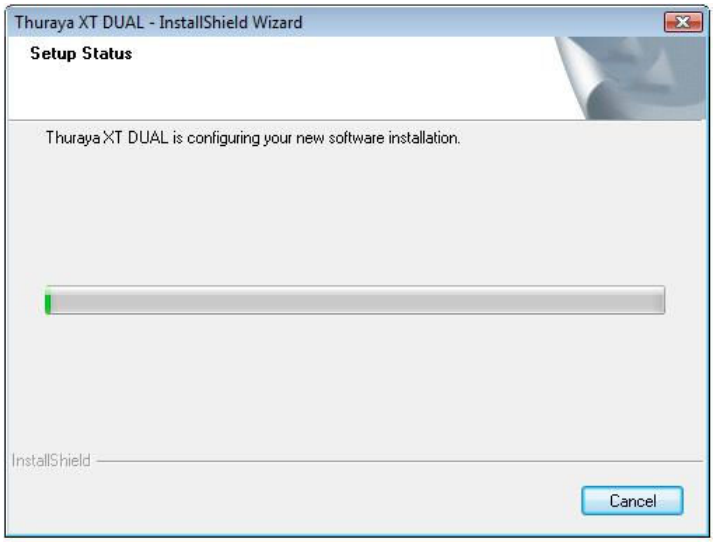


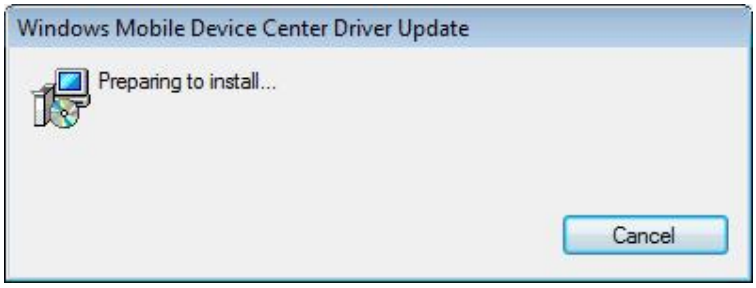


Click Next.

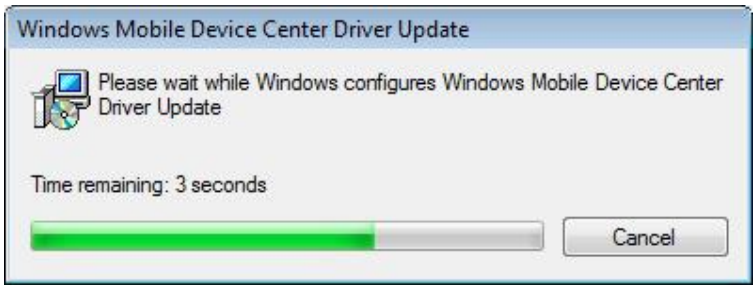


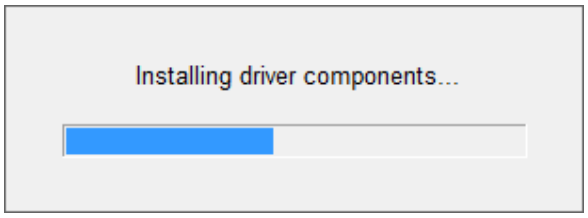
Select "I accept the terms of the license agreement" and click Next.





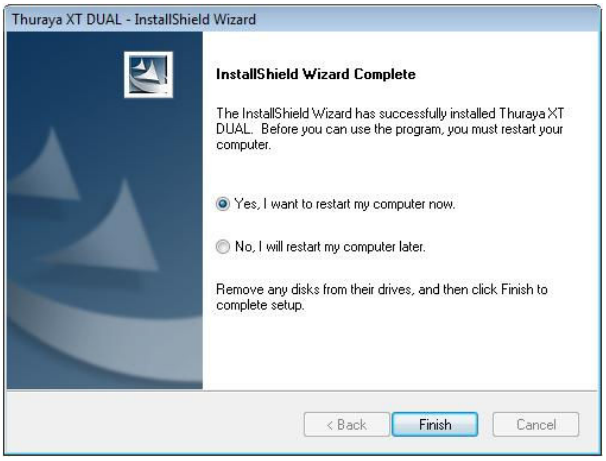
WMDC (Windows Mobile Device Center) will be installed if it was not yet installed before.





Installing USB driver.

After installation a new desktop icon will appear on your desktop.



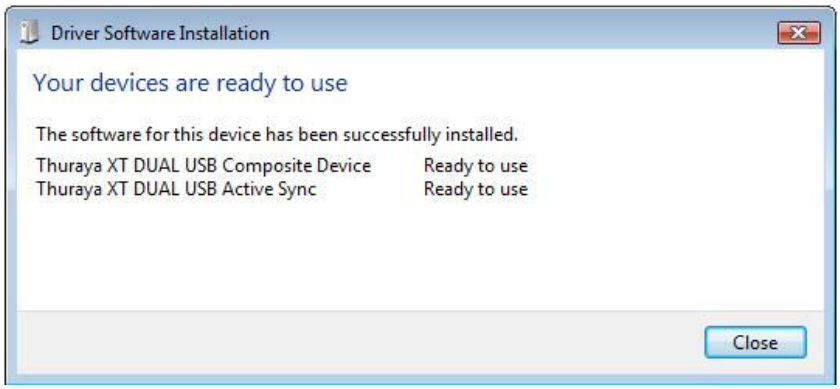
Select "Yes, I want to restart my computer now" and click Finish to complete upgrader installation.

Thuraya XT DUAL Upgrader is now successfully installed!

1) After the installation, switch on your Thuraya XT DUAL phone with a sufficiently charged battery.

2) On your XT DUAL phone set Data Port to Active sync under Menu→Settings→System→External connection→Active sync→OK.

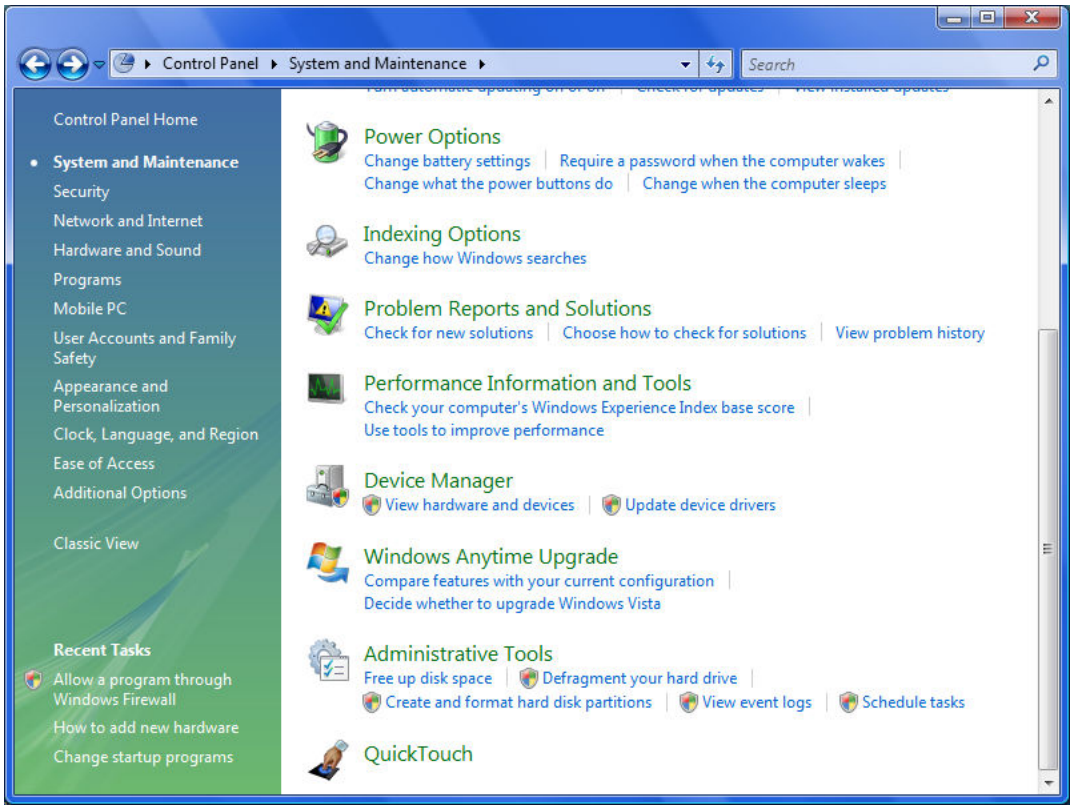
3) Connect your Thuraya XT DUAL with the PC using the USB cable. Windows will automatically install your Thuraya XT DUAL driver. Windows Vista will automatically start a pop-up window called "Windows Mobile Device Center" which should be ignored and closed. On the bottom right of the screen there will be a confirmation of the successful installation:



(Note: if your PC does not detect the new hardware automatically, you need to use the manual detection described in section 3.2).

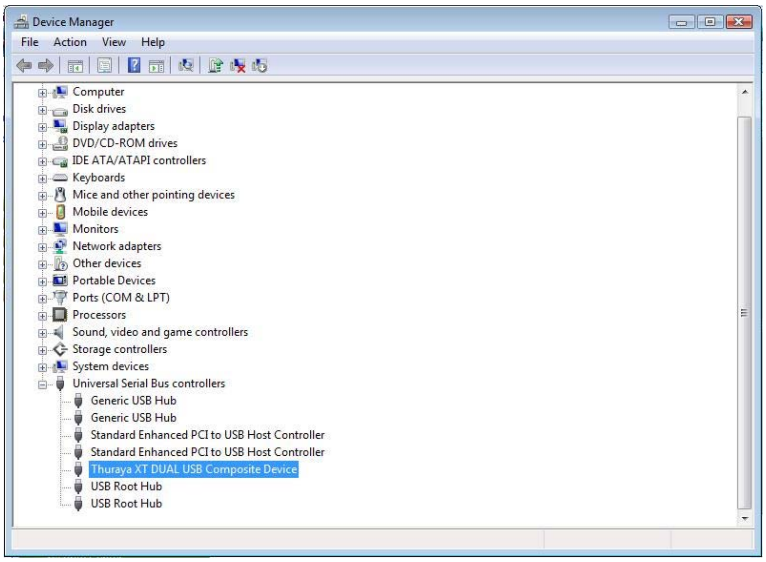
The USB Driver is now successfully installed!

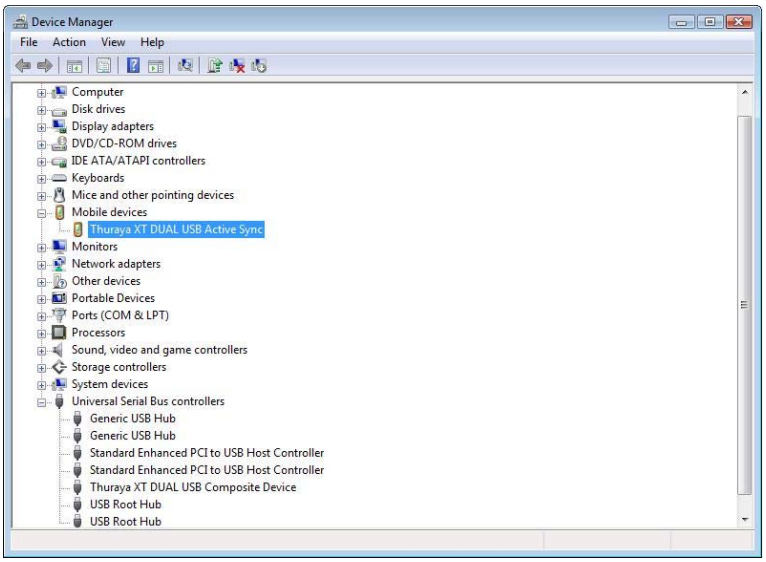
Optional: If you want to check if the setup is installed properly, select "System and Maintenance" on the Control Panel.



1) Select Device Manager.

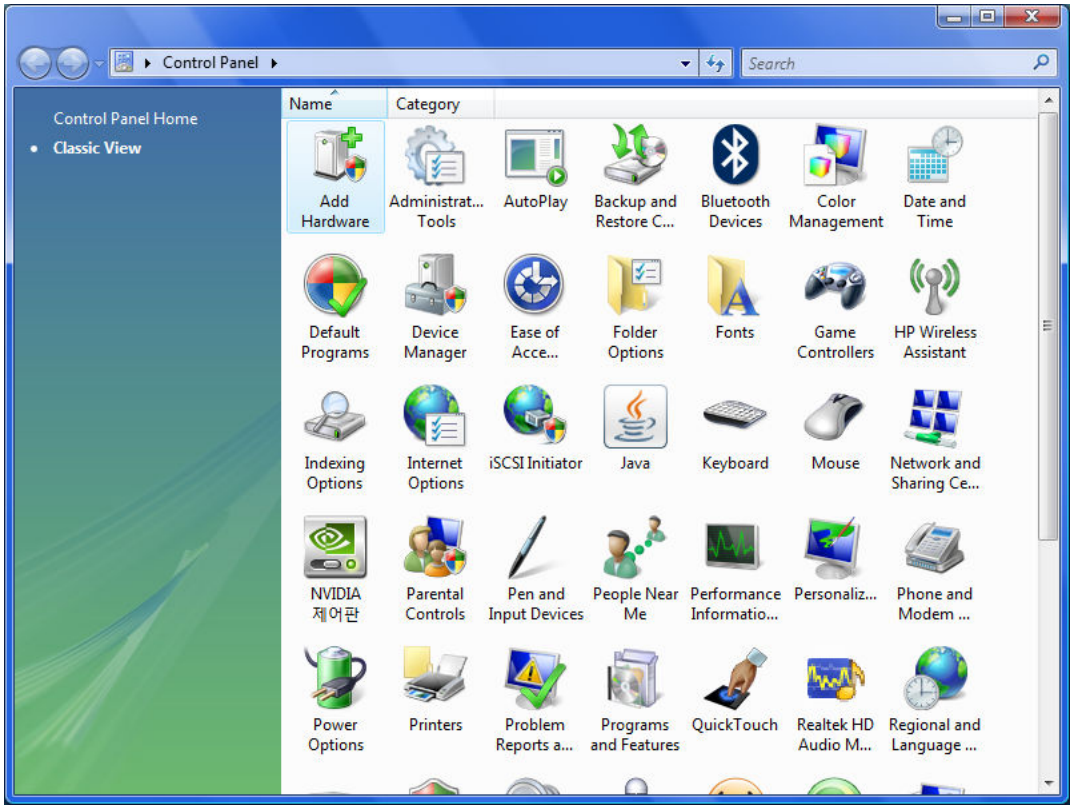
2) Thuraya XT DUAL USB Composite Device is now installed under 'Universal Serial Bus controllers' and Thuraya XT DUAL Active Sync under 'Mobile device'.



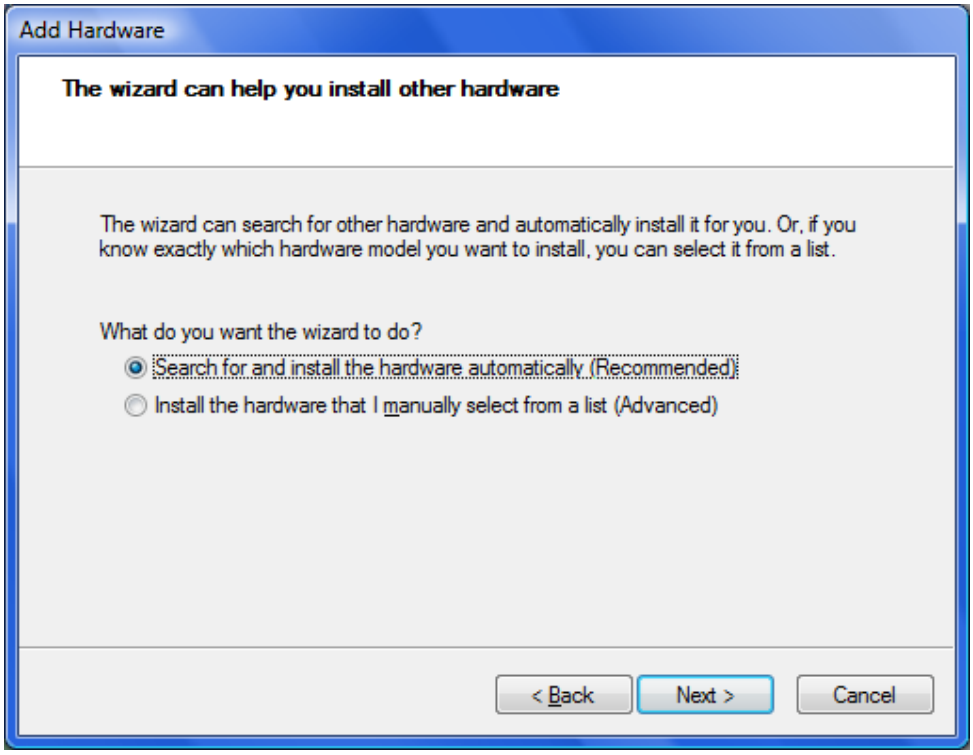


3.2 Manual detection (optional steps)

1) On the PC desktop, go to Start → Control Panel → Add Hardware



2) Select Next.



3) Select Next.

After the new hardware is found, proceed with the steps in section 3.1.

3.3 Software Upgrade with Windows Vista

- Download the latest Thuraya XT DUAL software release from the 'Support' section on www.thuraya.com.
- Switch on your Thuraya XT DUAL with a fully charged battery.
- Connect the PC and the Thuraya XT DUAL using the USB cable. Make sure the Data Port on the phone is set to Active sync (Menu→Settings→System→External connection→Active sync→OK).
- On your PC, Start the Upgrader Tool (Start→Programs→Thuraya XT DUAL→Thuraya XT DUAL Upgrader) or simply double click the new icon on the desktop.

Caution: Once the upgrading procedure has started, please do not disconnect the data cable from the phone or PC or terminate the Upgrader program

Please ensure that you make a backup of contacts, waypoints or calendar entries that are stored on the phone.

Execute the Upgrader only with a fully charged battery to avoid abnormal operation.

In case the upgrade fails, please try again after removing and re-attaching the battery and reboot the phone.

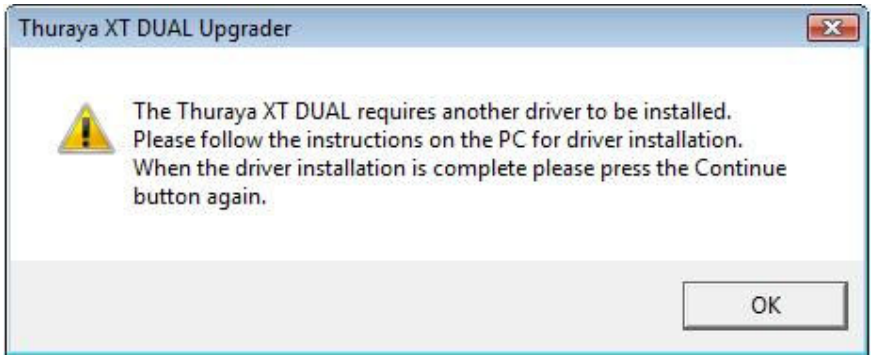
1) Click 'Accept" on the following screen:

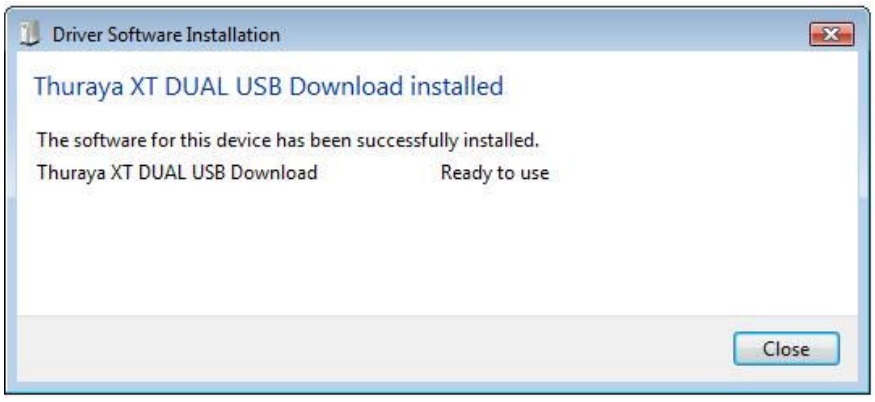
XT DUAL is connected to the PC.

2) Click 'Open' and locate the software release that you downloaded from the 'Support' section on the Thuraya webpage www.thuraya.com.

3) Start the upgrade by pressing 'Start'.

4) Click OK to install the XT DUAL USB Driver.





5) Click Continue.

OS Upgrading.

SAT Upgrading.

MMI Upgrading.

The software upgrade of your Thuraya XT DUAL is now finished!

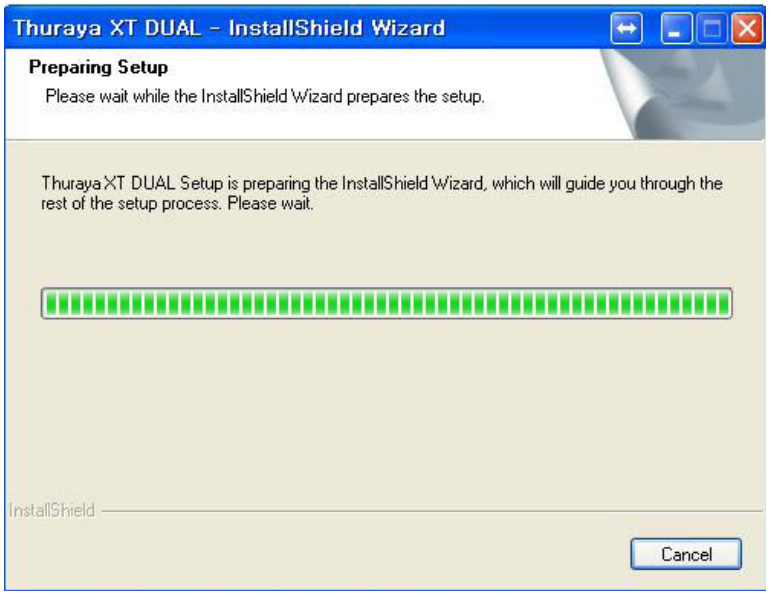
4. Software upgrade with Windows XP

4.1 Installation of the Upgrader Package

1) Please insert the Support-CD included in your phone packaging and open the Thuraya XT DUAL Upgrader or click on the Thuraya XT DUAL upgrader.exe after downloading it from the '*Support*' section on the Thuraya webpage www.thuraya.com.

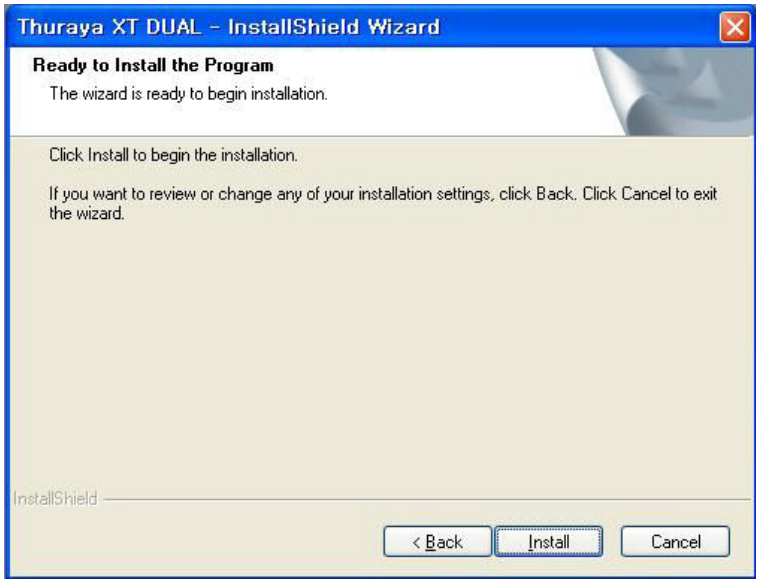
(Note: Upgrader Package includes Software Upgrader, ActiveSync, USB Drivers)

Clicking on this icon will trigger a screen similar as the following:

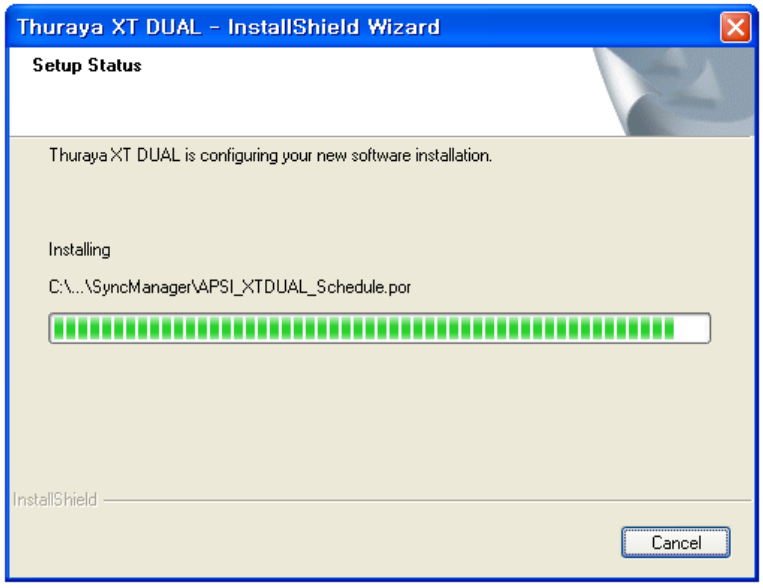


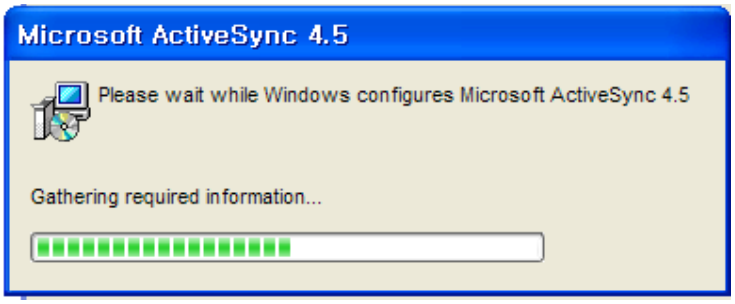
Select 'Next' on the Installation Wizard.

Select 'I accept the terms in the license agreement' and click 'Next'.

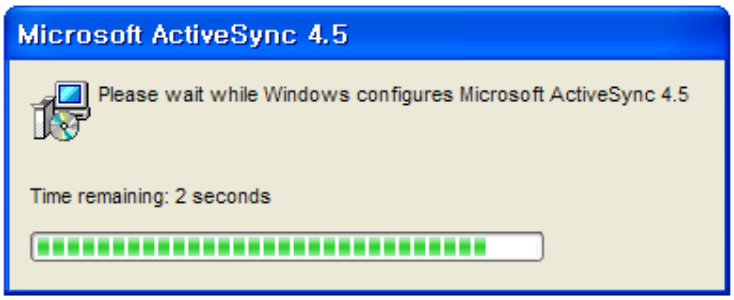


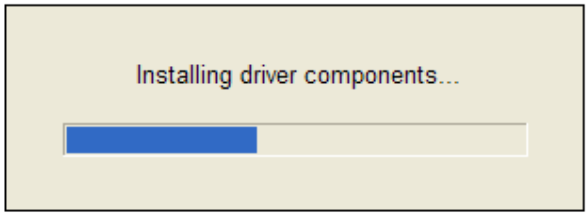
Select 'Install'



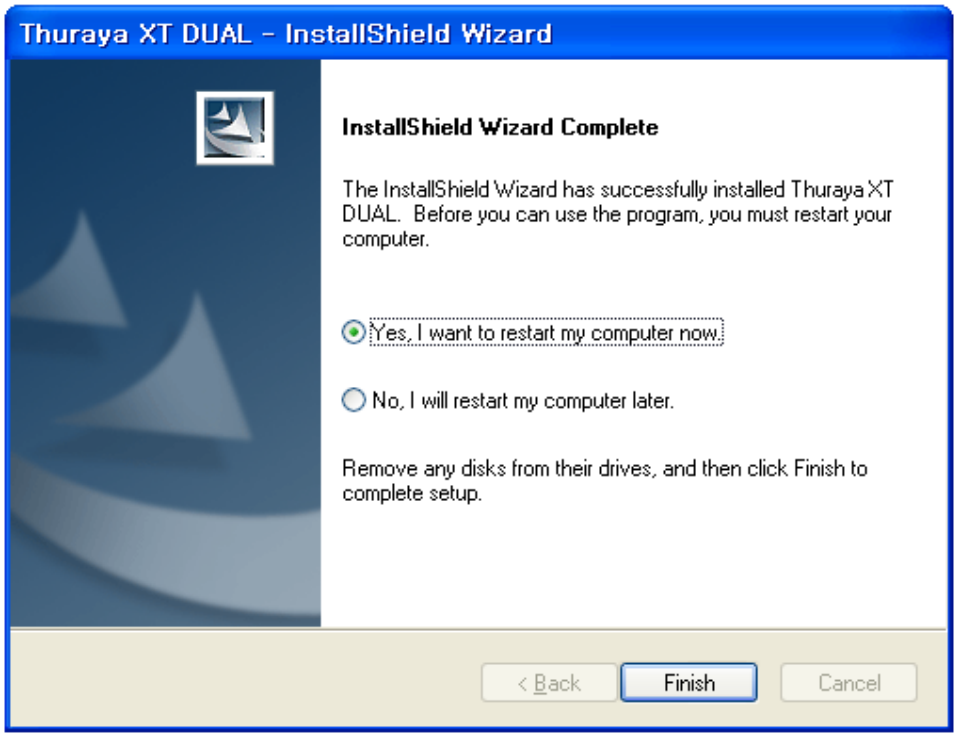


Will be installed here if ActiveSync was not yet installed before.





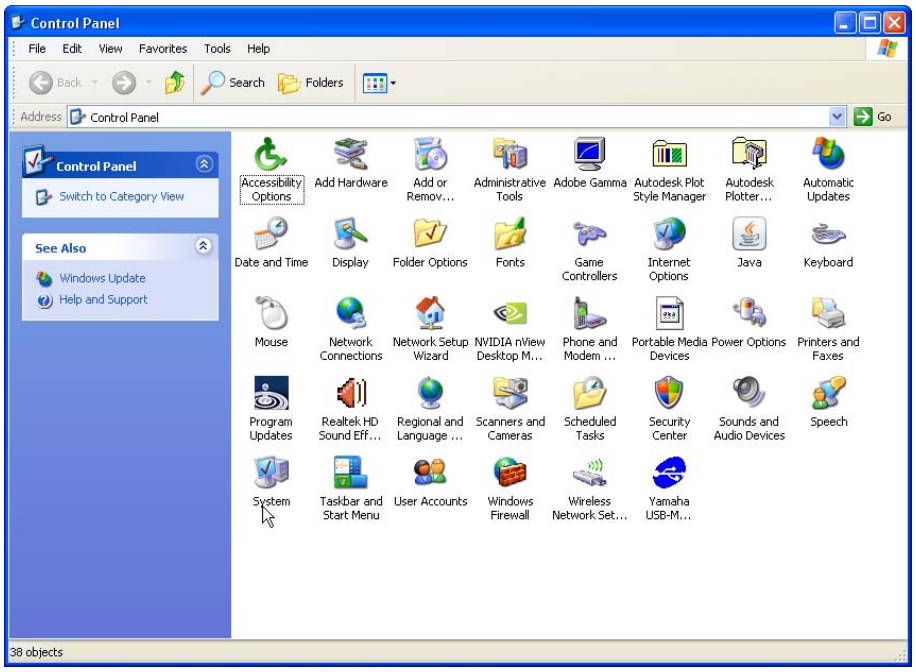
Installing USB driver.

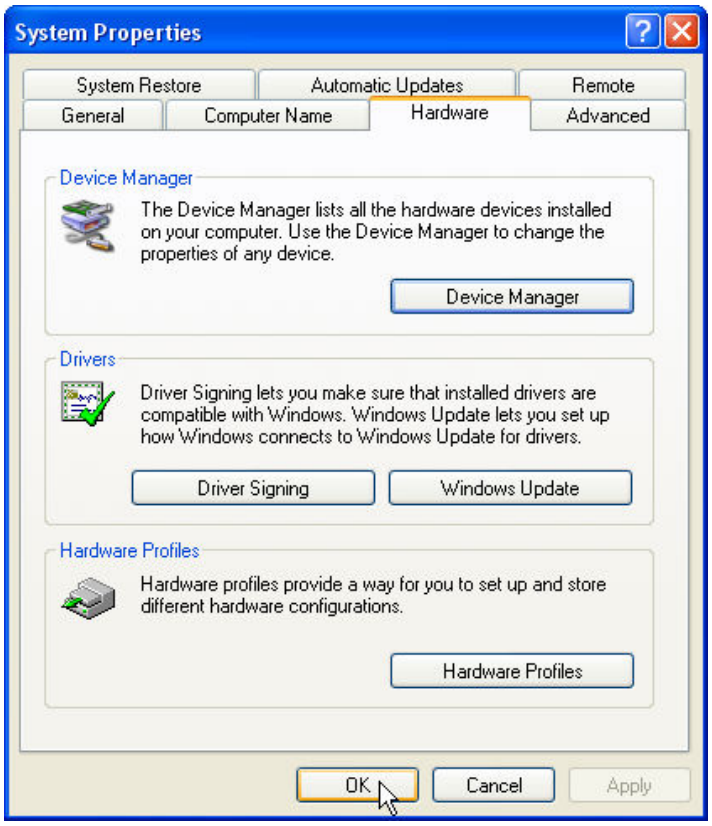


Select "Yes, I want to restart my computer now" and click Finish to complete upgrader installation.

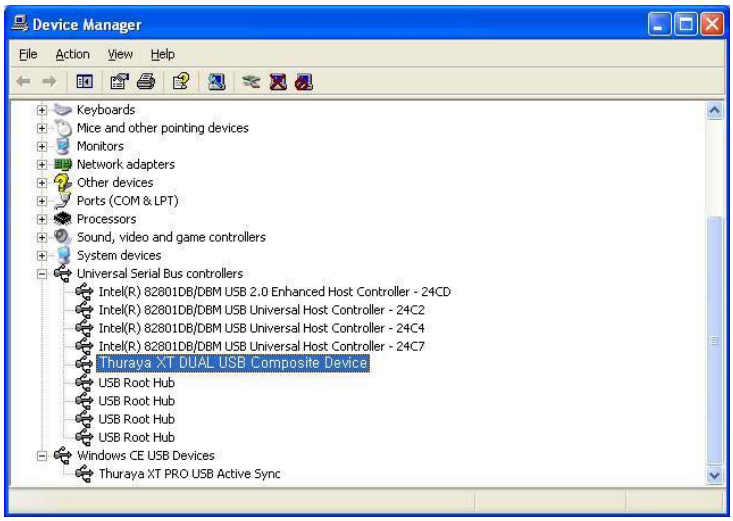
Thuraya XT DUAL Upgrader Package is now successfully installed!

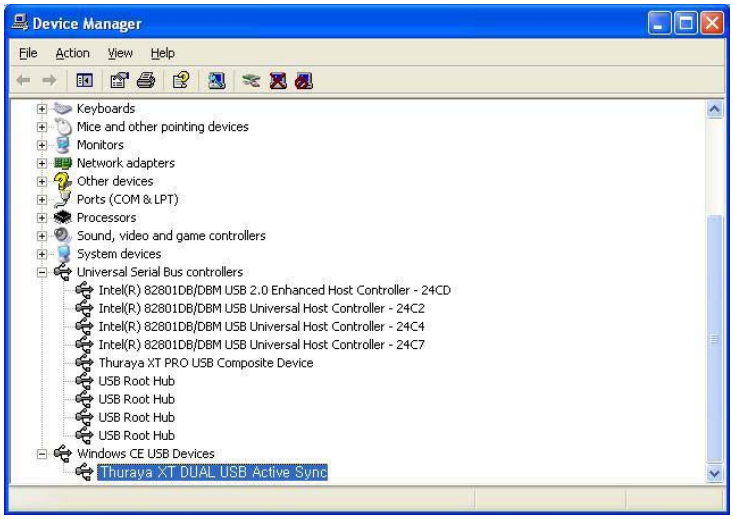
Optional: If you want to check if the drivers are installed properly, select 'System' in the Control Panel.





Select the 'Device Manager' in the Hardware section of your PC.



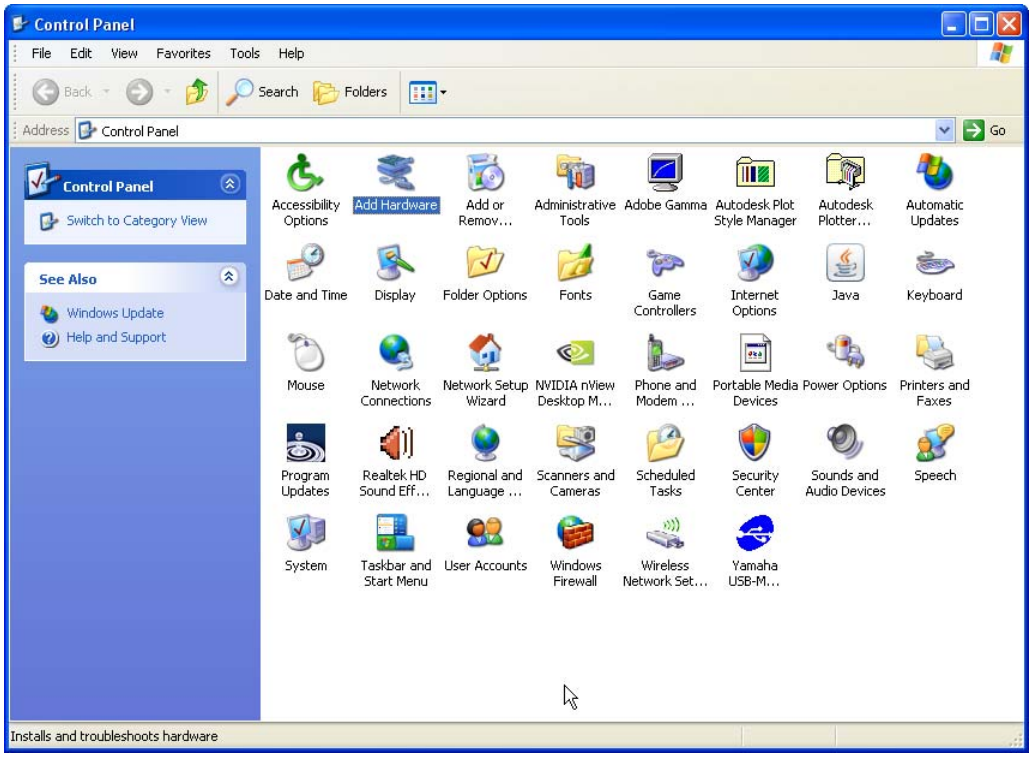


Thuraya XT DUAL USB Composite Device is now installed under 'Universal Serial Bus controllers' and Thuraya XT DUAL Active Sync is now installed under 'Windows CE USB Devices'.

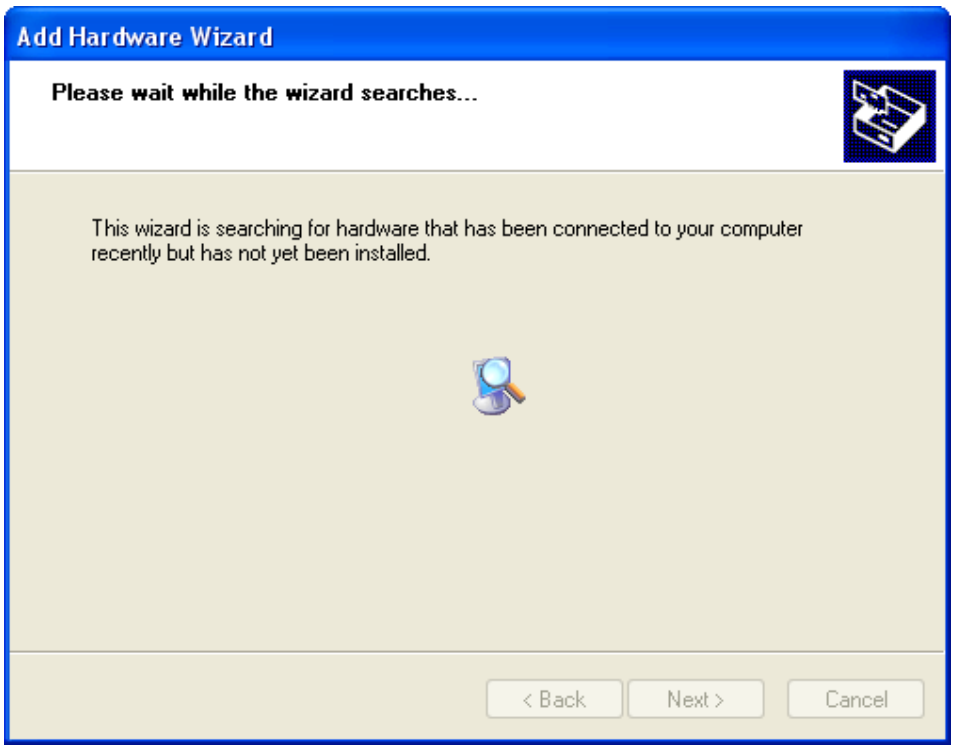
(Note: if your PC does not detect the new hardware automatically, you need to use the manual detection described in section 4.2).

4.2 Manual detection (optional steps)

1) On the PC go to Start -> Settings -> Control Panel -> Add Hardware.



2) Select 'Next'.



After the new hardware is found, proceed with the steps in section 2.1.

4.3 Software upgrade with Windows XP

- Download the latest Thuraya XT DUAL software release from the 'Support' section on www.thuraya.com.
- Switch on your Thuraya XT DUAL with a fully charged battery.
- Connect the PC and the Thuraya XT DUAL using the USB cable. Make sure the Data Port on the phone is set to Active sync (Menu→Settings→System→External connection→Active sync→OK).
- On your PC, Start the Upgrader Tool (Start→Programs→Thuraya XT DUAL→Thuraya XT DUAL Upgrader) or simply double click the new icon on the desktop.

Caution: Once the upgrading procedure has started, please do not disconnect the data cable from the phone or PC or terminate the Upgrader program.

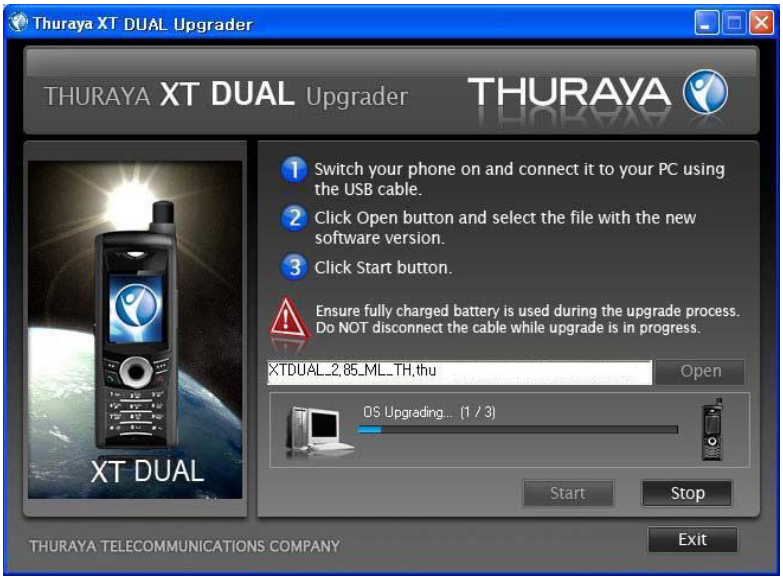
Please ensure that you make a backup of contacts, waypoints or calendar entries that are stored on the phone.

Execute the Upgrader only with a fully charged battery to avoid abnormal operation.

In case the upgrade fails, please try again after removing and re-attaching the battery and reboot the phone.

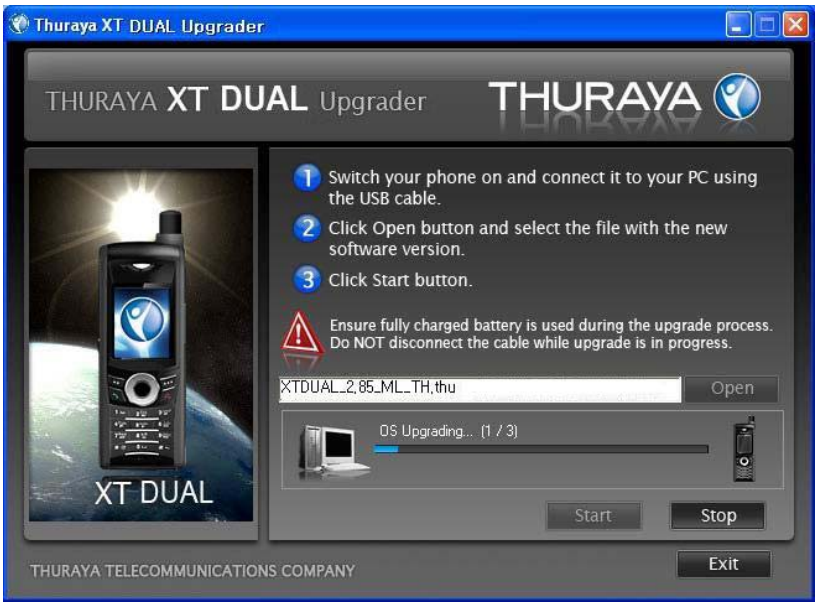
1) Click 'Open' and locate the software release that you downloaded from the 'Support' section on the Thuraya webpage www.thuraya.com.

2) Start the upgrade by pressing 'Start'.

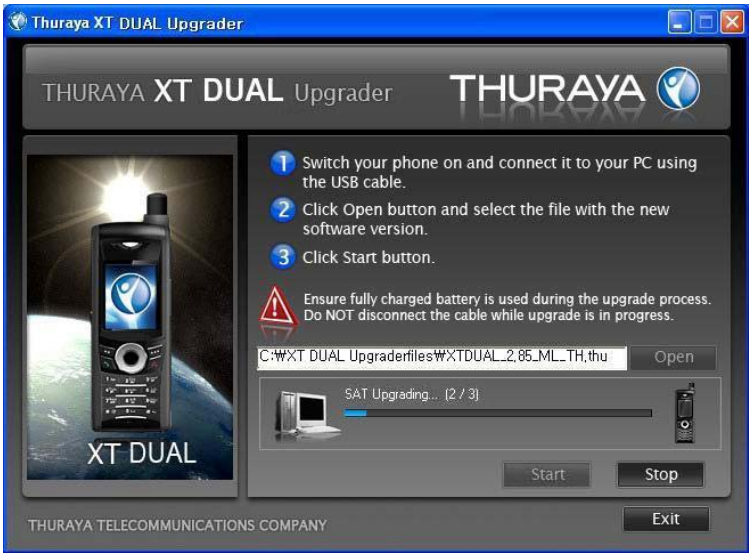


3) During the upgrade process you will be asked to click OK to install the XT DUAL USB Driver

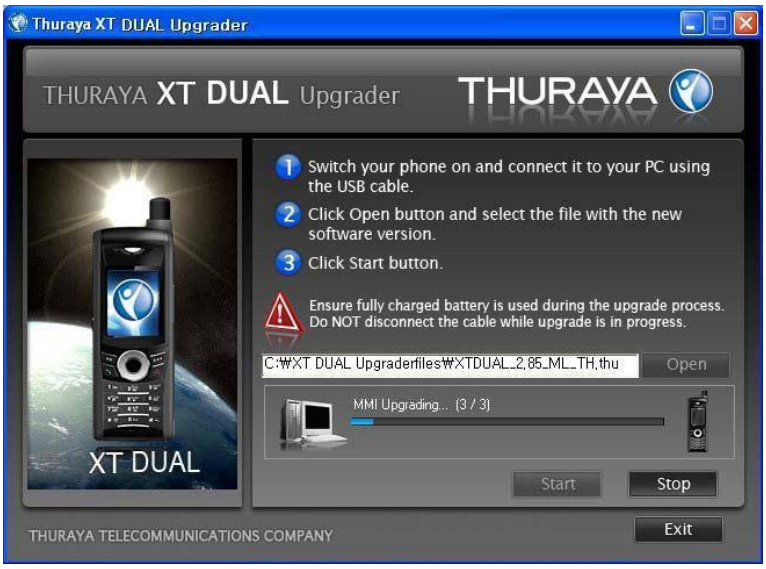
4) To continue with the upgrade process, select 'Continue'



Upgrading the Operating System.



SAT Upgrading.



MMI Upgrading.

The software upgrade of your Thuraya XT DUAL is now finished!

5. Uninstall software upgrade package

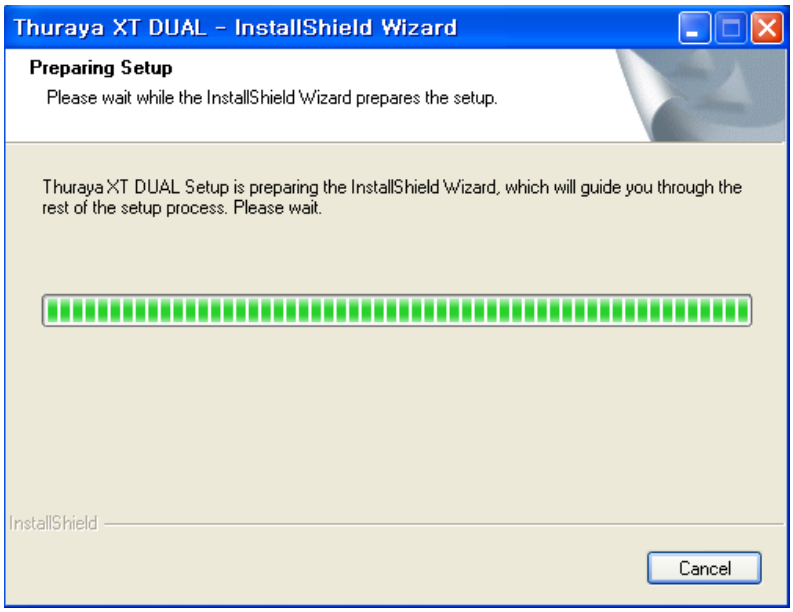
5.1 Uninstallation with Windows XP

Start-> All programs -> Thuraya XT DUAL -> Thuraya XT DUAL Uninstall

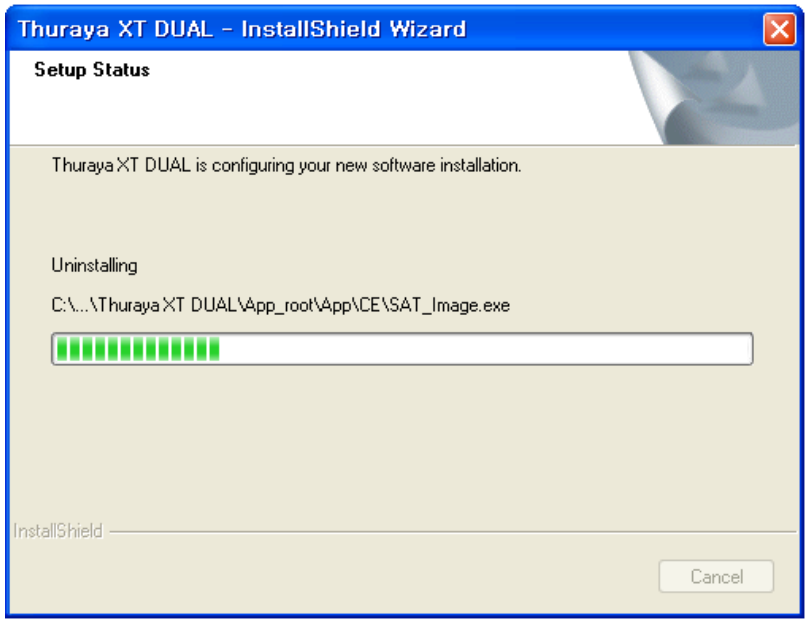
<u>Caution:</u>

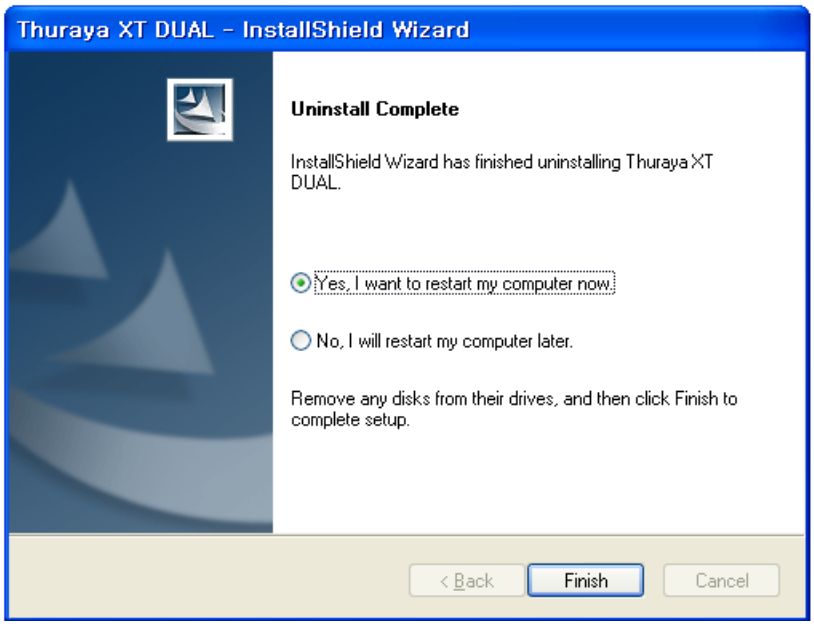
Please follow the instruction below for correct uninstallation:

1. Shut down Thuraya XT DUAL Upgrader before uninstall.
2. Shut down Thuraya XT DUAL SyncManager before uninstall.
3. Detach USB cable which is connected to Thuraya XT DUAL.



Select 'Yes' to continue.





Select "Yes, I want to restart my computer now" and click Finish to complete upgrader Uninstallation.

The software upgrade package was now uninstalled!

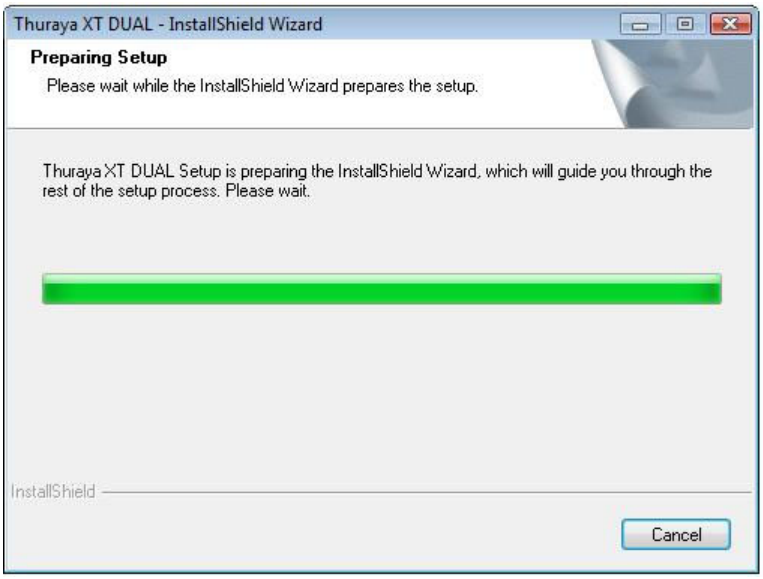
5.2 Uninstallation with Windows Vista

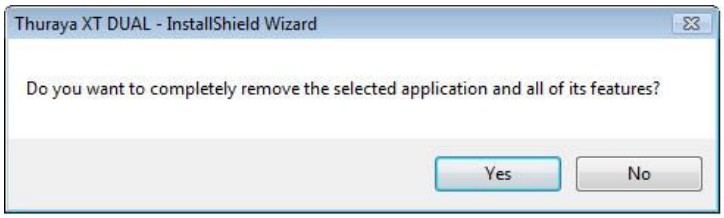
Start -> All programs -> Thuraya XT DUAL -> Thuraya XT DUAL Uninstall

<u>Caution:</u>

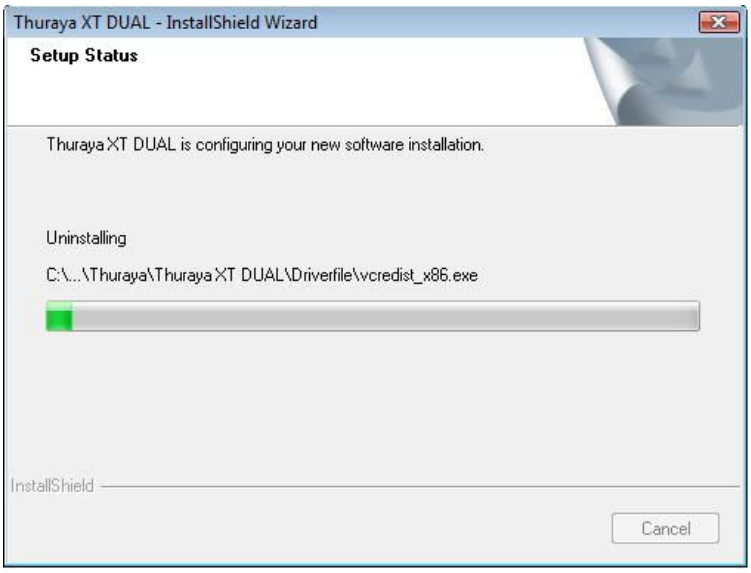
Please follow the instruction below for correct uninstallation:

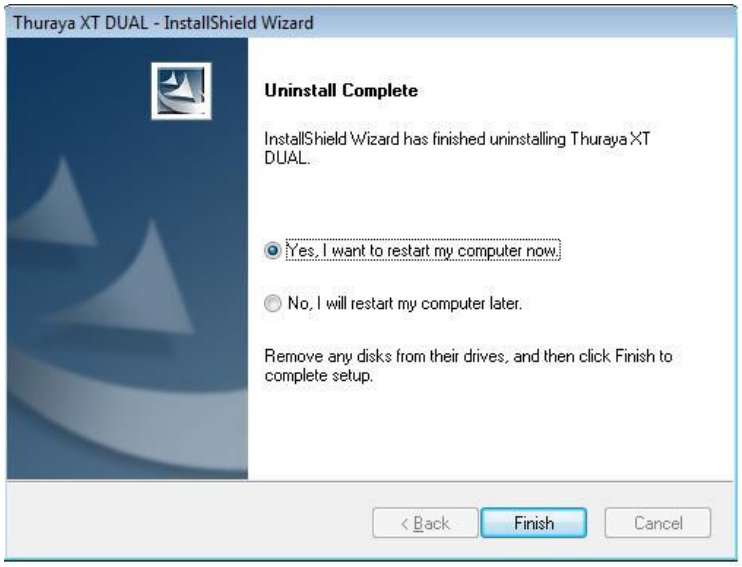
1. Shut down Thuraya XT DUAL Upgrader before uninstall.
2. Shut down Thuraya XT DUAL SyncManager before uninstall.
3. Detach USB cable which is connected to Thuraya XT DUAL.





Select 'Yes' to continue.





Select "Yes, I want to restart my computer now" and click Finish to complete upgrader Uninstallation.

The software upgrade package was now uninstalled!

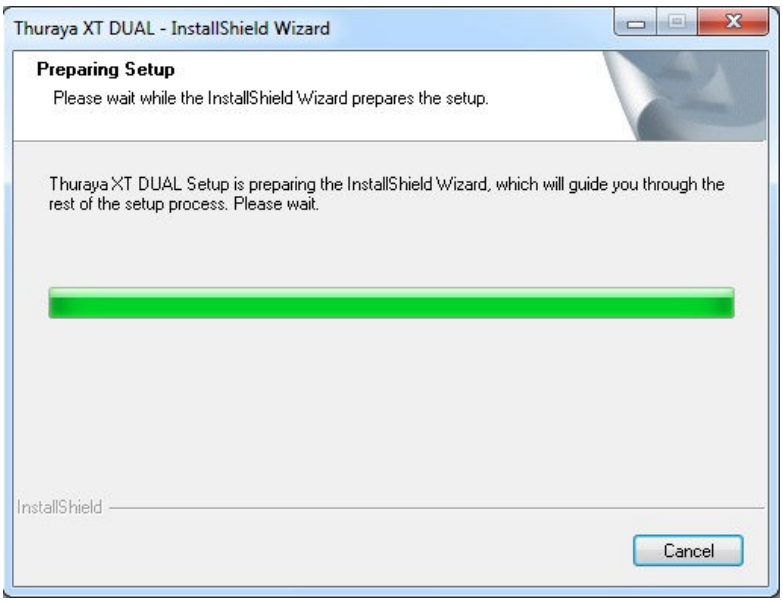
5.3 Uninstallation with Windows 7

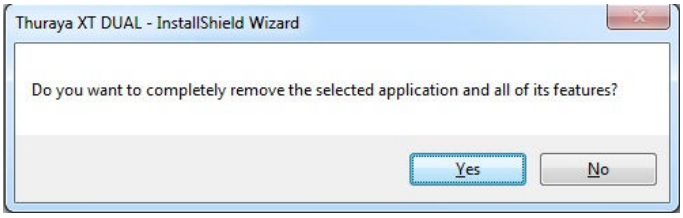
Start -> All programs -> Thuraya XT DUAL -> Thuraya XT DUAL Uninstall

<u>Caution:</u>

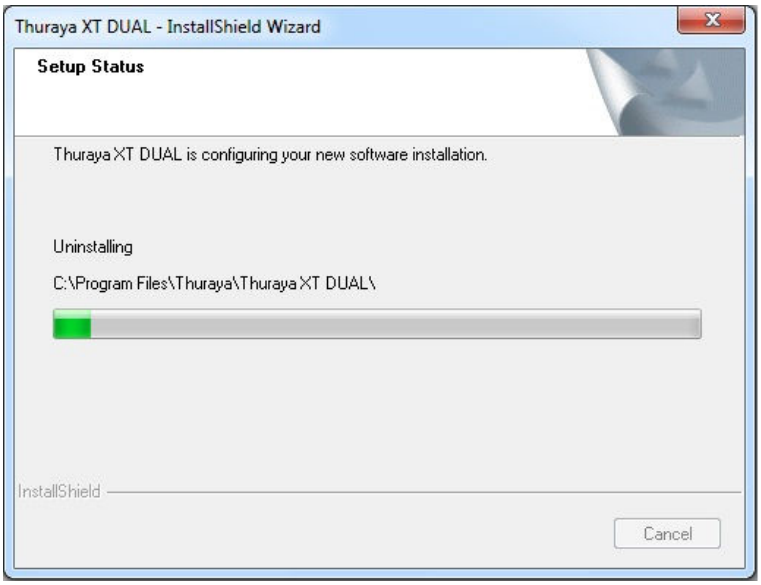
Please follow the instruction below for correct uninstallation:

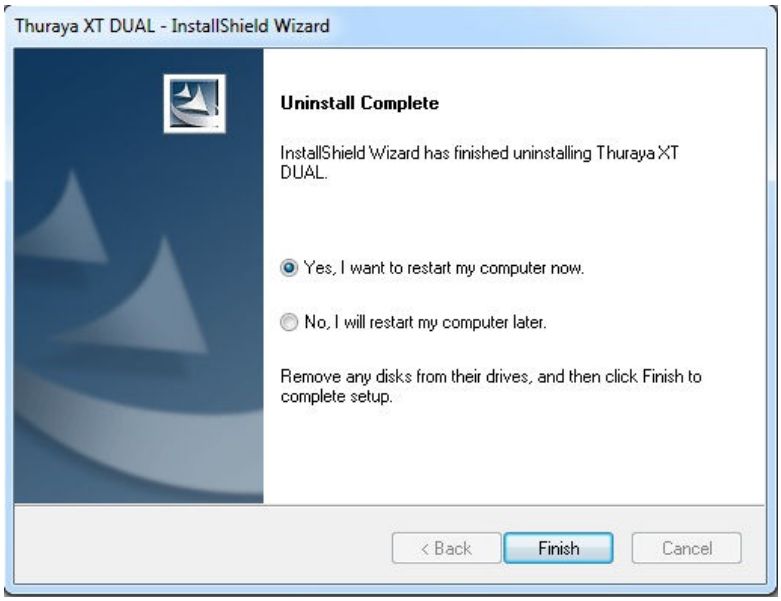
1. Shut down Thuraya XT DUAL Upgrader before uninstall.
2. Shut down Thuraya XT DUAL SyncManager before uninstall.
3. Detach USB cable which is connected to Thuraya XT DUAL.





Select 'Yes' to continue.





Select "Yes, I want to restart my computer now" and click Finish to complete upgrader Uninstallation.

The software upgrade package was now uninstalled!