Thuraya SatTrack

Thuraya MarineStar

End User FAQs
V1.0

THURAYA
MARINECOMMS

FAQs

What is Thuraya SatTrack?

Thuraya SatTrack is a web-based application to track and monitor Thuraya MarineStar onboard vessels.

How can I get support for Thuraya SatTrack?

Please contact your Thuraya Service Provider. The Thuraya SatTrack and Thuraya MarineStar user manuals will also help you understand the settings on the portal and terminal.

Are there any pre-requisites before I can start using the Thuraya SatTrack portal?

Yes. Please refer to the pre-requisties section in the SatTrack user manual.

What time zone does the time on the portal reflect?

The assistant reflects the time on the local laptop/computer

The incoming, outgoing and missed calls are in the time zone that the terminal was in at the time of making or receiving the calls.

All other times are in GMT (indicated with a "GMT" tag in the column header).

How often does the tracking update?

The frequency of tracking updates is determined by the tracking setting programmed on the Thuraya MarineStar using the SatTrack portal. Thuraya SatTrack can programme the MarineStar to report at frequencies ranging between 3 minutes and 10 days. In addition, if there are any other types of tracking enabled, the terminal shall report the tracking updates accordingly, when those tracking types are enabled.

Tracking checks for Restricted Zone alerts or Radio Silence are done every 15 minutes, from the time the terminal is configured successfully.

The terminal needs to be continuously online and requires an active subscription to the Thuraya network for successful and timely reporting without any change in the terminal programming.

What if I do not receive a tracking update from the vessel?

You can check if the terminal is active and calls are reaching it. Make a successful voice call to ensure it is connected to the Thuraya Satellite network. If these actions do not produce positive results, contact your Thuraya Service Provider to raise a ticket. Remember to mention the portal user name, timelines, estimated vessel location, IMEI and the MSISDN numbers for easy reference.

Can I receive an alert when my vessel returns to port?

Yes, this can be configured by yourself. To do this, you can create an area around the port, which can then be assigned to a portal tracking area for the MSISDN (on the portal). When the terminal reports a location that is close to the port and locates itself into the area created, the alert will be displayed on the assistant as well as in the tracking history on the Thuraya SatTrack portal. Kindly note that portal tracking area is a software-based monitoring tool which depends on the frequency of tracking reporting from the MarineStar.

What is 'radio silence'?

Radio silence is a mode in which the vessel is unable to transmit any service when travelling through a certain area, apart from an initial message to say the vessel has entered radio silence. You can configure radio silence areas remotely onto the terminal using the portal software interface. When the MarineStar detects that it has come of out of radio silence, normal operations will be resumed. Please refer to the Thuraya MarineStar user manual for further information.

Can the tracking data be exported from this service?

Yes, the tracking data can be exported as a .csv formatted file. Other vessel interactions and OTAs sent to and received from the terminal can be requested by raising a ticket with your service provider..

The vessel is not receiving any commands I send from the portal. How do I troubleshoot?

Step 1: Please check the assistant in the portal. Does it show a message that the command has been sent? If yes, please wait for a success or a failure response.

Step 2: If no, please contact your Thuraya Service Provider.

My terminal appears to be faulty. What should I do?

Please call your Thuraya Service Provider. Depending on the issue, in worst-case scenario and as per the service provider's onboard assessment, the terminal or the SIM may need to be replaced.

If the terminal is replaced:

•   You will need to inform the service provider the reason for terminal replacement as per the ticket reporting process. The new terminal will need to be factory reset. The steps listed in the pre-requisites section will have to be repeated and re-programme the terminal as required by the authorized service provider.

OR

If the SIM is replaced:

•   End user to request Service Provider for "SIM replacement for SatTrack". The details to be provided along with the request are portal user name, MSISDN and reason for SIM replacement.

Background of the assistant is missing. What should I do?

1. Hard refresh the portal by pressing CTRL+ SHIFT + R (on a Windows machine) or COMMAND+SHIFT+R (on a Mac machine).

2. If the assistant background is still missing, kindly restart the browser and log in to the portal.

Customer support

Please contact your Thuraya Service Provider for all Thuraya SatTrack support queries.