**Checks and Questions Thuraya Handheld**

**Questions**

* What is your mobile’s ICCID or MSISDN?
* What is the model of the Thuraya handset you are using?
* What is the software version on your terminal?
* Do you use any additional Hardware? If yes, which one?
* In which country or area are you located?
* Is the current GPS position up to date?
* Is your antenna signal strong and stable? How many bars?
* Did the terminal work before?
* Since when did the service stop working?
* Did you test the phone outside and in a free area?
* What is the error code or error message in the display of your terminal?
* Is the error message seen on the display or did you hear it?
* Please ensure that you are in the correct mode (Satellite preferred or satellite only).

**Data Usage**

* Which operating system is used on the computer?
* What kind of interface are you using between the terminal and the PC (if any)?
* How is the computer connected to the terminal?
* How do you access the internet (dial up GmPRS)?
* Was the driver installed correctly?

**Checks**

* Check the mobile status in **BSCS**, **PCAS**, and **The Source**.
* Check call records in BSCS.
* Check the coverage map.
* Check the GPS position with the customer.
* Check the antenna signal with the customer.
* Check that customer dialing is correct.
* Perform a test call (to and from the mobile).
* Is the driver installed correctly?

*You can refer to IsatPhone Checks and Questions) - [Related article:* [*Checks and Questions ISATPhone-FleetPhone*](https://kb.marlink.com/marlink/document/Checks%20and%20Questions%20ISATPhone-FleetPhone)]