

# IsatPhone<sup>PRO</sup>

how to upgrade your IsatPhone

The mobile satellite company™



# installing the firmware upgrade tool

From time to time, it may be necessary to upgrade your phone in order to improve its functionality and operation. You will be notified by Inmarsat and/or your service provider when a firmware upgrade is required.

Please note that you need to install the USB drivers before installing the firmware upgrade tool. The USB drivers and the guide, 'How to install USB drivers' are included on your CD.

To install the firmware upgrade tool on your PC, perform the following procedure:

(1)



Select **software > firmware upgrade tool** from the CD.

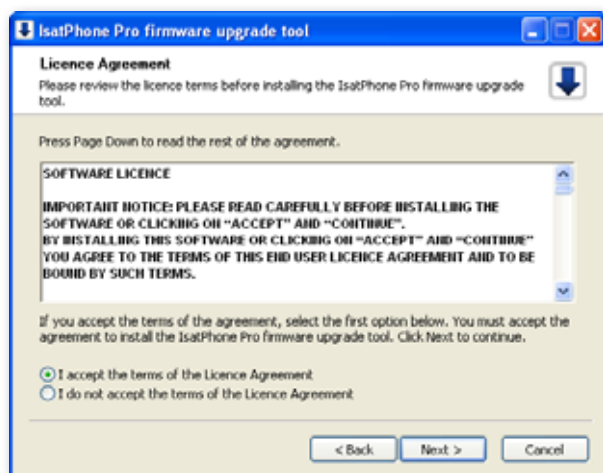
The **IsatPhone Pro firmware upgrade tool** setup wizard appears.

(2)



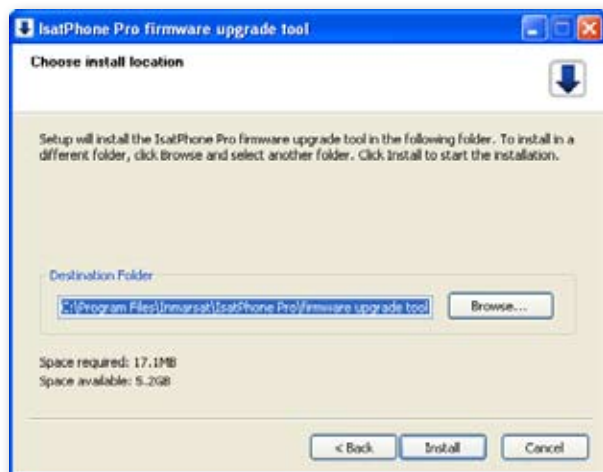
Click **Next**.

(3)



Read and select **I accept the terms of the Licence Agreement** and click **Next**.

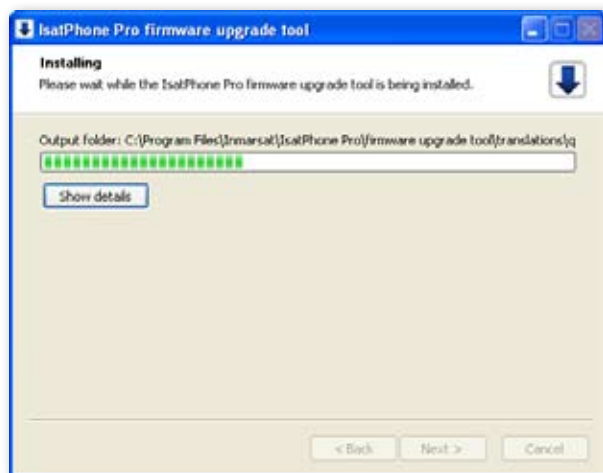
(4)



Click **Install** to begin the installation process.

**Note:** You can click **Browse...** to change the installation folder location.

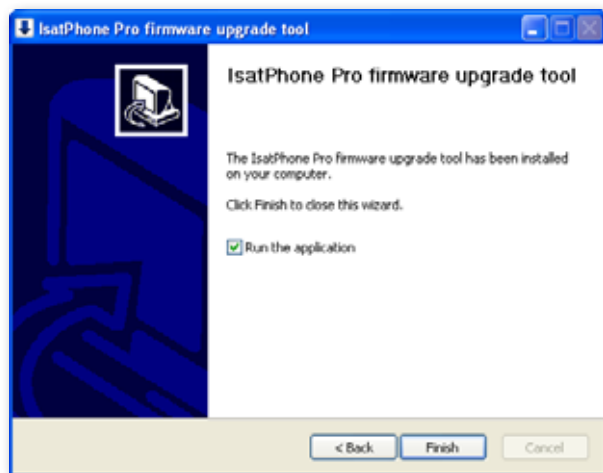
(5)



Click **Next** after the installation process is complete.

**Note:** You can click **Show details** to display the installation details.

(6)



Click **Finish**.

The setup is complete.

**Note:** If **Run the application** is selected, the tool is launched once the setup is complete.

# upgrading your IsatPhone

The firmware upgrade will be successful with or without the SIM inserted in your phone.

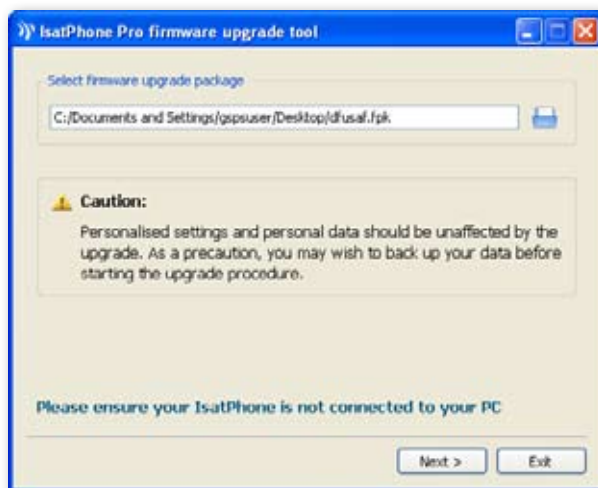
Upgrades can be forward- and backward-compatible and can be loaded non-consecutively, eg. from v1.0 to v3.0.

Your personalised settings, for example PINs, contacts, organiser etc are unaffected by an upgrade. However, the contact synchronisation tool is available if you wish to create a backup of your contacts.

During an upgrade, your phone is powered from the USB connection. However, a minimum battery charge level is required to power on and to begin the upgrade.

If the upgrade is interrupted, your phone remains in upgrade mode and the upgrade should be restarted. Your phone will remain in upgrade mode until the upgrade has been successfully implemented.

(1)

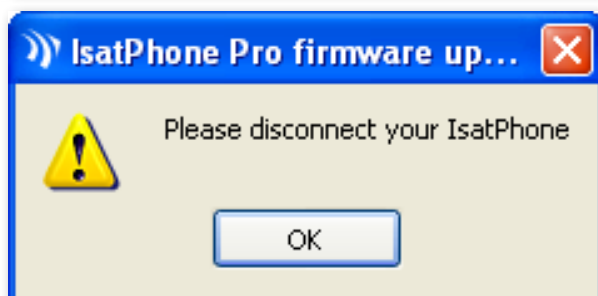
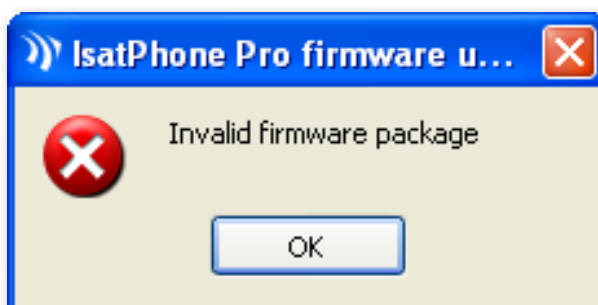


**Note:** Before starting the firmware upgrade tool, ensure that your phone is not connected to your PC.

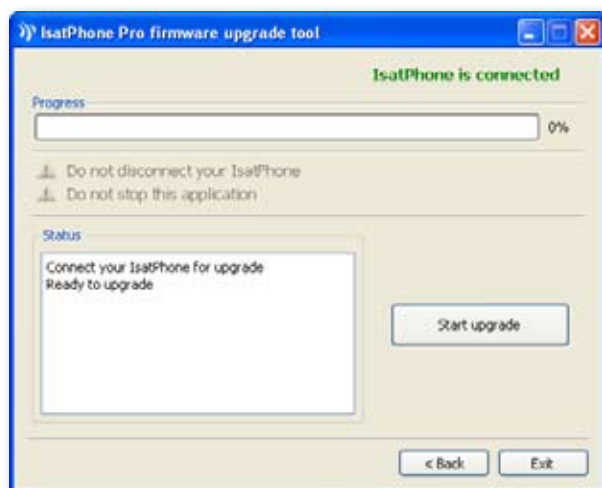
Select **Start > Programs > IsatPhone Pro > firmware upgrade tool > firmware upgrade tool**.

Browse and select the .fpk file (upgrade image file) and click **Next**.

If the file is not valid, for example an incorrect file has been selected or your phone is connected to your PC, an error message will appear.



(2)



Connect your IsatPhone to your PC with the supplied USB cable. If your phone is not switched on, switch it on now.

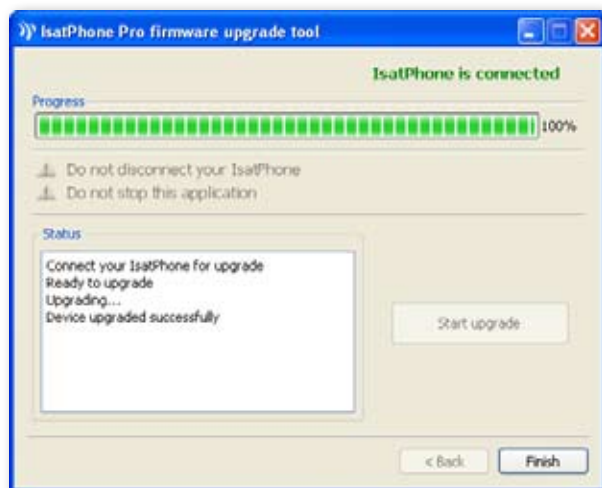
**Note:** When your phone is connected to your PC, the **Start upgrade** button is enabled, **IsatPhone is connected** and **Ready to upgrade** is displayed in the status field.

(3)



Click **Start upgrade** to begin the IsatPhone firmware upgrade.

If your phone is disconnected or an error has occurred during the upgrade, an error message is displayed. Correct and repeat the upgrade until successful.



On 100% completion of upgrade, **Device upgraded successfully** is displayed in the status field. Your phone is now successfully upgraded.

Click **Finish** to close the application. Your phone will automatically restart and enter the charging mode as the USB is still connected.

Remove the USB cable from your IsatPhone. Your phone is ready to use.

[inmarsat.com/isatphone](http://inmarsat.com/isatphone)

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