



BETTER CONNECTIONS. EVERYWHERE. ALWAYS.

IsatPhone Pro Firmware Upgrade 5.17.2

Firmware Release Date: 25 April 2017

ISATPHONE PRO FIRMWARE UPGRADE 5.17.2

Supported OS: Windows 10, Windows 8, Windows 7, Windows Vista or XP

RECOMMENDATIONS FOR INSTALLATION

For users of 5.3.0 or higher this is a recommended upgrade, meaning that the features introduced by the firmware are important but not critical for the GPS service, including the network and the IsatPhone Pro handset.

For users that who have not yet upgraded to version 5.3.0 or higher, this upgrade to 5.17.2 is considered to be 'mandatory' to avoid the phone becoming non-operational.

The handset must be running firmware version 3.0.2 or above. You do not need to install all firmware versions between 3.0.2 and 5.0.0.

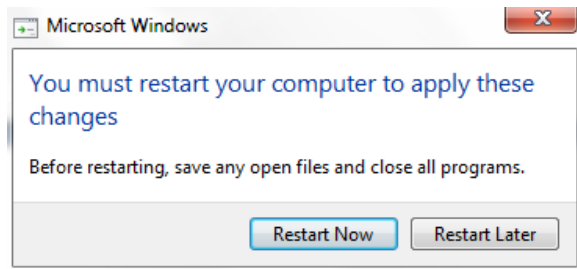
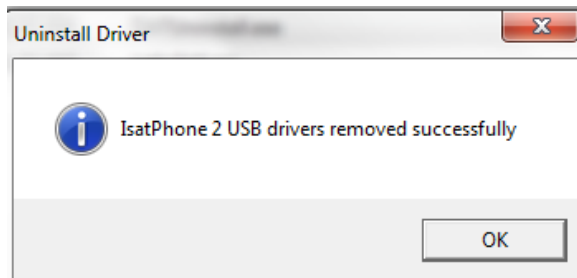
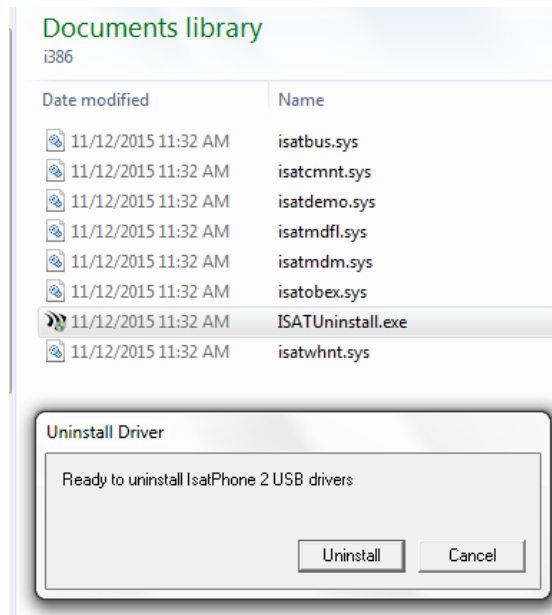
To check you have the latest version on your IsatPhone Pro, go to Menu > Settings > About > Firmware version.

DOWNLOAD NEW USB DRIVER, FIRMWARE UPGRADE TOOL AND FIRMWARE 5.17.2

1. Download the followings from Inmarsat website below and unzip the zipped files to the same folder: <http://www.inmarsat.com/support/IsatPhone-pro-support/>
 - a. IsatPhone Pro Firmware version 5.17.2 and release note
 - b. IsatPhone Pro Firmware Upgrade Tool and pdf on how to upgrade your IsatPhone Pro
 - c. IsatPhone USB drivers (same for IsatPhone Pro and IsatPhone 2) and pdf on how to install USB drivers.

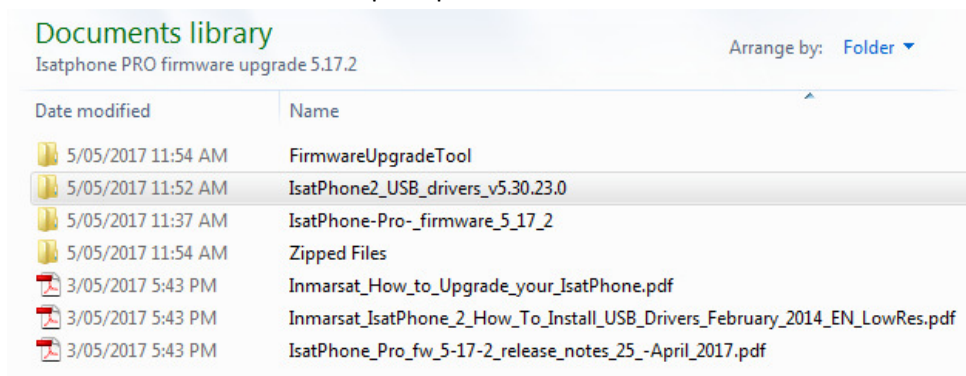
UNINSTALL PREVIOUS FIRMWARE UPGRADE TOOL AND USB DRIVERS

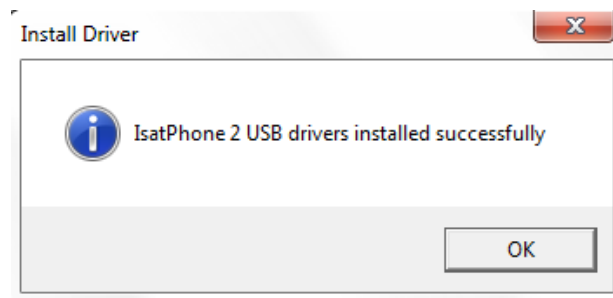
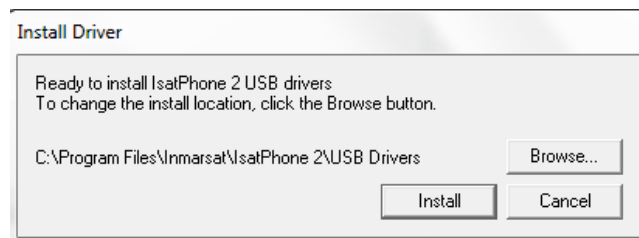
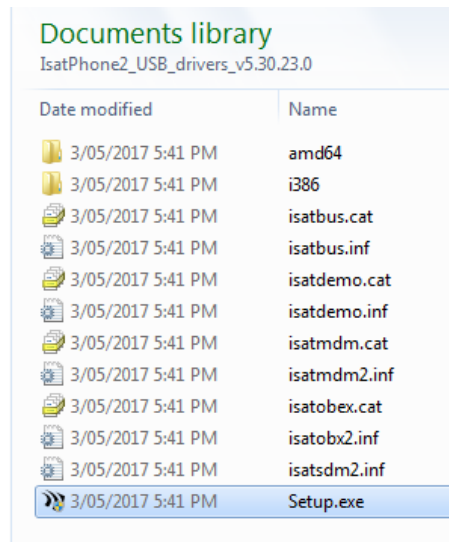
2. If you have previously installed IsatPhone 2 or IsatPhone Pro firmware upgrade tool, uninstall all of them before installing the new USB driver and IsatPhone Pro firmware upgrade tool. New USB driver and IsatPhone Pro firmware upgrade tool were released on 21 April 2017.
3. To uninstall previous firmware upgrade tool, go to Start (located at the bottom left corner of your PC) – All Programs - IsatPhone Pro - IsatPhone Pro firmware upgrade tool - Uninstall - follow the prompts until the previous firmware upgrade tool is uninstalled.
4. To uninstall previous USB driver, go to the folder 'IsatPhone2_USB_drivers_v5.30.23.0' - double click folder 'i386' - double click 'ISATUinstall.exe' and follow the prompts until the USB driver is successfully uninstalled. Restart your PC.



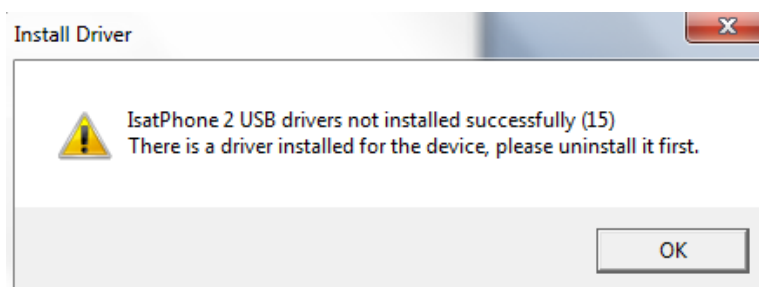
INSTALL USB DRIVER

5. Install the USB driver first, before the firmware upgrade tool.
6. Double click folder 'IsatPhone2_USB_drivers_v5.30.23.0' – double click 'Setup. Exe' to install the new USB driver – follow the prompts until IsatPhone USB driver is installed successfully.



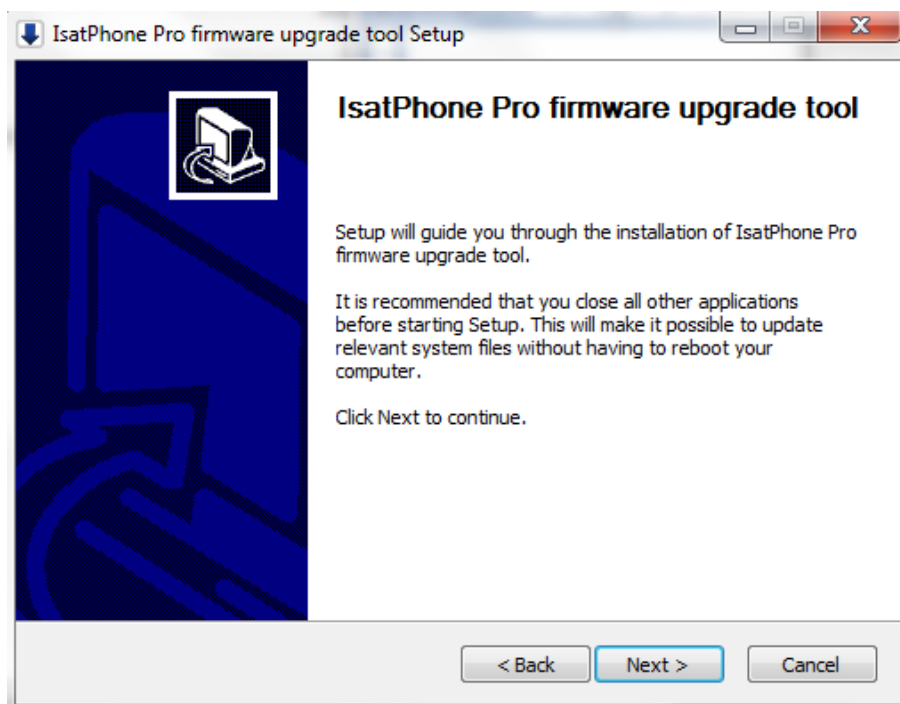
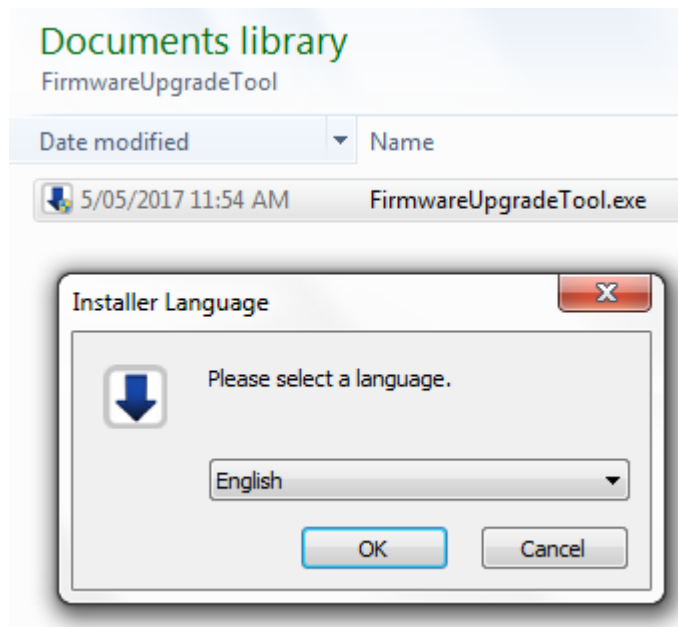


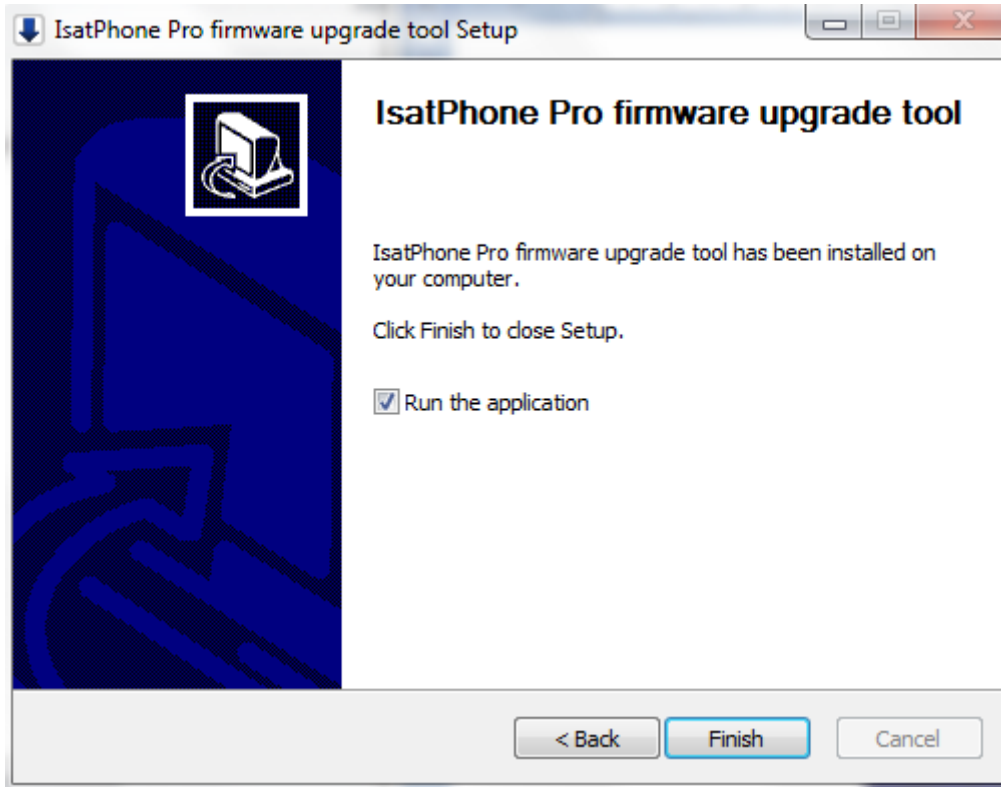
7. If an error message below appears after clicking Setup.exe in Step 6, you must first uninstall the previous USB driver. Go to Step 4.



INSTALL THE FIRMWARE UPGRADE TOOL

8. Go to IsatPhone Pro Firmware Upgrade Tool folder – double click on ‘FirmwareUpgradeTool.exe’ – follow the prompts until IsatPhone Pro Firmware Upgrade Tool is installed successfully.

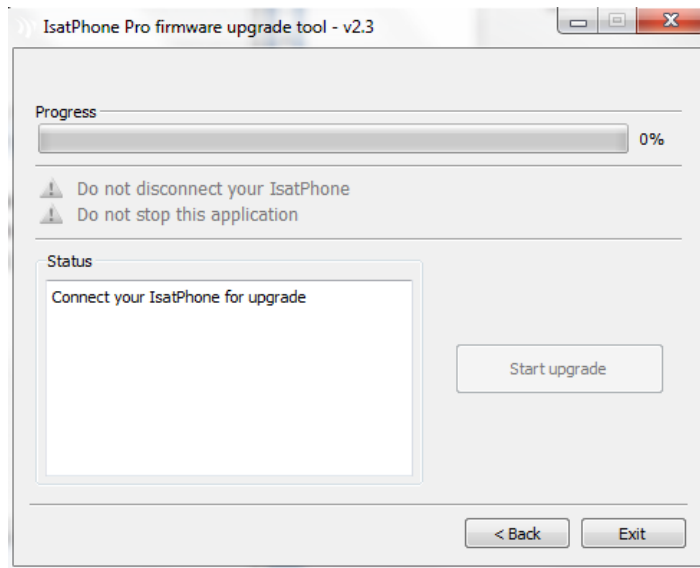




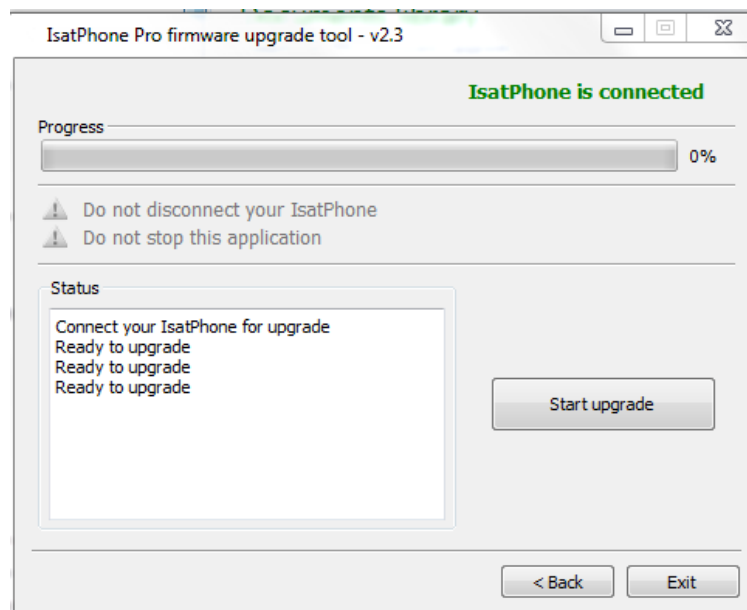
UPGRADE YOUR ISATPHONE PRO FIRMWARE

9. Before starting the firmware upgrade tool, ensure that your phone is not connected to your PC.
10. Run the IsatPhone Pro Firmware Upgrade Tool – select the file 'prod-build-v5.17.2-DFU.fpk' from 'IsatPhone-Pro-_firmware_5_17_2' folder - Click 'Next'.



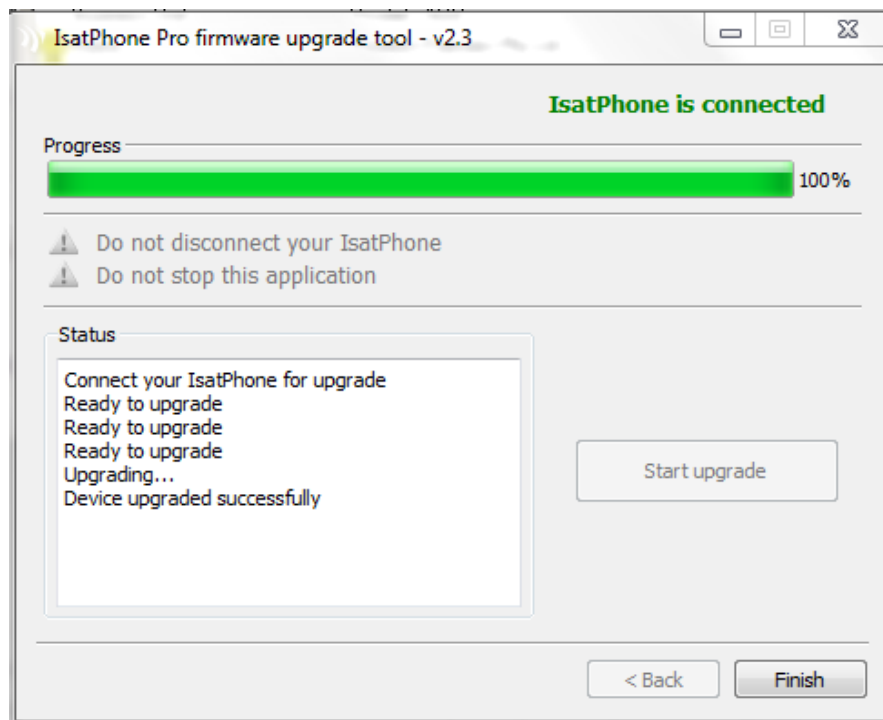
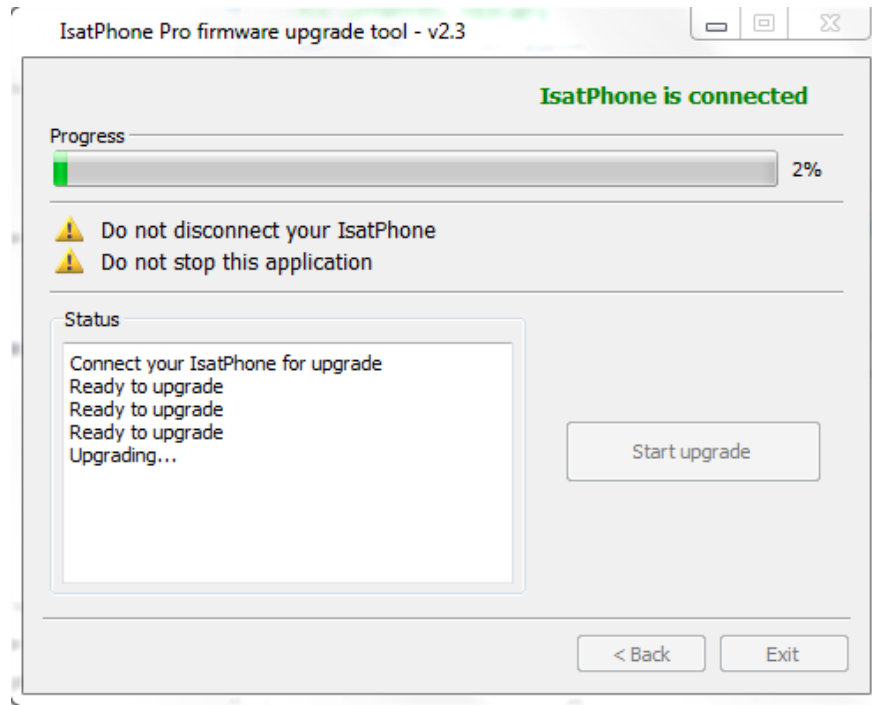


11. Power on your IsatPhone Pro and connect it to your PC via USB cable. Ensure your phone has power before the upgrade. When your phone is connected to your PC, the 'Start upgrade' button is enabled and 'Ready to upgrade' is displayed in the status field.



If the upgrade is interrupted, DO NOT disconnect or power off your phone. 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.

12. Click 'Start Upgrade' –you will notice the phone enters into Firmware Upgrade Mode – click 'Finish' when firmware upgrade is completed.



13. After upgrade the phone will remain in an upgrade complete state. By removing the USB cable your phone will automatically restart.
14. Your phone is ready to use. You can check the firmware version on your phone by going to the Phone Menu – Settings – About – Firmware version should be shown as V5.17.2