

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 GSPS 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

- 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.



Documents library	
Date modified	Name
🚳 11/12/2015 11:32 AM	isatbus.sys
🚳 11/12/2015 11:32 AM	isatcmnt.sys
🚳 11/12/2015 11:32 AM	isatdemo.sys
🚳 11/12/2015 11:32 AM	isatmdfl.sys
🚳 11/12/2015 11:32 AM	isatmdm.sys
🚳 11/12/2015 11:32 AM	isatobex.sys
3 11/12/2015 11:32 AM	ISATUninstall.exe
N 11/12/2015 11:32 AM	isatwhnt.sys
Uninstall Driver Ready to uninstall IsatPhone 2	USB drivers
	Uninstall Cancel
Uninstall Driver	
IsatPhone 2 USB di	ivers removed successfully
	ОК
Microsoft Windows	X
You must restart your c changes	omputer to apply these
Before restarting, save any ope	n files and close all programs.

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.

Documents librar Isatphone PRO firmware up	Y Arrange by: Folder ▼ ograde 5.17.2
Date modified	Name
\mu 5/05/2017 11:54 AM	FirmwareUpgradeTool
]] 5/05/2017 11:52 AM	IsatPhone2_USB_drivers_v5.30.23.0
) 5/05/2017 11:37 AM	IsatPhone-Profirmware_5_17_2
퉬 5/05/2017 11:54 AM	Zipped Files
🔁 3/05/2017 5:43 PM	Inmarsat_How_to_Upgrade_your_IsatPhone.pdf
🔁 3/05/2017 5:43 PM	Inmarsat_IsatPhone_2_How_To_Install_USB_Drivers_February_2014_EN_LowRes.pdf
🔁 3/05/2017 5:43 PM	IsatPhone_Pro_fw_5-17-2_release_notes_25April_2017.pdf



Documents library

IsatPhone2_USB_drivers_v5.30.23.0	
Date modified	Name
퉬 3/05/2017 5:41 PM	amd64
퉬 3/05/2017 5:41 PM	i386
🞒 3/05/2017 5:41 PM	isatbus.cat
3/05/2017 5:41 PM	isatbus.inf
🎒 3/05/2017 5:41 PM	isatdemo.cat
🛍 3/05/2017 5:41 PM	isatdemo.inf
🎒 3/05/2017 5:41 PM	isatmdm.cat
🗿 3/05/2017 5:41 PM	isatmdm2.inf
🎒 3/05/2017 5:41 PM	isatobex.cat
🛍 3/05/2017 5:41 PM	isatobx2.inf
🛍 3/05/2017 5:41 PM	isatsdm2.inf
3/05/2017 5:41 PM	Setup.exe

Install Driver	
Ready to install IsatPhone 2 USB drivers To change the install location, click the Browse button.	
C:\Program Files\Inmarsat\IsatPhone 2\USB Drivers	Browse
Install	Cancel

Install Driv	er 🛛 🗙
1	IsatPhone 2 USB drivers installed successfully
	ОК

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

 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.

Docum FirmwareU	ents library pgradeTool
Date modifi	ied 🔻 Name
5/05/20	17 11:54 AM FirmwareUpgradeTool.exe
_	
Installer	Language
	Please select a language.
	English
	OK Cancel
IsatPhone Pro firmware	e upgrade tool Setup
	IsatPhone Pro firmware upgrade tool
	Setup will guide you through the installation of IsatPhone Pro firmware upgrade tool.
	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
	Click Next to continue.
	< Back Next > Cancel



IsatPhone Pro firmware upgrade tool Setup	
	IsatPhone Pro firmware upgrade tool
	IsatPhone Pro firmware upgrade tool has been installed on your computer.
	Click Finish to close Setup.
	Run the application
	< Back Finish Cancel

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'.





Isarphone Pro Infriware upgrade tool - v2.5	
rogress	0%
Do not disconnect your IsatPhone	
Status Connect your IsatPhone for upgrade	Start upgrade
	< Back Exit

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.

0%
Start upgrade

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.



Progress	20/
Do not disconnect your IsatPhone Do not stop this application	276
Connect your IsatPhone for upgrade Ready to upgrade Ready to upgrade Ready to upgrade Upgrading	Start upgrade

Barrione Pro Inniware upgrade tool - v2.5	IsatPhone is connected
rogress	1009
 Do not disconnect your IsatPhone Do not stop this application 	
Status Connect your IsatPhone for upgrade Ready to upgrade Ready to upgrade Ready to upgrade Upgrading Device upgraded successfully	Start upgrade
	< Back Finish

- 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