BETTER CONNECTIONS. EVERYWHERE. ALWAYS.

IsatPhone 2 Firmware Upgrade 02.00.01

Firmware Release Date: 25 April 2017

IsatPhone 2 Firmware Upgrade 02.00.01

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

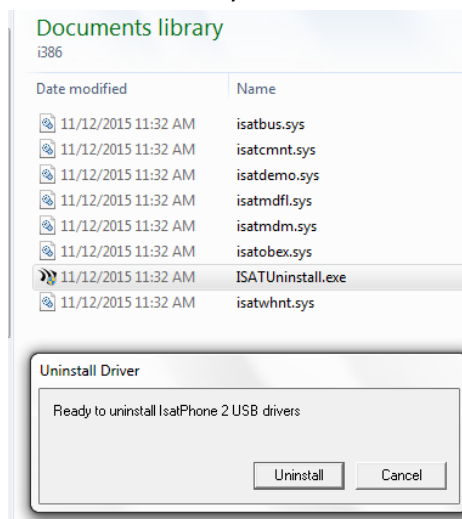## Recommendations for installation

This is a mandatory firmware upgrade, meaning that the features introduced by the firmware are critical for the functionality of the GSPS service including the network and the IsatPhone 2 handset.
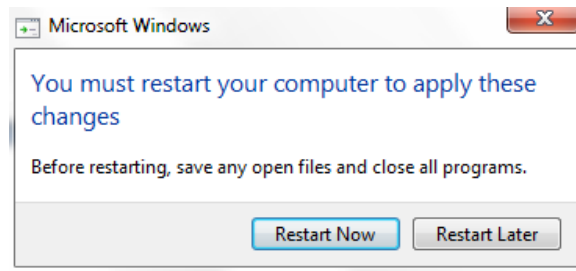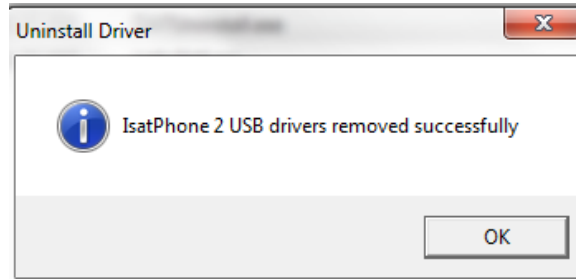
DOWNLOAD NEW USB DRIVER, FIRMWARE UPGRADE TOOL AND FIRMWARE 2.00.01

1. Download the followings from Inmarsat website below and unzip the zipped files to the same folder: http://www.inmarsat.com/support/IsatPhone-2-support/.
   a. IsatPhone 2 Firmware 2.00.01 and release note
   b. IsatPhone 2 Firmware Upgrade Tool and pdf on how to upgrade your IsatPhone 2
   c. IsatPhone USB drivers (same for IsatPhone Pro and IsatPhone 2) and pdf on how to install USB drivers.

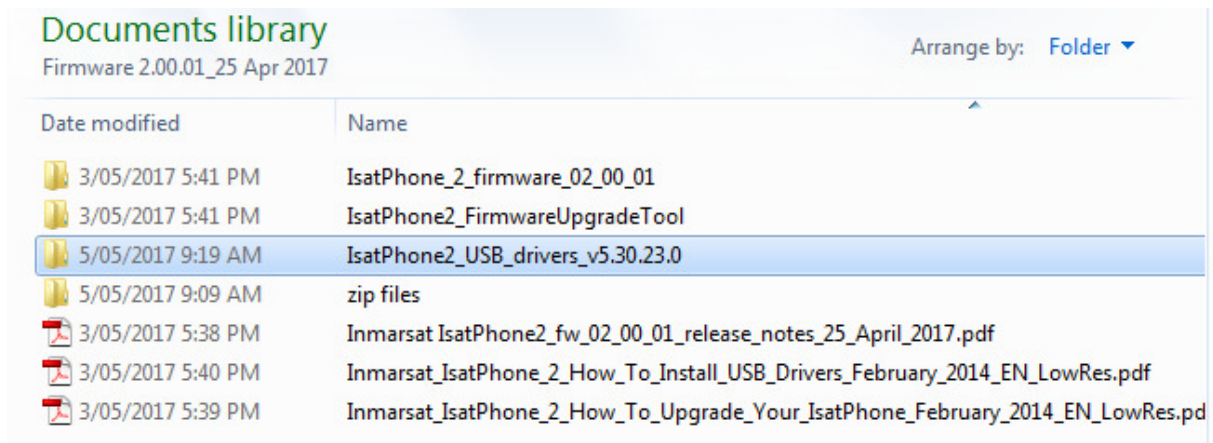## UNINSTALL PREVIOUS FIRMWARE UPGRADE TOOL AND USB DRIVERS

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 2 firmware upgrade tool. New USB driver and IsatPhone 2 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 2 - IsatPhone 2 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.
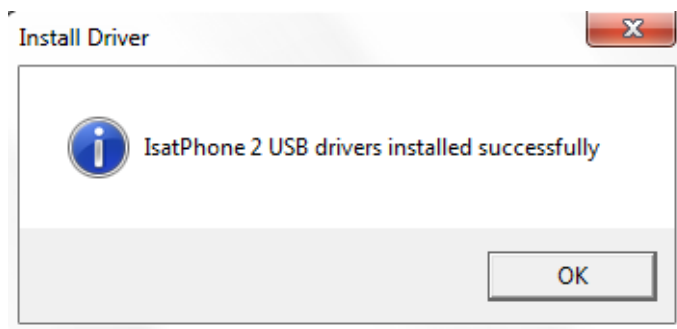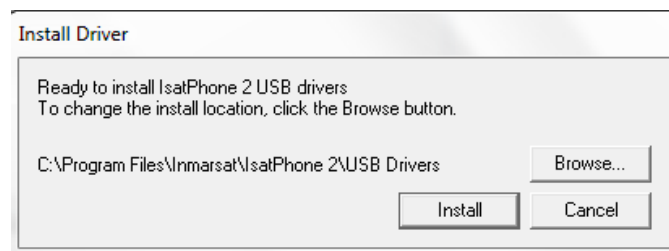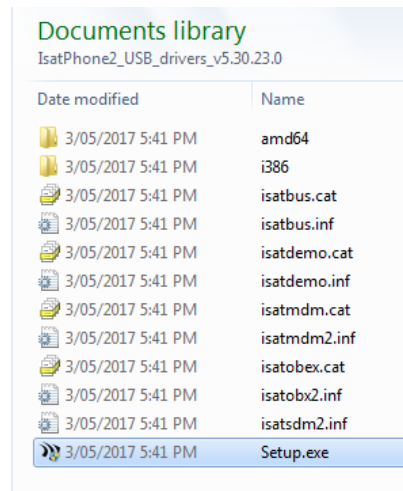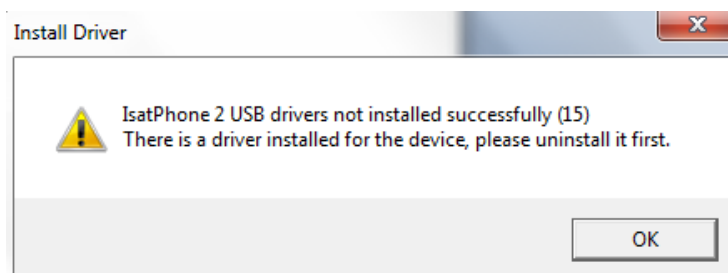
INSTALL USB DRIVER

5. Install the USB driver 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 2 USB driver is installed successfully.
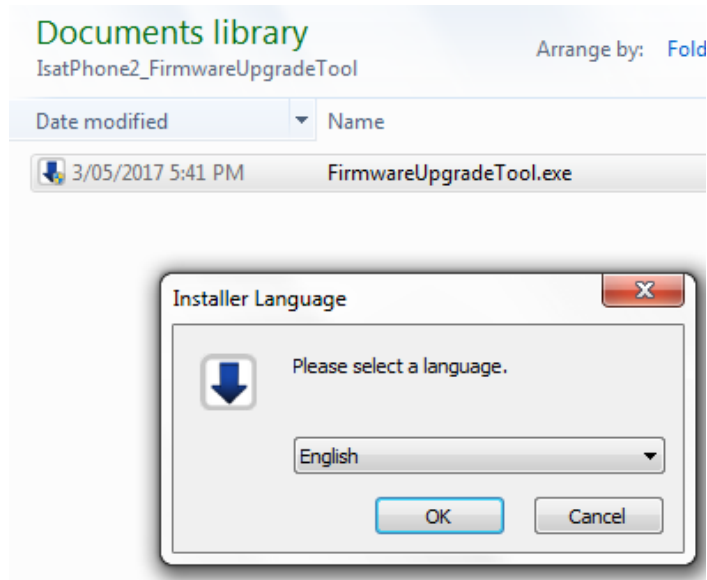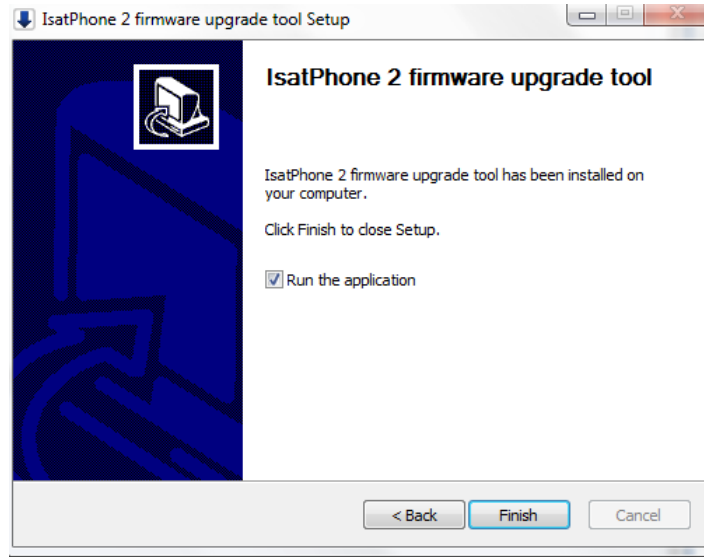
7. If an error message below appears after clicking Setup.exe in Step 6, you must first uninstall the previous USB driver. Go to Step 4.

3

INSTALL THE FIRMWARE UPGRADE TOOL

8. Go to IsatPhone 2 Firmware Upgrade Tool folder – double click on 'FirmwareUpgradeTool.exe' – follow the prompts until IsatPhone 2 Firmware Upgrade Tool is installed successfully.

UPGRADE YOUR ISATPHONE 2 FIRMWARE

9. Before starting the Firmware Upgrade Tool, ensure that your phone is not connected to your PC.

10. Run the IsatPhone 2 Firmware Upgrade Tool – select the file 'prod-build-Isat2-V02.00.01-DFU.fp2' from 'IsatPhone 2 Firmware 02_00_01' folder - Click 'Next'.

11. Power on your IsatPhone 2 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.

1300 882 448 | mail@pivotel.com.au | pivotel.com.au

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 Isat2-V02.00.01