IsatPhone Pro firmware 5.3.0

Briefing note
08.02.2013

IsatPhone Pro firmware version 5.3.0 is released and available for download now. Please follow this link isatphonelive.com/support and look under the section marked 'Firmware'.

Recommendations for installation

This is a **mandatory** firmware upgrade to prevent users being impacted by a fault in product operation and planned network enhancements.

As announced earlier, a fault was identified with IsatPhone Pro firmware versions 5.1.0 and 5.2.0 (the latest) that affects handsets manufactured since 7 September 2012. The fault causes the battery on these phones not to charge while the handset is switched off. If the battery is allowed to run flat, then it becomes impossible to charge the battery with the phone connected to the wall charger provided, unless the battery is charged externally or the phone is connected to a USB low drip charger (e.g. laptop or desktop PC with installed IsatPhone Pro USB drivers).

For handsets in the field, Inmarsat recommends that customers upgrade their phones to this release at the earliest opportunity.

Customers can download this firmware from the link above or request their service provider to forward the relevant upgrade files via appropriate means.

This is a mandatory firmware upgrade. It supersedes version 5.2.0, which had a deadline for mandatory update of 30 June 2013.

Given the replacement of firmware version 5.2.0 with 5.3.0**, the upgrade deadline has been extended to 31 December 2013**. As previously notified, users will experience problems connecting to the network if the upgrade is not done before 31 December 2013.

Pre-requisites for installation and advice after installation

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 your phone's firmware version, go to **Menu > Settings > About > Firmware version.**

In order to upgrade the handset's firmware you must have a PC running Windows 7, Windows Vista or XP. For Windows 7 users, the latest version of USB drivers and IsatPhone Pro's firmware upgrade tool must be installed. These can be found by visiting isatphonelive.com and selecting **Support**.

Please read the installation guides for the firmware and USB drivers which are also downloadable from the website.

Once the phone is upgraded to version 5.3.0 **do not** downgrade to a version prior to 3.0.5a. If this downgrade is performed:
- Phone book contacts and messages will be erased
- Call logs (Dialled, Received, and Missed) will not be updated.

Installing IsatPhone Pro firmware 5.3.0

To install IsatPhone Pro firmware 5.3.0:

1. Ensure that USB drivers and the firmware upgrade tool are installed on your PC
2. Double-click on Inmarsat's firmware upgrade tool and follow on screen instructions.

The firmware upgrade will take approximately 15 minutes. After installation, you can check the firmware version by switching on the phone and selecting **Menu > Settings > About > Firmware version.**

Fixes and enhancements in this release

Important fixes:

- Fix for battery charging fault when product is powered off.

IsatPhonelive.com