

IsatPhone<sup>2</sup>

# HOW TO

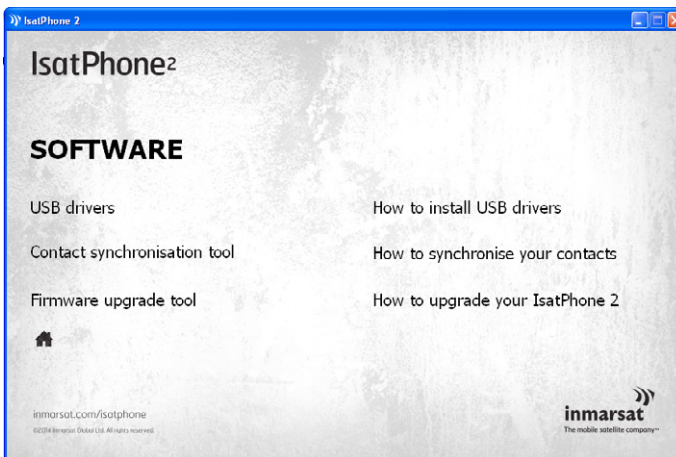
Upgrade your IsatPhone

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.

The tool supports Windows XP, Windows Vista, Windows 7 and Windows 8.

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 the USB drive.

To install the Firmware Upgrade Tool on your computer, perform the following procedure:

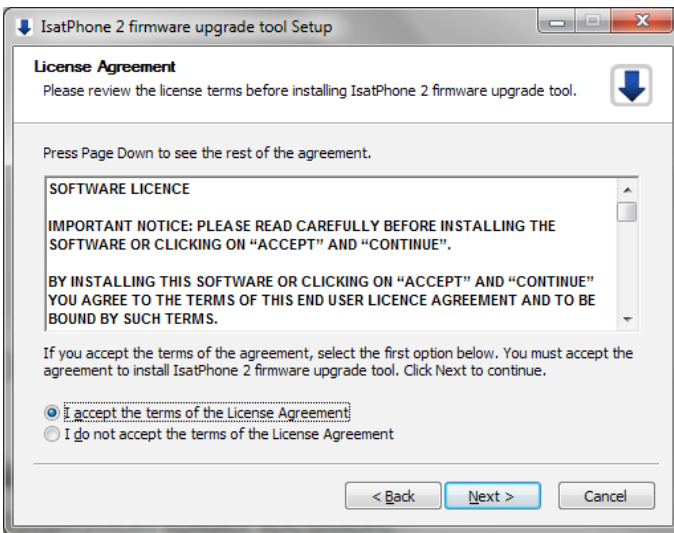


Select **Software > Firmware Upgrade Tool** on the USB drive

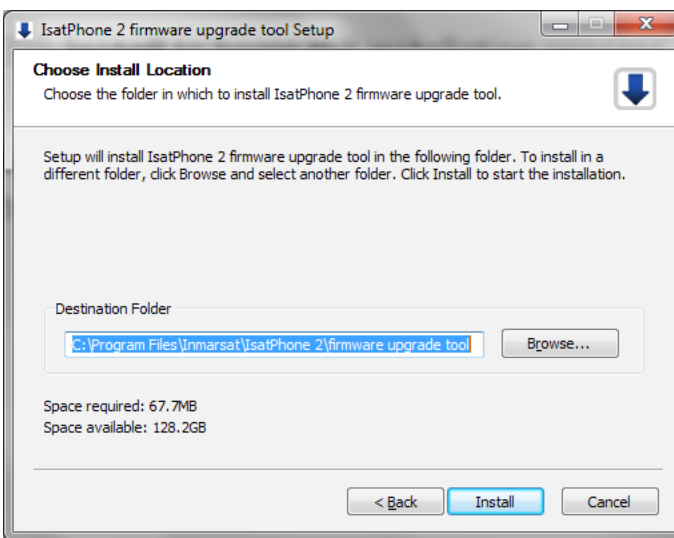
The IsatPhone 2 **Firmware Upgrade Tool** setup wizard appears.



Click **Next**.

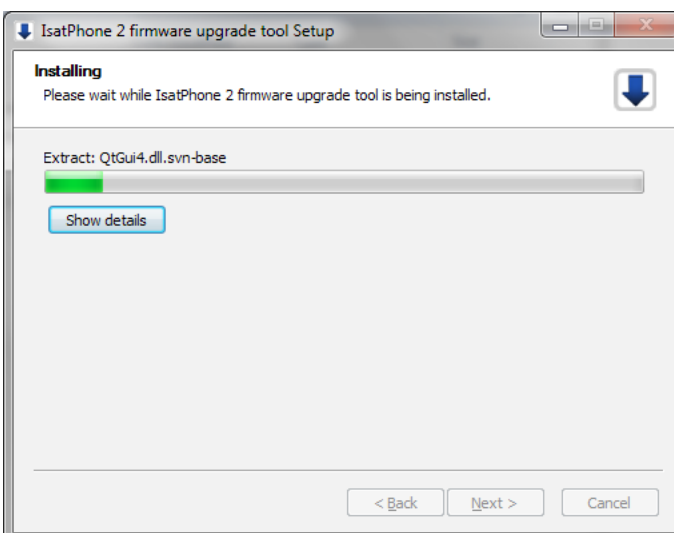


Read and select **I accept the terms of the Licence Agreement** and click **Next**.



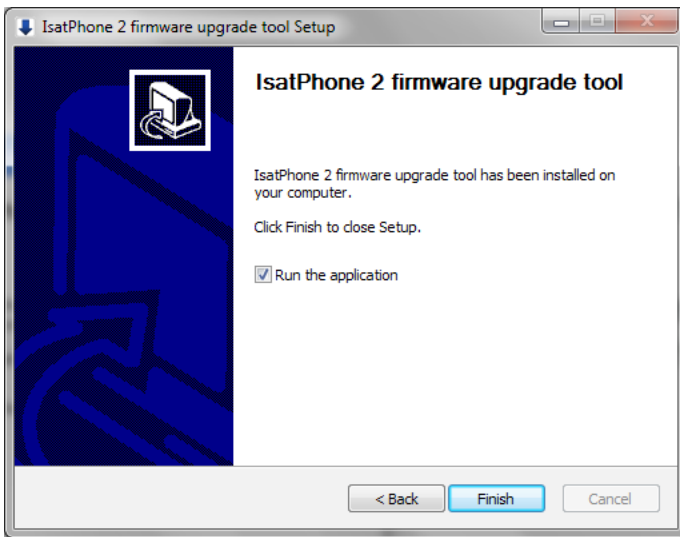
Click **Install** to begin the installation process.

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



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

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



Click **Finish**. The setup is complete.

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

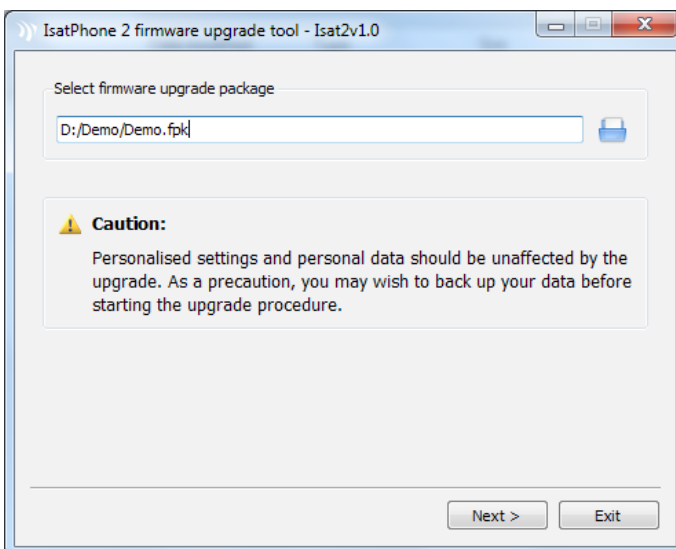
The firmware upgrade will be successful with or without the SIM inserted in your phone.

Upgrades can be forward and backward-compatible and can be loaded non-consecutively, for example, 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 backup 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.

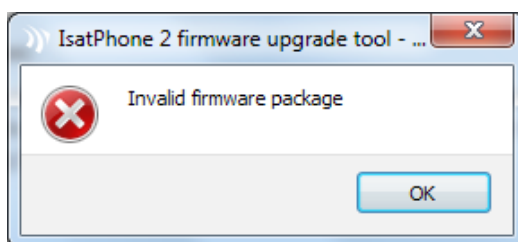
If the upgrade is interrupted, your phone remains in upgrade mode and the upgrade should be restarted. Your phone will remain in upgrade mode until the upgrade has been successfully implemented.



**Note:** Before starting the Firmware Upgrade Tool, ensure that your phone is not connected to your computer.

Select **Start > Programs > IsatPhone 2 > Firmware Upgrade Tool > Firmware Upgrade Tool**.

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

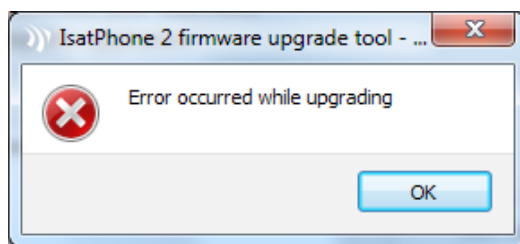


If the file is not valid, for example an incorrect file has been selected or your phone is connected to your computer, an error message will appear.



Connect your IsatPhone 2 to your computer with the supplied USB cable. If your phone is not switched on, switch it on now.

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



Click **Start upgrade** to begin the 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.



When the upgrade is complete, a **Device upgraded successfully** message is displayed in the status field indicating that your phone has been successfully upgraded.

Click **Finish** to close the application.

After upgrade the phone will remain in an upgrade complete state. By removing the USB cable your phone will automatically restart.

Your phone is ready to use.

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

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