

IsatPhone Pro Firmware 4.1.1

Briefing note
19.09.2011

IsatPhone Pro firmware version 4.1.1 is released and available for download now. Follow the link below and select **Support**:
<http://www.isatphonelive.com/support>

Recommendations for installation

This is a **Recommended** firmware upgrade, meaning that issues fixed by the firmware are of some benefit to all users or important to particular users.

This firmware is **Not Critical**, i.e. phone and text services will continue to function without this release. However Inmarsat advises that if channel partners have phones in stock you should aim to upgrade before distribution. So that stock upgrading can be managed appropriately, please note the next firmware version containing new service features will be released in late Q4 2011.

For handsets in the field Inmarsat recommends that firmware is distributed as a minimum to all customers who will benefit from the DTMF improvements detailed in the 'fixes and enhancements' section of this note.

Please note that handsets ordered directly from Inmarsat's distribution centre will contain firmware version 4.1.1 only from approximately the end of Q4 2011.

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 4.1.1. 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 Vista or XP. USB drivers and IsatPhone Pro's firmware upgrade tool must be installed. The latest version of these can be found by visiting www.isatphonelive.com/support 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 4.1.1 **do not** downgrade to a version prior to 3.0.5a. If this downgrade is performed:

- Phone book contacts, messages will be erased.
- Call logs (Dialled, Received, and Missed) will not be updated

Installing IsatPhone Pro firmware 4.1.1

To install IsatPhone Pro firmware 4.1.1:

- a. Ensure that USB drivers and the firmware upgrade tool are installed on your PC
- b. 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 enhancements:

- Enhancements to DTMF signalling. This means that users accessing touch-tone menu systems will see improvements. These include telephone banking, calling card 2 stage dialling and some conference calling systems.
- Enhancements to text message receipt timing for the IsatPhone Pro user. This means that if a text message is waiting in the Inmarsat network when a user switches their phone on, the text is likely to be received faster. Furthermore, if this text is longer than 160 characters it is more likely to be received as one continuous message rather than several messages received intermittently.
- Various other minor bug fixes.

[Isatphonelive.com/support](http://www.isatphonelive.com/support)

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