

IsatPhone Pro Firmware 5.0.0

Briefing note
21.12.2011

IsatPhone Pro firmware version 5.0.0 is released and available for download now. Follow the link below and select **Support**:
<http://isatphonelive.com/support>

Recommendations for installation

This is a **Recommended** firmware upgrade, meaning that the features introduced by the firmware are of some benefit to all 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.

For handsets in the field Inmarsat recommends that firmware is distributed as a minimum to all customers who will benefit from the personal alert feature 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 5.0.0 only from approximately the end of Q2 2012.

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 5.0.0 **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 5.0.0

To install IsatPhone Pro firmware 5.0.0:

- 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:

The personal alert feature enables a user to send their GPS position, along with a short pre-configured message, as an email or text message, to a maximum of 10 recipients.

Important fixes:

- Ability to correctly support all Australian time zones

IsatPhonelive.com/

Whilst the above information has been prepared by Inmarsat in good faith, and all reasonable efforts have been made to ensure its accuracy, Inmarsat makes no warranty or representation as to the accuracy, completeness or fitness for purpose or use of the information. Inmarsat shall not be liable for any loss or damage of any kind, including indirect or consequential loss, arising from use of the information and all warranties and conditions, whether express or implied by statute, common law or otherwise, are hereby excluded to the extent permitted by English law. INMARSAT is a trademark of the International Mobile Satellite Organisation. Inmarsat LOGO is a trademark of Inmarsat (IP) Company Limited. Both trademarks are licensed to Inmarsat Global Limited. © Inmarsat Global Limited 2011. All rights reserved.