IsatPhone Pro Firmware 5.17.2

Briefing note
25.4.2017

IsatPhone Pro firmware version 5.17.2 is released and available for download now. Please follow the link below:
http://www.inmarsat.com/support/isatphone-pro-support

Firmware version 5.17.2 supersedes the firmware version 5.11.0 that was released in October 2015.

Recommendations for installation

For users of 5.3.0 or higher this is a **recommended** upgrade, meaning that the features introduced by the firmware are important but not critical for the GSPS service, including the network and the IsatPhone Pro handset.

For users who have not yet upgraded to version 5.3.0 or higher, this upgrade to 5.17.2 is considered **'mandatory'** to avoid the phone becoming non-operational.

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 Window 10, Windows 8, Windows 7, Windows Vista or XP.

For Windows 7, Windows 8 and Windows 10 users, the **latest version** of **USB drivers** and **IsatPhone Pro's firmware upgrade tool** must be installed. New USB drivers (same for IsatPhone Pro and IsatPhone 2) and a new IsatPhone Pro firmware upgrade tool were released on the 21st April 2017.

These can be found on the Inmarsat support website by visiting
http://www.inmarsat.com/support/isatphone-pro-support

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

For Windows 7, USB V3.0 is not compatible with latest USB driver. 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 5.17.2 **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 5.17.2

To install IsatPhone Pro firmware 5.17.2

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

- Support for new MEAS region
- Improved reported GPS location accuracy
- Corrected the message content for the V-card delivery
- Improved the practice of the Fixed Number Dial (FND)
- Removed occasional crash events in some occasions
- Other improvements and minor bug fixes

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