

Cobham SATCOM

Lundtoftegaardsvej 93 D
2800 Kgs. Lyngby
Denmark

T: +45 39 55 88 00

F: +45 39 55 88 88

Date: January - 2015

Document Number: 95-145000-A

EXPLORER® 710
Software release version 1.05

Subject:

Please be informed that a new software version 1.05 has been released.

Priority:

MEDIUM: It is recommended to apply this change / initiative to all units in stock. For units sold it is recommended to apply this change / initiative next time the system(s) is inspected.

Changes from software version 1.04 to version 1.05:**New Features:****Event & Alert Log**

- The Web interface now offers Event Log information. An event will have a severity being "Information", "Warning" or "Error".
- The Local display and the Web interface now show a list active Alerts. An Alert is an Event with the severity "Warning" or "Error" informing about abnormalities detected by the terminal.

SIM Lock

- Using the Web interface and a code (provided by Cobham SATCOM), it is possible to lock or unlock a terminal to a specific IMSI, DP or ISP.

DHCP operation mode

- Using the Web interface it is possible to configure the terminal DHCP operation mode. The terminal may operate as a DHCP server (default) or use a static IP address.

Updated Features:**Improved BGAN Service Termination Information**

- The Web interface offers more detailed call log - including termination and failure cause information.

Improved Power Management

- Improved power management offering longer standby time when the terminal is powered by the internal/external battery.

Improved LaunchPad support

- The following LaunchPad functions have been corrected:
 - Factory Reset. Note: Password is always "1234".
 - NAT support - Configuration of Router/Modem mode
 - WLAN configuration
 - Phone settings - Outgoing call type

Important Bug fixes:

Terminal could freeze/fail in pointing mode

Displayed maximum bitrate for HDR bonding sessions incorrect

- The maximum bitrate displayed on the Web interface connection tile for HDR bonding sessions, only showed the value for a single HDR session.
Note, the value provided for the AT command "AT_ITDATARATE" is still only for one HDR session.

Limitations:

Software update to ver. 1.05:

- Software upgrade must be conducted with the DC power supply connected. If the upgrade is conducted while the EXPLORER 710 operates in battery mode, an AVR Processor software cannot be completed and may result in an error message (see below - **error code 16**). The final stage of the software update will however be completed once the terminal is connected to the DC power and indicated by the status LED flashing blue.
- Restriction when software upgrade is powered by battery.
If the battery capacity is below 25% a SW upgrade will be rejected.
- Update is only possible from previous release 1.02, 1.03 or 1.04. If a terminal currently holds ver. 1.00 or 1.01 - it is necessary to do a step-upgrade to ver. 1.02.

Note! The following error messages may occur after software upgrade to ver. 1.05
*These error messages will not occur when upgrading **from** 1.05 to new versions that will come.*

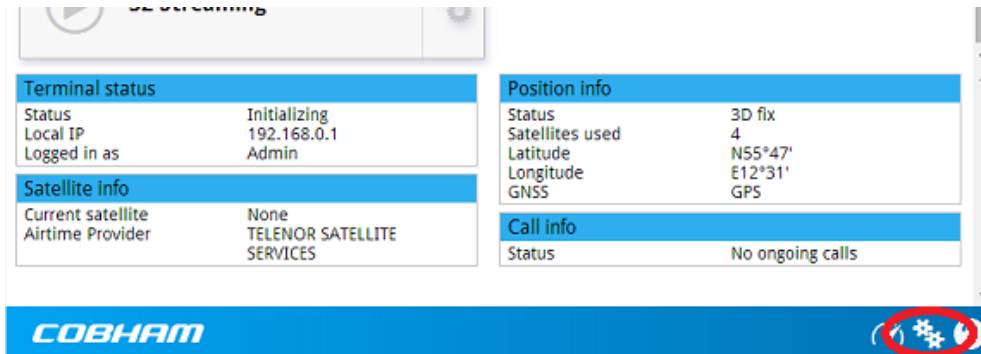
- **Error code 4**
Message is unintended and due to limitations in the previous releases.
Just press OK at the terminal keypad and upgrade is successful.
- **Error code 16**
Upgrade is not complete because terminal is powered by battery during upgrade (see below for correct procedure).
Connect external AC/DC adapter to allow the terminal finish upgrading to 1.05
- **Error code 256**
There is a mismatch recognized in the software image file.
Download a new software image file and repeat the below mentioned upgrade steps.

Action:

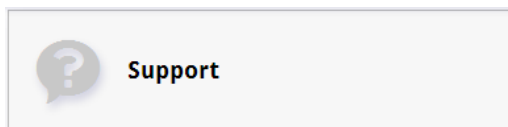
Download & extract file **EXPLORER710_ver_105.zip** located at Cobham SATCOM partner extranet: <http://extranet.thrane.com/> "Support" then "Support Area" - or at the Cobham SATCOM Self Service Center: <http://esupport.thrane.com/index.php?group=ssc>

To update the software in the EXPLORER 710 via the web interface, do as follows:

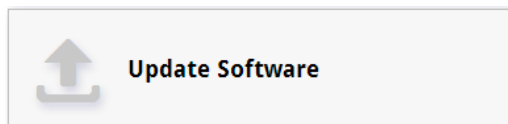
1. Connect external AC/DC adapter.
2. Open the web interface at address <http://192.168.0.1> or <http://ut.bgan> and enter the Control panel.



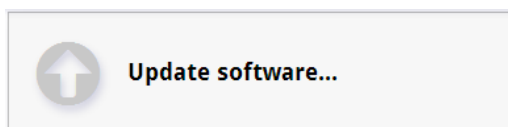
3. Click Support.



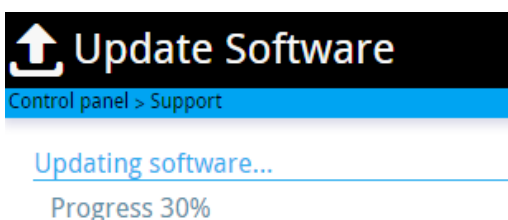
4. Click Update Software.



5. Click Update software.



6. Browse to the new software version and click Open. The software file has the extension ".tiff". The EXPLORER 710 will upload the file and start updating the software.



Note, that during this phase, the Status LED on the terminal will be flashing in blue colour.

Important! – Do not switch off the terminal while the Status LED is flashing in blue colour!!

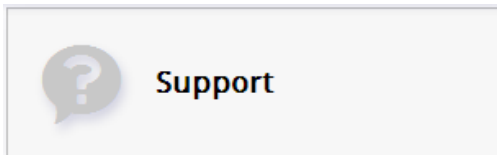
The EXPLORER 710 now reboots and starts up with the new software version.

Note: During this phase, the display may **briefly show “Missing SIM”** which is normal.

If the status LED is flashing blue after rebooting, it is because the upgrade is being completed. Do not power off while it is flashing in blue colour!!
Status LED will turn green when upgrade is successful.

Checking web interface for correctly loaded software version:

7. Enter Control panel as in step 1 - and Click Support.

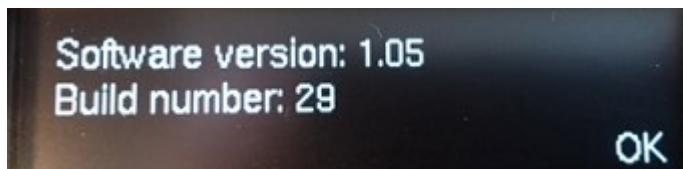


8. Click About.



Checking terminal keypad/display for correctly loaded version:

 >Properties>Software



Alternative upload procedure using USB stick:

To update the software via the USB stick you will need a FAT formatted USB Flash drive (memory stick) with a capacity of at least 100MB, and do the following:

1. Insert the USB memory stick into your computer and copy the EXPLORER 710 software image file to the drive.
2. Rename the file name to "tt3720b.tif".
3. Remove the USB memory stick from the computer (also known as "safely remove hardware").
4. On the EXPLORER 710, check in the display that the USB interface is enabled.
5. Insert the USB memory stick into the EXPLORER 710 USB connector on the front.
6. The EXPLORER 710 will read the software image from the USB memory stick and after a short moment start the software update process.
7. To indicate the software update process is ongoing, the EXPLORER 710 status LED will be flashing blue.

8. Wait for the status LED to become green to indicate the software update process is completed.
9. Remove the USB memory stick.
10. Reboot the terminal.

Note – the error codes described on page 2 can also appear when using USB stick for upgrading.

Cobham SATCOM
Customer Service