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EXPLORER® 500, EXPLORER® 300
Software release version 3.04

Subject:

Please be informed that a new software version 3.04 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.
Recommended for units operating in China region.

Changes from software version 3.03 to version 3.04:

- Cobham SATCOM web rebranding
- National SAS support
- PDP context restore after power loss
- Link monitoring

Bug fixes:

- Tracking bugfixes
- Header compression fixes
- General improvements

Action:

Download file **E500_300_ver304.zip** located at Cobham SATCOM partner extranet at <http://extranet.thrane.com/Support.aspx> or at Technical Downloads here: <http://esupport.thrane.com/?group=SSC>.

Save and extract to your hard drive.

1. Make sure the terminal is switched on and connect the Ethernet cable to your PC
2. Open your web-browser and open the web interface of the terminal at address <http://192.168.0.1/>
3. Select **SETTINGS**.

Thrane & Thrane

BATTERY: SIGNAL:

BT

| | PROPERTIES | SESSIONS TOTAL |
|-----------------|---|-----------------------------------|
| DASHBOARD | Airtime provider: THRANE | Standard voice inbound: 00:00:00 |
| PHONE BOOK | GPS position: Acquiring | Standard voice outbound: 00:00:00 |
| MESSAGES | Status: Not pointed | 3.1 kHz audio inbound: 00:00:00 |
| CALLS | Pointing: Go to pointing mode | 3.1 kHz audio outbound: 00:00:00 |
| SETTINGS | Unit serial number: 05430393 | Standard data: 2.73 MB |
| ADMINISTRATION | Software version: 3.03, build 21 | Streaming 32 kbps: 00:00:00 |
| HELPPDESK | Local IP address: 192.168.0.1 | Streaming 64 kbps: 00:00:00 |
| SITE MAP | IMEI number: 35315000-000795-1 | Streaming 128 kbps: 00:00:00 |
| | MAC address: 00:11:CF:00:A0:77 | |

ONGOING DATA SESSIONS (No active data sessions)

ONGOING CALLS (No active calls)

PROFILES ON LAN

[Start Standard](#)

4. Select **Upload**.

Phone/Fax: Set level:

AUDIO INDICATORS

Pointing: ☒ On ☐ Off

Messages: ☒ On ☐ Off

Alarm: ☒ On ☐ Off

STEALTH MODE

Stealth: ☒ Enable ☐ Disable

5. Click **Choose File...** locate and select the software file stored and extracted to **E500_300_ver304.dl**, with Windows Explorer.
Click **Upload** and verify that the upload is in progress.

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Thrane & Thrane

BATTERY:

SIGNAL:

BT

DASHBOARD

PHONE BOOK

MESSAGES

CALLS

SETTINGS

USB

LAN

Bluetooth

Phone/Fax

Common

Advanced

Tracking

Upload

Alarm list

Language

ADMINISTRATION

HELPDESK

SITE MAP

CHECK FOR SOFTWARE UPDATES

Current software version 3.03

Check for updates

Latest available Not checked...

File size

UPLOAD SOFTWARE TO TERMINAL

Choose File ES00_300_ver304.dl Upload

Disclaimer for Downloading and Uploading software:
Please be informed that downloading and installing software from the Thrane & Thrane web portal is at your own risk. Thrane & Thrane is not to be held liable for any possible damage with respect to downloading and installing software to your EXPLORER 500.

If you have problems or questions with respect to downloading software or uploading your terminal please be informed that you will have to contact the Thrane & Thrane distributor from where the terminal was purchased or contact your local Thrane & Thrane distributor.

Please be advised that you will not be able to contact Thrane & Thrane for end user support and that we always recommend that software upgrades are being carried out by official Thrane & Thrane distribution partners.

- When the upload is done, the terminal will reboot and browser will show "Rebooting..." Select the address <http://192.168.0.1/> again and verify that the software version is listed as: **3.04, build 2** in the **DASHBOARD** under **PROPERTIES**.

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