

HNS 9250

software version 4.0.2.7

Windows XP Version.

Briefing note

12.01.2009

The HNS 9250 software version 4.0.2.7 is released and available for download. You can obtain it in either of the following ways:

- Go to **www.inmarsat.com/support**, click on **BGAN**, then click on **Firmware**. Select the software file for the HNS 9250.
- Use the BGAN LaunchPad **Update** menu to locate and install the software.

About this release

This release is for the HNS 9250. Details of this release can be found in the HNS 9250 Release Bulletin document.

Installing this release

WARNING: DO NOT unplug or interrupt the terminal's power supply or Ethernet connections during the firmware upgrade. Doing so could corrupt the firmware loaded onto the terminal.

1. Run the ZIP file, which will unpack the BGAN upgrader into the c:\BGAN_Updater_a.b.c.d folder on your computer. Note that a.b.c.d is the version of software that the upgrader will load onto your BGAN modem.
2. Connect the ethernet port of the BGAN modem to be upgraded to the LAN port of the PC using a standard ethernet cable. Insert a SIM card into the BGAN modem.
3. Connect an AC/DC converter (supplied in the BGAN install kit) to the BGAN modem. If it does not power on automatically, press the power button to turn it on.
4. Run BGANUpdater.exe file in the above folder
5. On the BGAN Upgrader Window, click on "Upgrade" button
6. During the Upgrade process, it is imperative that the power supply and ethernet connections to the BGAN modem are not removed or interrupted.
7. The status and progress of the Upgrade is shown in the BGAN Upgrader window.
8. If a SIM card is not present, an error window will pop-up asking to check that a SIM card is present. You will then need to go back to step 2.

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9. The upgrade process will proceed. After ~2 minutes, a window will pop-up stating: "Upgrade Complete. Click OK and wait until we get software version"

10. Click OK

11. After ~30 seconds, the following message will appear in the window: "Software version was retrieved!"

12. Terminal has been successfully upgraded, and the power and ethernet connections can be removed.

13. If you want to upgrade another terminal, there is no need to close the BGAN Upgrader window. Just repeat steps 2 through 12, but omit step 4.

If an earlier software upgrade was unsuccessful, then the modem will power-up in a bootrom mode, and the LEDs will show a pattern of flashing and solid red/green colors (refer to the your user guide for more details). You can also force the modem to power-up in this mode by pressing the audio button when you power-up the modem. The upgrader can still be used to re-upgrade the modem if it is in bootrom mode.

The following functions are also available from the pull-down menu items:

File->

Upgrade: upgrade modem software (same function as 5 above)
restore: restores the terminal software back to the version prior to the upgrade

PICUpgrade: upgrades only the PIC software, not the main modem software. The PIC software is not normally part of the software release, so is not normally upgraded at the same time as the modem software. If the upgrader includes PIC software, then it will be automatically upgraded.

Disable Auto PIC upgrade: disables the upgrader from automatically upgrading the PIC software if it is included with the upgrader.

Tools->

Get SW version: reads the software version loaded on your modem, and the version that is available to be upgraded
set DNS addresses: read and change the DNS server addresses in the terminal.

Note: It is recommended to set these to 0.0.0.0 for automatic DNS server address allocation.

Reset Modem: turns the modem off and back on.

Help->

About upgrades: shows the version number of the upgrader.