

16th May 2013

To Our Valued Customers

Inmarsat Firmware upgrade for ISatphone Pro Satellite phones

Inmarsat have advised that the new ISatPhone Pro firmware version 5.3.0 is now available for download from isatphonelive.com/support with immediate effect.

This is a mandatory firmware upgrade and must be completed before 31 December 2013 but preferably as soon as possible.

All phones must upgrade by the extended deadline of 31 December 2013 or the user will experience problems connecting to the network.

We apologise to any customers who may be inconvenienced.

It is a very simple process to download the Drivers and the firmware onto your phone. You will even find the mini-USB cable included in your kit supplied with the Satphone. However for any of our customers who may have trouble, we will carry out this service on the following conditions:

- Customer can bring in the phone to our O'Connor office, **by prior appointments only**, and we will upgrade.
- Customer can send us the phone by Courier, **carefully packed for transport**, together with return Courier fee, and we will arrange upgrade and send back to you. Do NOT include the battery or any other accessories. Only send the phone. Address for shipping: 107 Forsyth St, O'Connor, WA-6163

All enquiries by email only.

Please ensure you download the Drivers first from isatphonelive.com/support and then the Firmware.

Download IsatPhone Pro firmware version 5.3.0.

http://www.inmarsatx.com/IsatPhone_Pro_Firmware/IsatPhone_Pro_firmware_version_5_3_0.zip

Best regards

Behram Irani, General Manager, GMDAS