

FIRMWARE RELEASE NOTES

WideyeTM iSaviTM Satellite User Terminal

Firmware Version : R02.0.2

Release Date : 6th Nov 2019

wideyeTM

liberating communications

addvalue
enabled

FIRMWARE RELEASE NOTES

Firmware download information

1. Download the firmware version R02.0.2 from the following websites:
 - <http://www.wideye.com.sg>
 - a. Click on “Support > Downloads” to go to the firmware download options
 - <http://www.inmarsat.com/support/bgan-firmware>
2. Unzip the downloaded package that includes the firmware release notes and the firmware upgrade file.
3. Please refer to Appendix A for firmware upgrade instructions

New features included in this release

The enhancements and bug fixes included in this release (compared to the earlier firmware release R02.0.1) are the following:

- To fix a problem that the terminal cannot initiate call alert for an incoming voice call occasionally when there is no active data connection going on in the terminal.

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APPENDIX A – Firmware Upgrade Instructions

1. Entering Safe Mode

- 1.1 Connect your personal computer to the Wi-Fi of your iSavi™.
- 1.2 Login to Web MMI by typing `http://192.168.1.35` or `http://iSavi` into the address bar of the web browser.
- 1.3 Navigate to **Settings > Terminal Settings> Firmware Upgrade** to perform firmware upgrade. Your iSavi™ will reboot into safe mode once you click the Firmware Upgrade button.

Note: Please have the external power adapter connected before starting the firmware upgrade process

HOME
DATA ▾
TELEPHONY ▾
SMS ▾
SETTINGS ▾
LOGOUT

Terminal Settings

iSavi™

Reboot Terminal

Factory Reset

Firmware Upgrade

Need to reboot in the Firmware Upgrade Mode (Safe Mode). Please do it manually if reboot failed.

Disclaimer

Please be informed that firmware upgrading is done at your own risk and the equipment manufacturer will not be held responsible for any possible malfunction or damage to the system due to upgrading the firmware.

If you encounter any problems or have any questions, please contact the equipment distributor for technical support.

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- 1.4 All of the four Antenna Pointing LEDs are in AMBER colour when Safe Mode is triggered successfully.
- 1.5 Connect your personal computer to the Wi-Fi of your iSavi™ .
- 1.6 Login to the Web MMI in safe mode by typing http://192.168.1.35 or http://iSavi into the address bar of any web browser.

2. Starting Firmware Upgrade

- 2.1 Browse to the file location of the new firmware, select and click Upload

Note: Please have the external power adapter connected while upgrading the firmware

HOME SETTINGS ▾ LOGOUT

Firmware Upgrade iSavi™

New Firmware package to upload: ISAVI-R01.0.2.isv

Disclaimer

Please be informed that firmware upgrading is done at your own risk and the equipment manufacturer will not be held responsible for any possible malfunction or damage to the system due to upgrading the firmware.

If you encounter any problems or have any questions, please contact the equipment distributor for technical support.

- 2.2 The Web MMI will start transferring the firmware to your iSavi™.

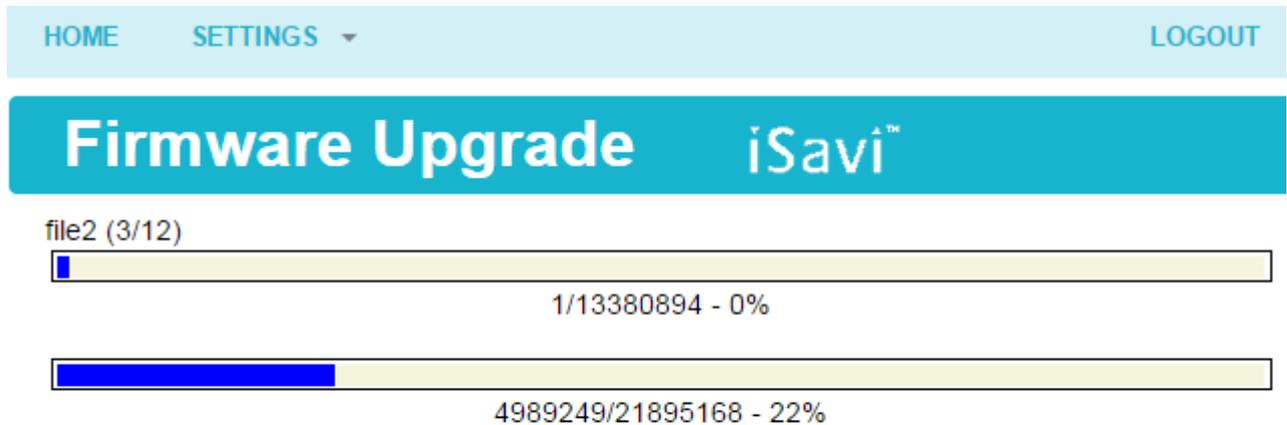
HOME SETTINGS ▾ LOGOUT

Firmware Upgrade iSavi™

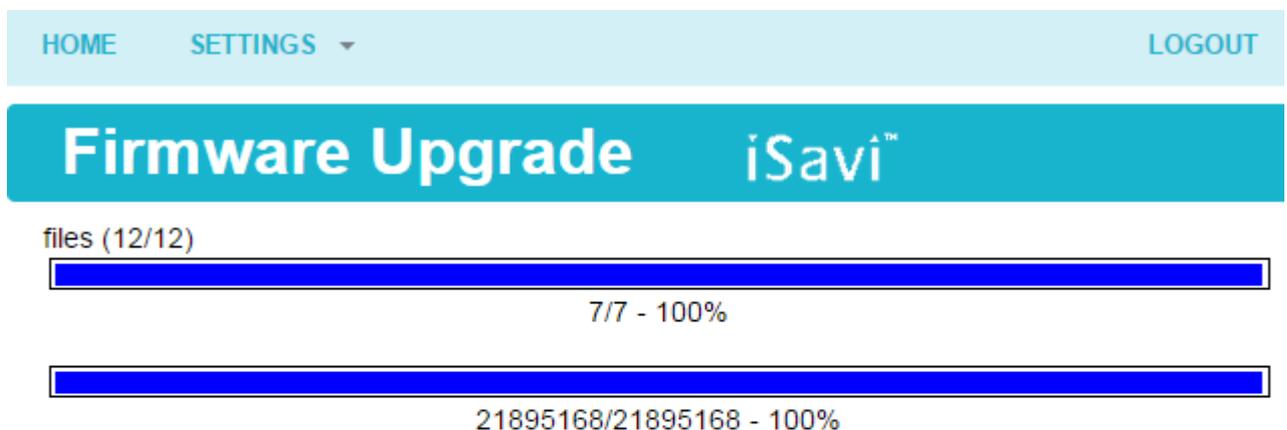
Transferring Firmware Upgrade Package

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2.3 Firmware upgrade process will start once the firmware is successfully transferred.



2.4 Firmware upgrade will take less than 10 minutes to complete. You will be prompted with the result: **Firmware Upgrade Completed** message.



Result: Firmware Upgrade Completed

[Reboot Terminal](#)

2.5 Reboot your iSavi™ by clicking the **Reboot Terminal** to complete the firmware upgrade process.

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NOTE: Please contact support@wideye.com.sg for more details on any of the information stated in this firmware release notes.

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