

7 December 2011

Hughes is pleased to announce the release of software version 5.5.1.8 for the BGAN 9350 terminal. This release is a recommended upgrade with several bug fixes. The new software upgrader will be available through both the Inmarsat support page: <http://www.inmarsat.com/Support/BGAN/Firmware.aspx> and the Hughes BGAN support page: <http://www.bgan.hughes.com>

### Instructions for installing this release on Microsoft Windows

**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 exe file, which will unpack the BGAN upgrader into: c:\bgan-x\5.5.1.8\
2. Connect the Ethernet port of the 9350 to be upgraded to the LAN port of the computer using a standard Ethernet cable.
3. Power on the 9350.
4. Run the BganX\_Upgrader.exe file in the c:\bgan-x\5.5.1.8\ folder.
5. The upgrader includes both new software release 5.5.1.8 and IB version 31.07. **You should select both "Upgrade SW" and "Upgrade IB FW" boxes and then click the "Upgrade" button.**
  - a. During the Upgrade process, it is imperative that the power supply and Ethernet connections to the BGAN modem are not removed or interrupted.
  - b. The status and progress of the Upgrade is shown in the Upgrader window.
6. The upgrade process will proceed. After several minutes, a window will pop-up indicating the upload is complete. The upgrader will then reset the modem, reconnect and retrieve the software version.
7. After ~30 seconds, a message will appear in the window indicating the software versions were retrieved. If there is an error retrieving the software version, check the Ethernet connection and use the "Get SW Version" feature from the "Tools" menu.
8. The terminal has been successfully upgraded, and the power and Ethernet connections can be removed.

If you want to upgrade another terminal, there is no need to close the Upgrader window. Just repeat steps 2 through 8, but omit step 4.

## Release Notes for 5.5.1.8 (Since 5.5.1.3)

### New Features:

- Reset factory defaults now sets the unit IP address and subnet mask to default.
- New version (2.4.3) of air interface stack with minor fixes.

### Bug Fixes

- Protect the configuration file on power down to fix a rare problem where it can become corrupted and the UT can no longer find the satellite (requiring a reset to factory defaults to recover.) This fix requires both the software and IB version to be upgraded.
- Improve performance of 3.1k and ISDN data calls.
- Fix a rare problem where the unit crashes on startup if the usage statistics get very large.
- Fix BER problem that can occur in some geographic regions at certain times of the day.

### Known Issues

- Downloading logs from the Home web page is not supported on Mozilla. Use IE.

Should you have any questions regarding this notice please do not hesitate to contact me at +1-858-452-4658 or [bill.lindsay@hughes.com](mailto:bill.lindsay@hughes.com).

Sincerely,



Wm Lindsay  
Sr. Program Director