## **Technical Notification**

Document number: 95-137253-A

Date: October – 2012

## SAILOR 500 FleetBroadband, SAILOR 250 FleetBroadband, SAILOR 150 FleetBroadband, EXPLORER 727 & EXPLORER 325 – SW ver. 1.16

## Subject:

Please be informed that a new software version 1.16 for the Thrane & Thrane products SAILOR 500 FleetBroadband TT-3740A, SAILOR 250 FleetBroadband TT-3742A, SAILOR 150 FleetBroadband TT-3744A, EXPLORER 727 TT-3722A & EXPLORER 325 TT-3733A has been released.

The new software ver. 1.16 covers few new items. The full list of features and bug fixes can be found below.

## **Priority:**

• **CRITICAL:** It is of great importance to seek out systems affected and apply this change / initiative to all above mentioned systems in order to ensure proper performance.

### Changes from ver. 1.15 to ver. 1.16:

- New features and improvements related to SAILOR 150 FleetBroadband:
  - 3.1 kHz Audio (see Appendix I)
    - Support for 3.1 kHz Audio and fax (above 20° elevation).
- New features and improvements related to SAILOR 500 FleetBroadband, SAILOR 250 FleetBroadband and SAILOR 150 FleetBroadband:
  - $\circ$   $\;$  Improvements and optimization in relation to antenna control.
  - Improvements in relation to FleetBroadband Multi-voice.
    - To supplement these improvements a new IP Handset software: SW ver. 1.14, is now also available.

Continued....

- Support to ThraneLINK.
  - ThraneLINK is the sophisticated communication protocol that connects all the SAILOR products in a network, offering management opportunities.
  - The new ThraneLINK based Thrane Management Application (TMA) (available for download from Thrane & Thrane extranet) offers remote (via LAN) access to all the SAILOR products from a single point for service and offers management options as: device discovery, easy software identification and upload, device reset, system logging and diagnostics.
  - For further description refer to the Quick Guide @ http://esupport.thrane.com/index.php?\_m=downloads&\_a =viewdownload&downloaditemid=2128&nav=0,819,915,9 17&group=default).
  - Only possible with latest TMA software: SW ver. 1.02.
- New features and improvements related to SAILOR 500 FleetBroadband, SAILOR 250 FleetBroadband, SAILOR 150 FleetBroadband, EXPLORER 727 and EXPLORER 325:
  - PDP Context Restoration.
    - PDP sessions are restored after a BDU power cycle.
- New features and improvements related to SAILOR 500 FleetBroadband, SAILOR 250 FleetBroadband, SAILOR 150 FleetBroadband, EXPLORER 727 and EXPLORER 325:
  Bug fixes.
- Known problems related to SAILOR 500 FleetBroadband, SAILOR 250 FleetBroadband, SAILOR 150 FleetBroadband, EXPLORER 727 and EXPLORER 325:

 $\circ$  None.

### Action:

Download file **FB500\_250\_150 Exp325\_727 ver\_116.zip** located at Thrane & Thrane extranet <u>http://extranet.thrane.com/Support.aspx</u> or at the Thrane & Thrane A/S eSupport Download Centre:

http://extranet.thrane.com/Support/Technical%20Support.aspx and save / extract it to your hard disk.

#### For End Users (from the SAILOR FleetBroadband web MMI):

Download the file from the Thrane & Thrane FleetBroadband update server via the SAILOR web server (shown below). Please note that if this is over air transmission, it will add cost to your airtime bill. File size is approximately 7.0 MB!!

From web interface:

1. Make sure the terminal is switched on and connect the Ethernet cable to your PC.

#### Continued....

- 2. Open your web-browser and open the web interface of the terminal at address <u>http://192.168.0.1/</u>
- 3. Select SETTINGS.

	$\triangle$			
	PROPERTIES		SESSIONS TOTAL	
DASHBOARD	Airtime provider	Telenor Satellite Services	Standard voice inbound	00:00:00
CONNECT	GPS position	N 55°48', E 12°31'	Standard voice outbound	00:00:44
PHONE BOOK				
MESSAGES	Status	Ready		00:00:00
CALLS	Satellite selection	Auto	3.1 kHz audio outbound	00:00:00
SETTINGS	Current satellite	EMEA (elevation: 25°)	Standard data	31.10 MB
	Unit serial number	07441420	Streaming 8 kbps	00:00:00
ADMINISTRATION	Software version	1.15, build 9	Streaming 16 kbps	00:00:00
IELPDESK	Local IP address	192.168.0.1	Streaming 32 kbps	00:00:00
ЫТЕ МАР	IMEI number	35162402-000605-4	Streaming 64 kbps	00:00:00
	Antenna status	Tracking	Streaming 128 kbps	00:00:00
			Streaming 256 kbps	00:00:00
	ONGOING DATA S	ESSIONS	ONGOING CALLS	
	(No active data sess	sions)	(No active calls)	
	PROFILES ON LAN (DEFAULT GROUP)			
	Start Standard			
	Refresh			

## 4. Select Upload.

	$\triangle$		
DASHBOARD	ANTENNA Antenna bootloader version:	1.0	
CONNECT	Antenna software version:	1.30	
PHONE BOOK	Antenna serial number:	0	
MESSAGES	L-BAND CONNECTOR		
CALLS	L-band connector		Opisable
SETTINGS		Enable	Disable
LAN	Apply Cancel		
Phone/Fax			
ISDN			
Common			
IP handsets			
Discrete I/O			
Tracking			
Upload			
Satellite selection			
Language			
ADMINISTRATION			
HELPDESK			
SITE MAP			

## Continued....

5. Select **Check for updates** and when found, press download and store on the hard disk of the PC. **The file is approx 7.0 MB. Airtime fee applies!** 

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	$\wedge$	
DASHBOARD	CHECK FOR SOFTWARE UPDATES	
CONNECT	Current software version 1.15	
PHONE BOOK	Check for updates	
MESSAGES	Latest available Not checked	
CALLS	File size	
SETTINGS		
LAN		
Phone/Fax		
ISDN	UPLOAD SOFTWARE TO TERMINAL	
Common	Browse. Upload	
IP handsets		
Discrete I/O	Disclaimer for Downloading and Uploading software:	
Tracking	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	
Upload	software to your SAILOR 500 FleetBroadband.	
Satellite selection	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	
Language	Thrane & Thrane distributor from where the terminal was purchased or contact your local Thrane & Thrane distributor.	
ADMINISTRATION	Please be advised that you will not be able to contact Thrane & Thrane for end	
HELPDESK	user support and that we always recommend that software upgrades are being carried out by official Thrane & Thrane distribution partners.	
SITE MAP		

- 6. When the software is downloaded to the hard disk of the PC, follow the description below for updating the SAILOR 500/250/150 or the EXPLORER 727/325.
- 7. End of download procedure.

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# Procedure for INSTALLING ver. 1.16 on SAILOR 500/250/150 FleetBroadband and EXPLORER 727/325.

- 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 <u>http://192.168.0.1/</u>

#### 3. Select SETTINGS.

	$\triangle$			
	PROPERTIES		SESSIONS TOTAL	
DASHBOARD	Airtime provider	Telenor Satellite Services	Standard voice inbound	00:00:00
CONNECT	GPS position	N 55°48', E 12°31'	Standard voice outbound	00.00.44
PHONE BOOK	,			
MESSAGES	Status	Ready	3.1 kHz audio inbound	00:00:00
CALLS	Satellite selection	Auto	3.1 kHz audio outbound	00:00:00
SETTINGS	Current satellite	EMEA (elevation: 25°)	Standard data	31.10 MB
	Unit serial number	07441420	Streaming 8 kbps	00:00:00
ADMINISTRATION	Software version	1.15, build 9	Streaming 16 kbps	00:00:00
HELPDESK	Local IP address	192.168.0.1	Streaming 32 kbps	00:00:00
SITE MAP	IMEI number	35162402-000605-4	Streaming 64 kbps	00:00:00
	Antenna status	Tracking	Streaming 128 kbps	00:00:00
	Three in a braceb	ridening	Streaming 256 kbps	00:00:00
				00.00.00
	ONGOING DATA S	ESSIONS	ONGOING CALLS	
	(No active data sess	lions)	(No active calls)	
		PROFILES ON LAN (DEFAULT GROUP)		
	Start Standard			
	Refresh			

#### 4. Select Upload.

Ihrane & Thrane	
IGNAL:	$\triangle$
DASHBOARD	CHECK FOR SOFTWARE UPDATES
CONNECT	
PHONE BOOK	Check for updates
MESSAGES	Latest available Not checked
CALLS	File size
SETTINGS	
LAN	
Phone/Fax	
ISDN	UPLOAD SOFTWARE TO TERMINAL
Common	Browse_ Upload
IP handsets	
Discrete I/O	Disclaimer for Downloading and Uploading software:
Tracking	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
Upload	liable for any possible damage with respect to downloading and installing software to your SAILOR 500 FleetBroadband.
Satellite selection	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
Language	Thrane & Thrane distributor from where the terminal was purchased or contact the your local Thrane & Thrane distributor.
ADMINISTRATION	Please be advised that you will not be able to contact Thrane & Thrane for end
HELPDESK	user support and that we always recommend that software upgrades are being carried out by official Thrane & Thrane distribution partners.
SITE MAP	

5. Click **Browse...** and locate and select the SW file stored and extracted to **bganx\_bdu.ao\_1\_16-0012-bganx\_bdu.dl**, with Windows Explorer.



6. Click **Upload** and verify that the upload is in progress.

Ihrane & Thrane	
IGNAL:	$\wedge$
DASHBOARD	CHECK FOR SOFTWARE UPDATES
CONNECT	Current software version 1.15
PHONE BOOK	Check for updates
MESSAGES	Latest available Not checked
CALLS	File size
SETTINGS	
LAN	
Phone/Fax	·
ISDN	UPLOAD SOFTWARE TO TERMINAL
Common	1_16-0012-bganx_bdu.d Browse_ Upload
IP handsets	
Discrete I/O	Disclaimer for Downloading and Uploading software:
Tracking	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
Upload	software to your SAILOR 500 FleetBroadband.
Satellite selection	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
Language	Thrane & Thrane distributor from where the terminal was purchased or contact your local Thrane & Thrane distributor.
ADMINISTRATION	Please be advised that you will not be able to contact Thrane & Thrane for end
HELPDESK	user support and that we always recommend that software upgrades are being carried out by official Thrane & Thrane distribution partners.
SITE MAP	

 When the upload is done, the terminal will reboot. Select the address <u>http://192.168.0.1/</u> again and verify that the software version is listed as: 1.16, build 12 in the DASHBOARD under PROPERTIES.

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SIGNAL:				
DASHBOARD	PROPERTIES		SESSIONS TOTAL	
	Airtime provider	Telenor Satellite Services	Standard voice inbound	00:00:00
CONNECT	GPS position	Acquiring	Standard voice outbound	00:00:44
PHONE BOOK	Status	Scanning	3.1 kHz audio inbound	00:00:00
MESSAGES	Satellite selection	Auto	3.1 kHz audio outbound	00.00.00
CALLS	Current satellite		Standard data	31,10 MB
SETTINGS		None		
ADMINISTRATION	Unit serial number	07441420	Streaming 32 kbps	00:00:00
HELPDESK	Software version	1.16, build 12	Streaming 64 kbps	00:00:00
SITE MAP	Local IP address	192.168.0.1	Streaming 128 kbps	00:00:00
SITE MAP	IMEI number	35162402-000605-4		
	Antenna status	Detecting antenna		
	ONGOING DATA S	ESSIONS	ONGOING CALLS	
	(No active data ses	sions)	(No active calls)	
	PROFILES ON LAI (DEFAULT GROUP			
	Start Standard			
	Refresh			

Please note that the terminal might start an antenna software upgrade after the reboot. Make sure that the upgrade has ended before disconnecting the antenna or switching the system off. (All LEDs on the terminal must be green and no warning in the event list).

8. End of update procedure.

Thrane & Thrane After Sales Service

## Appendix I.

#### Selecting 3.1 kHz Audio (fax)

To set-up the 3.1 kHz Audio in your SAILOR 150 FleetBroadband, do as follows:

1. From the **DASHBOARD** left navigation pane, select **SETTINGS** → **Phone/Fax**.

Thrane & Thrane	
SIGNAL:	
DASHBOARD PHONE BOOK MESSAGES CALLS SETTINGS LAN Phone/Fa3 Common IP handsets	Incoming calls Standard 3.1 kHz Audio Outgoing calls Standard 3.1 kHz Audio Restricted dialing Enabled Apply Cancel
Discrete I/O Tracking	
Upload Satellite selection	
Language	
HELPDESK SITE MAP	

**NOTE:** Above picture is showing the default setting of the RJ11 port.

2. When a fax is connected on the RJ11 port, choose only  $\square$  (check mark) **3.1 kHz Audio** as **Incoming calls** (both boxes can be selected at the same time, but Standard is not needed for fax service) and  $\bigcirc$  (dot) **3.1 kHz Audio** as **Outgoing calls** (only one dot can be set).

**NOTE:** If **Outgoing calls Standard** is selected and applied, the fax will not be reaching the receiver, as the service will be wrong.

3. Click Apply.

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The **3.1 kHz Audio** service for SAILOR 150 FleetBroadband is only available with elevation angle above 20° (pink line on above pictures).

	$\triangle$			
DASHBOARD CONNECT PHONE BOOK MESSAGES CALLS SETTINGS ADMINISTRATION HELPDESK SITE MAP	PROPERTIES Airtime provider GPS position Status Satellite selection Current satellite Unit serial number Software version Local IP address IMEI number Antenna status	Telenor Satellite Services. N 55°48', E 12°31' Ready Auto EMEA (elevation: 25°) 07441420 1.15, build 9 192.168.0.1 35162402-000605-4 Tracking	SESSIONS TOTAL Standard voice inbound Standard voice outbound 3.1 kHz audio inbound Standard data Streaming 8 kbps Streaming 16 kbps Streaming 22 kbps Streaming 128 kbps Streaming 128 kbps	00:00:44
	ONGOING DATA SESSIONS (No active data sessions) PROFILES ON LAN (DEFAULT GROUP) Start Standard Refresh		ONGOING CALLS (No active calls)	

Elevation angle towards the satellite can be read on the **DASHBOARD** of the Web MMI (<u>http://192.168.0.1/</u>), under **Current satellite XXXX (elevation: yy°)**.