Thrane & Thrane

Technical Notification

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:
    - o 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:
    - o Improvements and optimization in relation to antenna control.
    - o Improvements in relation to FleetBroadband Multi-voice.
        - ▪ To supplement these improvements a new IP Handset software: SW ver. 1.14, is now also available.

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- o 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=0,819,915,917&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:
    - o 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:
    - o Bug fixes.

- **Known problems** related to SAILOR 500 FleetBroadband, SAILOR 250 FleetBroadband, SAILOR 150 FleetBroadband, EXPLORER 727 and EXPLORER 325:
    - o None.

Action:
Download file **FB500_250_150 Exp325_727 ver_116.zip** located at Thrane & Thrane extranet http://extranet.thrane.com/Support.aspx 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.

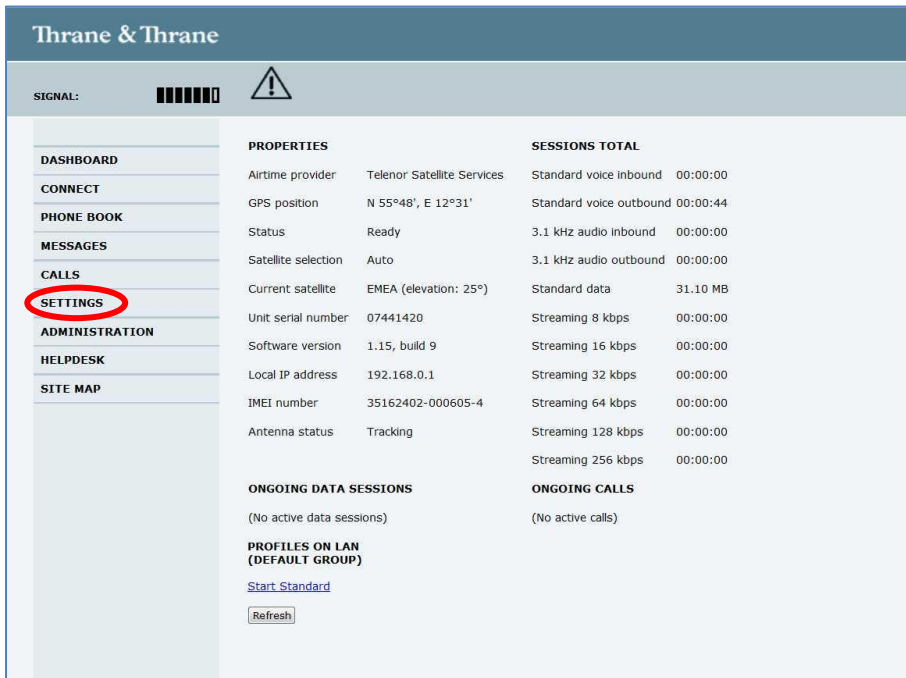**For End Users (from the SAILOR FleetBroadband web MMI):**
Download the file from the Thrane & Thrane FleetBroadband update server via the SAILOR web server (shown below). Please note that if this is over air transmission, it will add cost to your airtime bill. **File size is approximately 7.0 MB!!**
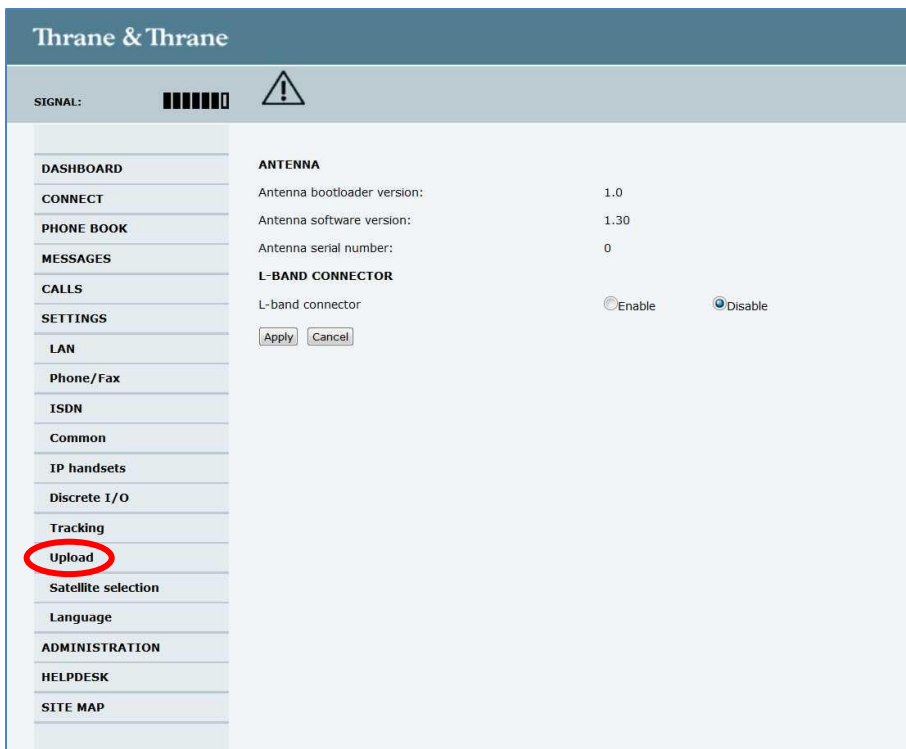
From web interface:

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

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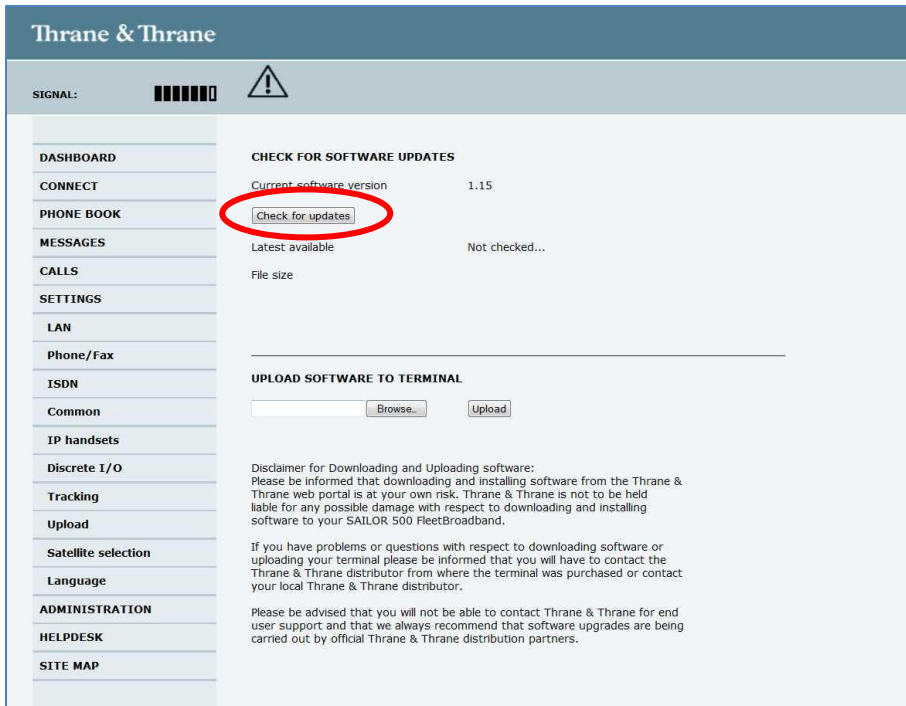
3. Select **SETTINGS**.

4. Select **Upload**.

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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!**
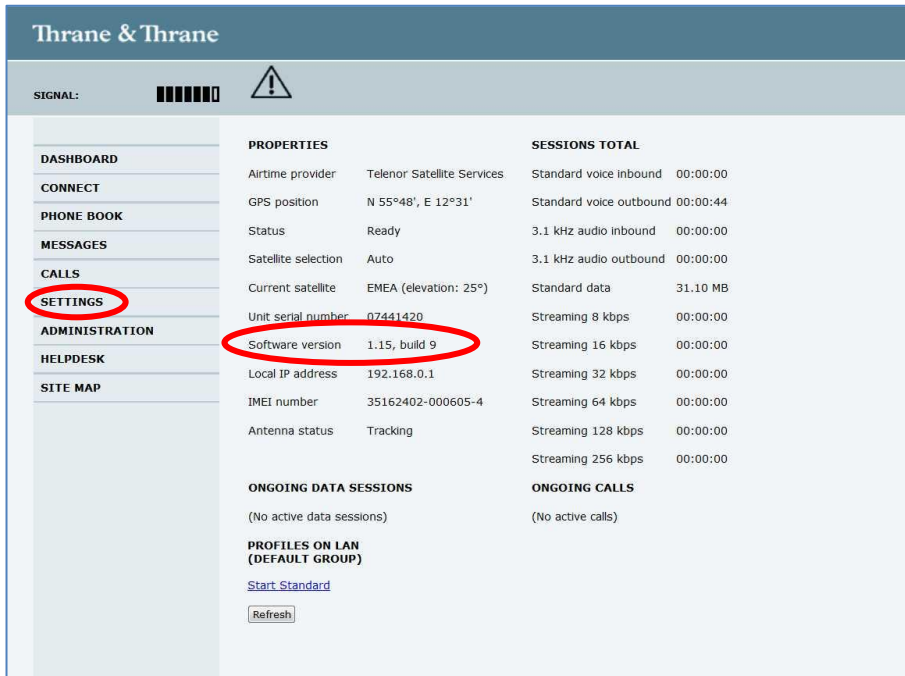

6. When the software is downloaded to the hard disk of the PC, follow the description below for updating the SAILOR 500/250/150 or the EXPLORER 727/325.
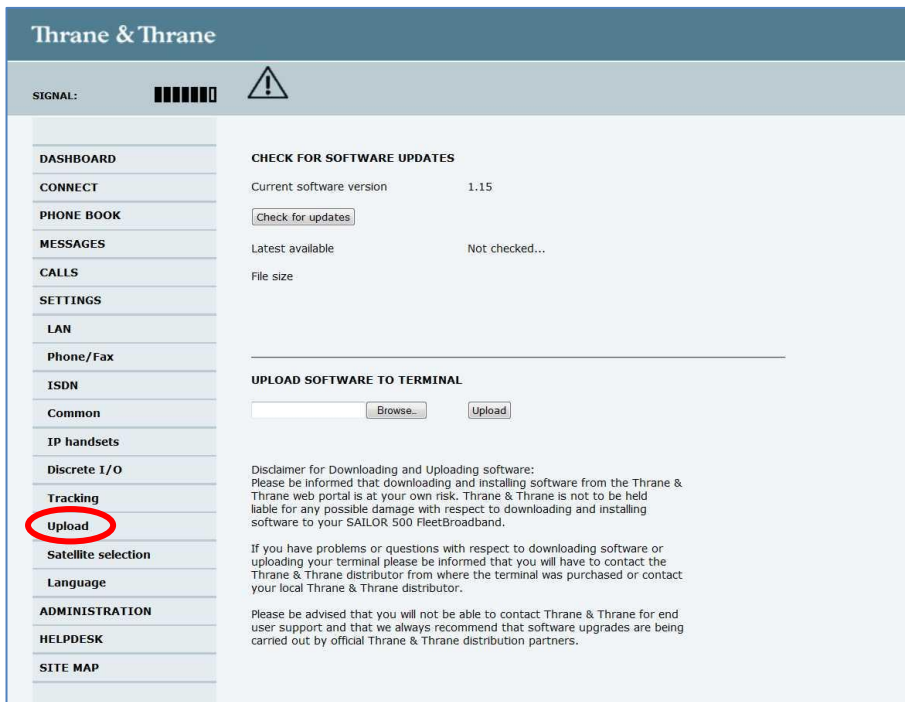
7. End of download procedure.

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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 http://192.168.0.1/
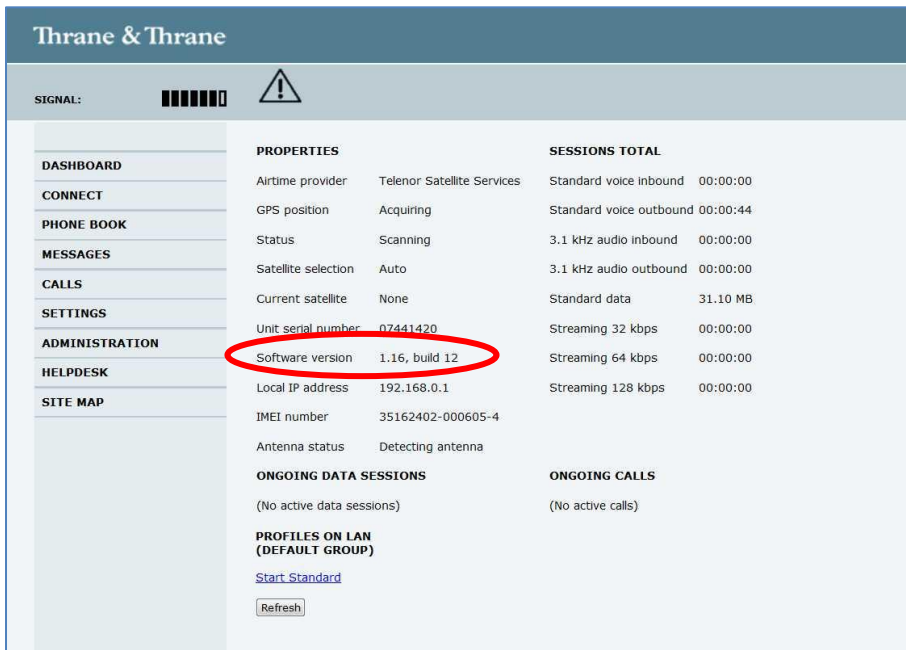
3. Select **SETTINGS**.

4. Select **Upload**.

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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.

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

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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)**.
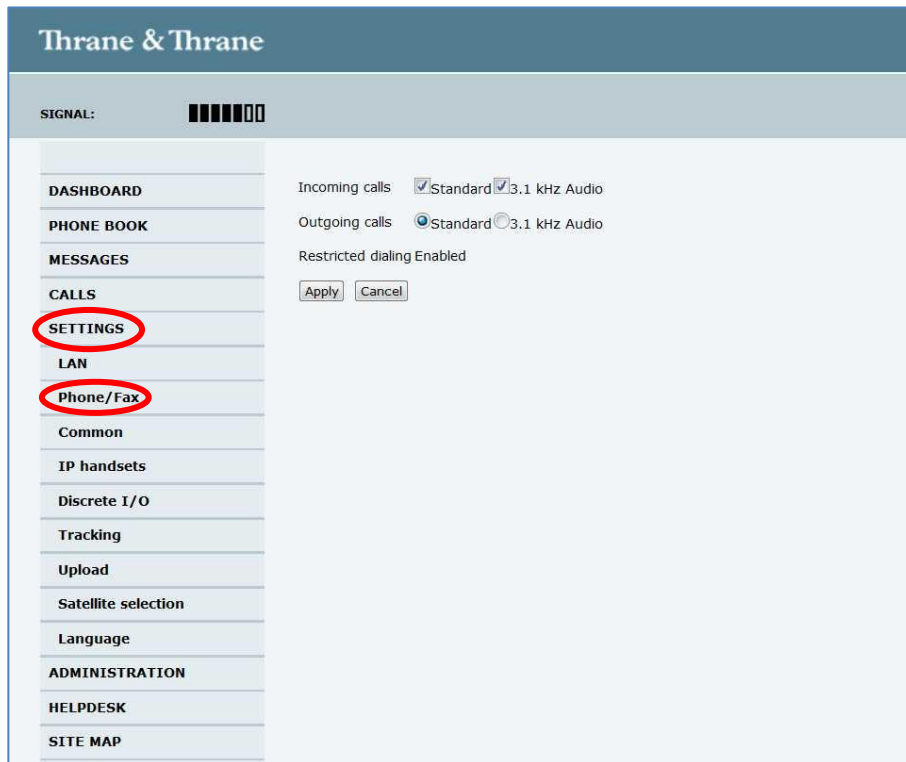
8. End of update procedure.

Thrane & Thrane
After Sales Service

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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**.

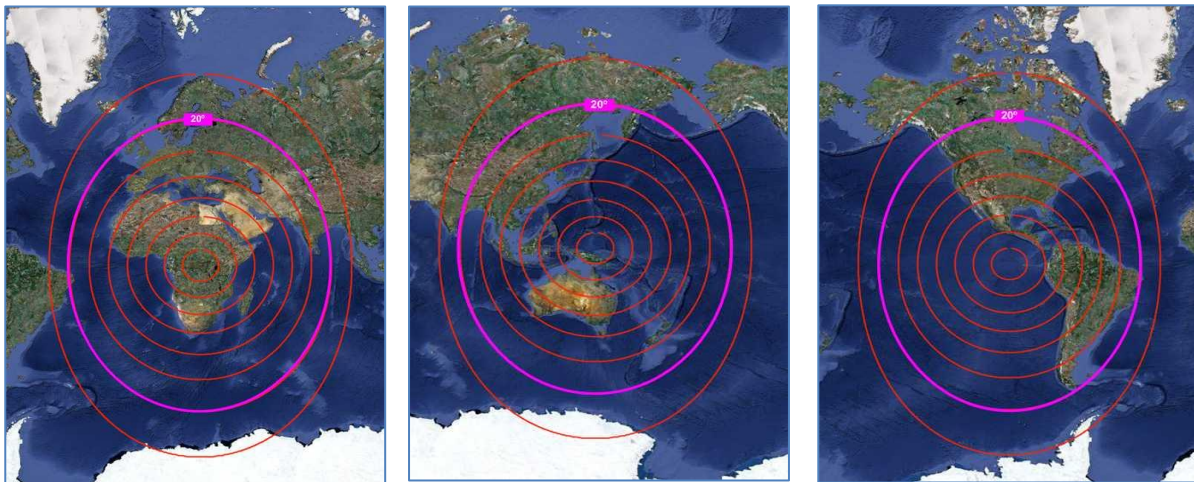**NOTE:** Above picture is showing the default setting of the RJ11 port.

2. When a fax is connected on the RJ11 port, choose only ☑ (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 ⊙ (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).

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

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