

Technical Notification

This Technical Notification fully replace previous version 95-127879 from July 2008!

Document number: 95-128363

Date: October– 2008

New software ver. 2.11.3 for EXPLORER® 100/110
& WorldPro1000/1010 – including instruction for users
downloading SW via LaunchPad or the Inmarsat webpage.

Subject:

Please be informed that a new software version 2.11.3 for EXPLORER® 100/110 & WorldPro 1000/1010 has been released. This document describes the EXPLORER 100/110 & WorldPro 1000/1010 software release version 2.11.3, and how to upgrade.

Note: some confusion regarding this SW upgrade and the importance of it has been seen. The reason is that it was not clear if the Network changes scheduled for November 21st – 2008 would have impact on the WordPro 1000/1010 and EXPLORER 100/110 terminals. It is now clear that the network changes WILL have impact on the systems and the priority is now raised to Critical in order to ensure proper performance after Network upgrade. Terminals not upgraded cannot be guaranteed to function after the network upgrade!

Priority:

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

Changes from ver. 2.10.2 to 2.11.3:

Bug fixes –

- Stock on deadlock when using SCADA application
- Compatible if Inmarsat BGAN core network will be upgraded
 - Terminal restarted due to an additional field in the Routing Area Accept.

Issue with D-type Beta terminals:

As stated in the release document for software version 1.16.00 in 2005 by Nera – version 1.16.00 was the last version for these beta terminals. This means that D-type Beta terminals cannot be upgraded with SW 2.11.3 and will NOT be able to connect after the network upgrade.

This only applies to “D-type” interface units (64MByte RAM version=Beta version) produced until August 2005 (Serial number in the range from 0305060000 to 0305089999)



What to do if you have a D-type Beta terminal:

For Thrane & Thrane A/S Partners:

If you are a Partner of a Thrane & Thrane – please contact After Sales Service through eSupport <http://extranet.thrane.com/Support/Technical%20Support.aspx> in order to find a solution for replacing the terminal.

For NON Thrane & Thrane A/S Partners:

If you are not a Partner of Thrane & Thrane – please contact a suited partner at <http://www.thrane.com/Contact/Distributors.aspx> in order to find a solution for replacing the terminal.

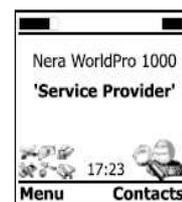
Action:

How to read out your current software using the ISDN Handset:

Go to menu “6.Terminal Settings”

Scroll down to “0. About”.

This will display the terminal software version, Boot etc.



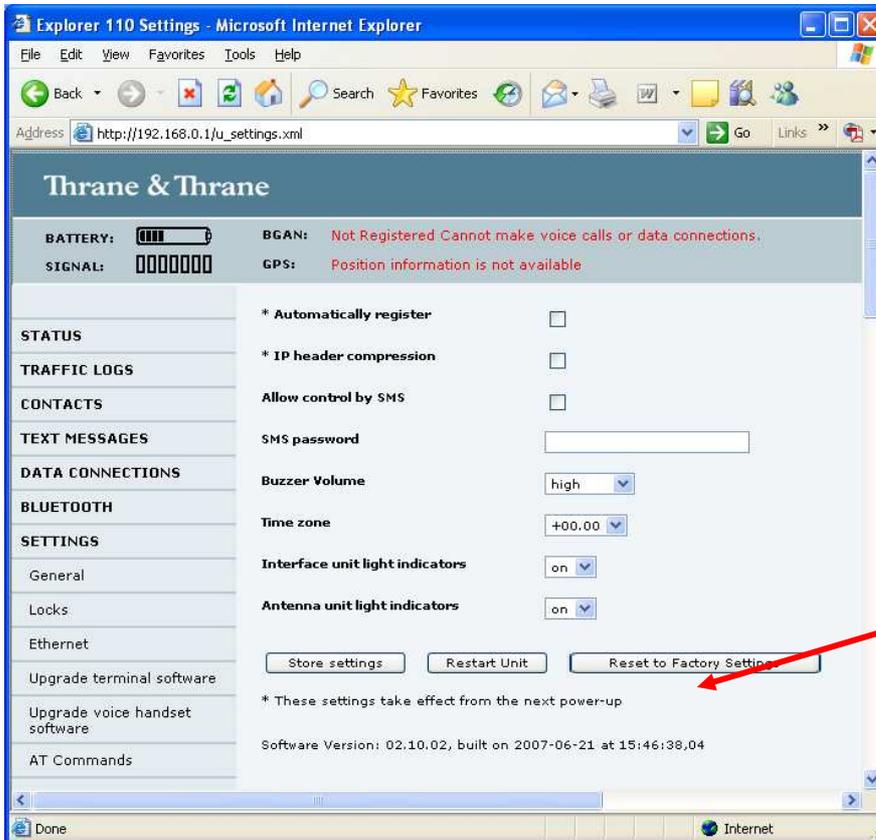
How to read out you current software using the WEB MMI:

The WEB MMI is accessed via a WEB browser (e.g. Explorer, Safari).

Get access to the WEB MMI by entering **192.168.0.1** in your Internet Browser address field.

Select **Settings**, and see bottom of page.

The WEB MMI is only available on WorldPro1010 and EXPLORER 110.



Terminal software

For NON Thrane & Thrane A/S Partners:

The new SW can be found on the Inmarsat website at <http://www.inmarsat.com/support/BGAN> and the SW release is also available for download from BGAN LaunchPad.

For Thrane & Thrane A/S Partners:

Download file 'EXPLORER_100_110_V2.11.3.zip' at Thrane & Thrane extranet <http://extranet.thrane.com/Support.aspx> or at the Thrane & Thrane A/S eSupport <http://extranet.thrane.com/Support/Technical%20Support.aspx>.

Save / extract to your hard disk.

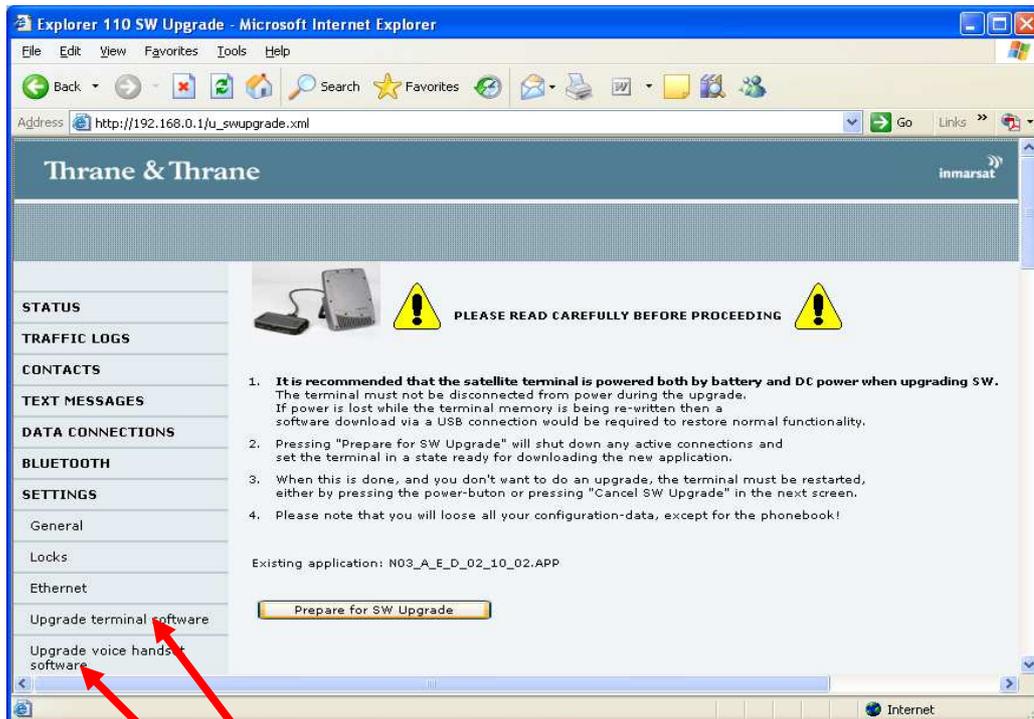
The following will describe the procedure for installing Ver. 2.11.3.

How to upgrade via the Ethernet interface

This is only possible on a Nera Worldpro1010 or EXPLORER 110 terminal version 2.8.5 or newer, where upgrading via WEB MMI is possible. Use upgrade via USB for older versions!

Get access to the WEB MMI by entering **192.168.0.1** in your Internet Browser. Select **Settings** and **Upgrade terminal software**. Follow the instructions given in the WEB MMI.

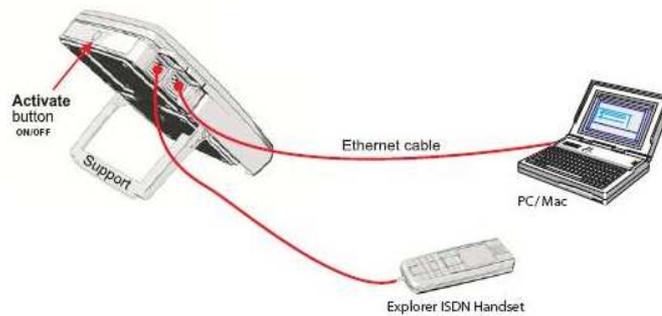
It is also possible to upgrade the ISDN Handset. See figures below..



Upgrade Terminal software

Upgrade ISDN Handset software

Nera WorldPro1010 / Explorer 110



How to upgrade via USB (Windows Xp):

Upgrading takes 5 minutes. To do the upgrade you need a PC and the USB cable.

On a Worldpro1010/Explorer 110 the ISDN/USB Splitter need to be connected to the telephone/ISDN port. This gives access to the USB port.

The way you get access to the Interface unit is similar to a digital camera, but here you get access to the software. Procedure described below.

When the Explorer/WorldPro drive occurs on your PC, you can see these files:
Info.txt information on current boot and application software in your terminal

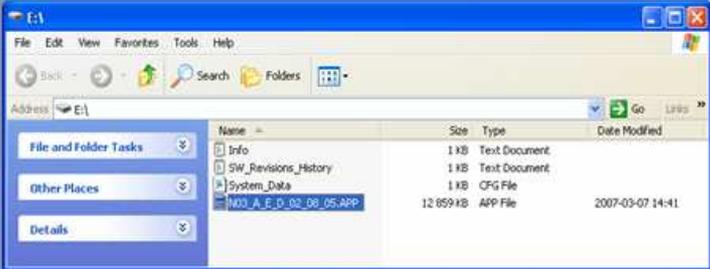
SW_Revisions_History.txt Information about all previous application software

System_Data.CFG Used by the Manufacturer only.

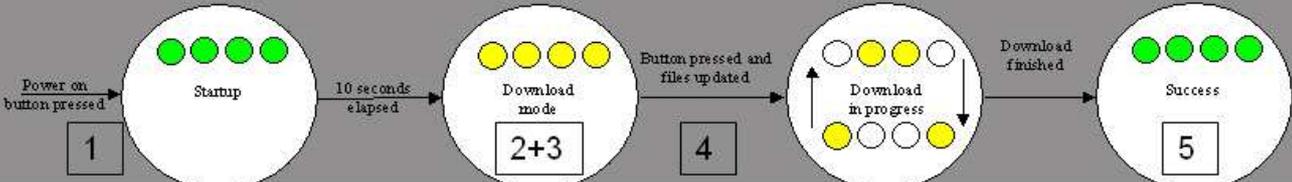
Xxxxxxx.APP The current terminal software, this file you delete!

Software upgrade:

Removable disk (e.g. E:)
Terminal information via USB



1. Start: (Terminal has to be switched off)
 - Connect USB cable from terminal to PC
 - Press and hold the activate button for approx. 10 seconds, or until the LED's turns yellow.
 - Wait until E: drive pops up on your PC
2. Remove:
 - Remove old software from E:drive
 - E.g.: N03_A_E_D_01_16_00.APP
3. Copy:
 - Copy new terminal software into the E:drive
 - E.g.: N03_A_E_D_02_08_05.APP
4. Push and hold activate button until LED's starts flashing yellow. Release button and wait until all LED's turns green.
If LED's turns red, restart from step 1
5. Reboot terminal

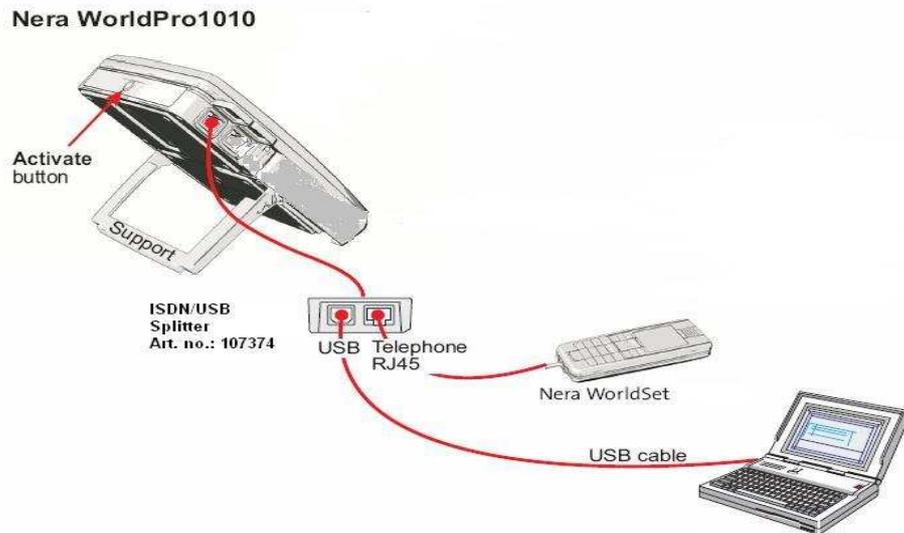


Note:

- It is important to remove the old software file from the Removable disk drive, before copy/paste the new software into the drive.
- On some terminals it is necessary to hold the activate button for 30 seconds before the LED's turns yellow. On these terminals only two LED's turns yellow, but this is normal on these units.
- It takes approx 30 seconds for the Removable disk drive to be present on the PC.

Continued...

- If wrong software is loaded to the Interface unit, it is only to redo the 5 steps with the correct software. A terminal with wrong software will fail when searching for satellite. On box LED's will respond abnormally.
- If terminal looks up (not possible to switch off), turn terminal off by removing DC input and battery. Insert battery and DC again. This can be due to wrong software, and this time remember to hold the Activate button down for approx. 30 seconds until only two LED's turns yellow (Battery and Message LED). Wait for Removable disk drive and continue upgrading.



End of updating procedure.

Thrane & Thrane
After Sales Service

Author: JDO	Date: 14-10-2008	Checked: CK/TC/CBO	Date: 17-10-08	Approved: CK	Date: 17-10-08
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