



Iridium 9555

Software Release Note

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HT15002

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1 Introduction

The purpose of document is to detail the use of version HT15002 of the Iridium 9555 software upgrade tool and document the feature changes contained within this release.

The primary purpose of this release is to enable calling to the Australian emergency services number “000” when no SIM card is present in the handset.

2 Upgrade Tool OS Compatibility

The upgrade tool that accompanies this release has been tested with Microsoft Windows 7 SP1 x64. The instructions that follow in this document assume the use of this version of Microsoft Windows.

3 Upgrade Warnings

3.1 Phonebook

When upgrading an Iridium 9555 handset from software versions earlier than release candidate HT14004 all phonebook entries will be lost. Note that the previous public release was HT13001.

After the upgrade is complete the user must reformat the phonebook file system to make it compatible with HT15002. To do this, the user must navigate to the idle screen and enter the short code `*#323#<green>`. The handset will then reboot.

If a user tries to access the phonebook without performing the steps presented above they will be presented with an error stating “My Phonebook failed to initialise. Contact service center.” The phonebook file system must be reformatted using the instructions above.

3.2 Inability to Downgrade

Once an upgrade to HT15002 is performed it is not possible to downgrade to an earlier software version.

3.3 Unsigned USB Drivers

This release of the upgrade tool does not include USB drivers for the Iridium 9555 handset signed by Microsoft. Additional steps may be required to permit Windows to use this unsigned USB driver. These steps are detailed in the following section.

4 Performing the Upgrade

The following steps should be used to upgrade an Iridium 9555 handset from version HT11001 or later.

4.1 Typical Upgrade

- Run the upgrade installer application.
 - The application is named “Iridium 9555 Software Upgrade HT15002 Installer.exe”
 - This will place the upgrade tool and USB drivers into the C:\Program Files\Iridium\9555 directory.
- Prior to performing the upgrade complete the following:
 - Disable Bluetooth on the PC running the upgrade
 - Remove the SIM card from the handset and install the handset battery
 - Turn the handset on
 - Ensure that the battery is fully charged or a charger is connected to the handset
- Connect the handset to the PC using a USB cable.
 - If the handset is being connected to this PC for the first time, or to a USB port that has not been used before, the driver will be installed automatically. If this is the case, wait for Windows to show the “New Hardware Installed” notification before proceeding.
 - If Windows is unable to automatically locate the USB driver, it can be found at C:\Program Files\Iridium\9555\USB\VCOMPORT.
- Run the Iridium 9555 Software Upgrade tool.
 - A shortcut to this application should be available in the Start Menu in the Iridium 9555 Software Upgrade folder.
 - The target of the shortcut is C:\Program Files\Iridium\9555\Upgrade_Tool\Iridium 9555 Software Upgrade HT15002.exe
- After the handset is found, click “start” in the Iridium 9555 Software Upgrade tool.
 - If the Iridium HT15002 Software Upgrade Tool has not been used on this PC before the upgrade will stop when the handset switches to DFU mode. The handset will report “Upgrade in progress”. The upgrade tool will report “Error - cannot locate handset.” The Windows System Tray will report “Device driver software was not successfully installed.” When this occurs, proceed to the instructions presented in section 4.2, Installing Unsigned USB Drivers.

- Follow instructions presented by the upgrade tool user interface.
 - Do not disconnect the handset or press any keys while the upgrade is in progress. Doing so may leave the handset in a non-functioning state.
 - During the upgrade process the handset will display various information on the screen, including “Upgrading...”.
 - At times the handset screen may go completely blank and the status LED may stop blinking.
 - At times the handset may display “Inconsistent firmware. Please run upgrade tool.”
 - The upgrade process may take 20 minutes or more to complete.

4.2 Installing Unsigned USB Drivers

These steps can only be performed if the handset is in DFU mode. These should only be performed if an error in the previous section recommends doing so.

- Install the USB drivers.
 - Having run the upgrade tool and gotten to the error condition reported in the previous section, do not remove the USB connection between the PC and the handset.
 - Exit the Iridium 9555 Software Upgrade Tool.
 - Launch “Device Manager” in Windows by clicking the Start menu and searching for the same name in “Search programs and files”.
 - Expand “Other devices” if not already expanded.
 - Right-click on “Iridium 9555 Handset” and select Properties.
 - On the General tab, select “Change settings” if not logged in as an administrator and enter the administrator credentials.
 - On the General tab, select “Update Driver...”.
 - Select “Browse my computer for driver software”.
 - Search for driver software in this location: “C:\Program Files\Iridium\9555\USB\DFU” and select “Next”.
 - A window will alert you that “Windows can't verify the publisher of this driver software.”
 - Select “Install this driver software anyway”.
 - Windows will report that it has successfully updated your driver software for Iridium 9555 Handset in DFU Mode.
 - Click Close

- Prepare for upgrade.
 - Disconnect USB cable and charger (if connected) from handset.
 - Remove battery to power off handset.
 - Replace battery.
 - Reconnect charger if used and power handset on.
 - Handset reports "Inconsistent firmware. Please run upgrade tool."
 - Reconnect USB.
 - Proceed to the step titled "Run the Iridium 9555 Software Upgrade tool" in the previous section.

4.3 Troubleshooting USB Drivers

If the PC being used to drive the upgrade process has been used previously to update Iridium 9555 handsets there is a possibility that it may have an incompatible DFU driver already installed.

This condition may present itself with the following observables; when running the Iridium HT15002 Software Upgrade Tool the upgrade will stop when the handset switches to DFU mode. The handset will report "Upgrade in progress". The upgrade tool will report "Error - cannot locate handset." The primary difference between this condition and the primary error condition identified in section 4.1, Typical Upgrade, is that the Windows System Tray *will not* report "Device driver software was not successfully installed." Viewing the handset in the device manager will show that the driver appears to be installed appropriately.

To recover from this condition follow the procedure below.

- Reinstall the USB drivers.
 - Having run the upgrade tool and gotten to the error condition reported in the previous section, do not remove the USB connection between the PC and the handset.
 - Exit the Iridium 9555 Software Upgrade Tool.
 - Launch "Device Manager" in Windows by clicking the Start menu and searching for the same name in "Search programs and files".
 - Expand "Universal Serial Bus controllers" if not already expanded.
 - Right-click on "Iridium 9555 Handset in DFU Mode" and select Properties.
 - If not logged in as an administrator, select "Change settings" on the General tab and enter the administrator credentials.
 - On the Driver tab, select "Uninstall".
 - In the "Confirm Device Uninstall" window that appears, click the checkbox beside "Delete the driver software for this device." and click OK.

- Disconnect the USB cable between the handset and the PC, wait 5 seconds for the PC to recognize the disconnection, and then reconnect the cable.
- When PC recognizes the handset it will show up in the Device Manager in “Other devices”.
- Right-click on “Iridium 9555 Handset” and select Properties.
- If not logged in as an administrator, select “Change settings” on the General tab and enter the administrator credentials.
- On the General tab, select “Update Driver...”.
- Select “Browse my computer for driver software”.
- Search for driver software in this location: “C:\Program Files\Iridium\9555\USB\DFU” and select “Next”.
- A window will alert you that “Windows can't verify the publisher of this driver software.”
- Select “Install this driver software anyway”.
- Windows will report that it has successfully updated your driver software for Iridium 9555 Handset in DFU Mode.
- Click Close.
- Attempt the upgrade process as detailed in section 4.1, Typical Upgrade.

5 Change List

The following table lists the changes made in HT15002 that may affect the product user. The table lists only the changes made since the previous release, HT13001.

Issue ID	Description
3134	Calls to the emergency services number “000” are now are permitted when no SIM card is present in the handset.
5170	Added necessary conversions for display of time on user interface in Iridium network era 2 and other era detection and transition improvements.
4978	Corrected an issue that would arise when the handset was transmitting and receiving SMS messages at the same time.