

**HUGHES NETWORK SYSTEMS****FIELD SERVICE BULLETIN****SUBJECT: 9250 Upgrade to BGAN Class 10****FSB NUMBER: 0908-01****FSB ISSUE DATE: 2-September-08****SUBMITTED BY: B. Lindsay****APPROVED BY: N. Bartlett****CHANGE TO BE IMPLEMENTED BY:****AUTHORIZED HUGHES REPRESENTATIVE****CUSTOMER X****DOCUMENTATION AFFECTED: N/A****CATEGORY:****HARDWARE X****FIRMWARE****SOFTWARE X****OTHER****EFFECTIVE DATE: 2-September-08****IMPLEMENT: IMMEDIATELY X****MANDATORY X****Problem:**

The 9250 was originally released as an "Early Entry Product" and Case Approved by Inmarsat. The terminal would register with the Network as a "Class 2" terminal and was not compliant with the BGAN-X mobility SDM. Now that the Network has been upgraded to the BGAN-X mobility changes, the 9250 can be upgraded for full mobility. The terminal will handle blockages, fading and other mobility features much better with the new software.

**Solution:**

Hughes originally planned to issue a free software upgrade to 9250 Users to upgrade the unit to a Class 11 terminal, however, Hughes has now decided to upgrade all existing 9250 terminals to Class 10 free of charge by providing the new software and a new Antenna Control Unit (ACU) box. Please contact Hughes directly at 858-452-4658 to get your upgrade kit.

The new software also has a new Web MMI that will give the User full control of the terminal configuration. New features are listed below:

- Signal Quality, Beam information, Battery Status, WLAN status in Java applet on every page
- 24/7 keep alive for critical applications
- Web MMI can be also accessed using wireless (802.11) PDA, wireless Blackberry, iPhone, etc.
- Ability to Activate of PDP context for any TE connected to UT (camera, dumb devices that can't run LP)
- Configurable static IP addresses for ACA (automatic Context Activation)
- WLAN MAC filtering and no SSID broadcast for better security
- Statistics page that keeps track of usage

A new user manual is also available and will be published on the Hughes website [www.hughes.com](http://www.hughes.com)

**REMOVED MATERIAL DISPOSITION: Return all old ACU's to the Hughes address below:****SHIP TO:** 9605 Scranton Road Suite 500 San Diego, CA 92121**ATTN:** Bill Lindsay

Phone: Office: 858-452-4658, Cell: 619-977-8619

**MATERIAL REQUIRED**

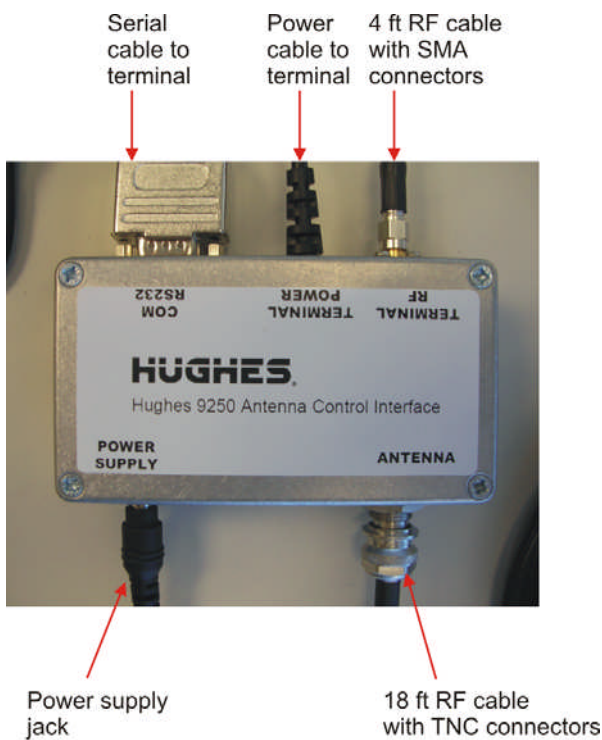
- New ACU box (Version 1.3 or has a 0dB marking on it)
- 8mm or 5/16" socket or open wrench

**ACTION REQUIRED:**

**Hardware:**

Disconnect all cables going to the ACU box as shown in picture below. Remove old ACU box and pack it for shipment to the Hughes address in the **Removed Material Disposition** box above.

Install new ACU box and connect all cables again as shown below. Ensure all cable connections are tight. Once all cable connections have been made you can power the unit on and start the software upload.



**0 dB marking**

**ACTION REQUIRED:****Software: bganM\_Upgrader\_4026.exe****Instructions to use the BGAN software upgrader for the Hughes 9250 BGAN modem**

1. Run the attached file (bganM\_Upgrader\_4026.exe) which will unpack the BGAN upgrader into the "C:/BGAN-M\_Upgrader\_4.0.2.5" folder on your computer.
2. Connect the Ethernet port of the BGAN modem to be upgraded to the LAN port of the PC using a standard Ethernet cable. Insert a SIM card into the BGAN modem.
3. Connect a DC power converter (supplied in the BGAN install kit) to the BGAN modem, If it does not power on automatically, press the power button to turn it on.
4. Run BGANUpgrader.exe file in the above folder.
5. On the BGAN Upgrader Window, click on "Upgrade" button.
6. During the Upgrade process, it is imperative that the power supply and Ethernet connections to the BGAN modem are not removed or interrupted.
7. The status and progress of the Upgrade is shown in the BGAN Upgrader window.
8. If a SIM card is not present, an error window will pop up asking to check that a SIM card is present. You will then need to go back to Step 2.
9. The upgrade process will proceed. After ~2 minutes, a window will pop up stating: "Upgrade Complete. Click OK and wait until we get software version."
10. Click OK.
11. After ~30 seconds, the following message will appear in the window: "Software version was retrieved!"
12. Terminal has been successfully upgraded, and the power and Ethernet connections can be removed.

If an earlier software upgrade was unsuccessful, then the modem will power-up in a bootrom mode, and the LEDs will show a pattern of flashing and solid red/green colors (refer to the user guide for more details). You can also force the modem to power-up in this mode by pressing the audio button when you power-up the modem. The upgrader can still be used to re-upgrade the modem if it is in bootrom mode.

The following functions are also available from the pull-down menu items:

## File-&gt;

Upgrade: upgrade modem software (same function as 5 above)

restore: restores the terminal software back to the version prior to the upgrade

PIC Upgrade: upgrades only the PIC software, not the main modem software. The PIC software is not normally part of the software release, so is not normally upgraded at the same time as the modem software. If the upgrader includes PIC software, then it will be automatically upgraded.

Disable Auto PIC upgrade: disables the upgrader from automatically upgrading the PIC software if it is included with the upgrader.

## Tools-&gt;

Get SW version: reads the software version loaded on your modem, and the version that is available to be upgraded

set DNS addresses: read and change the DNS server addresses in the terminal.

Note: it is recommended to set these to 0.0.0.0 for automatic DNS server address allocation.

Reset Modem: turns the modem off and back on.

Help->about upgrades: shows the version number of the upgrader.

**LaunchPad Update****Software:**

Hns9250.xml

If you want to use LaunchPad with the new 9250 product, it will need to be updated in order to get a 256K connection from the Data screen. To update LaunchPad, copy and paste the XML file above into the following location on your PC:

C:/Program Files/Inmarsat/Launchpad/com/mmi/utprofiles/

Once this XML file is copied into this folder, you can start LaunchPad and go to the "Data" screen and see that the 256K icon is now visible (not grayed out).