

# Wideye™ SABRE™ I BGAN terminal

## Firmware upgrade procedure

### for Mac

11.09.07

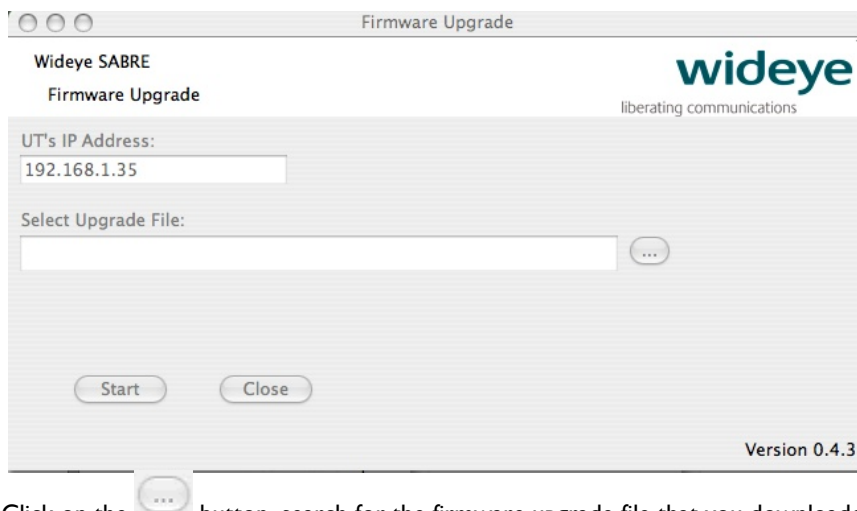
This document describes how to use the Utility to upgrade the SABRE I BGAN terminal with the latest firmware


### Upgrading the firmware

**WARNING: DO NOT** abort the firmware upgrade process half way through or unplug the terminal's power supply during the firmware upgrade. Doing so will corrupt the existing firmware loaded onto the Terminal.

Once you have obtained the Upgrade Utility and the latest version of the firmware, you can upgrade the terminal. To do this:

1. Power up the SABRE™ I BGAN Terminal, and connect the RJ45 Ethernet cable from the PC to the terminal.
2. Open the Wideye SABRE Firmware Upgrade Utility. The following screen displays:



Click on the  button, search for the firmware upgrade file that you downloaded previously, and select the file so that it displays in the **Select Upgrade File:** text box.

3. Click on the **Start** button to begin the upgrade process.
4. After the upgrade is complete, the SABRE™ I BGAN Terminal will reboot automatically. When the terminal restarts, it uses the new firmware.

#### NOTES:

- The firmware upgrade will take approximately 10 minutes to complete. Please wait until the whole process is complete, and the terminal has rebooted.
- If you encounter any errors (such as timeout error) during the firmware upgrade process, do not select the Retry option. Instead, restart the terminal by unplugging the power supply, removing the battery, replacing the battery and then re-attaching the

**power supply. Push the power switch for 3 seconds, close the Firmware Upgrade Utility and then restart from the beginning.**

## Troubleshooting

Problem	Possible Cause	Solution
Unable to start firmware upgrade on SABRE I	Other LAN (Ethernet/wireless connections) active.	Disable other LAN connections, and retry after restarting the SABRE I.
Utility times out during transfer of file to the terminal during upgrade.	Ethernet cable is loose.	Ensure that the Ethernet cable is securely tightened, and restart the terminal.
Utility fails to transfer "File 0" to the terminal during upgrade.	The current terminal firmware is not compatible with the Upgrade Utility.	Upgrade the terminal with version R001.1.8, and then try to upgrade to the latest firmware.
Utility fails to transfer any files to the terminal during upgrade.	The current terminal firmware is not compatible with the Upgrade Utility.  OR An incorrect upgrade package/file has been selected.	Upgrade the terminal with version R001.1.8, and then try to upgrade to the latest firmware.  Ensure that the correct package/file is selected, then retry after restarting the terminal.