IsatPhone Pro Firmware Upgrade

The latest firmware files can be downloaded from:
http://www.mackaysatellite.com/support/downloads/device-firmware

Prerequisite to installing new firmware: USB drivers * must be installed on computer prior to firmware upgrade!

Note: There have been many instances that users are unable to install the USB drivers on their computer. Even after un-installing and re-installing the USB drivers, an unsuccessful install message appears on the users computer. As its nearly impossible for Mackay to troubleshoot a remote PC, in these cases we ask you try another PC.

 * NOTE: The CD that came with the IsatPhone Pro contains the USB drivers. The CD can be used to install the USB drivers .

Next

Download the new firmware upgrade tool. Place the files in a folder on the computer being used to upgrade the phone.
Verify the battery is installed in the phone and is fully charged.

Follow the downloaded instructional pdf on how to upgrade the IsatPhone Pro.

Docking Station with the IsatPhone Pro also require updated firmware.. Always check for the latest firmware at the above web site.

When the IsatPhone w/airtime is purchased from Mackay Communications, the customer has the option to send in the phone to Mackay Communications where we will upgrade to the latest firmware for the customer at no charge. See Contact info below.

Mackay Communications, Inc. Technical Support

Technical support, call 919-850-3100
satserv@mackaycomm.com

Jul14r1