



BETTER CONNECTIONS, EVERYWHERE, ALWAYS.

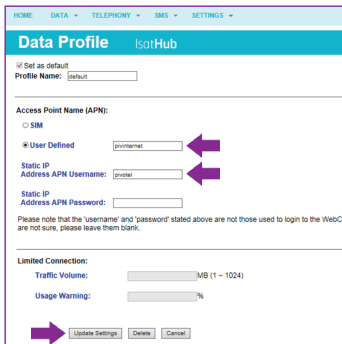


SETTING UP YOUR INMARSAT ISATHUB TERMINAL

This setup process must be completed for BYO Inmarsat IsatHub terminals **BEFORE** you use your Pivotal IsatHub service.

APN UPDATE

1. Connect the IsatHub terminal to your computer via WiFi.
The default WiFi name (SSID) and password (SSID PW) can be found on the back of the IsatHub terminal.
2. Open a web browser and enter the address: **192.168.1.35** to access the web console. The default username is '**admin**' and password '**1234**'.
3. Go to '**Data**' > '**Data Profile**' > Click '**Edit**' on the default profile
> Select Access Point Name (APN) to be '**User Defined**' and Enter '**pivinternet**'
> Enter Static IP Address APN Username as '**pivotel**'
> Leave Password Blank
> Click '**Update Settings**'



4. Go to '**Settings**' > '**Terminal Settings**' > '**Reboot Terminal**' > Click '**Reboot**' to reboot the terminal.
5. After the IsatHub restarts, connect your smartphone or tablet to the IsatHub via WiFi. You are now ready to connect to Data using the Control app.

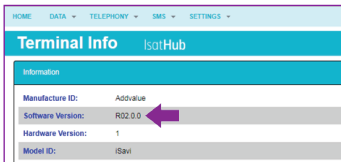
FIRMWARE VERSION

If your IsatHub terminal does not work with a Pivotel SIM card, please check that the firmware version of your IsatHub terminal is 2.0.0 or above.

Please be informed that firmware upgrade is done at your own risk. The equipment manufacturer and Pivotel will not be held responsible for any possible malfunction or damage to the system due to upgrading the firmware. If you encounter any problems or have any questions, please contact Pivotel Satellite Customer Care on 1300 882 448 (Australia), 0508 882 448 (New Zealand) or +61 1300 882 448 (International).

To check the firmware version on your IsatHub terminal:

1. Connect the IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the IsatHub terminal.
2. Open a web browser and enter the address: **192.168.1.35** to access the web console. The default username is '**admin**' and password '**1234**'.
3. Go to '**Settings**' > '**Terminal Info**' > '**Information**' and check the Software Version.



If your IsatHub terminal firmware version is earlier than version 2.0.0, follow the steps on the next page and upgrade the firmware. It is recommended that you use cellular internet to download the latest version of firmware.

DOWNLOADING & INSTALLING THE LATEST FIRMWARE VERSION

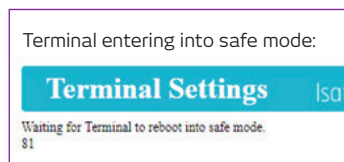
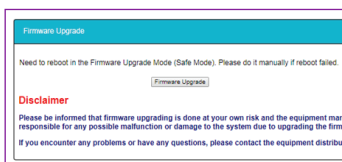
To download and install the latest firmware version for your IsatHub terminal:

1. Visit <https://www.inmarsat.com/support/bgan-firmware/>
2. Scroll down to **'Addvalue'** and next to **'iSavi'** select **'zip'** to download the latest firmware to your computer.

The firmware R02.0.0 zip file is 9.22MB.

Addvalue						
Sabre 1 Remote	62.4.6	X	X	8.25 MB	zip	
Sabre 1	14.5.1	X	X	7.83 MB	zip	
Sabre Ranger	R072.4.6	X	X	8.07 MB	zip	
Sabre Ranger M2M	R02.0.0	X	X	11.4 MB	zip	
SAFARI/SAFARI 10	R02.0.0	X	X	8.65 MB	zip	
iSavi	R02.0.0	X	X	9.22 MB	zip	←

3. Unzip the downloaded file - there will be Firmware Release Notes and an .isv file (the new firmware file). Follow the Firmware Upgrade Instructions in the Firmware Release Notes or see steps 4 - 12.
4. Connect your IsatHub terminal to an external power supply before starting the firmware upgrade process.
5. Connect the IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the IsatHub terminal.
6. Open a web browser and enter the address: **'192.168.1.35'** to access the web console. The default username is **'admin'** and password **'1234'**.
7. Go to **'Settings' > 'Terminal Settings' > 'Firmware Upgrade'** click **'Firmware Upgrade'**. Your IsatHub terminal will reboot into safe mode after you click the Firmware Upgrade button.

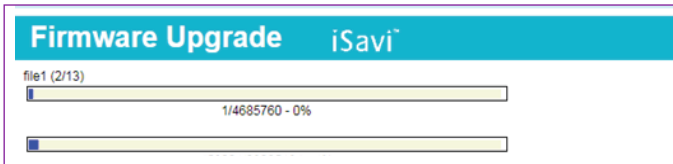


DOWNLOADING & INSTALLING THE LATEST FIRMWARE VERSION

- 8. Reconnect the IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the IsatHub terminal.
- 9. Open a web browser and enter the address: **192.168.1.35** to access the web console. The default username is '**admin**' and password '**1234**'.
- 10. Click '**Choose File**', navigate to the file location of the new firmware file, select the new firmware file – click '**Upload**'.



- 11. The firmware file will be transferred to your IsatHub terminal and the firmware upgrade process will begin.



- 12. The firmware upgrade will take less than 10 minutes to complete. Click '**Reboot Terminal**' to complete the process.

