



**BETTER CONNECTIONS, EVERYWHERE.**



## **SETTING UP YOUR INMARSAT ISAVI-ISATHUB TERMINAL**

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

## APN UPDATE

1. Connect the iSavi-IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the iSavi-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**'

HOME DATA TELEPHONY SMS SETTINGS

### Data Profile IsatHub

☒ Set as default  
Profile Name: default

Access Point Name (APN):

☐ SIM

☒ User Defined

Static IP  
Address APN Username:

Static IP  
Address APN Password:

Please note that the 'username' and 'password' stated above are not those used to login to the WebCo are not sure, please leave them blank.

Limited Connection:

Traffic Volume:  MB (1 ~ 1024)

Usage Warning:  %

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

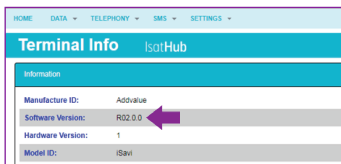
## FIRMWARE VERSION

If your iSavi-IsatHub terminal does not work with a Pivotel SIM card, please check that the firmware version of your iSavi-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 iSavi-IsatHub terminal:

1. Connect the iSavi-IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the iSavi-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 iSavi-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

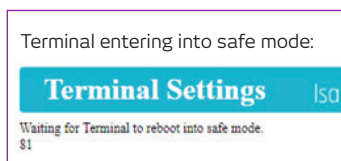
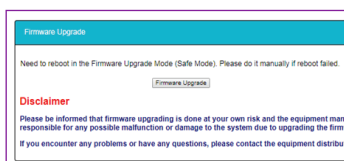
To download and install the latest firmware version for your iSavi-IsatHub terminal:

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.

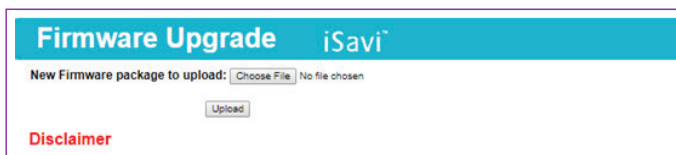
Addvalue						
	Sabre 1 Remote	62.4.6	X	X	8.25 MB	zip
	Sabre 1	14.5.1	X	X	7.83 MB	zip
	Sabre Ranger	R072.4.6	X	X	8.07 MB	zip
	Sabre Ranger M2M	R02.0.0	X	X	11.4 MB	zip
	SAFARI/SAFARI 10	R02.0.0	X	X	8.65 MB	zip
	iSavi	R02.0.0	X	X	9.22 MB	zip

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 iSavi-IsatHub terminal to an external power supply before starting the firmware upgrade process.
5. Connect the iSavi-IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the iSavi-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 iSavi-IsatHub terminal will reboot into safe mode after you click the Firmware Upgrade button.



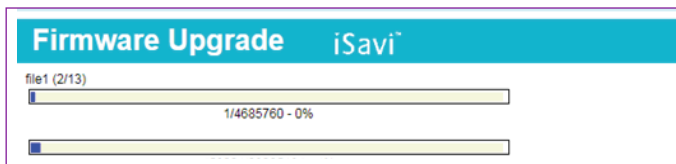
## DOWNLOADING & INSTALLING THE LATEST FIRMWARE VERSION

8. Reconnect the iSavi-IsatHub terminal to your computer via WiFi. The default WiFi name (SSID) and password (SSID PW) can be found on the back of the iSavi-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**'.



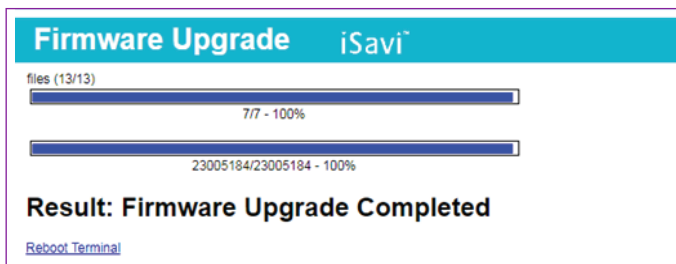
The screenshot shows the 'Firmware Upgrade' page for 'iSavi'. It features a teal header with the title and logo. Below the header, the text 'New Firmware package to upload:' is followed by a 'Choose File' button and the status 'No file chosen'. An 'Upload' button is positioned below the file selection area. A red 'Disclaimer' link is located at the bottom left of the form.

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



The screenshot shows the 'Firmware Upgrade' page with progress bars. The first bar is labeled 'file1 (2/13)' and shows a progress of '1/4685760 - 0%'. A second, empty progress bar is visible below it.

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



The screenshot shows the 'Firmware Upgrade' page with two progress bars. The first bar is labeled 'files (13/13)' and shows a progress of '7/7 - 100%'. The second bar is labeled '23005184/23005184 - 100%'. Below the progress bars, the text 'Result: Firmware Upgrade Completed' is displayed in bold. A blue 'Reboot Terminal' link is located at the bottom left.