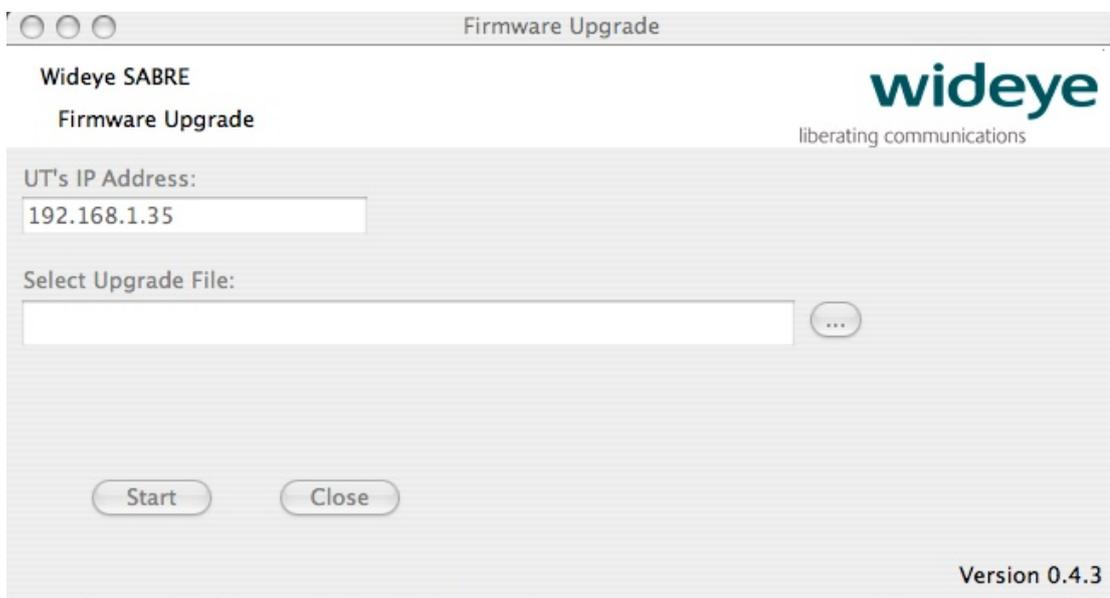


## SABRE<sup>TM</sup> I Firmware Upgrading Procedure for Mac OS

- 1) The firmware upgrading utility and upgrade file can be downloaded from [www.wideye.com.sg/bgan](http://www.wideye.com.sg/bgan) partner.
- 2) The firmware upgrading utility is in a zip file: **FirmwareUpgradeMacv.x.x.zip**, where x.x.x represents the version.
- 3) Unzip this file to extract **FirmwareUpgrade.app** and save it in a desired folder.
- 4) The upgrade file goes with an extension **.sb1**. For example: **R011.1.4.sb1**. Save this file in a desired folder.
- 5) Power up the SABRE<sup>TM</sup> I BGAN Terminal and connect the RJ45 Ethernet cable from the PC to the BGAN Terminal.
- 6) Open the firmware upgrading utility.



- 7) Click on the  button to select the upgrade file from the folder which it was saved.
- 8) Click on the **Start** button to begin the upgrading process.
- 9) After the upgrading is completed, the SABRE<sup>TM</sup> I BGAN Terminal will self-reboot. If the SIM card has been inserted before the upgrading process, you may proceed to operate the terminal. Otherwise, power off the terminal and insert the SIM card before you operate the terminal.

### NOTES:

1. Firmware upgrade will take about 10 minutes to complete. So, please wait patiently until the whole process is complete.
2. If you encounter any errors (such as timeout error) during the firmware upgrade process, do not select the retry option but restart the Terminal (by unplugging the power supply, removing the battery, putting the battery back and then re-plugging the power supply and

then pushing the power switch for 3 seconds), close the Firmware Upgrade Utility and then restart from the beginning.

**Warning!!!:**

DO NOT abort the firmware upgrade process half way through or unplug the power supply of the Terminal during firmware upgrade. Doing so will corrupt the existing firmware loaded onto the Terminal.

**Troubleshooting Guide**

S/N	Problem	Possible Cause	Solution
1.	Unable to start firmware upgrade with SABRE™ I or	Presence of other LAN (Ethernet/wireless) connections.	Disable the rest of the LAN connections except the one to SABRE™ I. Retry after restarting SABRE™ I.
	Time out when transferring file to SABRE™ I during firmware upgrade	The Ethernet cable is loose	Ensure that Ethernet cable is securely tightened and restart SABRE™ I to retry
2.	Fails to transfer “file 0” to SABRE™ I during firmware upgrade.	The older version firmware in the Terminal (SABRE™ I) is too old and it is not compatible to the new firmware upgrade process.	Upgrade the Terminal (SABRE™ I) with firmware version R001.1.8 first and then try to upgrade to the latest firmware.
3.	Fails to transfer any file to SABRE™ I during firmware upgrade	The older version firmware in the Terminal (SABRE™ I) is too old and it is not compatible to the new firmware upgrade process.	Upgrade the Terminal (SABRE™ I) with firmware version R001.1.8 first and then try to upgrade to the latest firmware.
		Incorrect upgrade package/file is selected	Ensure that correct upgrade package/file is selected. Retry after restarting SABRE™ I.