

## Service Bulletin

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*Document Number:* **SB 2010/02**

*Date Issued:* 31 July 2010

*Topic:* Firmware version 1.2.10 release

*Applies To:* All Indigo One systems

*Overview:* Additional improvements in efficiency and message data capacity, plus new functionality in the Indigo One unit have been released in an updated version of the firmware operating in the Indigo One units. Redundant messaging has also be introduced, which will allows messages marked with redundancy to use a protocol that ensures delivery of the message.

*Recommended Action:* IndigoSat recommends that the firmware is upgraded in Indigo One systems, using the approach documented in the Installation Manual. These steps have been repeated here to facilitate an easy upgrade:

**Step 1:** Use the IndigoTrack software to prepare a USB for the aircraft.

- Right-Click on the aircraft in the main screen,
- Choose the “Configure Hardware” option,
- Navigate to the “Firmware Version” tab,
- Click on the “Retrieve Latest Firmware” button,
- Insert a USB stick,
- Change the USB button, to “Firmware/Downloads”,
- Confirm the USB device is shown in the dropdown list,
- Click on the “Write Firmware/Download to USB” button,
- Once the preparation is completed, remove the USB.

**Step 2:** With the aircraft powered down, insert the prepared USB into the Indigo One. Power the aircraft on, and observe the upgrade process. The Mainboard version will be reprogrammed first, and then the unit will restart. The Display version will then be reprogrammed, and the unit will restart again. After this final restart, the USB may be removed. ***During this time, it is critical that power is not removed from the Indigo One, as corruption of the internal firmware may occur.***

**Step 3:** Confirm that the firmware has been updated by navigating on the Indigo One to the screen that displays the version. Both Mainboard and Display versions should now read “1.2.10”.

**Step 4 (optional):** Should you wish to use the redundant message option, you will need to allow the aircraft to complete transmission of the two “FIRMWARE UPDATED” messages. Then, using IndigoTrack, go to the Configuration tool for the aircraft, and set the “Redundant Messaging” flag. On the “Messages” tab, tick those messages which you would like to be sent with redundancy, and lastly build the Configuration USB. Ensure that the Indigo One is powered down in the aircraft, and insert the USB in the Indigo One unit. Power the aircraft up, and allow the message database rebuild to complete.

For any further information, or to get assistance with this process, contact your local IndigoSat office, or email [support@indigosat.com](mailto:support@indigosat.com).

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