

Iridium 9555 firmware upgrade version HT11001

AST recommend all Iridium 9555 customers should upgrade their handset to firmware version [HT11001](#).

Please note, if you are unable to access the above direct link, please copy and paste <http://www.astextranet.com/ASTFileRetrieval.aspx?key=851e8c0b-55d7-4dbf-9da8-1ca2526493aa> into your browser address bar.

Installing firmware version HT11001

Before you start, ensure you have an Iridium 9555 Handset, currently running HT08008, HT09007, HT09014, HT10001 or HT10012 firmware. This may be verified by selecting Menu, Setup, Phone Information on the Iridium 9555 Handset. The firmware version is displayed and should say HT08008, HT09007, HT09014, HT10001, HT10012 or HT10017.

PC running one of:

- Microsoft Windows XP SP2
- Microsoft Windows XP SP3
- Microsoft Windows XP 64b
- Microsoft Windows Vista
- Microsoft Windows Vista 64b
- Microsoft Windows 7
- Microsoft Windows 7 64b

For updated information regarding upgrade tool compatibility with other Windows® operating systems, please contact your Iridium Service Provider.

- USB cable
- Charger
- Firmware upgrade archive unpacked to a local disk folder on your PC

The upgrade tool needs to be able to write to the folder it is being run from, **do not** run it from a shared network drive or CD; copy the firmware upgrade package to a local folder on the PC being used for the upgrade, eg C:\Iridium. (Subsequent references to path will assume C:\Iridium.)

Warning:

- If you have a Bluetooth device enabled on your PC, you will need to disable it while you do the upgrade. For example if you have a Bluetooth dongle please unplug it, if you have built-in Bluetooth please turn it off. For example on an IBM Thinkpad, the Fn plus F5 keys bring up a screen that lets you turn the Bluetooth on or off.

Not absolutely required, but for best results:

- Remove the SIM prior to upgrade
- If the SIM is allowed to remain in place, be sure SIM Lock is disabled.
- Turn off Phone Lock if currently enabled
- Connect charger, (or ensure full battery charge).
- Disconnect external docking antenna, perform upgrade inside (no satellite network connectivity).

All other details are in the release notes available via the link above.

AST recommend that all Iridium 9555 customers run the latest versions of firmware.

If you have any questions or have issues downloading the firmware, please contact AST Customer Service on:

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skype: AST Customer Services