


JRC FB500/FB250 terminal JUE-501/JUE-251

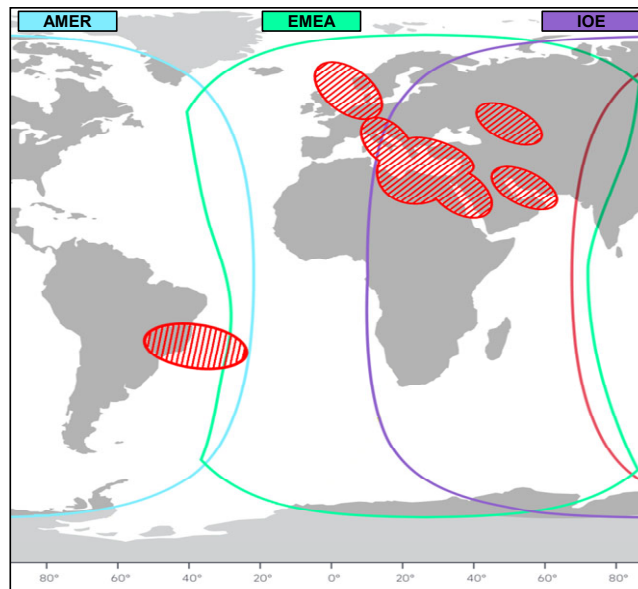
New software version 02.83 release

JRC has released new software version, APP 02.83 for Fleet Broadband JUE-501 and JUE-251 mobile terminals.

Changes from APP 02.74 to 02.83

Following functions have been improved:

- Improvement for communication failures near Europe and Brazil
Improved an issue where, in the  areas shown below near Europe and Brazil, the JUE-501/JUE-251 status display cycled repeatedly between 'SAT SEARCH', 'REGISTERING', and (in some cases) 'SEARCH NG' without reaching 'CS PS READY', preventing voice and data communications from being initiated.



- Improvement for Standard IP communication issue
Improved an issue where, during Standard IP communication, data transmission and reception might not restart after a blocking condition was cleared.

Software updating procedure

Update JUE-501/251 software to APP 02.83 with following procedure a) to d).

* Do not connect any router or other equipment when updating JUE-501/251. Also, PC must be on the same network as JUE-501/251.

a) Confirm the connection

JUE-501/251 software updating needs a PC.

Prepare a PC and connect it to your JUE-501/251. (For details, refer “1. Confirm the connection”)

* Windows 8/10/11 OS is recommended.

b) Download the latest software for JUE-501/251

Confirm the Inmarsat website to check whether the latest software (02.83) is uploaded or not.

Download if it is uploaded. (For details, refer “2. Download the software for JUE-501/251”)

c) Update/Downgrade JUE-501/251 software

Update the JUE-501/251 software. (For details, refer “3. Update JUE-501/251 software”)

In case of unsuccessful software update, downgrade software to previous version using the software [JUE251-501_APP_xxxx.jrc] stored in the attached CD-ROM. (For details, refer “[Reference] Software downgrading procedure” in last page)

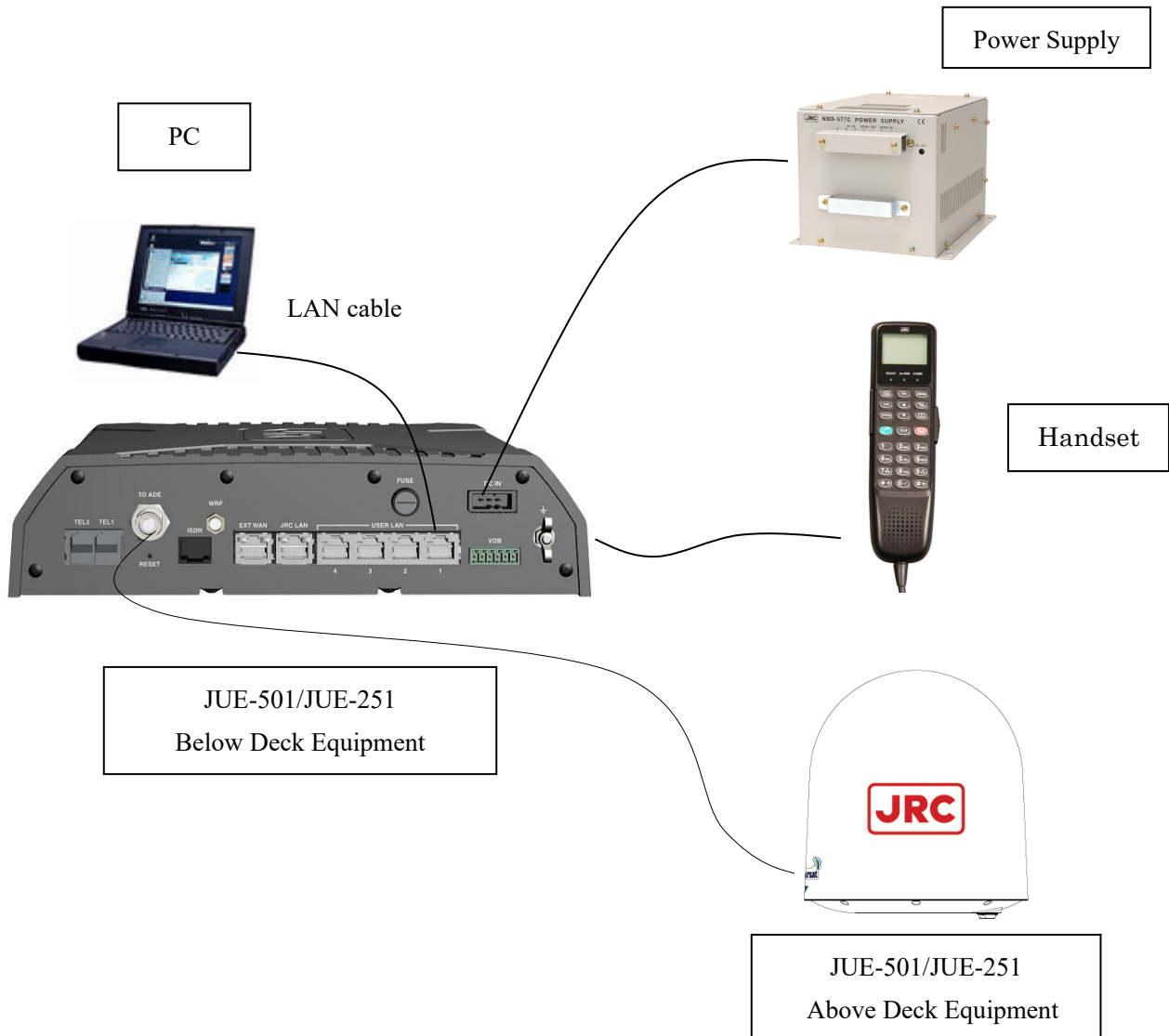
d) Confirm the updated software version

Confirm the software version after updating, to check that JUE-501/251 software is correctly updated or not. (For details, refer “4. Confirm the updated software version”)

1. Confirm the connection


(1) Prepare a PC and connect it directly to a User LAN port of JUE-501/251.


* Do not connect any router or other equipment between JUE-501/251 and a PC when updating JUE-501/251. Also, PC must be on the same network as JUE-501/251.

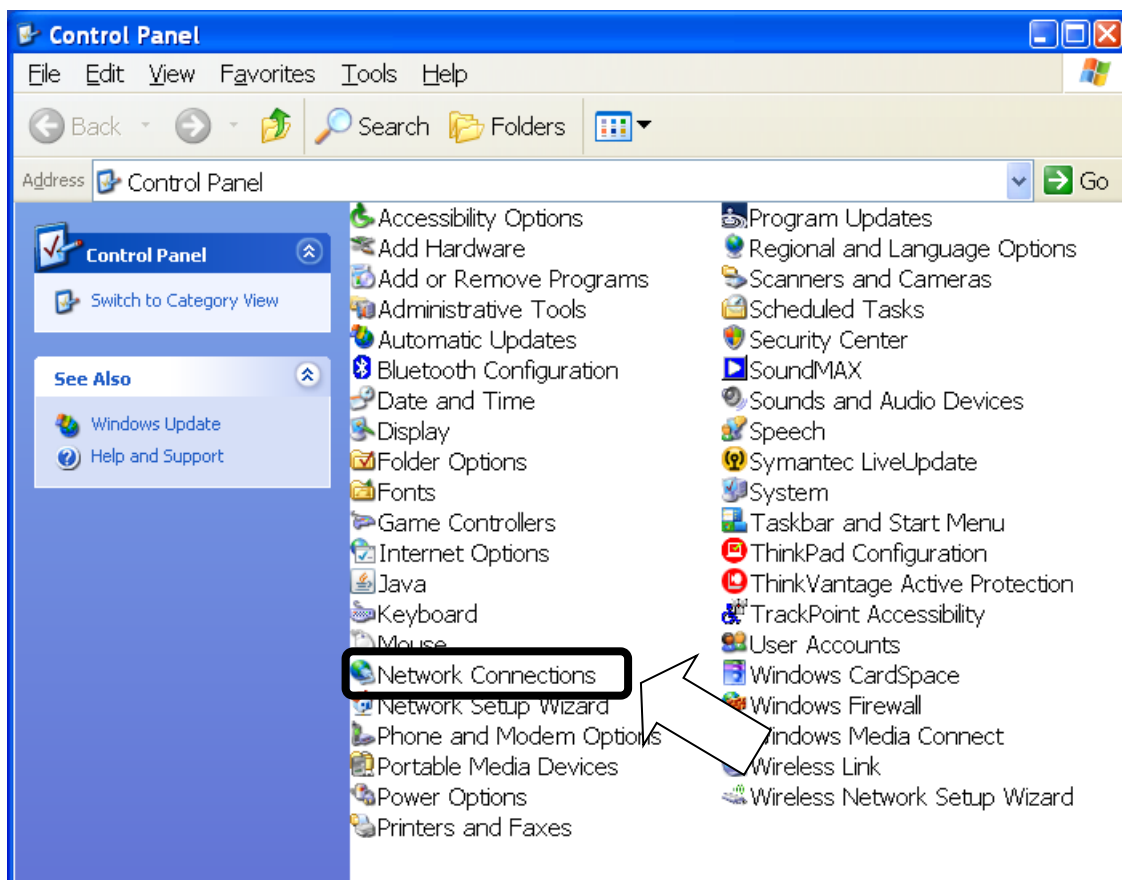


- (2) Set the LAN port IP address (being connected to User LAN port of JUE-501/251) of your PC, to be on the same network as JUE-501/251 by the following procedure.

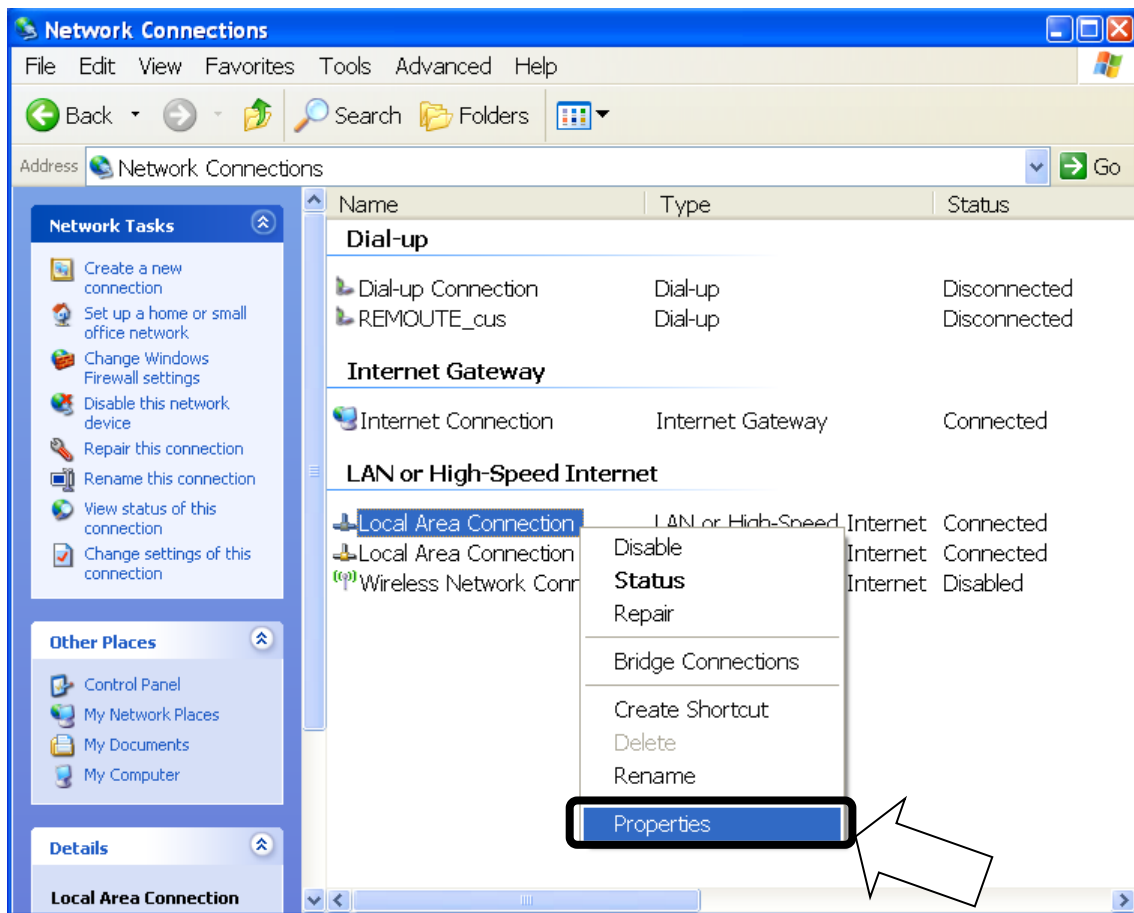
NOTE

- Skip this procedure when you already set the LAN port to DHCP (set the IP address setting as [Obtain an IP address automatically]) and BDE's DHCP setting enable.
- Current BDE's DHCP setting can be referred at the Handset menu, <9> Admin - Input secret code (initial value 0001) - <3> Port - <3> Ethernet - <1> User LAN - BDE's IP address (press OK) - BDE's subnet mask (press OK) - DHCP setting. Press  (on hook) button and close the menu after you confirm the DHCP setting.

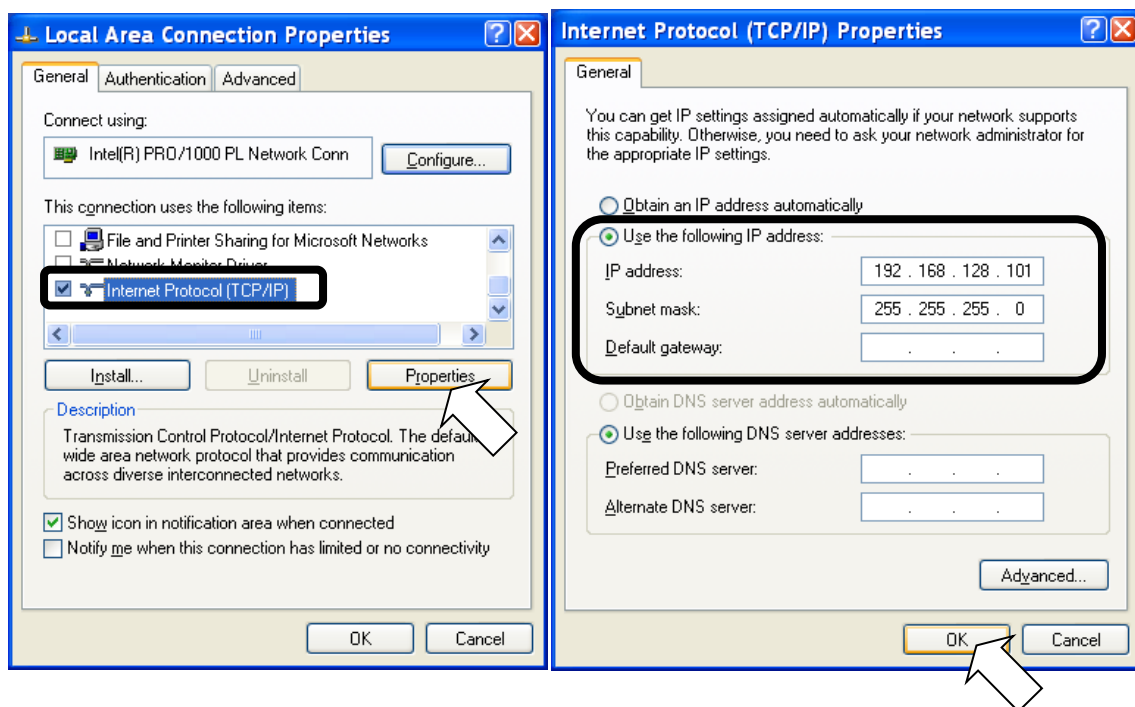
- Confirm BDE's IP address from the Handset.
 - BDE's IP Address can be referred at the Handset menu, <9> Admin - Input secret code (initial value 0001) - <3> Port - <3> Ethernet - <1> User LAN. Press  (on hook) button and close the menu after you confirm the IP address.
- Select [start]-[Control Panel] on your PC.
 - [Control Panel] window is displayed.



- iii). Double click [Network Connections].
 - [Network Connections] window is displayed.
- iv). Select [Local Area Connection] and right-click, then click [Properties] from displayed menu.
 - [Local Area Connection Properties] dialogue box is displayed.
 - Confirm that [General] tab is displayed on the front of the screen.



- v). Select [Internet Protocol (TCP/IP)] and click [Properties] button.
 - [Internet Protocol (TCP/IP) Properties] dialogue box is displayed.
 - Select [Use the following IP address] and input [IP address] and [Subnet mask] to be on the same network as JUE-501/251. Do not input any IP address for [Default gateway].
 - e.g. When the BDE's IP address is 192.168.128.100
 - Input 192.168.128.101 for [IP address] and 255.255.255.0 for [Subnet mask].
- Select [Use the following DNS server addresses] and do not input any DNS addresses for [Preferred DNS server] and [Alternate DNS server].

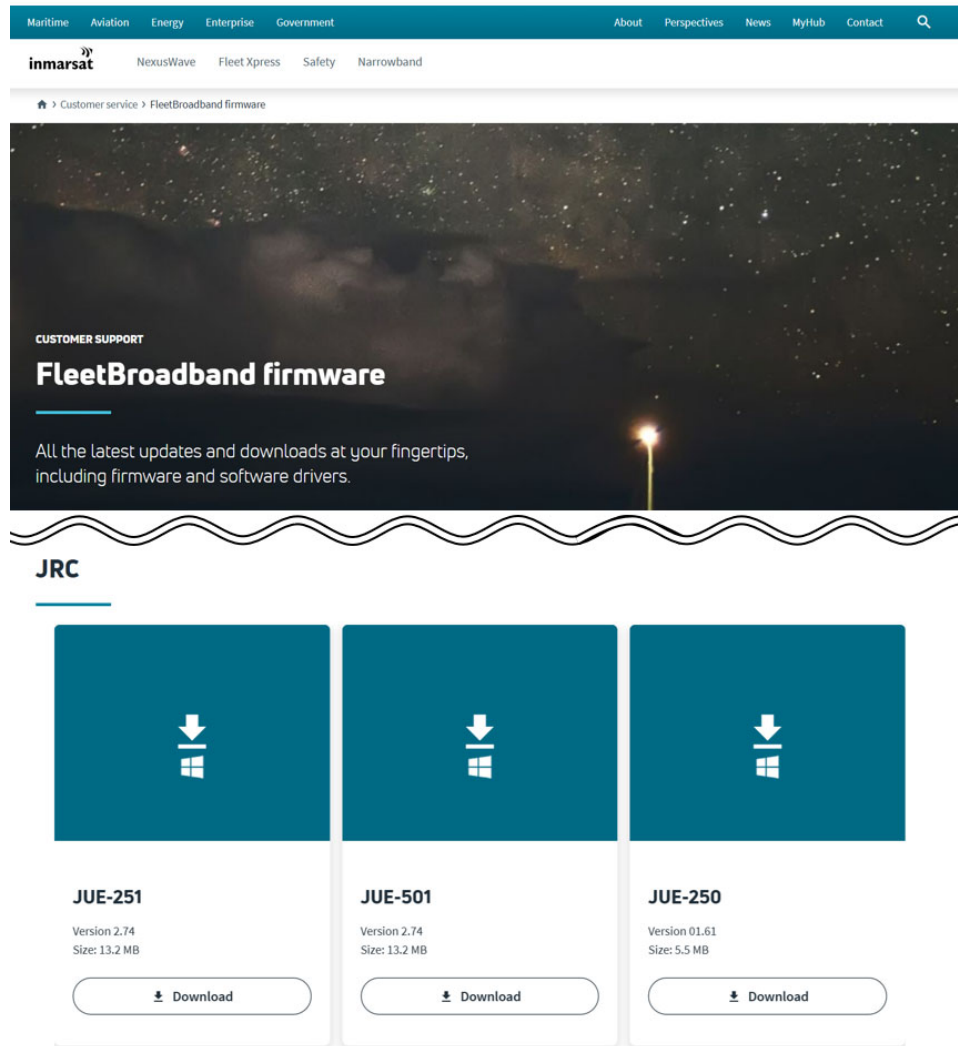


- vi). Click [OK] button.
 - Screen is returned to [Local Area Connection Properties] dialogue box.
- vii). Click [OK] button.
 - If message of rebooting is displayed, reboot a PC.

2. Download the latest software for JUE-501/251

The latest software of JUE-501/251 is uploaded on the Firmware Page (FP) of the Inmarsat website. The URL is as follows:

<https://www.inmarsat.com/customer-service/fleetbroadband-firmware/>



If the software's version on the FP is larger than the JUE-501/251's software version, download the software from FP.

Software version of JUE-501/251 main unit can be displayed on Handset screen with following operation:

<1> Status - <5> Unit Info - <2> Mainte No.- BDE-App

3. Update JUE-501/251 software

Note

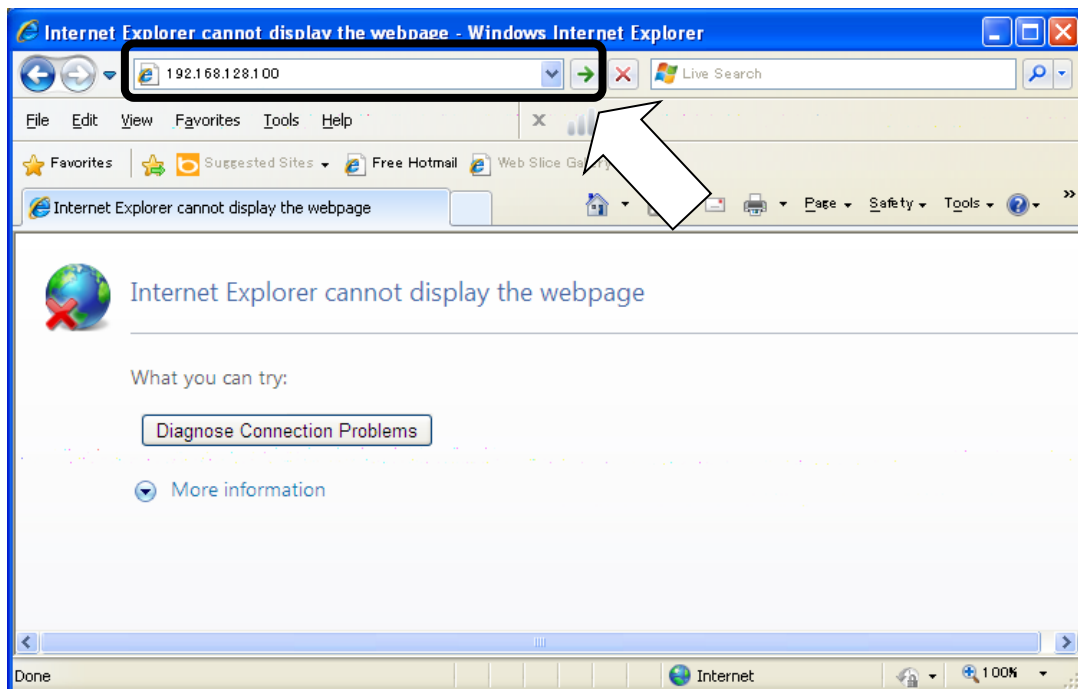
- Do not turn OFF the power supply of JUE-501/251 and/or PC during the software forwarding or updating
- Software forwarding or updating takes up to 3 minutes.

- (1) Activate your JUE-501/251 and confirm that initialization is completed.

* [Initialize] is displayed during initialization on the Handset screen.


Initialize

- (2) Launch your Web browser*¹ and enter the IP address of JUE-501/251 to the URL box. Then press [Enter] key.



Confirm the IP address of JUE-501/251 from the Handset.

- BDE's IP address can be referred at the Handset menu, <9> Admin - Input secret code (initial value 0001) - <3> Port - <3> Ethernet -<1>User LAN

Press  on hook button and close the menu after you confirm the IP address.

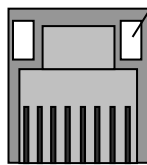
*¹ While JUE-501 / JUE-251 officially supports Microsoft Internet Explorer7 and Mozilla Firefox3.6, if a higher version is available it is likely to still be compatible with the system.

[*] If the WEB menu won't open

If the WEB menu won't open, check the both IP addresses of JUE-501/251 and your PC and confirm they are on the same network.

- The IP address of JUE-501/251 can be confirmed by (i) of [1.Confirm the connection].
- The IP address of PC can be confirmed by (ii) of [1.Confirm the connection].

If the WEB menu won't open with the correct IP address setting, check the User LAN port LED on back panel. Link LED will blink when the link between PC and the User LAN port is established.

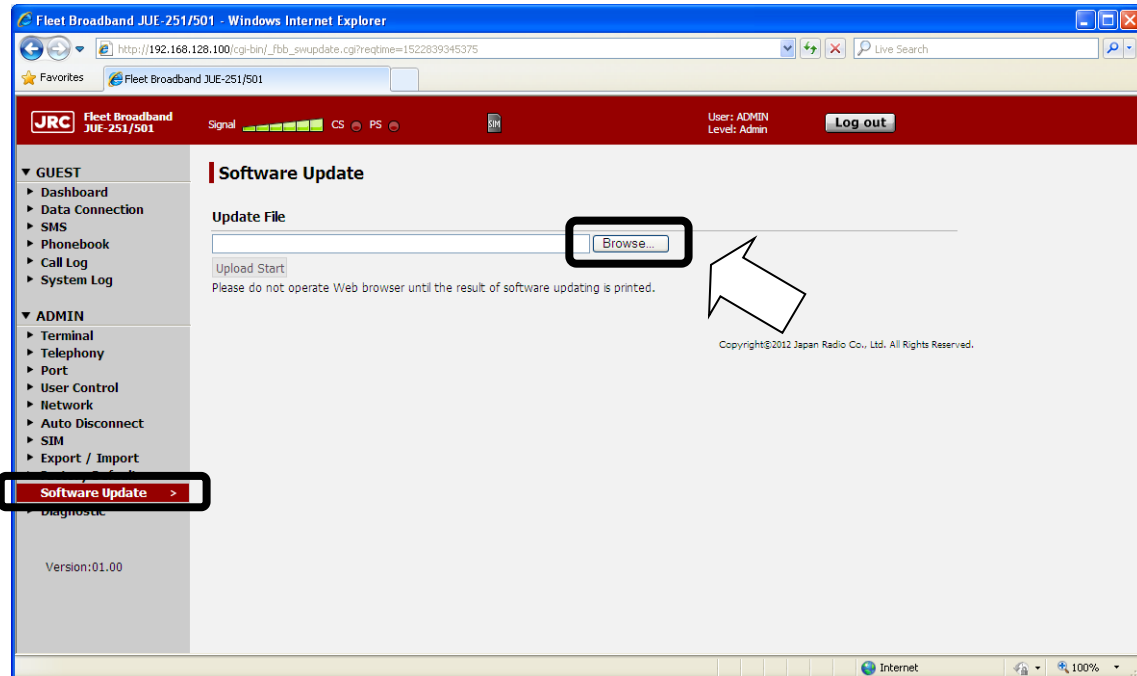


Link LED:

Blinks when the link with the connected terminal has been established.
(The color is orange for 10Base-T and green for 100-Base-T.)

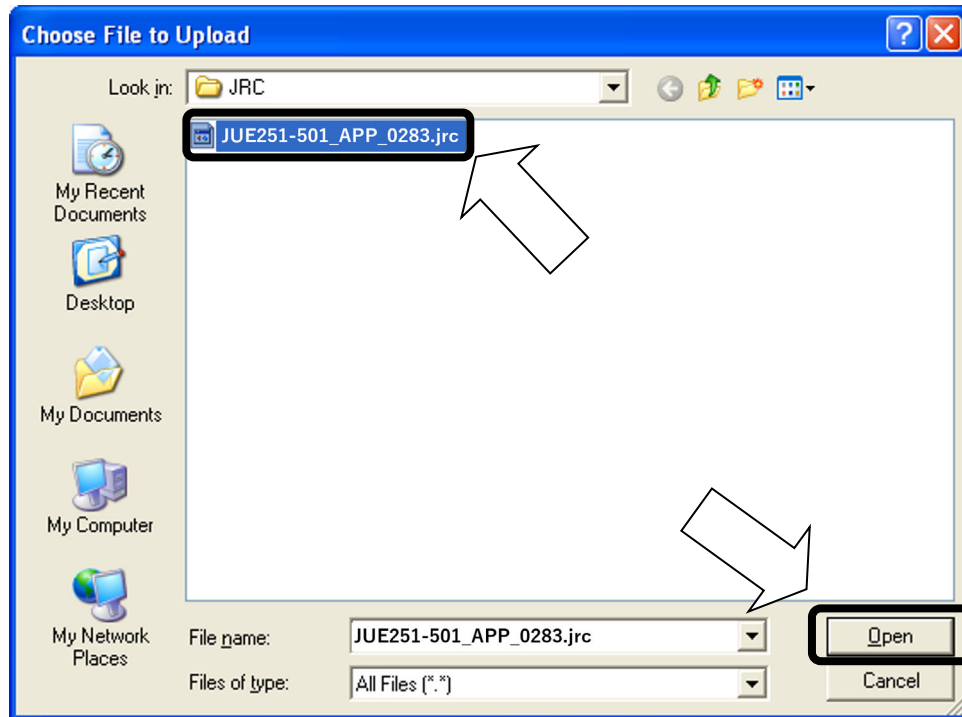
Link between PC and the User LAN port has not been established when the Link LED doesn't blink. Disconnect and connect the LAN cable again.

- (3) Click [Software Update] on the left [menu] panel, after login by Admin level (User: ADMIN / Secret Code: 0001 (Default)). [Software Update] screen will be displayed.

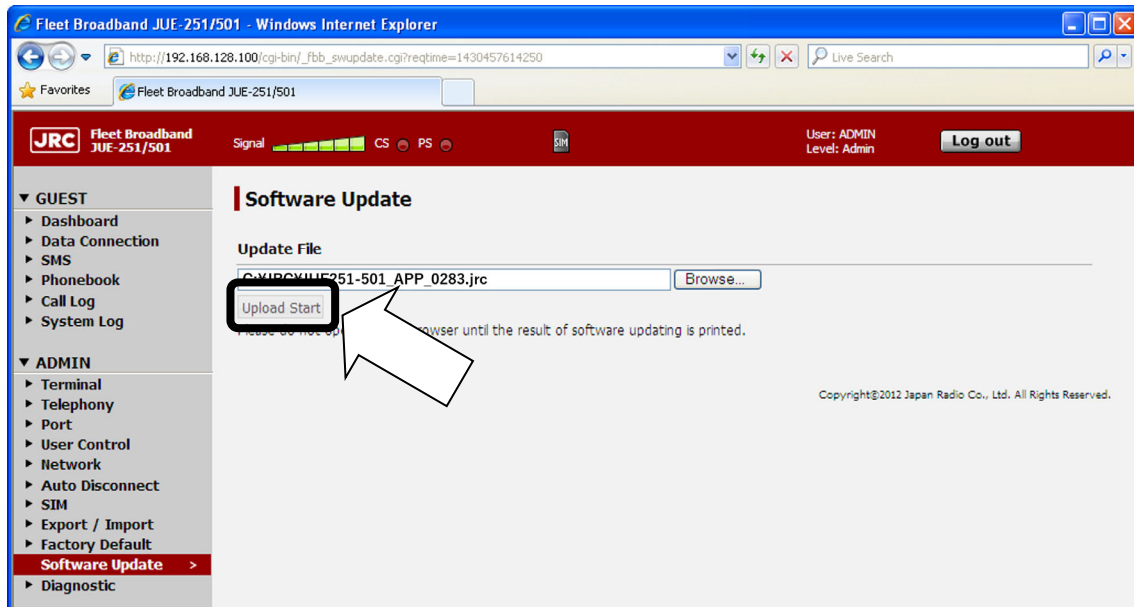


- (4) Click [Browse] button. Then file selection dialog will appear.

- (5) Select the file you have downloaded at [2. Download the latest software for JUE-501/251] and click [Open].



- (6) Click [Upload Start] button.
- The [Upload Start] button changes into disable (gray).
 - Wait until the update was completed and the result is printed.

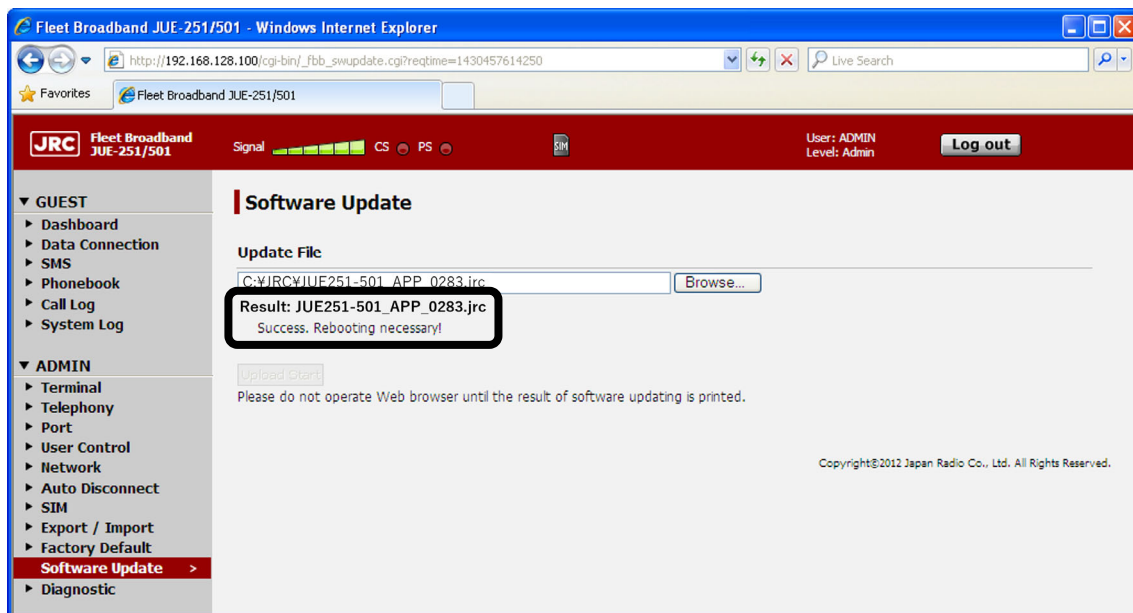


(7) Check the result.

NOTE

- Please do not operate your Web browser until the result is printed on the screen.
- It may take more than 3 minutes.
- In the case of unresponsiveness within 5 minutes, reboot JUE-501/251 and retry software updating with following the software updating procedure (on page 2 of this manual) from a) to d).

- [Success] is displayed when the update finished successfully. Then, reboot your system.
When ADE software is updated, the system updates ADE software automatically after the system is rebooted (“ADE Update” is displayed in Handset screen. The elapsed time is about 5 minutes). And then the system starts normally.
- [Error] is displayed when the update has failed. Refer “[*] When software update is failed” in next page.



[*] When software update is failed

Update is failed when “Update Error” is printed on your Web browser.

Check the error code below. Reboot your JUE-501/JUE-251 and retry updating with following the software updating procedure (on page 2 of this manual) from a) to d).

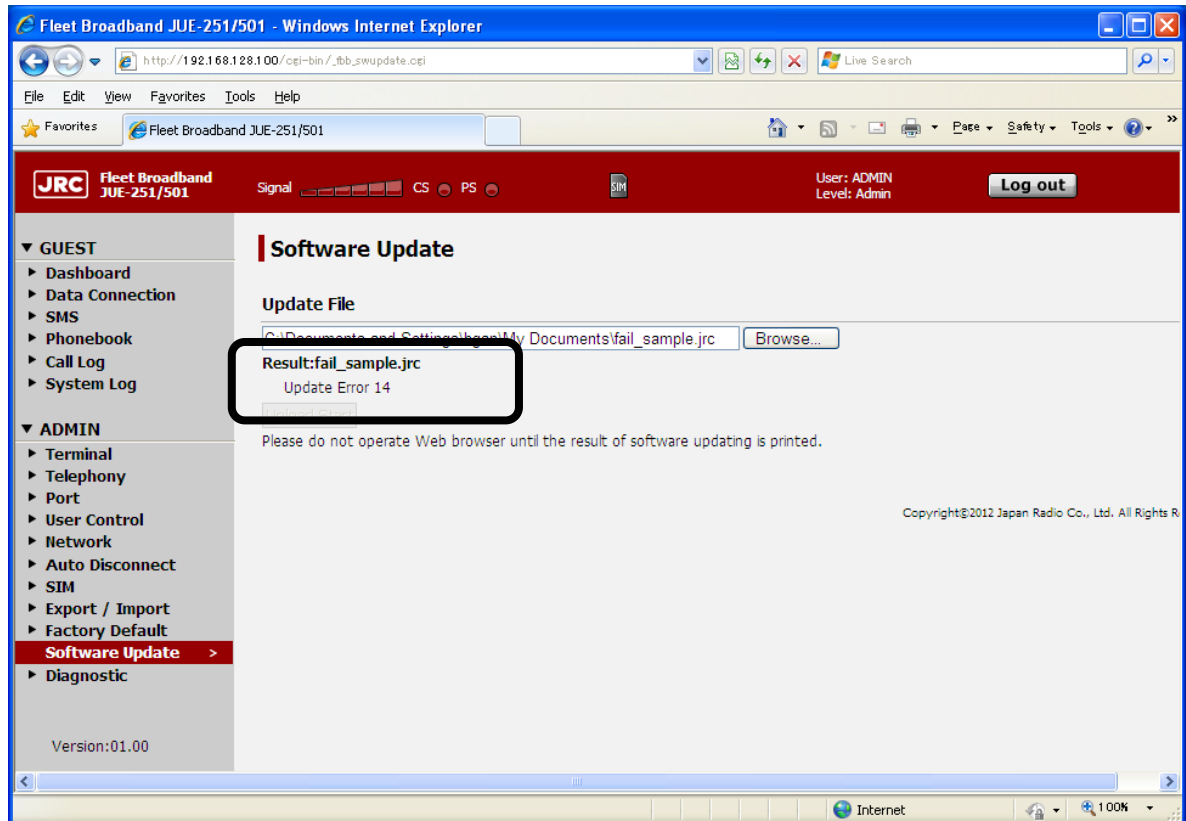


Table: Software updating error code

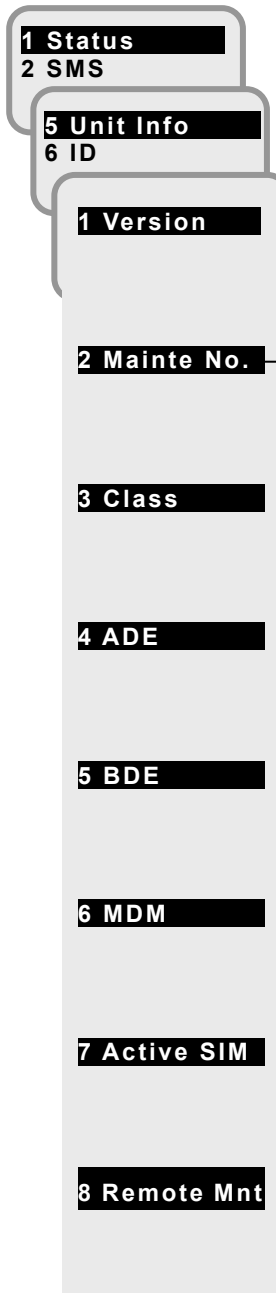
Code	Supposed cause
1	The system is under the software updating already.
2~13 and 17	Internal error.
14~16	The file you uploaded is wrong file.
21~31	It failed in uploading the file.

4. Confirm the updated software version

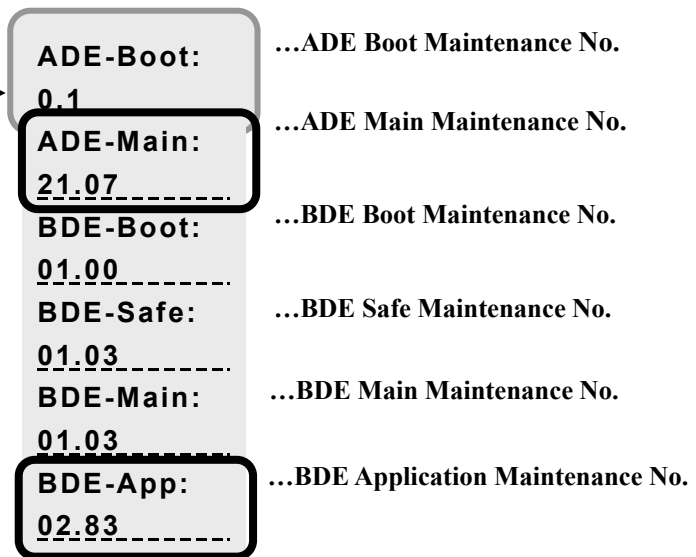
Check that the software version is correctly updated or not, from the following Handset menu,
<1> Status - <5> Unit Info - <2> Mainte No.

When the update is succeeded, BDE-App No. is changed to the same number as the [0283] of the software file [JUE-251-501_APP_0283.jrc]. Please also check ADE-Main is 21.07.

Unit Info menu screen



2. Mainte No. display screen



[Reference] Software downgrading procedure

In case of unsuccessful software update, downgrade software to previous version using the below method,

- A) Turn OFF the power supply of JUE-501/251.
- B) Start from [3. Update JUE-501/251 software] using the software [JUE251-501_APP_XXXX.jrc] stored in attached CD-ROM, instead of the downloaded software [JUE251-501_APP_0283.jrc].