

FAQ Sheet

IsatPhone 2 component replacement

This FAQ is designed to provide you with all the information about the new IsatPhone 2 model.

1. Why is Inmarsat introducing a new IsatPhone 2 model?

Inmarsat is committed to providing the best communication services. The new IsatPhone 2 model is being introduced to future-proof our technology and to replace obsolete components in the design of the IsatPhone 2 handset.

2. When is Inmarsat introducing the new model?

The manufacturing transition is underway and we expect the new model to be available from June 2018 for Inmarsat Distribution Partners and Service Providers.

3. What is the difference between the two models?

As the design, features and functionalities of the new handset remain unchanged and are not affected by the new components, it will continue to be sold as an IsatPhone 2.

The key difference relates to the firmware which is redesigned to work with the new components of the handset.

4. Why and when do I need to know the model?

The new model will have a new firmware version installed and future firmware releases will continue to be available for download from the IsatPhone 2 support page via inmarsat.com/support/isatphone-2-support/. It is important for end users to download and install the correct firmware version and associated tools, which are installed on the USB drive in the box or from the IsatPhone 2 support page.

5. How do I know which model I have?

The new model can be identified on the outside of the phone's packaging and on the CE label inside the handset displaying '**Model: 2.1**'. The user can also identify the model by going to the 'About' menu setting of the handset.

6. How does this impact certifications?

As the new model will have different components, we have obtained the new major certifications for the handset (CE/RED, FCC and IC), to ensure that using and importing the new model will be no different than the original model.

The new certification references are:

CE/RED: BABT – RED000683 i01
FCC ID: YCT – ISATPHONE2W
IC: 8944A – ISATPHONE2W

However, where you already have national type approval or certification for the original IsatPhone 2, please contact us to check if this certification can still be used. Please contact Regulatory@inmarsat.com for all questions regarding regulatory approvals.

7. What support is offered on the existing IsatPhone 2?

Inmarsat will continue to provide customer support and firmware upgrades to correct critical issues that may arise with existing IsatPhone 2 products in the field.