



SMARTONE C

/ Device Updater Procedure

TABLE OF CONTENTS

1 / INTRODUCTION1

2 / PREREQUISITE2

 2.1 S1C Device Updater Installation2

3 / PERFORMING FIRMWARE UPDATE FOR S1C DEVICES4

 3.1 Instructions4



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1 / INTRODUCTION

This document details the process to perform when executing a device firmware update on SmartOne C devices. It is highly recommended that the SmartOne C Firmware Device Updater program be run using a Windows 10 or 11 PC. The driver for the SmartOne C USB Configuration Cable (Globalstar part number 2030-0306-01) from Prolific should be downloaded prior to attempting to program the S1C devices. The Prolific driver may be downloaded from this web site: http://www.prolific.com.tw/US/ShowProduct.aspx?p_id=225&pcid=41


















2 / PREREQUISITE

2.1 S1C Device Updater Installation

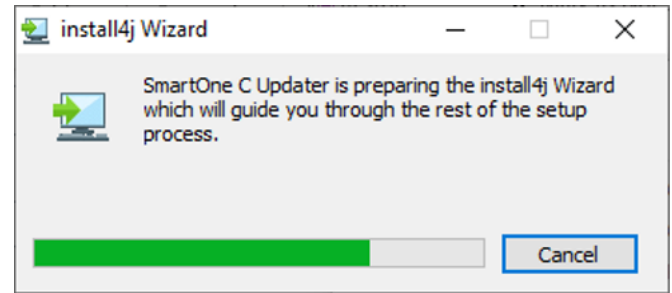
Before being able to perform the firmware update process to a SmartOne C device, the SmartOne C Device Firmware Updater Installer needs to be downloaded from the Globalstar Partner Support Site.

From Dealer Partner Support Site partner.globalstar.com (user must have proper access credentials) select “Support and Training” followed by “Product Documentation and Software”. From the “Software Downloads” section, find “SmartOne C Firmware Device Updater Downloads” and select “SmartOne C Firmware Device Updater Installer Software”:

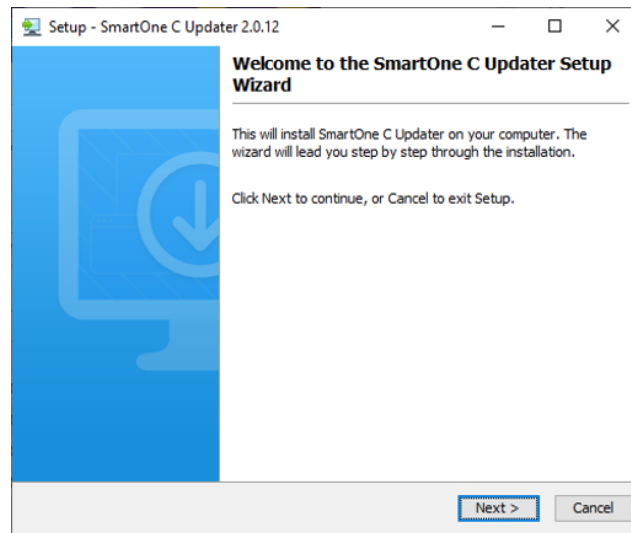
| Software Downloads | | |
|---|---------|------------|
| Use the below link to download the SMARTONE configuration tool. After you have downloaded the file, double-click the file to begin the installation. Check below to find software and firmware revisions for the SMARTONE products. To download, click on the name of the software. After download, double-click the file to install or view. | | |
| SMARTONE CONFIGURATION SOFTWARE PROGRAM(CSP) (To be used to configure all SmartOne devices (Solar, C and B/LP)) | VERSION | BUILT |
|  SmartOne Configuration Software Program Release Package | 4.3.1 | 01/17/2022 |
|  SmartOne Configuration Software Program Release Package | 4.2.3 | 07/07/2021 |
|  SmartOne Configuration Software Program Release Notes | 4.3.1 | 01/17/2022 |
|  Prolific Driver Installer for USB Programming Cable | 2.0.4 | 12/08/2020 |
| SMARTONE SOLAR DEVICE FIRMWARE DOWNLOADS | VERSION | BUILT |
|  SmartOne Solar Firmware DFU Package w/ Soft Device | 2.3.0 | 01/17/2022 |
|  SmartOne Solar Firmware DFU Package w/out Soft Device | 2.3.0 | 01/17/2022 |
|  SmartOne Solar Firmware Release Notes | 2.3.0 | 01/17/2022 |
|  SmartOne Solar In-Field Smartphone DFU Procedure | 1.2 | 04/21/2020 |
| SMARTONE C FIRMWARE DEVICE UPDATER DOWNLOADS | VERSION | BUILT |
|  SmartOne C Firmware Device Updater Installer Software | 2.2.2 | 07/21/2021 |
|  SmartOne C Firmware Device Updater Release Notes | 2.2.2 | 07/21/2021 |
|  SmartOne C Firmware Release Notes | 1.9.5 | 07/21/2021 |
|  SmartOne C Device Updater Installation Instructions | | |
| ST100 IOT BOARD | VERSION | BUILT |
|  ST100 Firmware Release Notes | 1.2.3 | 05/27/2021 |
|  Globalstar ST100 App for Android | | |
|  Globalstar ST100 App for iOS | | |



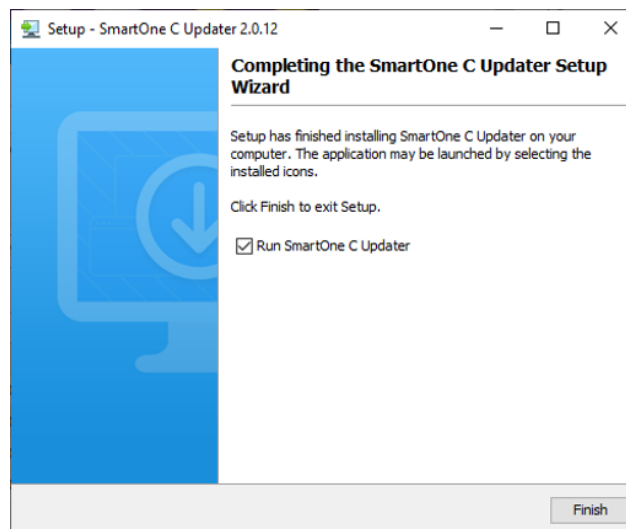
Selecting the “SmartOne C Firmware Device Updater Installer Software” link will download the SmartOne C Firmware Device Updater Installer (smartonecupdater.exe). To run the installer on your Windows PC, double-click smartonecupdater.exe. When executed, you should observe the installation being run:



The following dialog will walk you through setting up the SmartOne C Firmware Device Updater Installer Software program. Continue to select Next until the program installs the software.



To follow the rest of these instructions, deselect the checkbox for Run SmartOne C Updater then select Finish as prompted in the dialog window:





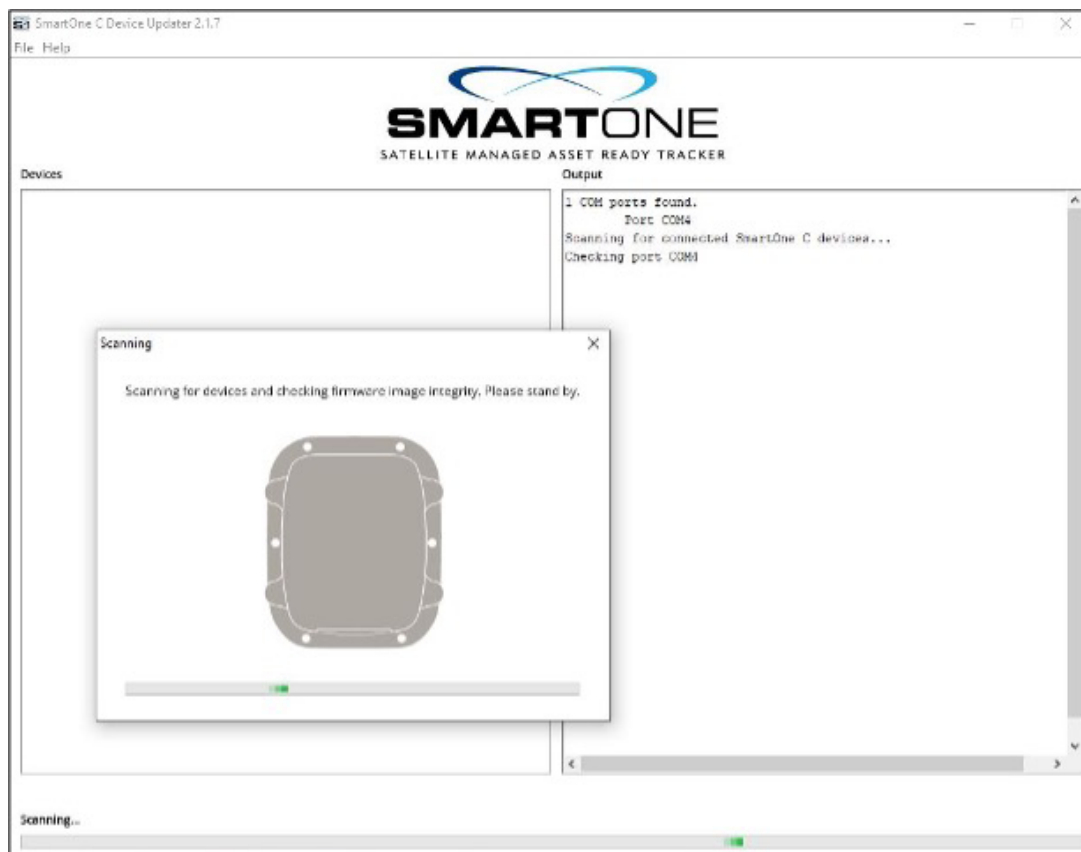
3 / PERFORMING FIRMWARE UPDATE FOR S1C DEVICES

3.1 Instructions

Once installed, to update firmware on your SmartOne C device(s) connect each of them using a SmartOne C USB Configuration Cable (Globalstar part number 2030-0306-01) to the computer.

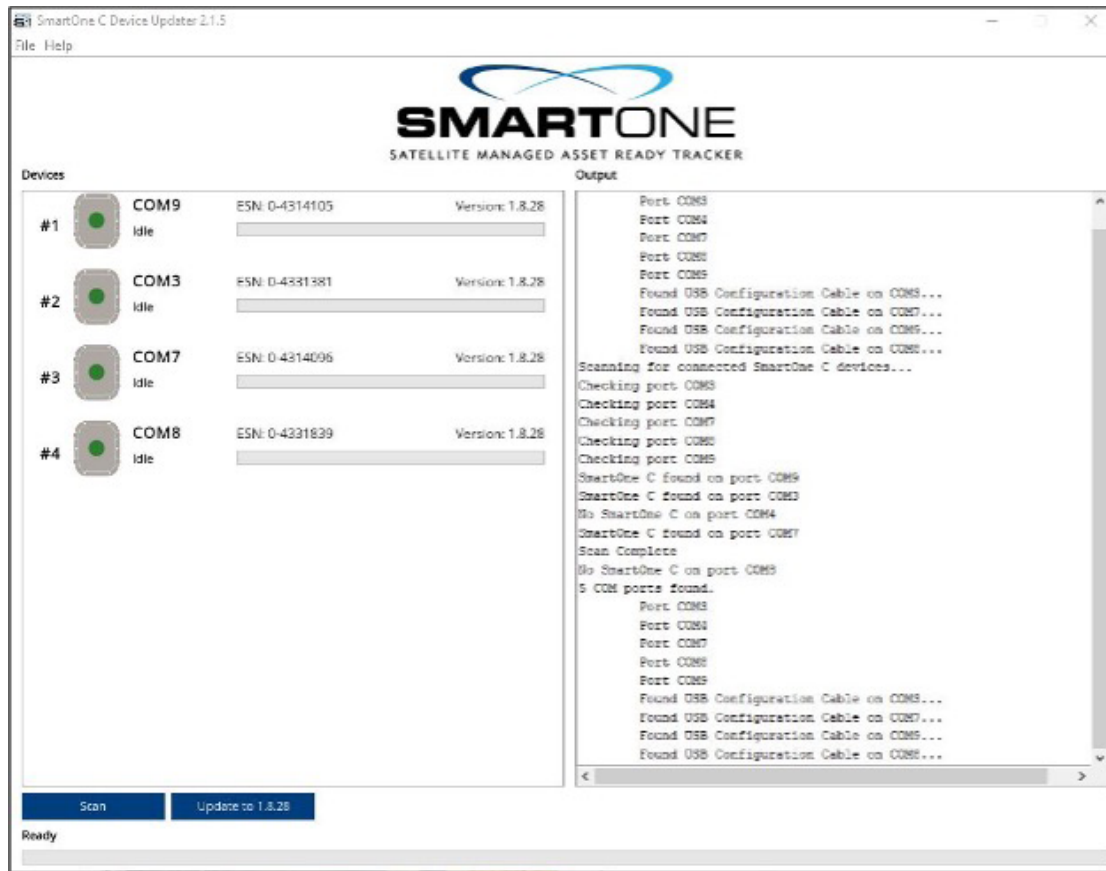
Operational Recommendations:

- Prior to performing device updating, remove the power switch cover and ensure that the power switch is in the ON position for each S1C device that will be connected.
 - It is recommended to connect all the USB Configuration cable(s) to the computer first then connect a cable to each SmartOne C device to be updated.
 - It is recommended to then properly tighten the mini-USB connector thumbscrews of the USB Configuration cable into the S1C mini-USB port to guarantee a solid connection.
 - For multi-device updating purposes, it is recommended to only connect up to 5 S1C devices to the computer for parallel updating.
- Launch the SmartOne C Firmware Device Updater program and it will display the following dialog and popup windows:

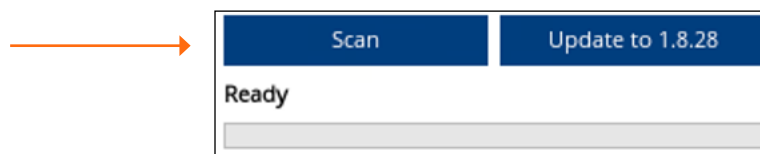




- The SmartOne C Firmware Device Updater program will scan all USB ports. It will then locate all connected SmartOne C devices and list them. The program will then display, for each S1C device found, the ESN of the S1C device, its connected USB COM port, and its firmware version.

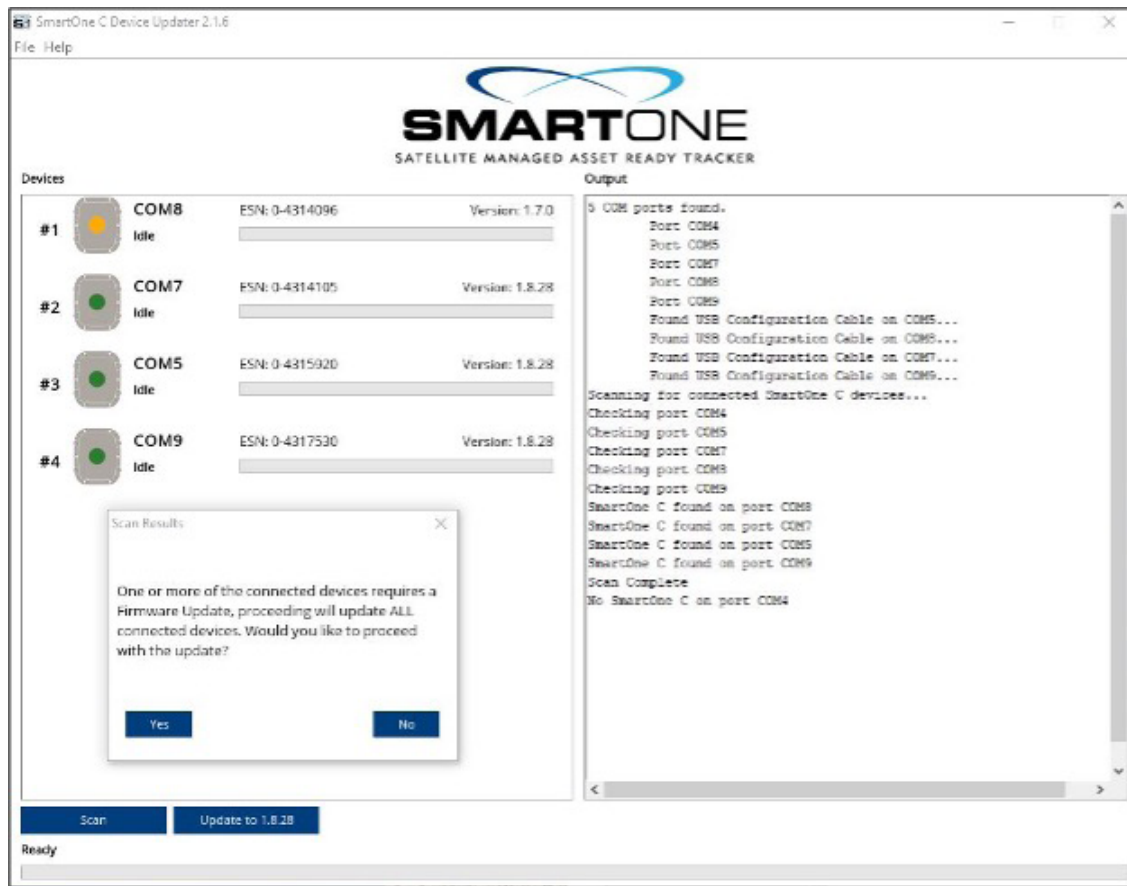


NOTE: If the SmartOne C Firmware Device Updater program fails to locate a connected S1C device, you may have to disconnect and reconnect the S1C device and/or its USB Configuration cable. Then select the Scan button to re-scan connected S1C devices.



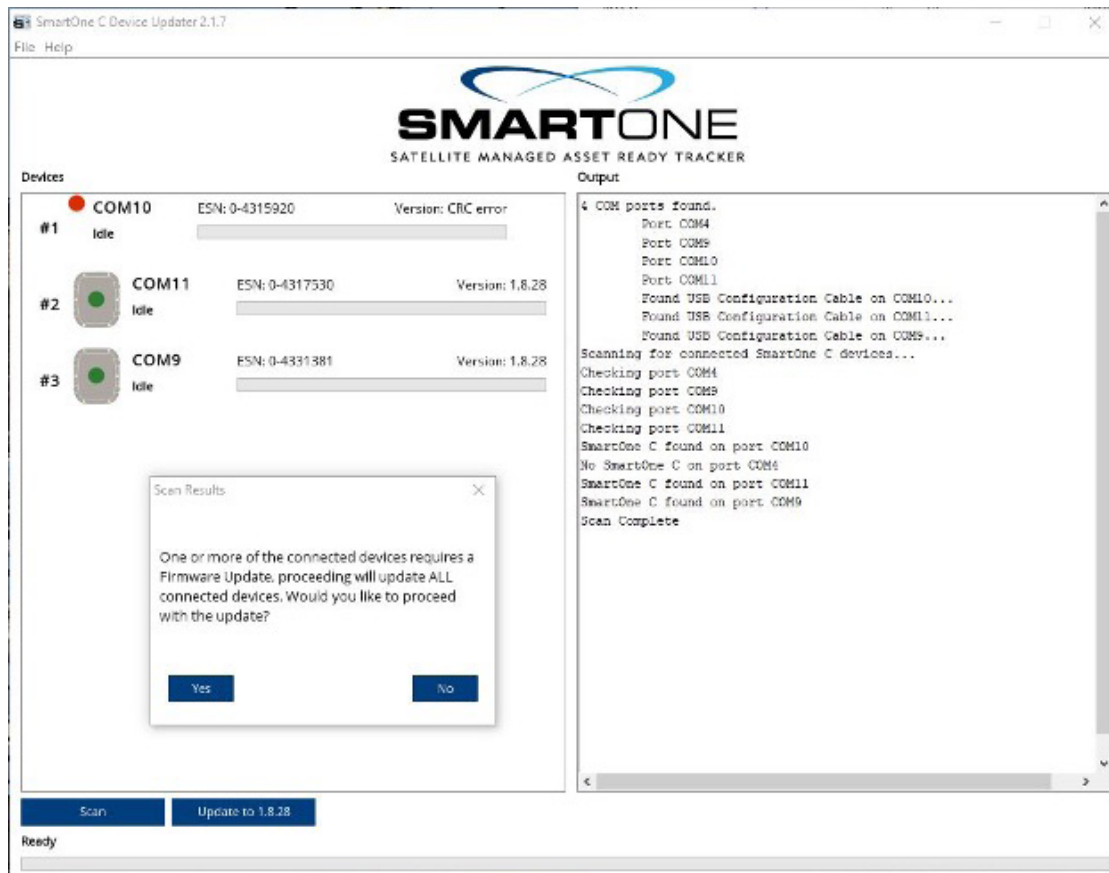


3. If there are S1C devices with an older firmware version, a popup will be displayed informing you to update all devices:





4. Also, if there are any S1C devices that report a CRC error as shown below, a popup will be displayed to update all connected devices.

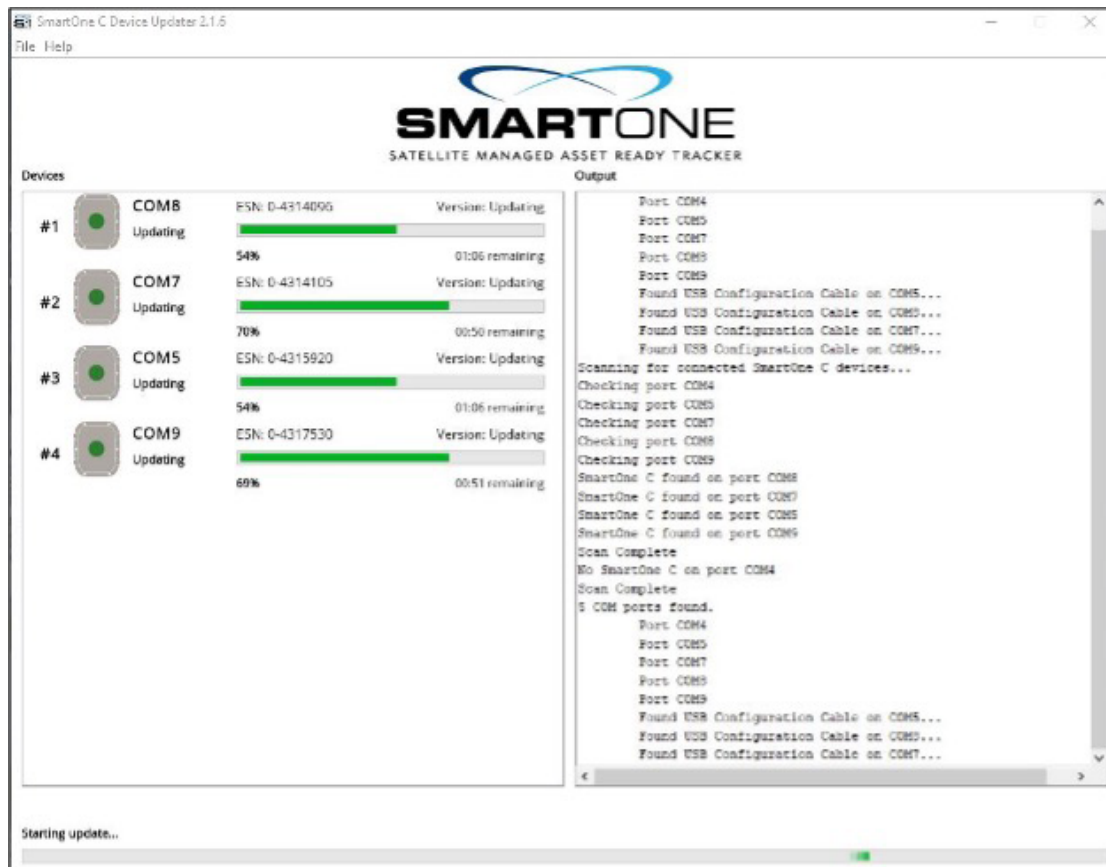


5. To initiate the firmware updating process, press the “Update to x.x.xx” (“x.x.xx” will be the current version number) button located at the bottom left of the main dialog screen.



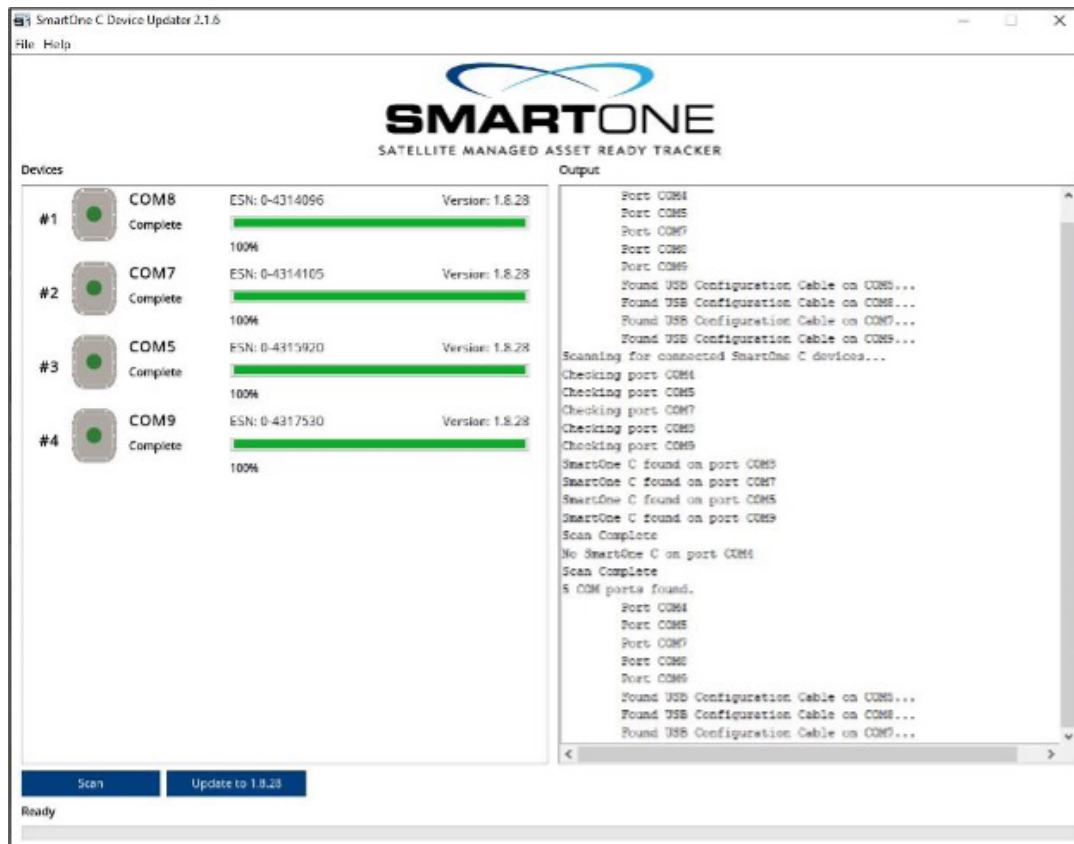


6. Once the updating process is started, observe the progress bar at the bottom of the main dialog screen to be moving towards the right of the screen.





7. When the update is verified and complete, the SmartOne C Firmware Device Updater program will display **Ready** above the progress status bar at the bottom of the screen and **Complete** will be listed under each S1C device as shown below:



8. After the S1C device(s) are updated perform the following steps:
- Disconnect each cable from each S1C device that is attached to the computer.
 - Firmly screw the power switch cover back on the S1C device.
 - If programming more S1C devices, connect them with the cables then press the Scan button and repeat the process starting at step 2.
 - If programming S1C units has been completed, exit the SmartOne C Firmware Device Updater program.

