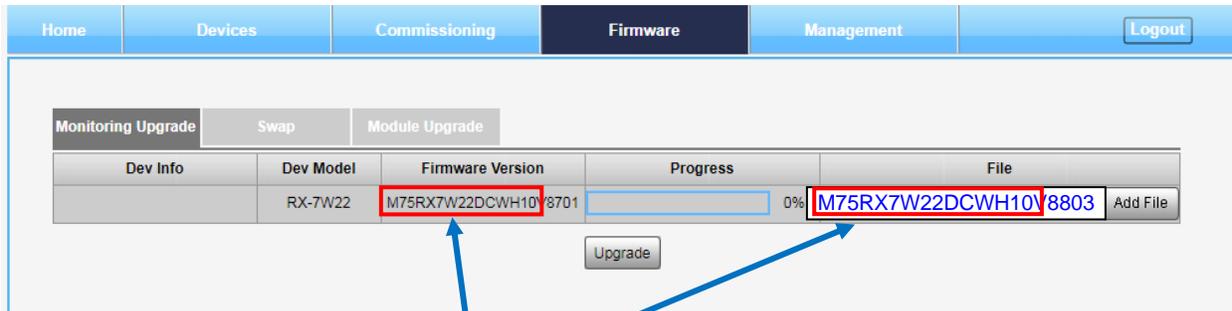


## Procedures to upgrade firmware

### Upgrade the Monitoring firmware:

System will automatically reboot after upgrade. Rebooting will take around 3-4 minutes. You'll need to close the browser, then use Chrome 'incognito' mode to re-login after reboot.



**The filename of two firmware (current and new) should be matched except version.**

**If not, the unit will be malfunctioned after upgrading firmware.**

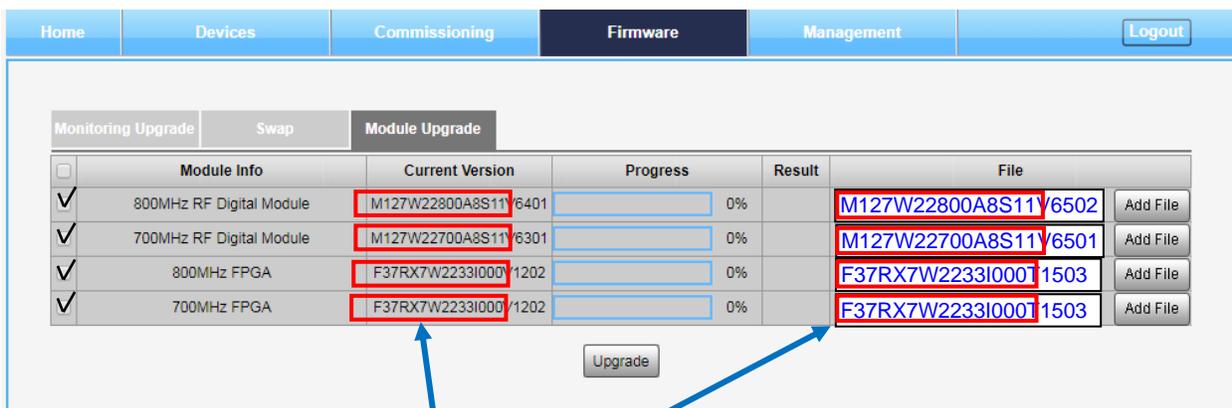
You need to upgrade the Monitoring first before upgrade the slave modules.

### Upgrade the slave modules:

Upgrade the slave modules one by one. We do not recommend using the batch download feature for slave module upgrade.

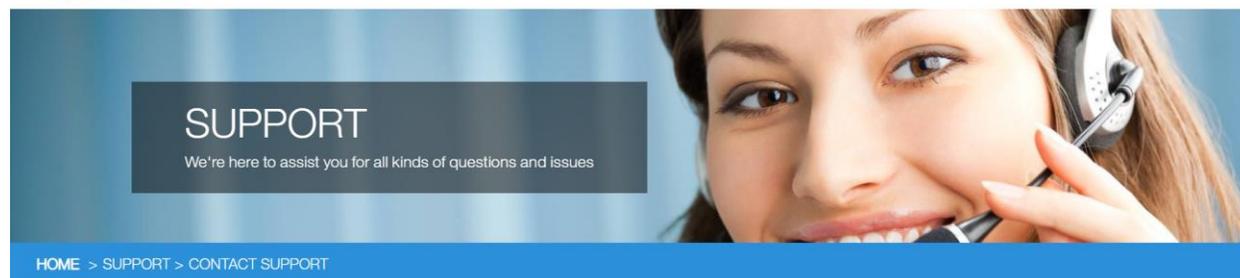
You can upgrade both bands even if you have a single band configuration. After each upgrade, make sure to wait for about 1 minute and refresh the web page before starting the next upgrade.

If any upgrades fail, close the browser and re-login using Chrome 'incognito' mode to re-try.



**The filename of two firmware (current and new) should be matched except version.**

Note: FPGA upgrade will take about 15 minutes for each band.



### COMBA TECHNICAL SUPPORT

Comba provides direct access to our technical support team 8 hours-a-day, 5 days-a-week (Mon-Fri) from 9:00AM to 7:00PM (PST).

Technical support is provided for free for the entire time the product is covered by the equipment warranty.

Please contact us at the toll-free number or email below for support.

Tel: 1-866-802-7961, Ext 4 - (Mon-Fri) from 9:00AM to 7:00PM (PST)

Email: [techsupport.nam@comba-telecom.com](mailto:techsupport.nam@comba-telecom.com)

If you need to request an RMA, please call below or fill the form out and a Comba representative will contact you shortly.

Tel: 1-866-802-7961, Ext 4 - to get a Comba RMA number -(Mon-Fri) from 9:00AM to 7:00PM (PST)

[RMA Request Form](#)

If you need sales assistance, please contact Sales at 1-866-802-7961, Ext 3 or email [sales.nam@comba-telecom.com](mailto:sales.nam@comba-telecom.com)