

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.

Dev Info	Dev Model	Firmware Version	Progress	File
	RX-7W22	M75RX7W22DCWH10	0%	M75RX7W22DCWH10.8803

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.

Module Info	Current Version	Progress	Result	File
800MHz RF Digital Module	M127W22800A8S11	0%		M127W22800A8S11.6502
700MHz RF Digital Module	M127W22700A8S11	0%		M127W22700A8S11.6501
800MHz FPGA	F37RX7W2233I000	0%		F37RX7W2233I000.1503
700MHz FPGA	F37RX7W2233I000	0%		F37RX7W2233I000.1503

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

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

SUPPORT

We're here to assist you for all kinds of questions and issues

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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

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