COBALT

BOOTLOADER *FIRMWARE UPDATE* » *INSTRUCTIONS*

Cobalt Digital has released an essential bootloader update for the following products.

OpenGear Cards: *9501 / 9502 / 9902 / 9903 / 9922 / 9934 / 9940 / 9960 / 9970 / 9978 / 9980 with or without DSP*

BBG-1000 Series: *1002 / 1022 / 1034 / 1040 / 1060 / 1070 / 1078 / 1080 with or without DSP*

This Bootloader Update is an essential update that corrects the issue of the product getting stuck in "Boot" during a power up.

The file linked below should be applied and is independent of the firmware running on the unit.
Bootloader Update

While your unit's presets are normally preserved when a firmware update is performed, you should always save your presets on a computer before doing a firmware update. Note that this is a service interrupting update, patch or route around as needed to protect your airpath.

Save (download) presets from your card to create a Presets file on your computer as follows:

1. In DashBoard™, open the card and select the Presets tab.

2. Adjacent to the Download Presets field, click Save.

3. In DashBoard™, navigate to the location where you want to save the Presets file – click Save and confirm. All of the current presets for the card are now saved on your computer.

Firmware Upload Instructions:

1. In DashBoard™, open the card receiving the update firmware.

2. Click on the Upload button at the bottom of the DashBoard™ screen.

3. Click Browse and navigate to where you saved the file. Select the desired update file and click Open.

4. The update file and its description are now displayed (disregard any product "not found" messages). Click Next. The target card is now selected to receive the upload. Other same-type cards will also be shown. If other same-type cards are also to receive this upload, put a checkmark by these cards. Click Finish. When the upload is complete, click OK.

5. The Upload function now closes and the card(s) automatically reboots. The card is now ready for use with the new Bootloader firmware.

In a small number of cases, the current bootloader on your product may be corrupted causing the card to remain in BOOT, after a reboot. In this case, please perform the SD recovery procedure on page 2 for card and page 3 for BBG-1000 unit, then re-upload the essential bootloader update.

COBALT DIGITAL'S TECHNICAL SUPPORT TEAM »
800-669-1691 (toll free), +1-217-344-1243, or email support@cobaltdigital.com

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BOOTLOADER *FIRMWARE UPDATE* » *INSTRUCTIONS*

Recovering a CARD using the microSD card
OpenGear Cards: 9501 / 9502 / 9902 / 9903 / 9922 / 9934 / 9940 / 9960 / 9970 / 9978 / 9980 with or without DSP

1. Verify the card has a microSD card inserted on the rear side of the front of the board.

2. Unplug the card from the frame.

3. You will need to have access to the "MMC Boot" button on the top side of the board.

4. Press and hold down the "MMC Boot" button while repowering the card. The button must be depressed at the time power is applied to the unit, hold for a couple seconds.

5. The board will now re-program itself from the microSD card. This process will erase all previous firmware and license files from the board. During this process, the COM LED will remain lighted. Any previous calibration done to the board will be preserved. This process will take about a minute and a half. When the process is complete the COM LED on the board will turn off, on and then off indicating that programming is complete.

6. Unseat and then Re-seat the power to the card.

7. It should come back up in Dashboard™ as "UNLICENSED", if not stop here. Contact us at support@cobaltdigital.com with the serial number of the card from the under the Product tab in Dashboard™ so that a new license file can be sent to you.

8. In Dashboard™ go to the "Admin" tab. Click on the button next to "Restore from SD Card" this will restore the license file and most recently installed firmware to the board.

9. Once complete verify the card is on the latest software by checking our Software Update Page. https://www.cobaltdigital.com/support/firmware.

10. Run the Essential Bootloader update below to fix the issue of the product getting stuck in "Boot." The file linked below can be applied across specified products and is independent of the firmware running on the card. Bootloader Update

BOOTLOADER FIRMWARE UPDATE » INSTRUCTIONS

Recovering a BBG-1000 Using the MicroSD Card
BBG-1000 Series: *1002 / 1022 / 1034 / 1040 / 1060 / 1070 / 1078 / 1080 with or without DSP*

1. Unplug the BBG Unit.

2. Remove the top cover of the BBG unit, there are 8 screws, (3) on each side, (2) in the top.

3. Verify the BBG has a microSD card inserted on the rear side, of the front of the board.

4. You will need to have access to the "MMC Boot" button on the top side of the board.

5. Press and hold down the "MMC Boot" button while repowering the BBG. The button must be depressed at the time power is applied to the unit, hold for a couple of seconds.

6. The board will now re-program itself from the microSD card. This process will erase all previous firmware and license files from the board. During this process, the COM LED will remain lighted. Any previous calibration done to the board will be preserved. This process will take about a minute and a half. When the process is complete the COM LED on the board will turn off, on and then off indicating that programming is complete.

7. Unplug and then Re-plug the power to the BBG.

8. It should come back up in Dashboard™ as "UNLICENSED", if not stop here. Contact us at support@cobaltdigital.com with the serial number of the card from under the Product tab in DashBoard™ so that a new license file can be sent to you.

9. In Dashboard™ go to the "Admin" tab. Click on the button next to "Restore from SD Card" this will restore the license file and most recently installed firmware to the board.

10. Once complete verify the card is on the latest software by checking our Software Update Page. https://www.cobaltdigital.com/support/firmware

11. Run the Essential Bootloader update below to fix the issue of the product getting stuck in "Boot" The file linked below can be applied across specified products and is independent of the firmware running on the card. Bootloader Update