

This document outlines how to upgrade the NRG software from v7.1 to v7.2 or higher. The upgrade process described here is applicable to the NRG-FR1, NRG-FR1-LCP, NRG-FR2, and NRG-FR2-LCP routers.

### Before You Begin

Keep the following mind:

- This process requires a valid ethernet connection.
- The NRG is temporarily taken off-line during the upgrade process.
- Ensure that you are running DashBoard client software version 9.15 or higher.
- The DashBoard client computer must be located on the same network as the NRG.
- Disabling the ssh services on your NRG can lock the system out in the event of an UI failure.

### Upgrading the NRG Software

Upgrading the NRG requires you to:

1. Verify the software version currently running on your NRG.
2. Select the Enable Upgrades & Support Access option for the NRG.
3. Contact Ross Technical Support for the latest software.
4. Upload the software to the NRG.

#### To verify the software version of the NRG

1. Launch DashBoard by double-clicking its icon on your computer desktop.
2. In the **Basic Tree View**, locate the **NRG** you want to verify the software for.
3. Expand the **NRG** node to display a list of sub-nodes in the Tree View.
4. Expand the **NRG** sub-node.
5. Double-click the **Product Info** node.  
The Product Info interface displays in the DashBoard window.
6. Select the **Product** tab.  
This tab is located on the left side of the DashBoard window.
7. Make a note of the value reported in the **System Version** field of the **Product** tab.  
This is the software version that the NRG is currently running.

#### To select the Enable Upgrades & Support Access option for the NRG

1. In the **Basic Tree View**, locate the **NRG** you want to upgrade.
  2. Expand the **NRG** node to display a list of sub-nodes in the Tree View.
  3. Expand the **NRG** sub-node.
  4. Expand the **System** sub-node.
  5. Double-click the **Connections** sub-node.
  6. Select the **Services** tab.
  7. Select the **Enable Upgrade & Support Access** box.
- ★ This step needs to be done every time the system is upgraded. The Enable Upgrade & Support Access option is disabled after a power cycle.
8. Click **Apply**.

### To upgrade the NRG

1. Contact Ross Technical Support to download the latest NRG software to your DashBoard client computer. Refer to "**Contacting Technical Support**" for details.
  2. Display the **Product Info** sub-node in the right pane of the DashBoard window.
  3. Click **Upload** (this button is located at the bottom of the Product Info interface).  
The **Select File to Upload** dialog opens.
  4. Navigate to the \*.bin upgrade file that you downloaded in step 1.
  5. Click **Open**.
  6. Click **Finish**.  
The upgrade begins.
  7. Monitor the upgrade process.
    - An **Upload Status** dialog enables you to monitor the upgrade process.
    - Avoid clicking **Reboot** until the NRG has successfully completed the file upload process and the OK button is enabled.
  8. Click **OK** to reboot the NRG.  
The **Reboot Confirm** dialog opens indicating the NRG will reboot.
  9. Click **Yes** to continue the upgrade process.
- ★ The router is temporarily taken off-line during the reboot process. The process is complete once the status indicators for the router return to their previous states.
10. Verify the new software version is now reported in the **NRG > Product Info > Product > System Version** field. Refer to "**To verify the software version of the NRG**"

### Contacting Technical Support

At Ross Video, we take pride in the quality of our products, but if problems occur, help is as close as the nearest telephone.

Our 24-hour Hot Line service ensures you have access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel. During business hours (Eastern Time), technical support personnel are available by telephone. After hours and on weekends, a direct emergency technical support phone line is available. If the technical support person who is on call does not answer this line immediately, a voice message can be left and the call will be returned shortly. This team of highly trained staff is available to react to any problem and to do whatever is necessary to ensure customer satisfaction.

- **Toll Free Technical Support (North America):** 1-844-652-0645
- **Toll Free Technical Support (International):** +800 1005 0100
- **Technical Support:** (+1) 613-652-4886
- **After Hours Emergency:** (+1) 613-349-0006
- **E-mail:** [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)
- **Website:** <http://www.rossvideo.com>