

Technical Information

August 26, 2022

Main Software Upgrade Instructions

The procedure to update the main software can either be updated automatically via the internet if the unit is connected to a network via the Network port, or for units not connected to the internet it can be updated using a USB flash drive connected via the front USB input. Only one update method need be used; both contain the same software.

Front USB Upgrade (Recommended)

Items needed for upgrade

- USB flash drive (FAT / FAT 32 file system, 32GB or below)
- Upgrade software file(s)
- A computer (to copy the software upgrade file onto the USB drive)

Upgrade Procedure

1. Download the latest software update files from Rotel. Unzip the download file on the computer.
2. Browse to the location on the computer where the USB upgrade file was unzipped.
3. Copy the file named with “.sb” from the computer onto a USB flash drive. The file must be copied to the main (or “root”) folder of the drive, and not into a sub folder in the drive.
Note - do not rename the file.
4. With the unit powered on, plug the USB drive into the front USB input of the unit, and then navigate to SYSTEM SETUP->SOFTWARE INFORMATION->CHECK FOR SOFTWARE UPDATE to begin the update process. The unit will power off automatically during the download and upgrade process once it has completed.
5. Remove the USB flash drive, power the unit on and return to the Software Information menu to verify the unit has now been updated to the current version.

NOTE: With either upgrade method, it is HIGHLY recommended to perform a “Factory Default” via the SYSTEM SETUP menu after upgrading.

Technical Information

October 18, 2019

ROTEL YModem Upgrade Manager V2.0.3 Software Upgrade Instructions

Software update for Rotel products can be completed using the Rotel YModem software update utility via an RS232 connection. The step-by-step instructions below provide information on setup and configuration using a Windows PC.

Items needed for upgrade

1. Windows-compatible x86 or x64 PC with serial port connection, or USB-to-serial adapter.
2. RS232 straight cable with DB-9 terminations.
3. Upgrade software and YModem download program.
4. Supported operating system:
Windows XP, Windows Vista, Windows 7, Windows 10

Note - Windows XP requires [installation of .NET framework](#) before installing the Rotel YModem software application.

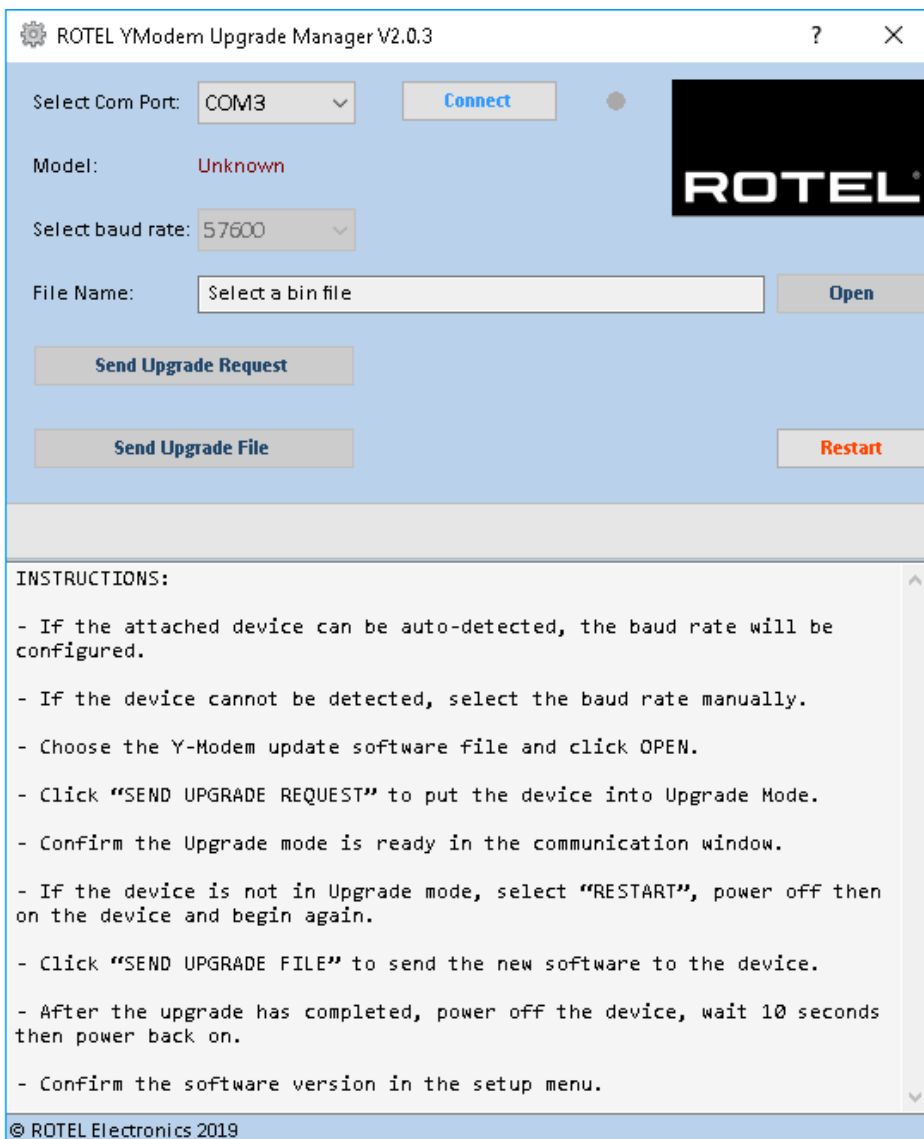
Upgrade Procedure

1. Download YModem Upgrade Manager V2.0.3 from ROTEL website.

<http://www.rotel.com/software-downloads>

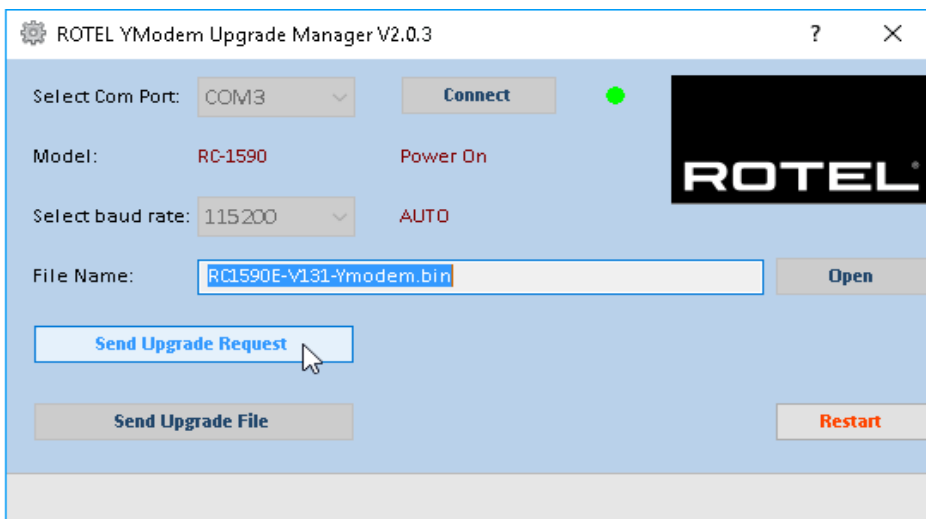
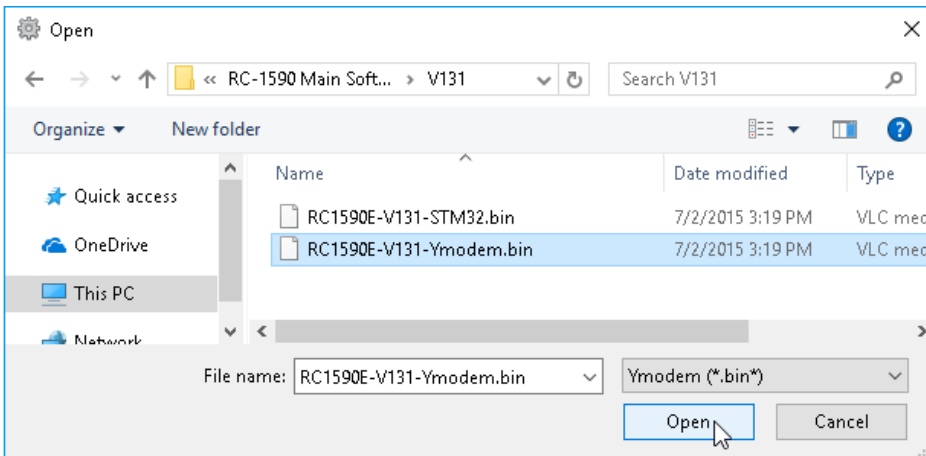
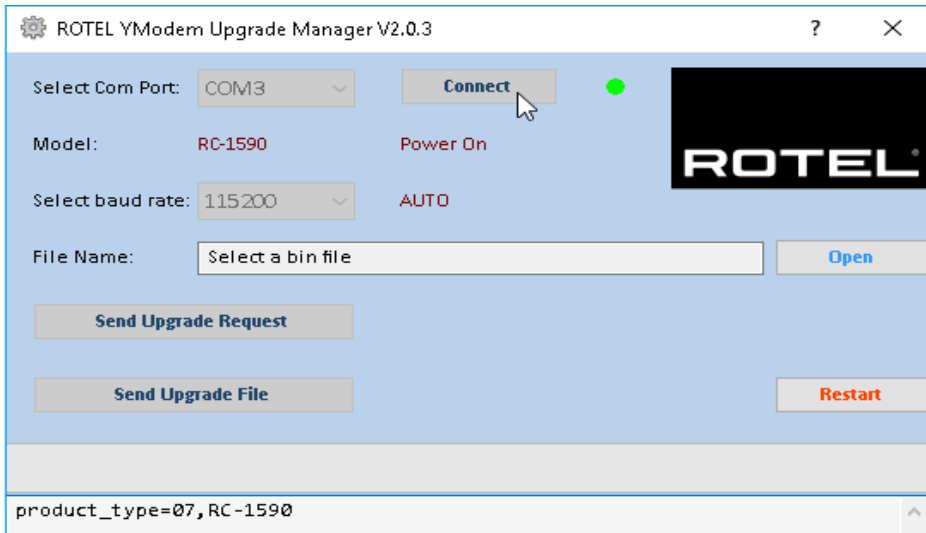
Name	Date modified	Type	Size
 ROTEL YModem Upgrade Manager V2.0.3.e	9/7/2019 10:23 AM	Application	368 KB

3. Launch the Rotel YModem Upgrade Manager computer program. It should be located in the folder labeled “Rotel YModem Upgrade Manager”.

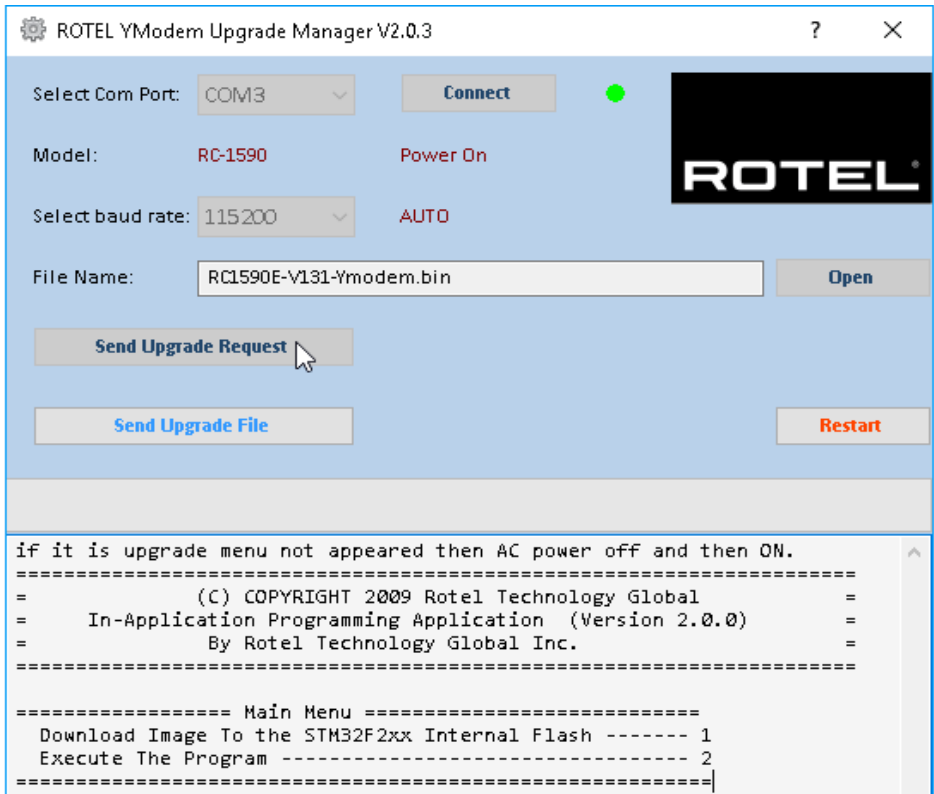


Port: COM3 (or the appropriate COM port for your PC's serial connection – see the Troubleshooting section at the end of this document for more information on determining the correct COM port)

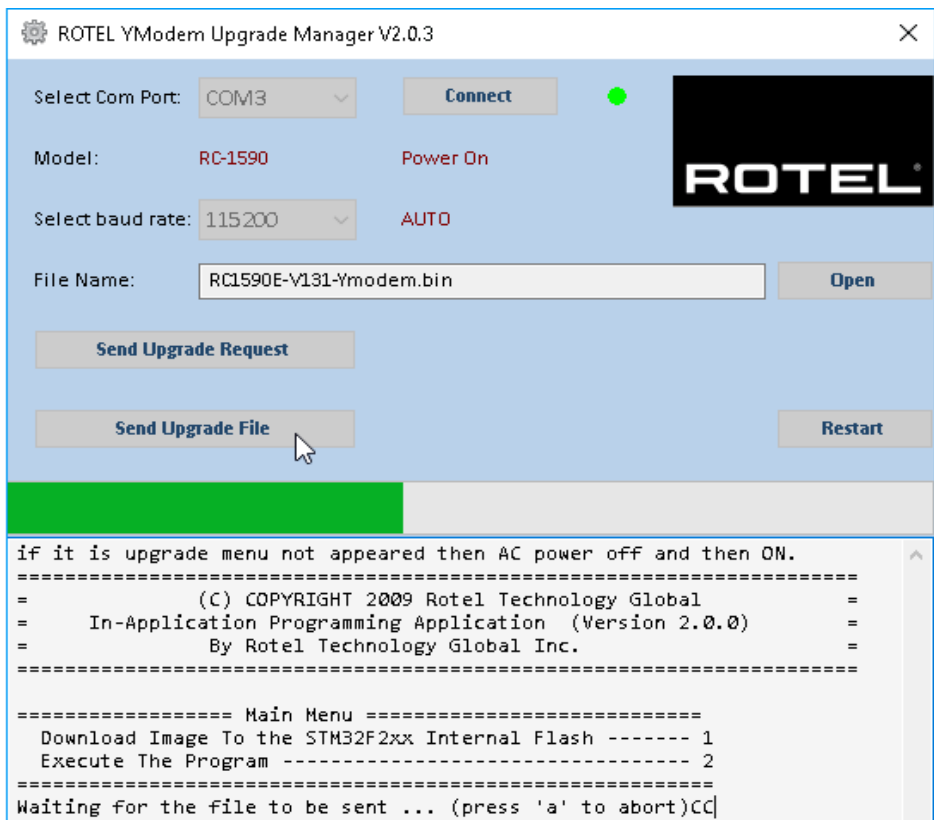
5. Press “Connect” on the program. The Connect button should grey out, and the Open button should become selectable.

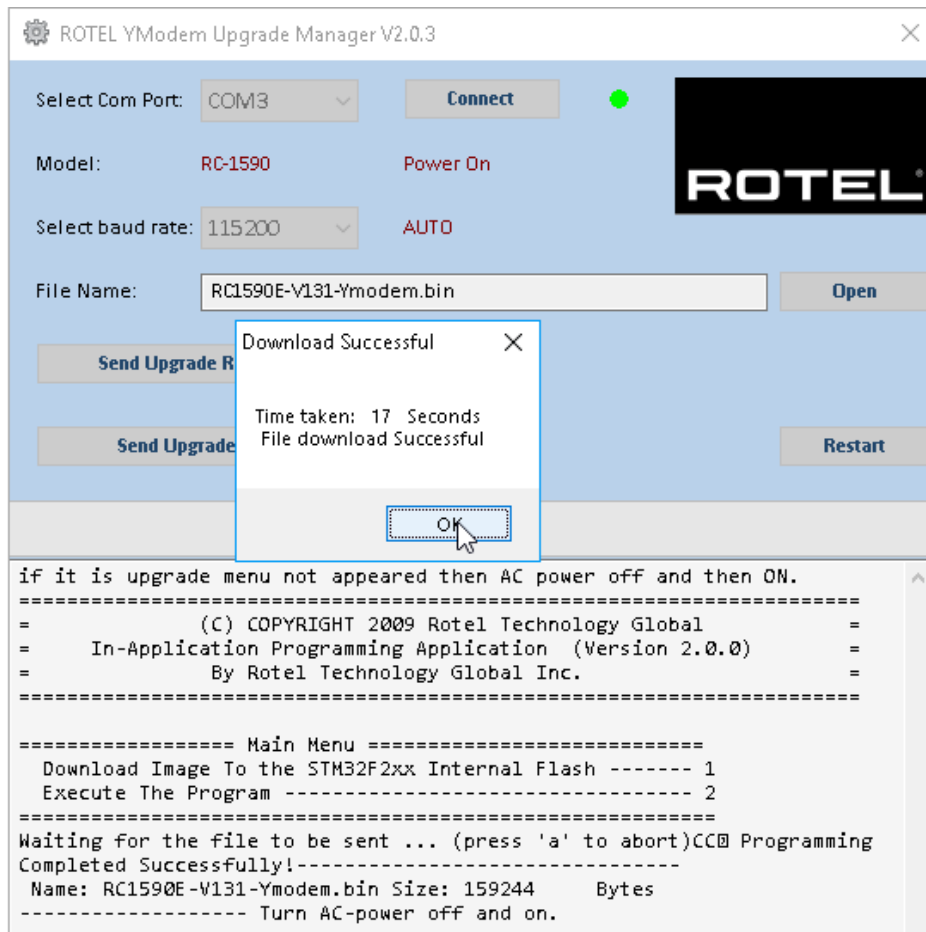


8. The front panel display of the unit should turn off and some text should appear in the window of the Ymodem program.



10. Once the transfer is complete the file transfer window will disappear, and the text in the file transfer window will indicate the programming has completed and to turn power cycle the device.





13. If at any time the update is interrupted or failed, or the unit does not respond after upgrade – see the Troubleshooting section at the end of this document to try the procedure again.

Troubleshooting

- **How to determine RS232 COM port:** It is important when selecting the com port for updates and RS232 communication to be aware of what com port is being used on the PC for the upgrade, whether it be a built in serial port on the PC, or a USB to serial adapter. Selecting the incorrect com port in an update program or an RS232 terminal will result in communication errors.

Common YModem error messages from incorrect com port settings are:

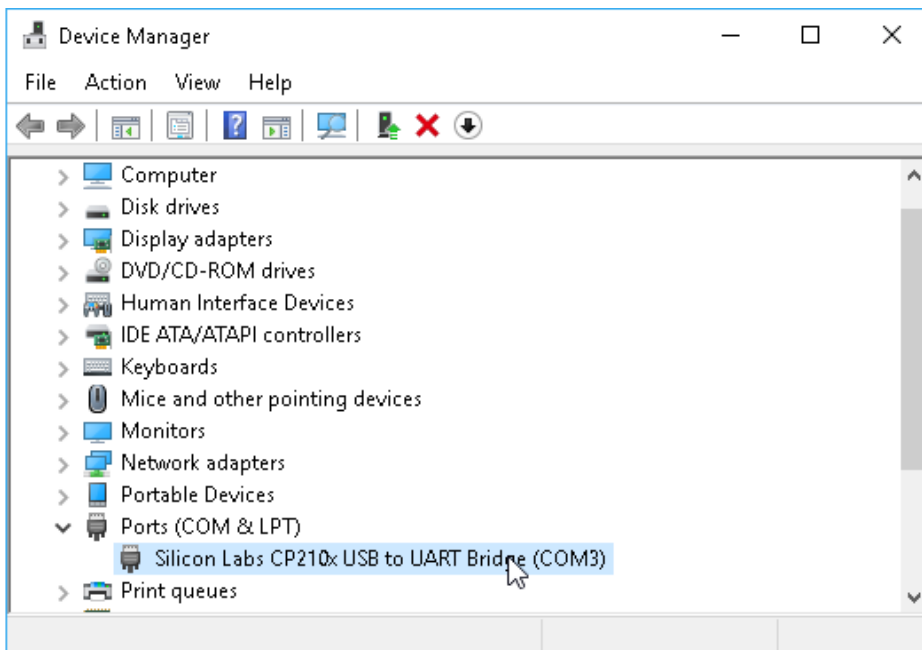
“Unable to connect. Please verify COM port information.”

This error appears when selecting a com port that does not exist on the PC, or when the currently selected com port is in use by another program or device.

Solution: Refer to the steps below for information on how to determine which com port the serial port is on, and how to change it if necessary. If the port is correct, close all open programs. Common programs that also use the serial port would be other terminal programs like HyperTerminal.

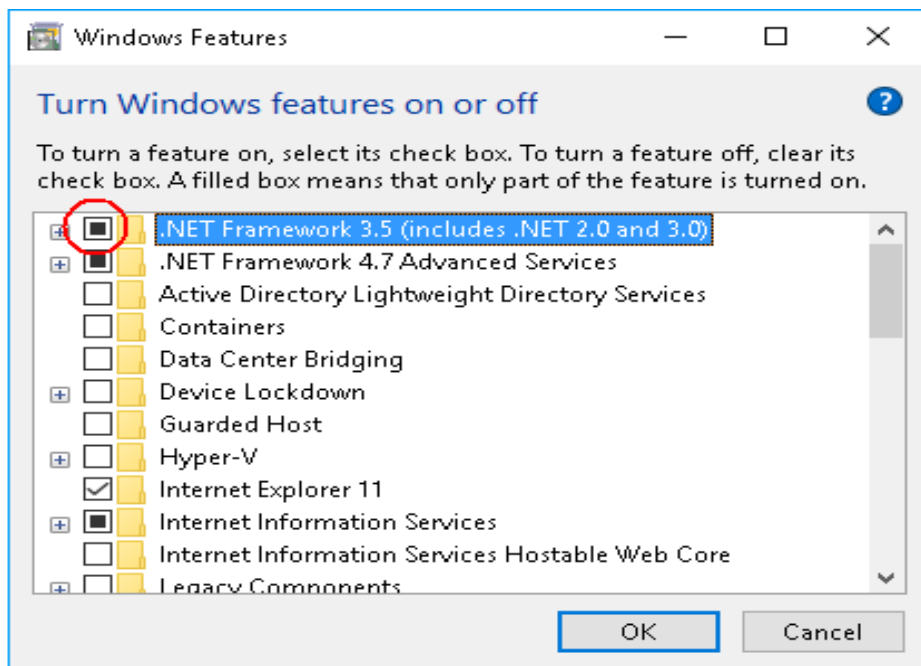
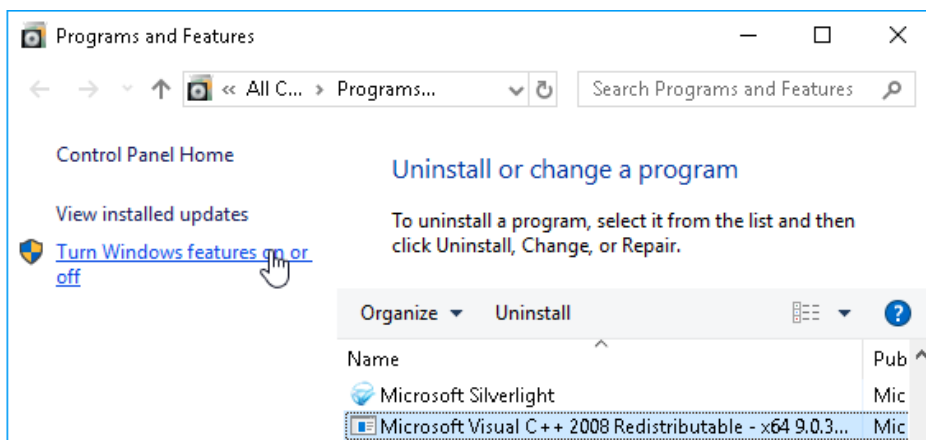
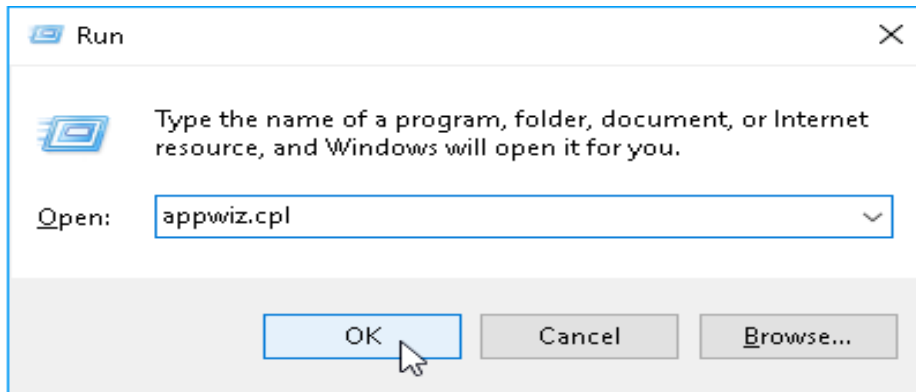
Use the following steps to confirm which com port the serial port or USB to Serial adapter has been installed to and if necessary, change it to a more suitable port.

1. From the desktop, right click on “My Computer”, and select Properties.
2. From the System Properties window, click on the Hardware tab, and select Device Manager.
3. From the Device Manager Window, look for the setting labeled Ports (COM & LPT), and click on the + to open this section. The USB to Serial adapter should be listed in this area, with the COM port in use listed in parenthesis next to it.



- **Unable to Launch on Windows 7/10:** By default, Windows 7/10 has integrated .Net Framework 2.0/3.5 inside and user no need to manually install it, please check below configuration to make sure it is enabled in Windows 7 and 10 if unable to launch the application

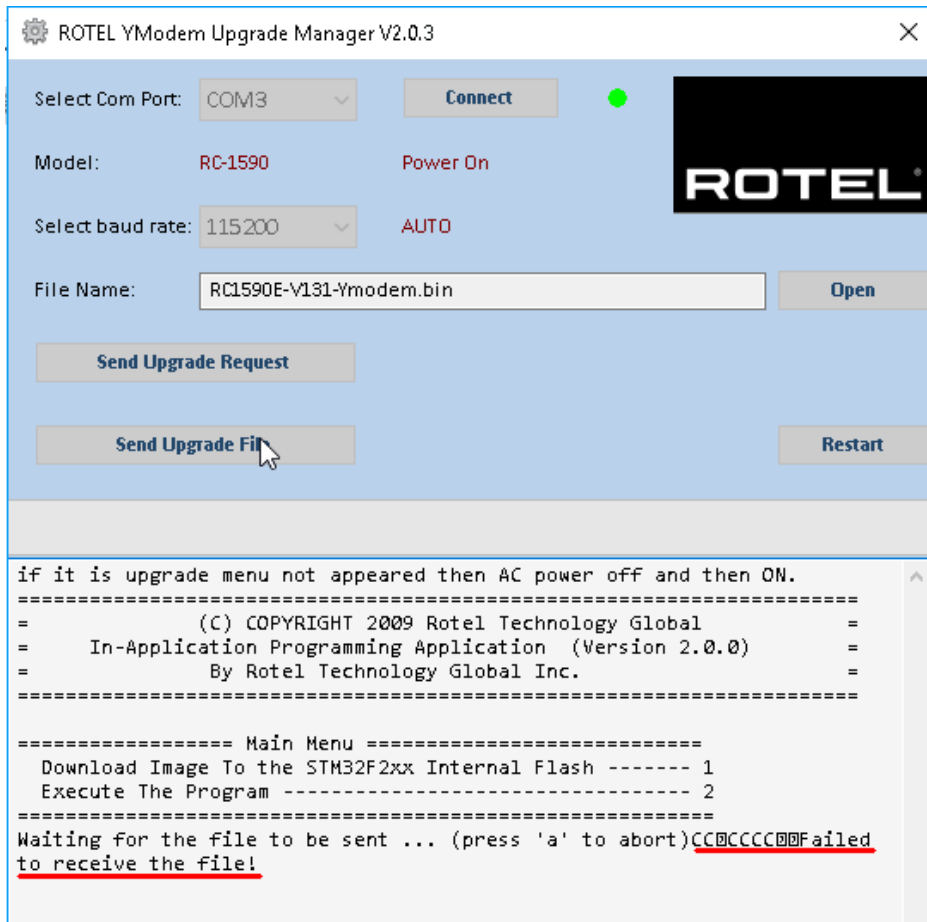
1. Press [WIN]+[R] keyboard shortcut to activate RUN dialog box, type “appwiz.cpl” to launch “Programs and Features”.



- **Failed to Receive the File during upgrading:** Generally, the upgrading requires a good RS232 communication, make sure a good enough RS232 or USB cable be used, a long external RS232 or USB cable possible led a bad electrical signal quality transferring during upgrading process.

Check below options when you see below error message:

1. Check the RS232 or USB connection.
2. Check the RS232-to-USB convertor, or replace it by good one.
3. Remove the RS232 or USB external cable to shorter the distance between amplifier and main chassis of the PC computer, or replace by a good one.

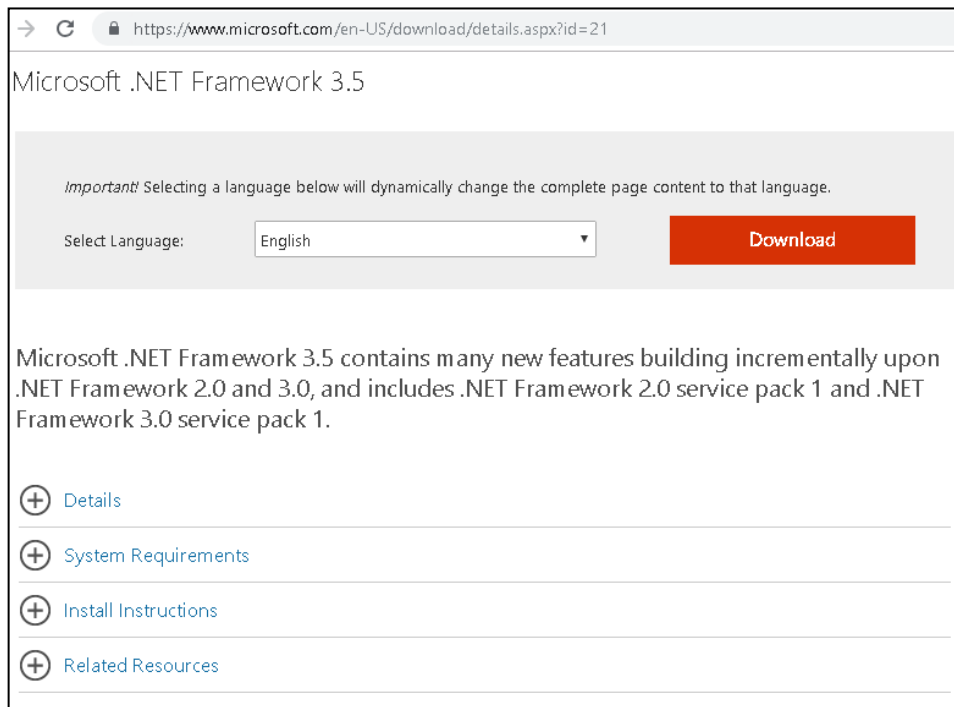


- **Important for Windows XP:** make sure you have the .NET FRAMEWORK 2.0/3.5 installed, in addition make sure you have the Windows Installer 3.1 installed before you installed the framework.

1. Access below link to download and install .Net Framework 2.0/3.5:

<https://www.microsoft.com/en-US/download/details.aspx?id=21>

To download the full redistributable package, rather than the bootstrapper, click on the link below to start the download: [.NET Framework 3.5 full package](#)



<http://support.microsoft.com/kb/893803>