

UPS model : 9PX 1:1 1 to 3kVA



Date : 02/09/2016

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Firmware upgrade procedure

1. Download the software setUPS and the firmware

➔ Go to the Power Quality Website

(<http://powerquality.eaton.com/EMEA/Support/Software-Drivers/default.asp>)

The screenshot shows the website's navigation menu with 'Customer Support' selected. Below the menu is a section titled 'Download software and firmware'. It contains a paragraph of text explaining the software solution, followed by two dropdown menus: 'Select your product' and 'Select Solution type'.

➔ Select your product , **9PX (1-3kVA)**, and select your solution type, Firmware & Configuration.

The screenshot shows a section titled 'Firmware upgrades & configuration' for 'Eaton 9PX UPS (1-3kVA)'. It includes the text 'Upgrade your Eaton 9PX (1-3kVA) with the latest firmware updates & configuration.' and a blue link: '➔ Download 9PX UPS (1-3kVA) Firmware Updates & configuration'.

➔ Click on “Download 9PX UPS (1-3kVA) Firmware Updates & configuration” :

The screenshot shows a table titled '9PX UPS Firmware Download & Configuration 1-3kVA'. The table has five columns: OS, Firmware Download, setUPS Download, Description, and Notes. Below the table, three blue boxes with arrows point to specific cells in the table: 'Firmware file' points to the 'Firmware Download' cell, 'setUPS software' points to the 'setUPS Download' cell, and 'Upgrade instructions' points to the 'Notes' cell.

OS	Firmware Download	setUPS Download	Description	Notes
Windows XP, 7, 8, 10	Eaton_9PX_LVHV11_E0_V01.07.03363_TL00.zip (622KB)	setups_win_1_1_0010.zip (2783KB)	English	Upgrade Instructions

And click on the required link.

Firmware upgrade procedure

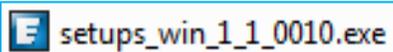
2. UPS connection

➔ Connect a communication cable to the UPS unit, on USB or RS232 (DB9) port on the back of the UPS. Then connect the cable to your computer.

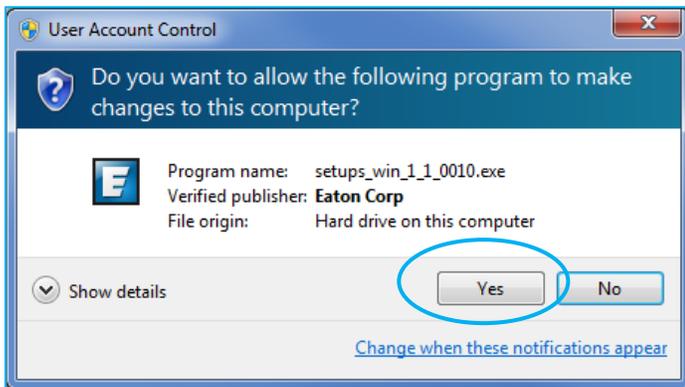


3. Launch setUPS

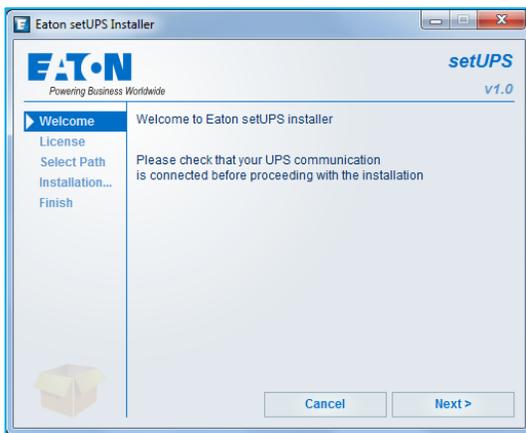
➔ For a first time Eaton® setUPS installation, double click on the exe file



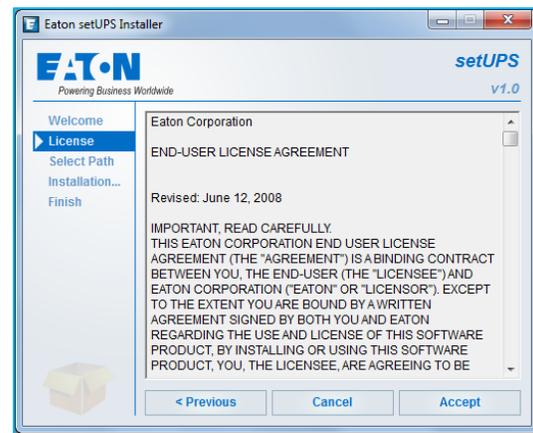
and valid the “User Account Control” message by “Yes”



The installer opens, click on “Next”

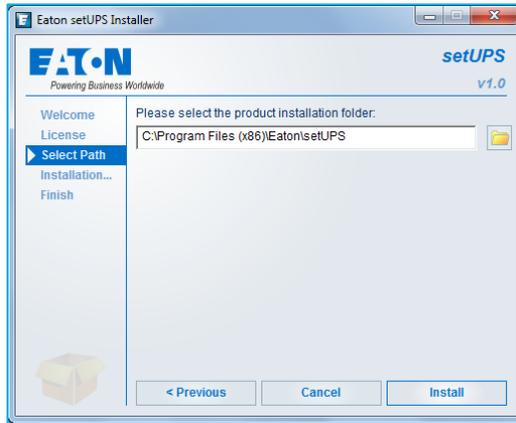


Read and click on “Accept”

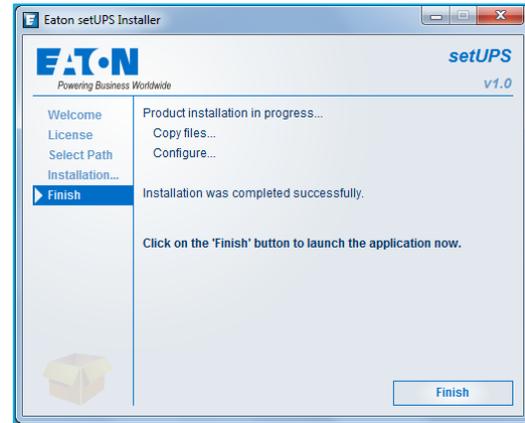


Firmware upgrade procedure

Click on “Install”

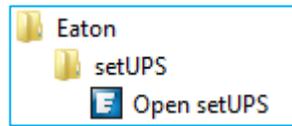


And on “Finish”

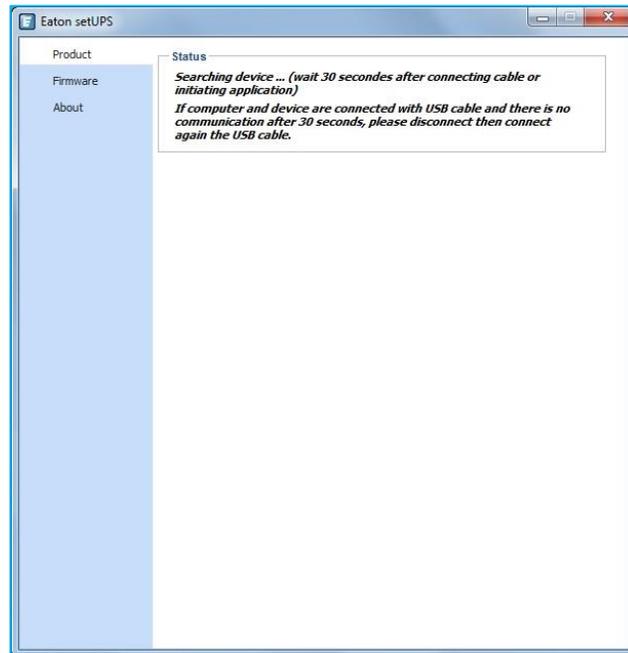


And the Eaton® setUPS starts.

→ If Eaton® setUPS is already installed, from **All Programs** menu, open setUPS

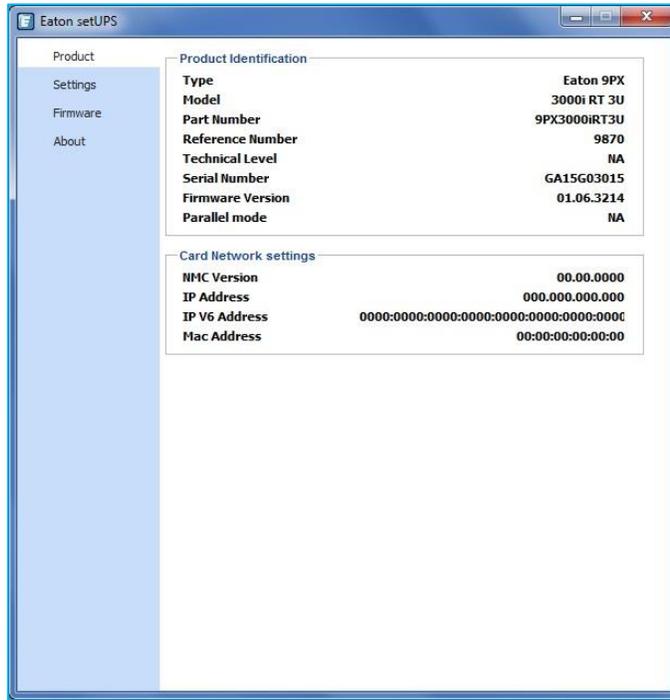


At the startup, the software searches for the connected UPS



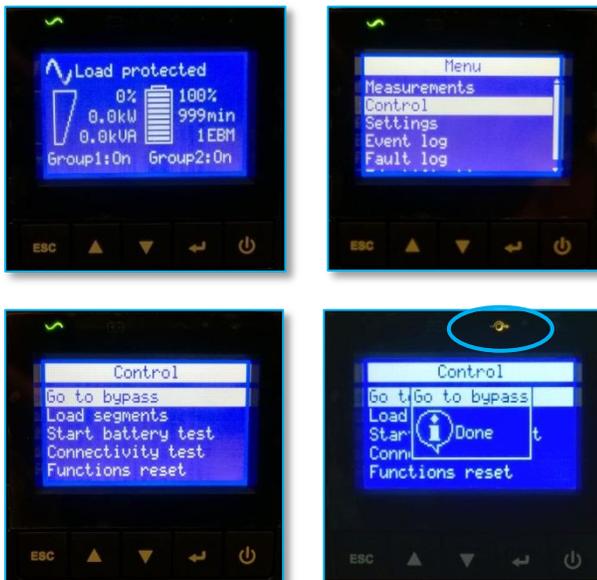
Firmware upgrade procedure

and as soon as communication is established, the product is identified :



4. Go to Bypass

➔ On the UPS, go to the menu "CONTROL", and select "Go to bypass". The Bypass indicator (orange) illuminates and a click noise comes from the UPS (relay) :



WARNING : loads are powered but not protected anymore !

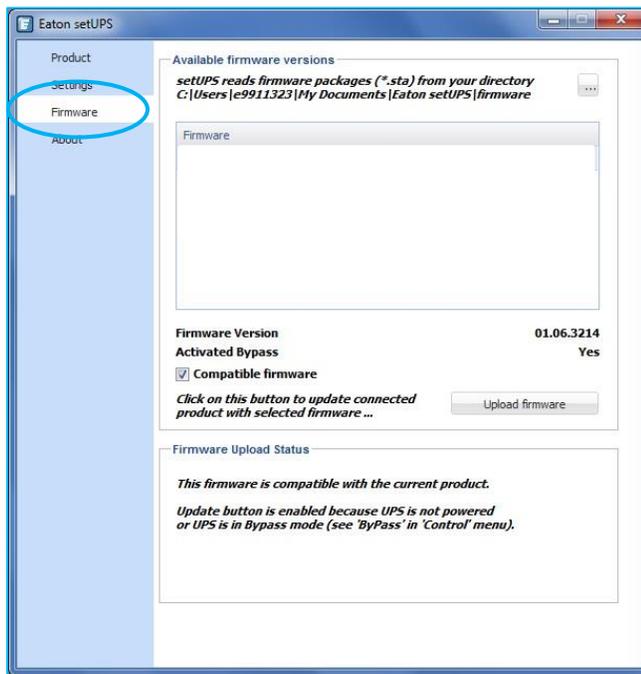
Firmware upgrade procedure

→ If there is a Maintenance Bypass (HotSwap MBP) connected to the UPS, switch to Bypass position :



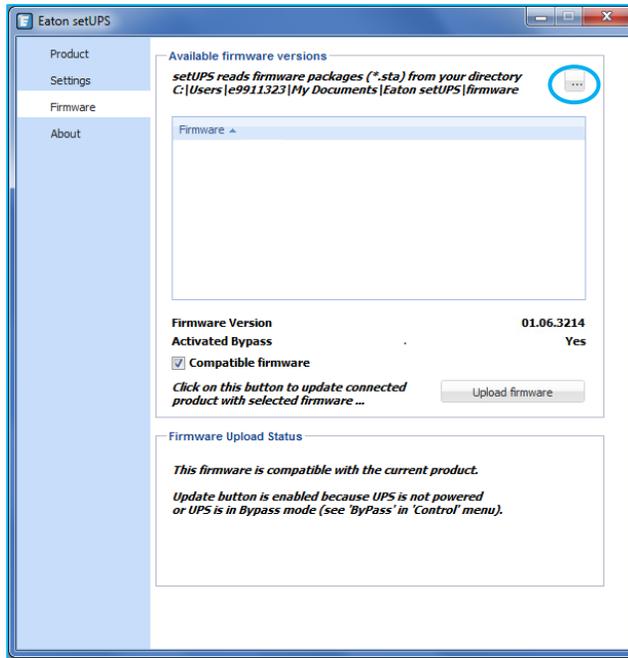
5. setUPS firmware menu

→ On the left menu, select **"Firmware"** section, the available firmware appears :



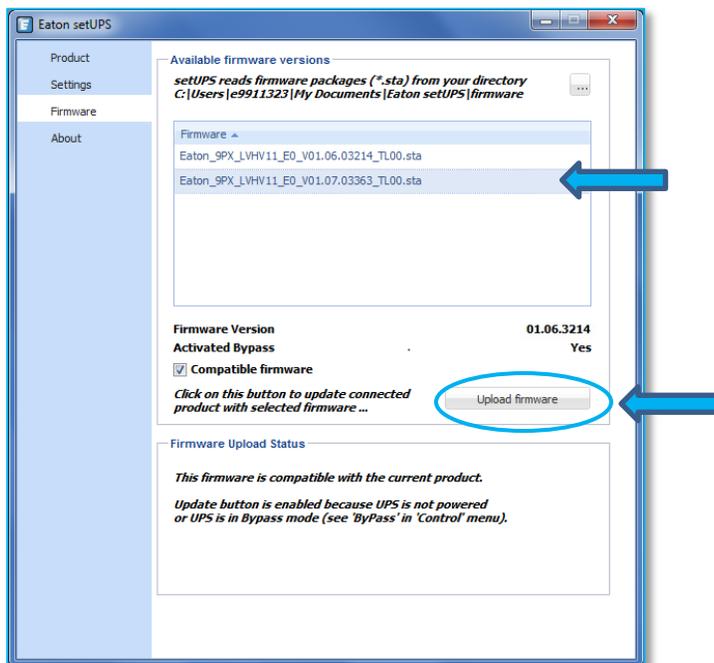
Firmware upgrade procedure

If the firmware list is empty, copy/paste the downloaded firmware in the target folder *My Documents\Eaton setUPS\firmware* (click on the “...” button) :



6. Firmware selection

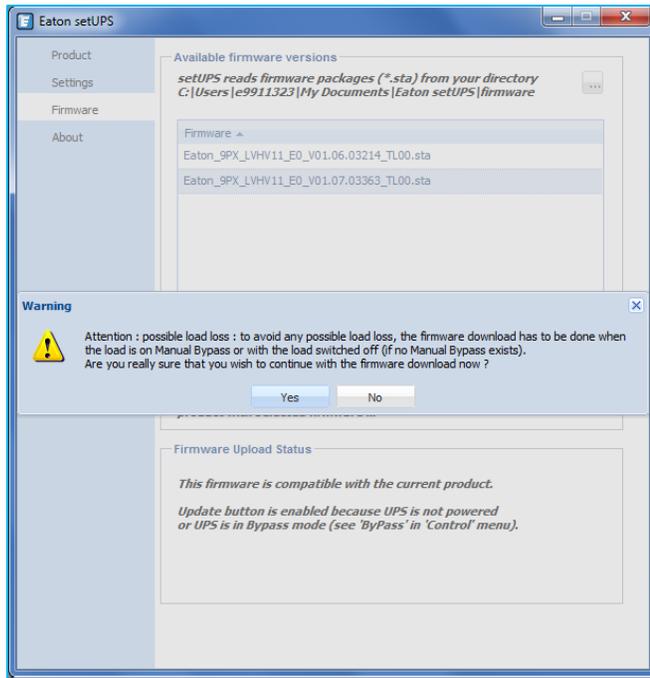
➔ Click on the latest firmware file to select it and then on the “Upload firmware” button :



Firmware upgrade procedure

7. Confirmation

➔ The following screen appears which reminds you that UPS output is OFF (but load still powered) during the upgrade, select “**Yes**” to continue



8. Upgrade process

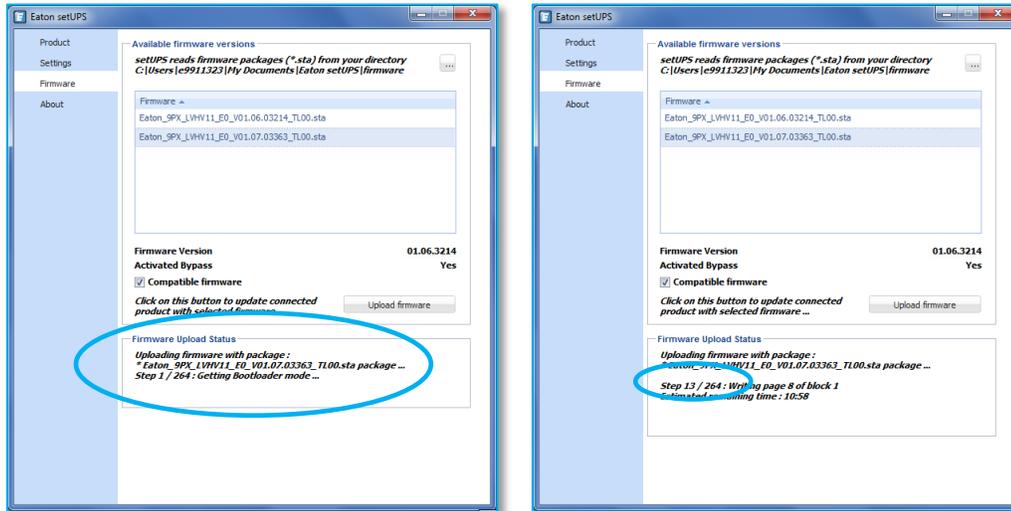
➔ The UPS emits a beep and transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

During the flash process, the status led (AC line, Battery, Bypass & Fault) on the UPS cycle, a progress bar is displayed on LCD and a beep is emitted every 10s :



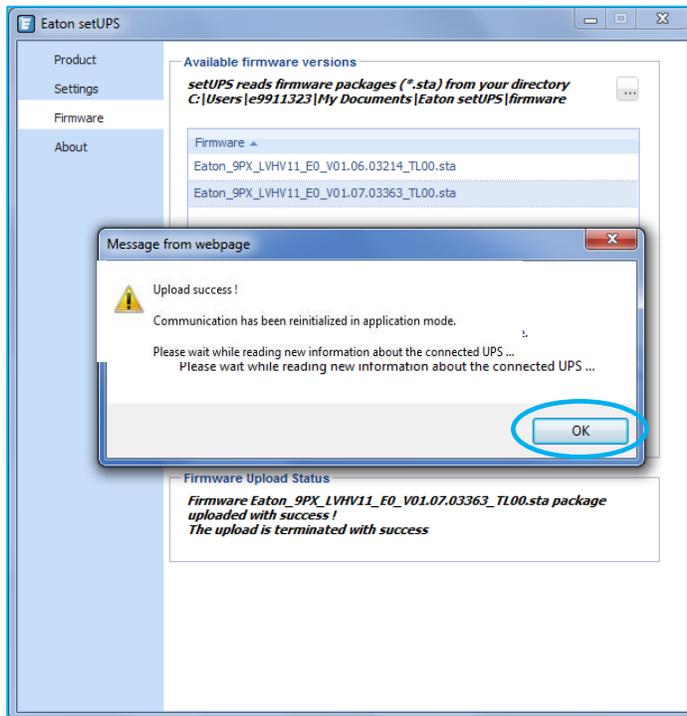
Firmware upgrade procedure

And on **setUPS** window, the firmware upgrade steps appear :



9. Upload success

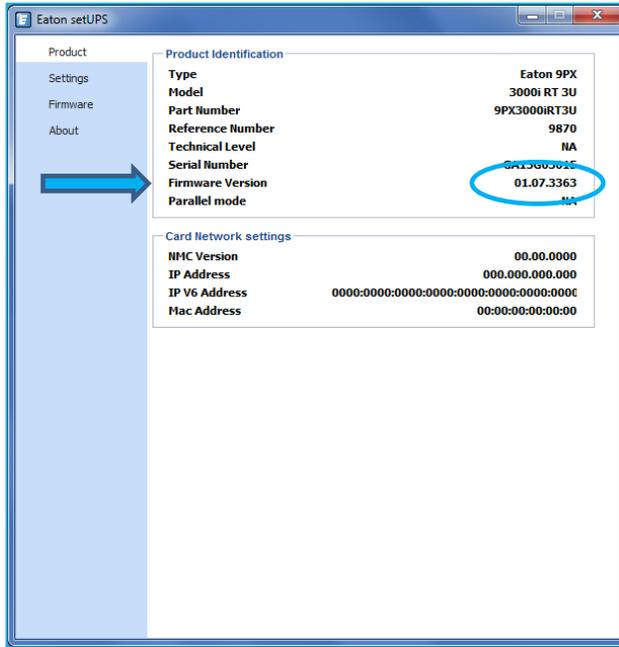
➔ When the firmware flash process is done, the UPS emits a long beep. The **setUPS** issues a pop up to let know the firmware flash has been successful : click on “OK” :



Firmware upgrade procedure

10. Return to normal state

➔ The **setUPS** reverts back to the UPS information section. The firmware version should now reflect the latest version :



11. Go back to Normal

➔ If there is a hotSwap MBP, go back to *UPS ON* position (only green LED is ON):

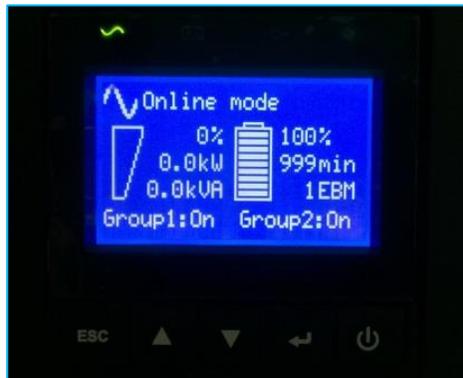


Firmware upgrade procedure

→ In order to protect the loads, on the UPS, go back to the menu “CONTROL”, and select “Go to normal”. After confirmation, the AC line indicator (green) illuminates :



Once the UPS is online, the loads are protected. Press “**ESC**” button twice to come back to the main screen :



Firmware upgrade procedure

12. Trouble shooting

- UPS is not recognized by Eaton® setUPS software :
 - the current Eaton® setUPS version installed on the computer is not compatible with the connected UPS model.Download the last version available, refer to the section “**1. Download the software setUPS and the firmware**”

- It is not possible to transfer the UPS in Bypass mode, it displays “Canceled” instead of “Done” :
 - UPS is in “Frequency converter” mode, it is necessary to disable this mode (*Menu Settings / In/Out settings / Output frequency*). UPS must be OFF to modify this setting.

- The firmware upgrade is stopped during the process :
 - restart the firmware upgrade process and the upload starts again.

- The upgrade through USB cable does not succeed :
 - proceed with Serial cable

- In the firmware section, the “**Upload firmware**” button is not available :
 - UPS is online, refer to the section “**4. GO to bypass**”