

**UPS model : 5PX**



**Date : 13/10/2020**

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*(if receiving this document by email)*
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## Firmware upgrade procedure

### 1. Download the software setUPS and the firmware

→ Go to the Power Quality Website (<http://eaton.com/Downloads/>)

The screenshot shows the Eaton website navigation menu with tabs for Products & Services, Solutions, Knowledge Center, Customer Support, and How to Buy. Below the menu is a section titled "Download software and firmware" with a descriptive paragraph and two dropdown menus: "Select your product" and "Select Solution type".

→ Select your product , **5PX**, and select your solution type, firmware.

The screenshot shows a box titled "Firmware Upgrades" with the text "Eaton 5PX UPS Firmware Updates" and "Upgrade your Eaton 5PX with the latest firmware updates." Below this is a blue link: "→ Download 5PX UPS Firmware Updates".

→ Click on "Download 5PX UPS Firmware Updates"

The screenshot shows a table titled "5PX UPS Firmware Download & Configuration" with columns for OS, Firmware Download, setUPS Download, Description, and Notes. Below the table, three blue arrows point from boxes labeled "Firmware file", "setUPS software", and "Upgrade instructions" to the corresponding links in the table.

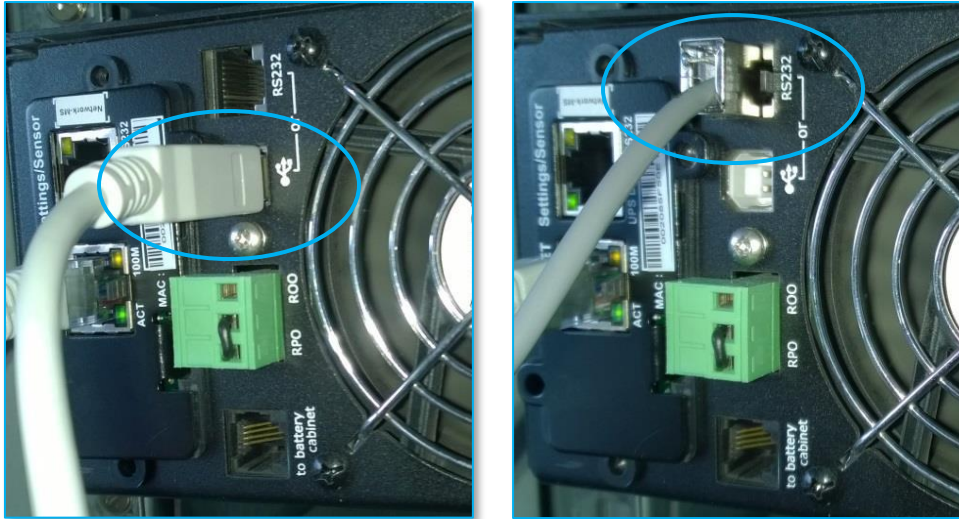
OS	Firmware Download	setUPS Download	Description	Notes
Windows XP, 7, 8, 10	<a href="#">Eaton_5PX_LVHV11_E0_V14.00.0000_TL00.sta.zip (478KB)</a>	<a href="#">setups-win-2_3_0838.zip (2846KB)</a>	English	Upgrade Instructions

And click on the required link.

## Firmware upgrade procedure

### 2. UPS connection


➔ Connect a communication cable to the UPS unit, on USB or RS232 (RJ45) port on the back of the UPS. Then connect the cable to your computer.



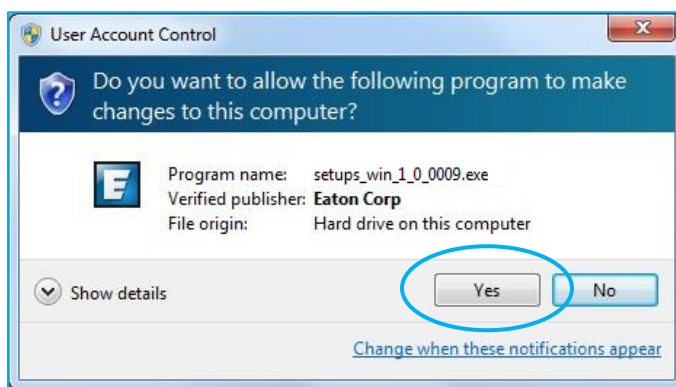
**Before firmware upgrade, any intelligent cards (Network-MS, ModBus-MS, Network-M2, Indgw-M2, ConnectUPS-BD, relay-MS and indRelay-MS) in the communication bay should be shut down and pulled out as to not interfere in the firmware upgrade process.**

### 3. Launch setUPS

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

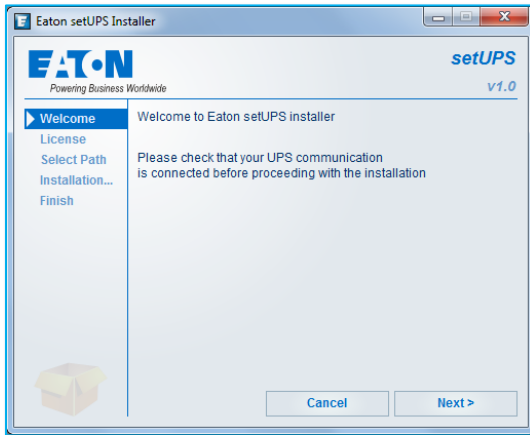
 setups\_win\_1\_0\_0009.exe

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

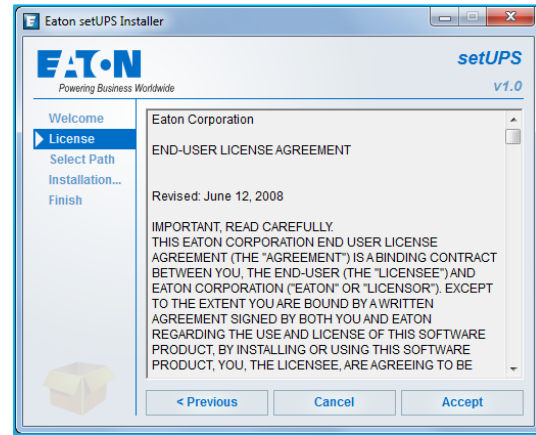


## Firmware upgrade procedure

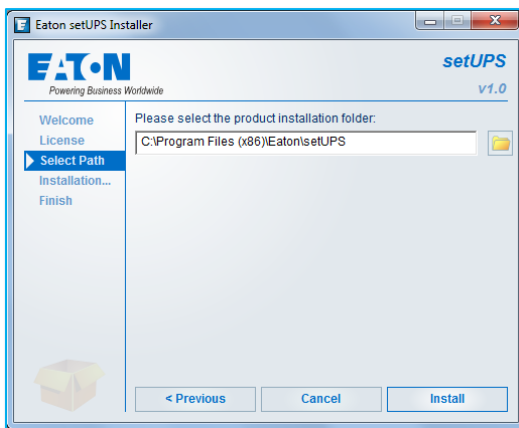
The installer opens, click on “Next”



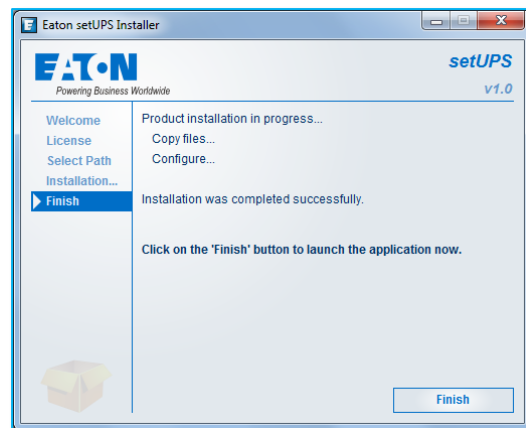
Read and click on “Accept”



Click on “Install”

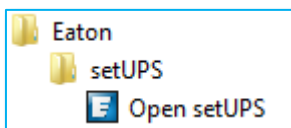


And on “Finish”



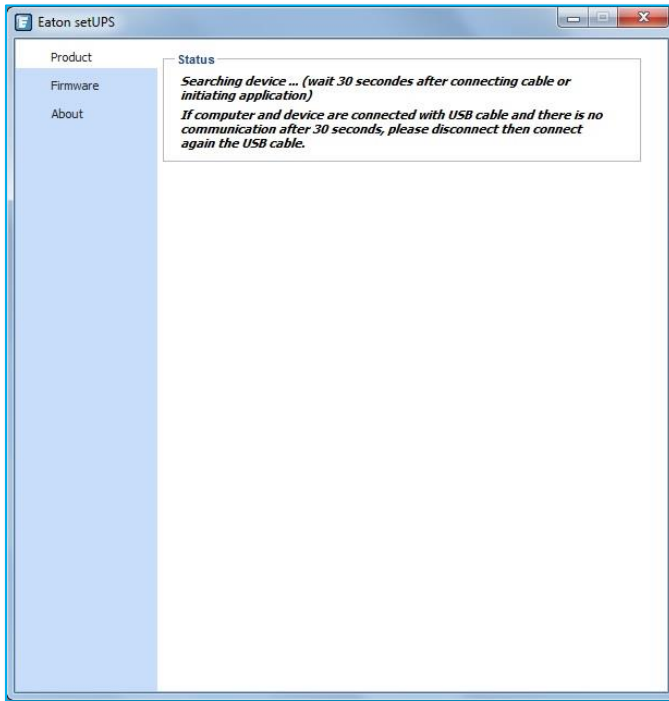
And the Eaton® setUPS starts.

→ If Eaton® setUPS is already installed, open setUPS

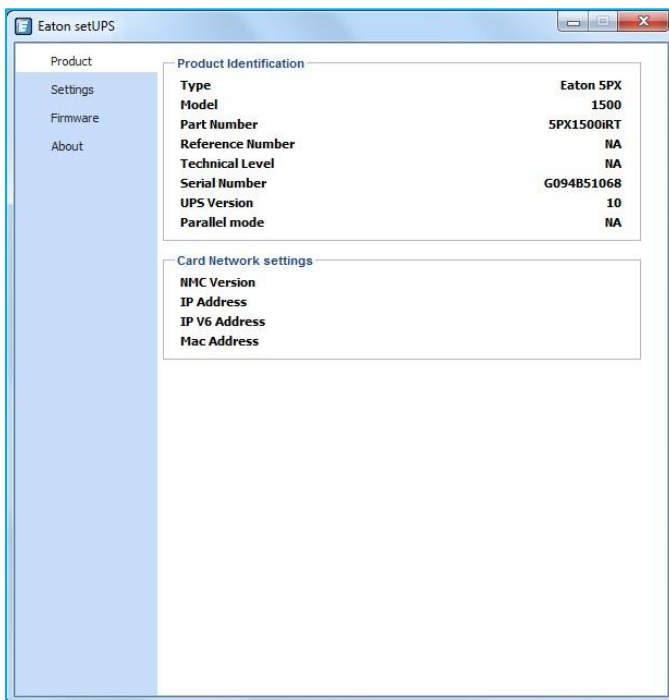


## Firmware upgrade procedure

At the startup, the software searches for the connected UPS



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



## Firmware upgrade procedure

### 4. Power OFF the UPS

➔ To turn the power off on the 5PX UPS, press and hold the power button for 3 seconds.

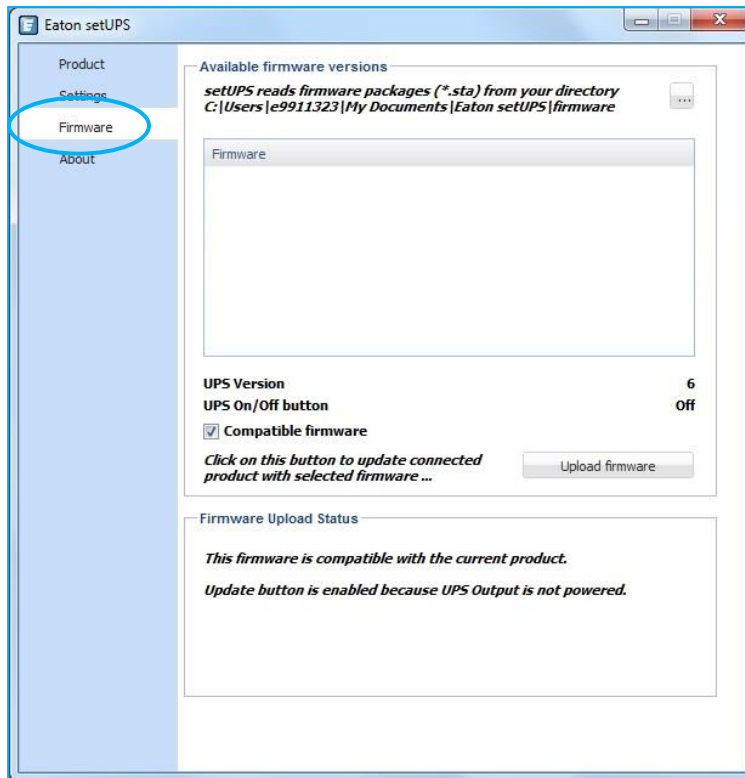
**WARNING : this will turn OFF any load that is connected to the UPS outlets !**

Once the unit is OFF, the screen looks like the picture below :



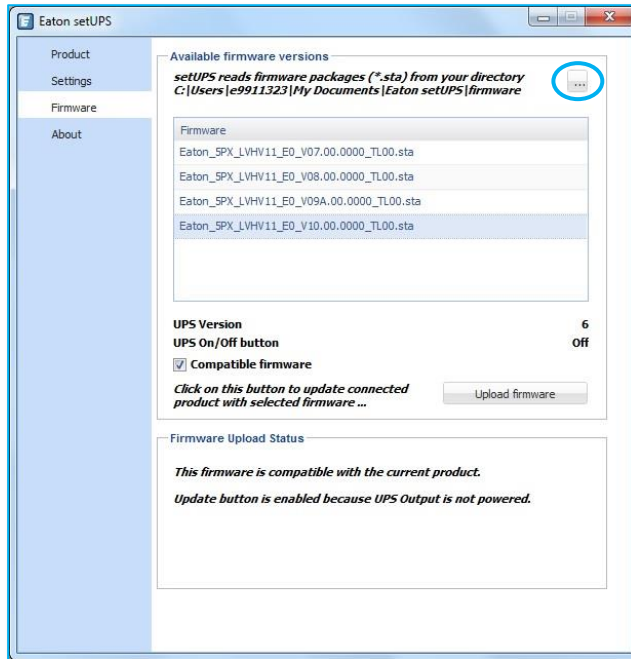
### 5. setUPS firmware menu

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



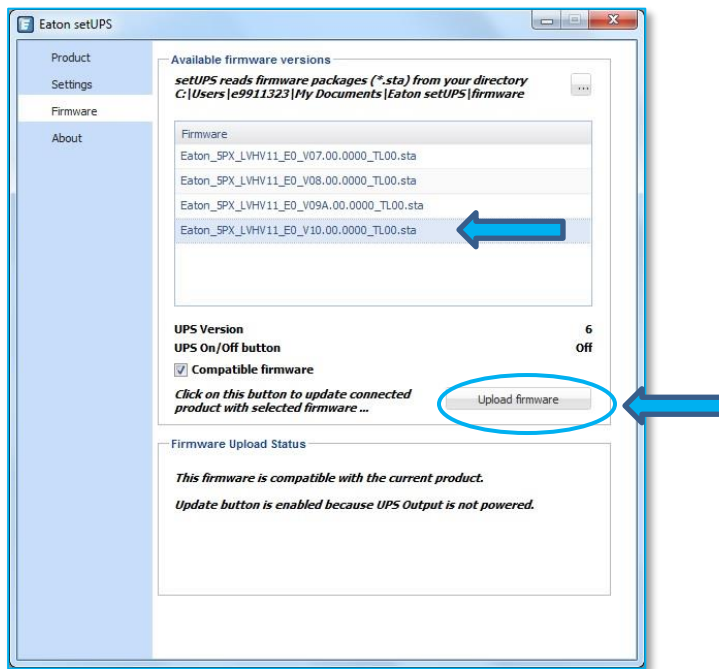
## Firmware upgrade procedure

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

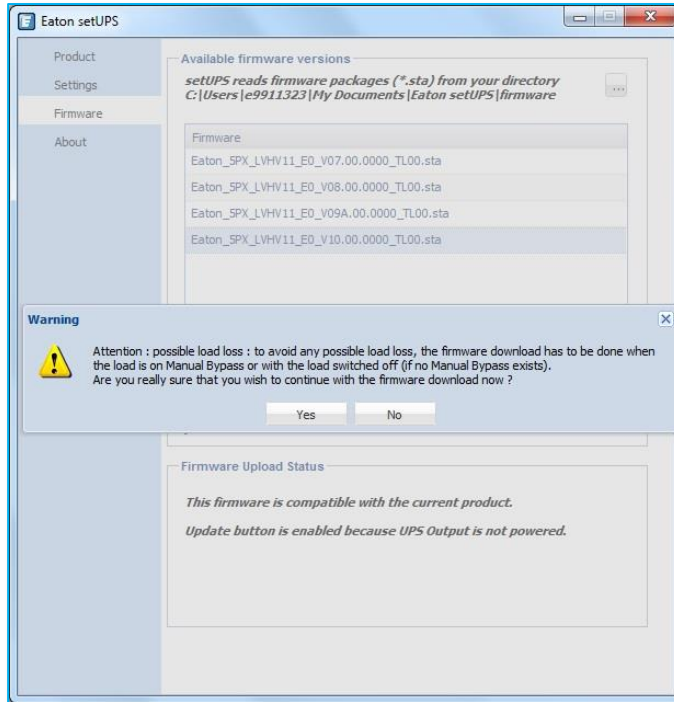
➔ Click on the firmware file to select it and then on the “Upload firmware” button :



## Firmware upgrade procedure

### 7. Confirmation

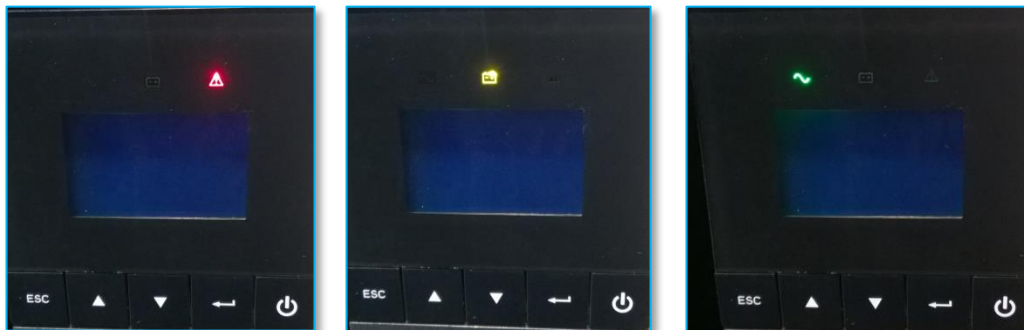
➔ The following screen appears which reminds you that UPS output is OFF during the upgrade, select “**Yes**” to continue



### 8. Upgrade process

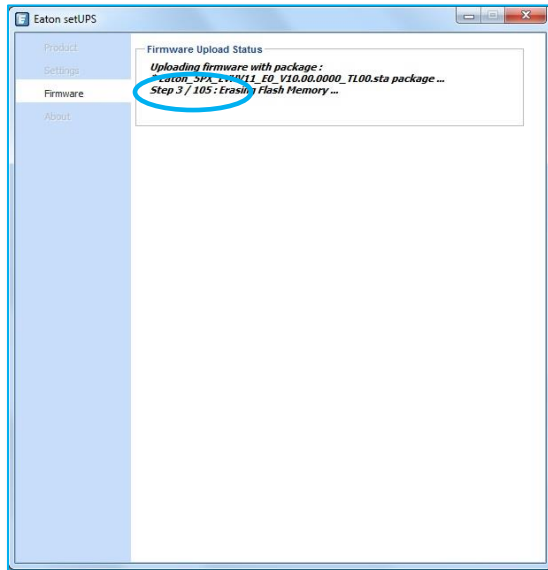
➔ A click noise comes from the UPS (relay) and it transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

During the flash process, the display on the UPS goes blank and the AC line, the battery and the Alarm lights cycle. This is normal.



## Firmware upgrade procedure

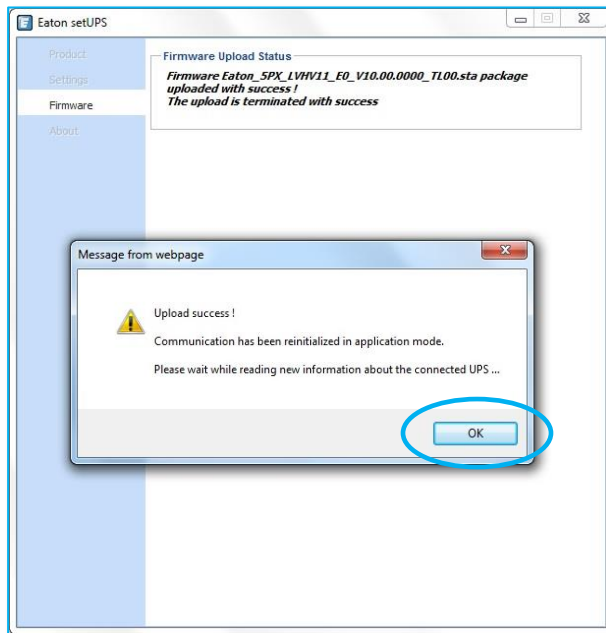
And on **setUPS** window, the firmware upgrade steps appear :



### 9. Upload success

➔ When the firmware flash process is done, the UPS fans start and the UPS emits a long beep. The display on the UPS returns back to the normal OFF state.

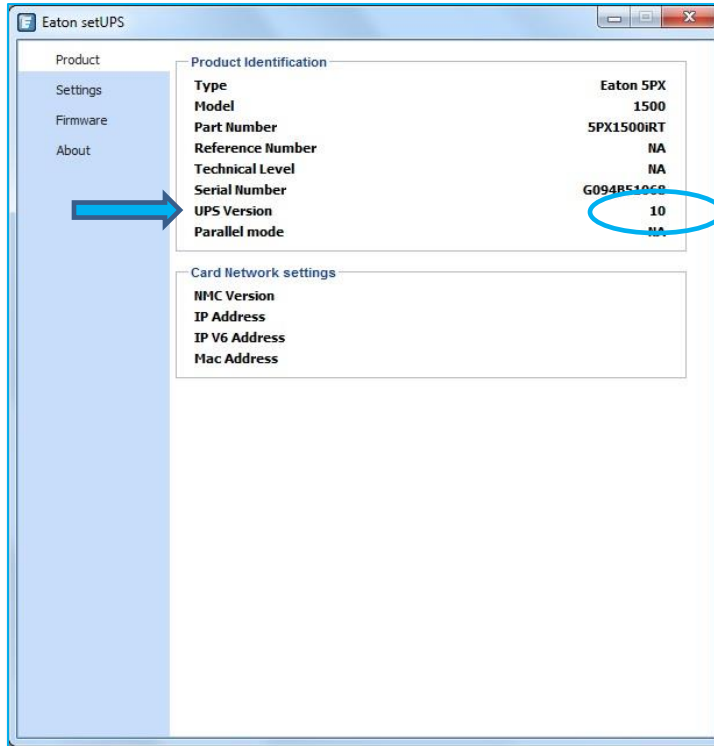
The **setUPS** issues a pop up to let know the firmware flash has been successful : Click on "OK" :



## 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. UPS ON

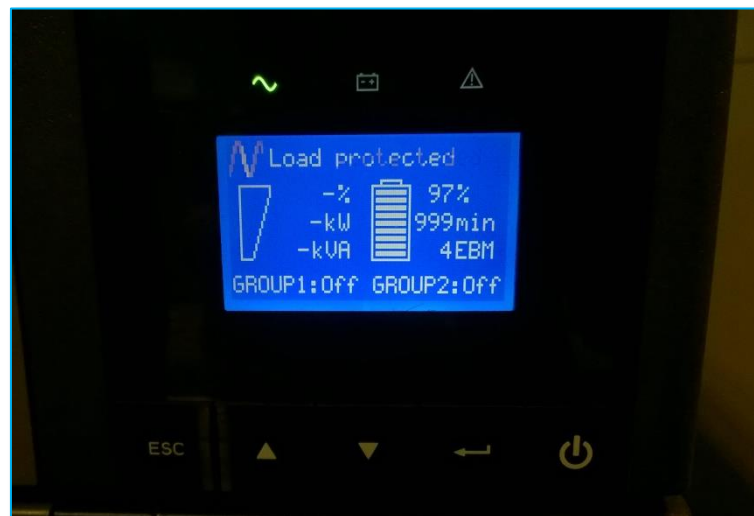
➔ Press and hold the power button for 3 seconds to turn the UPS back ON :



## Firmware upgrade procedure



Once the UPS is ON, the following screen appears :

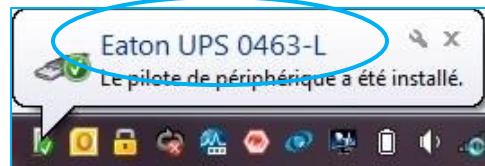
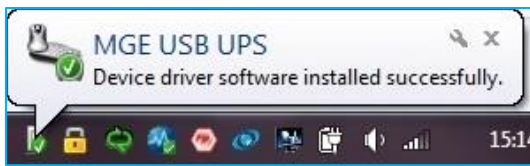


Loads can now be powered back ON !

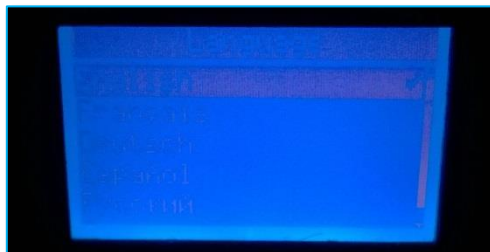
## Firmware upgrade procedure

### 12. Trouble shooting

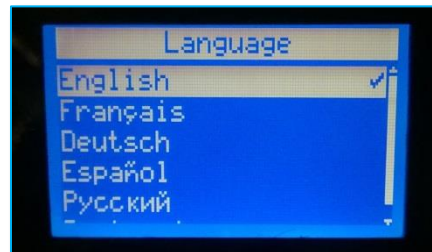
- The firmware upgrade is stopped during the process :
  - restart the firmware upgrade process and the upload starts again.
- The **setUPS** software doesn't recognize your 5PX UPS : the computer installed a wrong UPS driver (**MGE USB UPS**) :
  - you have to restart **setUPS** to have the correct driver installed (**Eaton UPS 0463-L**).



- In the firmware section, the “**Upload firmware**” button is not available :
  - UPS is not powered OFF, refer to the section “**4. Power OFF the UPS**”
- The display is completely blue and it is difficult to read text on it :
  - Initial settings :
  - It is necessary to set UPS local settings, possibly before to adjust the contrast.
    - Language



Bad contrast

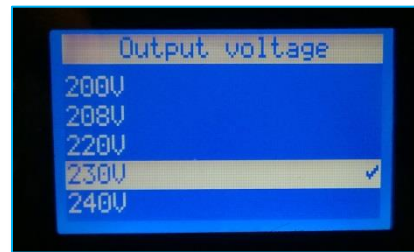


Good contrast (for reference)

- Output voltage



Bad contrast



Good contrast (for reference)

## Firmware upgrade procedure

Adjust the display contrast :

- Go to the menu Settings / Local settings / LCD settings / Modify contrast /
- Press enter button and scroll buttons to adjust the contrast :

