



# Eaton<sup>®</sup> setUPS

### Firmware upgrade procedure

Contents

- 1. Download the software setUPS and the firmware *(if receiving this document by email)*
- 2. UPS connection
- 3. Launch setUPS
- 4. Power OFF the UPS
- 5. setUPS firmware menu
- 6. Firmware selection
- 7. Confirmation
- 8. Upgrade process
- 9. Upload success
- 10. Return to normal state
- **11. UPS ON**
- **12. Trouble shooting**



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

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

Products & Services	Solutions	Knowled	ge Center	Customer Support	How to Buy		
Download software and firmware							
Whether you'd like to monitor a single UPS or help with managing your entire virtualized network, Eaton has a monitoring and management software solution. From monitoring event history, notifying you of alerts and delivering real-time status, Eaton software provides the tools you need to keep your critical equipment running at all times. Our software solutions are easy to use and maintain business continuity which saves time, saves money and reduces risk.							
				related software and firm oftware, firmware or legacy			
Select your product		~	Select Solut	ion type	~		

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



→ Click on "Download 5P UPS Firmware Updates"

OS	Firmware Download	setUPS Download	Description	Notes
Windows XP, 7, 8, 10	Eaton_5P_LVHV11_E0_ V03.00.0000_TL00.zip (484KB)	setups_win_2_0_0803.zip (2702KB)	English	Upgrade Instructions
	Firmware File	SetUPS Software		Upgrade nstructions

And click on the required link.



### 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.



#### 3. Launch setUPS

→ For a first time Eaton<sup>®</sup> setUPS installation, double click on the exe file



and valid the "User Account Control" message by "Yes"

0	Use	Account Control	×
	Û		to allow the following program from an plisher to make changes to this computer?
		Program name: Publisher: File origin:	setups_win_2_0_0803.exe <b>Unknown</b> Hard drive on this computer
(	🕑 si	now d <mark>etails</mark>	Yes No
			Change when these notifications appear



#### The installer opens, click on "Next"



#### Eaton setUPS Installer - - X setUPS F:T•N v1.0 Eaton Corporation . Licer END-USER LICENSE AGREEMENT Installation Revised: June 12, 2008 Finish IMPORTANT READ CAREFULLY IMPORTANT, READ CAREFULLY. THIS EATON CORPORATION END USER LICENSE AGREEMENT (THE "AGREEMENT") IS A BINDING CONTRACT BETWEEN YOU, THE END-USER (THE "LICENSEE") AND EATON CORPORATION ("EATON" OR "LICENSOR"). EXCEPT TO THE EXTENT YOU ARE BOUND BY AWRITTEN AGREEMENT SIGNED BY BOTH YOU AND EATON REGARDING THE USE AND LICENSE OF THIS SOFTWARE PRODUCT, BY INSTALLING OR USING THIS SOFTWARE PRODUCT, YOU, THE LICENSEE, ARE AGREEING TO BE

Cancel

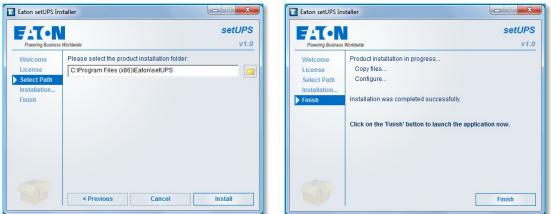
Accept

Read and click on "Accept"

< Previous

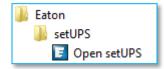
#### Click on "Install"

### And on "Finish"



And the Eaton<sup>®</sup> setUPS starts.

### → If Eaton<sup>®</sup> setUPS is already installed, from All Programs menu, open setUPS





At the startup, the software searches for the connected UPS

Product	Status
Firmware	Searching device (wait 30 secondes after connecting cable or initiating application)
About	If computer and device are connected with USB cable and there is no communication after 30 seconds, please disconnect then connect again the USB cable.

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

Eaton SetUPS		
Product	Product Identification	
Settings	Туре	Eaton 5P
-	Model	1500RT
Firmware	Part Number	5P1500RT
About	Reference Number	NA
	Technical Level	NA
	Serial Number	G102E04040
	Firmware Version	3
	Parallel mode	NA
	Card Network settings	
	NMC Version	
	IP Address	
	IP V6 Address	
	Mac Address	



#### 4. Power OFF the UPS

 $\rightarrow$  To turn the power off on the 5P 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 :

Eaton SetUPS			
Product Settions Firmware	Available firmware versions SetUP5 reads firmware packages (*.sta) from your directory C  Users e0067900  My Documents Eaton SetUP5 firmware		
About	Firmware         Eaton_SP_LVHV11_E0_V03.00.0000_TL00.sta         Firmware Version         UPS On/Off button         Image: Compatible firmware         Click on this button to update connected product with selected firmware         Firmware Upload Status         This firmware is compatible with the current product.         Update button is enabled because UPS Output is not powered.	iware	2 Off



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

Eaton SetUPS		
Product Settings	Available firmware versions     SetUPS reads firmware packages (*.sta) from your directory     C: [Users]e0067900  Hy Documents]Eaton SetUPS [firmware	
Firmware		
About	Firmware Eaton_SP_LVHV11_E0_V03.00.0000_TL00.sta  Firmware Version	
	UPS On/Off button	off
	Compatible firmware	
	Click on this button to update connected Upload fir product with selected firmware	mware
	Firmware Upload Status This firmware is compatible with the current product. Update button is enabled because UP5 Output is not powered	d.

#### 6. Firmware selection

→ Click on the firmware file to select it and then on the "Upload firmware" button :

Eaton SetUPS	
Product Settings	Available firmware versions SetUPS reads firmware packages (*.sta) from your directory C: (Users  e0067900 1/W Documents  Eaton SetUPS firmware
Firmware	
About	Firmware Eaton_SP_LVHV11_E0_V03.00.0000_TL00.sta
	Firmware Version 2 UPS On/Off button 0 Compatible firmware Cick on this button to update connected product with selected firmware Firmware Upload Status This firmware is compatible with the current product. Update button is enabled because UPS Output is not powered.



### 7. Confirmation

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

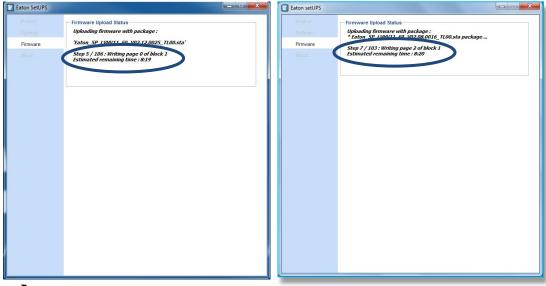
📑 Eaton SetUPS				x
Product Settings Firmware About	Available firmware versions SetUPS reads firmware packages (*.sta) from your directory C: [Users ]e0067900 [My Documents  Eaton SetUPS  firmware Firmware Eaton_SP_LVHV11_E0_V03.00.0000_TL00.sta			
the load is on N	sible load loss : to avoid any possible load loss, the firmware download has fanual Bypass or with the load switched off (if no Manual Bypass exists). sure that you wish to continue with the firmware download now ? Yes No	to be d	one w	× hen
	Firmware Upload Status This firmware is compatible with the current product. Update button is enabled because UPS Output is not powered	L		

#### 8. Upgrade process

→ A click noise comes from the UPS (relay) and the UPS 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 will goes blank and the AC line, the battery and the Alarm lights cycle. This is normal.







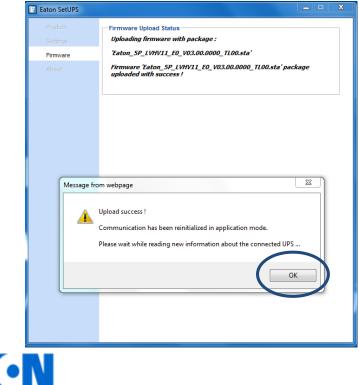
And on setUPS window, the firmware upgrade steps appear:

#### ≯

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	" <b>OK</b> "	•
OII		





#### 10. Return to normal state

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

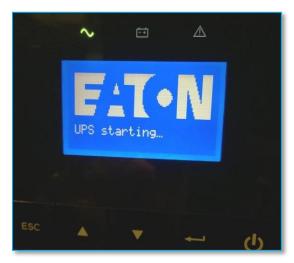
Eaton SetUPS	
Product Settings Firmware About Card Network settings NMC Version IP Address IP V6 Address Mac Address	Eaton SP 1500RT SP1500RT IA IA G102E04010 3 

#### 11. UPS ON

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







Once the UPS is ON, the following screen appears :

	7.	l protec -% -W -W -VA	ted 90% 99min	
ESC	-	•		

Loads can now be powered back ON !



# Eaton<sup>®</sup> setUPS

### Firmware upgrade procedure

#### 12. Trouble shooting

- → The firmware upgrade is stopped during the process :
- $\rightarrow$  restart the firmware upgrade process and it continues the upload.

→ The *setUPS* software doesn't recognize your 5P UPS : the computer installed a wrong UPS driver (MGE USB UPS) :

 $\rightarrow$  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 :

 $\rightarrow$  UPS is not powered OFF, refer to the section "4. Power OFF the UPS"

