UPS model : 5P 2U UPS Long Rack

Date : 04/12/2017
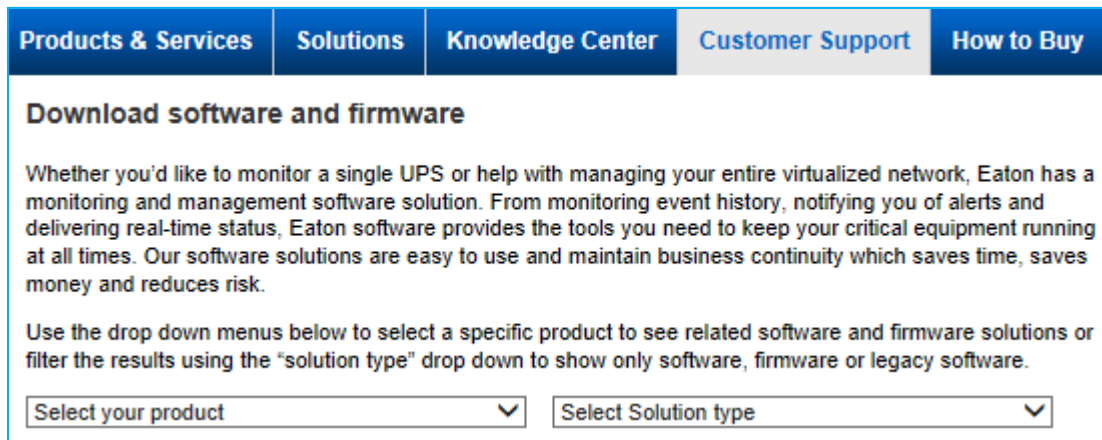
Powering Business Worldwide

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1. Download the software setUPS and the firmware

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

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

➔ Click on "Download 5P UPS Firmware Updates"

| | Firmware File | SetUPS Software | 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.

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**"
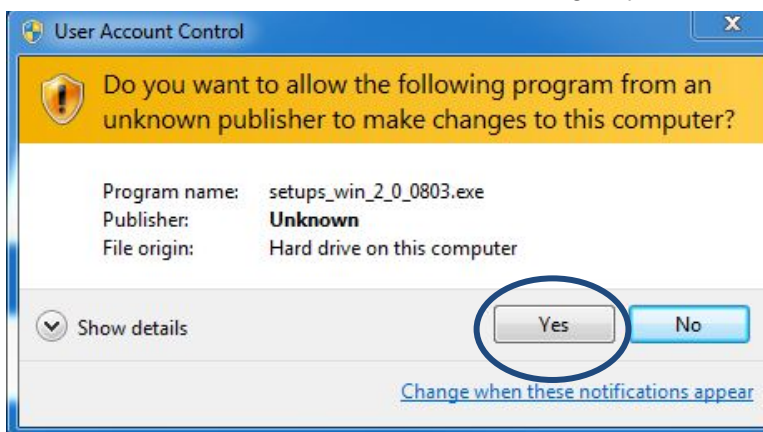
Eaton® setUPS

Firmware upgrade procedure

The installer opens, click on "**Next**"
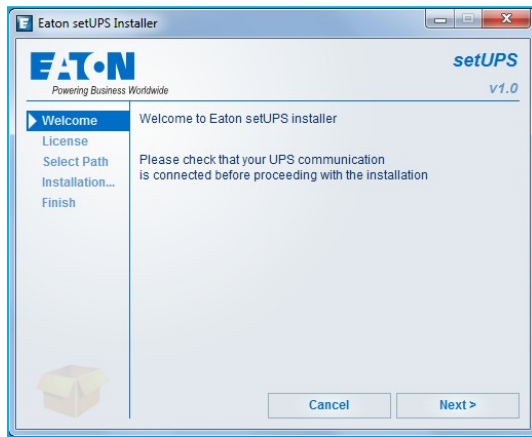
Read and click on "**Accept**"
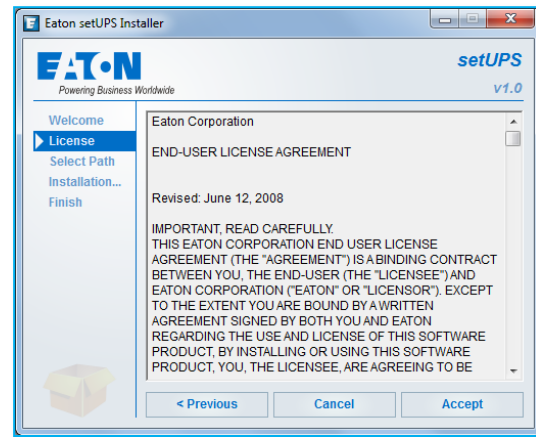
Click on "**Install**"

And on "**Finish**"

And the Eaton® setUPS starts.

➔ If Eaton® setUPS is already installed, from **All Programs** menu, open setUPS
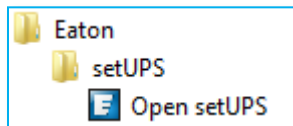
Firmware upgrade procedure

At the startup, the software searches for the connected UPS
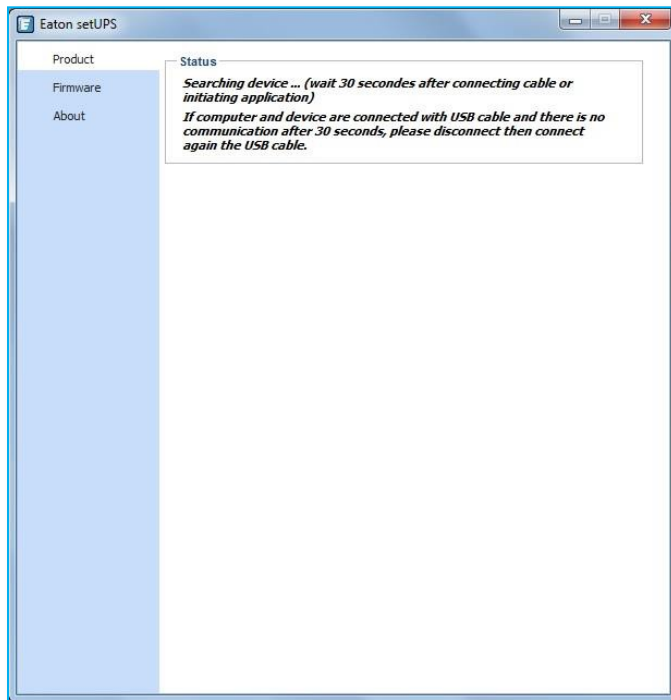
and as soon as communication is established, the product is identified :
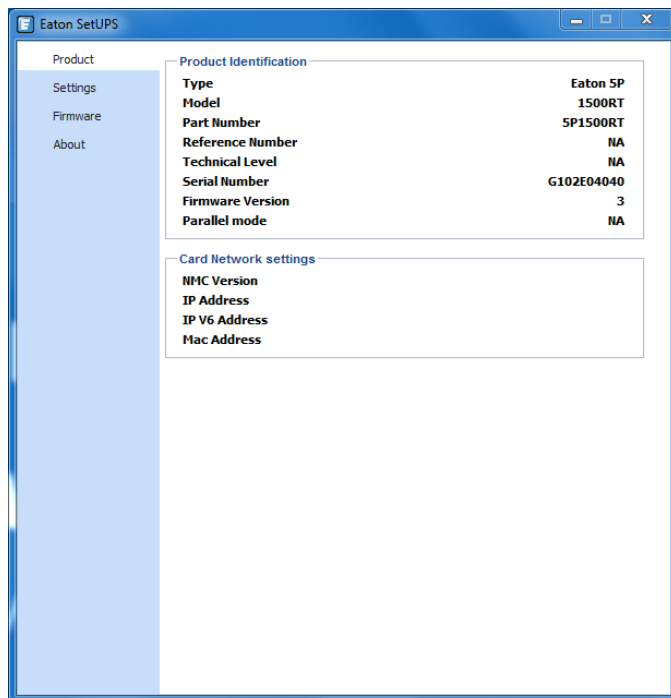
Firmware upgrade procedure

4. **Power OFF the UPS**
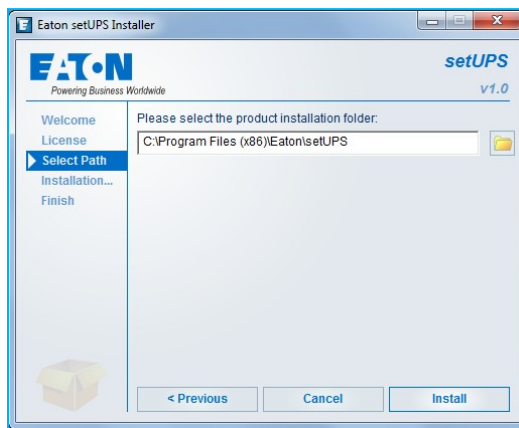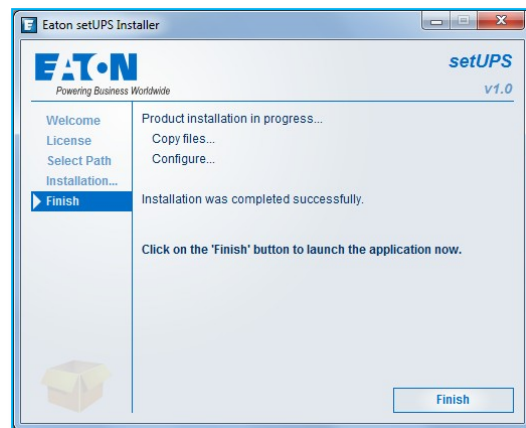➔ To turn the power off on the 5P UPS, press and hold the power button for 3 seconds.
WARNING : this will turn OFF any load that is connected to the UPS outlets !
Once the unit is OFF, the screen looks like the picture below :

5. **setUPS firmware menu**
➔ On the left menu, select "**Firmware**" section, the available firmware appears :
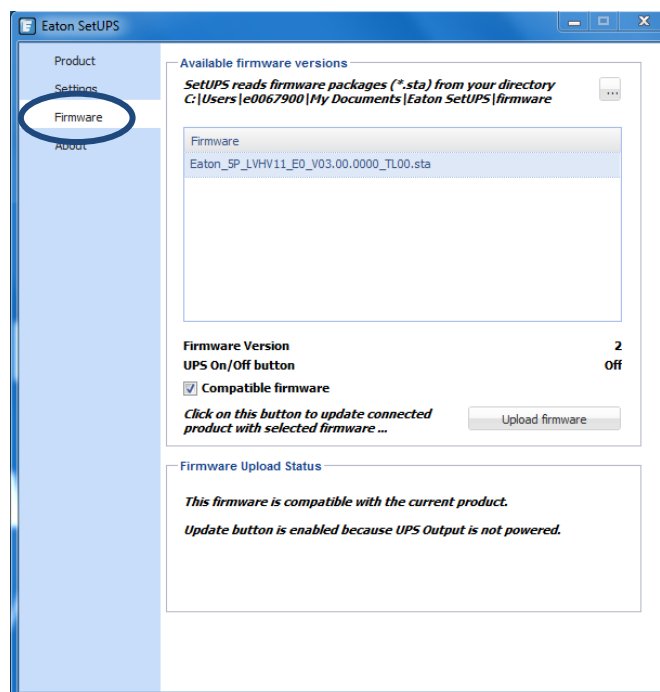
Firmware upgrade procedure

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
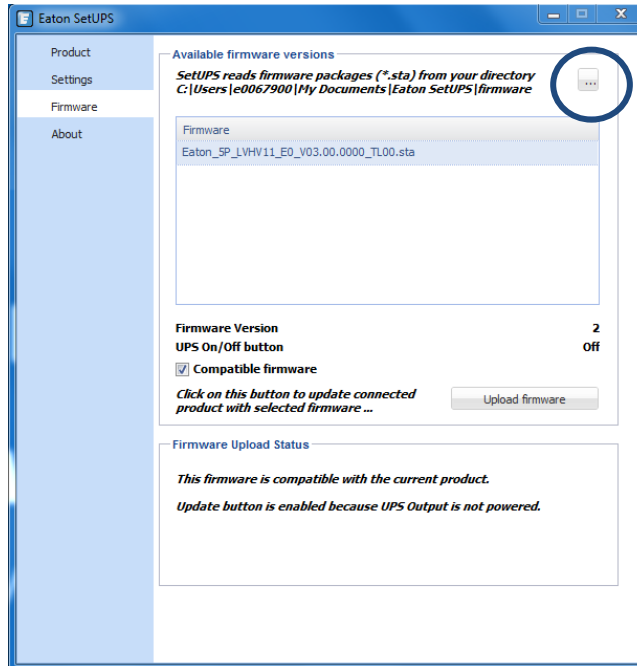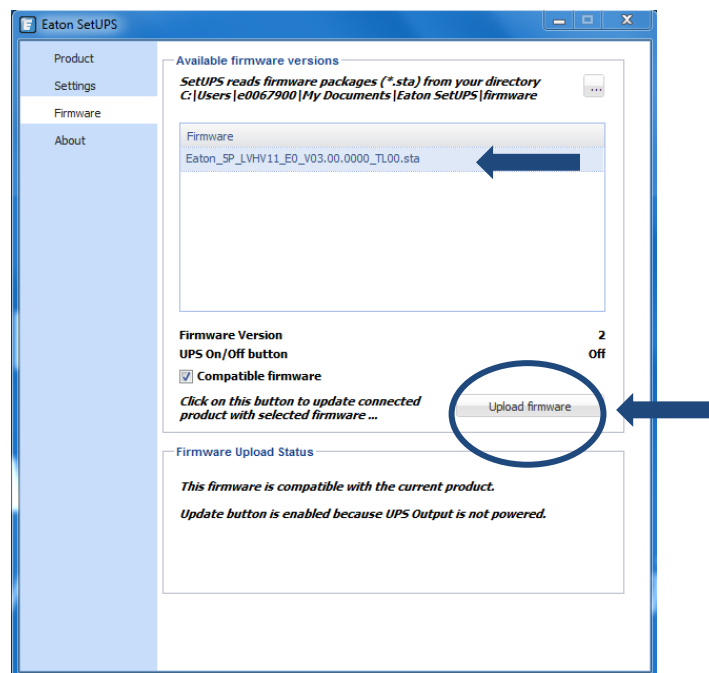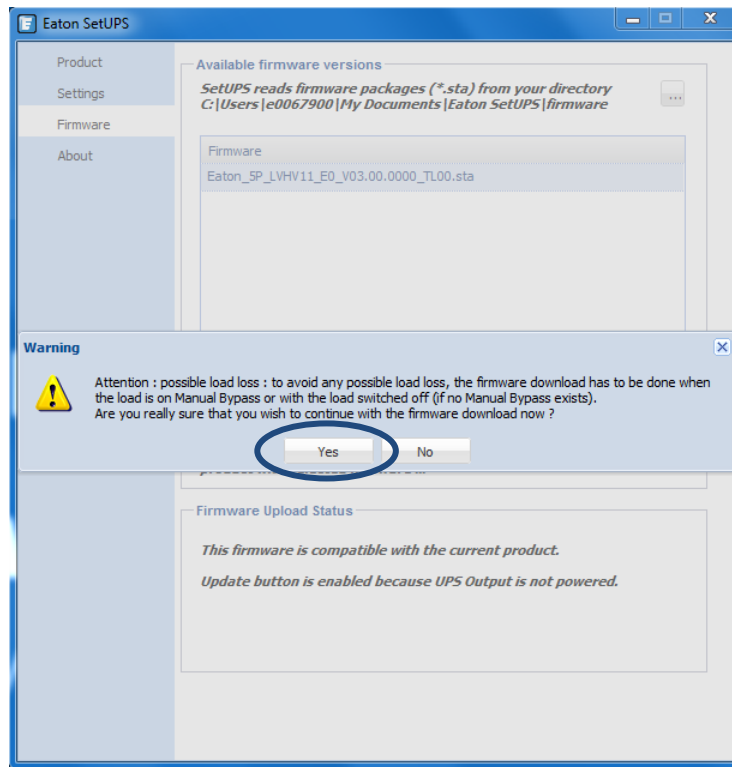

8. Upgrade process

➔ A click noise comes from the UPS (relay) and 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.

Firmware upgrade procedure

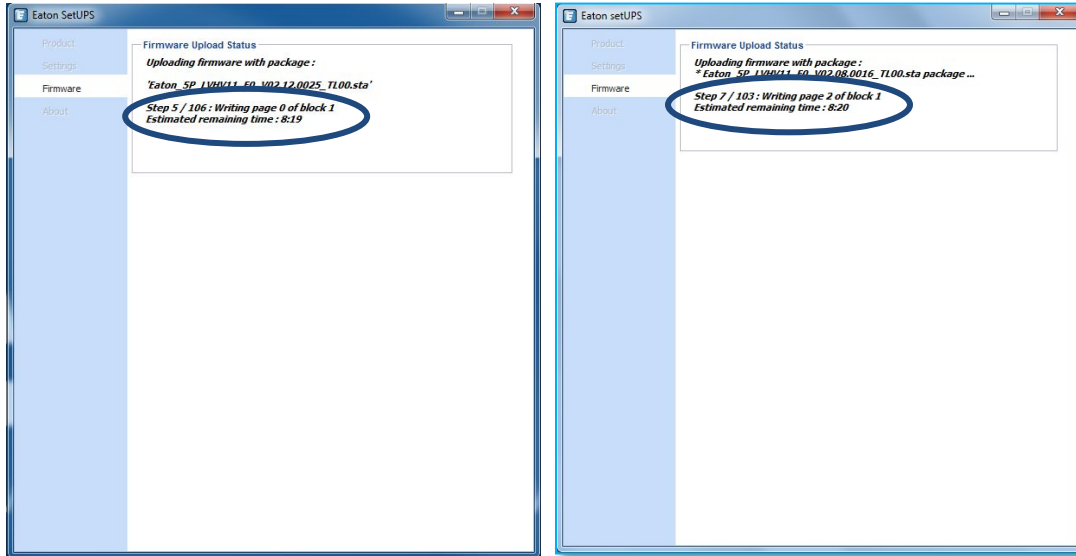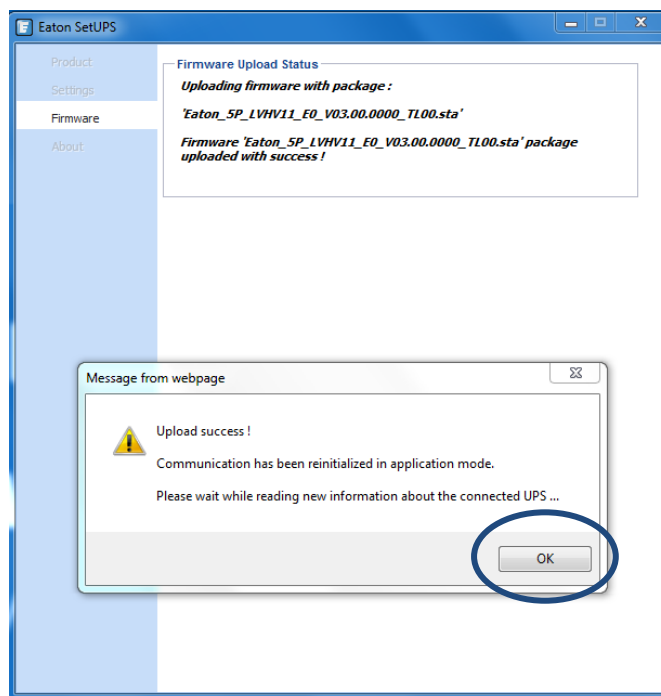And on **setUPS** window, the firmware upgrade steps appear:

➔

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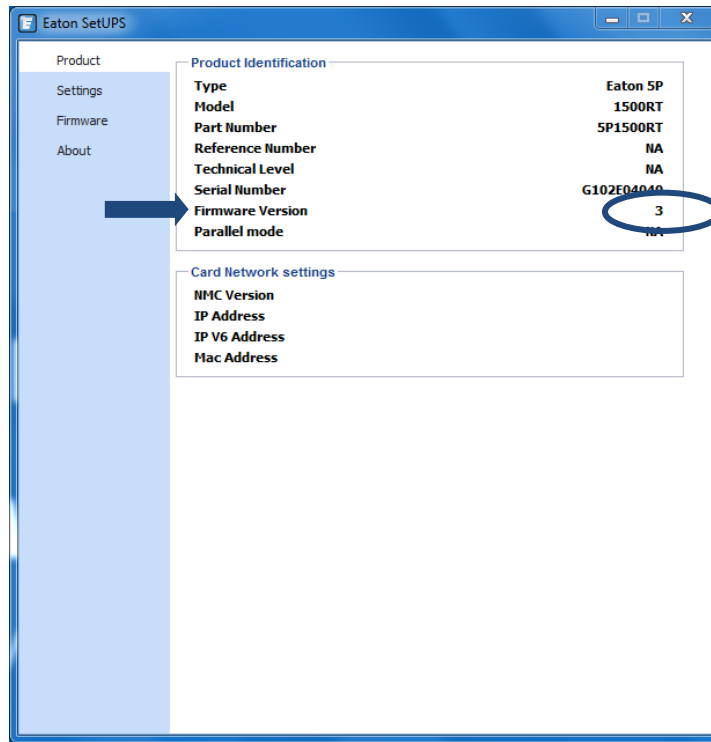The **setUPS** issues a pop up to let know the firmware flash has been successful : Click on "**OK**" :

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 :
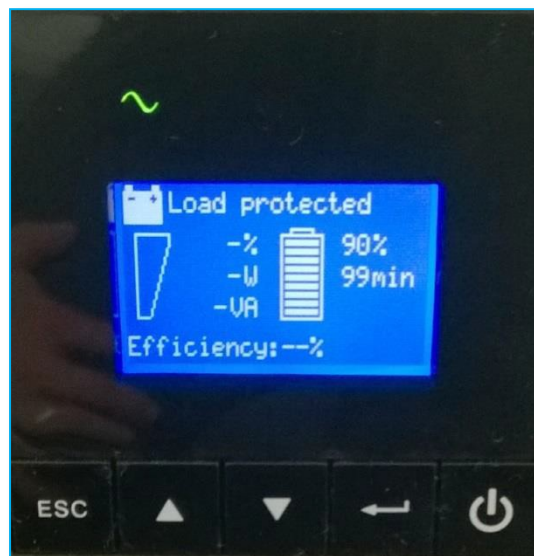

11. UPS ON

➔ 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 it continues the upload.

➔ The *setUPS* software doesn't recognize your 5P 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).
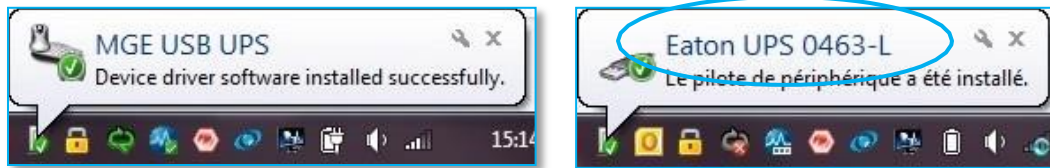
➔ In the firmware section, the "Upload firmware" button is not available :
→ UPS is not powered OFF, refer to the section "4. Power OFF the UPS"