

**UPS model : 9PX 3:1 6 to 11kVA**



**Date : 04/02/2016**

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NOTE : this document does concern **only** 9PX products with a part number terminating by digits “**31**” like for example 9PX6KiBP**31**.

## Firmware upgrade procedure

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

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

**Products & Services** | **Solutions** | **Knowledge 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.

Use the drop down menus below to select a specific product to see related software and firmware solutions or filter the results using the "solution type" drop down to show only software, firmware or legacy software.

Select your product  Select Solution type

→ Select your product , **9PX 3-phases**, and select your solution type, firmware.

**Firmware Upgrades**

**Eaton 9PX 3-phases Firmware Updates**  
Upgrade your Eaton 9PX with the latest firmware updates.  
→ [Download 9PX 3:1 UPS Firmware Updates](#)

→ Click on “Download 9PX UPS Firmware Updates”

9PX UPS Firmware Download				
OS	Firmware Download	setUPS Download	Description	Notes
Windows XP and 7	Eaton_9PX_HV31_EDEE-9PX_1005-3P-02_V01.14.0804_TL00.sta (935KB)	setups_win_1_0_0006.exe(3319KB)	English	Upgrade Instructions

Firmware file      setUPS software      Upgrade instructions

And click on the required link.

## Firmware upgrade procedure

### 2. UPS connection

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

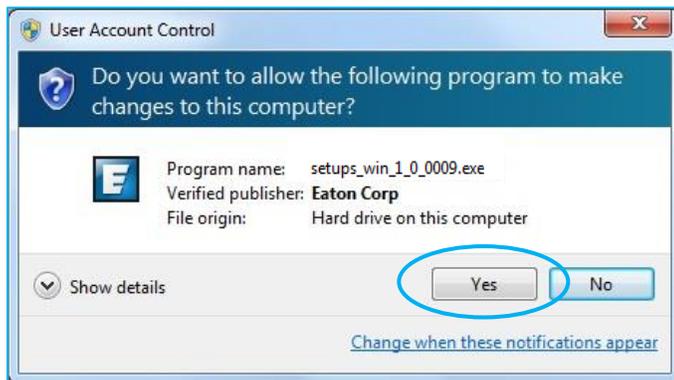


### 3. Launch setUPS

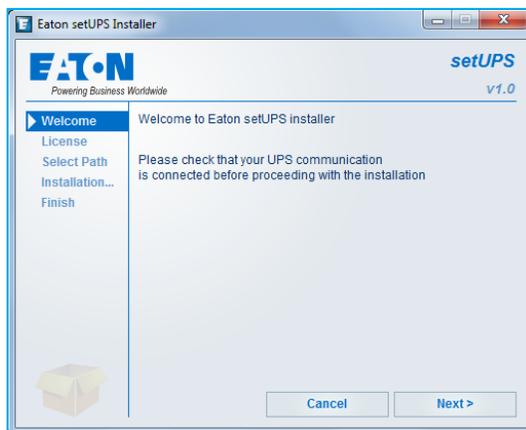
➔ For a first time Eaton® setUPS installation, double click on the exe file

 setups\_win\_1\_0\_0009.exe

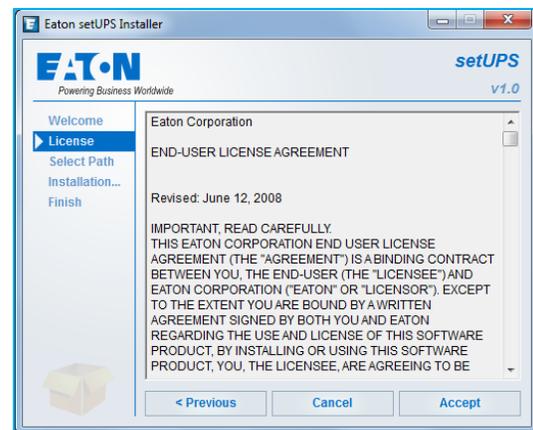
and valid the “User Account Control” message by “Yes”



The installer opens, click on “Next”

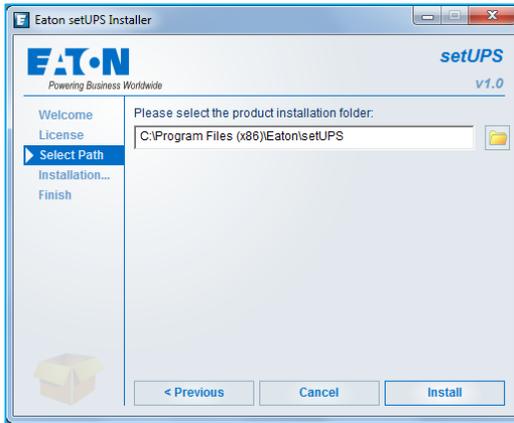


Read and click on “Accept”

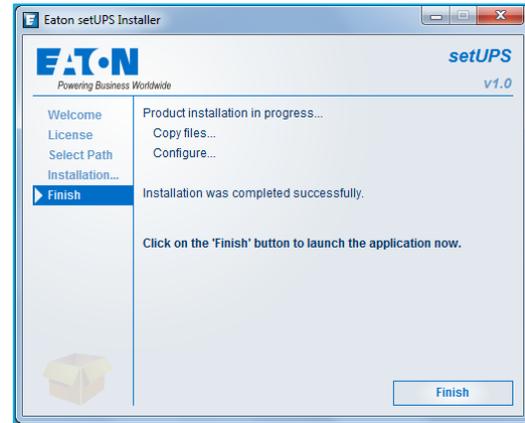


## Firmware upgrade procedure

Click on “Install”

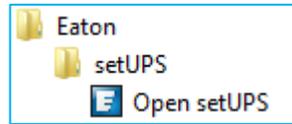


And on “Finish”

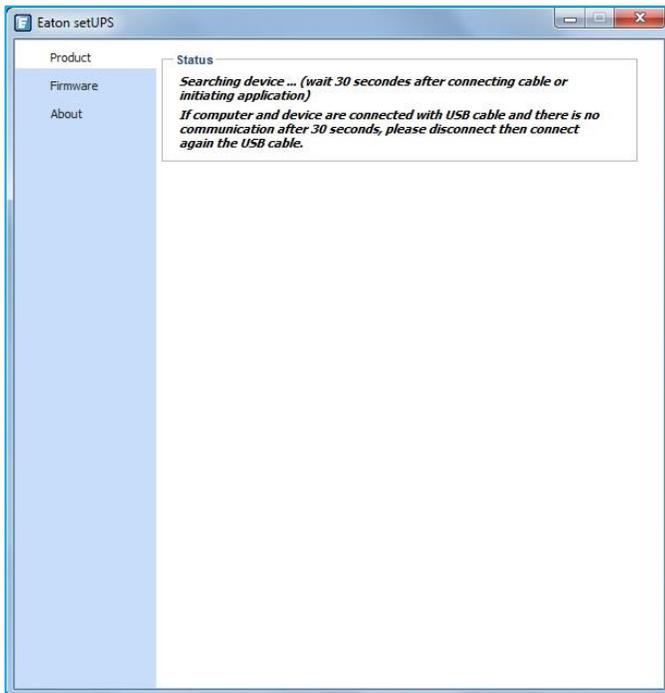


And the Eaton® setUPS starts.

→ If Eaton® setUPS is already installed, open setUPS

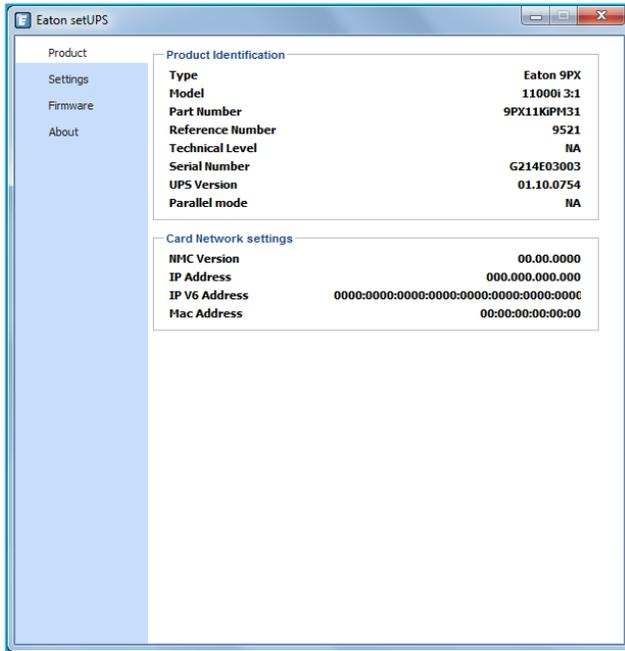


At the startup, the software searches for the connected UPS



## Firmware upgrade procedure

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



#### 4. Go to Bypass

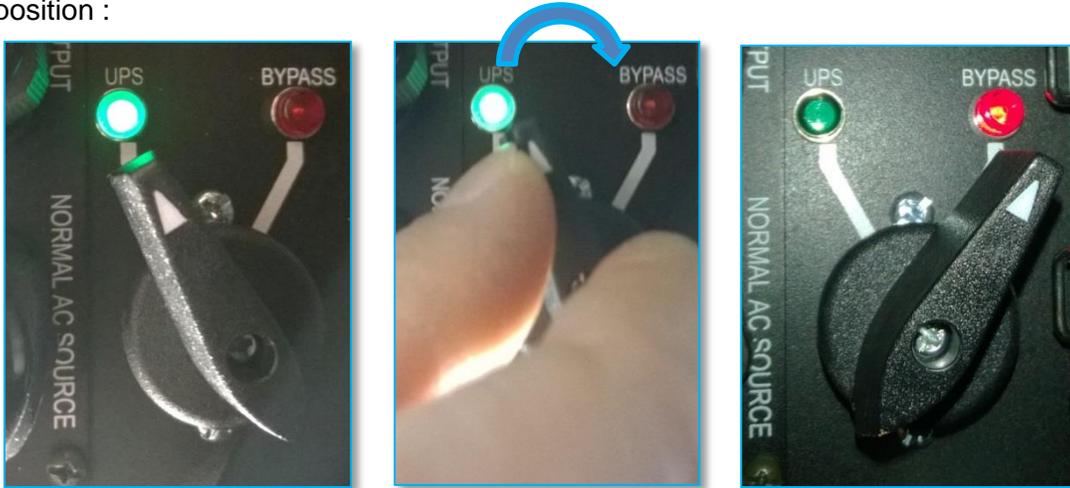
➔ On the UPS, go to the menu “CONTROL”, and select “Go to bypass”. The Bypass indicator (orange) illuminates and a click noise comes from the UPS (relay) :



**WARNING : loads are not protected anymore !**

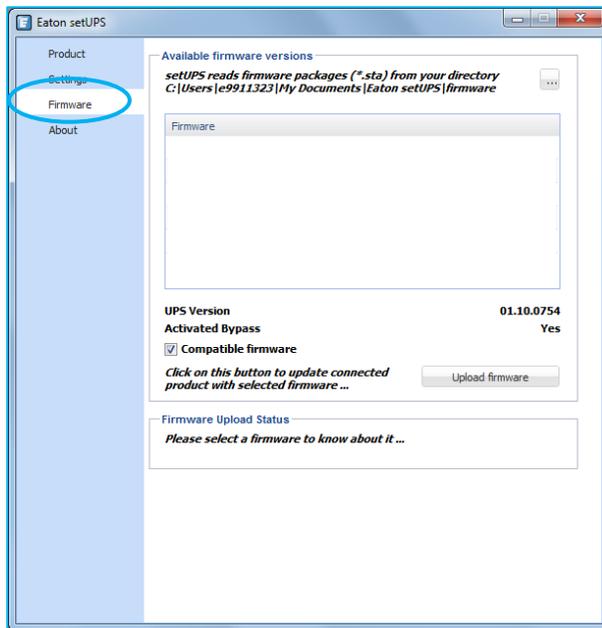
## Firmware upgrade procedure

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



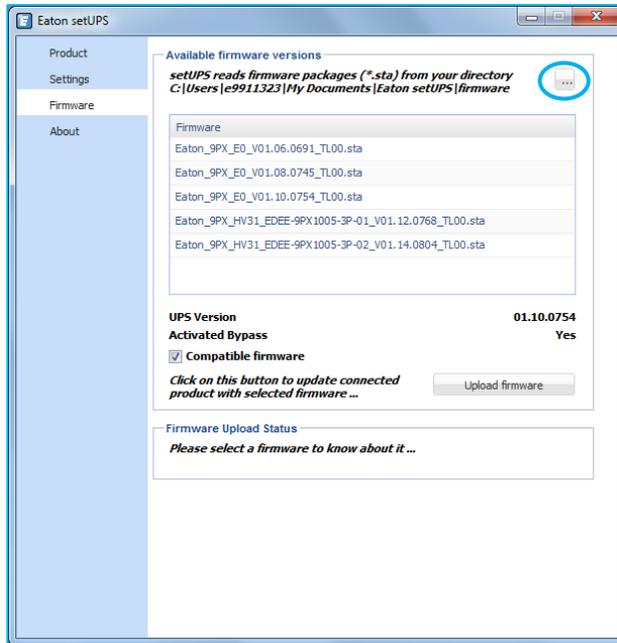
### 5. setUPS firmware menu

→ On the left menu, select “Firmware” section, the available firmware appears :



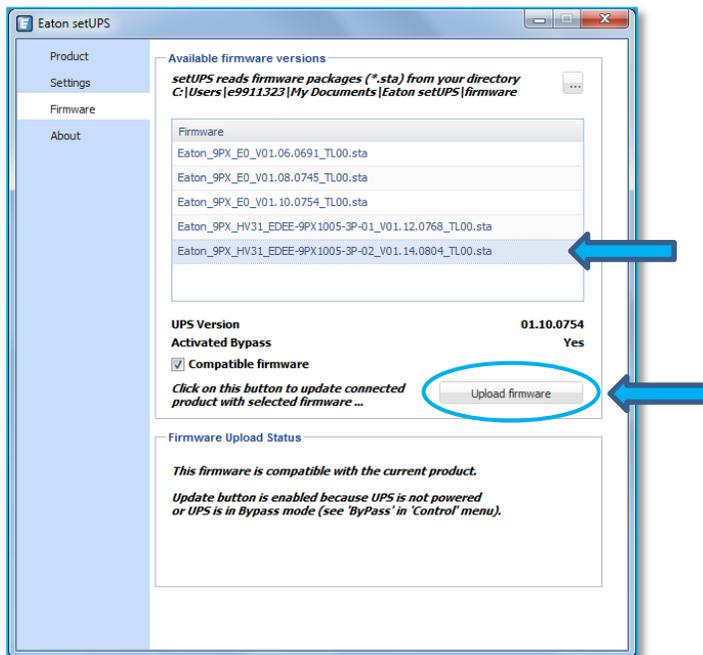
## Firmware upgrade procedure

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

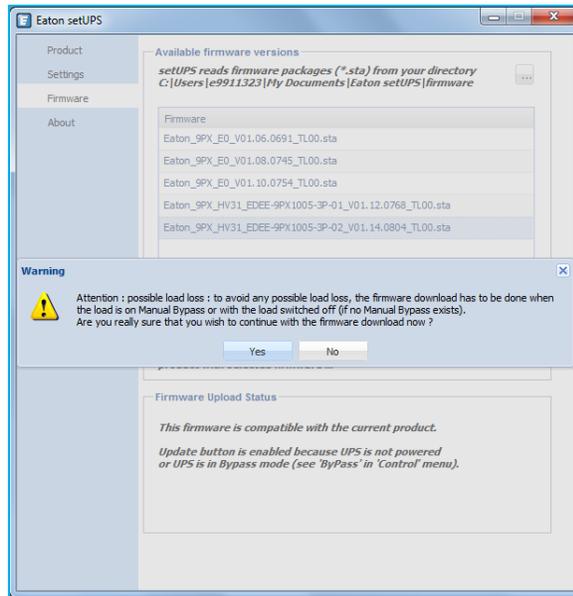
➔ Click on the firmware file to select it and then on the “Upload firmware” button :



## Firmware upgrade procedure

### 7. Confirmation

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



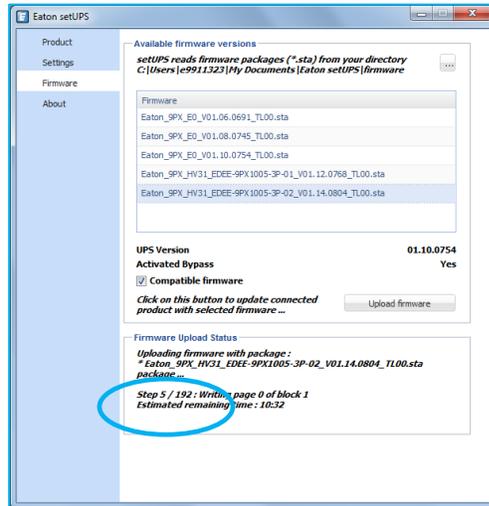
### 8. Upgrade process

➔ The **setUPS** transfers the UPS 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 :



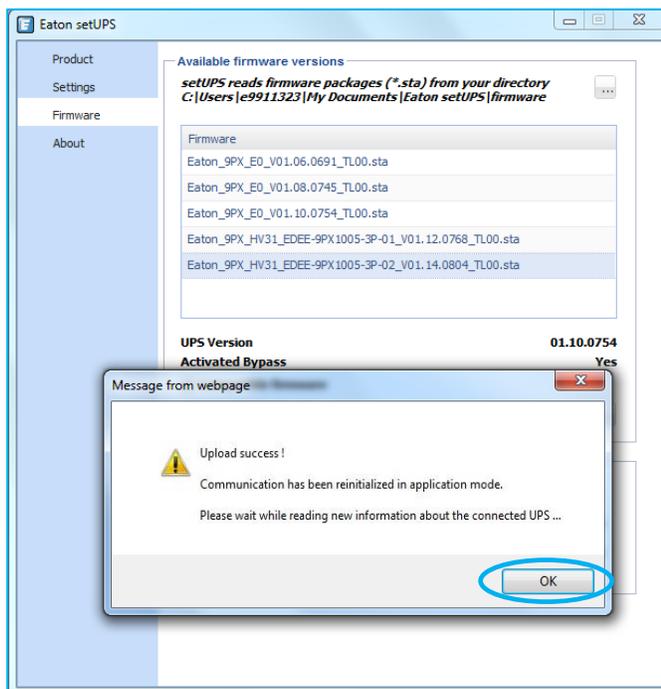
## Firmware upgrade procedure

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



## 9. Upload success

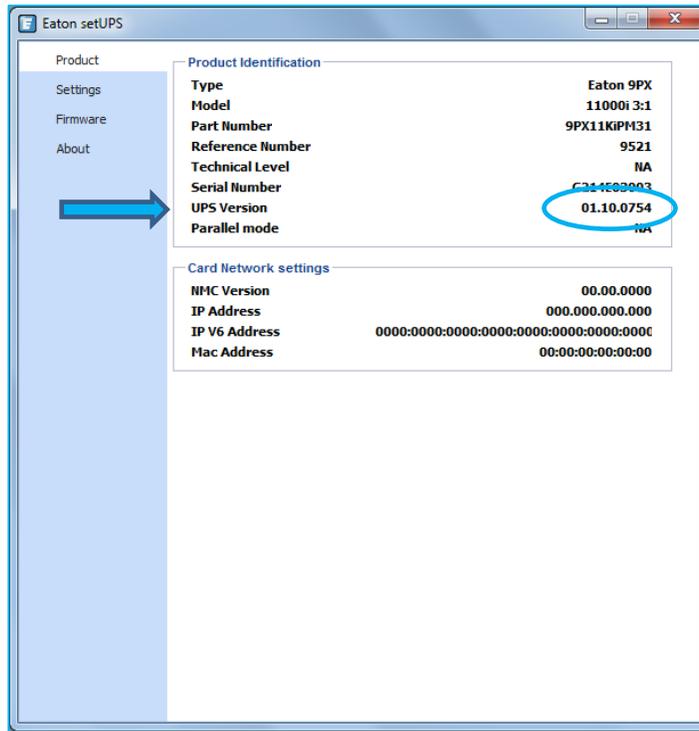
➔ When the firmware flash process is done, fans noise +the UPS emits a long beep. The **setUPS** issues a pop up to let know the firmware flash has been successful : click on "OK" :



## Firmware upgrade procedure

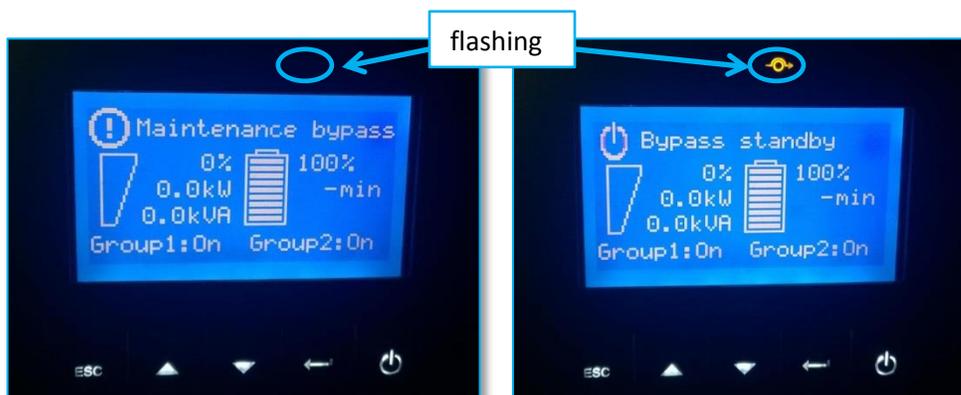
### 10. Return to normal state

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

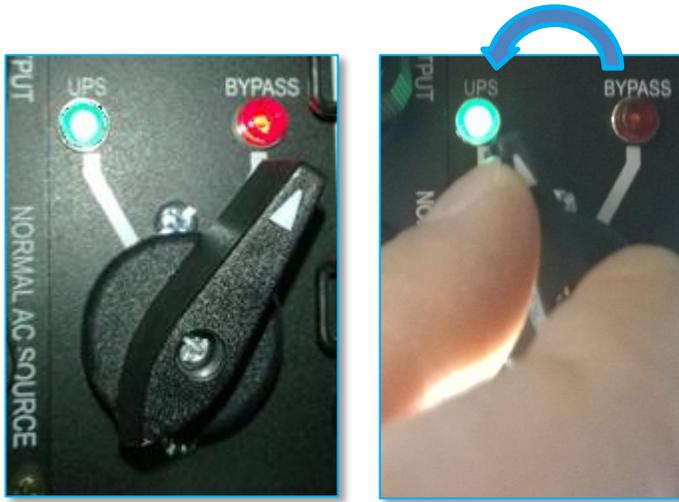


### 11. Go back to Normal

➔ If there is a MBP, go back to UPS position (if the green LED is ON):



## Firmware upgrade procedure



→ In order to protect the loads, go back to Normal status : press the power button. The AC line indicator (green) illuminates :



Once the UPS is online, **the loads are protected** and the following screen appears :



### 12. Trouble shooting

- ➔ The firmware upgrade is stopped during the process :  
→ restart the firmware upgrade process and it continues the upload.
  
- ➔ 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**”