**UPS model:** 9SX **1:1** *700VA to 3kVA*



**Date :** 2/17/2023

# Contents

## Firmware upgrade procedure

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

   ➔ Go to the Eaton Firmware Website (http://eaton.com/Firmware)

   And click on the Link for the 9SX 700-3000 1:1.

## Firmware upgrade procedure

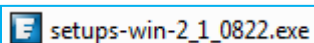**2. UPS connection**
➔ Connect a communication cable to the UPS unit, on USB or RS232 (DB9) port on the back of the UPS. Then connect the cable to your computer.
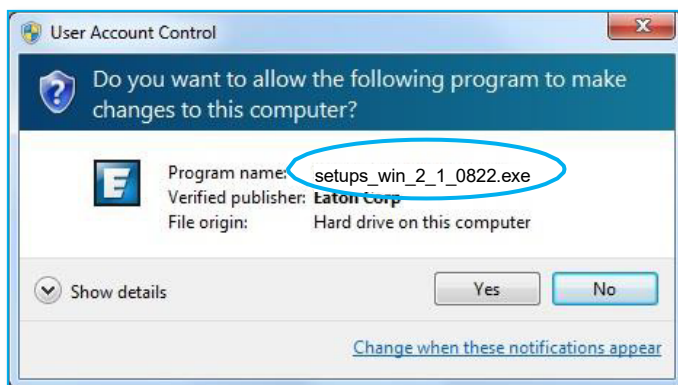


**3. Launch setUPS**
➔ For a first time Eaton® setUPS installation, double click on the exe file



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



The installer opens, click on "**Next**"          Read and click on "**Accept**"
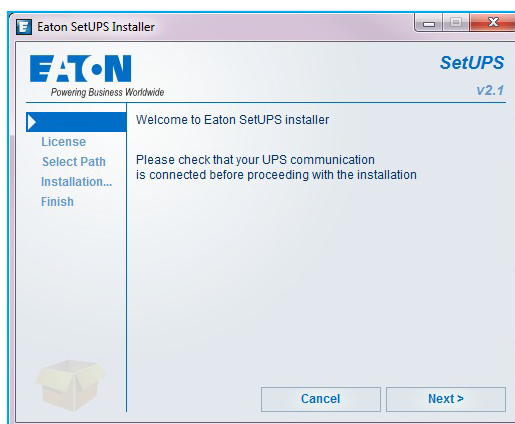
# Eaton® setUPS

## Firmware upgrade procedure

Click on "**Install**"
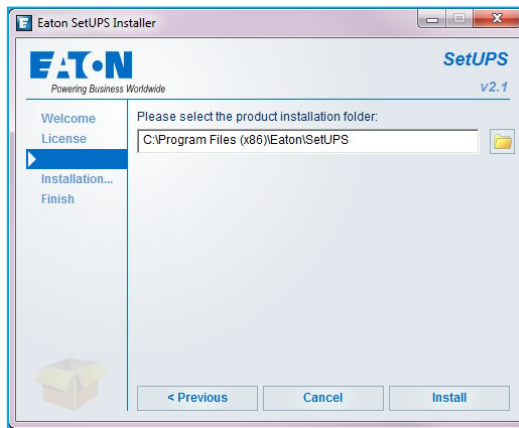
And on "**Finish**"
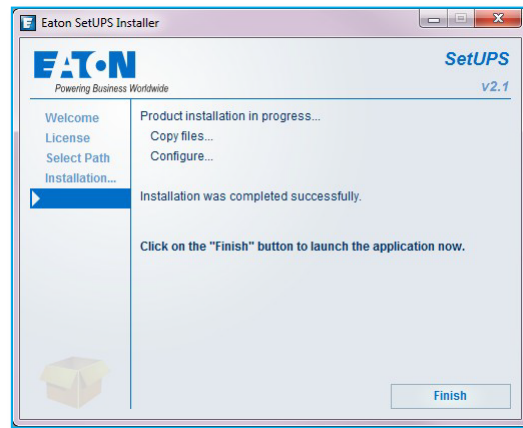
And the Eaton® setUPS starts.

➔ If Eaton® setUPS is already installed, from **All Programs** menu, open setUPS
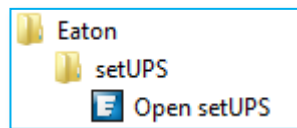
At the startup, the software searches for the connected UPS
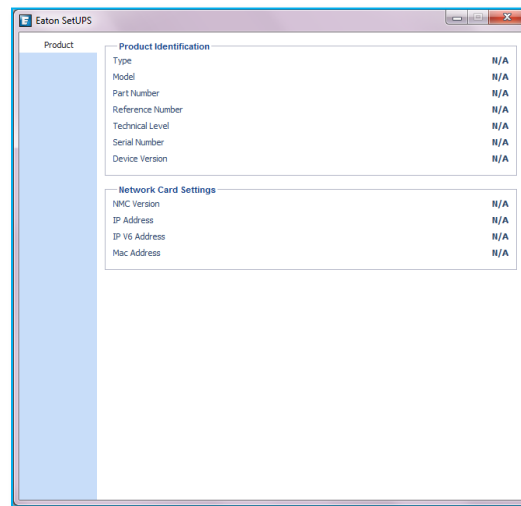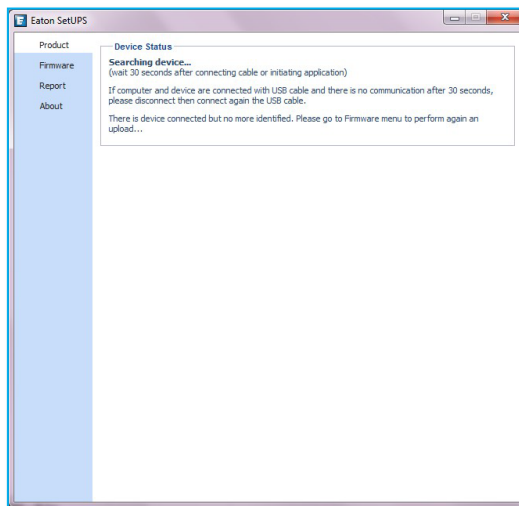
## Firmware upgrade procedure

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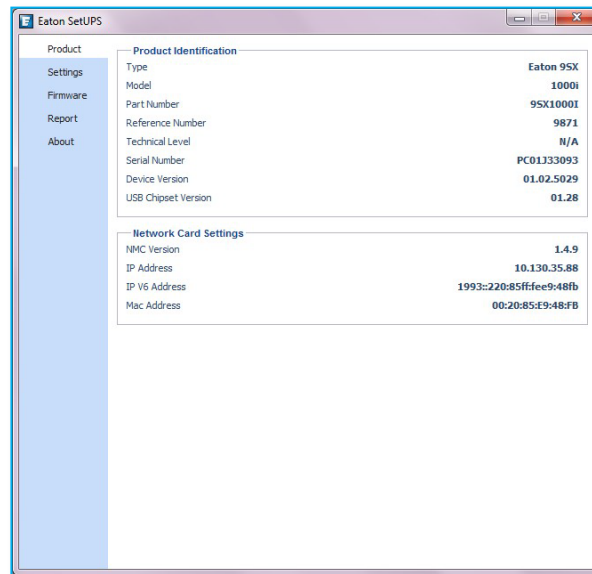


### 4. Go to Bypass

➜ On the UPS, go to the menu "CONTROL", and select "Go to bypass". The Bypass indicator (orange) illuminates:
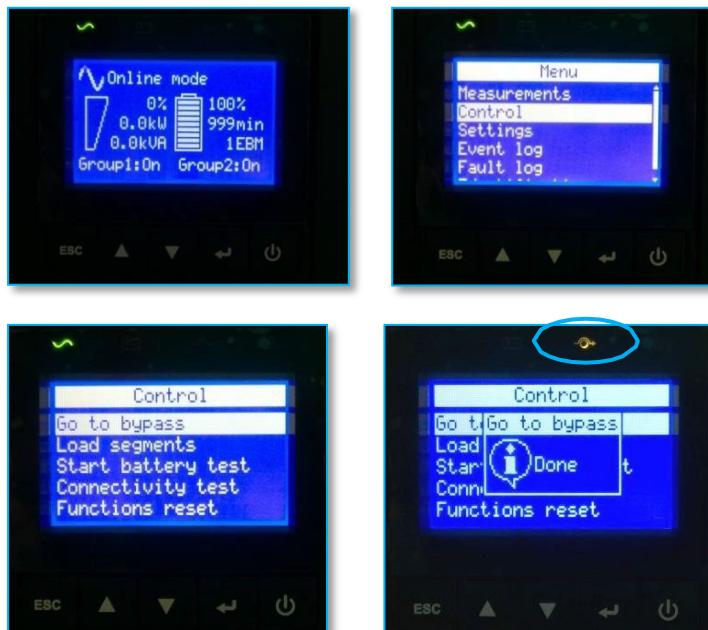


*WARNING : loads are powered but not protected anymore !*

## 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:
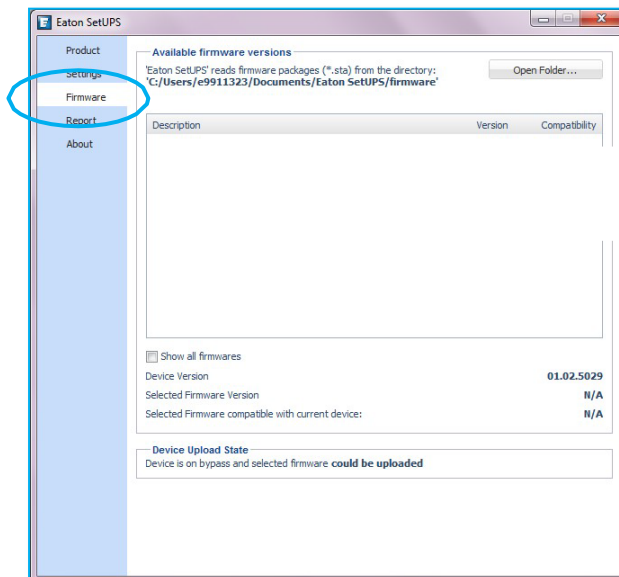
## Firmware upgrade procedure

If the firmware list is empty, copy/paste the downloaded firmware in the target folder *My Documents\Eaton setUPS\firmware* (click on the "open folder" button):
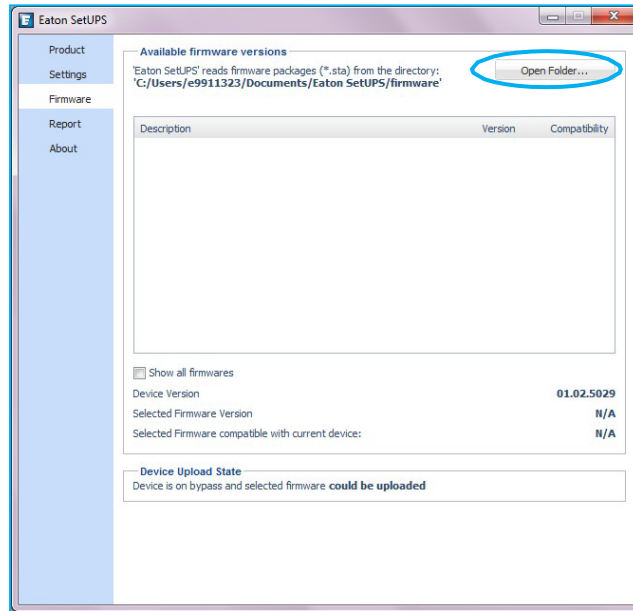
6. **Firmware selection**
   ➔ Click on the firmware file to select it and then on the "**Upload firmware**" button:
   ## DO NOT SELECT ANY FIRMWARE LISTED AS NOT COMPATIBLE

## 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
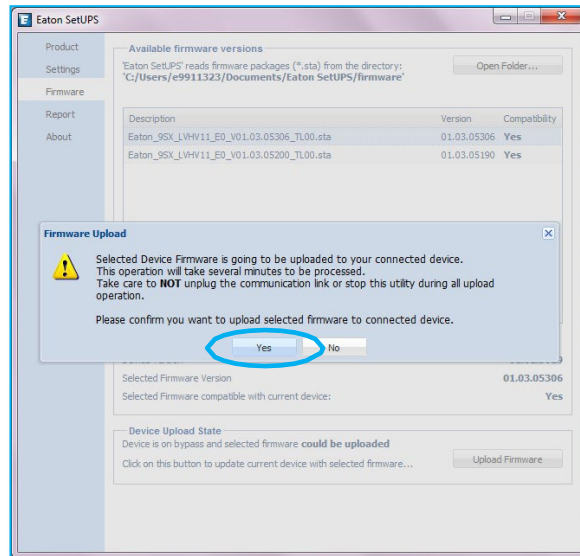


**8. Upgrade process**

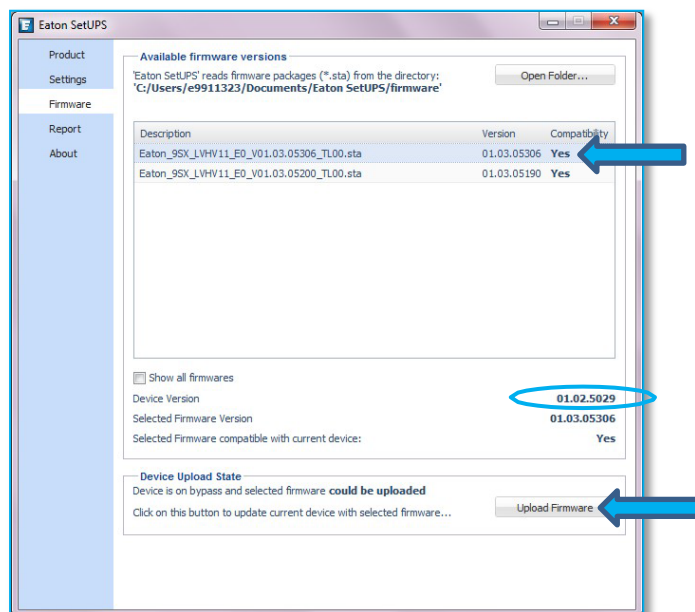➜ The UPS emits a beep and transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

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:
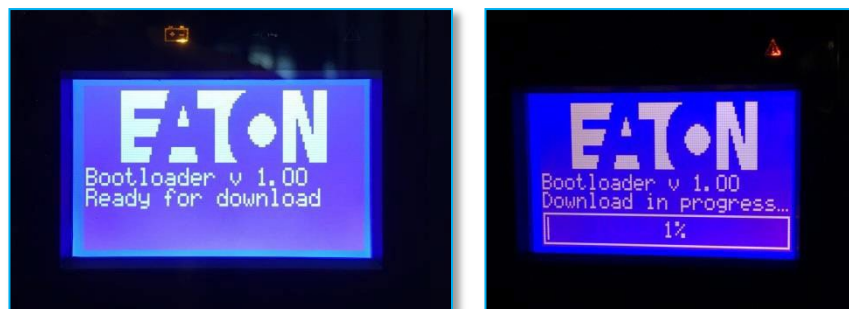
## Firmware upgrade procedure

And on **setUPS** window, the firmware upgrade status appears:
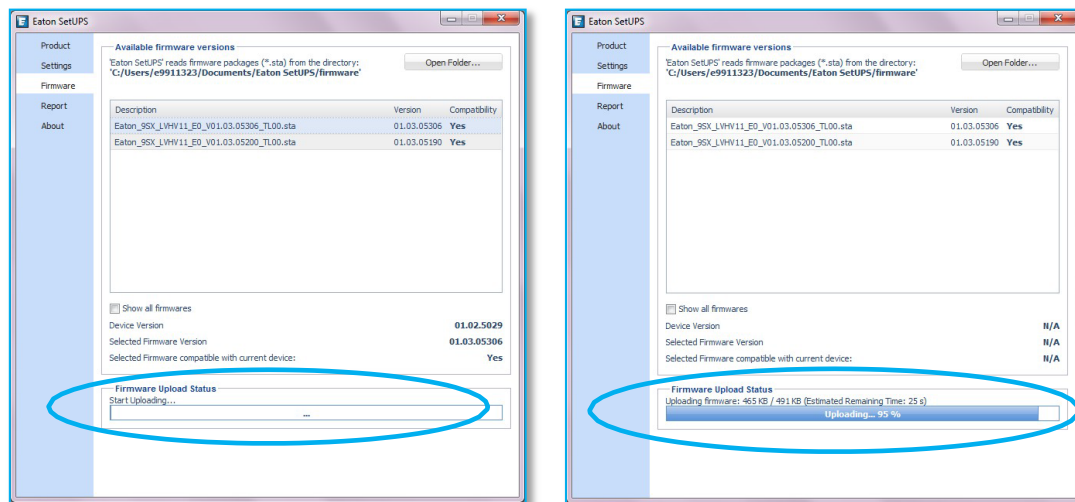


### 9. Upload success

➔ When the firmware flash process is done, the UPS emits a long beep. The *setUPS* shows 100% on the load bar to inform the firmware flash has been successful:
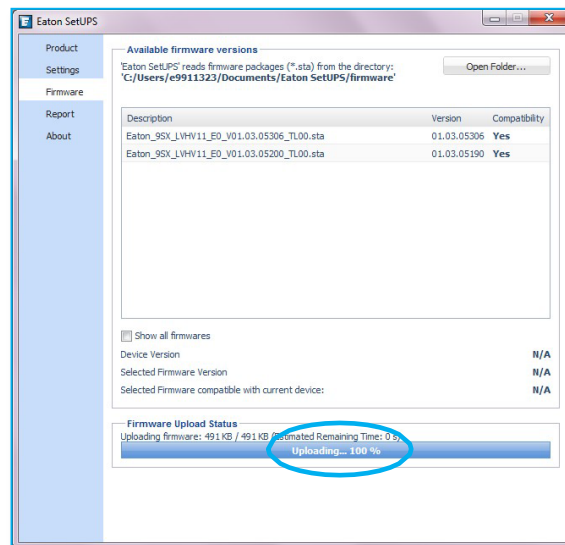
## Firmware upgrade procedure

**10. Return to normal state**

➔ The **setUPS** reverts back to regular firmware page showing the last firmware version updated:



**11. Go back to Normal**

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

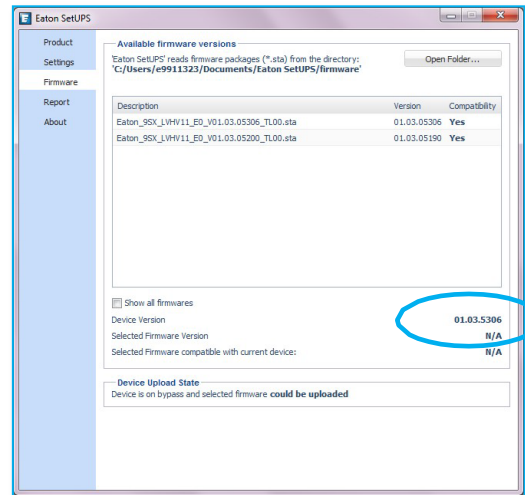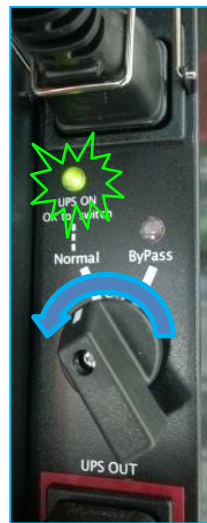## Firmware upgrade procedure

➔ 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:

**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**"

➔ 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**"