

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



**Date : 19/12/2022**

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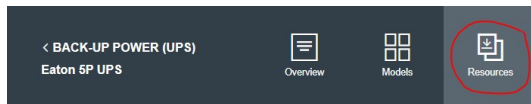
## Firmware upgrade procedure

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

#### → Go to 9SX product page



#### → Go to Resources



#### → Select Software, Firmware and applications

Software, firmware and applications +

#### → Select the firmware related to the UPS power and model

↓ [9SX 700/3000VA firmware](#)

or

<http://www.eaton.com/content/dam/eaton/products/backup-power-ups-surge-it-power-distribution/firmware-emea/eaton-9px-700-3000va-firmware.zip>

#### → Select setUPS

↓ [setUPS](#)

Or

Click the URL link to download setUPS

<https://www.eaton.com/content/dam/eaton/products/backup-power-ups-surge-it-power-distribution/firmware-emea/setUPS.exe>

## Firmware upgrade procedure

### 2. UPS connection

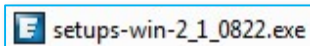
➔ Connect a communication cable to the UPS unit, on USB or RS232 (DB9) port on the back of the UPS. Then connect the cable to your computer.



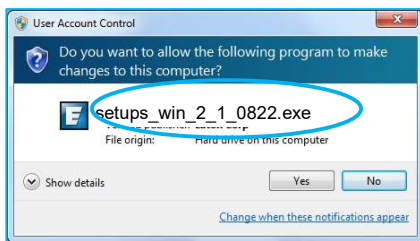
setups\_win\_2\_1\_0822.exe

### 3. Launch setUPS

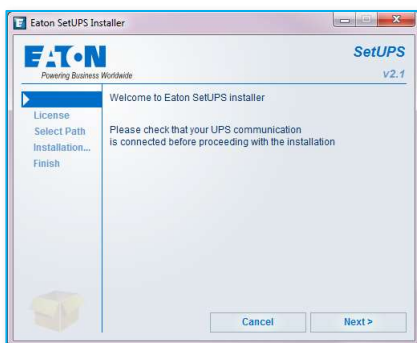
➔ For a first time Eaton® setUPS installation, double click on the exe file



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



The installer opens, click on “Next”

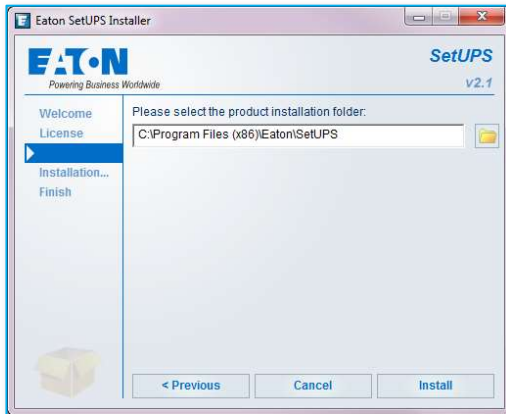


Read and click on “Accept”

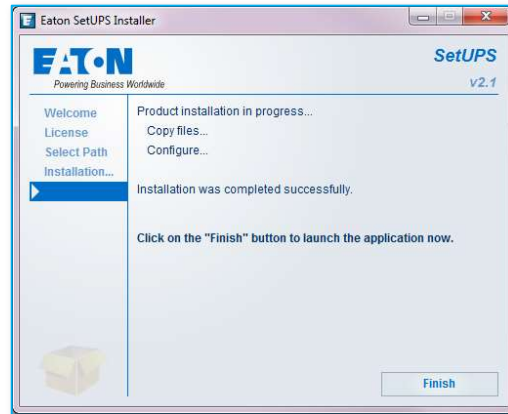


## Firmware upgrade procedure

Click on “Install”

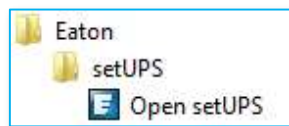


And on “Finish”

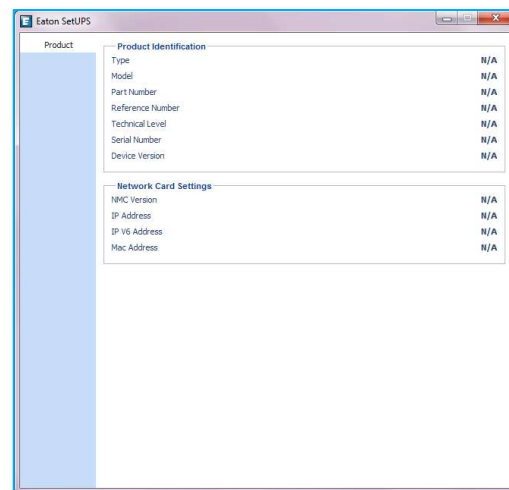
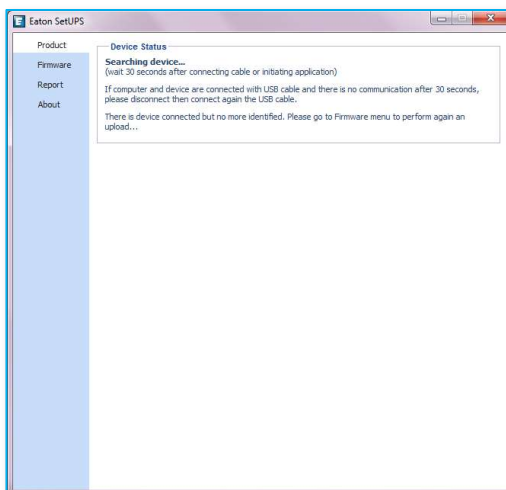


And the Eaton® setUPS starts.

→ If Eaton® setUPS is already installed, from **All Programs** menu, open setUPS

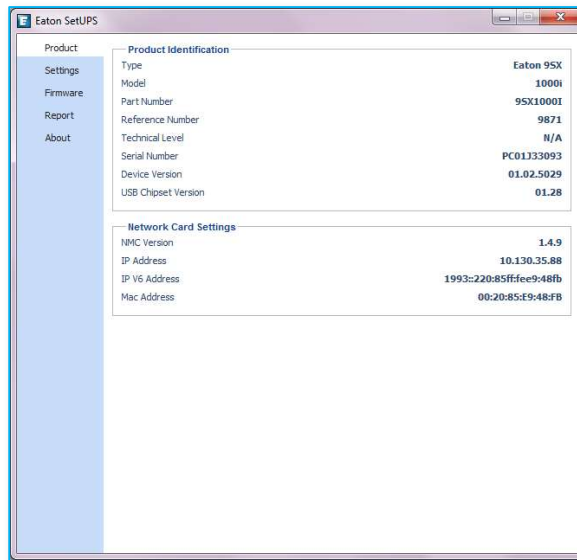


At the startup, the software searches for the connected UPS



## 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 :



**!! The load segments will be restarted at the end of the firmware upgrade. If you have some loads connected on them, stop them prior to the UPS firmware upgrade !!**

#### 5.

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

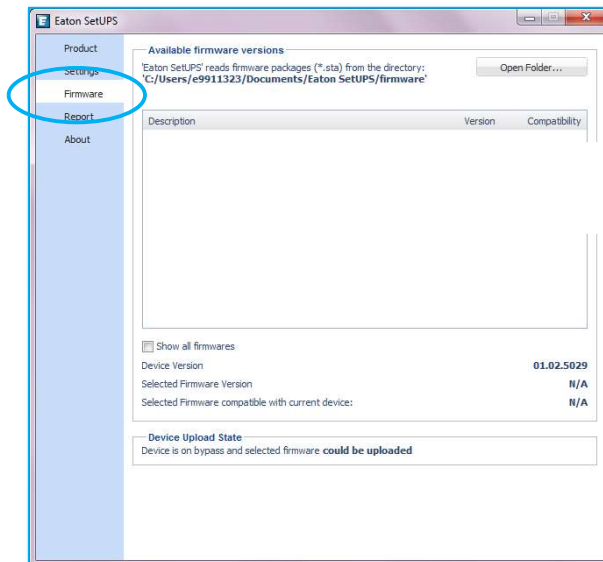
## Firmware upgrade procedure

➔ If there is a maintenance bypass ( HotSwap MBP) connected to the UPS, switch to ByPass position :



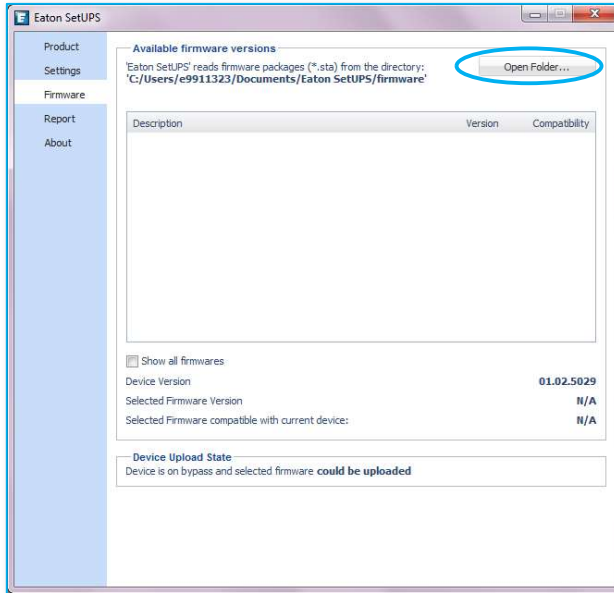
### 6. setUPS firmware menu

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



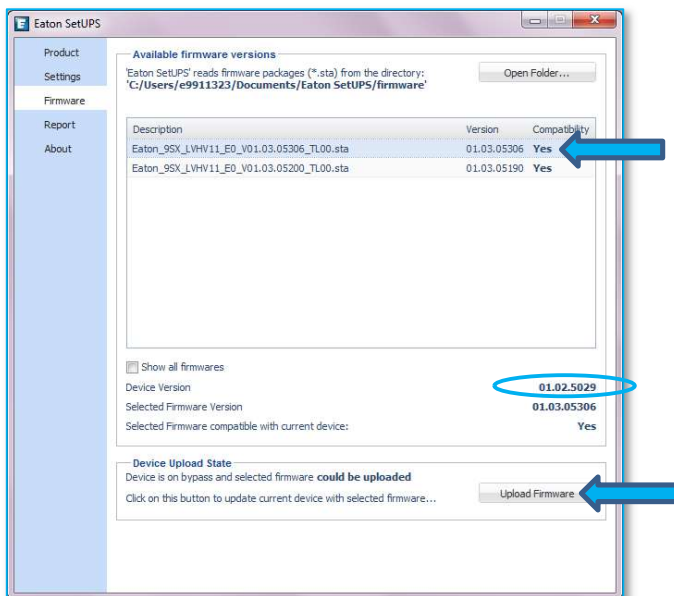
## Firmware upgrade procedure

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) :



### 7. Firmware selection

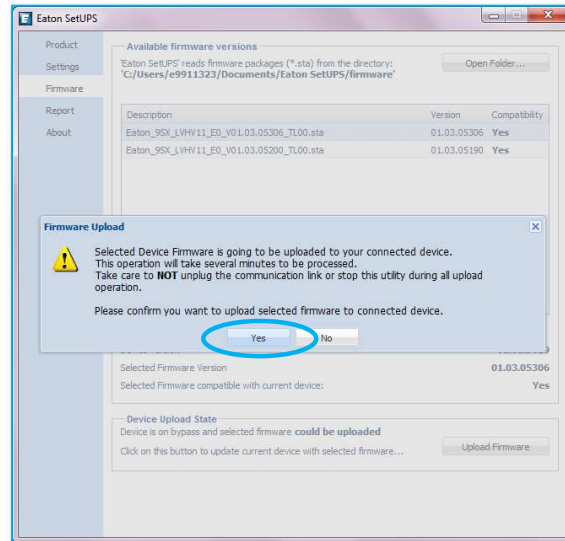
→ Click on the firmware file to select it and then on the “Upload firmware” button :



## Firmware upgrade procedure

### 8. Confirmation

➔ The following screen appears which reminds you that UPS output is OFF (but load still powered) during the upgrade, select “Yes” to continue



### 9. Upgrade process

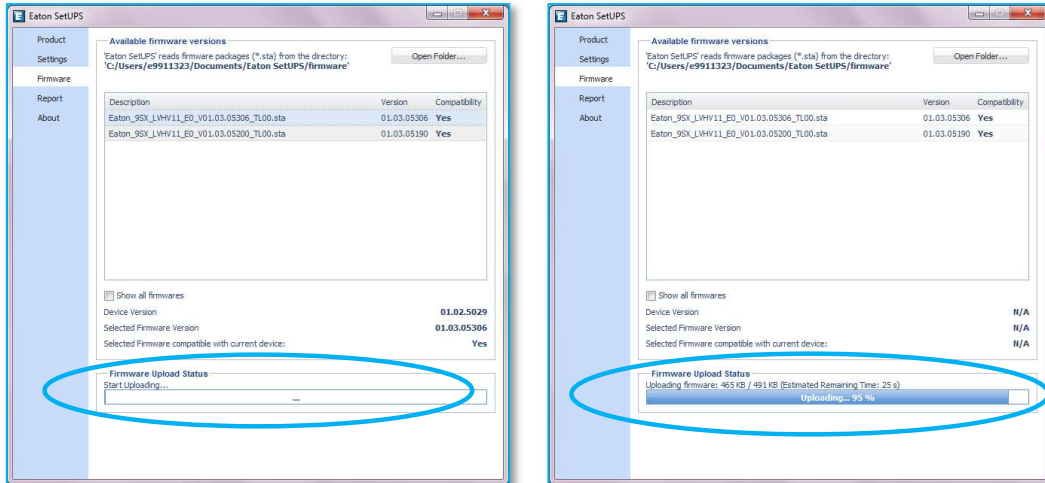
➔ The UPS emits a beep and transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

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 :



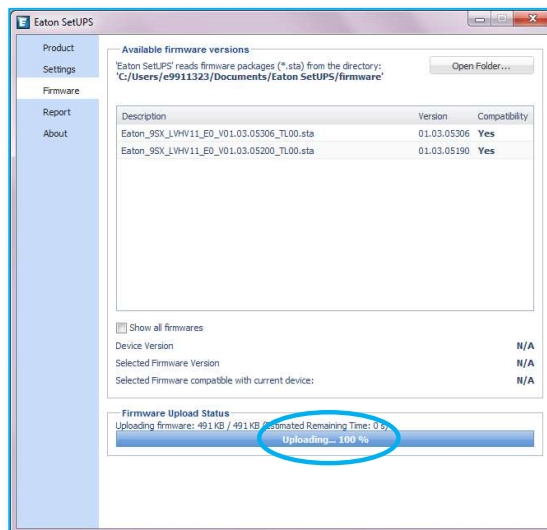
## Firmware upgrade procedure

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



### 10. Upload success

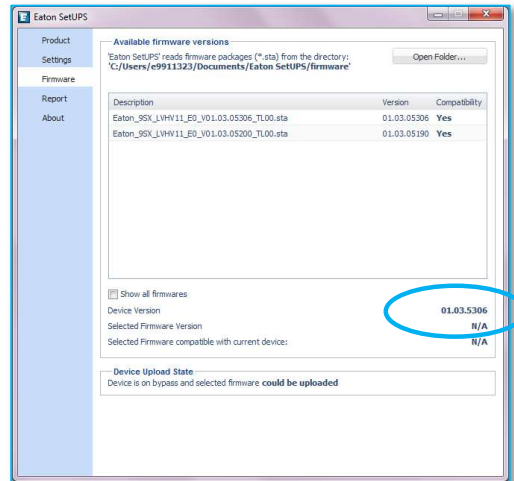
➔ When the firmware flash process is done, the UPS emits a long beep. The **setUPS** shows 100% on the load bar to inform the firmware flash has been successful :



## Firmware upgrade procedure

### 11. Return to normal state

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



### 12. 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 :



### 13. 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**”