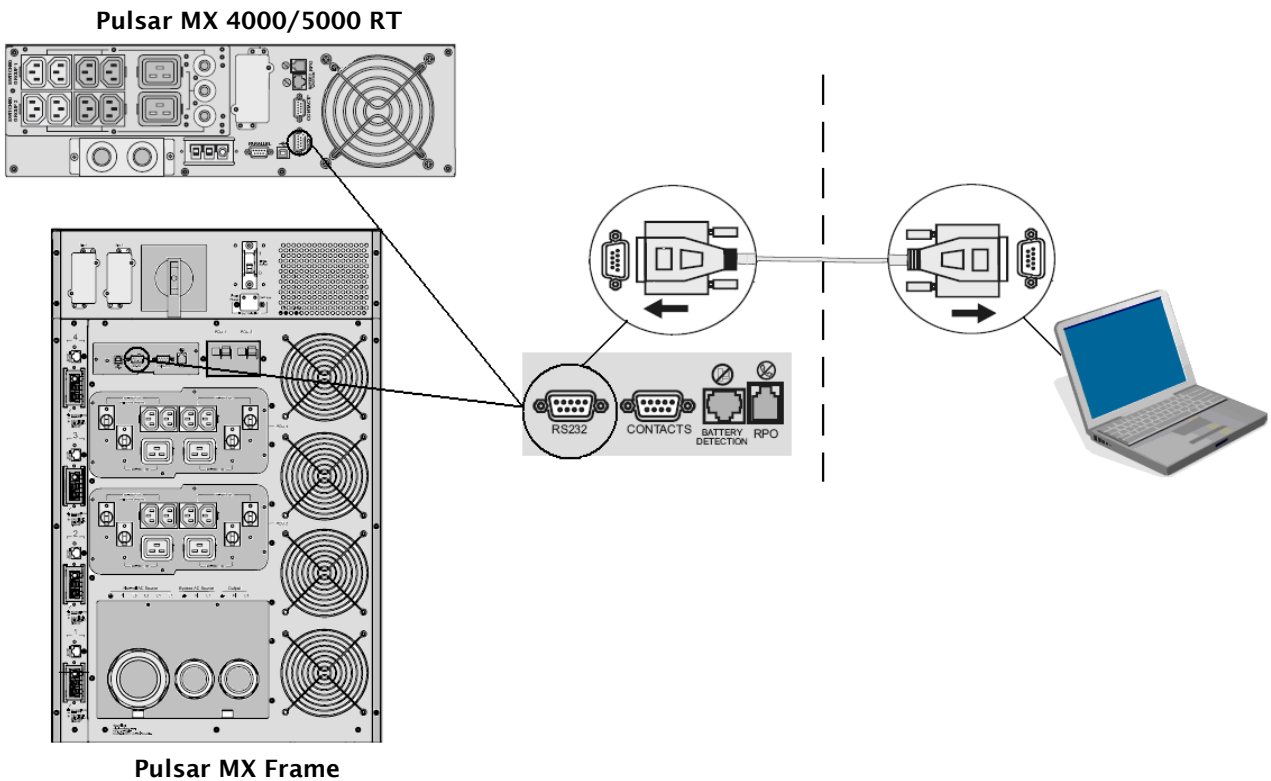


1. SOFTWARE UPDATE

Step 1



Connect the RS232 cable to the UPS and serial port of the computer. Make sure there are no other software packages utilising the Serial Com port on your computer (like PSP or the comm. Modules BIL.exe or CILRS232.exe).

EN

*****IMPORTANT NOTE*****

1. Make sure that all the computer power saving functions are disabled, like sleep mode or screen saver functions. If these modes activate during the upgrade process the upgrade may corrupt.
2. Make sure there is no current alarms or faults on the LCD display of Pulsar MX FRAME. If there are any alarms/faults present they must be cleared/solved before running the upgrade.

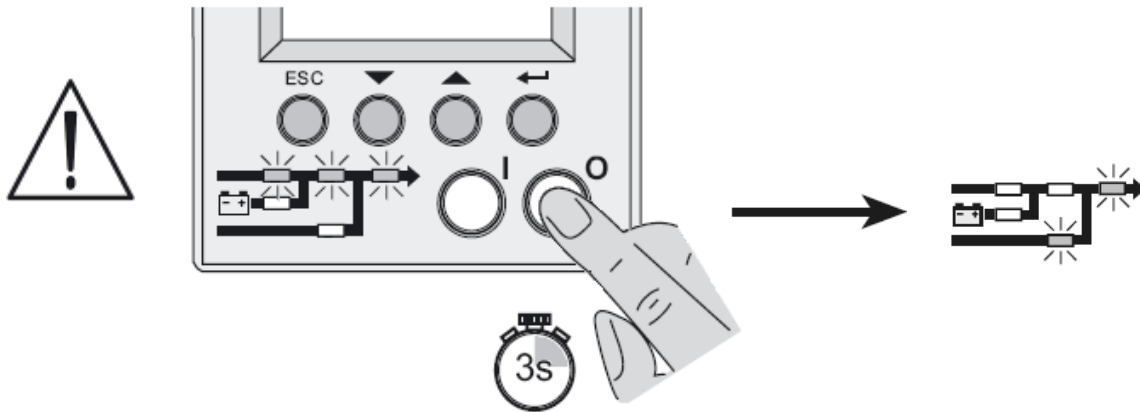
For example, the LCD display should show a message like below with no faults on line 3:

```
LOAD PROTECTED
x . x kVA / x x x %LOADED
ONLINE MODE
SINGLE UPS
```

Below an example of a displayed internal fault that has to be solved before starting the firmware upgrade:

```
LOAD PROTECTED
x . x kVA / x x x %LOADED
INTERNAL FAULT
SINGLE UPS
```

Step 2



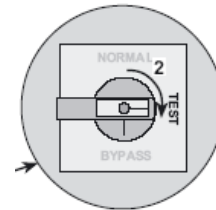
EN

Stop the inverter by pressing the “0” button for more than 3 seconds
Switch the UPS to Test position - See below!!

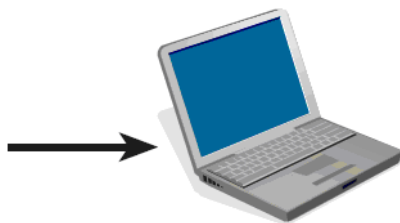
1. The LED's will show automatic bypass as indicated.



2. Unlock the Manual Bypass switch and set to the TEST position.



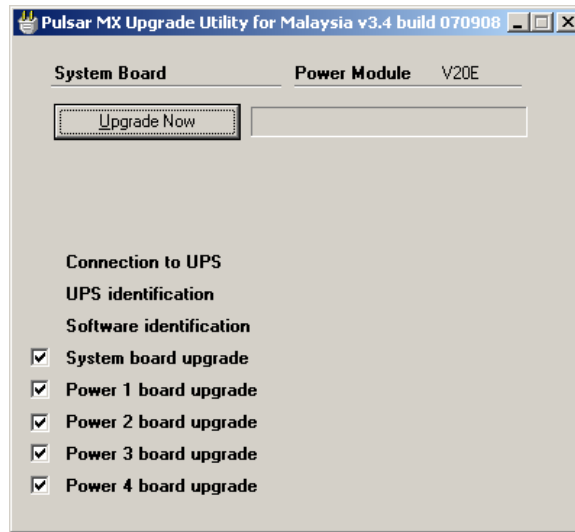
Step 3



EN

Unzip the file [Pulsar-MX-Upgradev35b09242008.zip](#) sent by support (or downloaded from services view) to a folder on your PC, if the zip file is password protected, the password is “support”.

Step 4

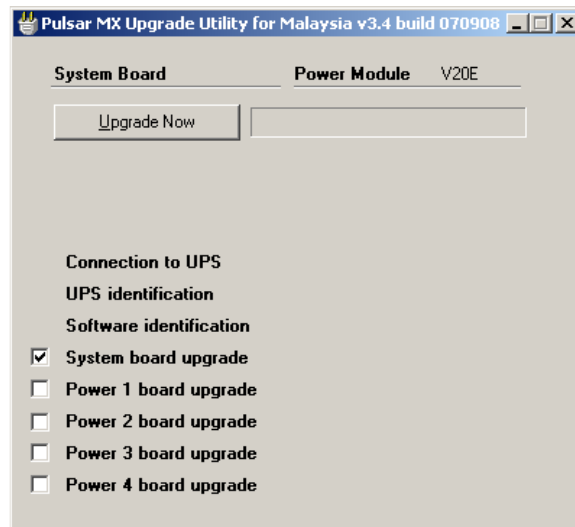


EN

Launch the file [Pulsar-MX-Upgradev33b09242008.exe](#).

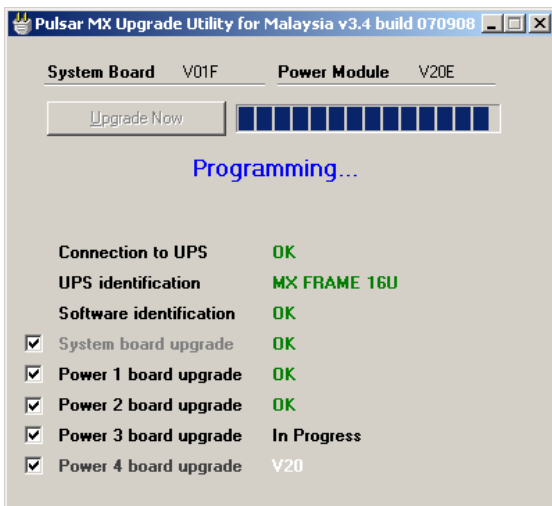
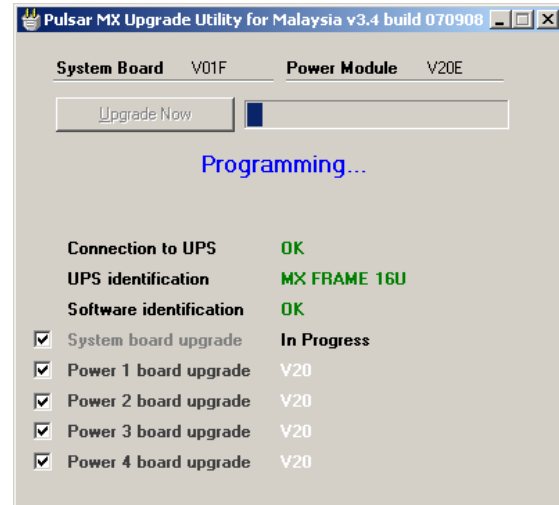
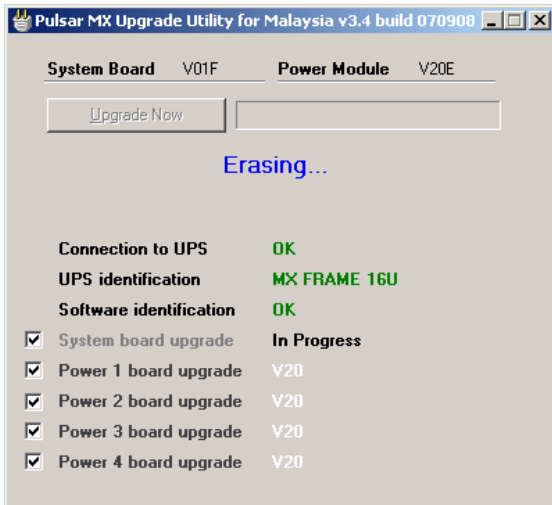
Depending on the requirement, select the components that you have to upgrade by selecting/deselecting them with the tick boxes.

For example to upgrade the Frame only, deselect all the boxes next to the power modules.





Press the “Upgrade Now” button to automatically launch the upgrade of the soft.

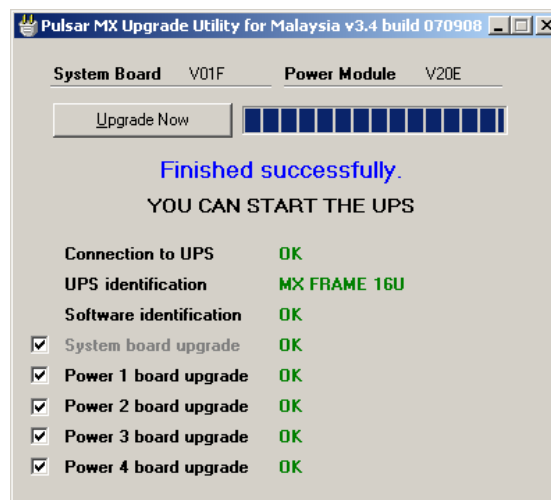


After detection of the UPS, the programming will start automatically

Pulsar MX 4000/5000 RT



Pulsar MX Frame



EN

After completion of the procedure.

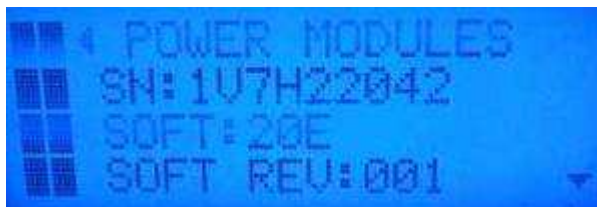
Close the software window with "X" in taskbar.

Go to the UPS front panel and select the following:

Select > "maintenance" -> "Model" -> "Power modules/Frame", and check that the version are correct for both the System and power modules.

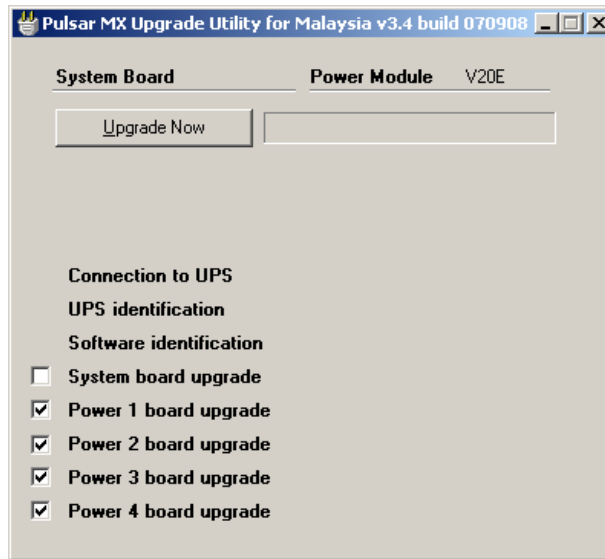
Pulsar MX FRAME : For the Frame we are **V01H** and for the PM's we are version **20E**.

Pulsar MX 4000/5000 : For the Frame we are **V05C** and for the PM we are version **20E**.



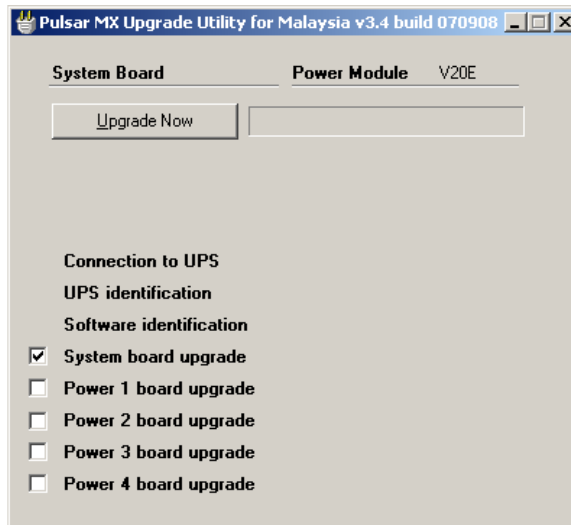
EN

If the power module/s do not show the correct version, then re-run the upgrade from step 4, but deselect the "System Board upgrade block" to avoid re-flashing the frame unnecessarily, and launch the upgrade again but this time just for the power modules.



EN

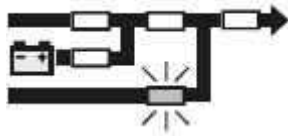
If the Frame do not show the correct version, then re-run the upgrade from step 4, but deselect the "Power X Board upgrade block" to avoid re-flashing the power module/s unnecessarily, and launch the upgrade again but this time just for the System Board.



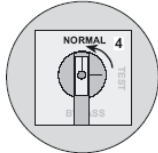
EN

Return the UPS to Normal position and restart the inverter - See below!!

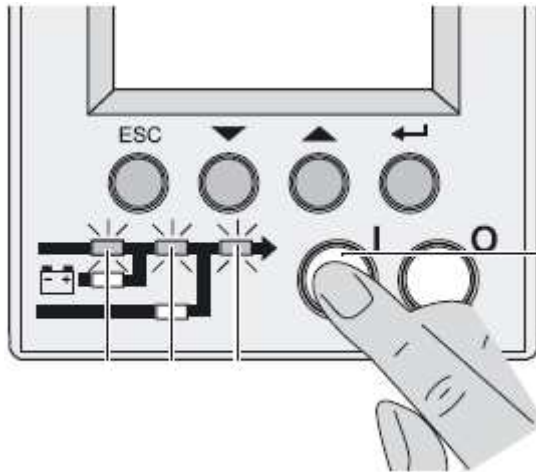
1. Make sure the UPS indicates Automatic bypass as indicated.



2. Turn the Bypass switch from "TEST" to "NORMAL"



3. Start the Inverter by pressing the "1" for more than 3 seconds.

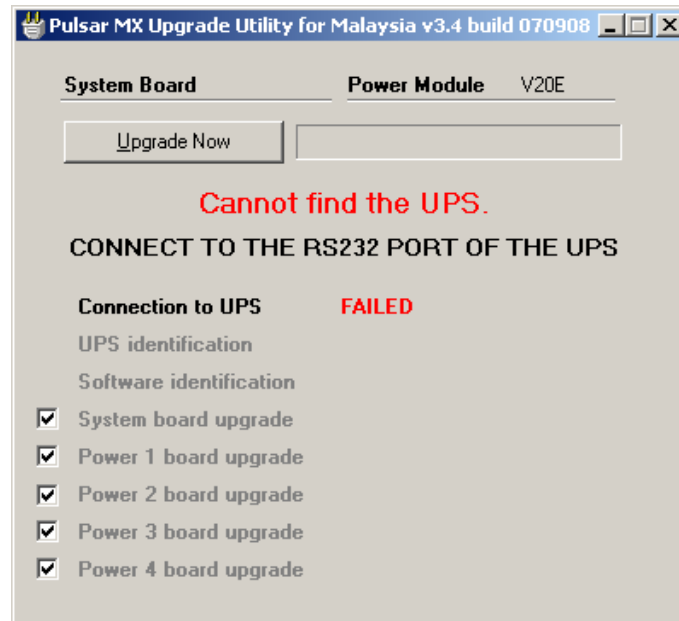


4. The UPS will return to normal state "Load Protected" as indicated.



2. SOFTWARE UPDATE TROUBLESHOOTING

T1



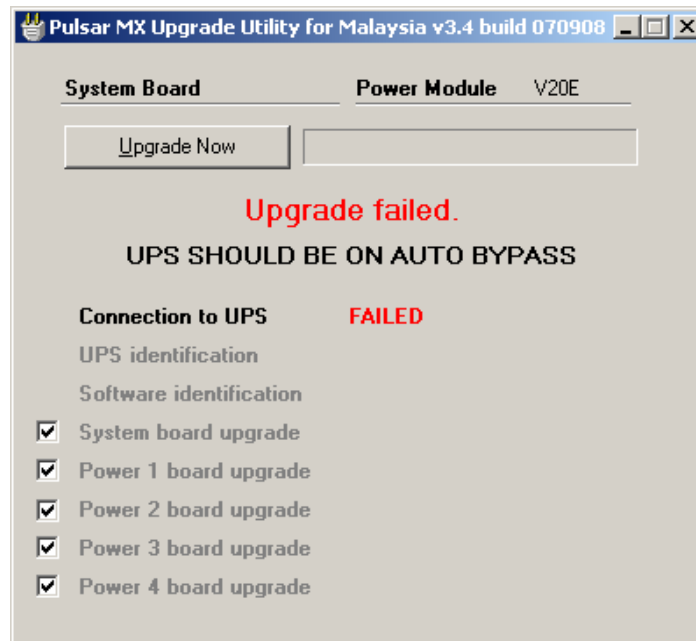
Check that the cable is not plugged into the "CONTACTS" port.
Make sure there is no other software like PSP that is using the serial port.
Close the software window with "X" in taskbar.
Restart from step 4 and launch the upgrade again.

EN

*****IMPORTANT NOTE*****

If during re-launching the upgrade program, a program windows appears with message "Do you want to continue the process YES / NO"

Select **"YES"** button



Make sure the UPS is on Auto Bypass mode.
Close the software window with "X" in taskbar.
Restart from step 4 and launch the upgrade again.

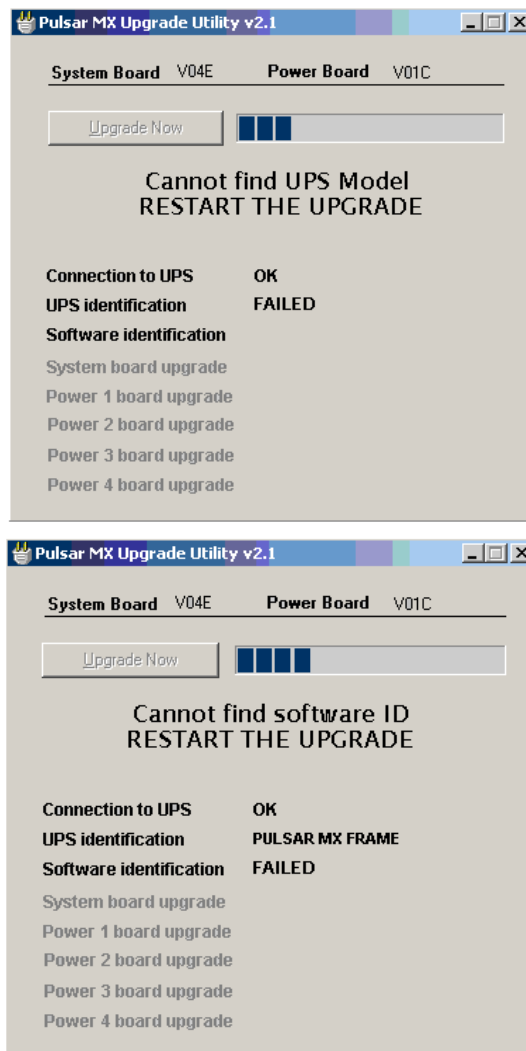
*****IMPORTANT NOTE*****

If during re-launching the upgrade program, a program windows appears with message "Do you want to continue the process YES / NO"

Select **"YES"** button

EN



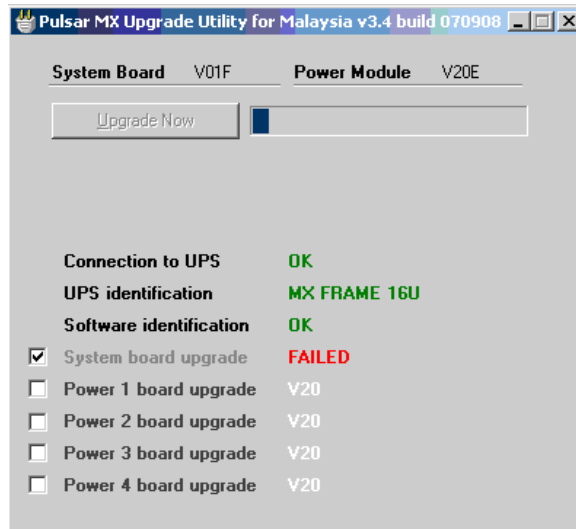


Close the software window with "X" in taskbar.
Restart from step 4 and launch the upgrade again.

*****IMPORTANT NOTE*****

If during re-launching the upgrade program, a program windows appears with message :
"Do you want to continue the process YES / NO"
Select **"YES"** button

EN



The LCD display showed a message like below :



Close the software window with "X" in taskbar.
 Turn off computer
 Turn off the input Circuit Breaker.
 Turn off external battery Circuit Breaker.
 Remove Battery module #1 (1st floor)
 Turn the Bypass switch from "TEST" to "BYPASS"

The LCD display and all Power Modules's fan should be off

EN

Restart computer (Take care on PSP software auto launch, if yes : **Stop PSP**)
 Turn the Bypass switch from "BYPASS" to "TEST"
 Re-Insert Battery module #1 (1st floor)
 Turn on external battery Circuit Breaker.
 Turn on the input Circuit Breaker.

The LCD display showed a message like below :

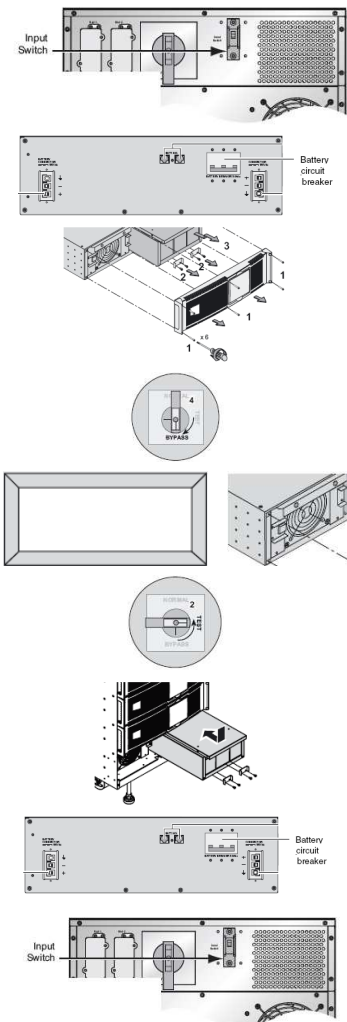


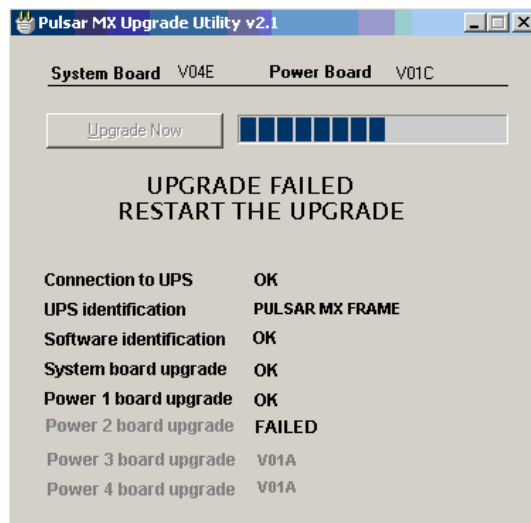
Restart from step 4 and launch the upgrade again.

*****IMPORTANT NOTE*****

If during re-launching the upgrade program, a program windows appears with message :

"Do you want to continue the process YES / NO"
 Select **"YES"** button





Close the software window with "X" in taskbar.
Restart from step 4 and launch the upgrade again.

*****IMPORTANT NOTE*****

If during re-launching the upgrade program, a program windows appears with message :
"Do you want to continue the process YES / NO"
Select **"YES"** button

EN