

**UPS model: 5P**



**Date:** 02/16/2023

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**DO NOT  
DOWNGRADE  
UPS FIRMWARE !  
  
DO NOT  
UPGRADE 1.xx,  
2.xx or 3.XX  
  
FIRMWARE  
BEYOND 3.18!**

## Firmware upgrade procedure

### 1. Download the firmware Package

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

And click on the Link for the 5P 1U and Tower.

#### \*\*\*\*\*WARNING\*\*\*\*\*

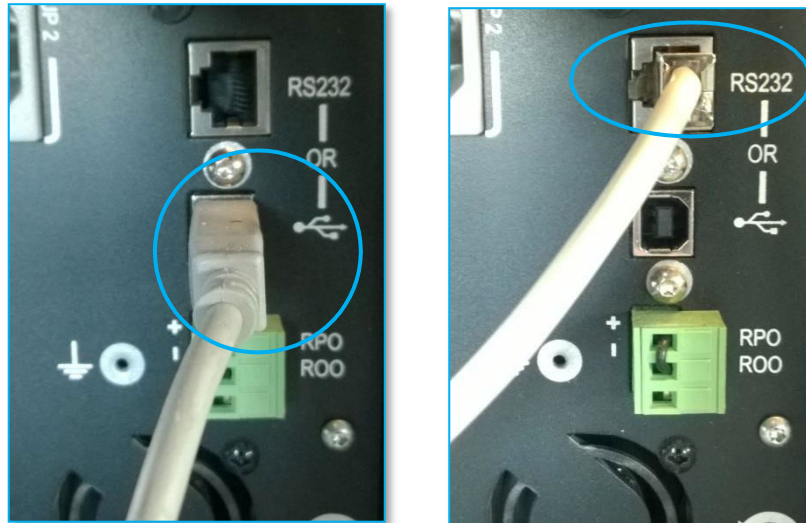
If current Firmware is 1.xx, 2.xx, or 3.xx click [here](#) for 3.18 version firmware and **DO NOT UPGRADE to 4.xx.**

5P UPS	5P 1U lithium-ion UPS firmware download and configuration
	5P 1U and tower UPS firmware download and configuration
	5P 2U rackmount compact UPS (short depth) firmware download and configuration
	5P UPS standard depth rack firmware download and configuration
5PX UPS	5PX UPS firmware download and configuration
5PX G2 UPS	5PX G2 UPS firmware download and configuration
5SC UPS	Eaton 5SC 500-1500 VA tower UPS firmware download and configuration
9130 UPS	9130 UPS firmware download and configuration
9170+ UPS	Eaton 9170+ UPS firmware and upgrade instructions (Windows XP, 7, 8)
9PX UPS	9PX 3K3U UPS firmware download and configuration
	9PX 5-11K UPS firmware download and configuration
	9PX 6-10K split phase UPS firmware download and configuration
	Eaton 9PX (700-3000 VA, 2U models) UPS firmware download and configuration
9PXM UPS	Eaton 9PXM UPS firmware download and configuration
9SX UPS	9SX 700-3000VA 1:1 UPS firmware download & configuration
BladeUPS	BladeUPS firmware download and configuration
Ferrups FX	Ferrups FX firmware download and configuration

## Firmware upgrade procedure

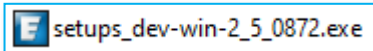
### 1. UPS connection

→ 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.

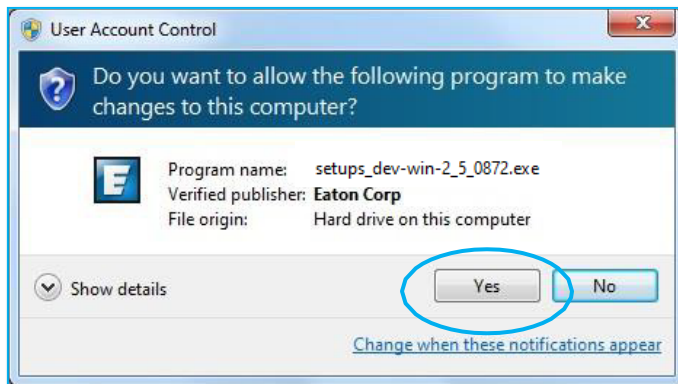


### 2. Launch setUPS

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

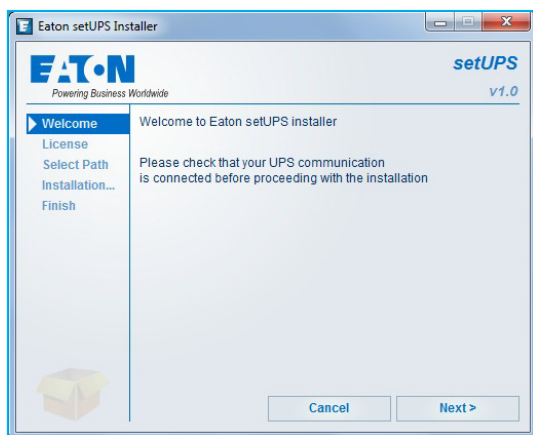


and valid the “User Account Control” message by “Yes”

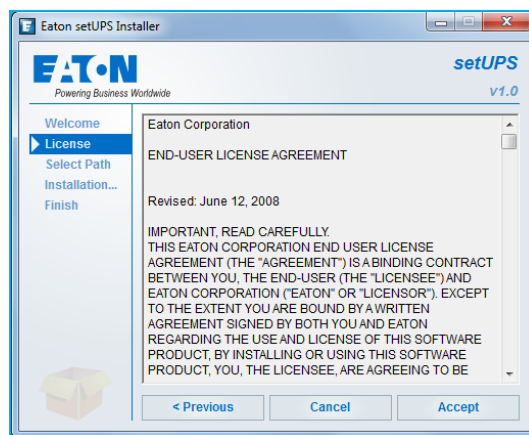


## Firmware upgrade procedure

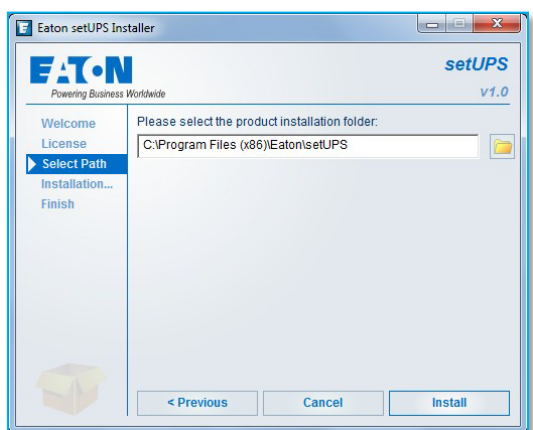
The installer opens, click on “Next”



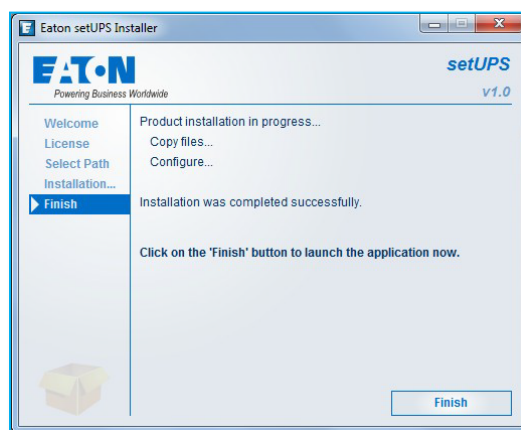
Read and click on “Accept”



Click on “Install”

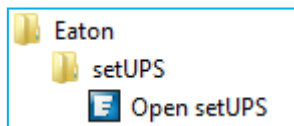


And on “Finish”



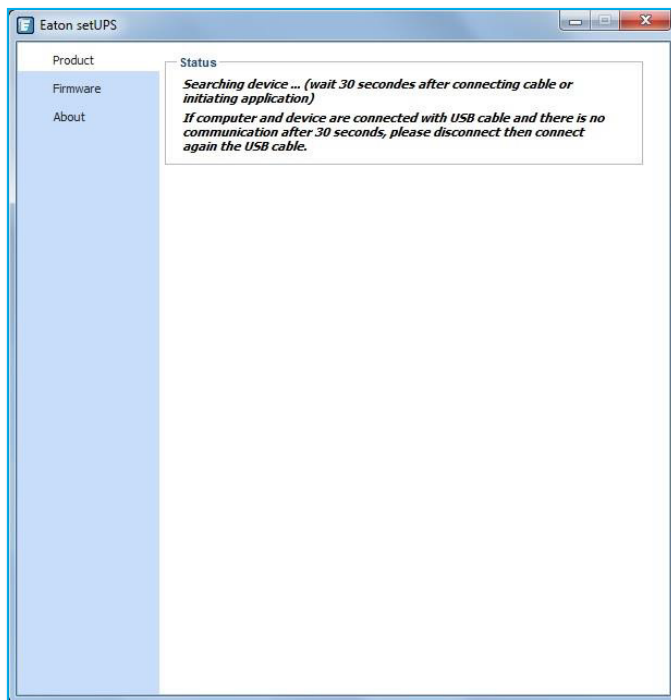
And the Eaton® setUPS starts.

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

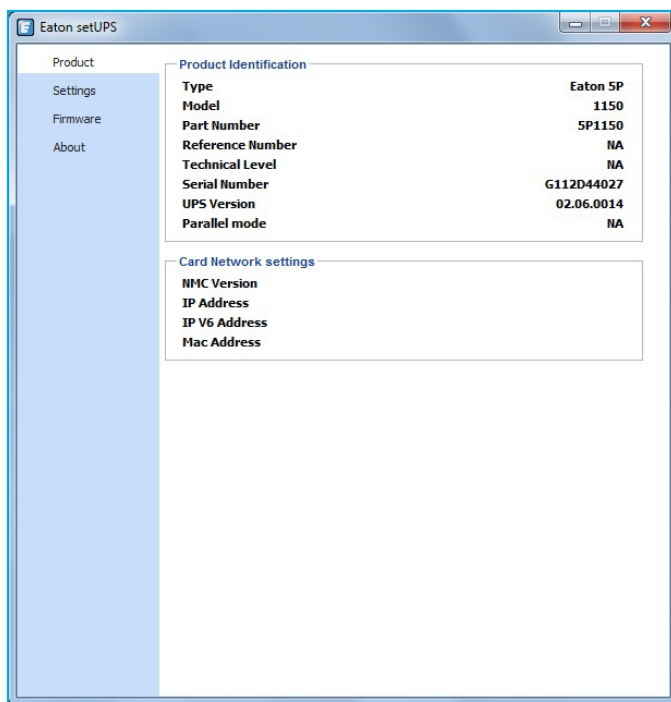


## Firmware upgrade procedure

At the startup, the software searches for the connected UPS



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



## Firmware upgrade procedure

### 3. Power OFF the UPS

→ To turn the power off on the 5P UPS, press and hold the power button for 3 seconds.

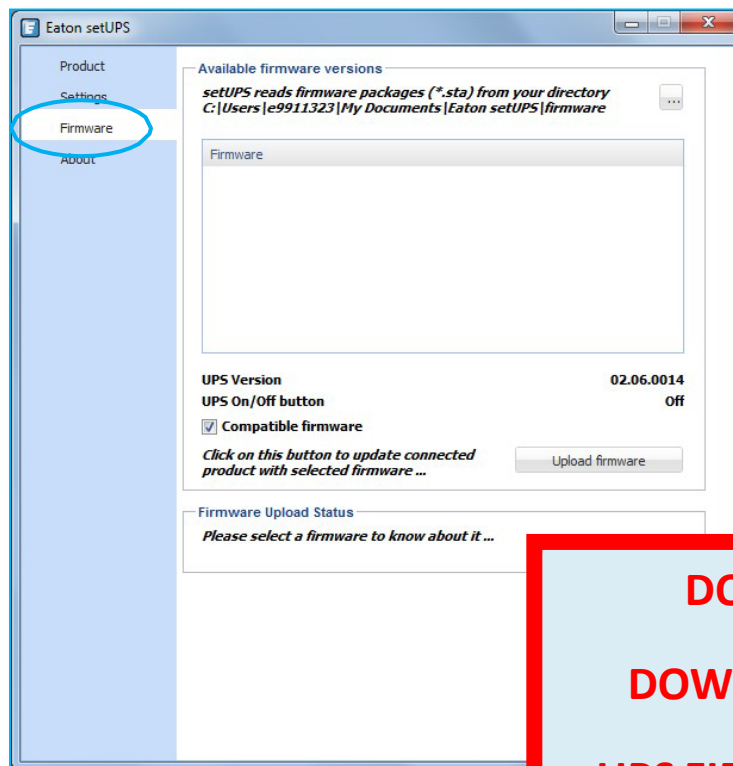
**WARNING : this will turn OFF any load that is connected to the UPS outlets !**

Once the unit is OFF, the screen looks like the picture below :



### 4. setUPS firmware menu

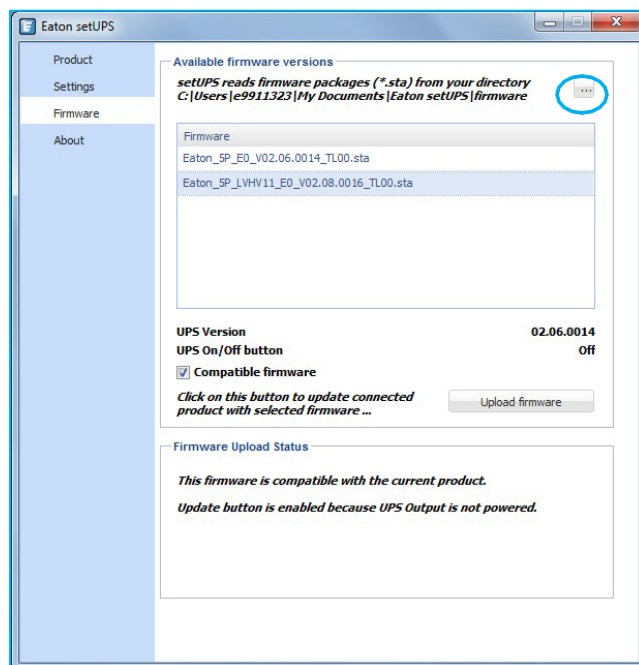
→ On the left menu, select “Firmware” section, the available firmware appears :



**DO NOT  
DOWNGRADE  
UPS FIRMWARE !**

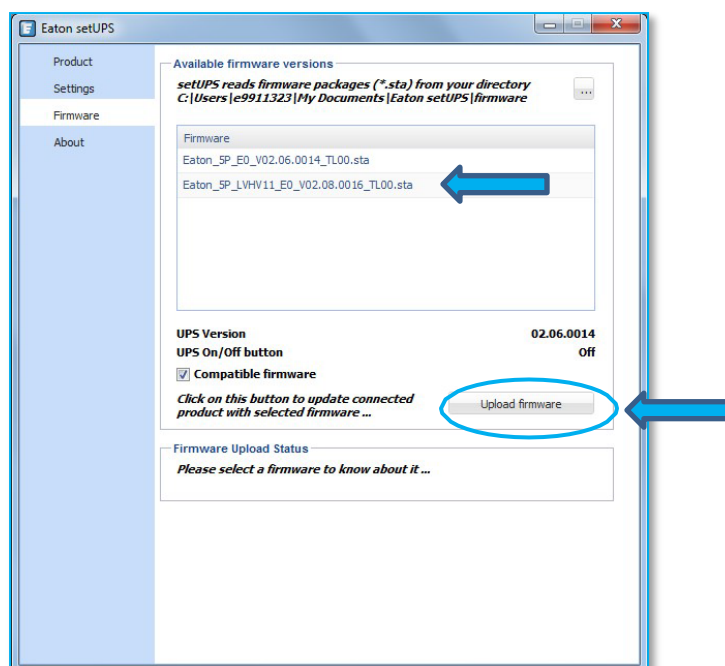
## Firmware upgrade procedure

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) :



### 5. 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**

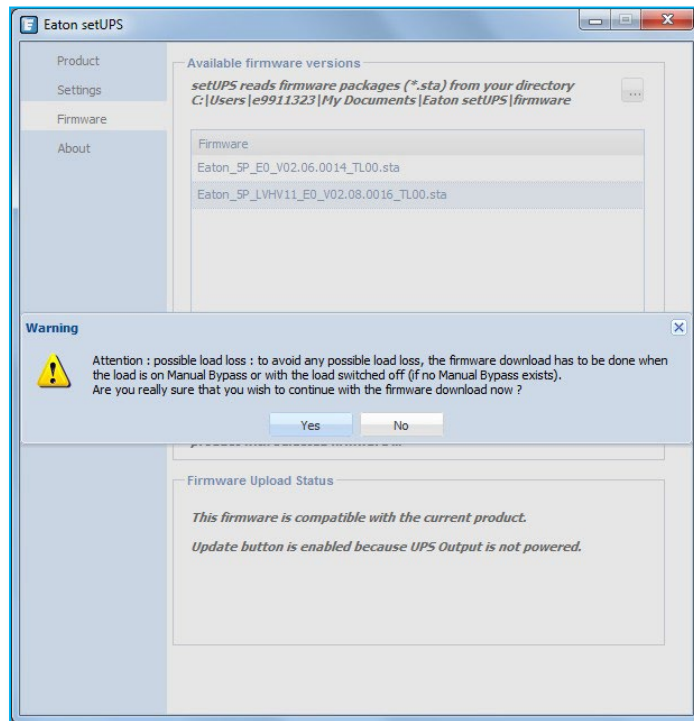




## Firmware upgrade procedure

### 6. Confirmation

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



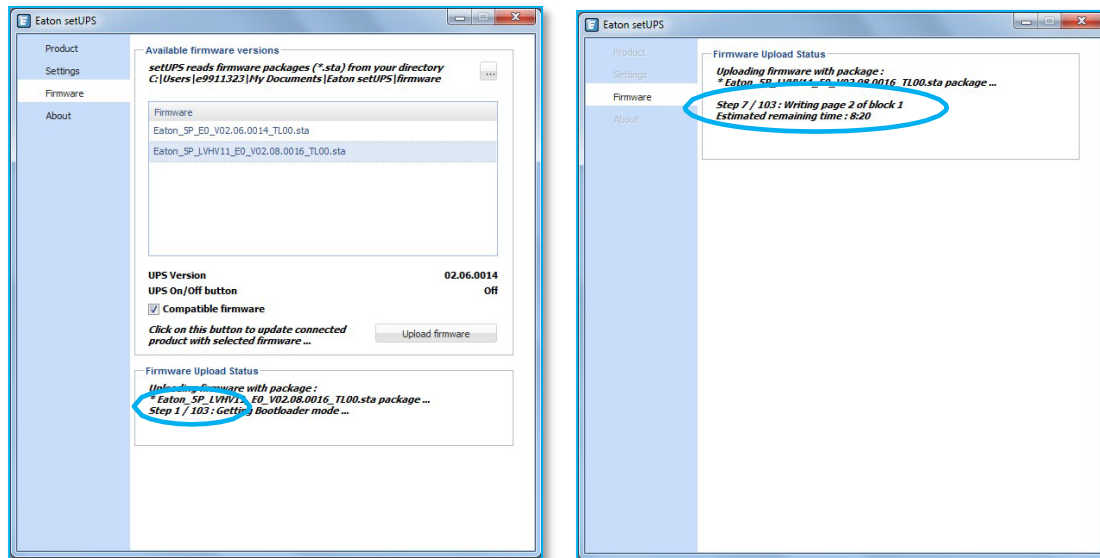
### 7. Upgrade process

➔ 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 go blank and the AC line, the battery and the Alarm lights cycle. This is normal.



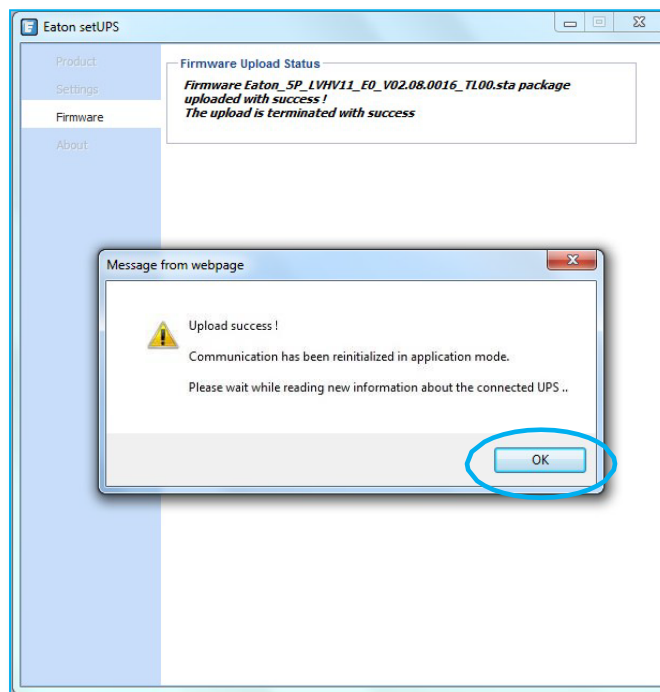
## Firmware upgrade procedure

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



### 8. Upload success

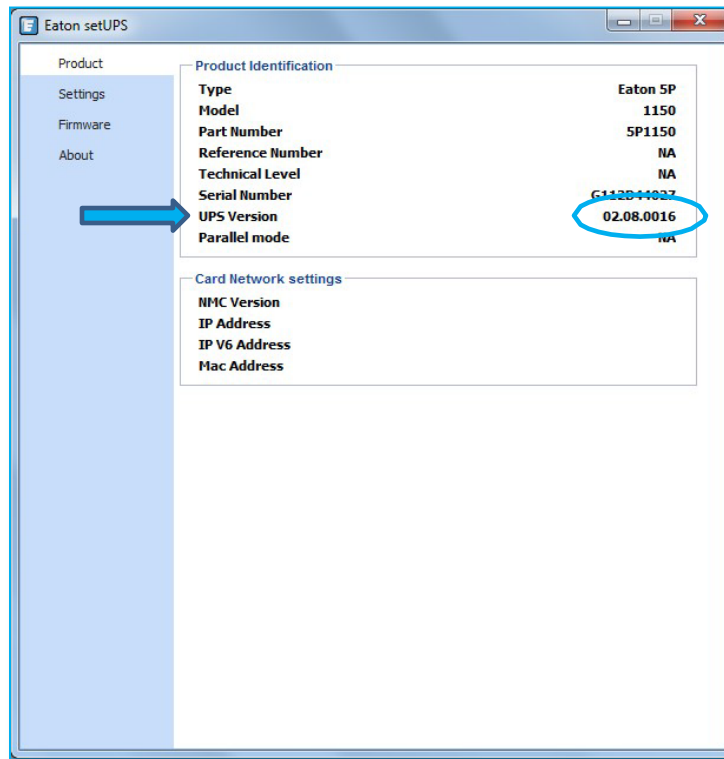
➔ When the firmware flash process is done, the UPS fans start and the UPS emits a long beep. The display on the UPS returns back to the normal OFF state. Then **setUPS** returns to the firmware upload screen.



## Firmware upgrade procedure

### 9. Return to normal state

→ Select the product link on the left. The firmware version should now reflect the latest version:

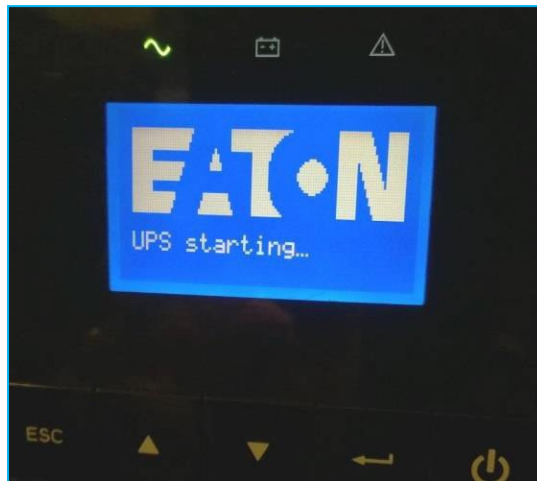


### 10. UPS ON

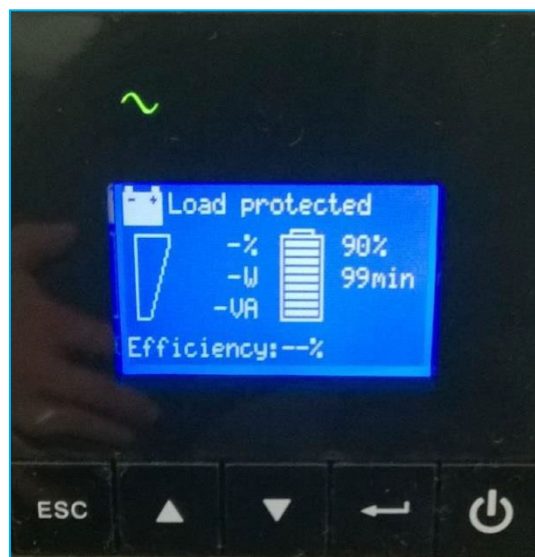
→ Press and hold the power button for 3 seconds to turn the UPS back ON :



## Firmware upgrade procedure



Once the UPS is ON, the following screen appears :

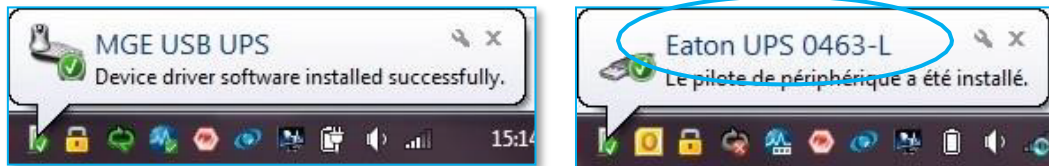


Loads can now be powered back ON !

## Firmware upgrade procedure

### 11. 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**”