Upgrading Module Firmware Using the CXC HP LCD Touchscreen

Summary

This procedure outlines how upload a firmware file onto a module using the CXC HP controller LCD interface.

Equipment or Tools Necessary

- USB thumb drive

Procedure

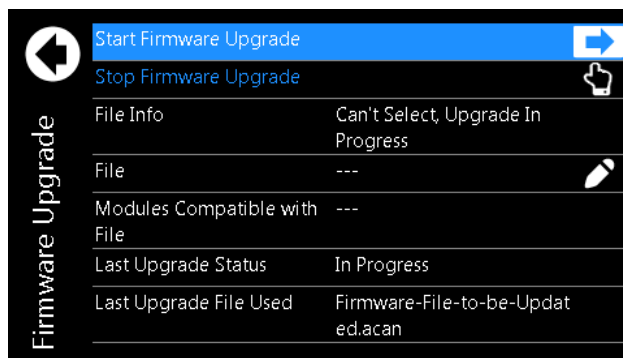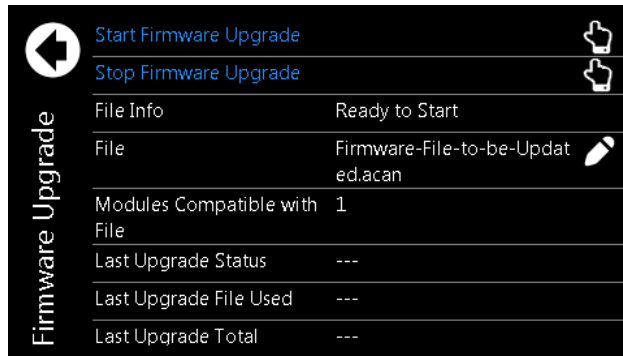*Important before proceeding with this upgrade:*

- It is important to note that power modules will be upgraded one by one. During that time, each module will sequentially have its output turned OFF. Depending on the load, batteries may take up some of the load.

- If there are no batteries, ensure that **Power Save** is turned OFF, and that enough redundant modules are installed.

- Please take special care when upgrading Line Power modules (LPS36, eLimiter+, etc.). Uploading firmware onto a module that is feeding a load without redundancy will temporarily turn down the load for the duration of the upgrade.

To start the upgrade:

1. Upload the .acan firmware file, for the specific module, onto the USB thumb drive in the root directory (highest level directory).

2. Connect the USB drive into the front USB port of the controller.

3. From the LCD touchscreen, go to **Menu > Modules > Firmware Files > USB Drive.**

4. Click the applicable .acan firmware file.

5. Click the back arrow twice to go the **Modules** page, and then click **Firmware Upgrade.**

For more information visit **www.alpha.ca**

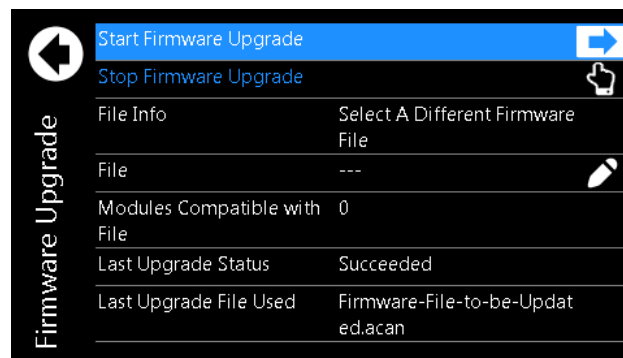0470397-00 Rev A (12/2018)
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6. Ensure the applicable firmware file is shown in the **File** field.

   a. **Modules Compatible with File** should also be the same number of relevant modules that are connected to this controller (this is dependent on the number of modules that need the firmware upgrade).

7. Click **Start Firmware Upgrade**. Please note:

   a. A firmware upgrade can take up to ten minutes per module, depending on the model;

     b.   There is no confirmation of progress once the upgrade has started;

     c.   And each module will power cycle, one by one, until all compatible modules have been updated to the selected firmware.

8.   Once all modules are brought back online, go to **Menu > Modules > Firmware Upgrade** and do the following:

     a.   Confirm that the **Last Upgrade Status** field displays **Succeeded**;

     b.   And confirm that the **Last Upgrade File Used** field displays the firmware file selected from the USB drive. See the example below.

Firmware Upgrade		
Start Firmware Upgrade		➡
Stop Firmware Upgrade		👆
File Info	Select A Different Firmware File	
File	---	✏
Modules Compatible with File	0	
Last Upgrade Status	Succeeded	
Last Upgrade File Used	Firmware-File-to-be-Updated.acan	

End of Method of Procedures

For assistance, contact Alpha Technical Support:

Toll Free North America: 1-888-462-7487

International: +1-604-436-5547

Monday - Friday, 7:00 AM - 5:00 PM PST for regular inquires

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