

an EnerSys® company

Method of Procedure

# FXM HP Controller Software Reinstall

This procedure outlines how to reinstall the latest version of FXM HP controller software in case the user encounters a debug screen.

#### **Equipment or Tools Necessary**

Cordex HP Controller software stored on a FAT32 USB flash drive

#### Procedure

 Go to Support > Software/Firmware Downloads at <u>www.alpha.ca</u> and download the latest Cordex HP Controller software under the Controllers section and save the file to the root directory of a FAT32 formatted USB flash drive. This should be the only file stored on the flash drive.

CORDEX CXC HP SERIES Cordex CXC HP Controller SNMP MIB 9/8/2019 SNMP MIB for Cordex CXC HP Controller. Includes support for v2.02+ application features. Note: CXC MIB's are available for download direct from the controller web UI in versions 2.22 and later	Download
Cordex HP Controller Operating System v6.30 (Read Me) (MD5 Checksums) 7/28/2020 Operating system for the CXC HP Controller. Alpha recommends ensuring that the Operating System is at its latest revision.	Download
Cordex HP Controller Software v7.01 (Read Me) (MD5 Checksums) 5/13/2021 Software application for the CXC HP Controller.	Download

2. Select Reset on the debug screen and wait for it to reload. If reload fails, go to step 3.



3. Insert the USB flash drive containing the software, in the front USB port of the UPS. Wait for approximately 30 seconds.

🔒 🔒 Line 0 VA	No Alarms	1100-120-48 118.5 V   120/60/N 118.6 V   Votes regular Account independence V
	FXM 1100	Line 0 VA

For more information visit www.alpha.com

Page 1 of 3



### Method of Procedure

4. Select **Install** on the controller debug screen. A Factory Install screen displays, and then automatically installs the software.



5. Once the installation is finished, select Close.

Note: Ensure the Finished Factory Install message is displayed before selecting the Close button.



6. On the debug screen, select Reset.



7. The FXM HP boots up and the screen displays data similar to below.

Note: Data displayed will depend on utility and battery input and mode of the UPS.

Weight of the second

For more information visit www.alpha.com

Page 2 of 3



an EnerSys® company

# Method of Procedure

End of Method of Procedure

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 Pacific Time for regular inquires 24/7 for emergency support <u>Click here to report a problem</u>

For more information visit www.alpha.com