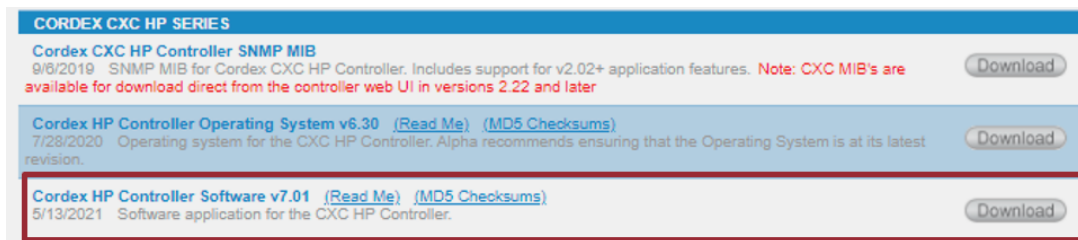# FXM HP Controller Software Reinstall

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

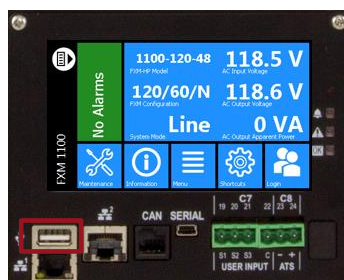Cordex HP Controller software stored on a FAT32 USB flash drive

Procedure

1. Go to **Support > Software/Firmware Downloads** at www.alpha.ca 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.

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.
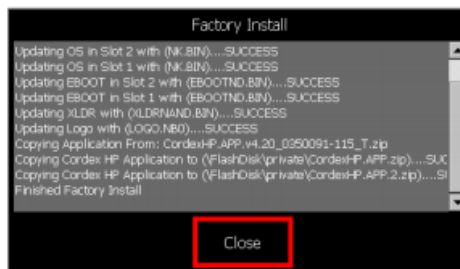
an EnerSys® company

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.

———— End of Method of Procedure ————

For assistance, contact Alpha Technical Support:
Toll Free North America: +1 888 462 7487
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Monday - Friday, 7:00 AM - 5:00 PM Pacific Time for regular inquires
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