

Smart-UPS Ultra 2.2 & 3kVA UPS Firmware Update Using a USB Flash Drive



User Guide

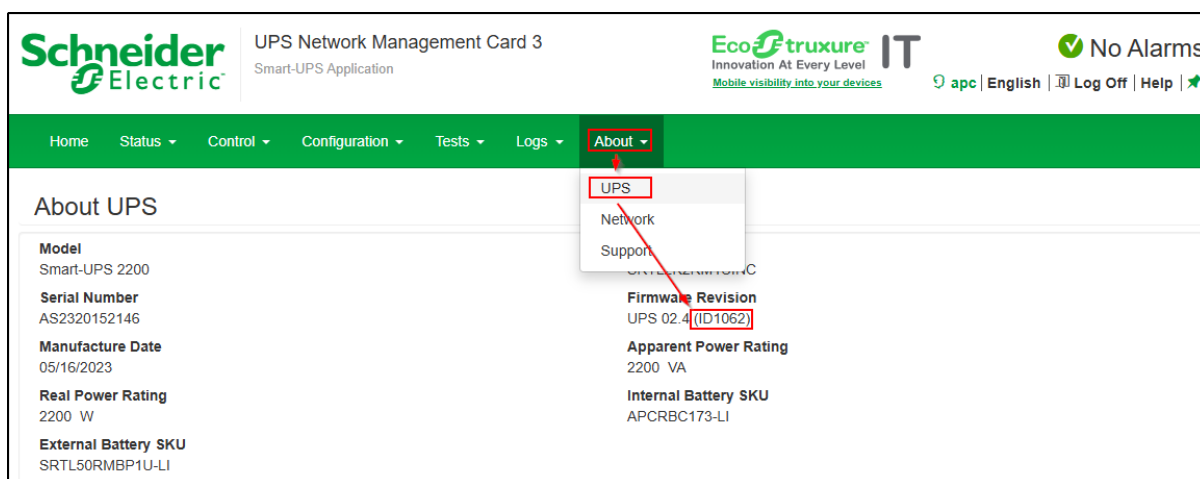
July 2026

Firmware Update Process: Step-by-Step Walkthrough

Step 1

Identify the correct UPS firmware file:

- From the NMC web interface choose “About”, then “UPS”.
- Identify the UPS ID.
- Alternatively, follow [this video](#) to identify the UPS ID on the UPS LCD.
- The UPS ID determines which firmware file must be used for the update.
- For example:
 - For a UPS with ID **1062** the correct firmware file is SRT**1062**UPS_10-1.enc.
 - For a UPS with ID **1034** the correct firmware file is SRT**1034**UPS_10-1.enc.



Step 2

Select and download the firmware file for your UPS from the options below:

UPS Series	UPS ID	Firmware File	Release Notes
SRTL	1034	Download SRTL1034UPS_10-1.enc	View release notes
SRTL	1062	Download SRTL1062UPS_10.1.enc	View release notes

Note: Ensure the UPS ID matches your device before downloading. If the incorrect file is used, the update will be refused and will need to be restarted using the correct file.

Step 3

Important: The USB drive must first be formatted and configured to FAT32 file system.
Copy only the correct “.enc” firmware file to the USB flash drive.

Step 4

Connect the USB device to the USB port of the UPS highlighted in green on the picture below:



Step 5

The “USB Device Connected” screen will appear for a few seconds:



Step 6

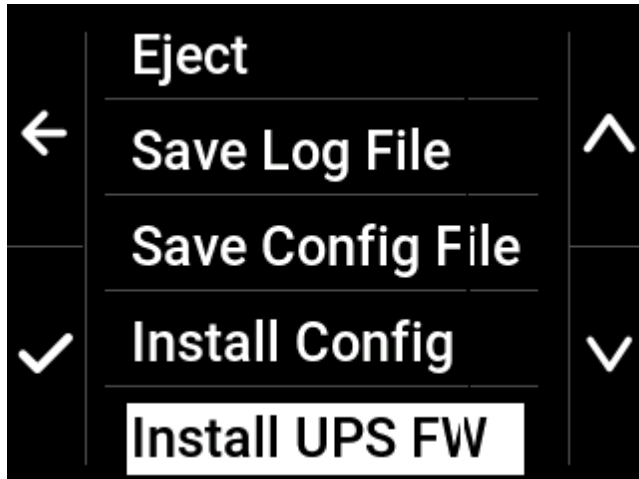
Press the **Menu (≡) button**, use the **Up / Down (Λ / V) buttons** to navigate to Configuration, and select USB Device using the **Select (✓) button**:



Step 7

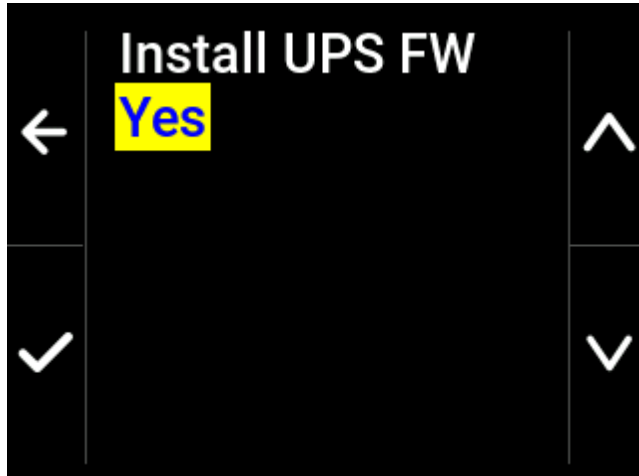
Important: During a firmware update, battery backup is unavailable. Devices powered by this UPS will not be protected from power failures.

Scroll down and select “Install UPS FW”:



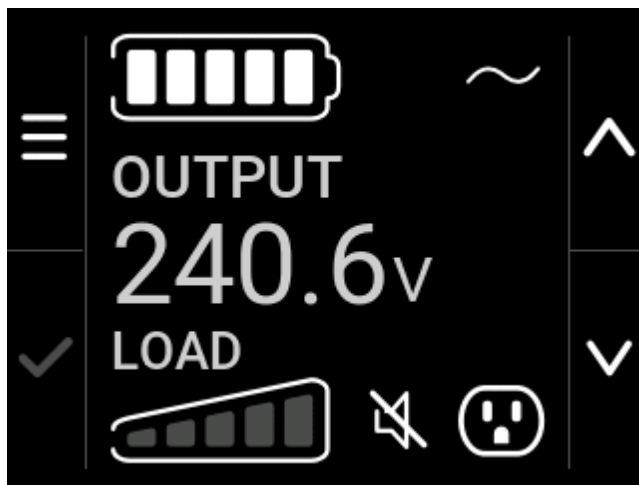
Step 8

Select “Yes” to start the firmware update process:



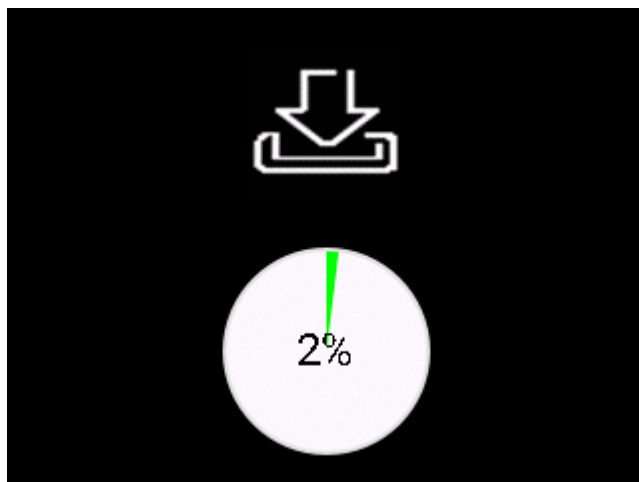
Step 9

Wait approximately 8-10 minutes for the UPS to receive and verify the firmware. During this time, the LCD will display the home screen:



Step 10

The “Installing Firmware X%” screen will automatically pop up after the firmware file has been received and verified by the UPS:



Step 11

After the firmware update has completed, the system will reboot and display this screen:



Step 12

The system will now return to the "USB Device" menu.

Select "Eject":



Once "Safe to Remove" pops up you may remove the USB drive:

