

Smart-UPS Ultra 2.2 and 3 kVA UPS Firmware Upgrade Using a USB Flash Drive



User Guide
September 2026

Before You Begin

Verify that the UPS is operating normally and reporting no alarms.

Ensure that utility AC power is available.

Do not remove utility AC power, remove the USB flash drive, or restart the UPS while the firmware upgrade is in progress.

Prepare a USB flash drive formatted using the FAT32 file system.

Identify the UPS ID and download the matching firmware file before starting.

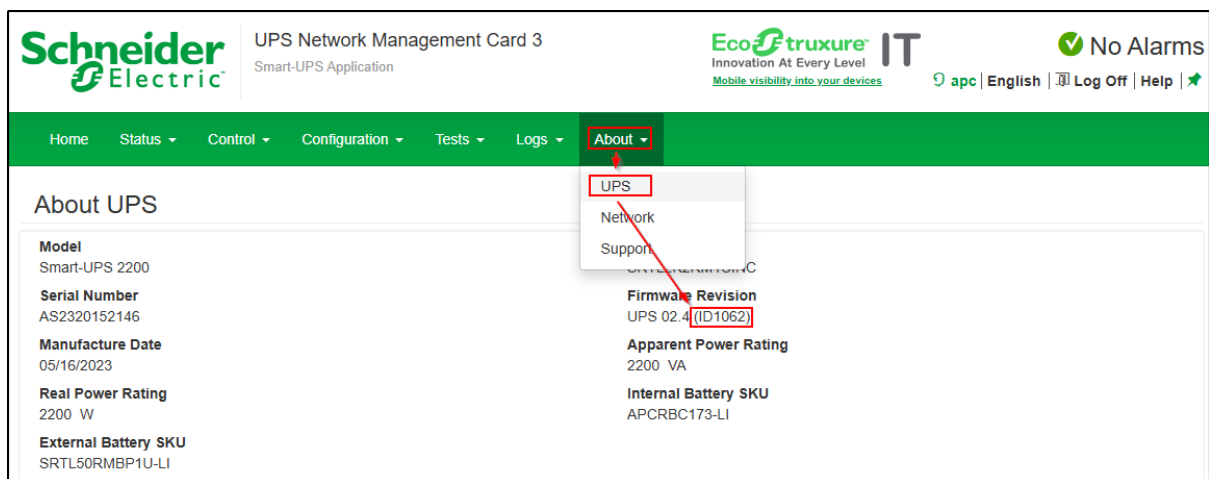
Plan the upgrade for a suitable maintenance period.

Firmware Upgrade Process: Step-by-Step Walkthrough

Step 1

Identify the correct UPS firmware file:

- From the Network Management Card (NMC) web interface, select **About > 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 upgrade.
- For example:
 - For a UPS with ID **1062**, use SRTL**1062**UPS_10-1.enc.
 - For a UPS with ID **1034**, use SRTL**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	Signed	Firmware Upgrade with Output On Available
SRTL	1034	SRTL1034UPS_10-1.enc	View	Yes	No
SRTL	1062	SRTL1062UPS_10-1.enc	View	Yes	No

Note: Ensure the UPS ID matches your UPS before downloading. If an incorrect firmware file is selected, the UPS will reject the upgrade. No changes will be made to the UPS firmware.

Step 3

Important: The USB flash drive must be formatted using the FAT32 file system before starting the upgrade. Copy only the correct **.enc** firmware file to the root directory of the USB flash drive. Do not place the file inside a folder.

Step 4

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

Step 5

Important: The UPS must remain connected to utility AC power throughout the firmware upgrade process.

Connect the USB flash drive to the UPS USB port highlighted in green in the image below.



Step 6

When the **USB Device Connected** screen appears, wait for it to close.



Step 7

Press the **Menu** ($\equiv$) button. Use the **Up/Down** ($\blacktriangle/\blacktriangledown$) buttons to navigate to the **Configuration** menu, then select **USB Device** using the **Select** ($\checkmark$) button.



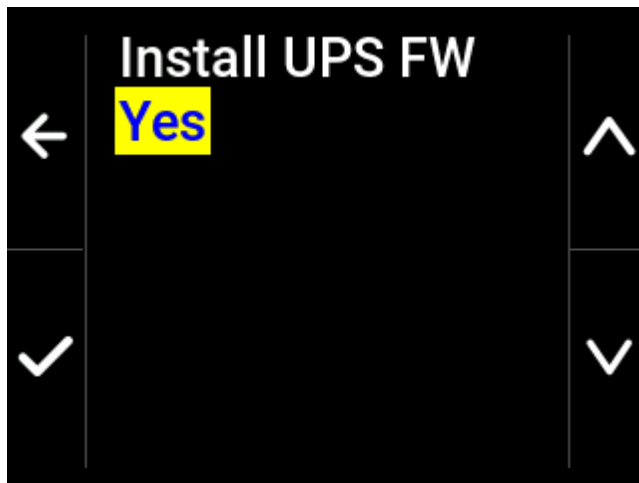
Step 8

Scroll down and select **Install UPS FW**.



Step 9

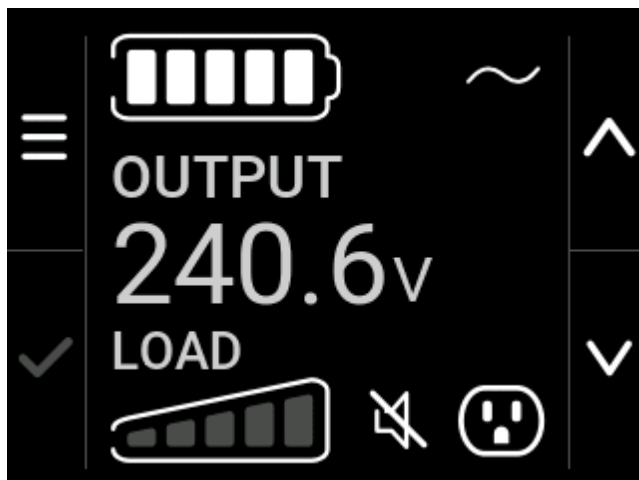
Select **Yes** to start the firmware upgrade process.



Important: Do not remove the USB flash drive while updating the UPS firmware.

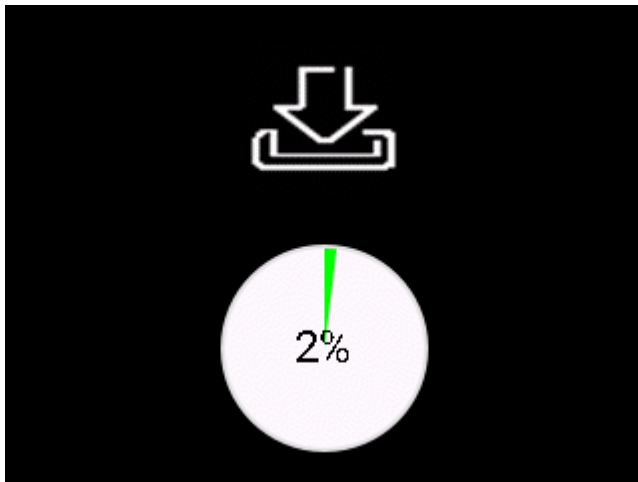
Step 10

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



Step 11

After the UPS receives and verifies the firmware file, the following screen appears. **Do not power off the UPS during this process.**



Step 12

After the firmware upgrade is complete, the system will restart and display the screen shown below.



Step 13

The system will return to the **USB Device** menu.

Select **Eject**.



When **Safe to Remove** appears, remove the USB flash drive.



Step 14

After the UPS has restarted, verify the installed firmware revision on the UPS display or by selecting **About > UPS** in the NMC web interface. Confirm that the displayed firmware revision matches the version of the firmware file installed.

If the firmware upgrade does not complete, contact Schneider Electric Technical Support. Provide the UPS model, serial number, UPS ID, and current firmware revision.