



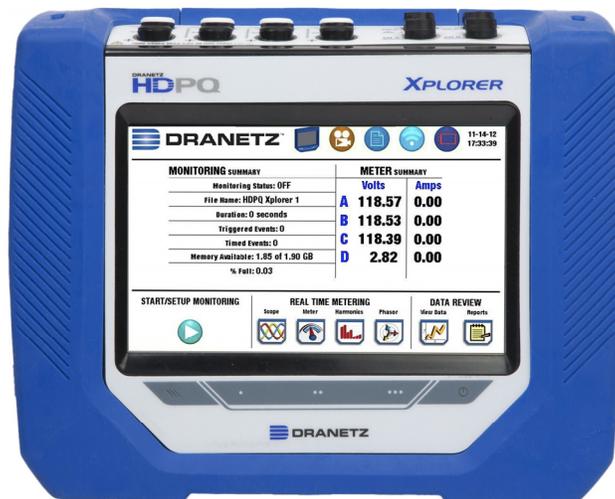
THE STANDARD FOR ENERGY & POWER MEASUREMENT

INSTRUCTIONS TO UPDATE FIRMWARE

FOR



XPLORER / **GUIDE** / **VISA**



Dranetz

1000 New Durham Road, Edison, New Jersey 08818

Telephone 1-800-372-6832 or 732-287-3680

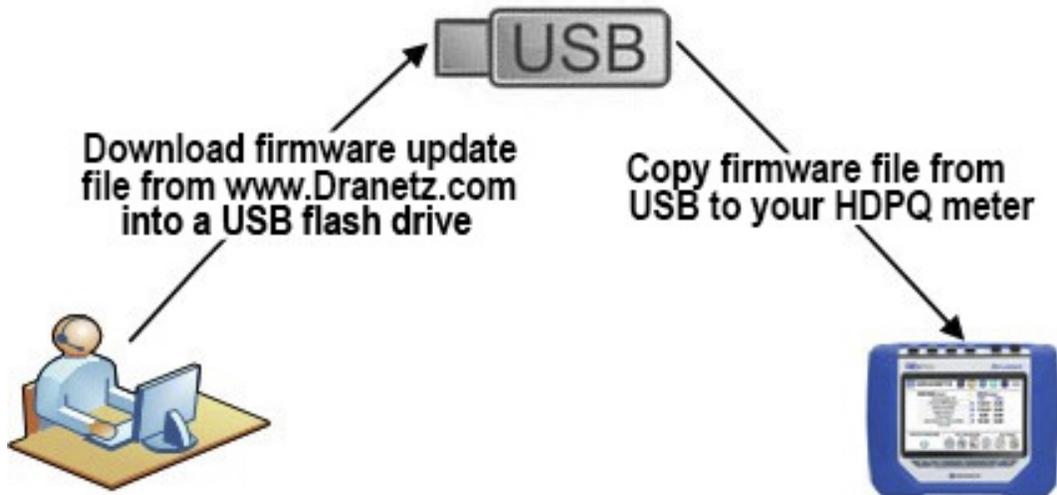
Fax 732-248-1834 • www.dranetz.com

Updating the HDPQ Family of Product's Firmware

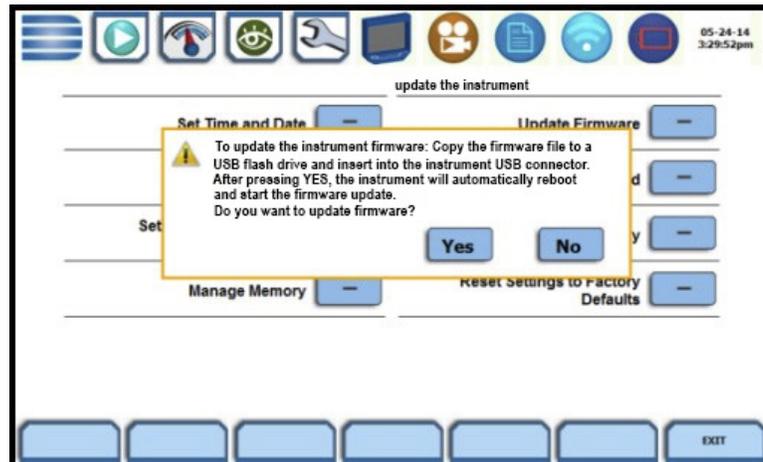
**HDPQ Xplorer,
Xplorer 400,
Guide, & Visa**

You can update the HDPQ's internal program by downloading the latest firmware update release from the web to install into internal memory.

The illustration below shows the high level process for updating firmware:



- Download the latest firmware update release from the Dranetz website into the root directory of a USB flash drive.
- Once the firmware file is copied, insert the USB flash drive into the USB connector on the right side panel of the instrument.
- Click on the Setup Instrument icon to bring up the Instrument Settings menu, and proceed to press Update Firmware. The following dialog box appears to prompt you whether or not you want to update firmware.



Continued on next page

Update Firmware

You can update the HDPQ's internal program by downloading the latest firmware release from the web to install into internal memory. Refer to the instructions below on how to update the unit's firmware.

Firmware updates can be downloaded from the Dranetz website. Log on to <http://www.dranetz.com/technical-support-request/612-2/> for the latest information on firmware update releases.

Download the latest firmware file from the Dranetz website

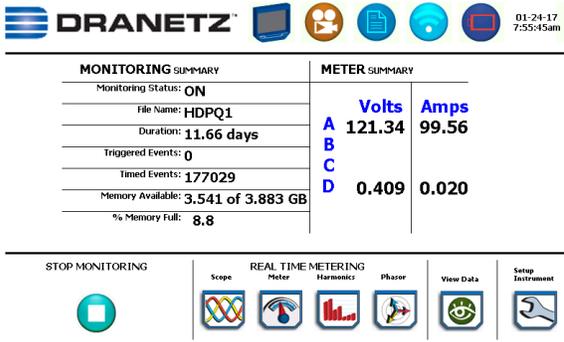
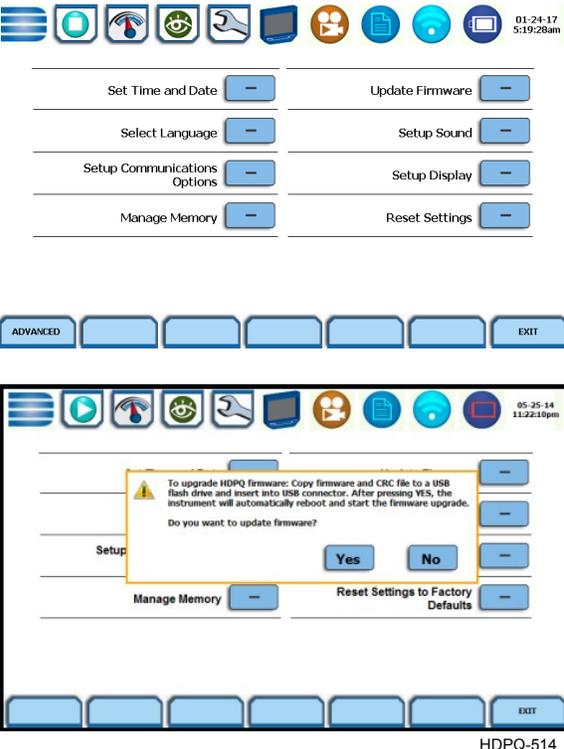
The procedure below specifies how to download the latest firmware file from the web into a USB flash drive.

Step	Action
1	Using a computer with a USB port, connect to the web and access the Dranetz URL address http://www.dranetz.com/technical-support-request/612-2/ Locate the latest version of the firmware update (data file "HDPQ_Vx_x_x.hpk", note: x_x_x is the version number) from the Dranetz site. Dranetz regularly posts the latest information and instructions regarding HDPQ firmware update releases.
2	Insert the Dranetz USB flash drive, available as optional accessory, into the appropriate USB port in your computer. See the user guide Appendix A Optional Accessories for the part number of the USB flash drive available from Dranetz.
3	Download the latest version of the HDPQ firmware update program (data files "HDPQ_Vx_x_x.hpk", note: x_x_x is the version number) from the Dranetz website to the USB flash drive. NOTE: All data and setups stored in the HDPQ's memory may be lost when you update to the latest firmware. Major updates that require update of the operating system will automatically initiate a reset to factory defaults. This will erase all data and settings. Copy any files that you want to save to a computer or USB flash drive first before downloading firmware.

The next page contains detailed instructions on how to install the latest firmware update to the HDPQ.

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The procedure below details how to install the latest firmware update to the HDPQ.

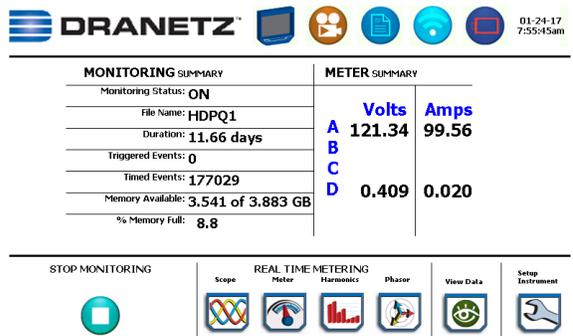
Action...	Result...
<p>STEP 1: From the Home Screen, press Setup Instrument located at the lower right corner of the screen.</p> <p>Pressing the setup instrument icon will bring you to the next screen, to begin the update firmware process.</p>	 <p>The screenshot shows the DRANETZ home screen with a top navigation bar containing icons for Home, Stop Monitoring, Real Time Metering, Phasor, View Data, and Setup Instrument. The main area is divided into two columns: MONITORING SUMMARY and METER SUMMARY. The MONITORING SUMMARY includes: Monitoring Status: ON, File Name: HDPQ1, Duration: 11.66 days, Triggered Events: 0, Timed Events: 177029, Memory Available: 3.541 of 3.883 GB, and % Memory Full: 8.8. The METER SUMMARY shows Volts (A: 121.34, B: 99.56, C: 0.409, D: 0.020) and Amps (A: 121.34, B: 99.56, C: 0.409, D: 0.020). At the bottom, there are icons for STOP MONITORING, REAL TIME METERING (Scope, Meter, Harmonics), Phasor, View Data, and Setup Instrument.</p>
<p>STEP 2: From the Instrument Settings menu, press Update Firmware.</p> <p>The update firmware configuration screen prompts whether or not you want to proceed with a firmware update.</p> <ul style="list-style-type: none"> • If YES, make sure to insert the USB containing the firmware update file into the USB connector on the right side of the instrument, prior to pressing YES. The instrument will automatically reboot and the firmware update procedure will commence. Proceed to Step 3. • If NO, the screen returns to the Instrument Settings menu without making changes. 	 <p>The screenshot shows the Instrument Settings menu with options: Set Time and Date, Update Firmware, Select Language, Setup Sound, Setup Communications Options, Setup Display, Manage Memory, and Reset Settings. Below the menu are buttons for ADVANCED and EXIT. A second screenshot shows a confirmation dialog box with the text: "To upgrade HDPQ firmware: Copy firmware and CRC file to a USB flash drive and insert into USB connector. After pressing YES, the instrument will automatically reboot and start the firmware upgrade. Do you want to update firmware?" with Yes and No buttons. Below the dialog are buttons for Manage Memory and Reset Settings to Factory Defaults. At the bottom right, the text "HDPQ-514" is visible.</p>

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The procedure below details how to install the latest firmware update to the HDPQ.

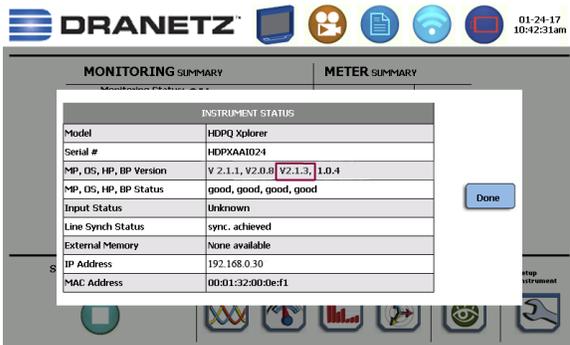
Action...	Result...
<p>STEP 3: Once the instrument restarts, a message indicating that a firmware package file has been detected is displayed.</p> <ul style="list-style-type: none"> • Press Yes to use the file to upgrade the instrument firmware. Proceed to Step 4. • Press No to return to the Instrument Settings menu without making any firmware changes. 	 <p style="text-align: right;">HDPQ-515</p>
<p>STEP 4: Do not turn the power off or remove the USB device while the firmware update is in progress.</p>	 <p style="text-align: right;">HDPQ-516</p>
<p>STEP 5: If required, a second prompt may come up to ask if the low-level Kernel will be updated.</p> <ul style="list-style-type: none"> • Always Press Yes to update the Kernel. Once the Kernel update is done, the Home screen is displayed. Proceed to Step 6. 	 <p style="text-align: right;">HDPQ-517</p>

Continued on next page

Action...	Result...
<p>STEP 6: Once the instrument returns to the Home screen, a message at the bottom of the screen reports that the measurement firmware is being copied.</p> <p>NOTE: It is very important to not interrupt this process.</p> <p>Once the firmware update is complete, the instrument automatically restarts and begins operating with the new firmware version.</p>	 <p style="text-align: right;">HDPQ-518</p>
<p>STEP 7: From the Home Screen, press the instrument icon</p>  <p>located at the top center of the screen.</p> <p>By pressing the instrument icon will bring you to the next screen, this screen displays the latest firmware installed in the instrument .</p>	

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The procedure below details how to install the latest firmware update to the HDPQ.

Action...	Result...																				
<p>STEP 8: After the downloaded file HDPQ_Vx_x_x.hpk is installed properly in the instrument, the HP version should indicate the version installed (note: x_x_x is the version number).</p> <p>The Instrument Status screen displays the latest installed version of firmware in the instrument.</p> <p>In this example the order is displayed that the HP V2.1.3 is the latest firmware installed:</p> <pre> MP V2.1.1 OS V2.0.8 HP V2.1.3 BP 1.0.4 </pre> <p>Note: If the latest firmware version you have installed does not appear correctly in this screen, try to reload the update firmware. First, power the instrument “OFF” and back “ON” and repeat steps 1 through 8 of this procedure.</p>	 <p>The screenshot shows the DRANETZ interface with a 'MONITORING SUMMARY' and 'METER SUMMARY' header. A central 'INSTRUMENT STATUS' table displays the following information:</p> <table border="1"> <thead> <tr> <th colspan="2">INSTRUMENT STATUS</th> </tr> </thead> <tbody> <tr> <td>Model</td> <td>HDPQ Explorer</td> </tr> <tr> <td>Serial #</td> <td>HDPXA1024</td> </tr> <tr> <td>MP, OS, HP, BP Version</td> <td>V 2.1.1, V2.0.8, V2.1.3, 1.0.4</td> </tr> <tr> <td>MP, OS, HP, BP Status</td> <td>good, good, good, good</td> </tr> <tr> <td>Input Status</td> <td>Unknown</td> </tr> <tr> <td>Line Synch Status</td> <td>sync. achieved</td> </tr> <tr> <td>External Memory</td> <td>None available</td> </tr> <tr> <td>IP Address</td> <td>192.168.0.30</td> </tr> <tr> <td>MAC Address</td> <td>00:01:32:00:0e:11</td> </tr> </tbody> </table> <p>A 'Done' button is visible to the right of the table. The top of the screen shows the DRANETZ logo and a timestamp of 01-24-17 10:42:31am.</p>	INSTRUMENT STATUS		Model	HDPQ Explorer	Serial #	HDPXA1024	MP, OS, HP, BP Version	V 2.1.1, V2.0.8, V2.1.3 , 1.0.4	MP, OS, HP, BP Status	good, good, good, good	Input Status	Unknown	Line Synch Status	sync. achieved	External Memory	None available	IP Address	192.168.0.30	MAC Address	00:01:32:00:0e:11
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If you require additional product support, contact the Dranetz Customer Support Department .
Telephone: (732) 287-3680 or 1-800-372-6832.