RIGHT FROM THE START

AuCom

MOTOR CONTROL SPECIALISTS

1. Introduction

The soft starter's operating software can be updated by loading a new version via the USB port.

This function updates:

- user interface software
- motor control software
- feedback messages (update existing or add new languages)

⚠ CAUTION
If the parameter list has changed, it may not be possible to restore parameter settings from an external file. In this case, you will need to re-enter all settings via the programming menu.

📄 NOTE
EMX4 supports FAT32 file systems. EMX4 USB functions are not compatible with NTFS file systems.

2. Before You Start

Updating the software will delete all user files and parameter settings and set the starter to factory defaults. Always back up your settings before updating the software.

2.1 Software versions

1. Check the versions of software currently installed in the starter (Setup Tools > Software Versions).
2. Check the versions of software included in the update file (readme.txt).
3. If the parameter list version has changed, note down all parameter settings - you will need to re-enter these via the programming menu.
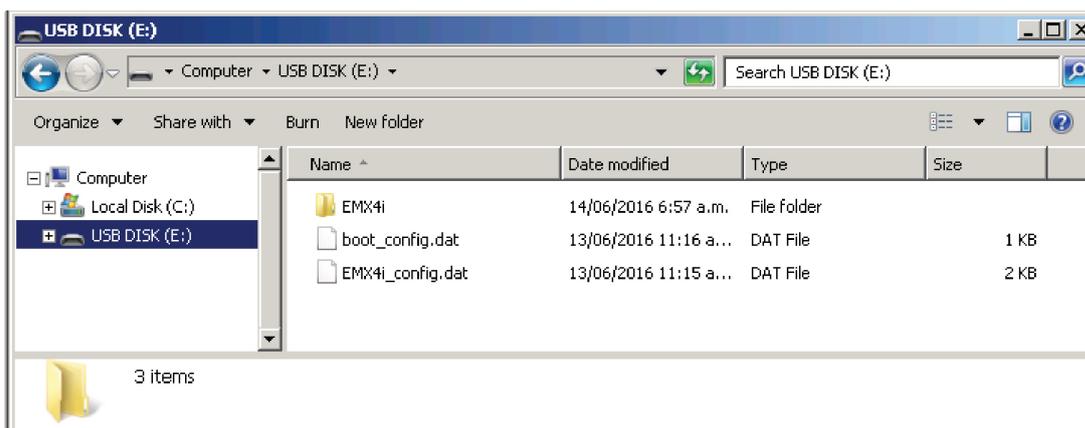4. If the parameter list version has not changed, back up the parameter settings to an external file.

2.2 Backup procedure

To back up all parameter settings to an external file:

1. Connect the external drive to the USB port.
2. Press **MENU** to open the menu then select Setup Tools.
3. Scroll to USB Save & Load and press the ▶ button.
   At the confirmation prompt, select YES to confirm or NO to cancel, then press ▶ to proceed.
   When the action has been completed, the screen will return to the previous menu level.

3. Files

A package containing all the necessary files can be downloaded from hub.aucom.com as a compressed (zipped) folder. Download the zip file, and extract the files to the root level of a USB drive.

4. Updating the software

To begin the update process:

1. Remove control power from the soft starter.
2. Insert the USB drive.
3. Hold down the ◀ and ▶ buttons on the local keypad.
4. Reapply control power then release the keypad buttons.

The display on the local keypad will show progress as the new software is installed.

Once the update is complete, the display will show a confirmation message and the LEDs will flash.

- The LEDs will flash slowly if the software has installed successfully.
- The LEDs will flash quickly if an error occurred (refer to *Error Messages* on page 4).

NOTE
If a remote keypad is connected to the EMX4, it will show the initialisation screen throughout the update.

CAUTION
Do not remove the USB drive until the starter displays a message reporting that the update process is complete.

5. Error Messages

Display	Possible cause/Suggested solution
Boot Failure	The model board, user interface and/or language file(s) were not programmed correctly.
EEPROM register error	The language file could not be loaded into the starter. Contact AuCom for advice.
EEPROM writing error	The language file did not load correctly into the starter. Contact AuCom for advice.
File Empty	The file was found on the USB stick but did not contain the required contents.
File not found	The required file could not be found on the USB stick.
File Not Valid	The required file was found on the USB stick but the contents could not be verified. • The file may be corrupt. Reload the file onto the USB stick.
Flash writing error	The user interface code was not programmed correctly.
Internal fault 88	The soft starter firmware does not match the hardware.
Model timeout error	The user interface was not able to transmit to the model board during bootloading. • Check the connection between the boards. • The model board bootloader may not be running. If the problem persists, contact your local distributor.
USB was removed!	The USB stick was removed before the files were written to the starter. Restart the bootloader process.