



This Note applies if your PQube 3 has firmware is version 3.4.0 or above. If your firmware version is lower than 3.4.0, please contact PSL at support@powersensorsltd.com.

How to find out what firmware version the PQube3 has:

Via the PQube 3 Web Page

Type in your favorite Internet browser the IP address of your PQube 3.
The PQube3 displays its status page
Locate the section PQube 3 Information, look for “Firmware Version”, the firmware version has the following format: 3.X.X.YY.MM.DD.

PQube 3 Information	
Location:	PSL - Alameda, California
PQube 3 ID:	PQube 3 - Power Quality & Power Flow
Note 1:	Main Electrical Service
Note 2:	Two 3ph breakers
PQube 3 Serial Number:	P3001350
Model Number:	PQube3-PQ-E08N-0000
Firmware Version:	3.3.2.15.03.06
IP Address:	192.168.1.3

Configuration	
Power Configuration:	Wye/Star
Nominal Line-to-Neutral Voltage:	277V
Nominal Line-to-Line Voltage:	480V
Nominal Frequency:	60Hz
Potential Transformer Ratio:	1:1

Via the PQube 3 screen display

From the main PQube 3 display screen, press the [System] button, then press the [Info] button.

FW Ver 3.4.0.16.03.24

Model PQube3-PQ-E08N-0000

Serial P3001475

Status 49.9

Look for “FW_Ver”, verify the firmware version indicated is the updated version.

Where to find the firmware files:

Go to: www.pqube3.com/firmware .

Review the important message, click on the message box to access the link to download. The firmware to download is named “XXXXX.PQ3”, its size is approximately 30Mbytes.

How to update your PQube 3 firmware locally:

Get a USB thumb drive and format it under Windows using FAT32.

Copy the file “XXXXX.PQ3” file onto the USB thumb drive (root directory).

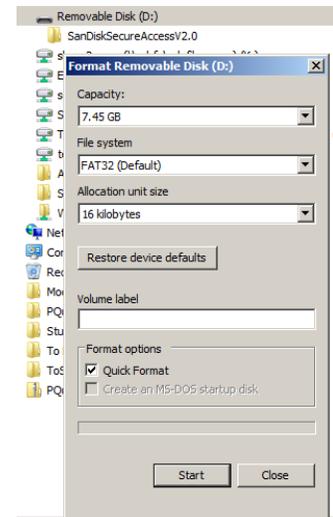
Insert the thumb drive into the front USB Port of the PQube 3.



The PQube 3 detects the thumb drive and displays a message on the screen (*).

The PQube3 begins the update automatically.

(*) for PQube3 running firmware 3.5.0 and above.



It may take up to 20 minutes for the firmware update to complete. **Do not power off or manually restart/reboot your PQube 3.** Your PQube 3 will restart by itself after it completes its update.

Verify on the screen display the firmware version is 3.4....



PQube® 3 How to update firmware



How to update your PQube 3 firmware from the web page

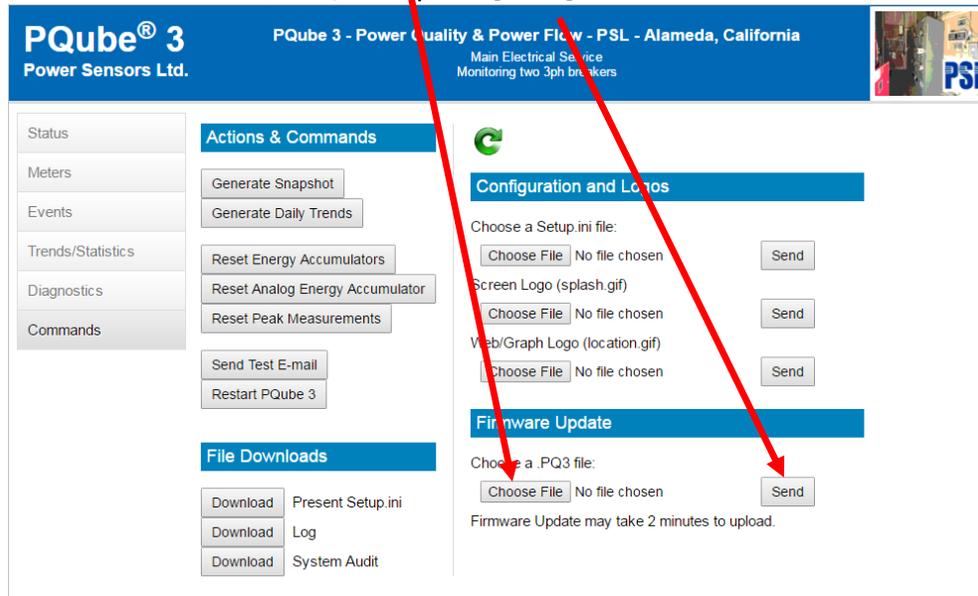
If your PQube 3 is connected on a local network or to the Internet, you can update its firmware remotely from its Web pages.

Open your favorite Internet browser and type in the IP address of your PQube 3.
The PQube 3 displays the status page.



Click on the <Commands> button.
The PQube 3 displays the command page.

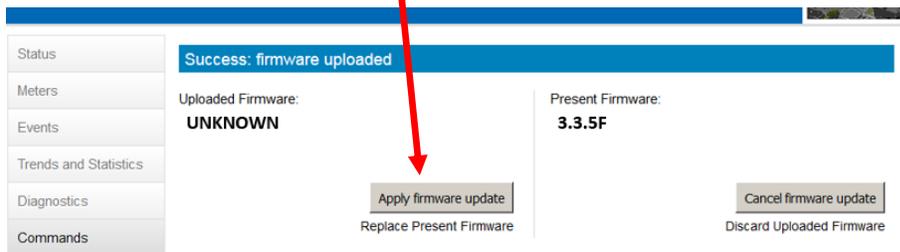
Click on the Firmware Update [Browse...] button and select the XXXXX.PQ3 file, then press [Send]



PQube® 3 How to update firmware



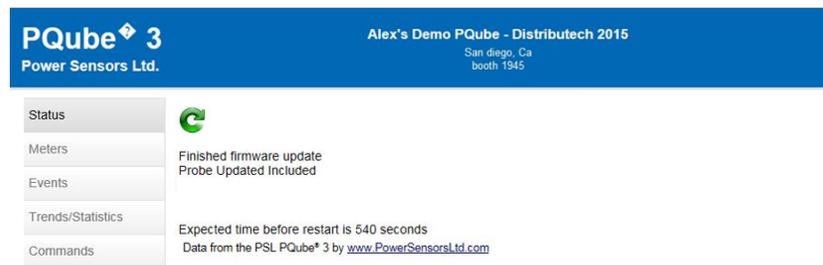
The PQube3 downloads the file (takes a few minutes) and displays the following message. Press the [Apply firmware update] button.



It takes up to 20 minutes for the PQube 3 to update its firmware. The command page displays various progress messages, as the PQube3 is updates its firmware and prepares to restart.

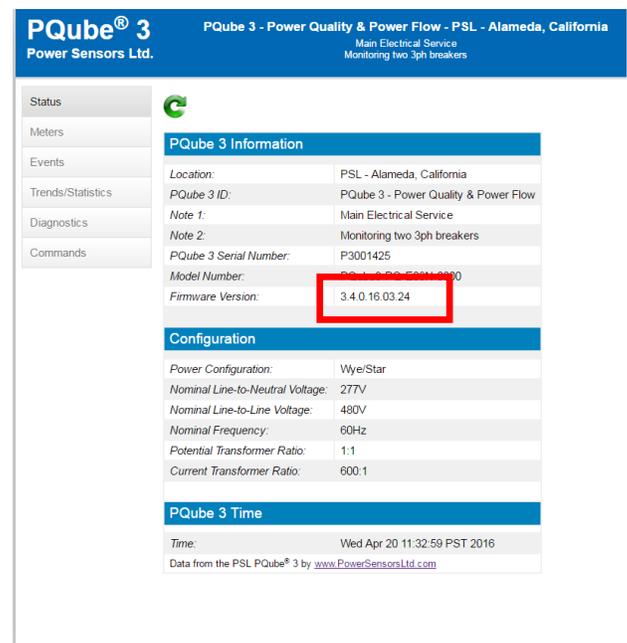
Do not power off or manually restart/reboot your PQube 3.

Wait until the PQube3 restarts and re-directs you back to its status page.



Once your PQube 3 has restarted, verify that the update has been successfully applied by going to the status page.

Verify the firmware version in PQube 3 Information.



Troubleshooting when updating firmware with a USB thumb drive

USB is not detected after insertion	Verify USB format, format USB with Windows FAT32
Firmware update does not start after insertion of the USB thumb drive	Verify updates.PQ3 file is copied onto the USB drive root directory. When upgrading from firmware 3.3.4 or 3.3.3, verify the red LED beside the thumb drive is active or blinking
Firmware updated remains in progress for more than 30 minutes	Do not power off PQube3 , call PSL technical support
Firmware version not updated after restart	Call PSL technical support

Note: after successful firmware update your PQube3 restarts, and renames the file XXXXX.PQ3 to XXXXXYYYYMMDDHHMMSS.PQ3.

Troubleshooting when updating firmware from the web pages

Web page shows a message: “this does not seem to be right” or “Incorrect File type”...	Verify the file selected name is XXXXX.PQ3
Internet browser shows a timeout message	Go to the web status page and verify the firmware version