

# ***Powerohm Resistors Digital HRG System***

## *Software Update via USB Memory Stick*

This manual provides instructions for updating the Powerohm Resistors Digital HRG Pulser software via a USB Memory Stick

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*History of Changes*

<b>Rev. No.</b>	<b>Date</b>	<b>Description of Changes</b>
-	April 09 2018	Initial Release
A	April 26 2019	Added Post Installation Test Procedures
B	May 2020	Update tech support phone number

## Introduction

The manual provides instructions for updating the Digital HRG Pulser software via a USB Memory stick.

For instructions on navigating the Operator Interface Device (OID), please refer to Publication 247, *Powerohm Resistors Digital HRG Pulser Setup and Operating Instructions*.

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**NOTICE** Read these instructions thoroughly before installing and operating the controller. If there are still questions, contact your Powerohm Resistors factory representative for assistance.

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## Installation Process

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**NOTICE** Remote alarms may occur during the installation process. Notify your alarm company prior to performing the installation.

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To update the software on your Digital HRG Pulser via a USB Memory stick, follow these steps:

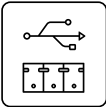
1. Contact Powerohm Technical Support to get a copy of the latest software. The file will be emailed to you and it is typically named “HRG1000.HEX”, where “1000” represents the versions, e.g. 1.000.
2. Once the file is received, copy it to the root directory of a USB memory stick.

The root directory does not have to be empty; just have enough space for the file.

3. Plug the USB memory stick into the USB port on the door of the Digital HRG Pulser enclosure.
4. On the OID, press the **MENU** key.



5. On the touchscreen, press the *Devices* icon.



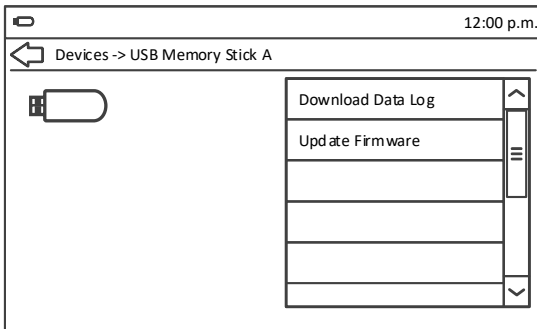
Devices

6. Followed by the *USB Memory Stick A* icon

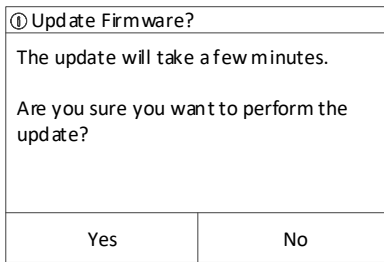


USB Memory  
Stick A

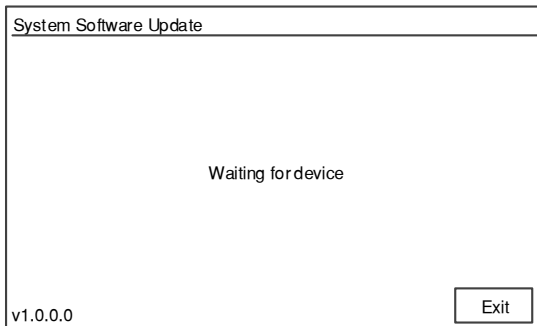
- On the USB Memory Stick A window, touch “Update Firmware”



- Logon with the user password if prompted.
- A confirmation message will be displayed. Touch “Yes” to proceed with the update. The system will reboot to Reprogramming Mode.



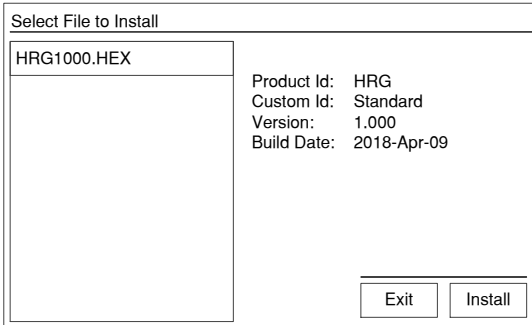
- After the reboot, the screen may momentarily display “Waiting for Device” while the USB Memory Stick is detected.



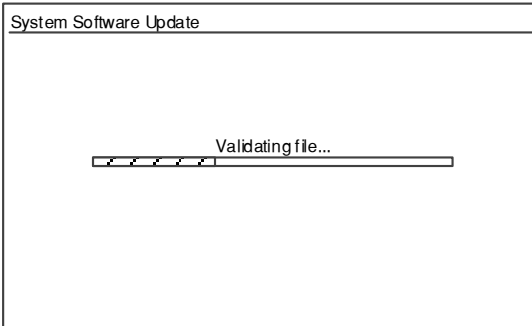
**NOTE** If you receive a USB error message, try using a different USB memory stick.

**NOTE** If you receive a “No installation files found” message, verify that the HRGnnnn.HEX file was copied to the root folder of the USB memory stick.

11. When the USB memory stick is detected, the File Select screen will be displayed.



12. Touch the *Install* button to begin the installation process.
13. During installation, the progress screen will be displayed:



14. After installation is complete, the system will reboot and the Digital HRG controller will be operational.

## Post Installation Test Procedures

After installation, the following system checks and tests should be performed, as a minimum, to verify functionality:

### Verify Nameplate Info

1. Press the **MENU** key.
2. Touch the *About* icon.
3. Verify that the onscreen info matches the controller nameplate.

### Verify System Set Points

1. Press the **MENU** key.
2. Touch the *Quick Start* icon.
3. Follow the onscreen instructions to walk through each set point, verifying that they are configured correctly.

### Simulate a Fault

**NOTE** This test is for Low Voltage controllers only. It is not available for Medium Voltage controllers.

1. Press the **MENU** key.
2. Touch the *Diagnostics & Tests* icon.
3. Touch the *Simulate Fault* icon.
4. Enter the user password, if prompted.
5. Touch the *Yes* button to confirm the test.

The test will last approximately five seconds. It will cause a “Phase B Ground Fault”, turn on the alarm, and close the Ground Fault remote contact.

When the test is complete, touch the “Phase B Ground Fault” alarm message to clear it.

## Replacement Parts

For replacement parts, contact your local Powerohm Resistors office or the Powerohm Resistors factory at:

Telephone: (800) 838-4694

Email: [sales@powerohm.com](mailto:sales@powerohm.com)

## Technical Support

Telephone: (336) 434-2800 ext. 2803

Email: [info@powerohm.com](mailto:info@powerohm.com)

[www.powerohm.com](http://www.powerohm.com)

[www.hubbell-icd.com](http://www.hubbell-icd.com)

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