



xylem Firmware Tool Guide Software User Guide

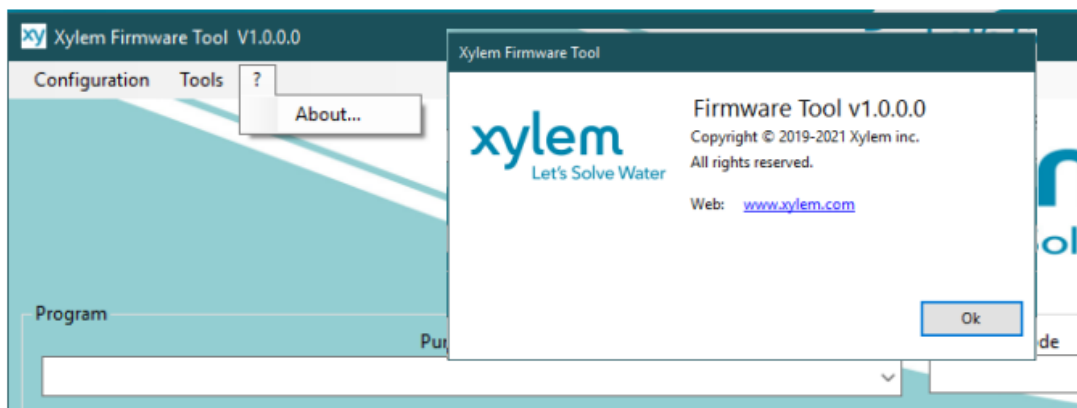
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xylem Firmware Tool Guide Software



Product Information

The Xylem Firmware Tool is a software application designed to facilitate programming and updating of Xylem devices. It provides a user-friendly interface for users to interact with the devices and perform firmware-related operations.

Product Usage Instructions

1. Ensure that the Xylem Firmware Tool software is installed on your computer.
2. Connect the Xylem device to your computer using the appropriate connection method (USB, Ethernet, etc.).
3. Launch the Xylem Firmware Tool application on your computer.
4. Locate and click on the “Button to start programming” within the Xylem Firmware Tool interface.
5. Follow the on-screen prompts and instructions provided by the tool to proceed with the programming process.
6. Wait for the programming process to complete. This may take a few minutes.
7. Once the programming is finished, disconnect the Xylem device from your computer.
8. You can now use the updated firmware on your Xylem device for its intended purpose.

Overview

The Xylem Firmware Tool software allows to:

- Configure a replacement (non-programmed) Smart Pump drive with the factory software intended for the pump
- Update the firmware of a Smart Pump
- Reconfigure a Smart Pump drive for a different Smart Pump model

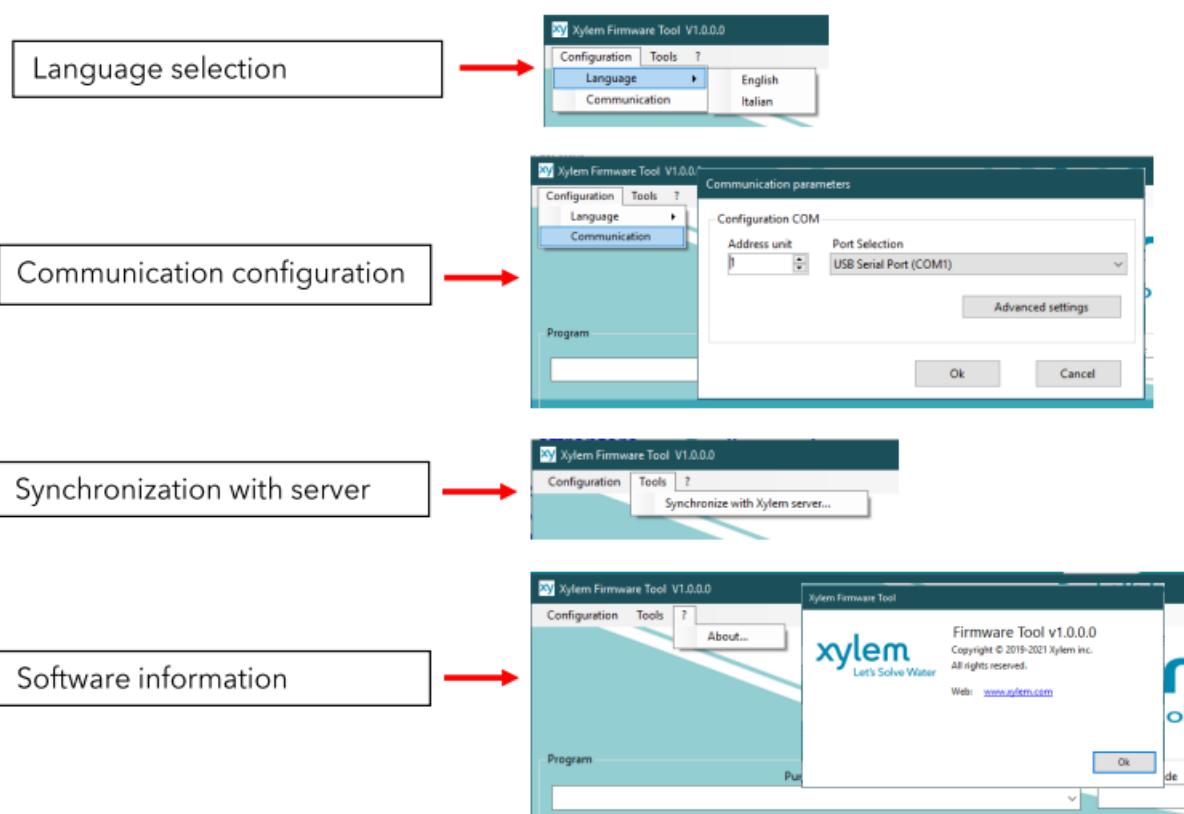
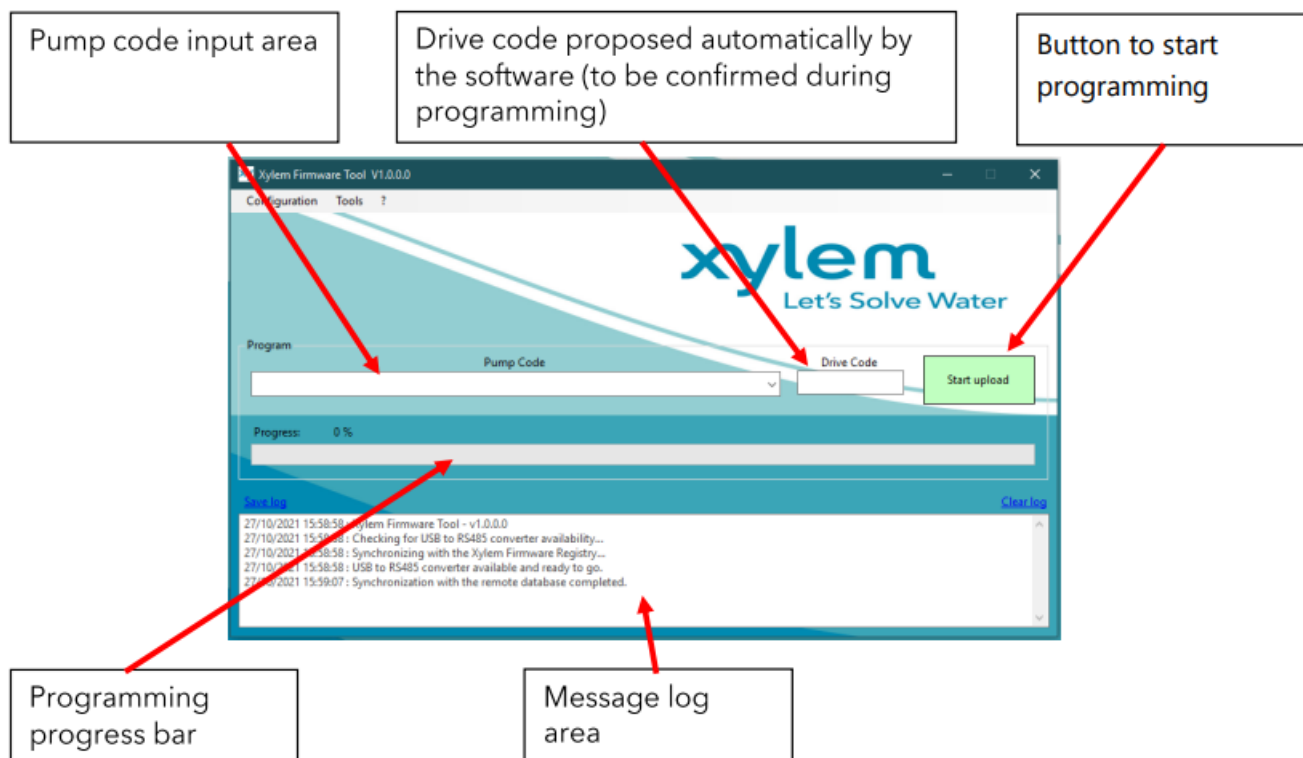
Requirements

- Computer with MS Windows 7 or later
- Internet connection (required when starting the software for the first time)
- Xylem Firmware Tool software
- USB/RS-485 converter (P/N 109395920 KIT CABLE USB/RS485 M&C)
- Electric cable for connecting the pump to the single-phase or three-phase network

Installing the Xylem Firmware Tool on your computer

- Visit the website <https://www.xylem.com/en-uk/campaigns/global/lowara-smartpumps-new/>
- Download the file Xylem Firmware Tool.zip
- Extract the contents of the zip file to a folder of your choice or to the Desktop of your computer
- The software does not need to be installed, just double-click on the executable file Xylem Firmware Tool.exe to run it
- The first time the software is started, it needs to connect to the Internet to update
- the files necessary for programming (the software will search the Internet for updates at subsequent starts)

Xylem Firmware Tool interface



Safety instructions

Xylem Firmware Tool is intended for use by qualified personnel only!

Before starting any operation, carefully read the manual of the electropump on which you are working, and in particular chapter 4.3 Electrical installation. Please note that the connection to the electricity mains must be carried out by an electrician who has the technical and professional requirements required by the directives in force.

Connecting the drive

1. Ensure that the drive to be programmed is correctly assembled on the Smart Pump motor; in case of a spare drive, follow the instructions included with the spare for assembly.
2. Connect the power cable to the drive (L, N, PE for the single-phase version or L 1, L2, L3 and PE for the three-phase version).
3. Connect the USB/RS-485 converter terminal to terminals 15, 16, 17 (on single-phase version) or 7, 6, 5 (on three-phase version).
4. Close the drive cover (all cables must be inserted through the cable glands to avoid contact with electrical components).
5. Connect the USB/RS-485 converter to a free USB port on the computer and wait for the computer to recognise the device.
6. Apply power to the drive.
7. Depending on the type of activity, proceed to the respective section:
 - Section 7 in case of Programming a new replacement drive
 - Section 8 in case of Firmware upgrade on a Smart Pump drive model e-SVE, eHME, e-SVIE, VME
 - Section 9 in case of Firmware upgrade on a Smart Pump drive model LNEEE, e-LNESE, e-LNTEE, e-LNTSE

Programming a new replacement drive

1. Make a note of the current configuration of the pump so that it can be restored after replacing the drive.
2. Double-click on the Xylem Firmware Tool software.
3. The software proposes to connect to the COM port corresponding to the USB/RS-485 converter: check that the port is correct and confirm by pressing OK. If the software does not propose the Communication Parameters page, you can access it by clicking on Configuration and then on Communication.
4. Enter the pump code in the Pump code window, select the correct match and click on the Start upload button.
5. A window asks you to check that the expected drive code is the one actually present on the label of the drive being programmed: check that the code matches and press OK to start the drive update procedure.
6. During the update procedure the drive display is off and only the Status LED remains red to indicate that the drive is receiving the configuration files; the Status LED will flash during the update process.
7. At the end of the update process, the drive will power up normally.
8. Remove power and wait the time specified in the manual before opening the cover.
9. Open the cover and remove the USB/RS-485 converter terminal.
10. Refer to the manual to proceed with programming.

Firmware upgrade on a Smart Pump drive model e-SVE, e-HME, e-SVIE, VME

1. Make a note of the current configuration of the pump so that it can be restored to the condition it was in before the firmware update.
2. Set parameter P25 Control Mode to ACT or HCS.
3. Set parameter PS0 Communication protocol to MOD.
4. Take note of the value of parameter P51 Address.
5. Double-click on the Xylem Firmware Tool software.
6. The software proposes to connect to the COM port corresponding to the USB/RS-485 converter: set Address Unit to the value previously read on the parameter PS 1 Address and confirm by clicking on OK. If the software

does not propose the Communication Parameters page, you can access it by clicking on Configuration and then on Communication.

7. Enter the pump code in the Pump code window, select the correct match and click on the Start button.
8. A window asks you to check that the expected drive code is the one actually present on the label of the drive being programmed: check that the code matches and press OK to start the drive update procedure.
9. During the update procedure the drive display is off and only the Status LED remains red to indicate that the drive is receiving the configuration files; the Status LED will flash during the update process.
10. At the end of the update process, the drive will power up normally.
11. Remove power and wait the time specified in the manual before opening the cover.
12. Open the cover and remove the USB/RS-485 converter terminal.
13. Reset parameter P25 Control Mode and PS0 Communication Protocol to the values they had before the software update.
14. Refer to the manual to proceed with programming.

Firmware upgrade on a Smart Pump drive model eLNEEE. e-LNESE. e-LNTEE. e-LNTSE

1. Make a note of the current configuration of the pump so that it can be restored to the condition it was in before the firmware update.
2. Set parameter P38 Control Type to SnG.
3. Set parameter PSO Communication protocol to MOD.
4. Take note of the value of parameter P51 Address.
5. Double-click on the Xylem Firmware Tool software.
6. The software proposes to connect to the COM port corresponding to the USB/RS-485 converter: set Address Unit to the value previously read on the parameter PS 1 Address and confirm by clicking on OK. If the software does not propose the Communication Parameters page, you can access it by clicking on Configuration and then on Communication.
7. Enter the pump code in the Pump code window, select the correct match and click on the Start button.
8. A window asks you to check that the expected drive code is the one actually present on the label of the drive being programmed: check that the code matches and press OK to start the drive update procedure.
9. During the update procedure the drive display is off and only the Status LED remains red to indicate that the drive is receiving the configuration files; the Status LED will flash during the update process.
10. At the end of the update process, the drive will power up normally.
11. Remove power and wait the time specified in the manual before opening the cover.
12. Open the cover and remove the USB/RS-485 converter terminal.
13. Reset parameter P38 Control Type and PSO Communication Protocol to the values they had before the software update.
14. Refer to the manual to proceed with programming.

Documents / Resources

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