

## Technical services bulletin 14

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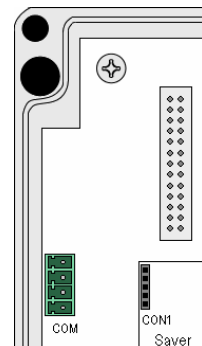
### Supra upgrade procedure

To upgrade a Supra from version 1.38 or earlier, follow the instructions below. The summary of the process is as follows:

1. If the Supra has custom settings, save them to a SupraSaver.
2. Upgrade the firmware with an Intaglio (two consecutive times).
3. Shut off or disconnect the power to all loads and restore the factory defaults.
4. Erase all logs.
5. If you saved the settings, restore them from the SupraSaver.
6. Reconnect or switch on the power to the loads and verify that all equipment is functioning properly.

### Saving your settings to a SupraSaver

1. Loosen the screws in the Supra enclosure and then open the cover.
2. Insert the SupraSaver into CON 1 (see below) with the orange label facing right.
3. Press **ENTER** to access the Main Menu. Acknowledge any alarms before continuing.
4. Press **2** to enter the Maintenance Menu.
5. Scroll down (press ↓) until the cursor is on the line reading `Save Settings` and then press **ENTER**.
6. Scroll down until the cursor is on the line reading `Save now` and then press **ENTER**.
7. Scroll to the last line and then press **ENTER**.
8. If you are sure you want to save the settings, press **+** or **-** to change the `No` to `Yes` and then press **ENTER**.  
The Supra transfers the settings to the SupraSaver.
9. Remove the SupraSaver and then press **BACK** until you return to the Main Menu.



### Upgrading a Supra with an Intaglio

1. Insert the Intaglio into CON 1 with the orange label facing right.
2. From the Main Menu, press **6** to enter the Diagnostics Menu.
3. Scroll down until the cursor is on the line that reads `Change Version` and then press **ENTER**.
4. Check the version number on the screen to make sure you are upgrading to the proper version. If in doubt, press **BACK** and remove the Intaglio, if the version number is correct, press **ENTER**.  
The Supra displays a warning indicating that ventilation will suspend. During this time, variable stages will run at their current speed, and all relays will remain at their current state.
5. Scroll to the last line and then press **ENTER**.
6. If you are sure you want to save the settings, press **+** or **-** to change the `No` to `Yes` and then press **ENTER**.  
The Supra upgrades its firmware. During the upgrade, any variable stages that are on will surge to full speed for about two seconds. When the upgrade is complete, the Supra resets and all relays and variable stages return to normal operation.
7. Repeat steps 1 to 6.
8. Remove the Intaglio and then press **BACK** until you return to the Main Menu.

### Restoring factory defaults



Before restoring the factory defaults, shut off or disconnect the power to all loads controlled by the Supra.

The factory settings of the Supra will not be the same as your programmed settings and might cause damage to any loads on the system.

Do not reconnect or switch on the power until after you have restored your settings.

1. From the Main Menu, press **7** to select Factory Settings.
2. Press **ENTER**.  
You are asked to confirm that you want to erase all your configuration settings.
3. Scroll to the last line and then press **ENTER**.
4. Press **+** or **-** to change the `No` to `Yes` and then press **ENTER**.  
Your Supra erases all configuration and settings and then returns to the Main Menu.

### Erasing the logs

1. From the Main Menu, press **3** to select View Logs.
2. Scroll to `Erase All Logs` and then press **ENTER**.  
You will be asked to verify that you want to proceed.
3. Scroll to the last line and then press **ENTER**.
4. Press **+** or **-** to change the `No` to `Yes` and then press **ENTER**.
5. Press **BACK** until you return to the Main menu.

### Restoring your settings from a SupraSaver

1. Insert the SupraSaver into CON 1 with the orange label facing right.
2. From the Main Menu, press **2** to enter the Maintenance Menu.
3. Scroll down until the cursor is on the line reading `Restore Settings` and then press **ENTER**.
4. Scroll down until the cursor is on the line reading `Restore Now` and then press **ENTER**.
5. Scroll to the last line and then press **ENTER**.
6. If you are sure you want to restore the settings, press **+** or **-** to change the `No` to `Yes` and then press **ENTER**.  
The Supra restores the settings from the SupraSaver.
7. Remove the SupraSaver and then press **BACK** until you return to the Main Menu.
8. Close the cover and then tighten the screws.

### Completing the upgrade

The upgrade procedure is now complete. Reconnect or switch on the power to the loads and verify that all equipment is functioning properly.

If you have any questions, contact Phason Customer Support.

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