

FAQ

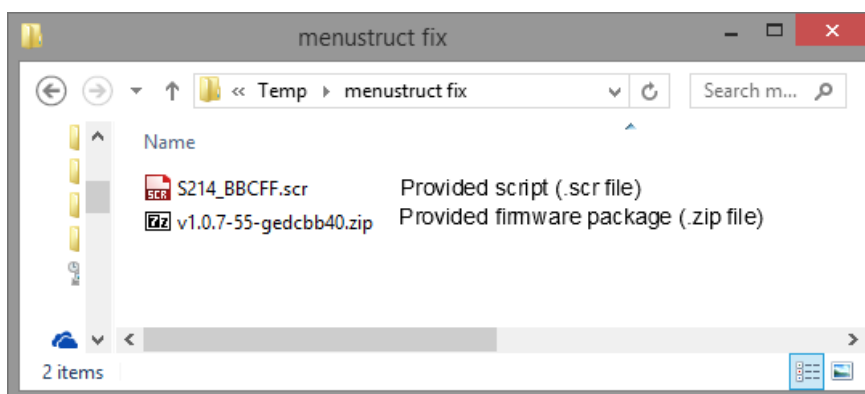
What do I need to do to add a new option card?

If a new option card has been added a script must be run to the relay which updates the hardware configuration of the relay and updates the menu structure. To start the process contact support@arcteq.fi and list the following details in the email:

Serial number	1437001019
	0..4294967295 [1]
SW version	v1.0.7-49-g238a5f4
HW conf.	AQ-S214-PH-BBCCFF

- Relays serial number
- Software version
- Hardware configuration in use at the time
- What option card is being added into the relay

All of this information can be found in the relays General-menu (either with AQtivate or from the relay HMI). You will then receive a firmware package (matching with software version), and a script. The script and the firmware should be placed into a folder with **nothing** else than these files like in the image below.



After this connect to the relay with AQtivate setting tool and run the script from *Tools* → *Run script*. When the script has run relay will restart.

The script will usually reset the error light automatically. If this didn't happen it can be reset in Monitoring → Device diagnostics → Clear fault status → Clear. When doing this in AQtivate Live Edit mode must be in use.