



1. Which features and updates are included in the v4 update for AC-PRO-II?

- Added Scheduled Service Reminder
- Added Power Demand Metering (KWD/KVAD)
- Added Reverse Power protection and alarm
- Added CT auto-polarity detection correction
- Added Soft Quick-Trip® control (ON/OFF control via front panel, USB, RS-485) (Quick-Trip ON/OFF can now be controlled without a physical switch) (local Quick-Trip status indication is required)
- Added Zone Block feature
- Added Close E/O Breaker feature (for electrically operated breakers)
- Added “3PH INST” option to UnderVoltage protection
- Added Current Unbalance protection and alarm
- Added LSI protection for Neutral (replaces Neutral Overload-only protection)
- Added Breaker cycle counter
- Added higher RS-485 (Modbus) baud rates
- OK LED now flashes to indicate “OK”. (instead of solid)
- "Alarm relay" is changed to "Programmable Relay output", which allows user to set to “Alarm” OR “Zone Block” OR “Close E/O” Breaker function, OR “Off”.
- Added capability of “Breaker Control” via [InfoPro-AC software](#). Allows Trip, Close (E/O), and Quick-Trip control via Windows PC with USB connection.

See the [AC-PRO-II Instruction Manual](#) for additional information.

http://www.utilityrelay.com/PDFs/Product_Manuals/I-AC-PRO-II.pdf

2. Is the update mandatory?

No. The update is offered to provide new features and miscellaneous improvements.

3. Can all/any AC-PRO-II units be updated?

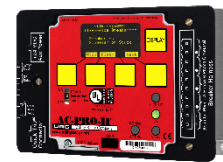
The update can be performed on AC-PRO-II units that provide LSIG protection. (exception: if your AC-PRO-II is a “Ground Fault (GF) only” unit, it cannot be field updated, contact URC). If you have a special configuration AC-PRO-II, contact URC to confirm compatibility.

4. How is the update being released?

Version 4 firmware will be phased into AC-PRO-II production units starting in May.

Customers who want to upgrade existing units can request the firmware from URC via email or web form at: https://utilityrelay.com/Side_Bar/Firmware_versions

URC will provide the firmware file once the request is received.



5. How is a field update performed and what do I need?

Remove the AC-PRO-II (breaker) from service and use our free InfoPro-AC Software (latest version – v4.3 or higher), your Windows PC, and a mini USB cable.

The latest InfoPro-AC software (v4.3 or higher) should be downloaded:

http://www.utilityrelay.com/Side_Bar/Downloads.html

After installing InfoPro-AC, use the InfoPro-AC Device Menu, choose the Upgrade Firmware option, and follow the prompts.

6. How long does the update process take?

Downloading the InfoPro-AC software (latest version – v4.3 or higher) from our website takes about 1 minute or less with a standard internet connection.

Installing InfoPro-AC on your Windows PC takes about 1-2 minutes.

Updating the AC-PRO-II firmware takes about 3-5 minutes.

REMINDER: testing is required. See below.

7. Do I need to test the AC-PRO-II after the update?

Yes. A secondary injection test (or a primary injection test) is required.

Also, a test of any new features being utilized is also required.

Once the unit has been recommissioned after the update, the settings should be re-verified for correctness.

8. Will my existing settings remain after the firmware update?

No. Since there are settings and feature changes, the unit will need to be recommissioned after this particular update is applied. This includes entering all settings and setting the Date & Time.

Document your settings prior to the firmware update.

9. If I send my AC-PRO-II back to URC, will you update my firmware for me?

Yes, though the update can easily be performed in the field, URC can perform the update. Please contact Customer Service prior to sending any units to URC. If units are sent to URC for update, a charge may occur depending on quantity and vintage.

10. How can I learn more about the new v4 features, how to set them, and how to test them?

Additional information is included in the updated [AC-PRO-II Instruction Manual](#).

http://www.utilityrelay.com/PDFs/Product_Manuals/I-AC-PRO-II.pdf

11. Quick-Trip Arc Flash Reduction can now be controlled without an external device?

Yes. However, local indication (e.g. an LED) of the Quick-Trip (ON/OFF) state is required. If the AC-PRO-II trip unit (shipped Dec 2017 or later with integral QT LED) is not accessible when the breaker door is closed, then an additional means of local indication (such as QT2-Switch, which includes LED) must be installed. For more information, see the [AC-PRO-II Instruction Manual](#).