

EPM Meter Software Option Upgrade Instructions Technical Note

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Overview

EPM meters are equipped with Software Option technology, a virtual firmware-based switch that lets you enable features through software communication. Upgrading the Software Option allows feature upgrades after installation without removing the meter from service.

To upgrade an EPM meter Software Option and unlock additional functionality, provide the following information to the GE Vernova Grid Solutions Sales team:

- Existing **Software Option** (or Model Number)
- Desired **Software Option**
- **Meter Serial Number** (including leading zeros)
- **Payment details** (purchase order, etc.)

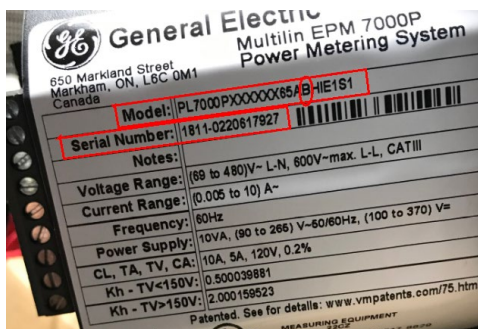
The meter serial number and model number/software option are both on the label attached to the EPM meter or can be found through the GE Vernova Communicator software if the meter is not easily accessible.

Once an encrypted Software Option key has been obtained, the EPM meter can be upgraded using the GE Vernova Communicator software.

Find the model number and serial number from the meter label

1. Locate the label affixed to the back or side of your EPM meter.

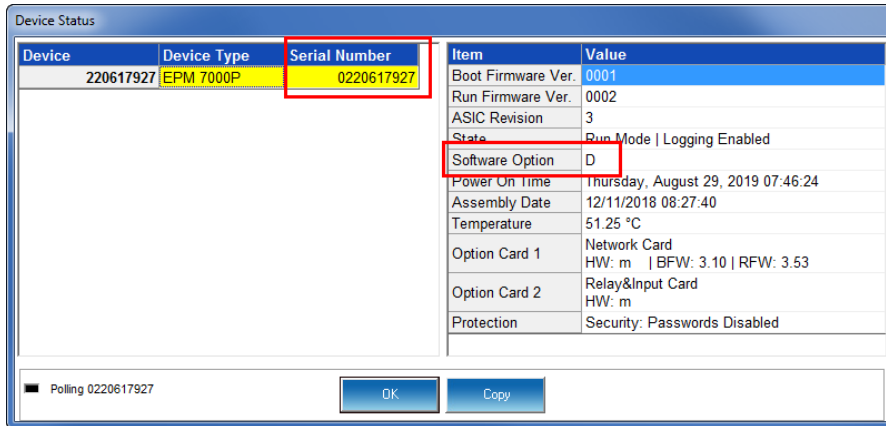
In the picture shown, an EPM 7000P is used as an example.



2. Record the Model and Serial Number, as indicated above.
(Note that the Model number includes the Software Option, as circled in this image. A complete description of the EPM meter model can be found in the meter manual under Order Code if needed.)

Find the software option and serial number using GE Vernova Communicator software

1. Open the GE Vernova Communicator software application.
2. From the menu select **Tools > Device Information**. The Device Status window opens.

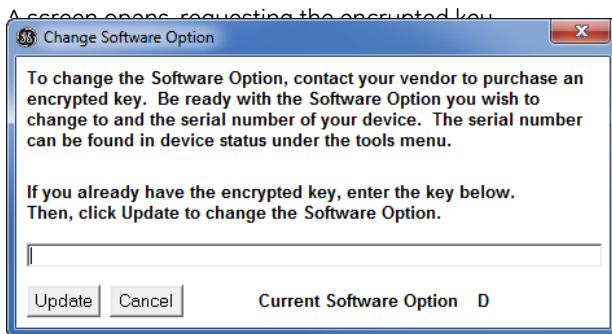


3. Record the Serial Number and Software Option, as indicated above.

Enable the new EPM meter Software Option

Once you have received an encrypted Software Option key from GE Vernova Grid Solutions, the meter can be upgraded as follows:

1. Open the GE Vernova Communicator software.
2. Power up your EPM meter.
3. Connect to the EPM meter through GE Vernova Communicator software (see the meter manual for details).
4. Click **Tools > Change Software Option** from the Title Bar.



5. Enter the Software Option key provided by GE Vernova Grid Solutions and click **Update**.
The new Software Option functionality is enabled, and the EPM meter resets.

For more information about EPM meters, visit our website at: <https://www.gevernova.com/grid-solutions/automation/protection-control-metering>

For further assistance

For product support, contact the information and call center as follows:

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Manuals and software: <https://www.governova.com/grid-solutions/automation/protection-control-metering>