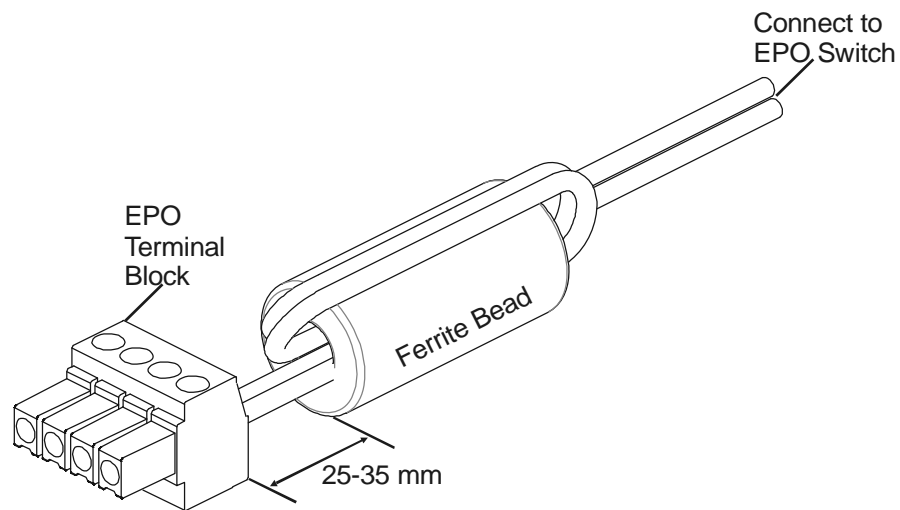# Addendum for Emergency Power Off and UPS Firmware Troubleshooting

Emergency Power Off

Install a Ferrite Bead

The supplied ferrite bead must be installed between the supplied EPO terminal block and the EPO switch.

Troubleshooting

Problem and Possible cause	Solution
UPS reports; Battery Sys Error 0800 or Needs Firmware Update	
The uninterruptible power supply (UPS) and external battery pack (XLBP) firmware are not compatible. NOTE: The UPS will continue to operate normally. The batteries will continue to charge and discharge. Some battery related data may be incorrect or missing. For example, the reported run time may be incorrect. However the UPS will provide additional run time for every connected XLBP.	The UPS system firmware must be updated to correct this problem. To update the UPS system firmware go to **www.apc.com/support**. Select **Search the Knowledge Base** and search for **FA164737**. Follow the instructions to upgrade the firmware.