The following questions were asked during the July 9th webinar *Commissioning i500 frequency inverters with EASY Starter* presented by Steve Dextraze.

Q. Can you use *EASY Starter* to load firmware?

A. The installation process for *EASY Starter* also installs a utility called *EASY Firmware Loader*. This utility can be used to load firmware.

Q. If the latest version of *EASY Starter* does not have the latest firmware, can the latest firmware be downloaded from Lenze.com?

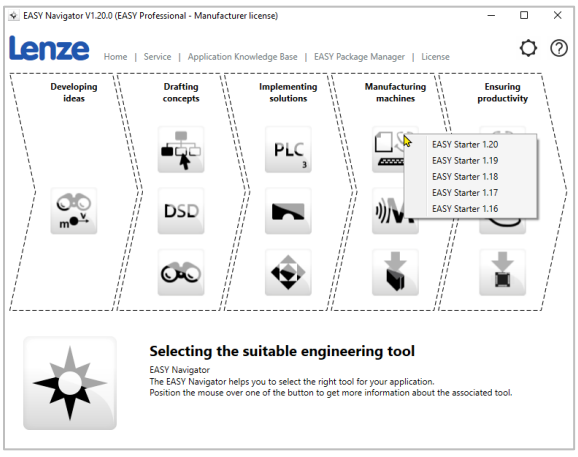
A. The installation process for *EASY Starter* also installs a utility called *EASY Package Manager*. This utility can be used to access a dedicated Lenze server to download the latest firmware packages, device description packages, help file packages, and more.

Q. If there is a problem while loading firmware, such as power loss, will the i500 be locked up and need to be sent to the factory?

A. No, there is a robust bootloader within the i500 frequency inverter that will allow re-loading / over-writing firmware even if a previous attempt to load firmware somehow has been interrupted and/or corrupted.

Q. My *EASY Starter* is old and needs to be upgraded to the latest version. Do I need to uninstall and reinstall, or can I upgrade the existing installation?

A. You do not need to uninstall older versions of *EASY Starter*. Newer versions of *EASY Starter* can co-exist with older versions. The *EASY Starter* icon within *EASY Navigator* will always launch the latest version that is installed. Right clicking the *EASY Starter* icon will allow launching of older version if desired. If strict software version control is required by your company, or if hard disk space is of concern, then certainly older version can be deleted / uninstalled as necessary.



If you have any questions or would like more information, contact us at channelprograms.us@lenze.com

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