

# How to update the NGRM

NGRM500

NGRM550

NGRM700

NGRM750

2024-April-19

BU-I



# What you need

- Access to NGRM
- PC with ethernet connection
- appropriate update file (BUF)



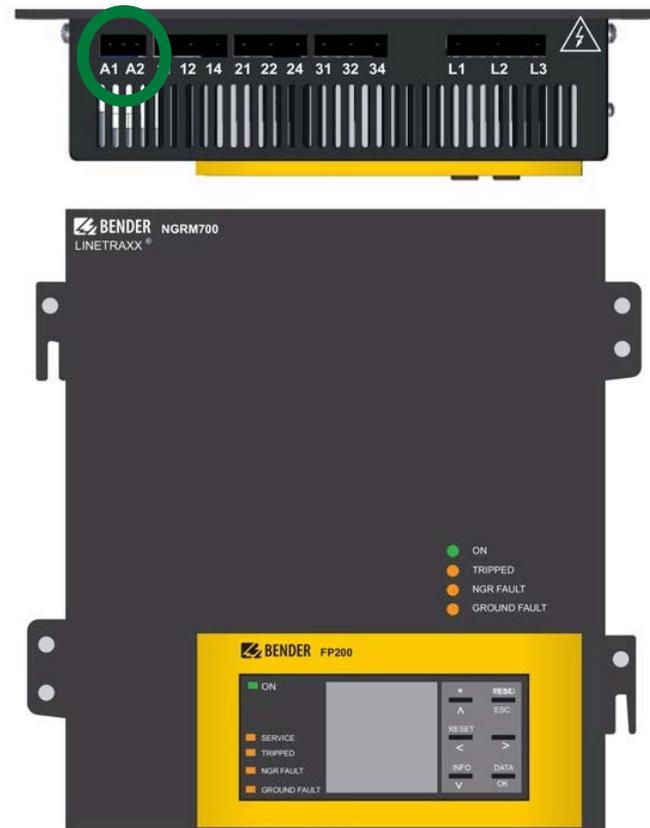
# First step

Cycle power to the NGR-Monitor by removing the power supply for at least 3 s

After reboot, **you can start the update process.**

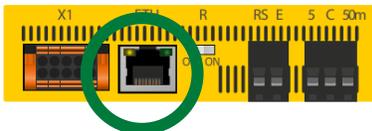
**NOTE:** Cycling power to the NGRM may cause contacts may change over depending on ho the devices is integrated into your system.

Cycling power to the NGRM is important to ensure that the update is loaded correctly.



# Connect to the NGRM device

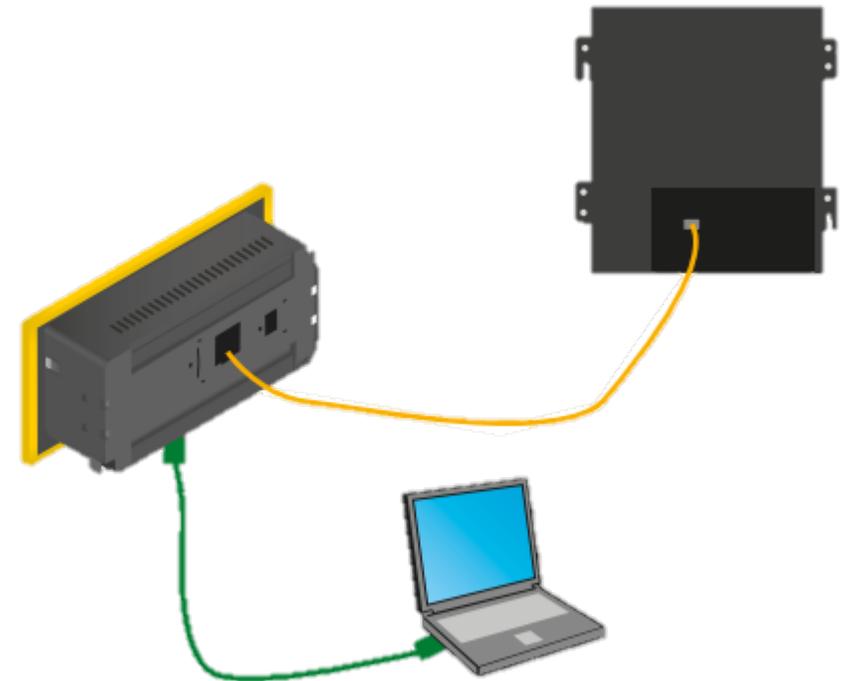
Connect PC directly to the NGRM using an ethernet cable



Connecting to NGRM5xx



Connecting to NGRM7xx with FP200 attached



Connecting to NGRM7xx with FP200 detached

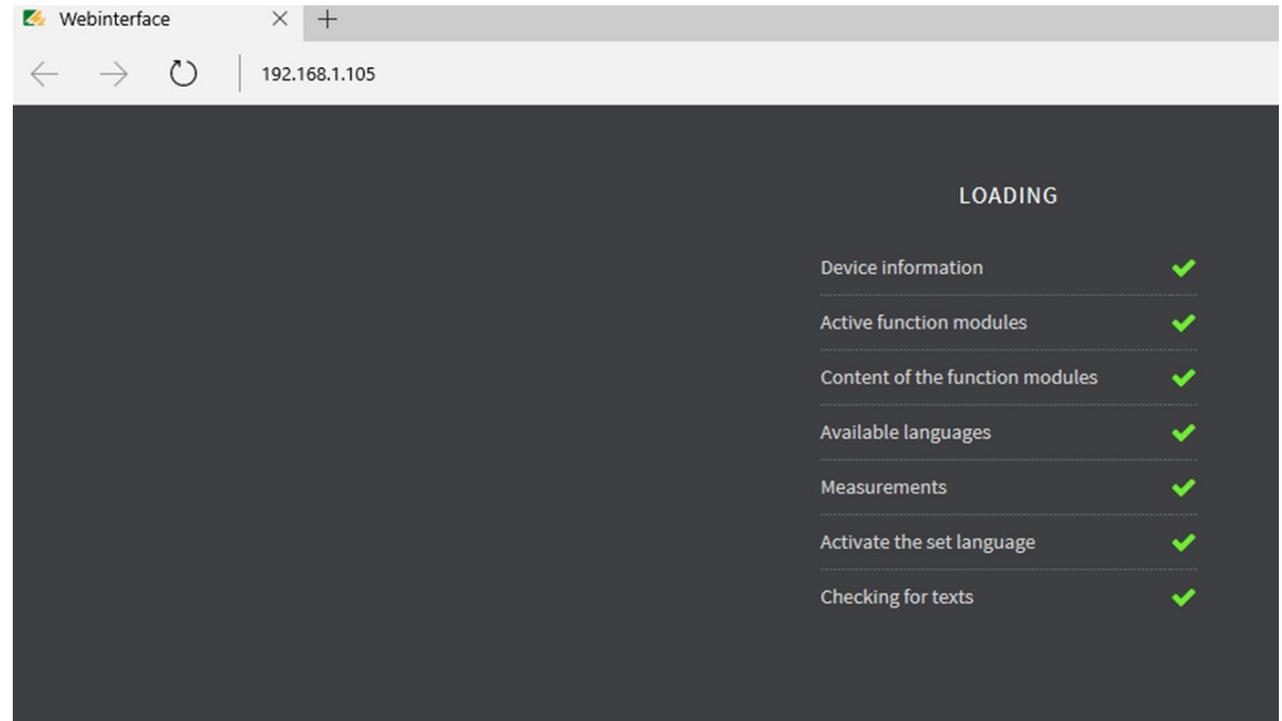
# Connect to the NGRM device

Open a web browser (chrome, edge, etc) for accessing the NGRM web server

Enter the NGRM IP address into the address field of your browser. The default address is 192.168.0.5

**NOTE:** You may need to modify your PC ethernet settings to access the NGRM web server. Please refer to the Troubleshooting section at the end of this guide.

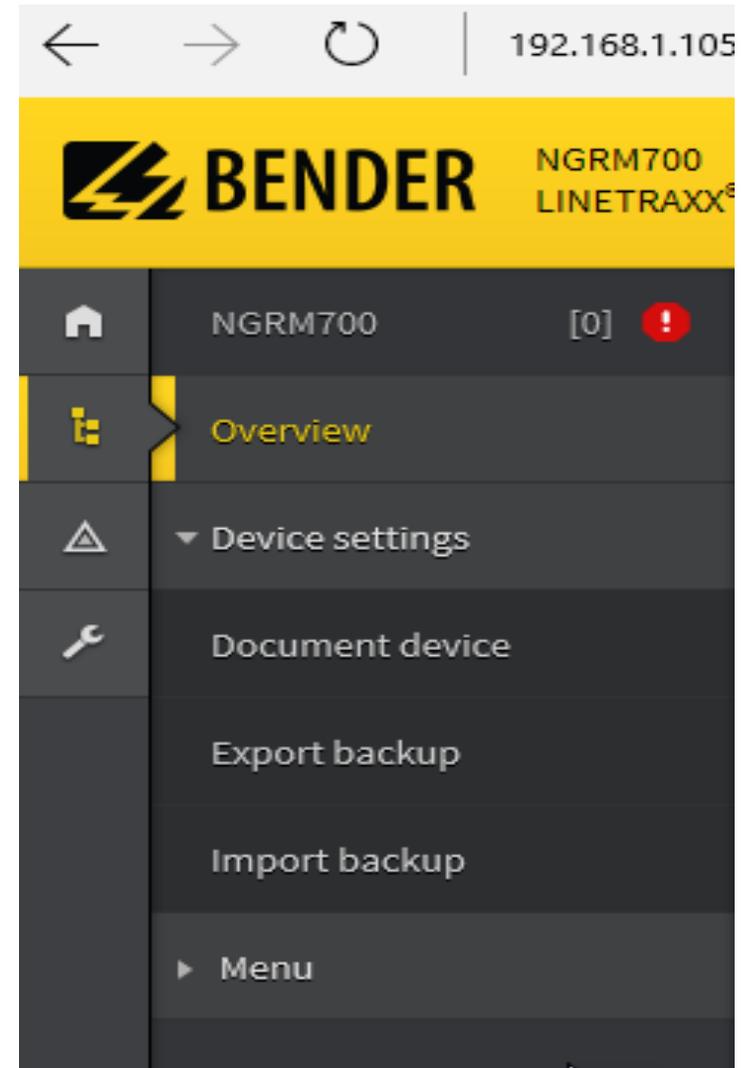
**NOTE:** The device IP address may have been changed by the user. Please refer to the Troubleshooting section at the end of this guide.



# Backup Settings and History

Updating the NGRM should not affect any existing settings or history, but we recommend to back these up before making any changes to a device in the field as best practice.

Saving a backup of the current settings can be completed by navigating to “Device settings” and choosing the “Export backup” selection.

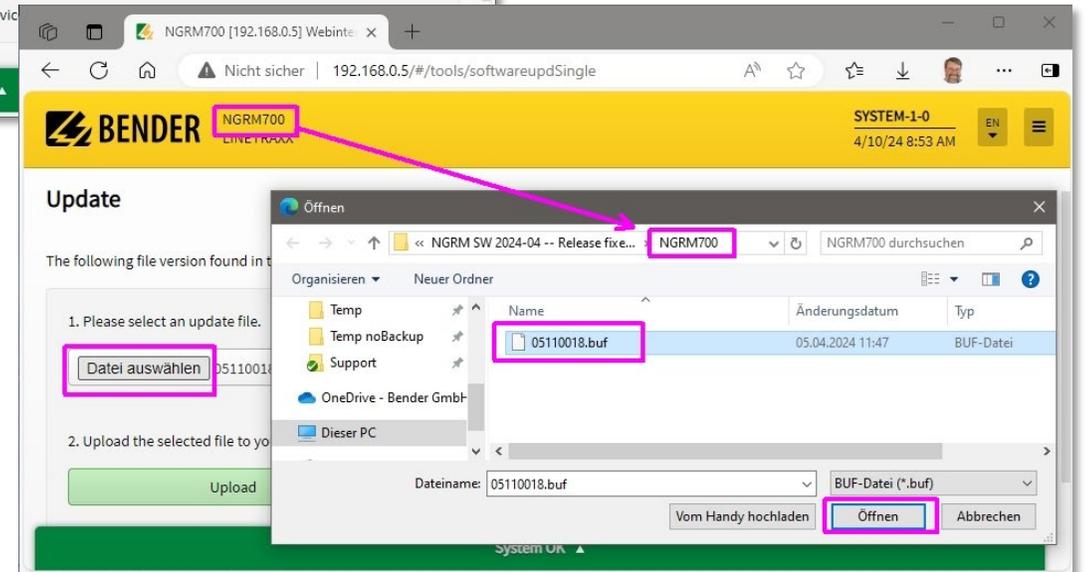
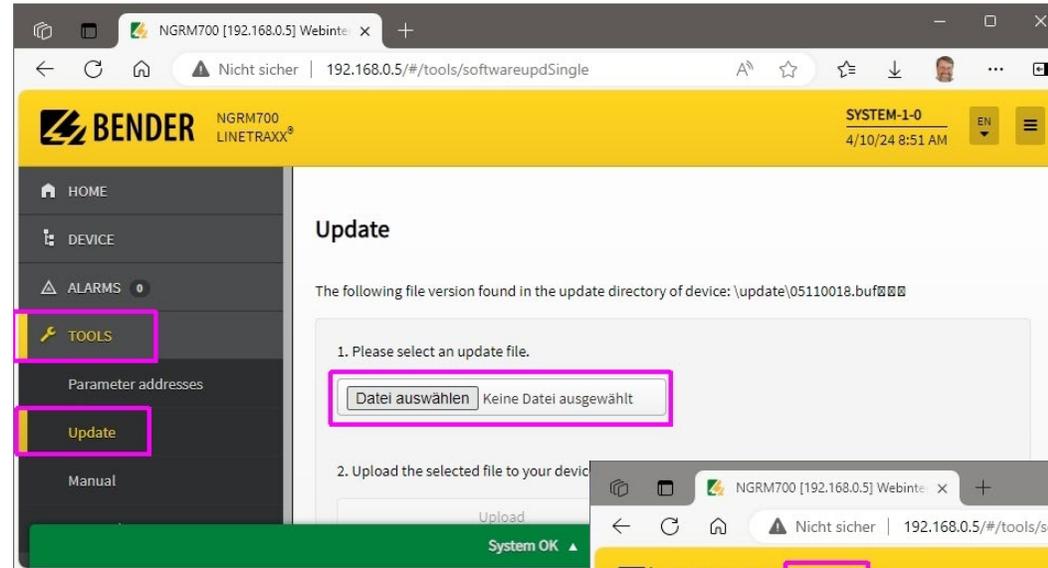


# Select and update

select “Tools” – “Update”

Navigate to the file .buf for the specific NGR-Monitor

Each NGRM model (NGRM500, NGRM550, etc) has its own update file



# Enable the update

If the update is denied, enable the update via the NGR-Monitor menu and press “Back” in the web browser

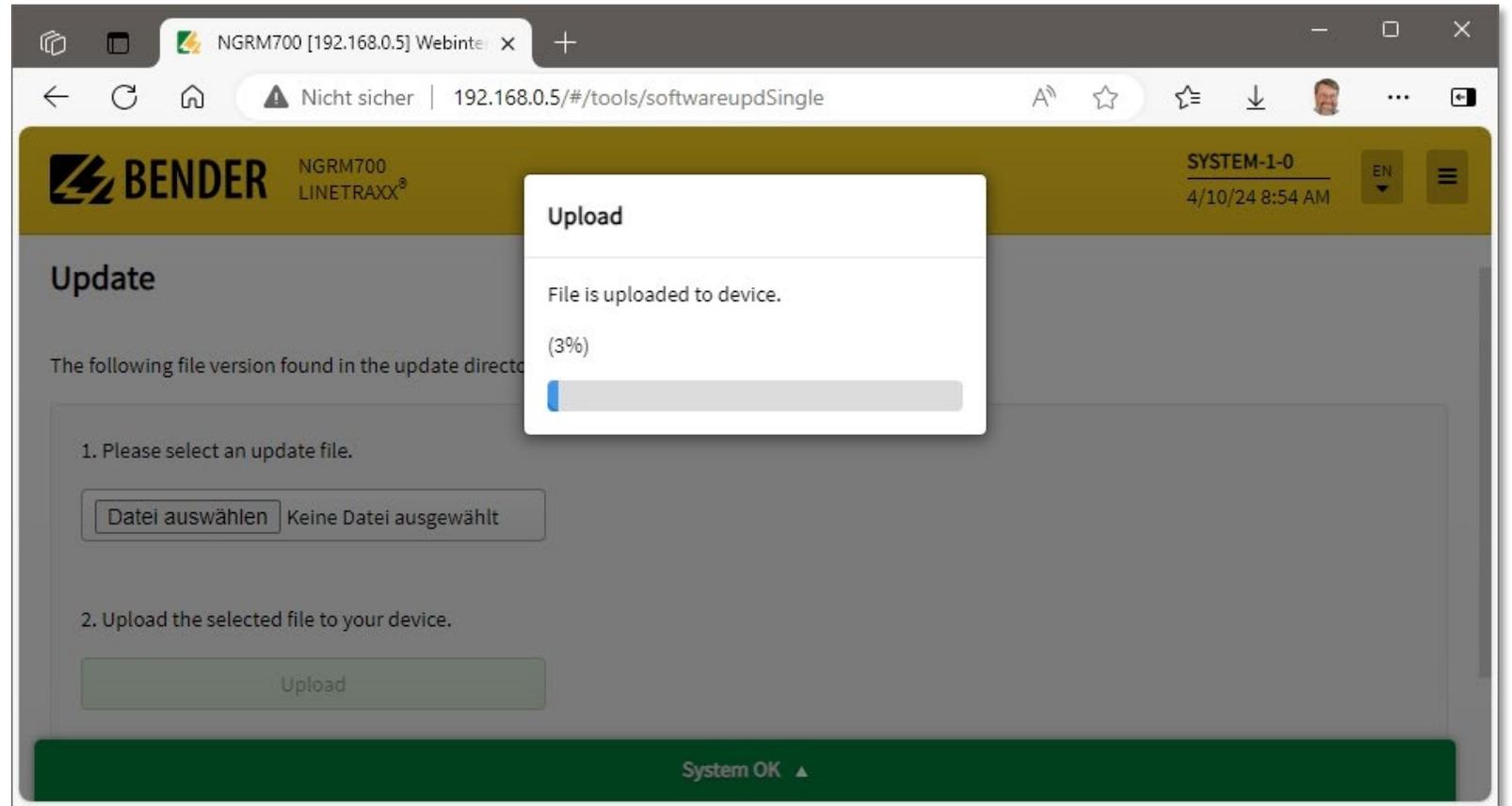
The screenshot shows a web browser window with the URL `192.168.0.5/#/tools/softwareupdSingle`. The page title is "Update" and it displays an error message: "Error: Update via Interface denied. To allow Update via Interface, refer to the manual." Below the error message is a "Back" link.

Four callout boxes illustrate the navigation path to enable updates:

- Main menu:** 5. Display, 6. HRG Settings, **7. Device settings**, 8. Commissioning, 9. Info
- Device settings 7:** 4. Display, 5. Password, 6. Factory setting, **7. Software**, 8. Service
- Software 7.7:** **1. Update via interf..on**, 2. UPDATE
- Update via interf.. 7.7.1:**  on,  off

# Upload

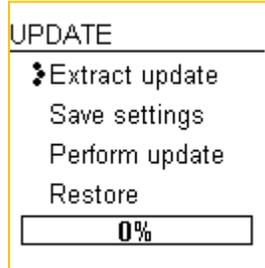
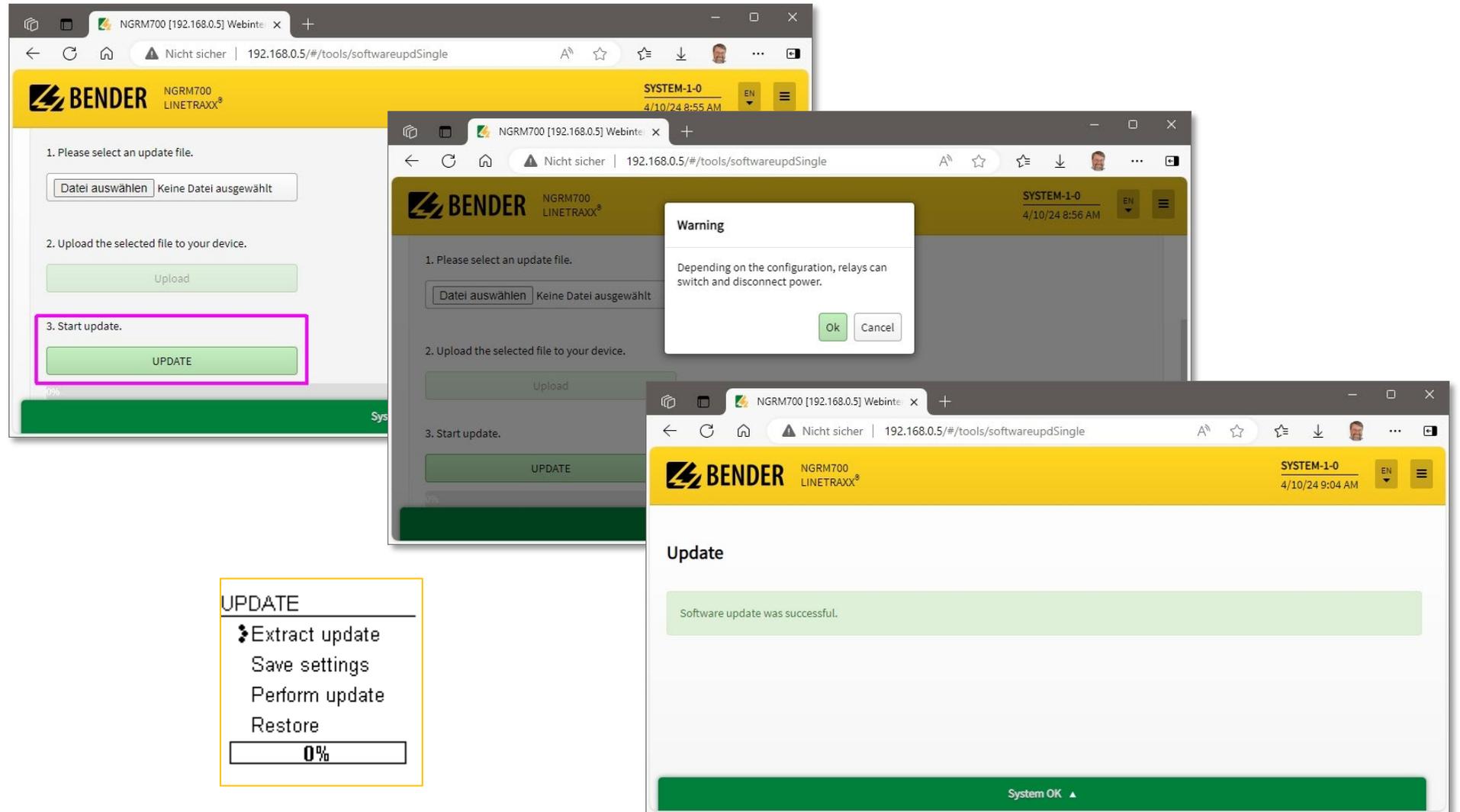
Press upload and  
wait until the file is  
completely uploaded



# Update

After the upload is complete, press update

During the update, the progress can be followed on the device display



# Check update

After the update is complete, please check the versions.

On the device press the INFO button, or navigate to Menu\Info\Software

It is also recommended to check your device settings to make sure any previous commissioning has been retained.

Software
Nr.: D511
Version: V3.10
Nr.: D510
Version: V4.00
< ^ v 3 / 5

The screenshot shows the BENDER NGRM700 web interface. The browser address bar shows '192.168.0.5/#/bus/1/0'. The page title is 'Overview: NGRM700 Alarm/meas.values'. The system information section displays 'SYSTEM-1-0: NGRM700' with 'Art.-no.: B94013700 / Ser. no.: 1905501508' and a highlighted box containing 'D511 V3.10 / D510 V4.00'. Below this is a table with columns for '#', 'Alarm', 'Test', 'Channel des...', and 'Measured va...'. The table contains two rows, both with green checkmarks in the 'Alarm' and 'Test' columns. A green status bar at the bottom indicates 'System OK'.

#	Alarm	Test	Channel des...	Measured va...
1	✓	--	OK	--
2	✓	--	R NGR	160.88 Ω

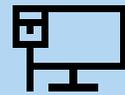
# Releases April 2024

	Interface Unit		Measurement Unit		Bender Update File
Device	D Number	Release	D Number	Release	BUF
<b>NGRM500</b>	D0618	V2.10	D0510	V4.00	06180013.buf
<b>NGRM550</b>	D0728	V1.10	D0510	V4.00	07280007.buf
<b>NGRM700</b>	D0511	V3.10	D0510	V4.00	05110018.buf
<b>NGRM750</b>	D0726	V1.10	D0510	V4.00	07260007.buf

# Troubleshooting: PC settings

Shut off WIFI (or put it into Airplane mode) and open the IP settings on the ethernet port.

## Best match



Change **Ethernet** settings

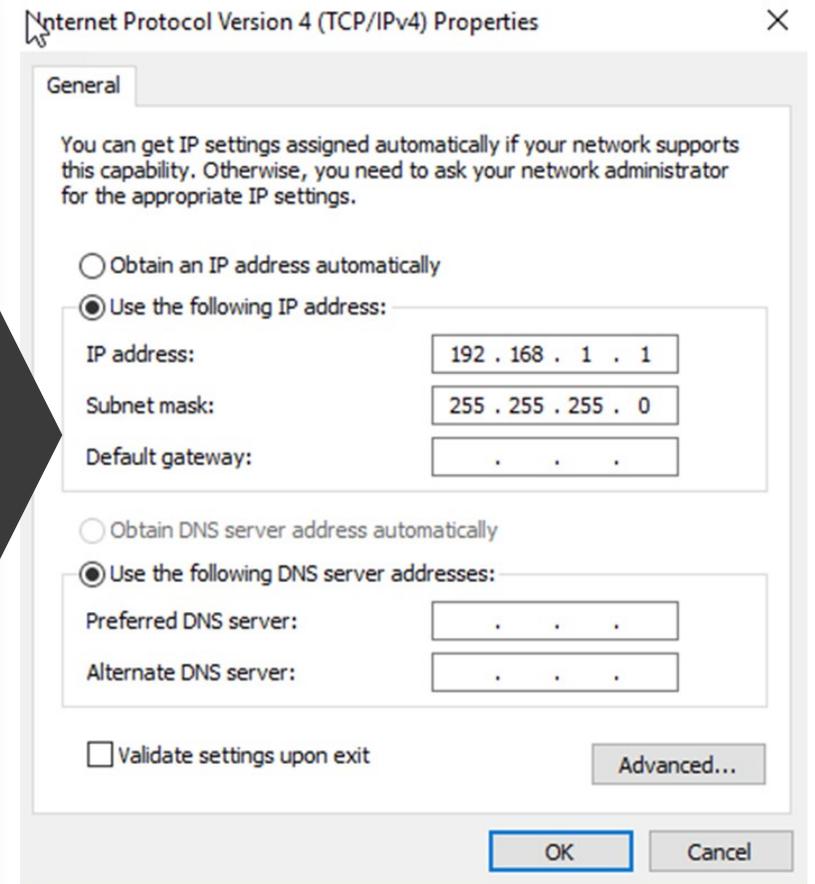
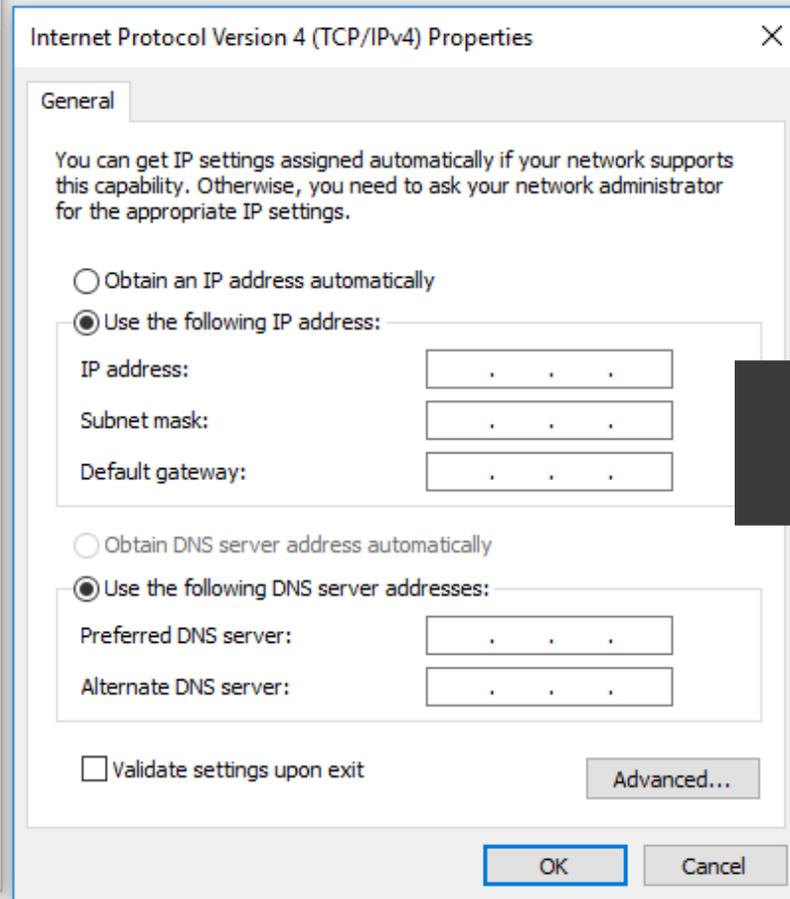
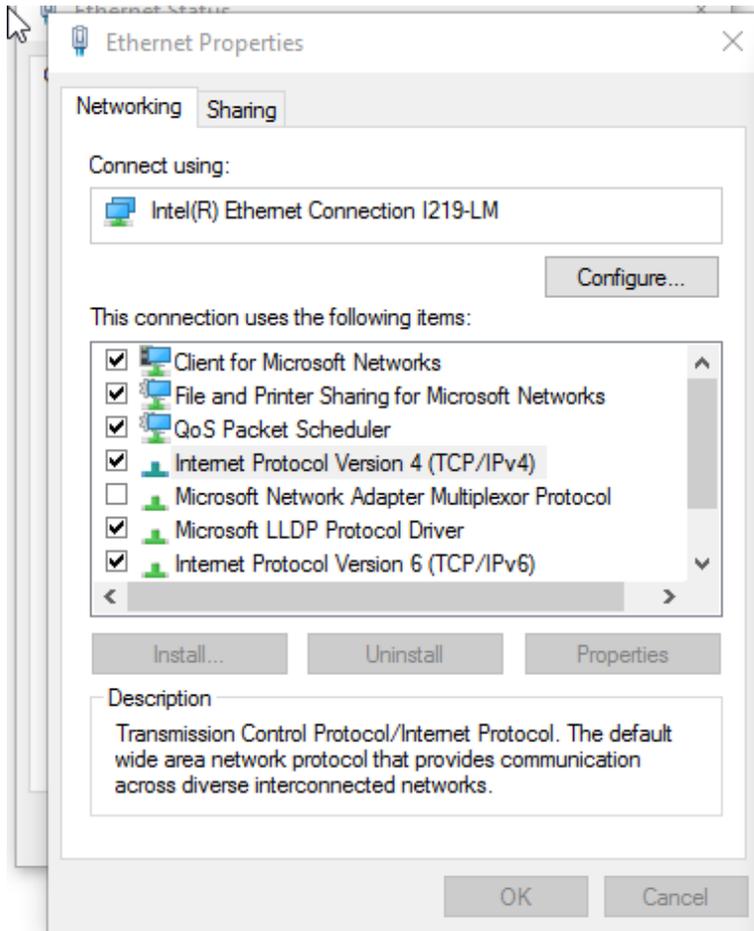
System settings



**Network and Sharing Center**

Control panel

# Troubleshooting: PC settings



# Troubleshooting: NGRM settings

To find the IP address on the Device.

7. *Device Settings Menu*

3. *Interface*

2. *Ethernet*

4. *IP 192.168.1.105*

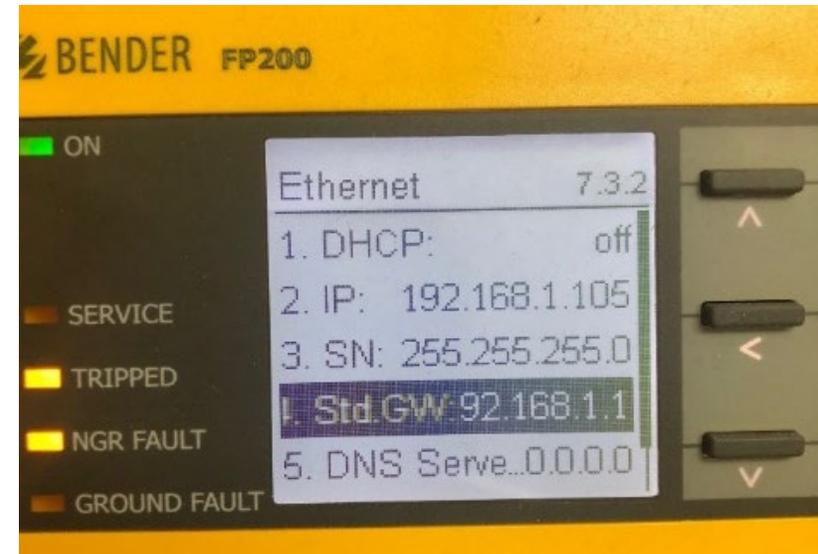
To find the Std Gateway on the Device.

7. *Device Settings Menu*

3. *Interface*

2. *Ethernet*

4. *Std GW 192.168.1.1*



# Troubleshooting: Update stuck

It is possible for the software update to get “stuck” if power was not cycled first, as instructed in this guide.

If the update “sticks” return to the first step and cycle power before applying the update again.

## UPDATE

- Extract update
- Save settings
- Perform update
- Restore

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# Need more help?

Contact our Technical Applications Group  
for additional support

[tag@bender-us.com](mailto:tag@bender-us.com)

