Status Indicators and Alarms

There are four status indicators (lights) on the front panel of the Back-UPS (On Line, On Battery, Overload, and Replace Battery).

- **On Line (green)** - is lit whenever AC power is powering the Battery Backup outlets.
- **On Battery (yellow)** - is lit whenever the battery of the Back-UPS is powering equipment connected to the Battery Backup outlets.
- **Four Beeps Every 30 Seconds** - this alarm is sounded whenever the Back-UPS is running On Battery. Consider saving work in progress.
- **Continuous Beeping** - this alarm is sounded whenever a low battery condition is reached. Battery run-time is very low. Promptly save any work in progress and exit all open applications. Shutdown the operating system, computer, and the Back-UPS.

- **Overload (red)** - is lit whenever power demand has exceeded the capacity of the Back-UPS.
- **Continuous Tone** - this alarm is sounded whenever the Battery Backup outlets are overloaded.
- **Circuit Breaker** - the circuit breaker located on the rear panel of the Back-UPS will trip if an overload condition forces the Back-UPS to disconnect itself from utility power. If the button sticks out, disconnect non-essential equipment. Reset the circuit breaker by pushing the button inward.

Replace the Internal Battery

To replace the internal battery, proceed as follows:

1. **Place the unit on its side. Slide the battery compartment cover upward and off of the UPS.**
2. **Pull the battery out, exposing the battery terminals and wires. Disconnect the wires from the terminals.**
3. **Align the new battery with the grooves in the UPS. Slide the cover down until it locks.**

**Order Replacement Battery**

The typical battery lifetime is 3-5 years (depending on the number of charge cycles and operating temperature). A replacement battery can be ordered online from the APC by Schneider Electric website (http://www.apc.com, a valid credit card is required).

When ordering, specify Battery C1CRC2 (Back-UPS 350/500/650) or CRC17 (Back-UPS 650).
Transfer Voltage and Sensitivity Adjustment (optional)

In situations where the Back-UPS or connected equipment appears too sensitive to input voltage, it may be necessary to adjust the transfer voltage. This is a simple task requiring use of the front panel pushbutton. To adjust the transfer voltage, proceed as follows:

1. Plug the Back-UPS into the utility power source. The Back-UPS will be in a Standby Mode (no indicators lit).
2. Press the front panel pushbutton fully inward for 10 seconds. All indicators on the Back-UPS will flash to acknowledge going into Programming Mode.
3. The Back-UPS will then indicate its current Sensitivity Setting, as shown in the following table.

<table>
<thead>
<tr>
<th>Indicators Flashing</th>
<th>Sensitivity Setting</th>
<th>Input Voltage Range (for utility operation)</th>
<th>Use When</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (yellow)</td>
<td>Low</td>
<td>Input voltage is extremely low or high. Not recommended for computer loads.</td>
<td></td>
</tr>
<tr>
<td>2 (yellow, and red)</td>
<td>Medium</td>
<td>Factory default.</td>
<td></td>
</tr>
<tr>
<td>3 (red)</td>
<td>High</td>
<td>Connected equipment is sensitive to voltage fluctuations (recommended).</td>
<td></td>
</tr>
</tbody>
</table>

4. To select the Low Sensitivity setting, press the pushbutton until the yellow indicator is flashing.
5. To select the Medium Sensitivity setting, press the pushbutton until the yellow and red indicators (second and third from the top) are flashing.
6. To select the High Sensitivity setting, press the pushbutton until yellow and both red indicators (bottom three) are flashing.

7. To end without changing the Sensitivity Setting, press the pushbutton until the green indicator is flashing.
8. Once in Programming Mode, if the pushbutton is not pressed within 5 seconds, the Back-UPS will exit Programming Mode; all indicators will extinguish.

Troubleshooting

Use the tables below to solve minor Back-UPS installation and operation problems. Consult Schneider Electric IT (SEIT) On-line Technical Support or call SEIT Technical Support for assistance with problems that cannot be resolved using this document.

### Possible Cause

- Back-UPS does not power computer/monitor/internal device during an outage
- Internal battery is not recharged

**Procedure**

1. Connect the Back-UPS to a battery source.
2. Computer monitor or external disk

**Solutions**

- Reorient or relocate the receiving antenna.
- Move computer, monitor, or external drive power cord plug to the Battery Backup outlets.

### Back-UPS does not power computer/monitor/internal device during an outage

**Possible Cause**

- Internal battery is not recharged

**Procedure**

- Connect the Back-UPS to a battery source.

### Back-UPS operates on battery although normal utility voltage exists

**Possible Cause**

- Back-UPS circuit breaker “tripped”

**Procedure**

- Disconnect non-essential equipment from the Back-UPS.
- Restart the circuit breaker (located on the rear panel of the Back-UPS) by pushing the circuit breaker button fully inward until it catches. If the circuit breaker resets, switch the Back-UPS on and reconnect the equipment once again. If the circuit breaker trips again, it is likely that one of the connected devices is causing the overload.

### Back-UPS does not provide expected backup time

**Possible Cause**

- Back-UPS is excessively loaded

**Procedure**

- Unplug all equipment connected to the Back-UPS, and plug them into Surge Only outlets.
- Note: Devices that have motors or dimmer switches (laser printers, fans, heaters, lamps, and vacuum cleaners, for example) should not be connected to the Battery Backup outlets.

### Back-UPS operates on battery although no utility voltage exists

**Possible Cause**

- Very low or no utility voltage.

**Procedure**

- Check the wall outlet that supplies power to the Back-UPS using a table lamp. If the lamp does not light, have the utility voltage checked by a qualified electrician.

### Back-UPS Storage

**Specifications**

- **Input Voltage (on line)**: 180 - 260 Vac (default setting)
- **Frequency Limits (on line)**: 47 - 63 Hz (auto-tuning)
- **On Battery Waveform**: Stepped Sinewave
- **Maximum Load**: 350 VA - 210 W, 500 VA - 300 W, 650 VA - 400 W
- **Typical Recharge Time**: 8 Hours
- **Operating Temperature**: 0° to 49°C (32° to 110°F)
- **Storage Temperature**: -18° to 40°C (-0° to 104°F)
- **Operational and Storage Relative Humidity**: 5% to 95% non-condensing
- **Size (H x W x D)**: 6.5 x 9.2 x 28.5 cm (6.7 x 3.5 x 11.2 inches)
- **Weight**: 350 VA - 5.7 kg (12.5 lbs), 500 VA - 5.7 kg (12.7 lbs), 650 VA - 6.2 kg (13.6 lbs)
- **Shipping Weight**: 350 VA - 6.8 kg (14.9 lbs), 500 VA - 7.0 kg (15.3 lbs), 650 VA - 7.3 kg (16.1 lbs)
- **EMI Classification**: EN 55022, IEC 60825-1, CISPR 32 and CE mark (3rd level III)
- **On Battery Run-Time**: 13.2 minutes (typical) - computer and 17” (43.2 cm) monitor.
- **Input Voltage**: 120 VAC ± 10.0%, typical - computer and 230 VAC ± 10.0% (typical) - computer and 21” (53.3 cm) monitor.

### Contact APC Technical Support to troubleshoot the unit before returning it to APC

1. Consult the Troubleshooting section to eliminate common problems.
2. Determine if the circuit breaker is tripped, reset the breaker and determine if the problem still exists.
3. If the problem persists, contact the APC Worldwide Web site (www.apc.com) or call customer service.
4. Record the model number of the UPS, the serial number, and the date purchased. Be prepared to troubleshoot the problem over the telephone with a technician. If this is not successful, the technician will issue a Return Merchandise Authorization Number (RMA) and a shipping address.
5. If the UPS is under warranty, repairs are free. If not, there is a repair charge. If the circuit breaker is tripped, reset the breaker and determine if the problem still exists.
6. Pack the UPS in its original packaging. If the original packaging is not available, ask customer service about obtaining a new one. Pack the UPS properly to avoid damage in transit.
7. Contact APC Technical Support to troubleshoot the unit before returning it to APC.

### Back-UPS Service

- **Weight**

### Warranty

The standard warranty is two (2) years from the date of purchase. APC’s standard procedure is to replace the original unit with a factory-refurbished unit. Customers who have the original unit and Back-UPS circuit breaker “tripped”. If the circuit breaker is tripped, reset the breaker and determine if the problem still exists.

### EMI Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference that might occur in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by disconnecting the equipment, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### APC by Schneider Electric IT Customer Support

For country specific customer support, go to the APC by Schneider Electric Web site, www.apc.com.

### APC by Schneider Electric IT Customer Support

- **EMI Compliance**

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