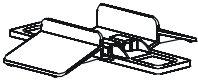


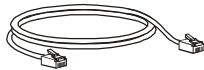
Installation Guide Back-UPS™ Pro 500, BG500 120 Vac

Inventory

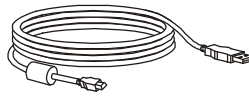
Inspect the contents upon receipt. Notify the carrier and dealer if the unit is damaged.



Stabilizer bracket



Telephone cable



USB cable



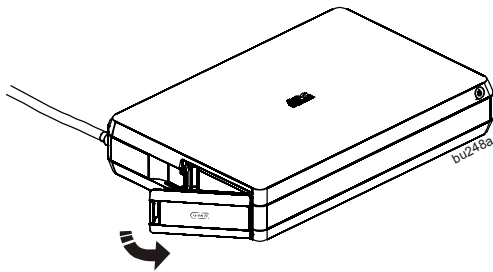
Ethernet cable



Software and Documentation CD

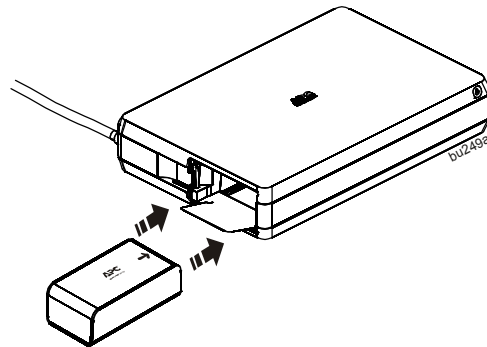
Connect the Battery

1



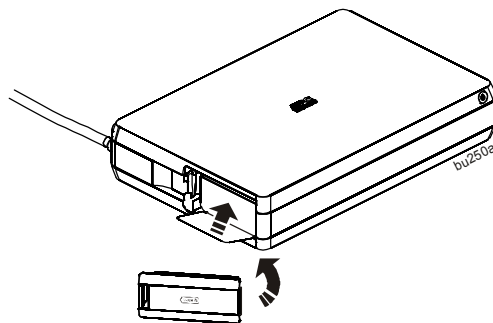
Open the battery compartment door and disconnect it from the UPS.

2



The battery connector is inside the UPS. Slide the battery into the UPS. Slight resistance will be felt as the connectors on the battery and the UPS connect.

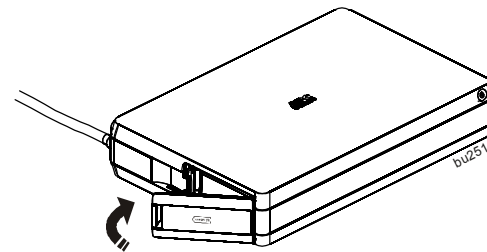
3



Replace the battery compartment door. Fold the battery pull tab up before closing the door.

Note: Inside the battery compartment is a black tab used when pulling out the battery. The black tab also lists the device serial number and its MAC address.

4



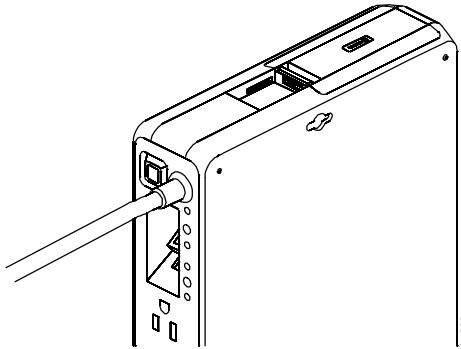
Close the battery compartment door.

Battery Charge and Capacity Information

- The battery charges fully during the first 12 hours while the Back-UPS Pro is operating on AC power. The battery will charge when the UPS is turned on or off.
- Do not expect full battery runtime capability during the initial charge period.
- Battery capacity information is available on the APC Web site, www.apc.com.
- The battery has a Shipping Mode that prevents power loss to the battery during shipment. To release this Shipping mode, either connect the battery then press the Power On/Off button of the Back-UPS Pro or, plug the Back-UPS Pro power cord to an AC outlet. Either way, the Power On/Off, Energy Management and Replace Battery LEDs will alternately flash for 5 seconds to complete the release process and commence with the battery's normal operation.

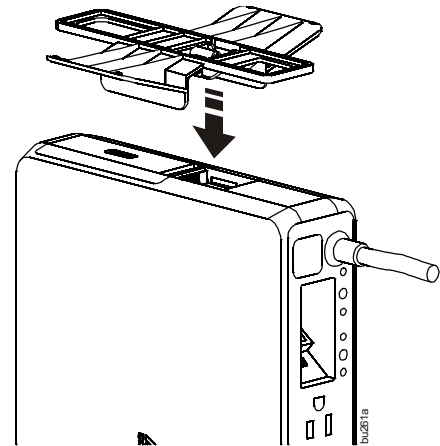
Tower Configuration

1



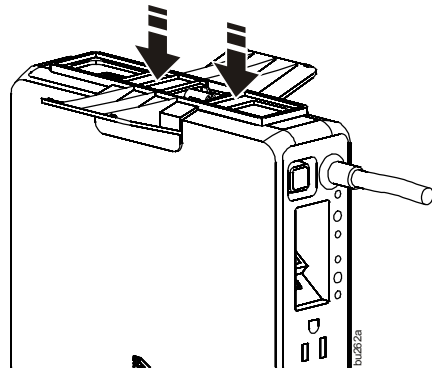
Locate the stabilizer mounting slot at the bottom of the UPS. It is located beside the battery compartment door.

2



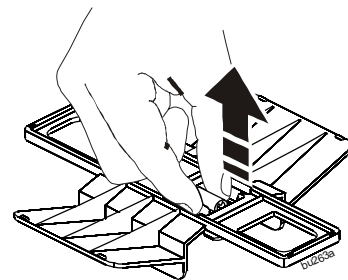
Align the bracket's locking tab with the stabilizer mounting slot.

3



Push the stabilizer bracket until it snaps and locks into the mounting slot.

4



When detaching the stabilizer bracket from the mounting slot, use fingers to pull the handle off the slot.

UPS Configuration

Web based Management

The Back-UPS Pro can be managed remotely through the network and any browser whether its on a PC or on a tablet or mobile device. The web interface allows for remote status updates to see the condition of the UPS and also to monitor power usage as a whole and also per outlet. This management interface allows also for fine grained control of the UPS allowing users to configure settings like energy management or watchdog and to also initiate commands like rebooting individual Smart Outlets or even turning on and off the unit.

Connecting the UPS through USB

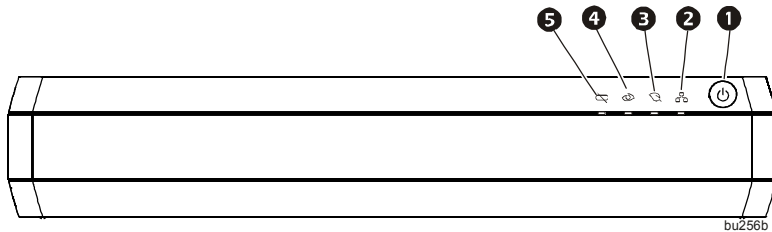
The Back-UPS Pro can also be connected via USB and the native operating system should see the UPS as a battery similar to how a laptop sees its battery. The computer will be able to see the capacity of the battery and also when the battery is charging or on AC power. The purpose is to allow users to create events for the computer based on the power condition of the unit such as turning off the computer when there is no AC power to the UPS.

Using Smart Outlets

Much of the UPS'es core functionality is centered around two Smart Outlets. These outlets are extremely flexible. They can be remotely monitored, controlled and configured. They are individually rebootable and energy consumption can also be measured by outlet. These outlets can be configured to enable Energy Management, Watchdog or Surge Only functionality to suit a variety of needs and circumstances.

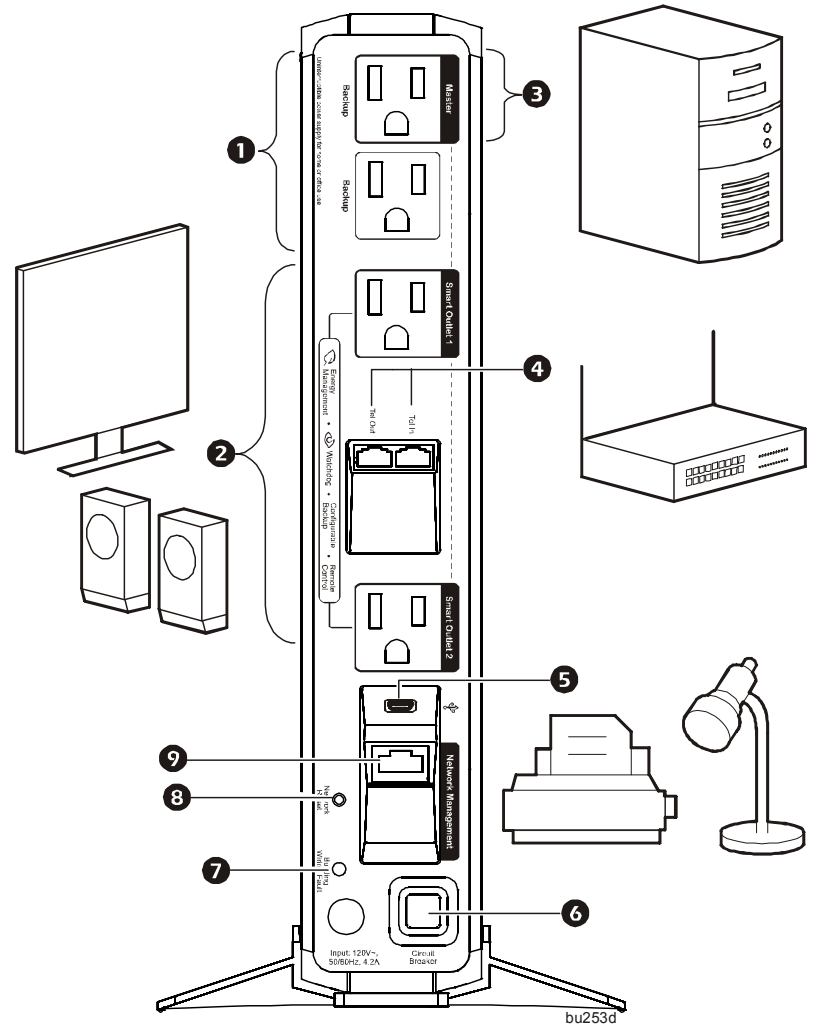
Front Panel Button and Indicators

- ① Power On/Off button
- ② Network Status
- ③ Energy Management
- ④ Watchdog
- ⑤ Replace Battery



Rear Panel Features

- ① Backup outlets
- ② Smart Outlets
- ③ Master outlet
- ④ Telephone Surge Protection
- ⑤ Mini USB port
- ⑥ Circuit Breaker
- ⑦ Building Wiring Fault indicator
- ⑧ Network Reset button
- ⑨ Network Management port



Network Installation and Web based Management

Network Management features

Check Battery state and capacity	See approximate runtime available from the UPS when the UPS is on battery. The interface also indicates the condition of the battery, if it is in good condition or if it needs to be replaced.
Energy Management	Smart Outlets can be set to off when there is no load on the master outlet.
Monitor Energy Utilization	View energy usage and approximate cost of energy consumed by outlet or for all the outlets combined.
Backup / Surge configuration	All 4 outlets on the UPS offer surge protection whether the unit is on or off. The default configuration is for all 4 outlets to offer backup protection. The top two Backup outlets are full-time battery backup and the two Smart Outlets can be configured to provide battery backup or be surge only with no battery backup protection. This configuration is used for non-critical functions that don't need power during an outage.
Watchdog Utility	Detects when there is loss of Internet connectivity and can automatically reboot networking equipment to try to restore connection.
Manage Network configurations	The Back-UPS Pro has a full range of networking features such as support for IPV4 / IPV6 addressing.
Remotely turn on and off UPS	Remotely control Smart Outlets with the option to turn them on, off or reboot. As long as there is AC to the unit even if the UPS is off the Network Management interface is still accessible and can be used to turn on the UPS.
Manage and view logs	The Back-UPS Pro has multiple types of logs including event, data and energy usage.
Initiate self-tests	Initiate self-tests to ensure that the UPS is functioning properly
Notification	E-mail notifications can be sent when critical, warning or informational events occur.

Network Quick Configuration

There are 3 important steps to follow before you can manage the Back-UPS Pro.

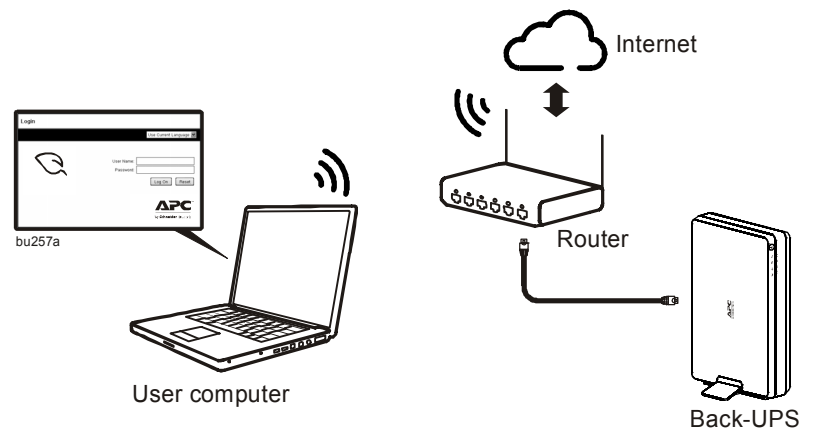
Step 1: Connect the unit to the network.

Step 2: Discover the IP address of the unit.

Step 3: Access the Web management interface.

Connect the unit to the network

To install the Back-UPS Pro onto a network and access the Web based management interface, you have to connect the Network Management port on the back of the UPS to a router or switch.



Discover the IP address of the unit

Out of the box the Back-UPS Pro will get an IP Address from the network via DHCP. In order to connect to the UPS we must first discover that IP Address using the Device IP configuration Wizard. Use the following steps to install and run the Device IP Configuration Wizard. For non-Windows based platforms, the IP Address can be obtained by accessing your DHCP server and pulling the IP Address directly or the UPS must be configured to have a static IP Address.



Note: If an anti-virus is installed to block the software in your computer, configure the anti-virus setting to permit the Device IP Wizard to access the network.

Installation of the Device IP Config Wizard. The Software and Documentation CD contains the installation program of the Wizard. The Wizard runs on Microsoft Windows 2000, Windows Server® 2003, Windows XP, Windows Vista, Windows 7 and Windows 8 operating systems. For users of non-Windows based operating systems the IP Address can be obtained by accessing your router and looking at DHCP tables.

- 1.If autorun is enabled, a browser should open the home page of the CD immediately after being inserted. Otherwise, open the contents.htm file from the CD to access the home page.
- 2.From the home page click the Device IP Configuration Wizard link.
- 3.From the Device IP Configuration Wizard page click the Install the Wizard link to run the setup file directly or save the file to your local hard drive and run it locally.

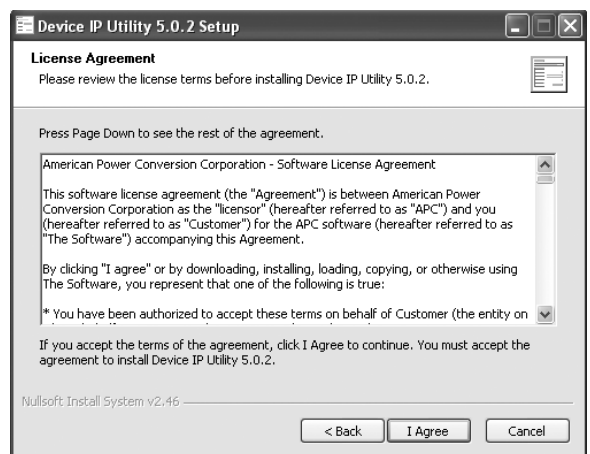
4



Click on Next.

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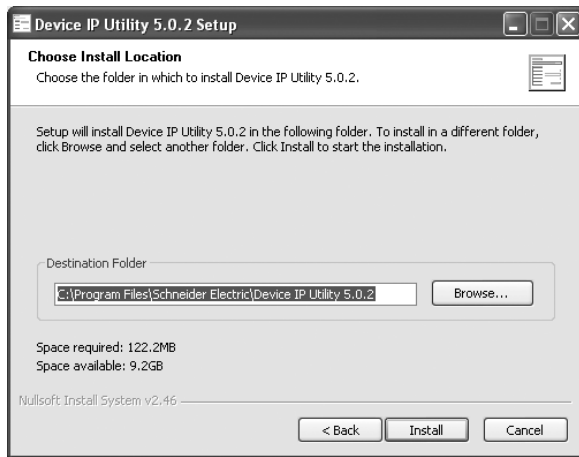
5



Click on I Agree.

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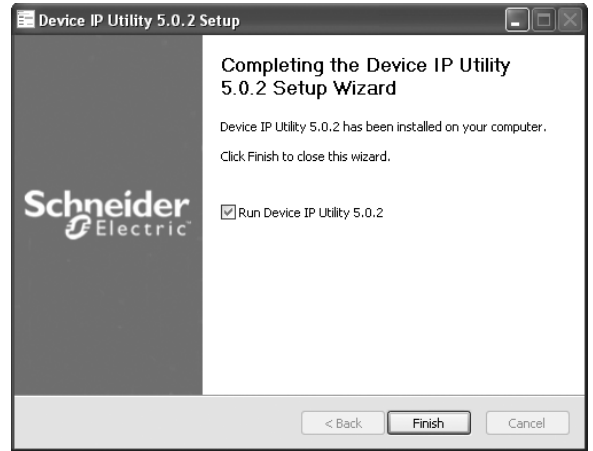
6



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Click on Install.

7



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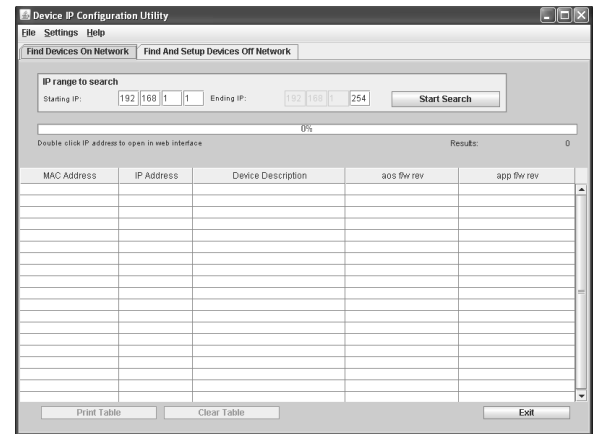
Click Finish to complete the utility installation.

To Download Device IP Configuration from the APC Website.

1. Go to www.apc.com/tools/download.
2. Download the Device IP Configuration Wizard.
3. Run the executable file in the folder from where it was downloaded. Go back to Step 4 under the Installation of the Device IP Config Wizard section.

Use the Device IP Configuration Utility. Once installed, the Device IP Configuration Utility will determine the IP Address assigned to your Back-UPS Pro by your network.

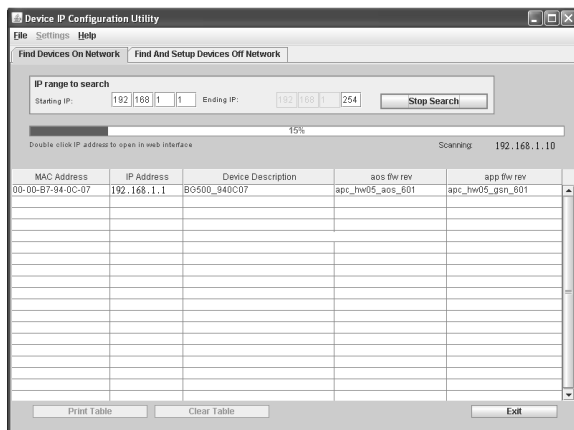
1. Start the Device IP Configuration Utility. The program can be found using Start -> Programs -> Schneider-Electric -> Device IP Configuration Utility (A version number may be included at the end of the file name).
2. You should be on the first tab “Find Devices On Network” in the Wizard and enter the IP range to search. The first 3 IP segments left should be the same to the TCP/IP settings of your computer, the 4th segment is usually 1 for the Starting IP and is 254 for the Ending IP. The values should automatically be entered for you if your computer’s network interface is working properly. Click Start Search to begin.



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Note: Both PC and UPS must be connected to the same router even if the PC is in a wireless network.



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3. After the Back-UPS Pro has searched the network, the Back-UPS Pro unit should be listed in a table within the Utility. Click on its IP Address to access the management interface. If you have multiple Back-UPS units or other network manageable APC UPS’es there may be multiple entries, match the MAC Address on the black tab in the battery door of the Back-UPS Pro to the MAC Address listed in the utility. Click this IP Address to access the management interface. Bookmark this IP Address and save it for future reference.



Note: On rare occasions the IP Address may not populate properly. Refer to the Use the Device IP Configuration Utility section of the Operation Manual for instructions on how to obtain your network IP address if the program does not populate automatically.

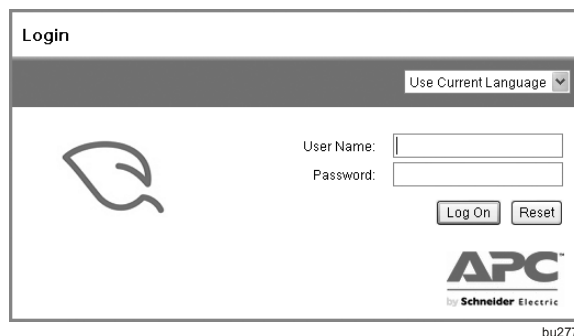
Manually Configure a Static IP Address. The Back-UPS Pro can be configured with a static IP Address. When the UPS is connected to a modem or router without a DHCP server, it should be configured with a static IP Address. Refer to the Operation Manual for directions.

Reset Network to default. If the Device IP Configuration Utility is unable to find your Back-UPS Pro unit, make sure that both the PC and the Back-UPS Pro are on the same network. If that is the case then it may be necessary to press the Network Reset button in the rear panel for 20 seconds to reset the network interface. Once the system has restarted return to the Device IP Configuration Utility and search for your Back-UPS Pro unit again.

Access the Web management interface

To access the Web page of Back-UPS Pro on the network:

1. Open up any browser and address the Back-UPS Pro by the IP address that the Device IP Configuration Utility found for the Back-UPS Pro unit.



2. Enter the user name and password (by default, use apc and apc to login as the administrator).

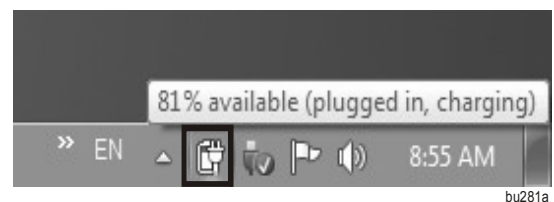
Connecting the UPS by USB

By connecting the UPS to a computer by USB the operating system (Windows XP, Vista, 7, and 8 and Mac OS X) is able to view the UPS as a battery and is able to display charge capacity and charge state (on AC or on battery). Use the included cable to connect the USB cable on the back of the unit to an standard Type A USB port. The system should recognize the battery automatically. No additional software is needed. If the system previously had PowerChute Personal Edition (PCPE) installed there may be some driver conflict and users may have to make adjustments to the system in order for the operating system to properly recognize the UPS.

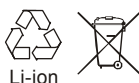
Windows 7 systems

Turn on the UPS, connect the UPS to the Windows 7 computer using the supplied USB cable. Once Windows has detected the UPS it will display a battery icon in the system tray depending on its battery settings for the system. The battery icon is able to indicate battery capacity available and also status of AC power.

The battery icon by default only appears when the UPS is on battery (no AC power). Check the Operation Manual for instructions on how to enable the battery icon at all times by changing settings in the Control Panel.



Battery Replacement



Li-ion

Always recycle used batteries. For information on recycling the used battery, refer to the Battery Disposal Information sheet included with the replacement battery.

Replace used batteries with APC approved batteries. To order replacement battery APCRBC146-LI, go to the APC Web site, www.apc.com.

Lithium Ion Battery Safety Information

This product uses a lithium ion battery.

The following safety rules must be followed when shipping the battery by air transportation.

1. Disconnect the battery and remove it from the UPS.
2. Do not pack more than two batteries in the same box.
3. Place the lithium ion battery handling label with power rating in watts, on the box if two batteries are packaged in one box.
4. The following information must be included on the Air Waybill:
 - a. Lithium ion batteries or cells, NOT RESTRICTED as per PI966 Part 1.
 - b. Handle the package with care!
Damage to the batteries can cause a fire hazard or the batteries may short circuit.
 - c. Contact telephone number
5. Contact the air cargo company for more detailed shipping information.

Service

If the unit requires service, do not return it to the dealer. Follow these steps:

1. Review the *Troubleshooting* section of the manual to eliminate common problems.
2. If the problem persists, contact APC Customer Support through the Web site, www.apc.com.
 - a. Note the model number and serial number and the date of purchase. The model name is BG500, and the serial number is located on the pull tab of the battery compartment.
 - b. Call APC Customer Support and a technician will attempt to solve the problem over the phone. If this is not possible, the technician will issue a Returned Material Authorization Number (RMA#).
 - c. If the unit is under warranty, the repairs are free.
 - d. Service procedures and returns may vary internationally. Refer to the APC Web site for country specific instructions.
3. Pack the unit properly to avoid damage in transit. Never use foam beads for packaging. Damage sustained in transit is not covered under warranty. **Always REMOVE THE BATTERY PACK FROM THE UPS before shipping. Note: When shipping within the United States, or to the United States always DISCONNECT THE UPS BATTERY BY REMOVING THE BATTERY PACK before shipping in compliance with U.S. Department of Transportation (DOT) and IATA regulations.**
4. Write the RMA# provided by Customer Support on the outside of the package.
5. Return the unit by insured, pre-paid carrier to the address provided by Customer Support.

APC by Schneider Electric Worldwide Customer Support

Go to the APC Web site, ww.apc.com for country specific customer support.



This UPS is certified to comply with California Battery Charger System regulations. For more information go to www.apc.com/site/recycle/index.cfm/energy-efficiency/cec-battery-charger/.

Customer support and warranty information is available at the APC Web site, www.apc.com.

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06/2018