

New Smart-UPS Models with LCD Interface Frequently Asked Questions



Summary

In November 2009 new Smart-UPS models were introduced in North America and this document addresses some of the common questions regarding the product itself and the transition from the legacy models.

New Smart-UPS models are identified by their intuitive LCD interface (shown above). These models also have part numbers that start in the prefixes “SMX” and “SMT” and are distinguished by having an advanced feature set.

Questions

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What are the new part (or SKU) numbers?

There are two (2) series of new Smart-UPS models; standard and extended run. The standard models start with the prefix 'SMT' while the extended run models start with 'SMX'. The new models in our initial release include the following:

Existing Model	New Model
SUA750	SMT750
SUA1000	SMT1000
SUA1500	SMT1500
SUA2200	SMT2200
SUA3000	SMT3000
SUA750XL	SMX750
SUA1000XL	SMX1000
SU1400RMXLB3U	SMX1500RM2U
	SMX1500RM2UNC

What are some of the key benefits of the new design over the old?

There are many new features and benefits to the new Smart-UPS but the key ones to remember are:

- Increased **intelligence** that makes management and monitoring easier
- Increased **efficiency** that saves on utility costs
- Increased **control** with ability to configure locally or via software and switched receptacle groups
- Increased **resilience** with better diagnostic capabilities and improved warranty

How long will the older models be available?

The legacy models will be available for at least 60 days after the introduction of the new models. In some cases this availability may be increased for those customers that require more time to transition.

Will all existing Smart-UPS be upgraded to the new design?

Eventually all of the fourth generation models will be upgraded to the newer generation. However, because of the large number of Smart-UPS models we anticipate this transition will take many months.

How does the 'green' operating mode increase efficiency?

APC's patent pending 'green' mode bypass components that perform automatic voltage regulation (AVR) when not needed. AVR is typically handled in the line interactive design by solid state transformers. These transformers, while extremely reliable, do have some energy loss to remain energized. By using these transformers only when needed results in higher efficiencies across a wide range of load conditions.



Do I sacrifice any protection by operating in 'green' mode?

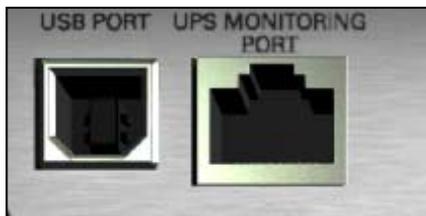
Absolutely no power protection is sacrificed in 'green' mode. In this mode the UPS is providing surge and noise filtering and can react to any change in power that requires voltage regulation or inverter operation in a matter of milliseconds.

What is the typical energy savings with 'green' mode?

When compared to APC's very efficient existing line interactive models, the increase in efficiency ranges from 1-4%. For an average 1500VA UPS this may save \$25-30 per year in utility costs.

Why do the new UPS's not have a DB9 serial port?

The new models have an RJ45 style serial port in addition to a USB port and both cables are provided with the units. A DB9 style serial port was not used to highlight the fact that the new models operate using a new firmware called Microlink.



Communication ports used on new Smart-UPS models

Can I use older versions of Powerchute software with the new models?

New Smart-UPS models utilize Powerchute version 8.5 or later only. To use earlier versions of software requires an optional smart-slot card, the AP9620.

What if I use my own software based on UPSLINK?

We recognize the fact that some Smart-UPS customers utilize their own custom interface based on APC's UPSLINK protocol. These applications may include those without standard operating systems or less common ones. For these situations, we recommend the optional AP9620 converter card that allows the new models to 'speak' in UPSLINK.

Where is the sensitivity switch and site wiring fault light?

These features are now incorporated into the LCD front panel. If a site wiring fault is detected this message will be clearly displayed on the unit's display. Sensitivity can also be set and viewed directly through the display.

How has battery management been improved in the new models?

The battery management has been enhanced in several ways. First, the charging circuit has intermittent, temperature controlled charging capability that ensures that the proper amount of charge is applied to the battery at all times. With the high efficiency 'green' mode the UPS runs cooler resulting in less degradation of the battery. In addition, the UPS can now proactively project a battery replacement date based on UPS's environment.

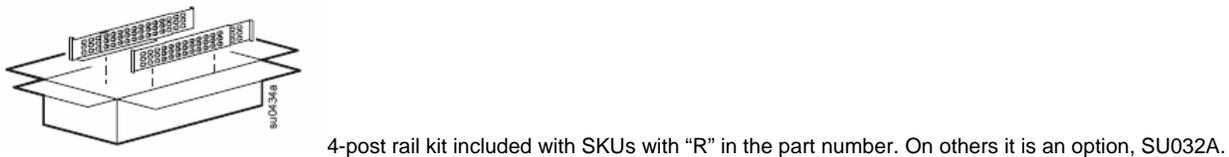
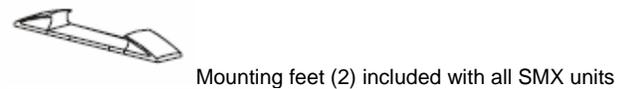
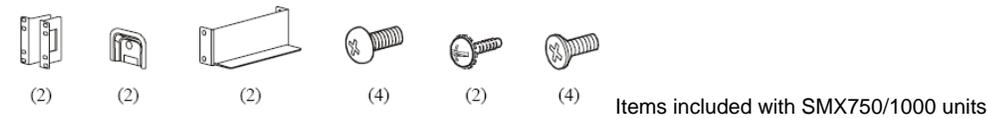


How is the replace battery date determined and does it replace the bad battery LED?

The battery replace date is determined by using battery manufacturer's data for typical battery life under different environmental conditions. The UPS actively monitors these conditions to dynamically project a suggested date when the battery should be replaced to maintain optimal performance. It does not replace the bad battery LED but rather augments that information.

What mounting hardware is provided with the SMX units?

All rack tower Smart-UPS units (SMX) include rack mount cleats, ears, mounting screws and stabilizing feet. Additionally, units with "R" in the part number include 4-post rails. The 750 and 1000VA models are also shipped with a 2-post mounting bracket. The 4-post mounting rails are optional on these units. The part number for those rails is SU032A.

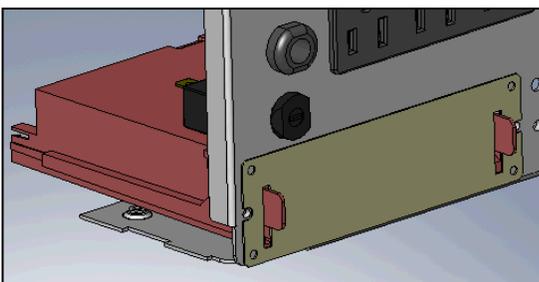


What card is included with the 'NC' models?

All new Smart-UPS models with an "NC" suffix in their part numbers include the AP9631 network management card with environmental monitoring.

What smart-slot cards are compatible with the new models?

Only the AP9630, AP9631 (with firmware versions 5.0.3 and greater) and the new UPSLINK translator card AP9620 are compatible with the new Smart-UPS models. The models smart-slot is tabbed to only allow the insertion of the newer cards as shown below:



Where can I find out more about the new models?

A great place to start is the APC website, where a dedicated page has been devoted to more information about the new Smart-UPS models. This page may access via the website www.apc.com or directly via www.apc.com/smartups.

