Advancing
Energy Tech

FAQs
EcoStruxure IT SmartConnect

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1. Overview:

Q: What's New in SmartConnect 2026?

SmartConnect continues to expand its **remote monitoring capabilities** for UPS devices. Recent enhancements include Maps View, device tagging, Power Summary -uptime reporting for all devices, and battery transfer reason visibility for compatible Smart-UPS devices.

In addition, SmartConnect now supports cloud-connected monitoring for eligible **Back-UPS models through PowerChute Link.** Some features and subscription offers are region-specific and may not be available in all countries. Please refer to the relevant sections below for details.

2. SmartConnect for Smart-UPS

Q: New releases in SmartConnect

All UPS devices: New feature releases for 2026 include **Maps view with GPS coordinates.** Devices can also be **tagged** in Profile view helping **classification and search** capabilities when you have many devices or sort by customer / load or any other meaningful tag.

Summarized uptime reports: SmartConnect allows Event log downloads (.csv files) but also provides summarized uptime reports to **show total reported uptime.** This is important, showing how your UPS helps support uptime of connected IT equipment. The report also shows downtime, which is an indicator of sites or locations where power outages may be frequent or last for a long time.

Smart-UPS devices: SmartConnect now exposes 'battery transfer reason' for connected Smart-UPS devices, to give you important insights into the type of power events on your site that cause UPS battery transfers.

Q: What's included in the 6-month Trial for Smart-UPS devices?

New Smart-UPS device registrations get a 6-month free trial period of the 'Standard Plan', this applies to your existing, compatible devices too, if they were never registered before.

Q: Why should I register for the free Trial?

- To check for firmware updates for your Smart-UPS, and to run the installation conveniently via **one-click installation** without going on-site.
- To adjust your Smart-UPS's sensitivity to input voltage fluctuations to suit your connected load, as this may affect your battery health over time.
- Registering your device on SmartConnect provides you with a downloadable report of your asset inventory.
- Add GPS device coordinates to your device profile, and tags to facilitate search and organizing your devices.
- Set up Device Sharing with other users on your team.
- Near end of your Trial period, extend Standard plan by 1Y, 3Y or 5Y plans or upgrade to Advanced plan if you want to use remote reboot capability.
- Lead-acid SmartConnect UPS's that register for the 6-Month Trial are awarded an additional 1-year warranty on the lead-acid battery.

Q: What features are included in each plan?

To discover the latest SmartConnect features, log in to your account on www.smartconnect.apc.com, or navigate to our SE Community Help Center to learn more.

Monitoring features on SmartConnect vary by type of hardware and connection, e.g. between Smart-UPS connected via dedicated Ethernet port and other UPSs connected using the PowerChute Link software connection.

Q: How can I renew my subscription?

You can buy a new subscription in-app or buy subscriptions from your preferred channel partner.

A device serial number is not required when purchasing a subscription. Once assigned, SmartConnect automatically applies the entitlement according to the device's current subscription status.

Q: What part numbers do I need from my channel partner for my Smart-UPS devices?

Subscriptions for Smart-UPS ('C' model devices), i.e. devices with Ethernet Port always start with prefix **ERWP-**

STANDARD PLAN	ADVANCED PLAN
ERWPMON1-1Y-DIGI	ERWPLUS1-1Y-DIGI*
ERWPMON1-3Y-DIGI	ERWPLUS1-3Y-DIGI*
ERWPMON1-5Y-DIGI	ERWPLUS1-5Y-DIGI

Q: What's the Advanced plan promotion for Smart-UPS?

Advanced plan promotion* relates to volume and term bonus for 1Y and 3Y plans. Learn more here about how you can get free plans and additional free term: https://smartconnect.apc.com/pricing

Q: How do I receive and assign my activation code?

Activation codes for all subscriptions are sent via email. 'Installer Email' refers to a user or their technical representative who can log in to own or shared devices to apply new subscriptions to devices.

Users self-assign new subscriptions to their devices. Log in and find 'Have Subscription'. A window showing your devices will appear so that you can assign subscriptions to your devices.

Q: Appending and Stacking – what about early renewal?

SmartConnect supports **no-loss renewals** through appending and stacking of subscription terms. You can renew at any time before expiry without losing remaining entitlement.

Appending adds new subscription term sequentially after the current term ends. **Stacking combines** multiple subscription terms (for example 1Y + 3Y = 4 years total). Upgrades to a higher plan (Standard -> Advanced) take effect immediately.

Q: Can subscriptions be co-termed?

SmartConnect does not currently support traditional co-terming to a common expiry date. Instead, it supports device-level subscription management with appending and stacking. New dates are re-calculated automatically. Download **myRenewals** report to see a list of all your devices.

Q: Can I top up an existing subscription? I have several devices with different expiry dates.

Yes, Additional subscription terms can be applied at any time and are appended to eligible active subscriptions, early renewal is encouraged through this no-loss policy.

Q: I did not receive the email with an Activation Code?

Subscription Activation code(s) are sent to the 'Installer Email' that you have requested on your PO. To request a re-send of Activation code email, contact EcoITSoftwareLicense.Support@se.com

Q: Can Extended Warranties be used to extend SmartConnect plans?

No, extended warranties (WEXTWAR / WBEXTWAR) are intended to cover the electronics and battery as stated in the Extended Warranty SOW and are independent from SmartConnect software subscriptions.

Q: Are Smart-UPS firmware upgrades free?

All registered, connected Smart-UPS devices receive firmware upgrades from the back-end system. This helps ensure that the appropriate upgrade version is available for your UPS model, and you don't need to identify which version is required for your UPS device.

The user initiates firmware installation on the UPS. If you are on Standard or Advanced plan, you will see a prompt on the cloud portal to use **One-click remote upgrade,** run the installation

remotely. If your device is on the Basic plan, the installation is initiated from the LCD screen on the UPS.

Q: What are MyInventory and MyRenewals reports?

MyInventory is a downloadable asset report. It's a snapshot of your installed devices, listing model, serial number, current operational data including load, charge, temperature, and firmware status as well as battery or license renewal needs. It helps you manage your assets, and the report is only available to download when you have logged in.

MyRenewals contains less information as no status or operational data is included. Models and serial numbers are listed with expiry dates and the needed replacement SKUs for batteries or service products. The report is only available when you have logged in and is designed to facilitate getting renewal quotes from your Reseller.

SmartConnect does not share these reports, only an authenticated user can download these reports.

Q: What's Reseller / Renewal Support?

Renewal Support is a mechanism for you as an End User to agree to automatically share **email notifications** about lifecycle needs (i.e., battery RBC part number, warranty and licenses expirations and replacement part numbers) so that your preferred Reseller is up-to-date with your forthcoming renewal needs.

This permission of data sharing (via email notifications) is built on a privacy and consent dialog and can be revoked any time.

3. SmartConnect Support for Back-UPS

NEW: SmartConnect now supports remote power monitoring for eligible Back-UPS Pro BR, BE, and BK models through **PowerChute Link**, available in **PowerChute Serial Shutdown v1.6 or later**. Users can activate a **30-day free trial** of SmartConnect remote monitoring.

Q: What is PowerChute Link?

PowerChute Link enables eligible Back-UPS devices to connect to the SmartConnect cloud through an internet-connected Windows PC running PowerChute Serial Shutdown v1.6 or later. This allows remote monitoring of UPS health, status, and power events through the SmartConnect dashboard. It is ideal for distributed applications such as kiosks, POS systems, and self-service terminals.

Q: Who is it for?

Ideal for system integrators and VARs managing kiosks, POS systems, and self-service equipment, PowerChute Link enables remote UPS monitoring through SmartConnect without requiring a dedicated network connection on the UPS. SmartConnect is a B2B application.

Q: Which Back-UPS models are supported?

Eligible Back-UPS Pro BR, BE, and BK models can connect to SmartConnect using a USB connection to a Windows PC running PowerChute Link. View the supported models in the Back-UPS Selector.

Q: Where is PowerChute Link available?

PowerChute Link subscriptions are available in selected countries across EMEA, East Asia, Pacific, and Mexico. Availability varies by market. Please contact Schneider Electric or your channel partner for local availability.

Q: Why use SmartConnect with Back-UPS?

SmartConnect provides remote visibility of UPS status and power events, helping reduce maintenance visits, improve uptime, and proactively manage power protection for distributed sites and unattended equipment.

Q: Is PowerChute Serial Shutdown free?

Yes. PowerChute Serial Shutdown is free software for local UPS shutdown management. PowerChute Link, included from v1.6 onward, adds subscription-based SmartConnect cloud monitoring. Users can purchase 1-year or 3-year subscriptions **and activate one free 30-day trial per SmartConnect account.**

Q: Can I configure shutdown settings from SmartConnect?

No. PowerChute Link enables remote monitoring through SmartConnect, but UPS shutdown settings are configured locally in the PowerChute Serial Shutdown application.

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