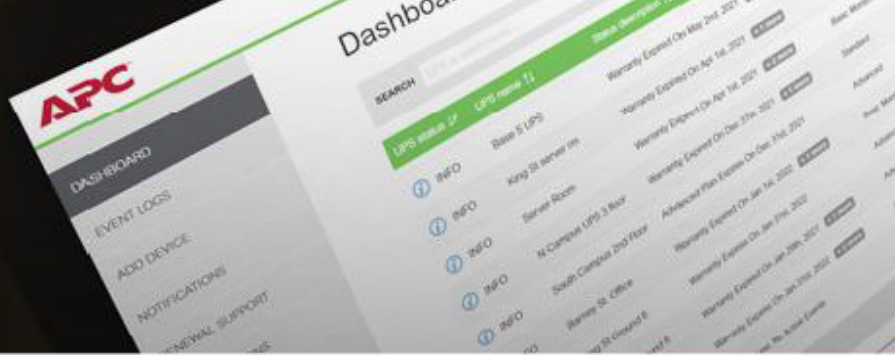
Cloud enabled APC Smart-UPS™

Out-of-box remote power monitoring



EcoStruxure™ IT SmartConnect - Frequently asked Questions

Out-of-box remote UPS power monitoring for APC 1-3kVA Smart-UPS devices is enabled through connecting the device via its dedicated SmartConnect Ethernet port to Schneider Electric Cloud services.

Newly registered devices are on-boarded to SmartConnect Standard plan for 6 months from device registration, reporting meaningful operational and device health values to a web portal Dashboard with 30-days event logs, customizable emails and routing notifications into Slack or Teams channels.

Customers can upgrade to an Advanced Plan at any time. The Advanced plan license enables remote outlet group reboot to facilitate power-cycling of IT equipment via the UPS. Features vary per plan and by terms of use.

1. What's included in the 6-month Trial?

New device registrations get a 6-month trial period of the 'Standard Plan'.

While on Standard plan, customers should run remote UPS firmware installation to get on the latest firmware version and adjust the sensitivity of the UPS to input voltage fluctuations to suit your connected load, as this may affect your battery health over time.

Registering your devices through SmartConnect provides you with a downloadable report of your asset inventory.

Once the Trial period is set to expire, users can extend monitoring by buying a 1-year, 3-year, or 5-year Standard Plan license, unless they have already upgraded to an Advanced Plan (also available 1Y / 3Y / 5Y) for additional remote management 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.

2. Can Extended Warranties be used to extend SmartConnect plans?

No, Extended Warranties no longer extend SmartConnect monitoring once the new business rule came into place from 1 August 2023. 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 licenses or service.

3. Are online and partner licenses the same?

Yes, license entitlements are interoperable whether you bought online or from your trusted Partner. Online licenses are bought using a credit card. You can buy just one or multiple licenses at a time. Bulk licenses are delivered via email and have an Activation code that unlocks the required quantity.

Log in to SmartConnect, enter the activation code and the user-interface will let you assign the appropriate number of entitlements.

4. Appending and Stacking – what about early renewal?

SmartConnect doesn't support co-terming of licenses to one end-date but works around this by allowing **appending** and **stacking** of licenses when you

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extend the same plan**, e.g., Standard - Standard** or **Advanced – Advanced**.

Early renewal is encouraged. You can apply renewal licenses to all your devices with different expiry dates and SmartConnect logic calculates out the new, sequential dates for each UPS.

Appending means that a new 1Y/3Y/5Y **extension** term is added sequentially to the ongoing term to start after expiry, so you don't 'lose' ongoing entitlement by assigning a new license entitlement.
Stacking means that you can assign 1Y + 3Y licenses and it equates to a 4-year period.

Note: When **upgrading,** i.e., changing plans from Basic or Standard to a higher plan, the new plan starts immediately on activation.

5. I did not receive the email with an Activation Code?

License activation code(s) are sent to the 'Installer Email' indicated on your PO.

To request a re-send, contact EcoITSoftwareLicense.Support@se.com

To query about your PO, contact SecurePowerOrderManagement@se.com

6. What features are included on 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.

7. Are Smart-UPS firmware upgrades free?

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

A user must start the installation of firmware on the UPS. If you are on Standard or Advanced plan, you will see a prompt on the cloud portal using **One-click remote upgrade**. If your device is on Basic plan, you must start the installation from the LCD screen on the UPS.

8. What are the new 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.

9. 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.

PROMOTION: Starting in June 2024, our 1Y and 3Y Advanced plans are on a limited-time promotion applying to **activated entitlements** within the promotional window. The activation campaign is discretionary and may end without further notice.

Buy a 1Y or 3Y Advanced plan and get extra term free when you activate the plan.

Buy > 10 plans and get additional plans for free. Terms and conditions apply.

Log in on https://smartconnect.apc.com to find out more about this promotion.

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