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## APC BG500

# APC Back-UPS Pro 500 (BG500) Lithium-Ion UPS User Manual

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## 1. PRODUCT OVERVIEW

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The APC Back-UPS Pro 500 (BG500) is an Uninterruptible Power Supply (UPS) designed to provide instant battery power to critical electronics during power outages, ensuring connectivity and data integrity. It offers comprehensive surge and lightning protection for connected devices, safeguarding your investments from potentially irreversible damage caused by unsafe utility power levels, spikes, surges, and outages.

This model features advanced Lithium-Ion technology, offering a longer service life compared to traditional lead-acid batteries. Its sleek and modern design is suitable for any home or office environment. The BG500 also includes a remote network management interface and smart outlets for enhanced control and energy efficiency.





*Image 1: The APC Back-UPS Pro 500 (BG500) Uninterruptible Power Supply.*

## 2. SETUP GUIDE

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### 2.1 Unpacking and Placement

- Carefully remove the UPS from its packaging.
- Place the unit in a well-ventilated area, away from direct sunlight, excessive heat, or moisture. The BG500 can be placed horizontally or vertically to suit your space.
- Ensure the Lithium-Ion battery is properly seated. The BG500 comes with an advanced Lithium-Ion battery pre-installed, designed for superior longevity.



Image 2: The Lithium-Ion battery pack for the BG500.

### 2.2 Connecting Your Devices

The BG500 features multiple outlets on its rear panel for connecting your electronic equipment. These include standard backup outlets and Smart Outlets with energy management capabilities.

- **Battery Backup & Surge Protected Outlets:** Connect critical devices such as modems, wireless routers, Voice over IP (VoIP) phones, and computers to these outlets to ensure continuous power during outages and protection from surges.
- **Smart Outlets:** These outlets offer advanced energy management features. Connect peripherals like monitors and printers to Smart Outlets to enable automatic power cycling based on the primary component's status (e.g., computer).
- **Network Connection:** Connect an Ethernet cable from your network router to the UPS's network port for remote management capabilities.

### 2.3 Initial Power On

Plug the UPS power cord into a wall outlet. Press the power button on the front of the unit to turn it on. The unit will perform a self-test. Allow the unit to charge for at least 24 hours before relying on it for extended battery backup.

### 2.4 Visual Setup Guide

Your browser does not support the video tag.

*Video 1: An official product video demonstrating the features and setup of the APC Back-UPS Pro 500 (BG500), including connecting devices and highlighting the Lithium-Ion battery and network management interface.*

## 3. OPERATING INSTRUCTIONS

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## 3.1 Network Management Interface

The BG500 features a network management interface accessible via a web browser on any PC, tablet, or smartphone. This interface allows for remote control and monitoring of your UPS.

- **Remote Outlet Control:** You can remotely reboot individual outlets, or turn them on and off, which is useful for cycling power to unresponsive network equipment.
- **UPS Settings Management:** Adjust various UPS settings, including alarm preferences and power thresholds.
- **Power Usage Monitoring:** Track energy usage and monitor power conditions in real-time, helping you understand and optimize your energy consumption.

## 3.2 Smart Outlets and Energy Management

The Smart Outlets on the BG500 provide advanced energy-saving features:

- **Energy Management:** When a primary device (e.g., computer) connected to a master outlet is turned off, the UPS can automatically turn off peripherals connected to associated Smart Outlets, saving power and reducing energy costs. Power is restored to peripherals when the primary component is turned back on.
- **Watchdog Feature:** This function automatically reboots network equipment (e.g., modem, router) in the event of a loss of network connectivity, helping to restore internet service without manual intervention.

## 3.3 Configurable Battery Protection

The BG500 allows you to configure battery protection for its outlets. You can choose to add or remove battery protection from surge-protected outlets. This flexibility enables you to prioritize either increased runtime for a few critical components or provide battery-backed power to a greater number of devices, depending on your specific needs.

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# 4. MAINTENANCE

## 4.1 Battery Care

The APC Back-UPS Pro 500 utilizes advanced Lithium-Ion battery technology, which offers significant advantages in terms of service life and maintenance. Lithium-Ion batteries typically provide twice the service life of traditional lead-acid UPS batteries, lasting up to 8 years under normal operating conditions.

- **No User-Replaceable Battery:** The Lithium-Ion battery in the BG500 is not designed for user replacement. Its extended lifespan minimizes the need for battery changes.
- **Optimal Performance:** To ensure optimal battery performance, keep the UPS in a cool, dry environment and ensure proper ventilation.

## 4.2 General Maintenance

- Keep the UPS clean and free from dust. Use a dry cloth to wipe the exterior.
- Ensure that the ventilation openings are not blocked to prevent overheating.
- Periodically check the power cords and connections for any signs of damage.

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# 5. TROUBLESHOOTING

This section addresses common issues you might encounter with your APC Back-UPS Pro 500 (BG500).

- **Annoying Beeps:** If the UPS is emitting persistent beeps, this often indicates a status alert (e.g., on battery, low battery, overload). These alerts can typically be managed and silenced through the remote network management interface. Refer to the 'UPS Settings Management' in Section 3.1 for details on accessing and configuring these settings.
- **Difficulty with Programmable Outlets:** Setting up the programmable Smart Outlets (e.g., for energy management or watchdog features) can sometimes be complex. All configurations for these outlets are performed via the network management interface. Access the interface through a web browser and navigate to the 'Outlet' or 'Energy Management' sections to adjust settings.
- **UPS Not Providing Backup Power:**
  - Ensure the UPS is plugged into a live wall outlet and the power button is pressed.
  - Verify that critical devices are connected to the battery backup outlets, not just surge-only outlets.
  - Check the battery status via the network management interface. If the battery is depleted or faulty, it may not provide backup power.
- **No Network Connectivity for Management:**
  - Ensure the Ethernet cable is securely connected between the UPS and your network router.
  - Verify your network settings and ensure the UPS has obtained an IP address. This can be checked through your router's interface or by connecting a computer directly to the UPS's network port for initial setup if necessary.
- **Surge Protection Concerns:** The BG500 is designed to provide surge protection. In the rare event of an extreme surge (e.g., direct lightning strike), the UPS may sacrifice itself to protect connected equipment. If you suspect the unit has been damaged by a surge, check the circuit breaker on the unit and consult the warranty information.

## 6. SPECIFICATIONS

Feature	Detail
Model Number	BG500
Product Dimensions	2.13 x 7.52 x 11.42 inches
Item Weight	4.84 pounds
Battery Type	Lithium Ion
Batteries Required	1 Lithium Ion battery (included)
Voltage	120 Volts
Color	Black
Manufacturer	APC

## 7. WARRANTY & SUPPORT

### 7.1 Product Warranty

The APC Back-UPS Pro 500 (BG500) comes with a **3-year warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

## 7.2 Technical Support

For technical assistance, detailed product documentation, or to register your product, please visit the official APC by Schneider Electric website. You can find support resources, FAQs, and contact information for customer service there.

**Official APC Website:** [www.apc.com](http://www.apc.com)