

## APC SMX1000C

# APC by Schneider Electric Smart-UPS SMX 1000VA Tower/Rack Convertible UPS Instruction Manual

Brand: APC | Model: SMX1000C

## 1. INTRODUCTION

This manual provides essential information for the safe and efficient operation of your APC by Schneider Electric Smart-UPS SMX 1000VA Tower/Rack Convertible UPS. This ENERGY STAR® Certified Line Interactive UPS offers extended runtime and scalable batteries, designed to maintain business operations through power outages. It features remote monitoring capabilities via a mobile device, tablet, or PC with advanced connectivity options like Network Management Card, SmartConnect, or EcoStruxure IT. Key benefits include Automatic Voltage Regulation (AVR), Green mode for high operating efficiency, an intuitive LCD interface, pure sinewave output for sensitive electronics, predictive battery replacement date, an Energy Meter, and an Emergency Power Off (EPO) switch.



*Image: An IT professional working in a server room, with the APC Smart-UPS SMX1000C visible, highlighting its use in critical business environments.*

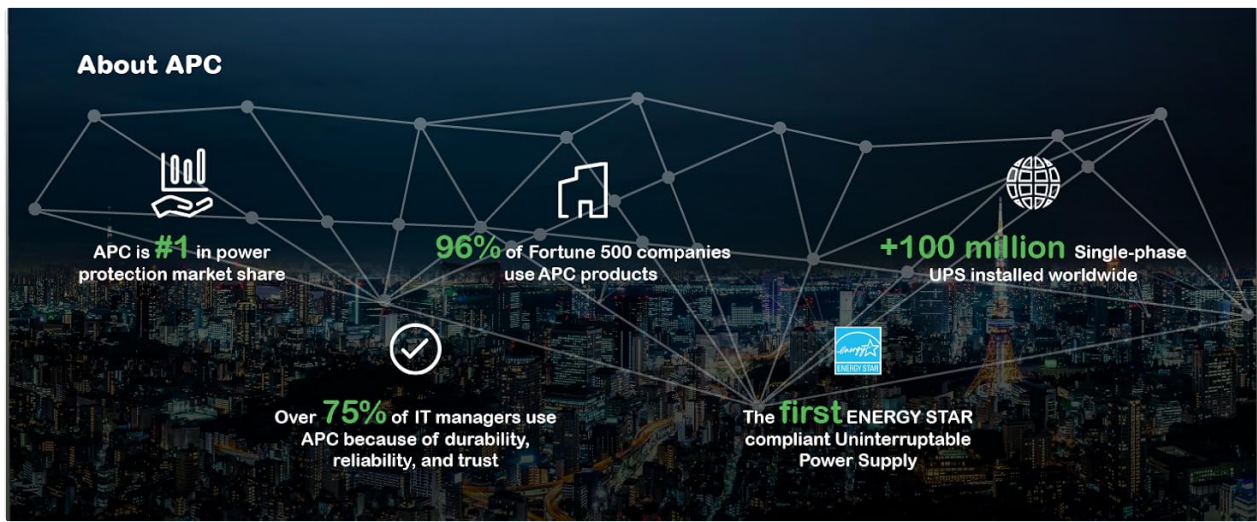


Image: Infographic detailing APC's leadership in power protection, including market share, adoption by Fortune 500 companies, global UPS installations, and ENERGY STAR compliance.

## 2. SETUP

### 2.1 Unpacking and Initial Inspection

Carefully unpack the UPS and inspect it for any shipping damage. Retain packaging for future transport. Ensure all components listed in the packing list are present.

### 2.2 Battery Connection

The UPS ships with the internal battery disconnected for safety during transit. Before initial use, the battery must be connected. Refer to the following steps:

1. Remove the front bezel or access panel to expose the battery compartment.
2. Connect the internal battery cables (red to red, black to black).
3. Secure the battery within the compartment and replace the access panel.

Video: An official APC video demonstrating the process of connecting the battery on a Back-UPS Pro UPS, which is similar to the procedure for this model.

### 2.3 Placement and Configuration

The SMX 1000VA UPS is a Tower/Rack Convertible unit. You can deploy it as a standalone tower or install it in a 2U rackmount configuration (rail kits sold separately, part # AP9625).



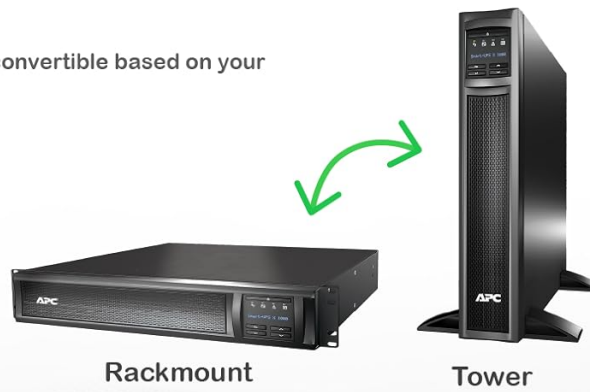
Image: The APC Smart-UPS SMX 1000VA unit displayed in its vertical tower configuration.



*Image: The APC Smart-UPS SMX 1000VA unit displayed horizontally in a rackmount configuration.*

## Installation Flexibility

The SMX series is rack/tower convertible based on your evolving business needs.



*Image: An illustration showing the UPS unit converting between rackmount and tower configurations, demonstrating its installation flexibility.*

## 2.4 Power Connection

Connect the UPS to a standard NEMA 5-15P wall outlet. Connect your critical equipment to the NEMA 5-15R (8) output receptacles on the rear of the UPS. Ensure that the total load does not exceed the UPS's capacity.







Image: The rear panel of the APC Smart-UPS SMX 1000VA, highlighting the NEMA 5-15R output outlets and various communication ports.

## Communication Ports and Outlets

Advanced monitoring and management capabilities with numerous outlets to power and protect all your sensitive devices.



SmartSlot™ for  
network management /  
accessory card



SmartConnect  
Ethernet Port



4 NEMA 5-15R  
outlets



2 NEMA 5-15R outlets  
(Switched outlet group 1)



2 NEMA 5-15R outlets  
(Switched outlet group 2)



Image: A diagram illustrating the various communication ports and NEMA 5-15R outlets on the UPS, including SmartSlot, SmartConnect Ethernet Port, and switched outlet groups.

## 3. OPERATING INSTRUCTIONS

### 3.1 Powering On/Off

Press the power button on the front panel to turn the UPS on or off. The LCD display will illuminate and provide status information.

### 3.2 LCD Interface

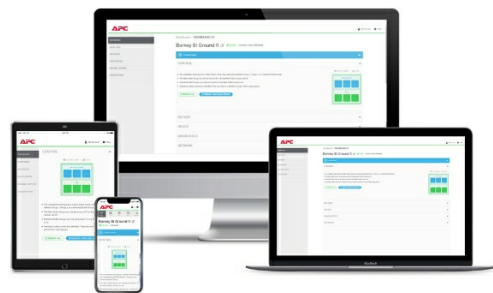
The intuitive LCD interface provides clear and accurate information in multiple languages, allowing you to monitor UPS status, load, battery charge, and estimated runtime.

### 3.3 SmartConnect Remote Monitoring

The APC SmartConnect feature allows for easy remote monitoring of your UPS via a secure portal. It provides automatic notifications, firmware updates, and access to advanced support services. For units purchased or registered after August 1, 2023, SmartConnect is offered as a 6-month free trial.

#### SmartConnect Ethernet Port

Out-of-box cloud-based remote power monitoring



Select features may be subject to tier-based licensing.  
Terms on the Smart-UPS Web Portal.

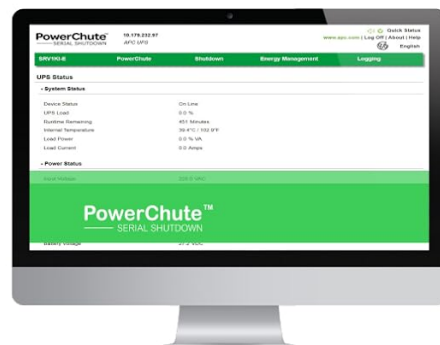
*Image: A visual representation of the SmartConnect Ethernet Port's capabilities, including UPS firmware upgrades, remote diagnostics, proactive email notifications, and recommended actions, accessible across multiple devices.*

### 3.4 PowerChute Serial Shutdown Software

Utilize PowerChute Serial Shutdown Software for UPS management, graceful shutdown of connected equipment, and energy management. This software is compatible with desktops, servers, and workstations.

#### Peace of mind at home or office with PowerChute™ Serial Shutdown Software

UPS management, graceful shutdown, and energy management software for:



*Image: A screenshot of the PowerChute Serial Shutdown Software interface, showing UPS system status, load, battery remaining, and event logs.*

Video: An official APC video titled 'APC for your Business', showcasing the benefits and applications of APC UPS solutions in various business settings.

Video: An official APC video highlighting the features of the APC UPS 1000VA Smart-UPS with Smart Connect, emphasizing pure sinewave output and battery backup capabilities.

## 4. MAINTENANCE

### 4.1 Battery Replacement

The UPS provides a predictive battery replacement date to help you plan for maintenance. When the battery needs replacement, follow the battery connection steps in reverse to safely disconnect the old battery and install a new one. Use only APC-approved replacement battery cartridges (RBCs).

### 4.2 Cleaning

Regularly clean the exterior of the UPS with a dry cloth. Ensure ventilation openings are free from dust and obstructions to maintain proper airflow and prevent overheating.

## 5. TROUBLESHOOTING

If you encounter issues with your UPS, consult the LCD interface for error messages or status indicators. Common issues and their potential solutions include:

- **No Power:** Ensure the UPS is properly plugged into a functioning wall outlet and the power button is pressed. Check the circuit breaker on the rear of the unit.
- **Battery Not Charging:** Verify the UPS is connected to utility power. Allow sufficient time for the battery to charge. If the issue persists, the battery may need replacement.
- **Overload Alarm:** Reduce the load connected to the UPS. The LCD will indicate if the load exceeds the UPS's capacity. Disconnect non-critical devices.
- **Short Runtime:** The battery may be old or not fully charged. Check the predictive battery replacement date.

For more detailed troubleshooting, refer to the full user manual available on the APC website or contact customer support.

## 6. SPECIFICATIONS

Feature	Detail
Model Number	SMX1000C
Capacity	1000VA / 800W
Input Voltage	120 Volts
Input Connection	NEMA 5-15P
Output Connections	NEMA 5-15R (8 outlets)

Feature	Detail
Battery Type	Sealed Lead Acid (1 x 12V included)
Form Factor	Tower / 2U Rackmount Convertible
Product Dimensions	19.3 x 3.5 x 17 inches
Item Weight	55.2 pounds
Color	Black
Manufacturer	APC

## 7. WARRANTY AND SUPPORT

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### 7.1 Warranty

This APC Smart-UPS SMX 1000VA unit comes with a 5-year repair or replace warranty. Please retain your proof of purchase for warranty claims.

### 7.2 Customer Support

For technical assistance, troubleshooting, or warranty service, please visit the official APC by Schneider Electric website or contact their customer support. Utilize the SmartConnect feature for remote monitoring and proactive notifications regarding your UPS status.