1 Connect Battery

For service, the Back-UPS ES is shipped with one battery wire disconnected. The UPS will not operate until the wire is connected to the touch-safe battery terminal.

- Turn the Back-UPS ES over and press in the release tab. Slide the plastic battery cover off the unit.

- Connect the battery wire firmly to the battery terminal.

- Insert the battery back into the compartment. Slide the plastic battery cover back in place until the tab locks.

2 Connect Equipment

Battery Back-up + Surge Protection

These outlets are powered whenever the Back-UPS ES is switched on. During a power outage or other utility problems (brownouts, over-voltages), these outlets will be powered for a limited time by the Back-UPS ES. Plug your computer, monitor, CD-ROM drive and one other data-sensitive device such as an external tape drive or Home Phoneline Networking Association (HPNA) device into these outlets.

Surge Protection

These outlets provide full-time protection from surges even if the Back-UPS ES is switched OFF. Plug your printer, fax machine, scanner, or other peripherals that do not need battery power into these outlets.

Plug the Back-UPS ES power cord directly into a wall outlet; not a surge protector or power strip.

Connect Computer Cable

The supplied cable and software provide automatic file saving and shutdown of your computer in the event of a sustained power outage or the failure of an external power source.

Connect the cable to the Data Port of the Back-UPS ES. Connect the other end of the cable to the USB port on your computer. The software will automatically find the USB Port of your computer.

Connect Modem / Phone / DSL / Fax / 10/100Base-T / HPNA / Cable Modem / CATV or DSS to Surge Protection

The Back-UPS protects a single line (2-wire) phone (including Digital Subscriber Line - DSL), Home Phoneline Networking Association (HPNA) type equipment, modern, 10/100Base-T Ethernet, or fax machine from surges when connected through the UPS as shown in the drawing. The UPS also protects a cable modem, CATV converter, or DSS receiver from surges when it is connected through the UPS coaxial connectors as shown in the drawing.

3 Power On and Install Software

Press the ON/OFF switch to power the unit ON.

A single short beep and the green "Power On" indicator of visual and audible indicators. Use the following table to identify the status of the Back-UPS ES.

Status Indicators

The Back-UPS ES indicates operating status using a combination of visual and audible indicators. Use the following table to identify the status of the Back-UPS ES.

- Power On - UPS is supplying conditioned utility power to the load.
- Power On LED - ON
- None - Not applicable.

On Battery - UPS is supplying battery power to the load connected to Battery outlets.

Low Battery Warning - UPS is supplying battery power to the load connected to the Battery outlets and the battery is near exhaustion.

Overload Shutdown - During On Battery operation a power supply overload existed.

Overload Alert - Online power exceeded Back-UPS capacity.

Sleep Mode - During On Battery operation the battery power has been completely exhausted. UPS is waiting for utility power to return to normal.

Building Wiring Fault - Your building wiring presents a shock hazard that should be corrected by a licensed electrician.

Detailed Instructions:

- Connect Battery
- Connect Equipment
- Power On and Install Software
### Troubleshooting

Use the table below to solve minor Back-UPS ES installation or operation problems. Consult APC Online Technical Support or call APC Technical Support for assistance with problems that cannot be resolved using the table below.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Probable Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back-UPS ES will not turn on.</td>
<td>The battery is disconnected, and either power is having a &quot;brownout&quot; or an &quot;over voltage&quot; condition.</td>
<td>Connect the battery (see Connect Battery) and ensure power is available at the wall outlet. If battery is connected and power is unavailable, the unit can be &quot;cold started&quot; (operated on battery power) by holding the power button down until two beeps are heard.</td>
</tr>
<tr>
<td>No power available at the Surge Protection outlets.</td>
<td>Surge Protection outlets have been overloaded. Utility power not available at the wall outlet.</td>
<td>Reduce the amount of equipment plugged into Surge Protection outlets. Ensure the fuse or circuit breaker for the outlet is not tripped, and that the wall switch controlling the outlet (if any) is in the ON position.</td>
</tr>
<tr>
<td>Back-UPS turns on, but LED flashes and unit emits a constant tone.</td>
<td>Battery is disconnected.</td>
<td>Connect the battery (see Connect Battery diagram).</td>
</tr>
<tr>
<td>Connected equipment loses power.</td>
<td>Equipment is connected to the &quot;Surge Protection&quot; outlets. The Back-UPS ES is overloaded. PowerChute Personal Edition software has performed a shutdown due to a power failure. The Back-UPS ES has exhausted its available battery power. Connected equipment does not accept the step-approximated sine waveform the Back-UPS ES produces.</td>
<td>Ensure the equipment you want to stay powered during a power failure is plugged into the &quot;Battery Backup plus Surge Protection&quot; outlets and NOT the &quot;Surge Protection&quot; outlets. Make sure the equipment plugged into the outlets of the unit are not overloading its capacity. Try removing some of the equipment and see if the problem continues. The Back-UPS ES is operating normally. The Back-UPS ES can only operate on battery power for a limited amount of time. Allow the unit to recharge for 16 hours before expecting maximum runtime. The output waveform is designed for computers and computer-related equipment. It is not designed for use with motor-type equipment. Contact APC Technical Support for further troubleshooting.</td>
</tr>
<tr>
<td>The Power On indicator is lit and the Back-UPS ES is beeping four times every 30 seconds.</td>
<td>The Back-UPS ES is using battery.</td>
<td>The Back-UPS ES is operating normally and using battery power. Once On Battery, you should save your current work, power down your equipment, and turn the unit OFF. Once normal power is restored, you may turn the unit back on and power your equipment.</td>
</tr>
<tr>
<td>The Power On indicator flashes and beeps twice per second at the same time.</td>
<td>Battery capacity is low (about 2 minutes of use remaining). The Back-UPS ES is to shut down off to a low battery charge condition When the unit beeps twice every second, the battery has about 2 minutes of power remaining. Immediately power down your computer and turn the unit OFF. When normal power returns, the unit will recharge the battery.</td>
<td>Call a qualified electrician for service.</td>
</tr>
<tr>
<td>Building Wiring Fault indicator is lit.</td>
<td>Your building wiring presents a shock hazard. Using the Back-UPS with this condition will void the warranty.</td>
<td>Allow the unit to charge by leaving it plugged into the wall for at least 16 hours. As a battery ages, the amount of runtime available will decrease. You can replace the battery by ordering one at <a href="http://www.apc.com">www.apc.com</a>. Batteries also age prematurely if the Back-UPS ES is placed near excess heat.</td>
</tr>
<tr>
<td>Adequate runtime.</td>
<td>The battery is not fully charged. Battery is near the end of useful life.</td>
<td>The Back-UPS ES is operating normally and using battery power. Once On Battery, you should save your current work, power down your equipment, and turn the unit OFF. Once normal power is restored, you may turn the unit back on and power your equipment.</td>
</tr>
<tr>
<td>No phone/fax/DSL/cable or network signal from the Back-UPS.</td>
<td>Data line from the ISP or wall outlet is connected to the wrong jack on the Back-UPS.</td>
<td>Make sure the data line from the wall outlet is connected to the jack labeled &quot;Wall Outlet&quot; (Phone/Fax/DSL), or &quot;Cable In&quot; (Cable/DSL/CATV).</td>
</tr>
<tr>
<td>Internet connection lost during power outage.</td>
<td>Modem lost AC power.</td>
<td>Plug the modem's AC power cord into one of the &quot;Battery Backup plus Surge Protection&quot; outlets.</td>
</tr>
</tbody>
</table>

### Specifications

**Model**
- **BE750G**

**Input**
- **Voltage**: 120 Vrms Nominal
- **Frequency**: 50 - 60 Hz (auto-sensing)
- **Brownout Transfer**: 88 Vrms, typical
- **Overvoltage Transfer**: 142 Vrms, typical

**Output**
- **UPS Capacity (5 outlets)**: 750 VA / 450 W
- **Total Ampereage (10 outlets)**: 12 Amps (including UPS output)
- **Input Voltage**: 115 Vrms ± 5% (step-approximated sine wave)
- **Frequency - On Battery**: 50-60 Hz ± 1 Hz
- **Transfer Time**: 6 ms typical, 10 ms maximum

**Protection and Filter**
- **Ac Protection**: Full time, 25 kA power
- **Phone/Fax/DSL, Surge Protection**: Single line (2-wire)
- **Network Surge Protection**: 10/100Base-T Ethernet
- **EMI/RFI Filter**: Full time
- **AC Input**: Resettable circuit breaker

**Battery**
- **Model**: RBC17
- **Type**: sealed, maintenance-free lead acid
- **Average Life**: 3 - 5 years depending on the number of discharge cycles and environmental temperature

**Physical**
- **Net Weight**: 10.38 lbs. (4.70 kg.)
- **Size**: 3.9" (H) x 13.5" (W) x 7.1" (D) (83.9 x 342.9 x 180.0 mm)
- **Operating Temperature**: +32°F to 104°F (0°C to 40°C)
- **Storage Temperature**: +15°F to 113°F (-15°C to 45°C)
- **Operating Relative Humidity**: 0 to 95% non-conducting
- **Operating Elevation**: 0 to 10,000 ft (0 to 3,000m)

**Safety/Regulatory**
- **Safety Approvals**: TUV C-UL certified per UL Std. 1778 and CSA 22.2 No. 107.1, NOM-001
- **EMC Compliance**: Notice: This device complies with part 68 and part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

**Order Replacement Battery**
Replace with an APC qualified battery. Replacement batteries can be ordered from www.apc.com (valid credit card required). Have your Back-UPS ES model number available when ordering. Your model number can be found on the bottom of the unit.

**Warranty**
The standard warranty is 3 years from the date of purchase. APC's standard procedure is to replace the original unit with a factory reconditioned unit. Customers who must have the original unit back due to assigned asset tags and set depreciation schedules must declare such a need at first contact with APC Technical Support. APC will ship the replacement unit once the defective unit is received by the repair department or across- ship upon the provision of a valid credit card number. The customer pays for shipping to APC, and APC pays ground freight transportation costs back to the customer.

**Service**
Please DO NOT RETURN Back-UPS ES to the place of purchase under any circumstances. 1. Consult the Troubleshooting section to eliminate common problems. 2. Verify the battery is connected (see Connect Battery) and that the Circuit Breaker is not tripped (see Troubleshooting section). If you still have problems or questions, please contact APC via the internet or at one of the phone numbers listed below. 3. Before contacting APC, please be sure to record the date purchased, UPS model, and serial number (on bottom of unit). 4. Be prepared to troubleshoot the problem over the telephone with a Technical Support Representative. If this is not successful, the representative will issue a Return Material Authorization Number (RMA) and a shipping address. 5. Pack the unit in its original packaging. If the original packaging is not available, ask APC Technical Support about obtaining a new set. Pack the unit properly to avoid damage in transit. Never use foam beads for packaging. Damage sustained in transit is not covered under warranty (insuring the package for full value is recommended). 6. Write the RMA on the outside of the package. 7. Return the unit unopened to the address given by APC Technical Support.

**APC Contact Information**

**Online Technical Support:**
http://support.apc.com

**Web Site:**
- USA/Canada: 1.800.800.4272
- Mexico: +52.292.0253 / 52.292.0255
- Brazil: +0800.12.72.1
- Worldwide: +1.401.789.5735

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