

APC UPS (Backup Battery) Troubleshooting

If the unit is beeping, press and hold the Power button for 5 seconds, and the unit should stop beeping. If the beeping continues, try:

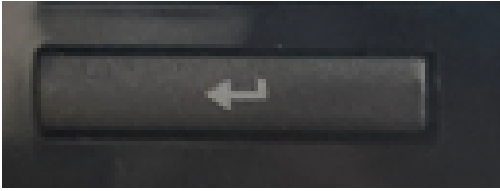
1. Turn off and unplug the UPS from the wall.
2. Disconnect Battery.
3. You may hear an audible "click" from the UPS.
4. Reconnect the battery, plug the unit back into the wall, and turn the UPS back on.
5. If the beeping continues, contact ithelp@thrivepet.com.

Mute SMX1500RM2U

1. Press the down arrow until you see "Main Menu: Configuration"



2. Press the Enter button.



3. Press the down arrow until you see "Audible Alarm:"
4. Press the Enter button
5. Use the down button to show the "Off" option.



6. Press the Enter button.
7. Press the Esc button.

Amendment and Revision History

We are committed to continuously reviewing and updating our policies and procedures. The Company, therefore, reserves the right to amend, alter, or terminate this policy/procedure at any time and for any reason, subject to applicable law. When material changes are made, Thrive will post the changes on our internal website and provide Team Members with subsequent notice consistent with local laws or regulations.

Department	Technology		
Subject	Equipment		
Last Update	May 21, 2025		
Subject Matter Experts	Service Desk Jake Janovec, <i>IT Support Analyst - Tier 1</i> Jose Ramirez, <i>IT Support Analyst</i>		
Data Classification	Public Internal <input checked="" type="checkbox"/> Restricted Personal Information		
Updated By	Revisions	Date	Rev Num
jf	First Issue	3/21/24	1.0
JR	reviewed and updated	2/18/25	1.1

JJ	New Instructions for Muting SMX1500RM2U <ul style="list-style-type: none">Added steps to mute the SMX1500RM2U, including navigating the menu and selecting the "Off" option for the audible alarm.	5/21/25	1.2
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