

User Manual

PowerPanel[®] Personal Edition

Rev. 4
2010/08/16

ELECTRONIC END USER LICENSE AGREEMENT FOR POWERPANEL PERSONAL EDITION**NOTICE TO USER:**

THIS IS A CONTRACT. BY INSTALLING THIS SOFTWARE YOU ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. The End User License Agreement and copyright of PowerPanel® Personal Edition product and related explanatory materials ("Software") are owned by the originated company. The term "Software" also shall include any upgrades, modified versions or updates of the Software licensed to you by the originated company. Please read this Agreement carefully. At the end, you will be asked to accept this agreement and continue to install or, if you do not wish to accept this Agreement, to decline this agreement, in which case you will not be able to use the Software.

Upon your acceptance of this Agreement, The originated company grants to you a nonexclusive license to use the Software, provided that you agree to the following:

1. Use of the Software. You may install the Software on a hard disk or other storage device; install and use the Software on a file server for use on a network for the purposes of (i) permanent installation onto hard disks or other storage devices or (ii) use of the Software over such network; and make backup copies of the Software.

You may make and distribute unlimited copies of the Software, including copies for commercial distribution, as long as each copy that you make and distribute contains this Agreement, the PowerPanel® Personal Edition installer, and the same copyright and other proprietary notices pertaining to this Software that appear in the Software. If you download the Software from the Internet or similar on-line source, you must include the copyright notice for the Software with any on-line distribution and on any media you distribute that includes the Software.

2. Copyright and Trademark Rights. The Software is owned by the originated company and its suppliers, and its structure, organization and code are the valuable trade secrets of its originated company. and its suppliers. The Software also is protected by United States Copyright Law and International Treaty provisions. You may use trademarks only insofar as required to comply with Section 1 of this Agreement and to identify printed output produced by the Software, in accordance with accepted trademark practice, including identification of trademark owner's name. Such use of any trademark does not give you any rights of ownership in that trademark. Except as stated above, this Agreement does not grant you any intellectual property rights in the Software.

3. Restrictions. You agree not to modify, adapt, translate, reverse engineer, decompile, disassemble or otherwise attempt to discover the source code of the Software. Although you may customize the installer for the Software as documented on the PowerPanel® Personal Edition Disk (e.g., installation of additional plug-in and help files), you may not otherwise alter or modify the installer program or create a new installer for the Software.

4. No Warranty. The Software is being delivered to you AS IS and its supplier makes no warranty as to its use or performance. THE ORIGINATED COMPANY AND ITS SUPPLIERS DO NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS YOU MAY OBTAIN BY USING THE SOFTWARE OR DOCUMENTATION. THE ORIGINATED COMPANY AND ITS SUPPLIERS MAKE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO NONINFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT WILL THE ORIGINATED COMPANY OR ITS SUPPLIERS BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES, INCLUDING ANY

LOST PROFITS OR LOST SAVINGS, EVEN IF THE ORIGINATED COMPANY REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. Some states or jurisdictions do not allow the exclusion or limitation of incidental, consequential or special damages, or the exclusion of implied warranties or limitations on how long an implied warranty may last, so the above limitations may not apply to you.

5. Governing Law and General Provisions. This Agreement will be governed by the laws of the State of Minnesota, U.S.A., excluding the application of its conflicts of law rules. This Agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded. If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of the Agreement, which shall remain valid and enforceable according to its terms. You agree that the Software will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations. This Agreement shall automatically terminate upon failure by you to comply with its terms. This Agreement may only be modified in writing signed by an authorized officer of the originated company.

Table of Contents

Overview	4
Getting Started	4
Prerequisites	4
Hardware Requirements	4
Operating System	4
Installation	5
Accessing PowerPanel Personal Edition	8
Using PowerPanel Personal Edition	8
Understanding the User Interface	8
Main Interface Features	9
Taskbar Notification Area	12
Context Help	13
Monitor UPS	13
Status Monitoring	13
Power Events Summary	17
Configure UPS	20
Schedule Management	20
Turning the UPS Alarm On/Off	20
Runtime Configuration	21
Voltage	23
Sensitivity	24
Performing A UPS Self-Test	24
Help	26
About	26
Using Power Meter Gadget	27
Power Meter Gadget	27
What is gadget?	27
Understanding Power Meter Gadget	27
Adding Power Meter Gadget to Desktop or Sidebar	28
Technical Support	30
Troubleshooting	30
FAQ	31
Glossary	34

Overview

PowerPanel® Personal Edition (PPPE) is easy to use safe shutdown software for advanced computer power management. PPPE is designed for personal computers (PCs) and provides a complete power protection solution utilizing the Uninterruptible Power Supply (UPS) to control and safely shut a PC down in the event of power problems.

The advantages of PPPE are summarized below:

- Monitor the status of the UPS and utility power at all times.
- Customizable UPS configurations for total power control and protection for your PC.
- Graceful shutdowns to protect your system and prevent data loss in the event of power outages.

PPPE software consists of Service, Client UI, System Tray and Power Meter gadget. Service communicates with UPS and obtains UPS status and information. Client UI displays UPS detailed status and information, and allows users to configure UPS. System Tray indicates whether UPS is charging or fully charged, using batteries power or communicating properly. The Power Meter gadget provides users for presenting UPS information such as battery capacity, output load and remaining runtime. It also indicates whether the UPS is charging or overload, using utility power or battery power.

Note: The Power Meter gadget is only available on Windows Vista and Windows 7 platforms.

Getting Started

Prerequisites

Hardware Requirements

- 133 MHz or higher Pentium-compatible CPU.
- 16 megabytes (MB) of RAM recommended minimum; more memory generally improves responsiveness.
- 2 GB hard disk with a minimum of 10 MB of free space.
- USB support.

Operating System

PowerPanel® Personal Edition software is compatible with the following operating systems:

- **32-Bit Versions:**
 - Windows 7
 - Windows Server 2008
 - Windows Vista
 - Windows Server 2003
 - Windows XP
 - Windows 2000

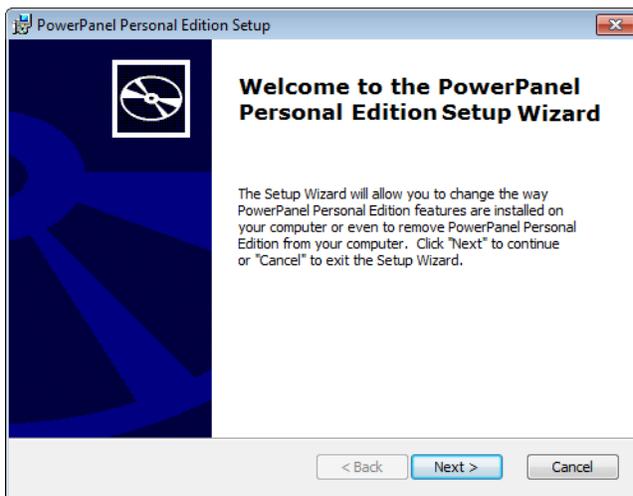
- Windows ME
- Windows 98 SE
- **64 Bit Versions:**
 - Windows 7
 - Windows Server 2008
 - Windows Vista
 - Windows Server 2003
 - Windows XP
 - Windows 2000

Installation

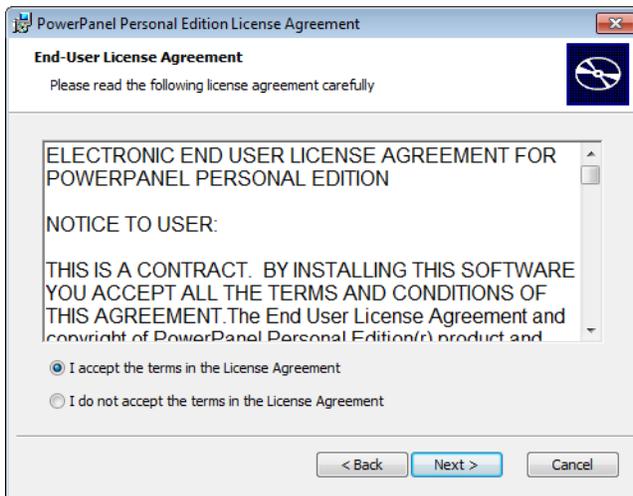
A welcome screen displays automatically when the PowerPanel® Personal Edition Installation CD is inserted into the CD-ROM. If the welcome screen does not display, browse the CD drive and open the folder named **Windows**, and then double-click the file named **setup.exe**.

To install follow these steps:

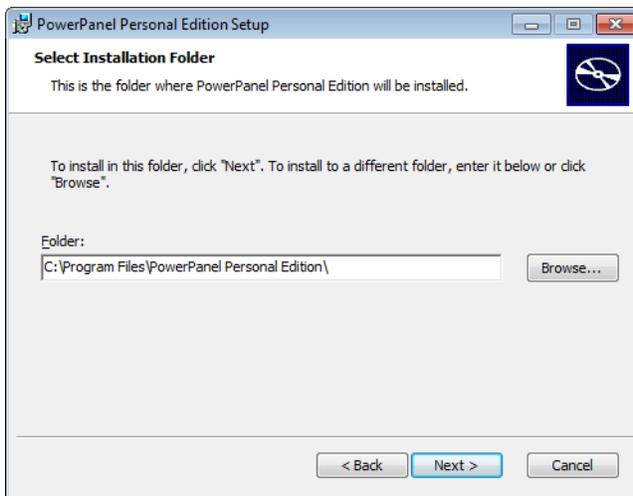
- Click the **Next** button to start an installation.



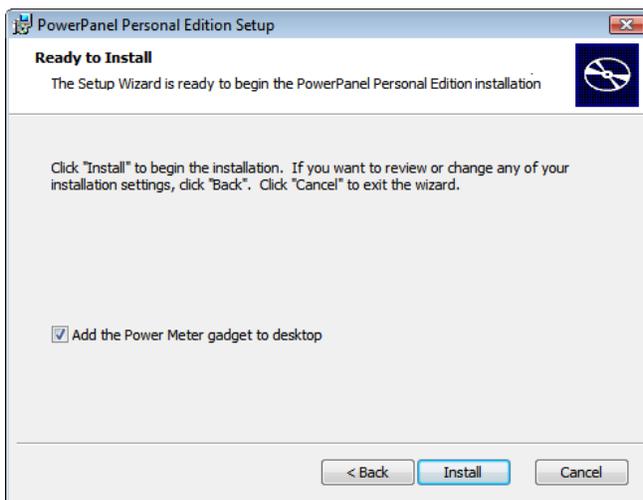
- Accept the license agreement.



- Choose the destination directory.



- Click the Install button to begin installing PowerPanel® Personal Edition.

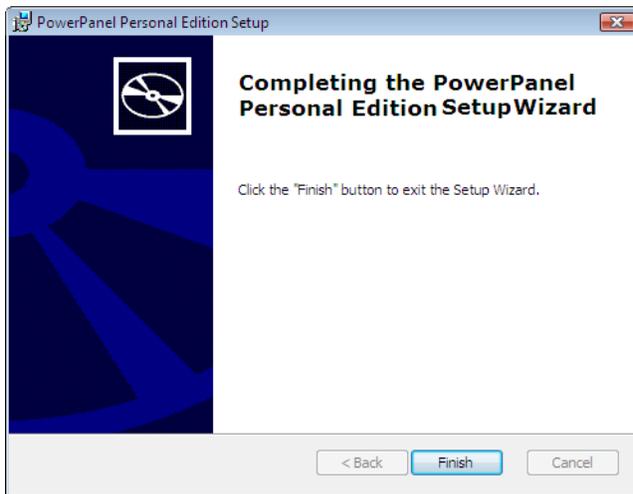


In Windows 7, selecting the **Add the Power Meter gadget to desktop** option indicates that the gadget will be added to the desktop before the installation is complete. The gadget will also be added to the desktop when Windows starts every time.

In Windows Vista, the Power Meter gadget is default not added to the desktop and users must add it in manual. If the **Add the Power Meter gadget to desktop** option is selected, the gadget gallery will be opened to display all gadgets before the installation is complete. Users have to double-click the icon or drag the icon to place the Power Meter gadget to the Windows Sidebar. The Power Meter gadget will be placed on the Windows Sidebar when Windows starts every time.

Note: Add the Power Meter gadget to desktop option is only available on Windows 7 or Windows Vista.

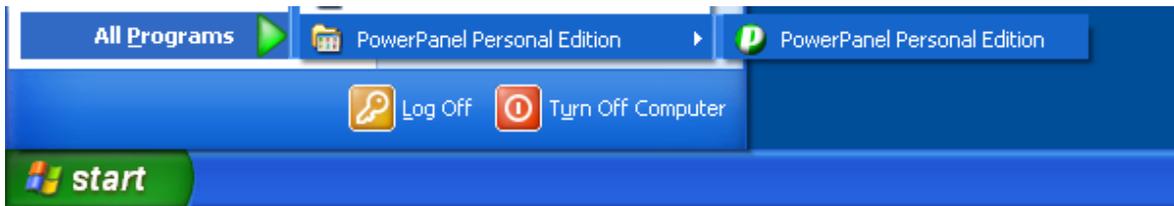
- Click the **Finish** button to complete the installation.



Accessing PowerPanel Personal Edition

The PowerPanel® Personal Edition software can be accessed following the directions below:

- Select **Start > All Programs > PowerPanel Personal Edition > PowerPanel Personal Edition**.



- Double click the PowerPanel® Personal Edition icon in the taskbar notification area.



Using PowerPanel Personal Edition

Understanding the User Interface

In Figure 1 and 2, the PPPE application has two different interfaces, Main and Minimal. To switch between the Main interface and Minimal interface, use the maximize/minimize button “” in the top right corner.

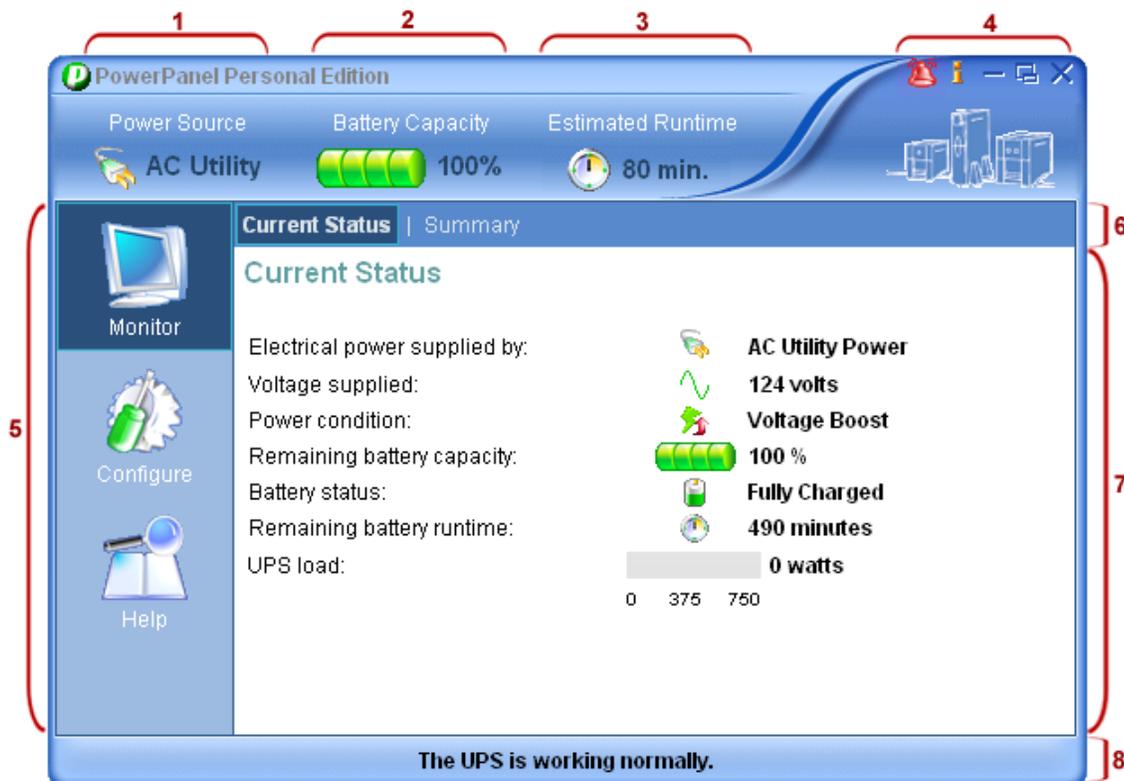


Figure 1. Main Interface



Figure 2. Minimal Interface

Main Interface Features

1. Power source:

Indicates which power source is supplying power to your equipment and the current status.

Icon	Description
	The UPS is supplying utility power to your equipment.
	The UPS is supplying battery power to your equipment. This may be caused by power failure, under voltage or over voltage.
	The UPS is not supplying power to your equipment.
	PPPE can't detect the current power source due to a communication loss.

2. Battery Capacity:

Indicates the UPS is charging or discharging and shows the percentage of the remaining battery capacity.

Icon	Description
	The batteries are being charged and show the current charge as a percentage of total capacity.
	The UPS is discharging and using the batteries to supply power.

3. Estimated Runtime (or Time To Shutdown):

The remaining runtime the UPS can supply before a shutdown is performed

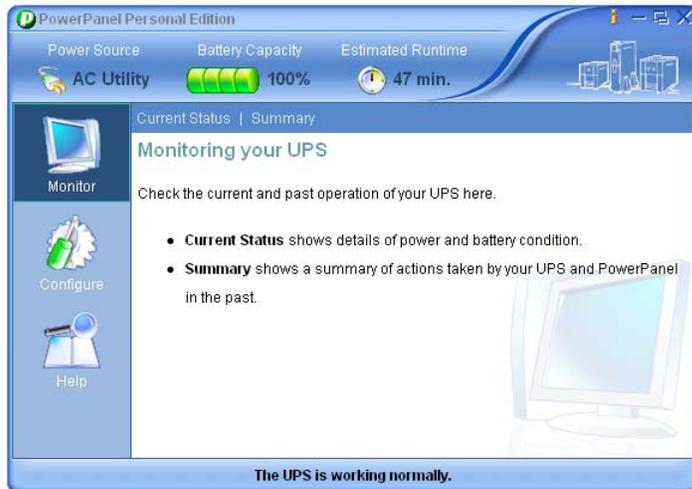
Icon	Description
	The runtime of the UPS when the UPS is supplying the utility power.
	The runtime of the UPS or the time until hibernation or shutdown begins, when the UPS is supplying battery power.

4. Special buttons:

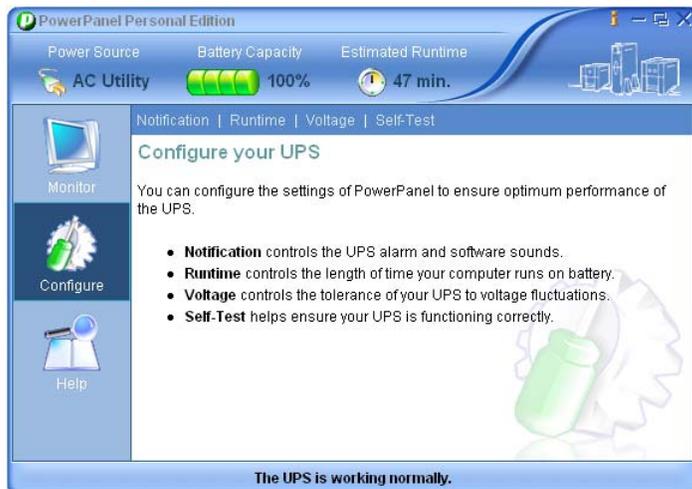
Icon	Description
	An alarm has occurred due to power events. Click this icon to turn the alarm off.
	Displays help for the selected screen.
	Minimizes the PPPE software.
	Switches the user interface between the Main interface and the Minimal interface.
	Closes the PPPE software.

5. Features Columns:

- **Monitor:** Click to access the **Monitor** menu.



- **Configuration:** Click to access the **Configuration** menu.



- **Help:** Click to access the Configuration menu.



6. **Functions bar:** This bar displays different functions available for the selected feature.

- **Monitor** function bar:



- **Configure** function bar:



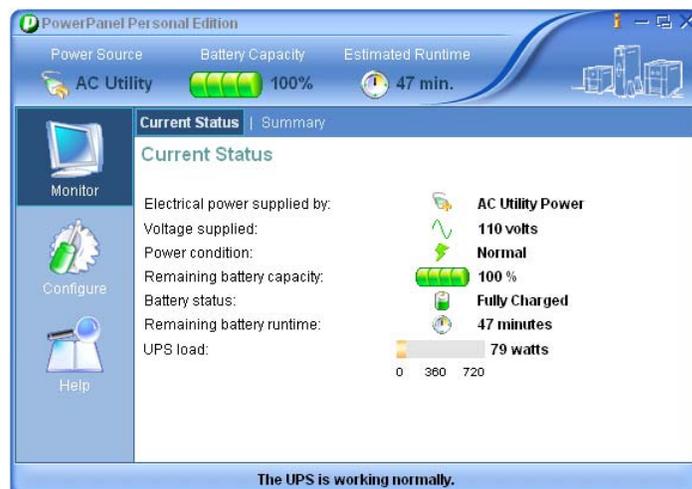
- **Help** function bar:



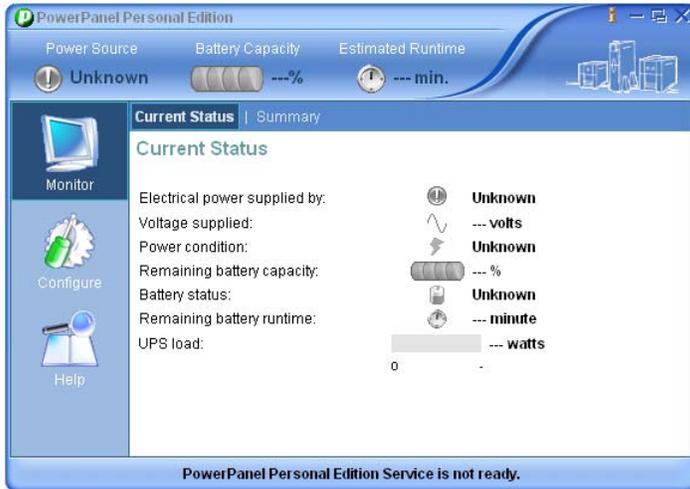
7. **Workspace:** This area displays information or settings specific to the selected feature.

8. **Status Bar:** The status bar displays one of three unique conditions:

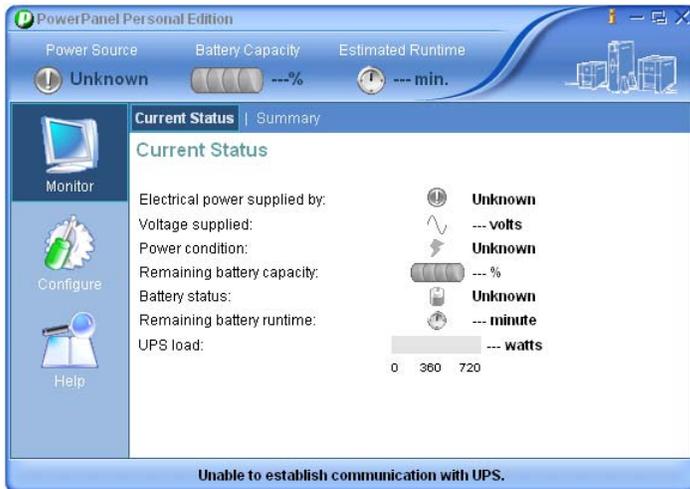
- **The UPS is working normally.** The UPS is ready to supply power if a power problem occurs.



- **PowerPanel Personal Edition Service is not ready.** This message appears when the PPPE service is not running.



- o **Unable to establish communication with UPS.** PPPE is unable to monitor your UPS because communication has been lost.



Note: Not all models provide the same information. The information varies with models.

Taskbar Notification Area

Double click the PowerPanel® Personal Edition icon in the taskbar notification area to launch PPPE quickly, or right-click the icon to display context menus and then click **Open Application** to launch PPPE or click other menu items to the target screen.



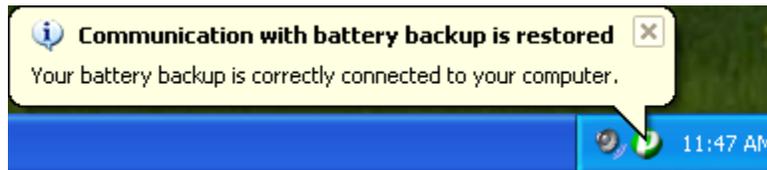
Taskbar Notification Area menu

The PowerPanel® Personal Edition icon changes to indicate different conditions:

Icon	Description
------	-------------

	The UPS is working normally.
	The UPS is in battery mode. This indicates the UPS is using batteries to supply power to the equipment.
	PPPE is unable to connect to your UPS due to loss of communication.

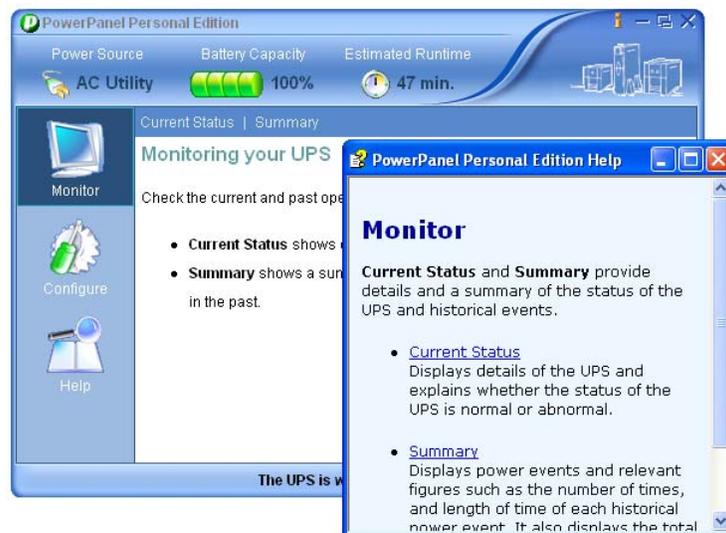
The icon shows a popup message to notify when events occur. Move the cursor over the tray icon to view the message. Messages show whether the UPS is charging, operating on battery power, communicating properly, or if it's fully charged. For example, the illustration shows the “Communication with UPS is restored” message when PPPE establishes communication with the UPS.



The popup message when PPPE establishes communication with UPS

Context Help

Click the  icon or press **F1** to open help information for the current screen. The help section provides detailed information on the current screen of PPPE as below illustration.

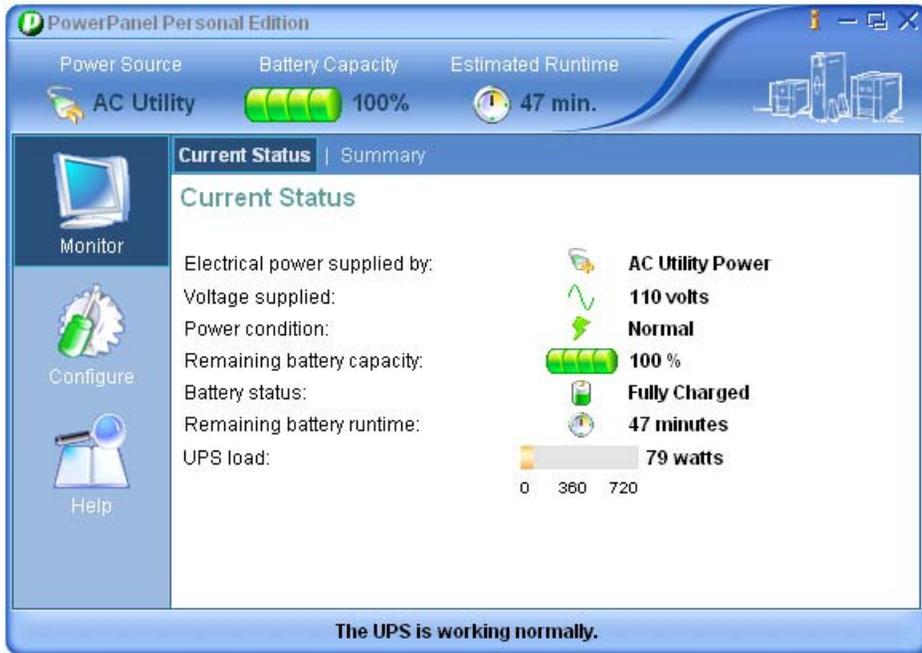


Monitor UPS

This section provides details of the UPS status and a summary of power events.

Status Monitoring

PPPE continuously monitors the UPS and the **Current Status** screen displays the latest UPS status.



Current Status Screen

The detailed UPS status indicators are described below:

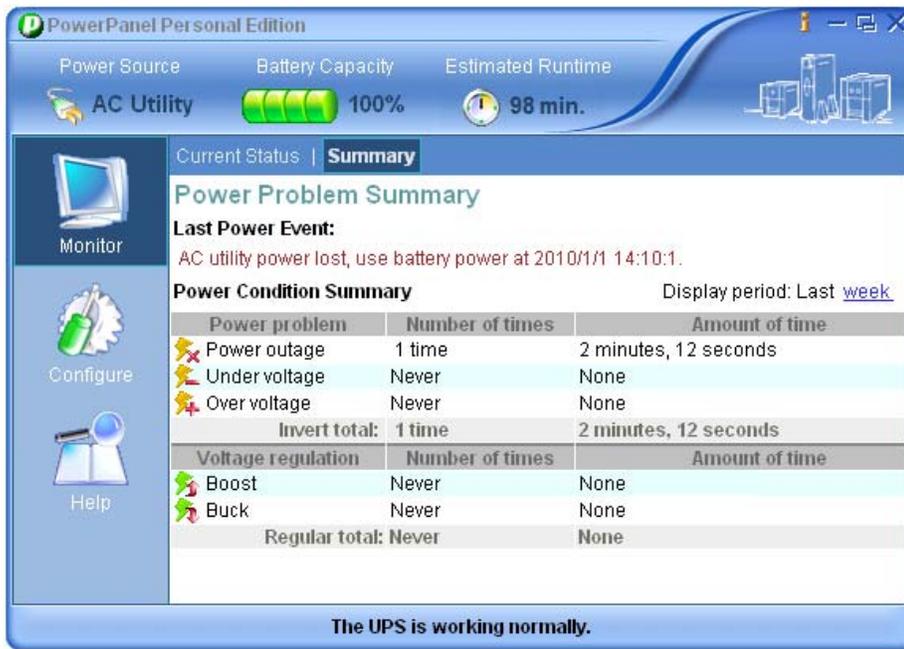
Field	Description	Icon	Status
Electrical power is being supplied by	The UPS is supplying utility power to the connected equipment.		AC Utility
	The UPS is supplying battery power to the connected equipment. This may be caused by power failure, under voltage, or over voltage.		Battery
	There is no output power, and the UPS is not supplying power to the equipment. This may be due to no batteries detected or a Self-Test failure.		None
Voltage is being supplied	The output voltage of the UPS is supplied by either utility power or batteries.		The output voltage of the UPS in line mode.
			The output voltage of the UPS in battery mode.

Field	Description	Icon	Status
Voltage condition is	Loss of utility power such as a blackout. No utility power is supplied to the UPS and the UPS is using batteries to supply power.		Power Lost
	The input voltage is lower than the low voltage threshold, and the UPS is using batteries to supply power.		Under Voltage
	The input voltage is higher than the high voltage threshold, and the UPS is using batteries to supply power.		Over Voltage
	Utility frequency is out of range, and the UPS is supplying battery power with a consistent frequency.		Frequency Failure
	Voltage is being increased to normal levels, while input voltage is approaching the low voltage threshold.		Voltage Boost
	Voltage is being decreased to normal while input voltage is approaching the high voltage threshold.		Voltage Buck
	The UPS is working normally.		Normal

Field	Description	Icon	Status
Remaining battery capacity	Current percentage of battery capacity.		The battery is charging and shows the current charge as a percentage of its total capacity.
			The UPS is using its battery to supply power and is discharging. Displays the remaining charge as a percentage of its total capacity.
Battery is currently	The batteries are charged to 100% capacity.		Fully Charged
	The batteries are being charged..		Charging
	The batteries are being discharged and the UPS is supplying battery power to the load.		Discharging
Remaining battery runtime	How long the UPS can support the connected equipment when it switches to battery mode due to power events.		The estimated minutes of battery runtime.
			The minutes of runtime remaining until shutdown in battery mode.
UPS load	The output power of the UPS as a percentage of maximum load		The wattage of the load in line mode.
			The wattage of the load in battery mode.

Power Events Summary

The **Summary** screen displays the latest power event and the time it occurred. It also summarizes the power condition statistics during different periods. This information can be used to analyze the quality of the power source.



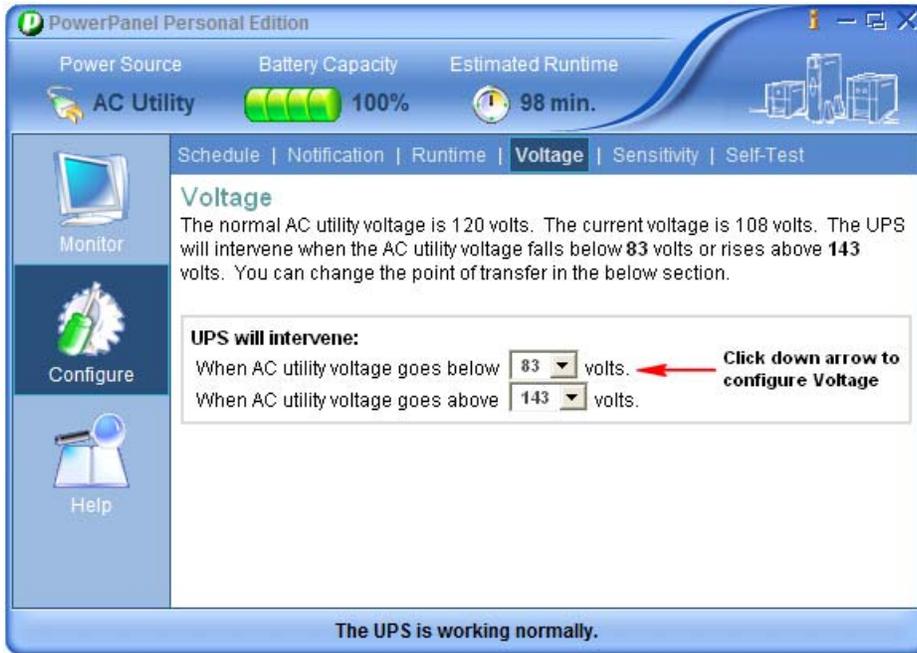
Summary Screen

The Summary screen provides the information described below:

- **Display Period** - Length of time covered by the power condition summary. The display period can be set at 1, 4, 12, or 24 weeks.
- **Last Power Event** - Displays the time which the latest event occurred.
- **Power Condition Summary** - Displays the statistics of all historical power events. Each power event lists the number of occurrences and their cumulative time during the selected period. Once a new display period is selected the statistics changes to reflect the new period.

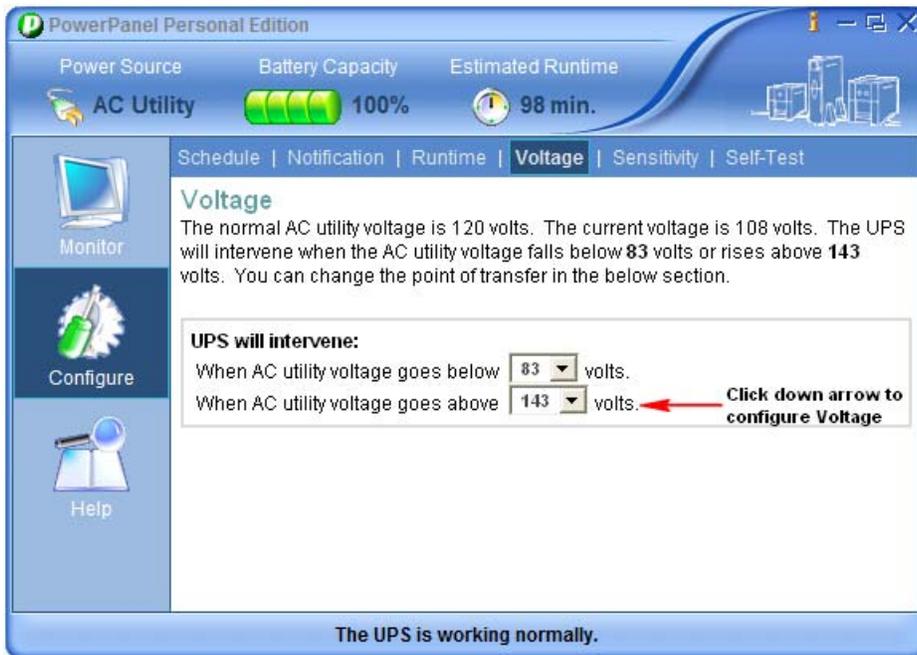
The power events are described below:

- **Power Outage** - No utility power is supplied to the UPS and it is providing battery power to support the load.
- **Under Voltage** - Utility voltage is lower than the low voltage threshold and the UPS is using batteries to supply power. The low voltage threshold can be configured on the **Configuration - Voltage** page.



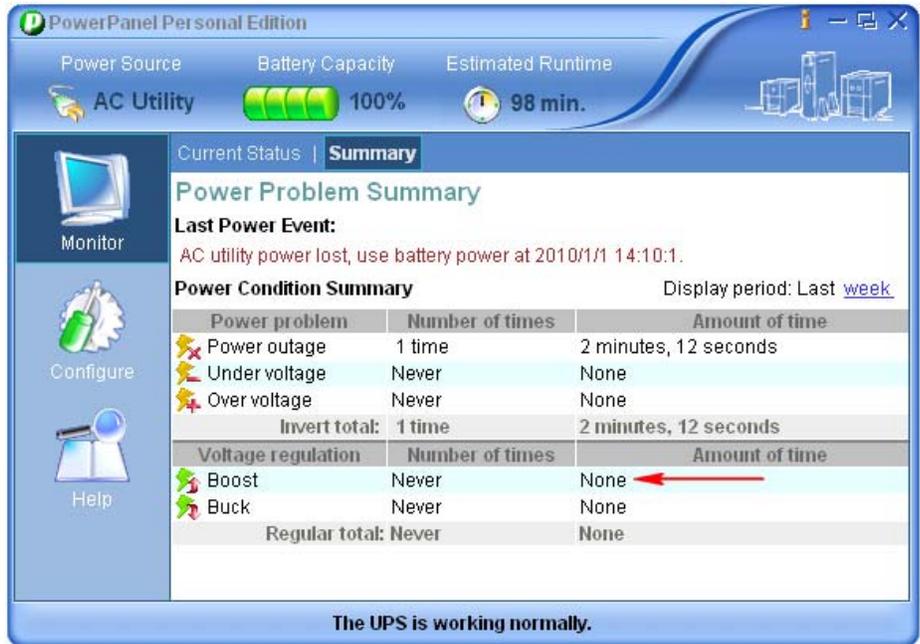
Low voltage setting on Voltage Screen

- **Over Voltage:** Utility voltage is higher than the high voltage threshold and the UPS is using batteries to supply power. The high voltage threshold can be configured on the **Configuration - Voltage** page.



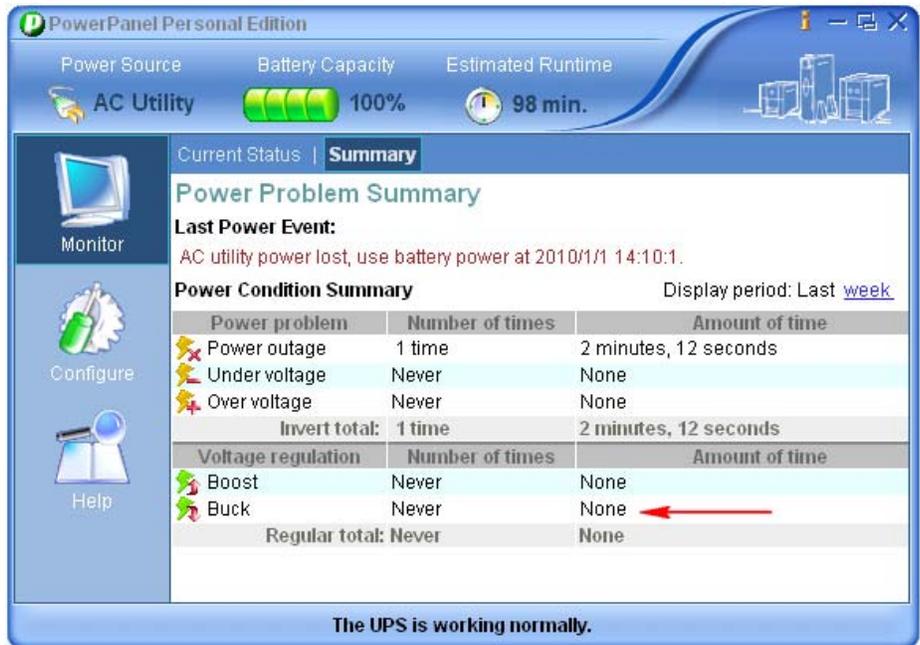
High voltage setting on Voltage Screen

- **Buck:** Utility voltage is approaching the high voltage threshold and the UPS is using the AVR function to decrease the utility voltage to normal.



Boost condition summary on Summary Screen

- **Boost:** Utility voltage is approaching the low voltage threshold and the UPS is using the AVR function to increase the utility voltage to normal.



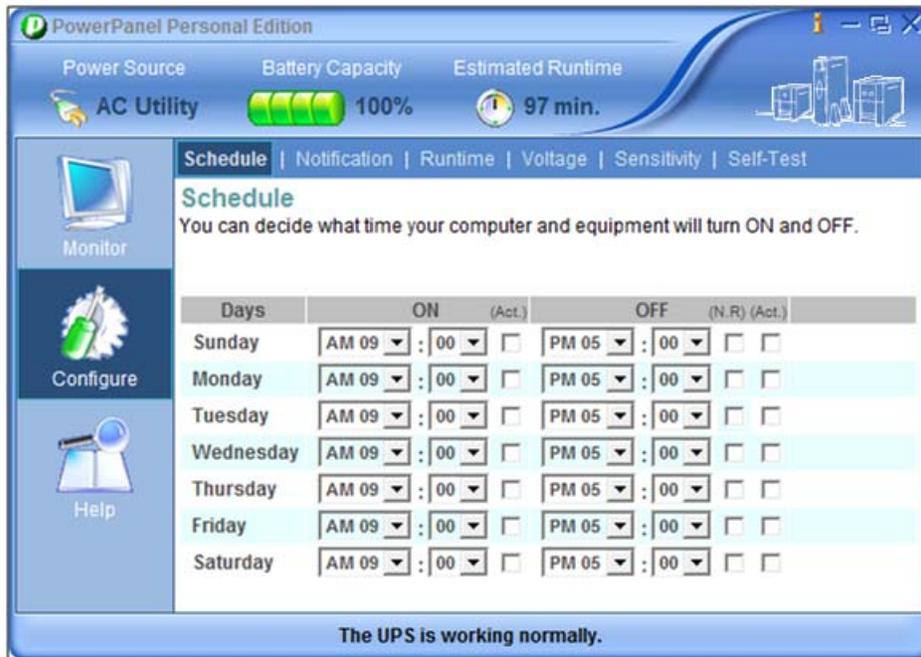
Buck condition summary on Summary Screen

Note: Voltage Threshold Configuration, **Buck** and **Boost** states are only supported on specific UPS with the Automatic Voltage Regulator function (AVR). The UPS uses the AVR function to improve the utility voltage and supplies the power at a stable voltage.

Configure UPS

Schedule Management

PPPE can be used to schedule the computer to shutdown or hibernate, and then power off the UPS. PPPE can also be scheduled to turn on the output power and then cause the computer to restart or wake from hibernation. On the Schedule screen, shutdown and restart times can be defined for each weekday. Once the shutdown and restart on specific weekdays are activated, the schedule related information displays. The shutdown time and the restart time are displayed in red and green.



Schedule Screen

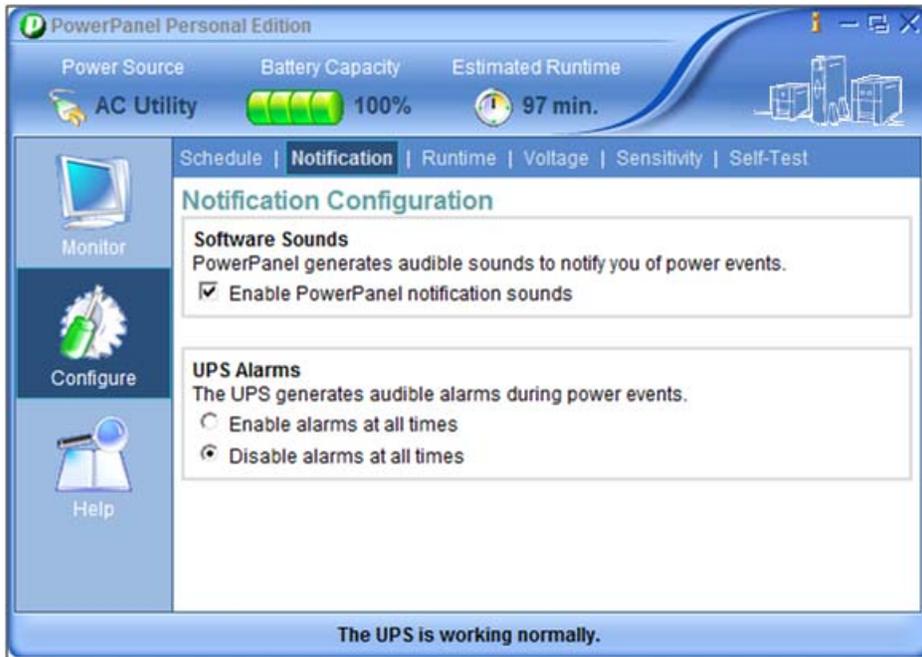
To schedule a shutdown use the OFF column. Select the shutdown time from the appropriate weekday, and place a checkmark in the Act box. To schedule a turn-on use the ON column. Select the turn-on time from the appropriate weekday row, and place a checkmark in the Act box. The scheduled action will not take place until a checkmark is placed in the Act (activate) box.

Note: **(Act.)** stands for Activate and **(N.R)** stands for Never Restart. You must manually restart the UPS if the **(N.R)** option is chosen.

Note: The Schedule screen is not available for all UPS models.

Turning the UPS Alarm On/Off

An audible alarm from PPPE and the UPS informs users of power events. PPPE can be configured to generate alarms and notifications in the software and from the UPS itself on the **Notification** screen.



Notification Screen

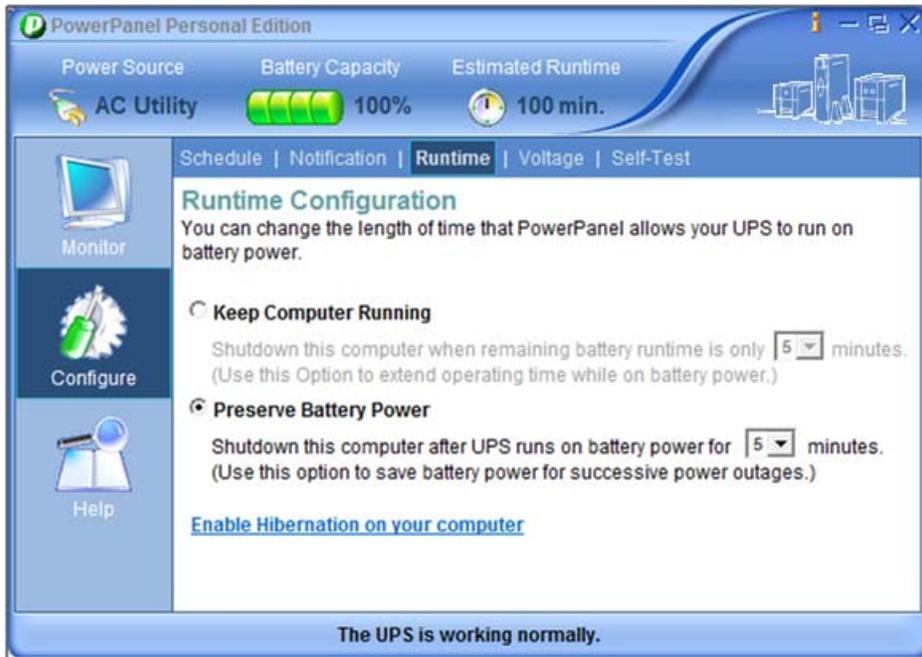
Options for **Software Sounds** and **UPS alarms** are explained below:

- **Software Sounds** - When **Enable PowerPanel notification sounds** is checked, PPPE software uses the computer speakers to generate audible sounds to warn users when a power event occurs.
- **UPS Alarms** - Use this option to turn off the UPS alarms. When the **Enable alarms at all times** option is chosen, the UPS beeps during power events.

*Note: The **UPS Alarms** option is not available for all UPS models.*

Runtime Configuration

When a power event occurs, the UPS supplies battery power to the connected computer and equipment. In order to prevent a loss of data or a system crash, the computer shuts down gracefully and then the UPS will power off.



Runtime Screen

PPPE software provides the following runtime options:

- **Keep Computer Running** - When this option is chosen, the UPS supplies battery power to the connected computer until the specified remaining runtime is complete. The connected computer will have adequate time to finish incomplete jobs and shutdown completely.
Note: This option is not available on all UPS modes.
- **Preserve Battery Power** - When utility power fails for the specified time, the UPS requests the connected computer to shutdown to save battery power.

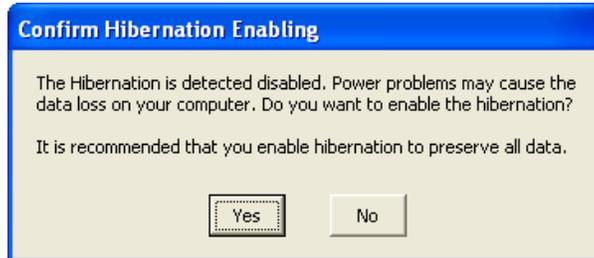
Once the utility power fails for the specified time, a popup message asks whether to continue or abort the shutdown procedure. Click the **OK** button to allow the UPS to initiate a shutdown procedure, or click the **Cancel** button to abort the processing procedure. If neither option is chosen the computer will continue with the shutdown.



Shutdown Warning Message

Hibernation Enabling

If the hibernation is supported and is not enabled on your computer, the **Enable Hibernation on your computer** shortcut will be displayed for users to determine whether to enable hibernation. Click the shortcut and then the **Confirm Hibernation Enabling** message will ask whether to enable the hibernation or not. Click **Yes** button to enable the hibernation, or click **No** button not to enable the hibernation. It is recommended that the hibernation should be enabled to avoid the data loss.



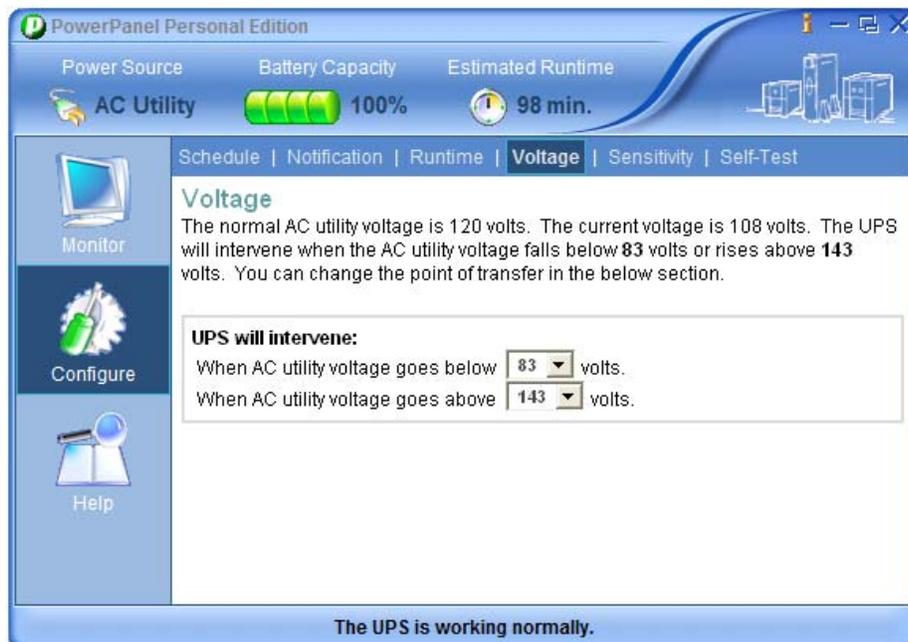
Confirm Hibernation Enabling message

Note: If hibernation is disabled or not supported, the computer will be initiated a shutdown.

Voltage

This **Voltage** screen shows the current utility voltage and the normal voltage rating of the UPS, and allows users to configure the voltage sensitivity or high/low voltage according to the UPS model. Once the utility voltage exceeded the voltage range, the UPS will supply battery power at a stable voltage to the connected equipments. Options for **High/Low Voltage Transfer** are explained below:

- **High/Low Voltage Transfer** – Selects the high/low voltage thresholds on the UPS. The narrow output voltage range and it could cause much battery loss; the wide output voltage range and it could cause less battery loss.

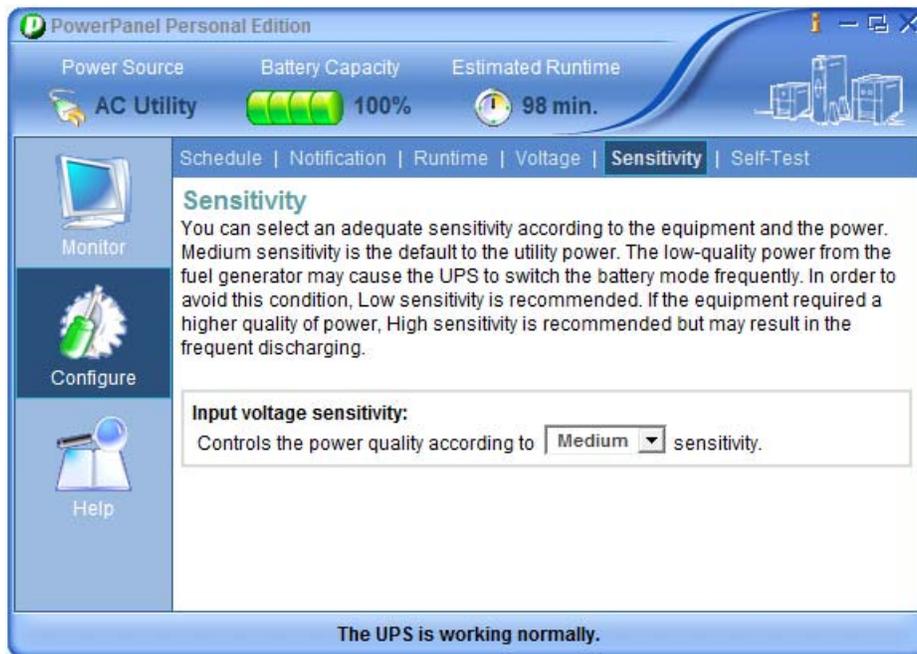


High/Low Voltage Transfer options on Voltage Screen

Note: Narrower voltage threshold may cause excessive discharging. Excessive discharging results in batteries malfunction.

Sensitivity

Users can set up the adequate sensitivity according to the equipment and the power. Once the utility power is out of range by the UPS, the UPS will switch to battery mode to provide the power to the connected equipment immediately.



Sensitivity options on the Sensitivity Screen.

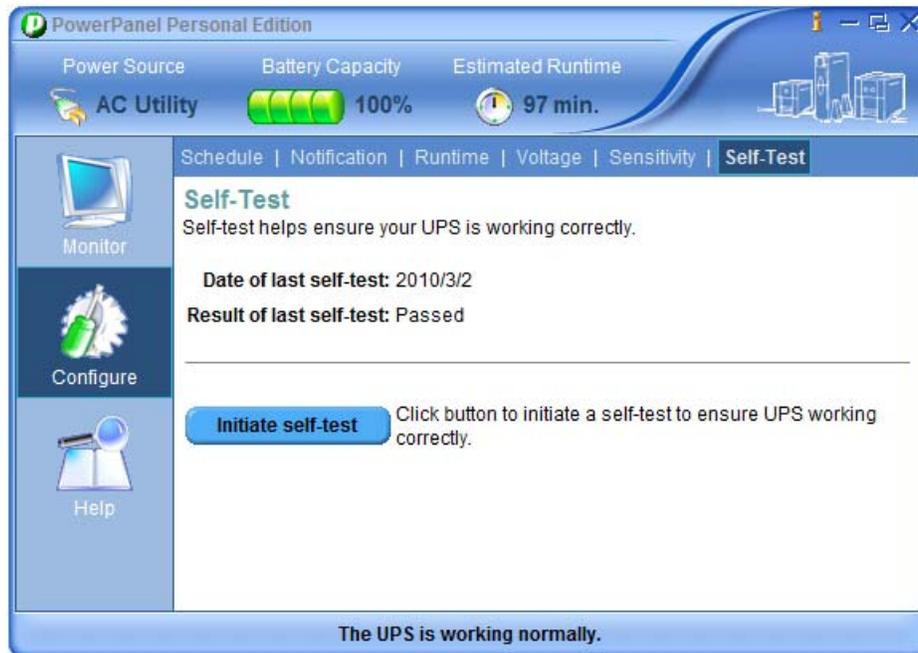
Sensitivities options for **Input voltage sensitivity** are explained below:

- **Medium** sensitivity is the default to the utility power. The low-quality power from the fuel generator may cause the UPS to switch the battery mode frequently. In order to avoid this condition, **Low** sensitivity is recommended. If the equipment required a higher quality of power, **High** sensitivity is recommended but may result in the frequent discharging.

Note: This function is not available for all UPS models.

Performing A UPS Self-Test

You can perform a Self-Test to verify that the batteries are good and the UPS operates as it should. The **Self-Test** screen displays the date and the result of the latest Self-Test. Click the **Initiate self-test** button to initiate a Self-Test.



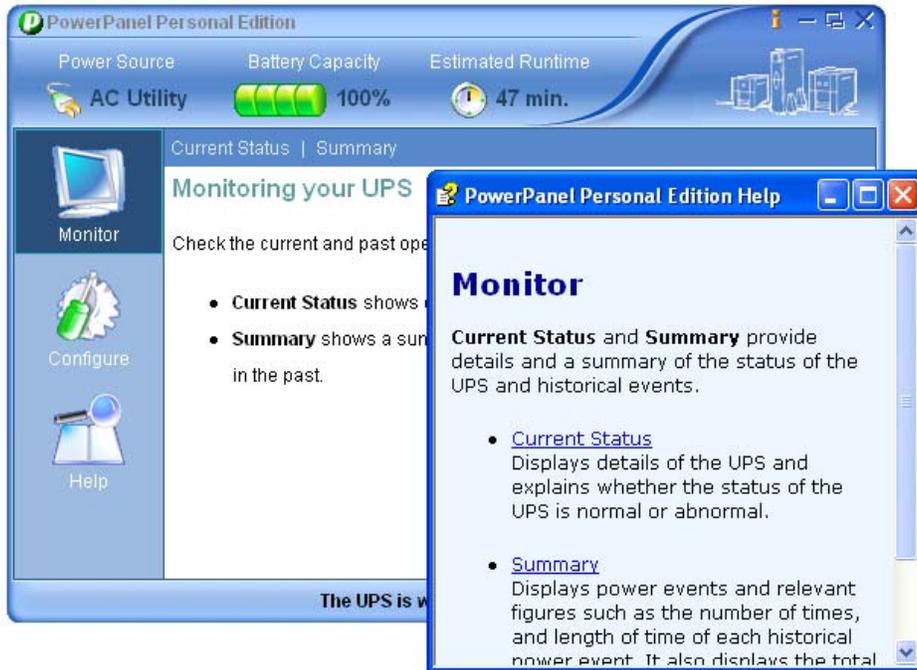
Self-Test Screen

After the Self-Test, the result is reported with detailed information as explained below:

- **Date of last self-test** - The date which the last Self-Test was performed.
- **Result of last self-test** - The result of the last Self-Test, which was performed.
 - **Passed** - The battery works normally.
 - **Failed** - The Self-Test resulted in a failure. This can be caused by missing batteries, battery malfunction, or low batteries.
 - **Aborted** - The Self-Test was aborted. This is caused by a loss of communication during the Self-Test.
 - **Battery capacity is critical** - The UPS has insufficient capacity to support a Self-Test. Wait several hours for the batteries to charge, and attempt the test again.

Help

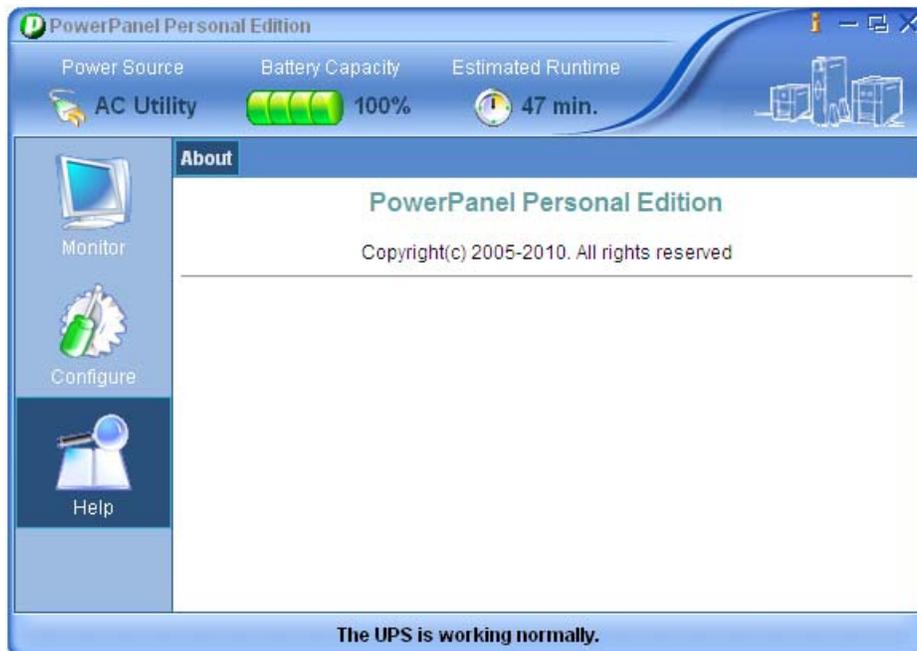
To open the help section, click the shortcut on the **Help Information** screen in PPPE.



Help Information Screen

About

The **About** screen provides information about the PPPE.



About Screen

Using Power Meter Gadget

Power Meter Gadget

What is gadget?

The gadget is a lightweight HTML and script-based application designed to do simple tasks, such as calendars, clocks, RSS notifiers or search tools. The external application such as Windows Media Center can be also controlled by using gadgets.

Understanding Power Meter Gadget



Power Meter gadget provides users for presenting UPS status such as power usage, battery capacity, output load and remaining runtime. Power Meter gadget works normally only depending on the PPPE service has been started. The more details are described below:

	This cylinder indicates the battery capacity. It will turn to red when the capacity is critical low.
	This indicates that the UPS is using the utility power to supply power when it's highlighted.
	This indicates that the UPS is charging when it's highlighted.
	This indicates that batteries are using to be supplied power to computers when it's highlighted. Power failure, under voltage or over voltage properly occurred.
	This indicates that the UPS is overloaded and the output load exceeded the UPS threshold when it's highlighted. Remove some consumption to reduce the load.
	This indicates the output load; the power of the connected computers is expressed in wattage.
	This indicates the remaining runtime, the remaining time that the UPS can supply power for the output load.

Power Meter gadget is compatible with the following operating systems:

- **32-Bits Versions:**
 - Windows 7
 - Windows Vista

- **64-Bits Versions:**
 - Windows 7
 - Windows Vista

Adding Power Meter Gadget to Desktop or Sidebar

If the **Add the Power Meter gadget to the desktop** option is not selected during installation, follow the below steps to add the Power Meter gadget to the desktop in manual:

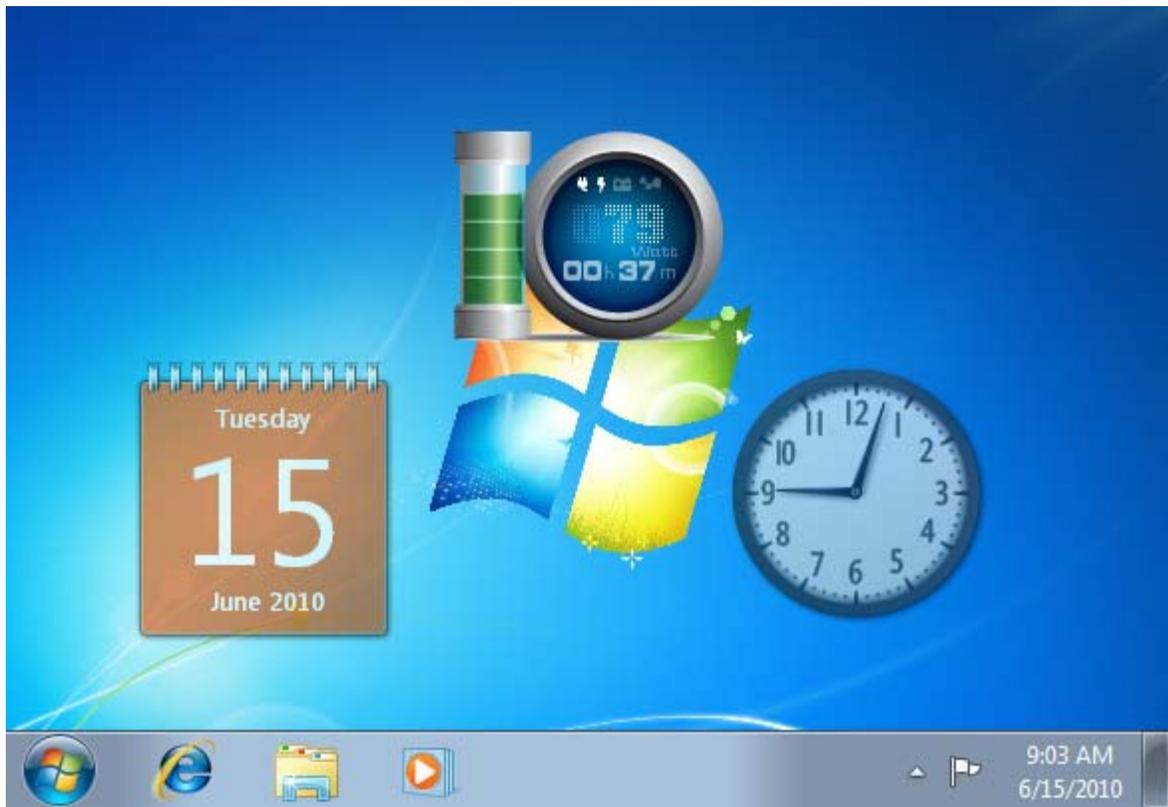
- In Windows 7, click **Start > Control Panel > Programs > Desktop Gadgets** to open the gadget gallery. In Windows Vista, go to **Start > Control Panel > Programs > Windows Sidebar Properties** item and click **Add gadgets to Sidebar** to open the gadget gallery. The gadget gallery will be opened as below illustrated:



Gadget Gallery in Windows 7

- Right-click the Power Meter gadget icon in the gadget gallery to display menu context and click **Add** item to add it to the desktop.

Note: In Windows Vista, the gadget defaults to be placed on the Windows Sidebar and also can be dragged to the desktop.



Power Meter gadget on the desktop in Windows 7

Technical Support

Troubleshooting

I have installed PowerPanel Personal Edition on my computer, but it will not establish communication with the UPS.

Please follow the steps below to resolve the problem:

- The UPS may not be switched on. Verify the UPS is on.
- Make sure that no other application is using the UPS USB port or serial port.
- Make sure the serial or USB cable is securely and properly connected to the UPS and computer.
- Make sure the PowerPanel® Personal Edition service is running. If the service has stopped, please follow the steps below to restart the service:
 1. Open the **Command Prompt** window.
 2. Change to the **C:\Program Files\PowerPanel Personal Edition** directory.
 3. Use the command, **assist.exe -start service**, to start the service.

The PowerPanel Personal Edition taskbar notification area disappeared.

Follow the steps below to restart the taskbar notification area:

1. Open the Command Prompt window.
2. Change to the **C:\Program Files\PowerPanel Personal Edition** directory.
3. Use the command, **assist.exe -start tray**, to start the taskbar notification area.

The Self-Test failed.

1. Replace the battery if the battery test fails.
2. Contact for assistance if the battery test fails after replacing the battery.

The PowerPanel Personal Edition installation failed.

If the installation file is from the Web site, it may have become corrupt during the download. Please download the installation file again.

The installation may have failed due to a previous installation or a previous version. Verify that there is a previous installation or previous version on your computer.

I am unable to install the PowerPanel Personal Edition because of limited account privileges.

Your account has no permission to install the software. Install the software using an account with permission.

The Power Meter gadget displays nothing about UPS status.

Please refer to **I have installed PowerPanel Personal Edition on my computer, but it will not establish communication with the UPS** for further information.

FAQ

Which operation system supports PowerPanel Personal Edition software?

Please see page 5 of the user manual for a complete list of compatible operating systems.

How do I uninstall PowerPanel Personal Edition?

Go to **Start>>Control Panel>>Add or Remove Programs**. Click the **Change/Remove** button of the PowerPanel® Personal Edition to uninstall the program.

How do I disable the USP alarm?

Go to **Configuration>>Notifications>>Battery Backup Alarms** and select disable alarm at all times.

How can I locate my unsaved documents after restarting the computer when PPPE has shutdown the system due to a power outage?

The documents will be saved in **C:\Documents and Settings\your name\My Documents\Auto Saved** directory.

How do I verify that a computer will be shutdown in the event of power outage?

Follow the steps below to test the shutdown function:

1. Go to **Configuration>>Runtime**.
2. Choose the Preserve Battery Power option and specify the delay time.
3. Unplug the UPS from the wall to put the UPS in battery mode and wait for the delay time to run out.
4. Click the OK button on the popup dialog to agree to PPPE shutting down your computer.
5. Your computer will be shut down by PPPE. This verifies that PPPE can successfully shutdown the computer in the event of a power outage.

How do I test a scheduled shutdown?

Follow the steps below to test a scheduled shutdown:

1. Go to **Configuration>>Schedule**.
2. Specify the shutdown time in the OFF column on the specified weekday 5 minutes later than the current time and date.
3. Wait for 5 minutes.
4. Click the **OK** button on the popup dialog to agree to PPPE shutting down your computer.
5. The PPPE software will request the computer shutdown after the 5-minute delay is up. This verifies the PPPE software can perform a scheduled shutdown successfully.

How do I ensure that my computer has hibernation enabled?

Not all operating systems support hibernation. **Windows 98** and **Windows ME** do not support hibernation. If the operating system is **Windows 2000**, **Windows XP** or **Windows Server 2003**, please follow the steps below to enable the hibernation:

1. Open Power Options in the Control Panel. (Go to Start>>Control Panel>> Power Options.)
2. Click the **Hibernate** tab, and then select the **Enable hibernation** option. If the tab is not available, your computer hardware doesn't support hibernation.
3. Click the **OK** button to close the **Power Options** dialog box. Hibernation has been enabled.

If the operating system is **Windows Vista**, **Windows 7** or **Windows Server 2008**, please follow the below steps to enable the hibernation.

1. Open the **Command Prompt** dialog box.
2. Use the command, **powercfg.exe -hibernate on**, to enable hibernation.

Why does the shutdown occur earlier than the configured time?

The load is too high. Large loads on a UPS will deplete capacity quickly and the remaining runtime will also drop fast.

1. Reduce the load on the UPS to increase the runtime.
2. Verify that the batteries are fully charged. If the capacity is too low, charge the batteries to full capacity.

Why does the PPPE software provide few UPS information when using the serial connection to the UPS?

Due to difference of serial port specification, your UPS may support either **DB9** or **RS-232** standard. PPPE software provides less UPS information using the DB9 than RS-232. If your UPS also supports the USB, it is recommended using USB to connect to the UPS in order to obtain more information.

Which Operation Systems support Power Meter gadget?

Please refer to [Understanding Power Meter Gadget](#) chapter for further information.

How do I start Power Meter gadget when Windows starts every time?

In Windows 7, the Power Meter gadget will start on each system boot since it was added to the desktop.

In Vista, the **Start Sidebar when Windows starts** option of the **Start > Control Panel > Programs > Windows Sidebar Properties** must be chosen and the Power Meter gadget must be added to the Windows Sidebar.

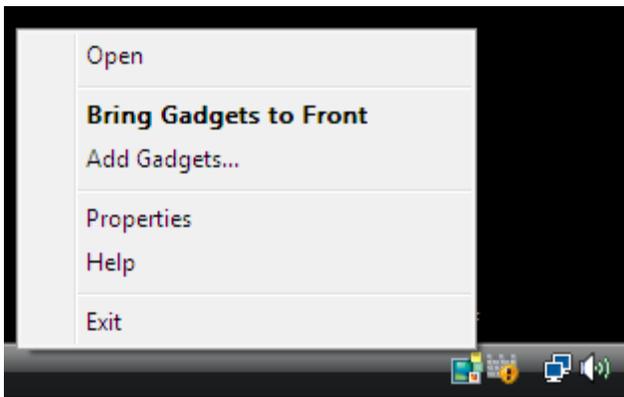
How do I add the Power Meter gadget in manual?

Please refer to [Adding the Power Meter Gadget to Desktop or Sidebar](#) chapter.

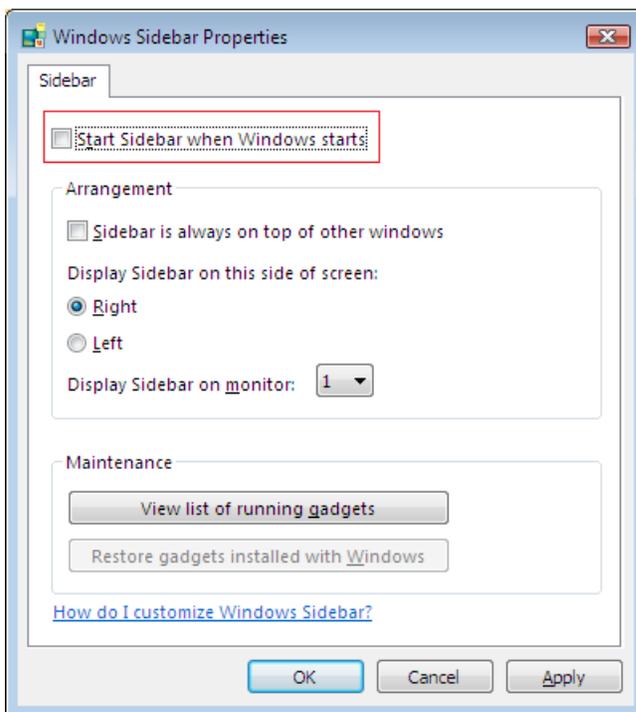
How does the Windows Sidebar will not start when Windows Vista starts?

In order to make sure the Windows Sidebar will not start when Windows Vista starts, follow the below steps:

- Right click the Windows Sidebar tray icon in the taskbar notification area to display the menu context.



- Click **Property** item to display **Windows Sidebar Properties** window. Deselect the **Start Sidebar when Windows starts** option of the Windows Sidebar Properties windows as below illustration and click **OK** button. The Windows Sidebar will not start when Windows Vista starts every time.



How to close the Windows Sidebar immediately in Windows Vista?

In order to close the Windows Sidebar immediately, right click Windows Sidebar tray icon to display the menu context and then click Exit item to close the Windows Sidebar.

Glossary

- **AC Utility Power:** The power supplied by a standard wall outlet.
- **AVR. Automatic Voltage Regulation:** Acronym for Automate Voltage Regulator. A function within specific UPS models, which is used to improve the voltage quality in order to supply power with a stable voltage.
- **Boost:** The AVR function used to increase the voltage when the utility power is approaching the low voltage threshold.
- **Buck:** The AVR function used to reduce voltage when the utility power is approaching the high voltage threshold.
- **Capacity:** The current battery charge expressed as a percentage of a full charge.
- **Gadget:** A lightweight HTML and script-based application is designed to present users with information or functionality obtained from others applications.
- **Gadget Gallery:** All Microsoft Gadgets will be located here. You can add or uninstall gadgets in the gadget gallery.
- **Hibernation:** In **hibernation**, the computer will save data to the hard disk and turn off the monitor and hard disk. When the computer wakes from hibernation, all open files and running programs are restored from the hard disk.
- **Lost communication, Loss of communication:** The serial or USB cable connected between the UPS and the computer is not connected securely. PPPE cannot monitor and configure the UPS until communication is established.
- **N.R., Never Restart:** An option of the Schedule which is used to determine whether to restore the output power. If this option is checked, the output power will be restored after the utility power restores.
- **Power failure, Power lost:** An AC utility power interruption such as a blackout.
- **Runtime:** The length of time that the UPS will supply power during a power failure.
- **Sleep mode:** (Windows Vista, 7) in sleep mode, your monitor and hard disk are turned off to save energy. In sleep mode all unsaved data or files are saved to the hard disk and will be restored if a power problem occurs.
- **Standby mode: (Windows XP)** in standby mode, your monitor and hard disk are turned off to save energy. In standby mode all unsaved data or files will be lost if a power problem occurs.
- **Voltage Sensitivity:** A function allows users to select the sensitivity mode according to the power quality and the equipment.
- **Windows Sidebar:** It features a sidebar anchored to the side of the desktop and contains gadgets which are used to display information or control external applications. It's only available on Windows Vista.