CyberPower®

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User Manual

PowerPanel® Personal Edition

Rev. 9

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ELECTRONIC END USER LICENSE AGREEMENT FOR CYBERPOWER POWERPANEL PERSONAL EDITION

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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 down a PC 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 a Service, Client UI, System Tray, and Power Meter gadget. The service communicates with the UPS and obtains the status along with detailed information. These are displayed in the client UI which also allows for configuring the UPS. The system tray icon indicates whether the UPS is charging or fully charged, if it is using battery power or utility power, and if it is communicating properly. The power meter gadget provides information such as battery capacity, load and runtime in addition to whether the UPS is charging, overloaded, on utility power, or on 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.

• 15 MB of free space.

• USB support.

Operating System

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

• **32-Bit Versions:**
  o Windows 8.1
  o Windows 8
  o Windows 7
  o Windows Server 2008 R2
  o Windows Server 2008

- o   Windows Vista
- o   Windows Server 2003
- o   Windows XP
- **64-Bit Versions:**
  - o   Windows 8.1
  - o   Windows Server 2012 R2
  - o   Windows 8
  - o   Windows Server 2012
  - o   Windows 7
  - o   Windows Server 2008 R2
  - o   Windows Server 2008
  - o   Windows Vista
 - o   Windows Server 2003
  - o   Windows XP

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**.

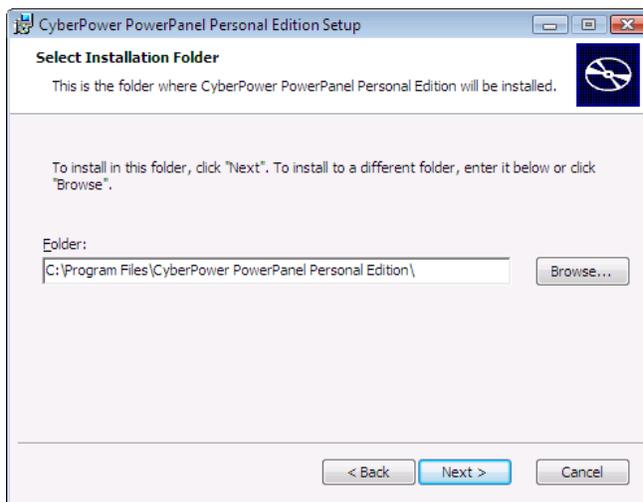To install follow these steps:

- Click the **Next** button to start an installation.
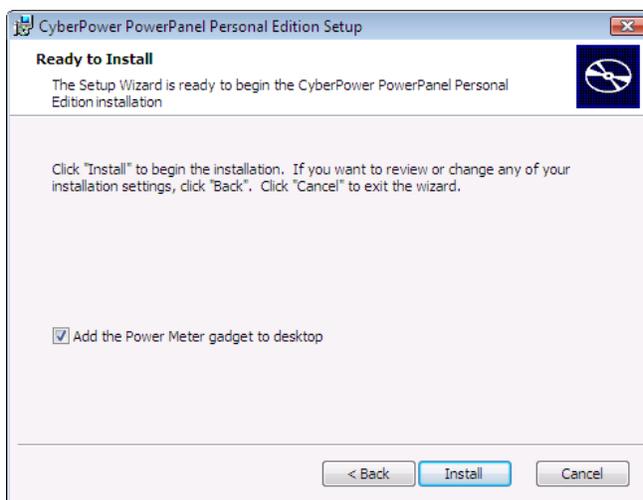
- Accept the license agreement.
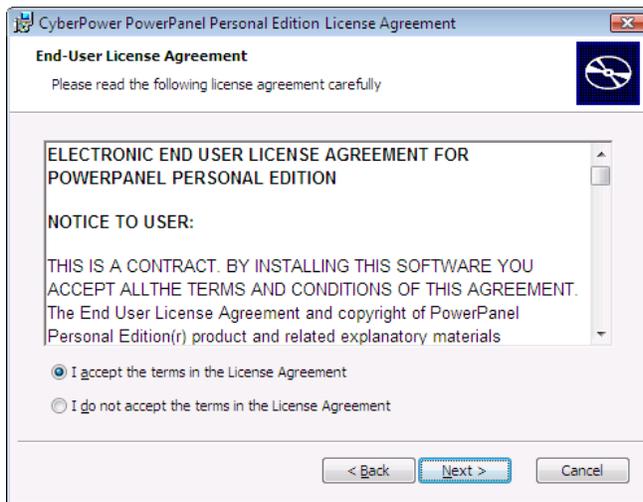
- Choose the destination directory.

- 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 then be displayed every time Windows starts.

In Windows Vista, the Power Meter gadget is not added to the desktop by default and must be added manually by the user. 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 in the Windows Sidebar. The gadget will then be displayed every time Windows starts.

Note: Add the Power Meter gadget to desktop option is only available on Windows 7 or Windows Vista.
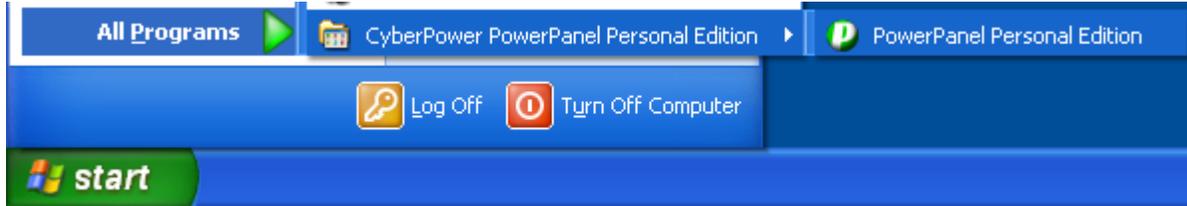
- Click the **Finish** button to complete the installation.
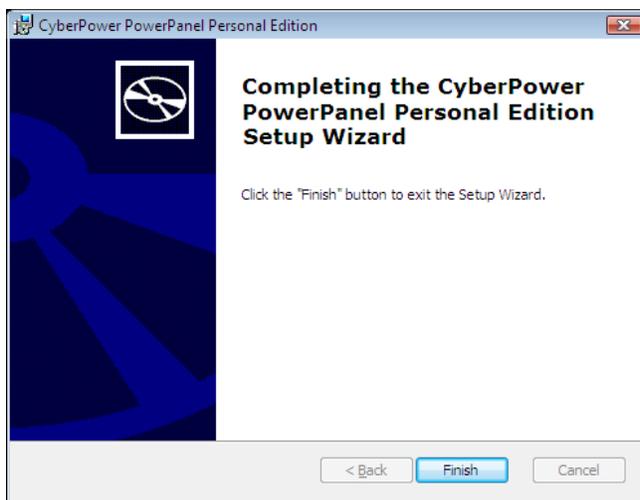
Accessing PowerPanel Personal Edition

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

- Select **Start > All Programs > CyberPower 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.
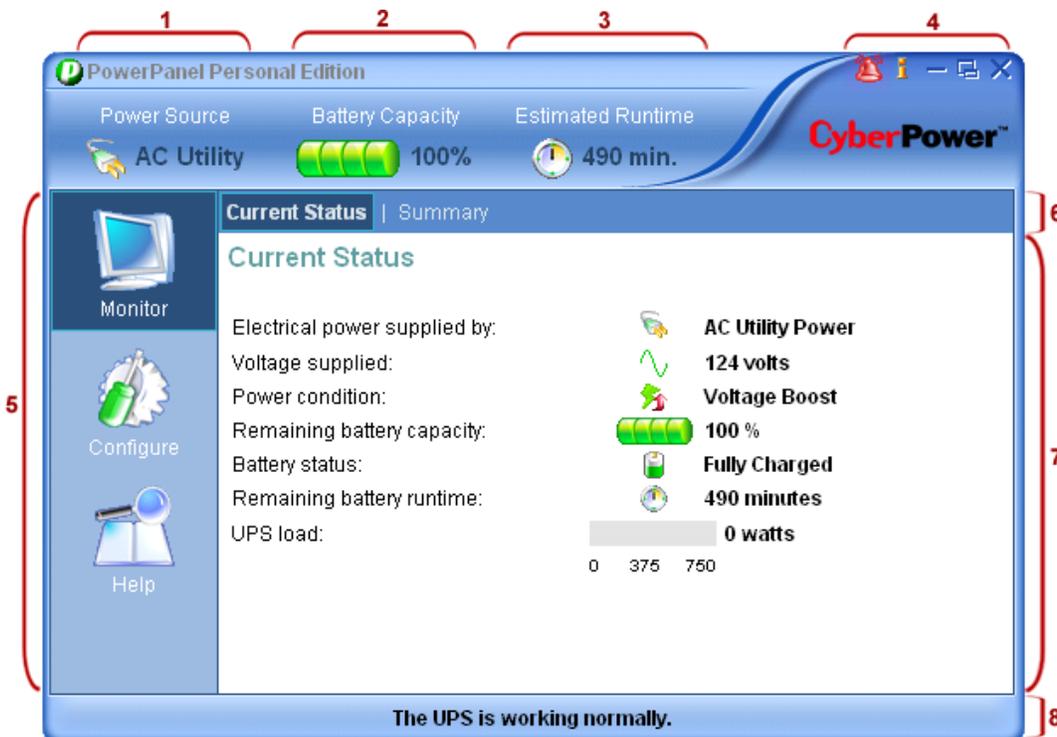

Figure 1. Main Interface

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
(alarm bell icon)	An alarm has occurred due to power events. Click this icon to turn the alarm off.
(info icon)	Displays help for the selected screen.
(minimize icon)	Minimizes the PPPE software.
(switch interface icon)	Switches the user interface between the Main interface and the Minimal interface.
(close X icon)	Closes the PPPE software.

5. Features Columns:

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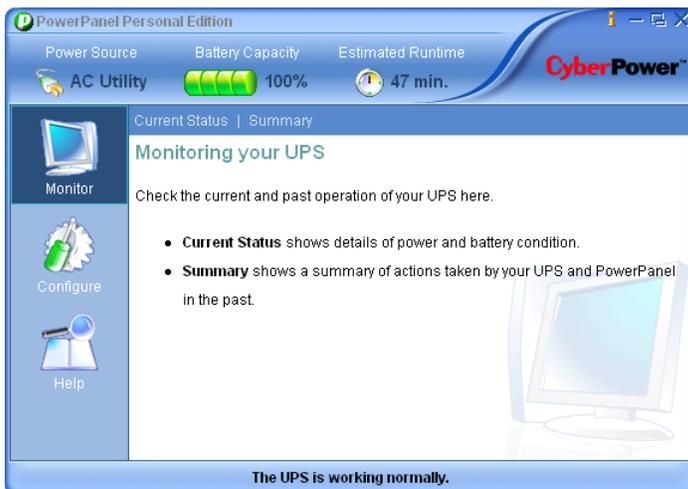
- o **Configuration**: Click to access the **Configuration** menu.

10
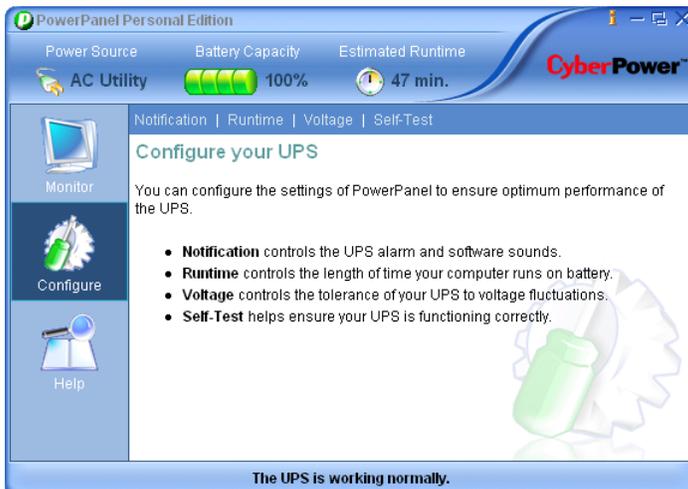
o **Help**: Click to access the Configuration menu.
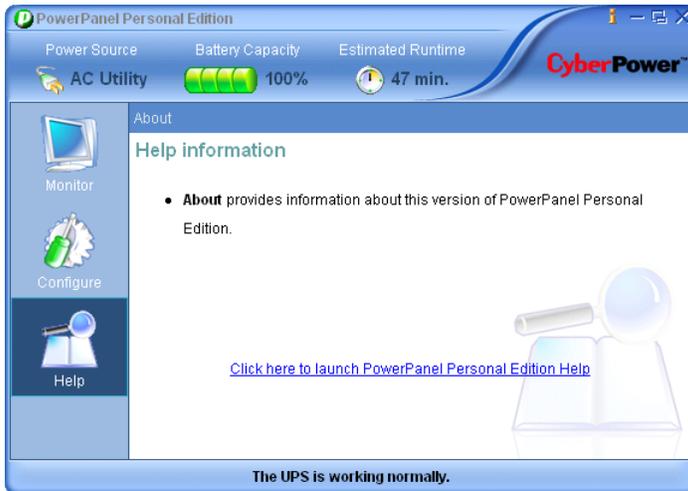
6. **Functions bar:** This bar displays different functions available for the selected feature.

   o **Monitor** function bar:
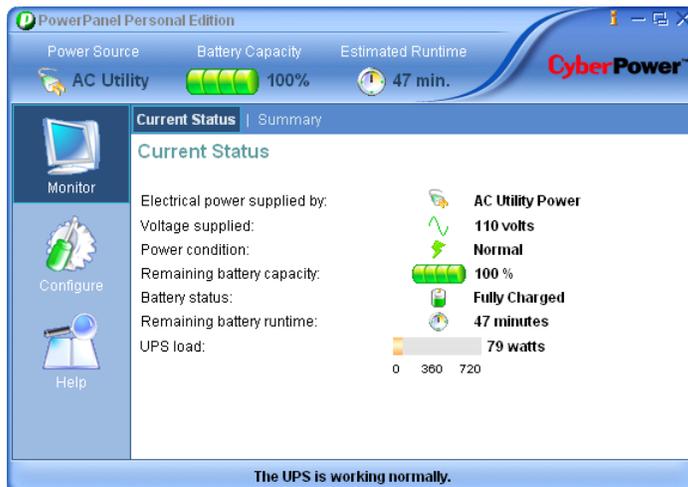

   o **Configure** function bar:

   o **Help** function bar:

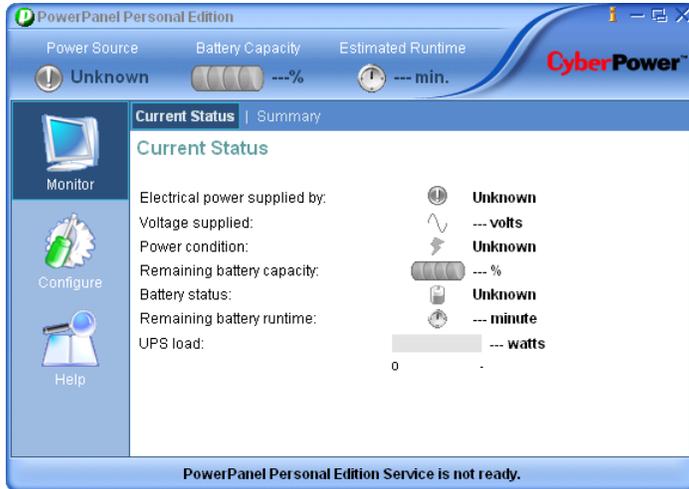

7. **Workspace**: This area displays information or settings specific to the selected feature.

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

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

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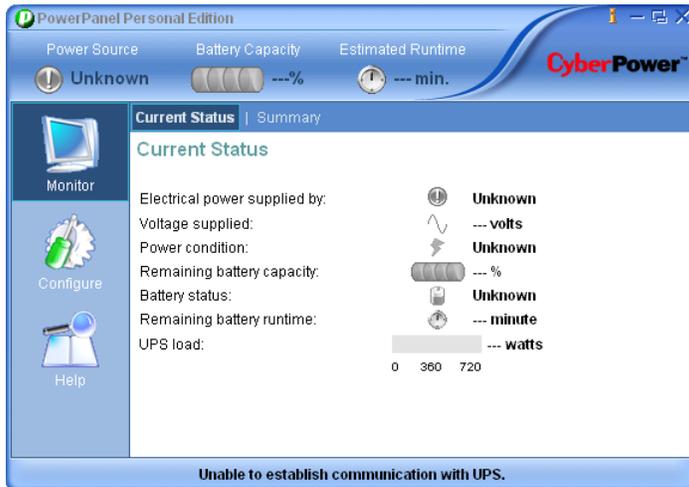
Note: Not all models provide the same information. The information varies with different models.

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.
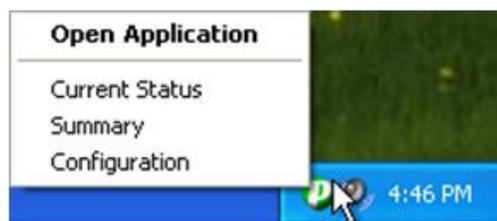
Taskbar Notification Area menu

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.
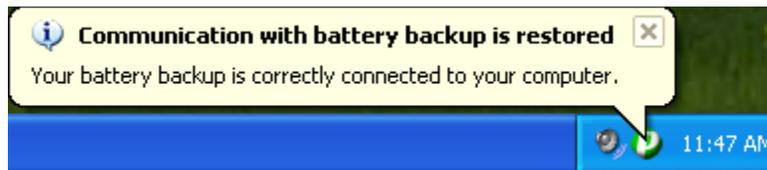
The popup message when PPPE establishes communication with UPS

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 illustrated below.
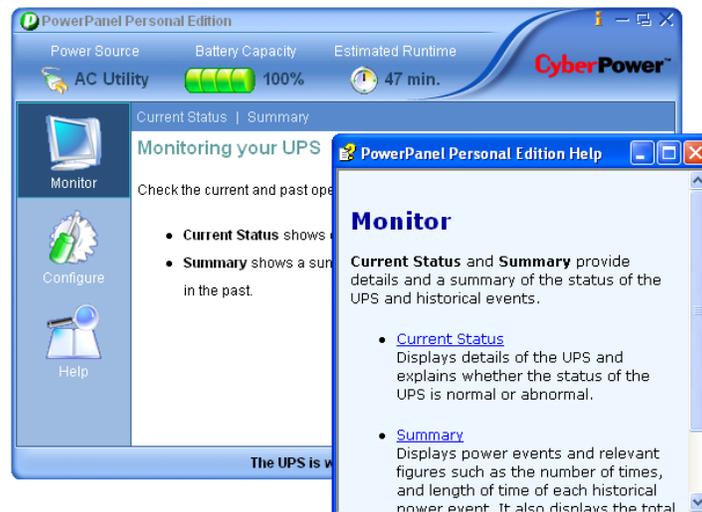
Monitor UPS

This section provides details of the UPS status, Kiosk Commander Service status and a summary of power events.

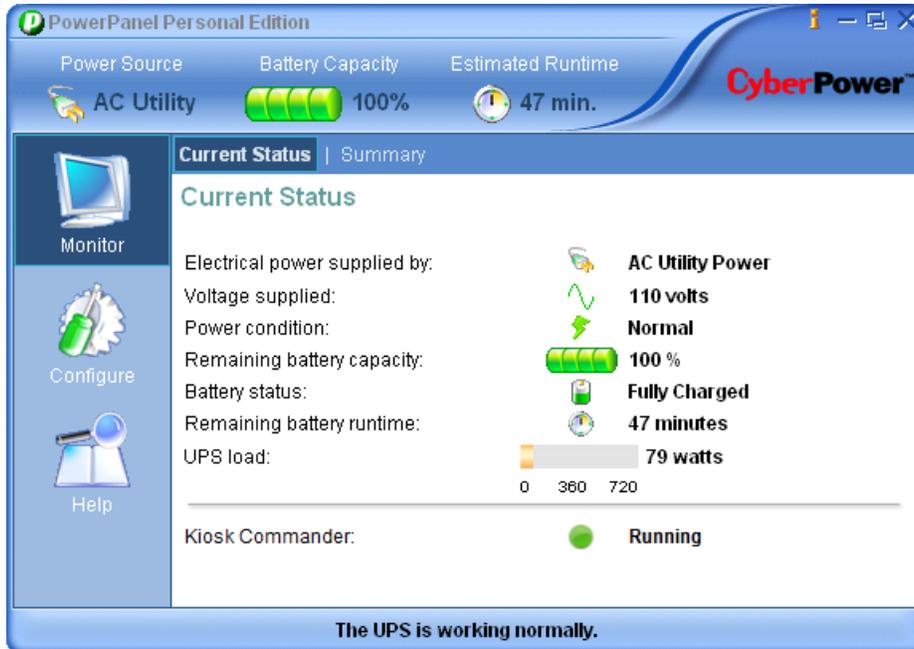## Status Monitoring

PPPE continuously monitors the UPS. The **Current Status** screen displays the latest UPS status and Kiosk Commander Service 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

| Field	Description	Icon	Status
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.
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 while input voltage is approaching the low voltage threshold.		Voltage Boost
	Voltage is being decreased 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.

Field	Description	Icon	Status
Kiosk Commander	It shows the current status of the Kiosk Commander Service.	🟢	Running.
		🔴	Stop.
		⚪	Unknown.

*Note: **Kiosk Commander** service status is not available without Kiosk Commander installation.*

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.
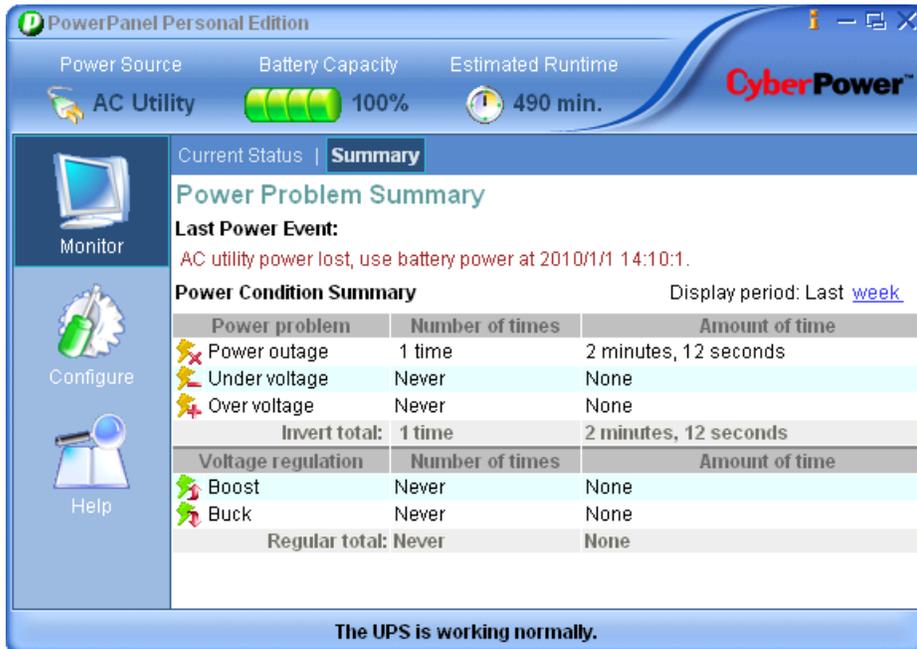

Summary Screen

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 of all previous power events.
- **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.
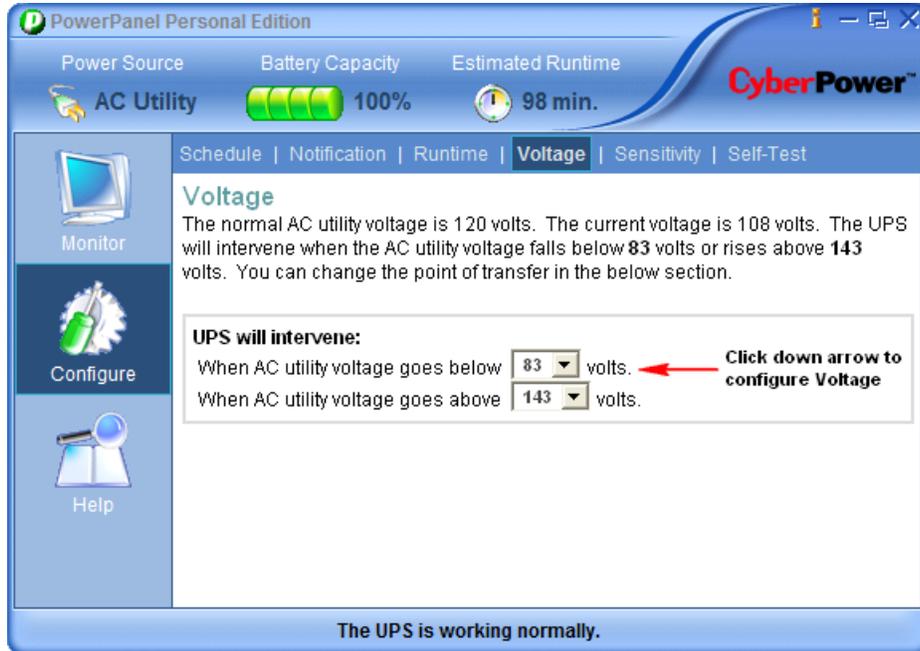
Low voltage setting on Voltage Screen

- **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.
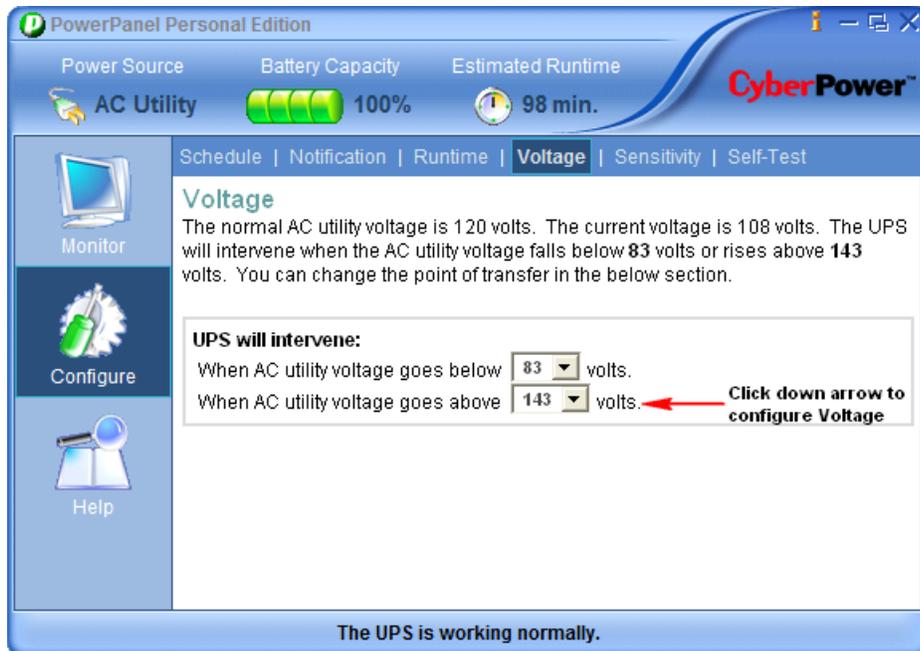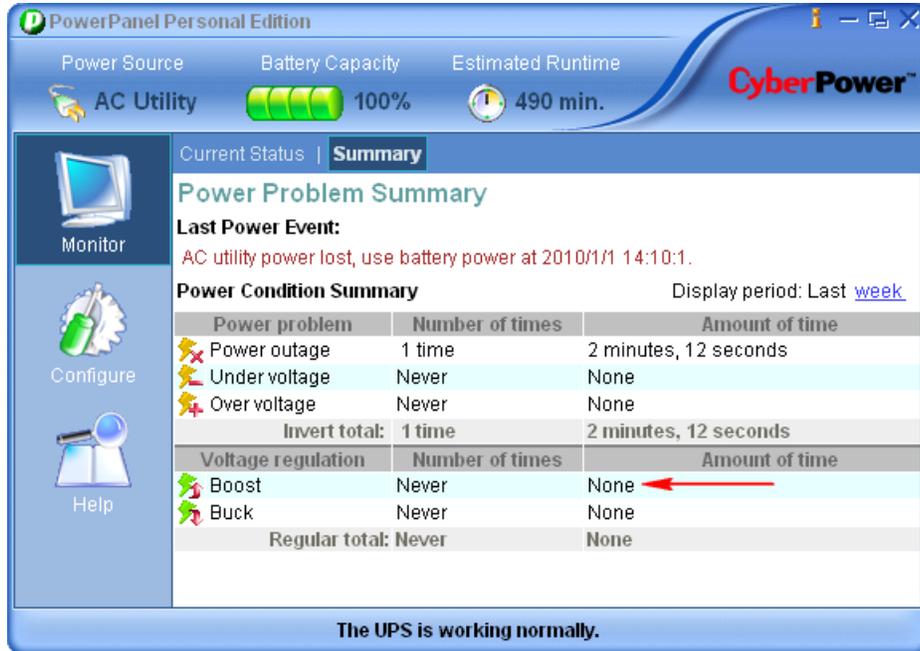

High voltage setting on Voltage Screen

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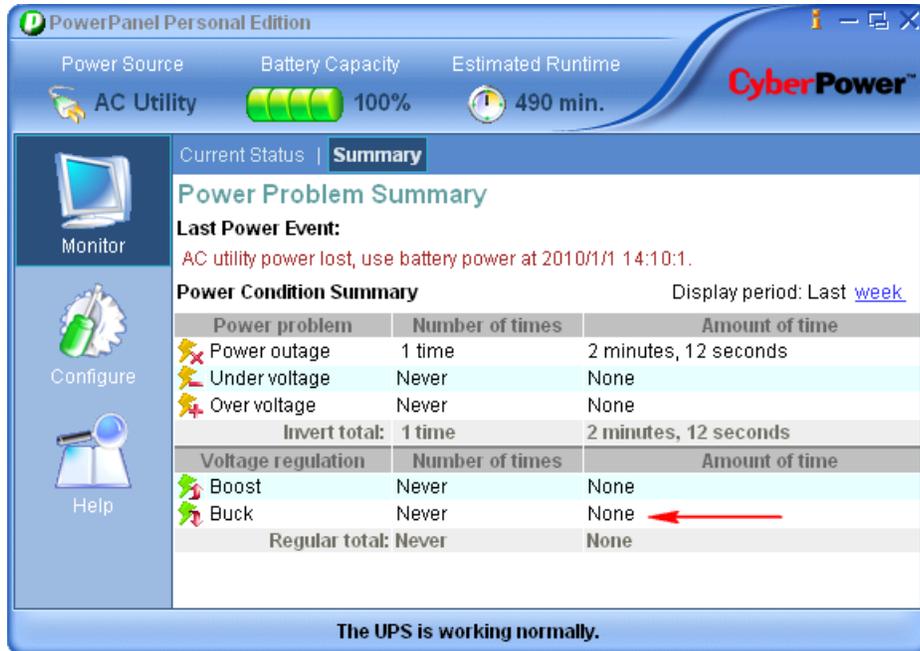

Buck condition summary on Summary Screen

*Note: Voltage Threshold Configuration, **Buck** and **Boost** states are only supported on certain UPS models 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

This section provides an interface to configure the settings and customize the usage of your UPS. Before configure UPS, you should click **Make changes** button to elevate privileges. Only has administrator privilege allow configuring UPS.
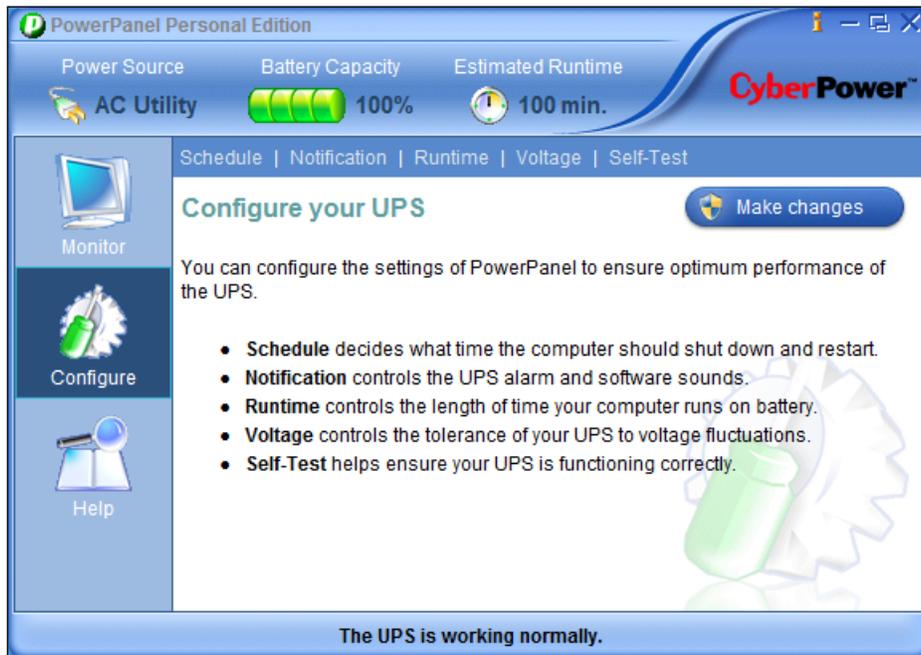
Configure Screen

*Note: In early Windows System such as Windows XP and Windows Server 2003, please using **Run as** to elevated privileges. More details please refer to **How to start PowerPanel as administrator** from FAQ chapter.*

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.
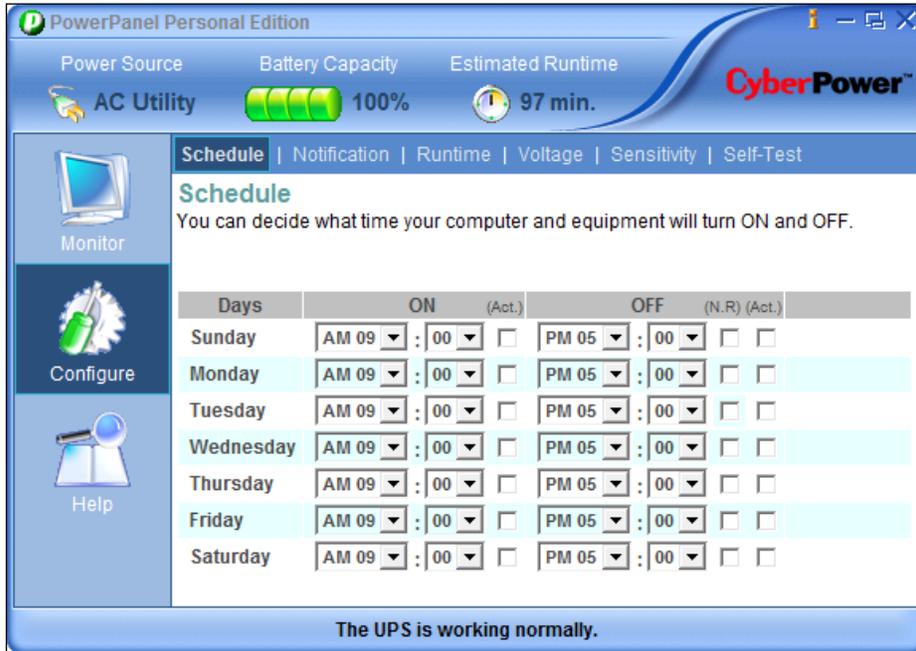
Schedule Screen

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.
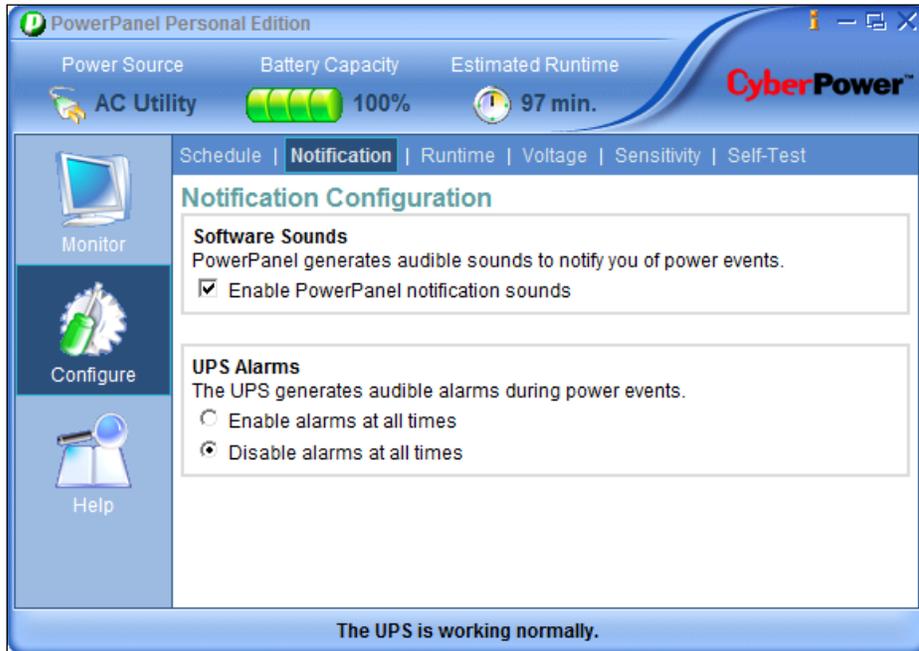
Notification Screen

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.
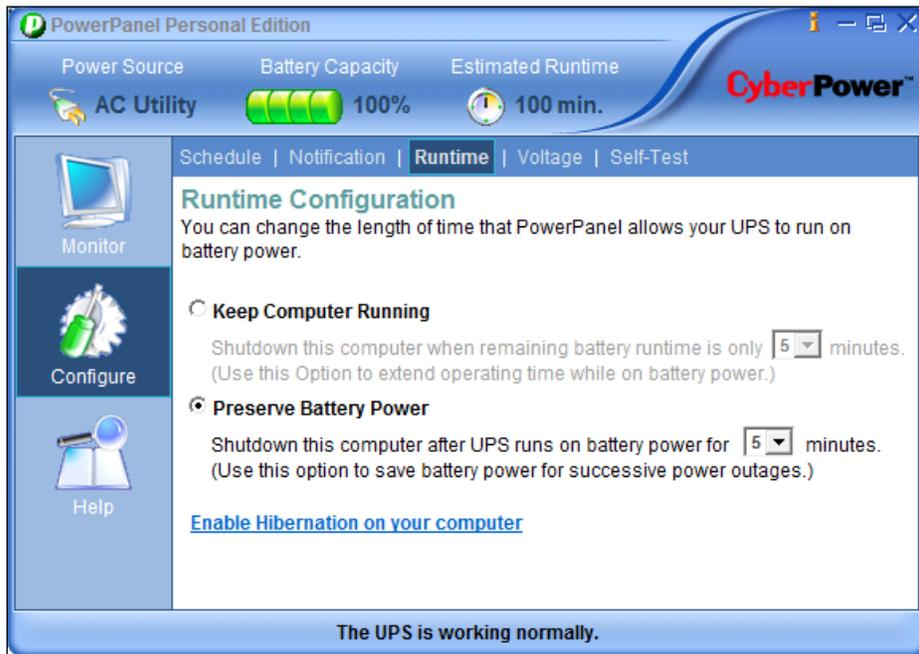
Runtime Screen

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** to enable hibernation or click **No** to keep hibernation disabled. It is recommended that hibernation should be enabled to avoid data loss.
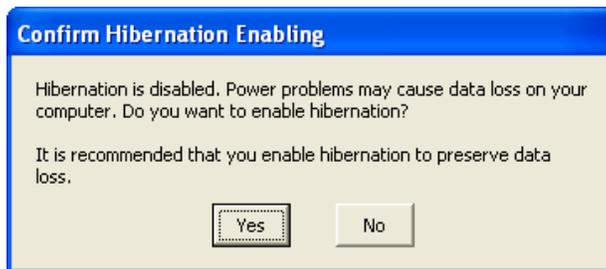
Confirm Hibernation Enabling message

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

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 exceeds the voltage range, the UPS will supply battery power at a stable voltage to the connected equipment. Options for **High/Low Voltage Transfer** are explained below:

- **High/Low Voltage Transfer** – Selects the high/low voltage thresholds on the UPS. A narrow input voltage range could cause the battery to discharge more often; a wide input voltage range could case the battery to discharge less often.
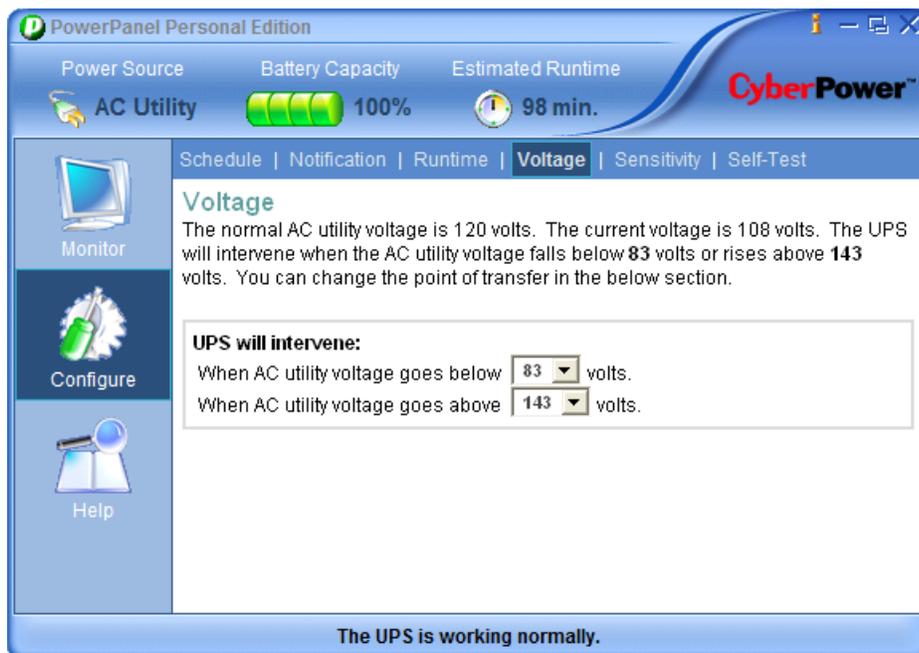
High/Low Voltage Transfer options on Voltage Screen

Note: Narrower voltage threshold may cause excessive discharging. Excessive discharging may result in a shortened battery life.

Sensitivity

Users can set up sensitivity according to the equipment and the power. Once utility power is out of range the selected range, the UPS will switch to battery mode to provide the power to the connected equipment immediately.
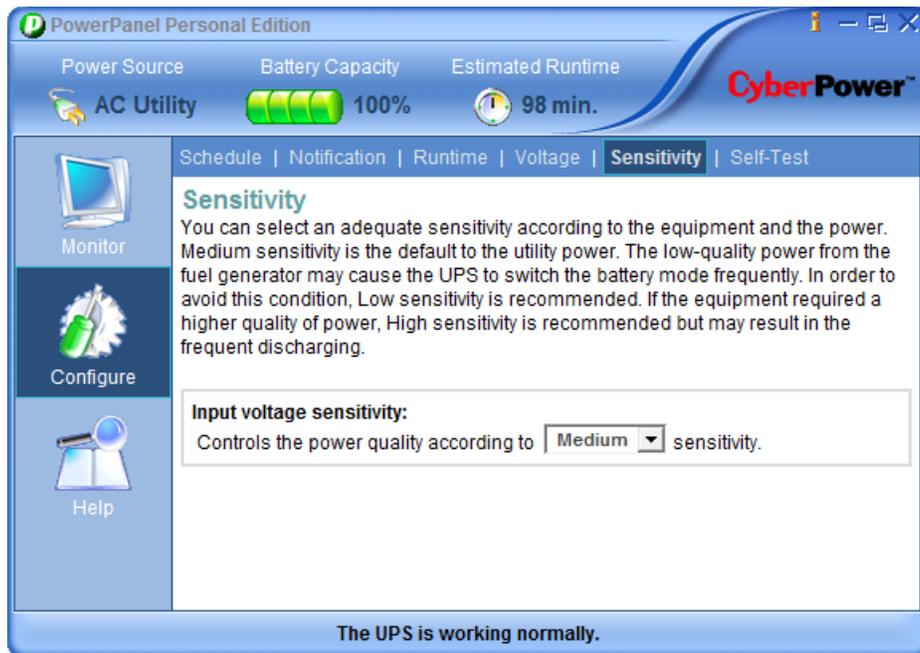
Sensitivity options on the Sensitivity Screen.

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

- **Medium** sensitivity is the default. Low quality power from a generator may cause the UPS to switch to battery frequently. In order to avoid this condition, **Low** sensitivity is recommended. If the equipment requires a higher quality of power, **High** sensitivity is recommended but may result in the UPS frequently switching to battery power.

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.
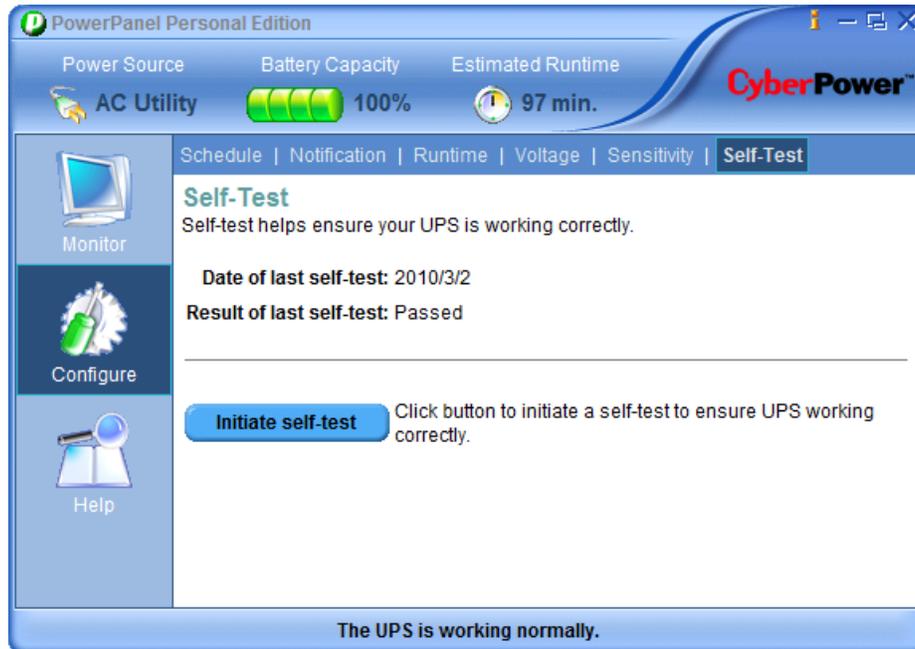
Self-Test Screen

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

- **Date of last self-test** - The date on which the last Self-Test was performed.
- **Result of last self-test** - The result of the last Self-Test.
  - o **Passed** - The battery works normally.
  - o **Failed** - The Self-Test resulted in a failure. This can be caused by missing batteries, battery malfunction, or low batteries.
  - o **Aborted** - The Self-Test was aborted. This is caused by a loss of communication during the Self-Test.
  - o **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.
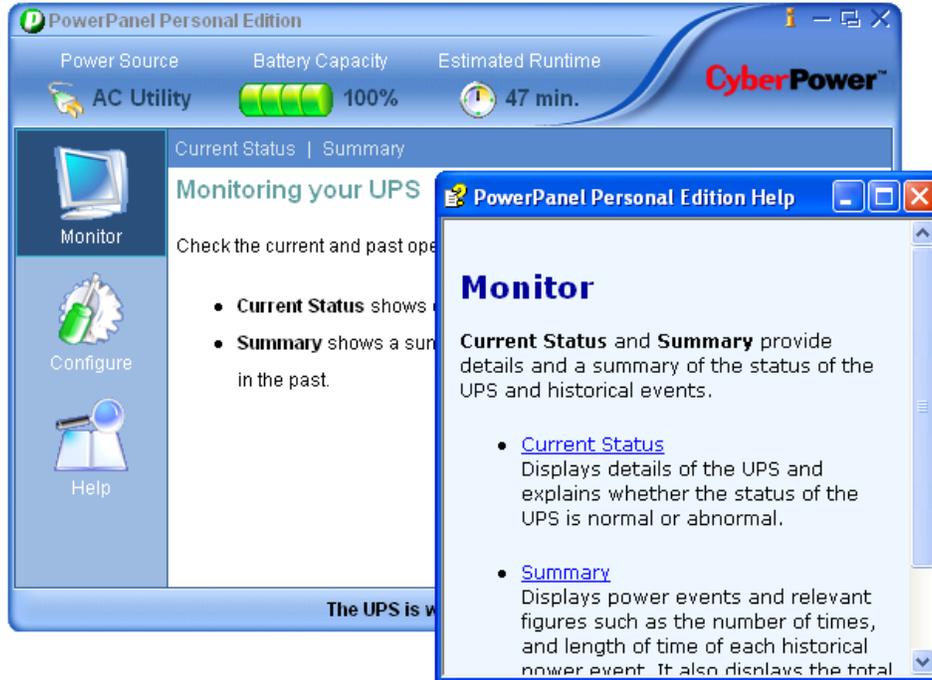
Help Information Screen

About

The **About** screen provides information about the version of PPPE and the UPS hardware. There are also links for web based support and the company website.

About Screen

Using Power Meter Gadget

Power Meter Gadget

What is a gadget?

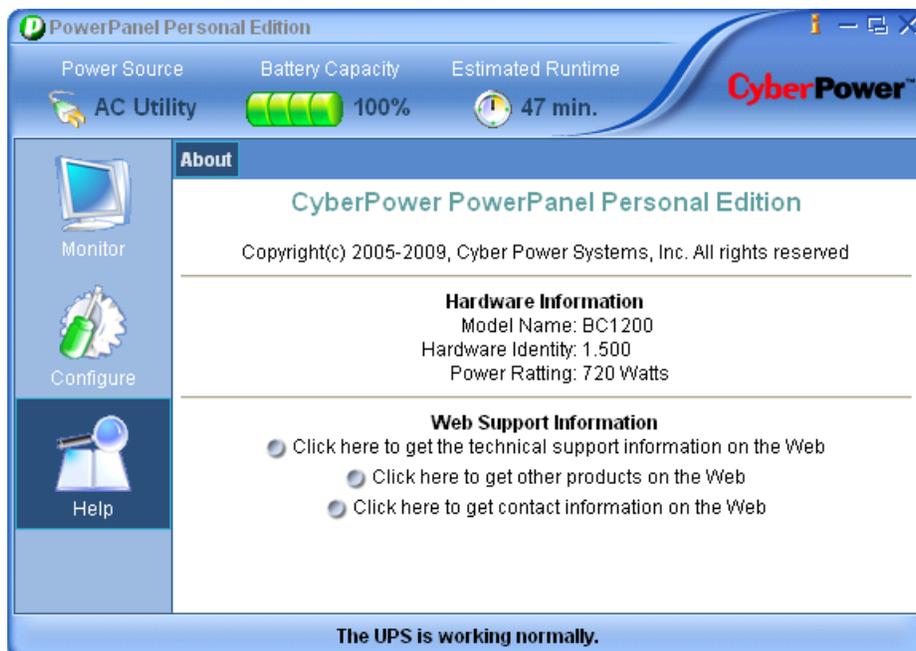A gadget is a lightweight HTML and script-based application designed to do simple tasks such as calendars, clocks, RSS notifies or search tools. An external application such as Windows Media Center can be also controlled by using gadgets.

Understanding Power Meter Gadget

The **Power Meter** gadget provides users a display for certain UPS status such as power usage, battery capacity, output load and remaining runtime. The power meter gadget only works properly if the PPPE service is active. The more details are described below:

	This cylinder indicates the battery capacity. It will turn red when the battery capacity is critical low.
	This indicates that the UPS is using utility power to supply power when it's highlighted.
	This indicates that the UPS is charging when it's highlighted.
	This icon, when highlighted, indicates that the UPS is using battery to supply power to the equipment due to power failure, under voltage or over voltage.
	This icon, when highlighted, indicates that the UPS is overloaded and the output load has exceeded the UPS threshold. Remove some connected equipment to reduce the load.
	This indicates the output load; the power of the connected equipment is expressed in watts.
	This indicates the remaining time that the UPS can supply power to the output load.

The power meter gadget is compatible with the following operating systems:

- **32-Bit / 64-Bit Versions:**
  - Windows 7
  - Windows Vista

Adding the 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 steps below to add the Power Meter gadget to the desktop manually:

- 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 displayed as illustrated below:

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 the Windows Sidebar and also can be dragged to the desktop.

Power Meter gadget on the desktop in Windows 7

Power Meter Options

Right-click the Power Meter gadget and select **Options**, a pop-up window will be displayed as illustrated below.
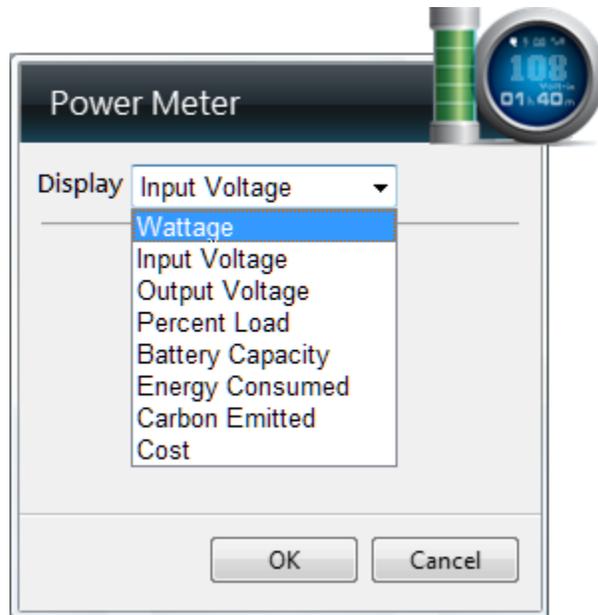
The Power Meter provides status options in the drop-down such as **Input/Output Voltage**, **Percent Load** and **Battery Capacity** etc. Aside from these before-mentioned options, the Power Meter also provides the electric power statistical options **Energy Consumed**, **Carbon Emitted** and **Cost**. Users can see how much electricity

has been consumed by the devices connected to the UPS, how much carbon has been emitted, and how much money that electrical consumption costs for the past week, month or year. These options are described as following:

Energy Consumed

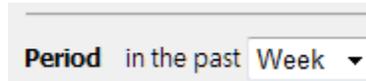**Energy Consumed** indicates how much electricity was consumed in a past period. Click the **Item** drop-down list and select the **Energy Consumed** option, the **Period** drop-down list will be visible and provides **Week**, **Month** and **Year** options.

Carbon Emitted

Carbon Emitted will show users how much carbon was emitted in a past period. Click the **Item** dropdown list and select the **Carbon Emitted** option. The **Period** and **Unit** dropdown lists, and **Ratio** field will be visible. The **Period** provides **Week**, **Month** and **Year** options to denote the past period of carbon emission. The **Unit** dropdown list provides **Pounds (lb)** and **Kilograms (kg)** options to denote weight of carbon emission. The **Ratio** field is a ratio of carbon emission per kWh and will vary by countries. User can change a proper ratio by clicking the **Edit** hyperlink.
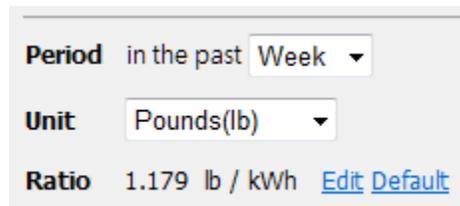
The CO_2 emissions reported by PowerPanel are calculated from the ratio between the emissions of CO_2 and kWh of energy consumed. These calculations are consistent with information from the International Energy Agency (IEA) (http://www.iea.org/co2highlights/) The default ratio shown in the Gadget is automatically selected based on the version of Windows installed on the computer. If the ratio is incorrect for your location, you can edit it manually.

The amount of emissions PowerPanel reports is an estimate and may vary depending on the type of power generated in your area. This data is not to be used for official reports or as energy conservation data. CyberPower Systems Inc. takes no responsibility for inaccurate data.

Cost

Cost means the monetary cost for the electricity consumed in the past period. Click the **Item** drop-down list and select the **Cost** option, the **Period** drop-down list and **Ratio** field will be visible. The **Period** drop-down list

provides **Week**, **Month** and **Year** options. The **Ratio** field is a ratio of cost per kWh and will vary by country. Users can change the ratio by clicking **Edit** hyperlink.

Note: For the Energy Consumed and Cost options, if the display value with that base unit is too large to be displayed properly, the relative unit will be increased to help the display value fit. The maximum unit supported is mega (M).

Note: Energy Consumed, Carbon Emitted and Cost will be accumulated only when computer running. When the computer has shutdown and the UPS continues supplying power to other equipment, the three values will be inaccurate.

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\CyberPower 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\CyberPower 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 CyberPower for assistance if the battery test fails after replacing the battery.

The PowerPanel Personal Edition installation failed.

If the installation file is from the CyberPower website, 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 no 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 operating systems support 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 UPS 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 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 little 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 has USB capability, it is recommend to use the USB to connect to the UPS in order to obtain more information.

Which Operating Systems support Power Meter gadget?

Please refer to **Understanding Power Meter Gadget** chapter for further information.

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

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 manually add the Power Meter gadget to the sidebar?

Please refer to **Adding the Power Meter Gadget to Desktop or Sidebar** chapter.

How to start PowerPanel as administrator?

Following bellow steps to start PowerPanel as administrator:

1. Click **start** and looking for **PowerPanel Personal Edition** from **All Program**s > **CyberPower PowerPanel Personal Edition**.
2. Press **Shift** key and hold, right-click the icon and select **Run as**.
3. To log on using an Administrator account, click **The following use**r option.

4. In **User name** and **Password** fields, type the Administrator account name and password.

5. Click **OK** to start PowerPanel Personal Edition.

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 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.

- **Kiosk Commander:** Kiosk Commander is software which using to monitor running applications and services on the kiosk machine.

- **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.