

# **Power Management Software**

## **PowerPanel® Personal**

Rev. 8

**SAVE THESE INSTRUCTIONS**

Please read this manual and follow the instructions for installation and use.

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## Overview

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

The advantages of PowerPanel® Personal include:

- Monitor the status of the UPS and utility power at all times.
- Customize UPS configurations to provide total power control and protection for your PC.
- Perform graceful shutdown to protect your system and prevent data loss in the event of power outages.

PowerPanel® Personal software consists of a Service, Client UI and System Tray. The Service communicates with the UPS and obtains the status along with detailed information. These are displayed in the Client UI, where users can also configure the UPS settings. The System Tray icon indicates the UPS' charging status, whether it is operating on battery or utility power, and whether it is communicating properly.

## 1. Getting Started

### 1.1. Prerequisites

#### 1.1.1. Hardware Requirements

- Minimum Core 2-compatible CPU.
- Minimum 128 megabytes (MB) of RAM; more memory generally improves responsiveness.
- 350 MB of free disk drive space.
- USB or serial port.

#### 1.1.2. Operating System

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

##### **32-Bit Versions:**

- Windows 10
- Windows 8

## 64-Bit Versions:

- Windows Server 2019
- Windows 10
- Windows 8
- Windows 7
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2
- macOS 10.14
- macOS 10.15

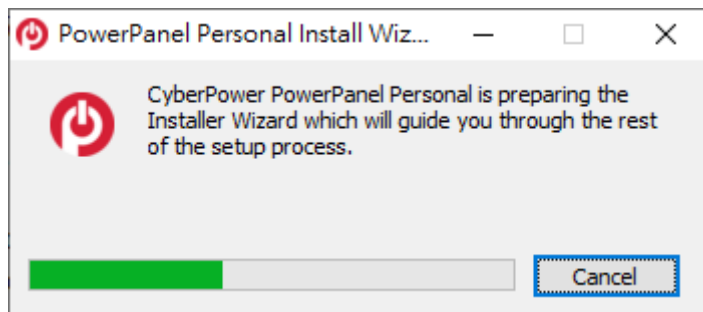
## 1.2. Installation

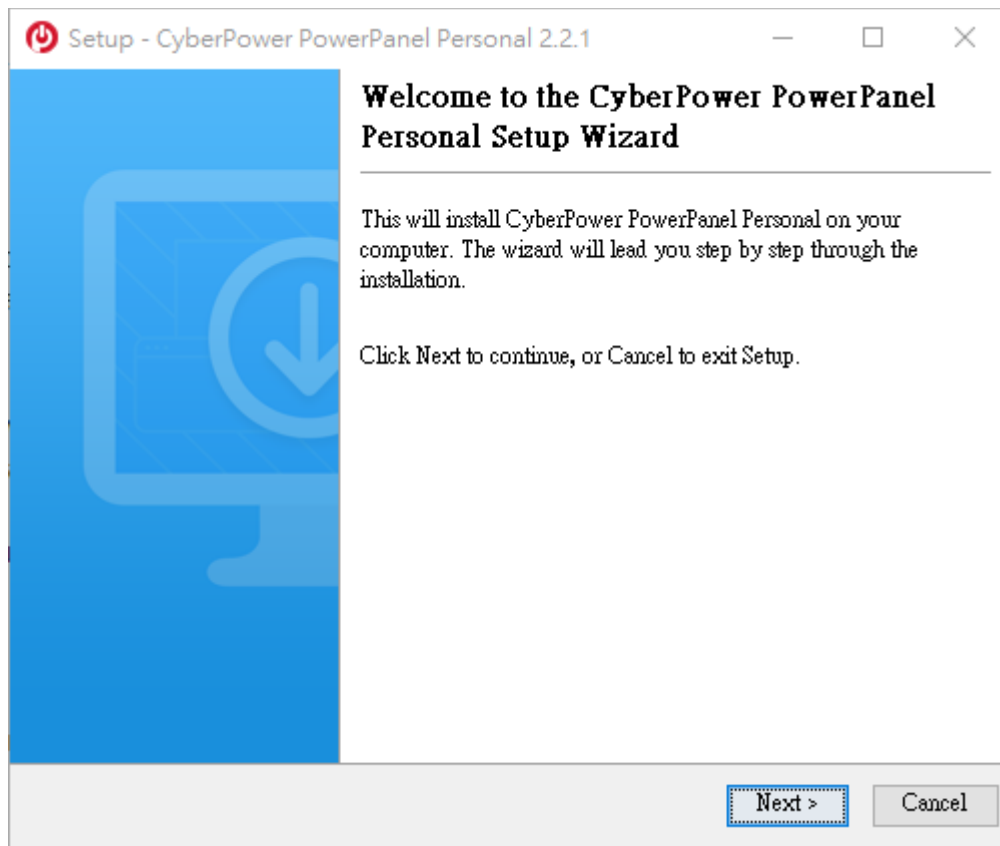
### 1.2.1. Installation on Windows

Please download the software, and then double-click the **setup.exe** file.

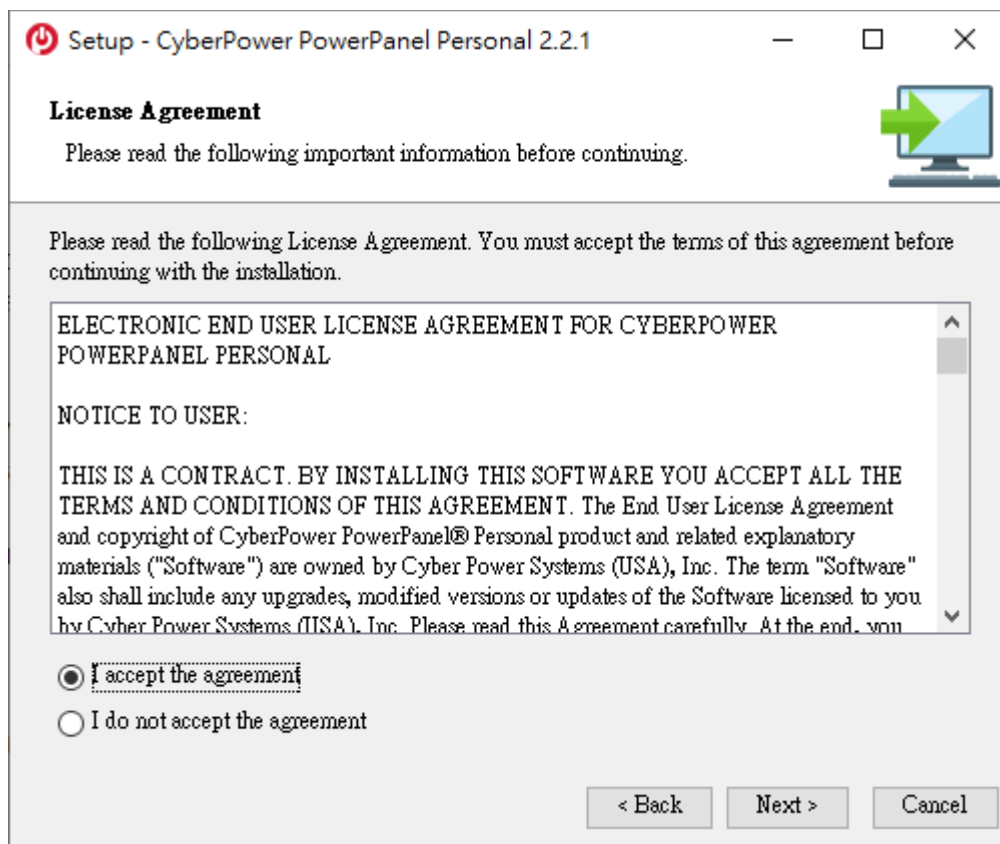
Follow the on-screen prompts to install PowerPanel® Personal software:

1. Click **Next** to continue.

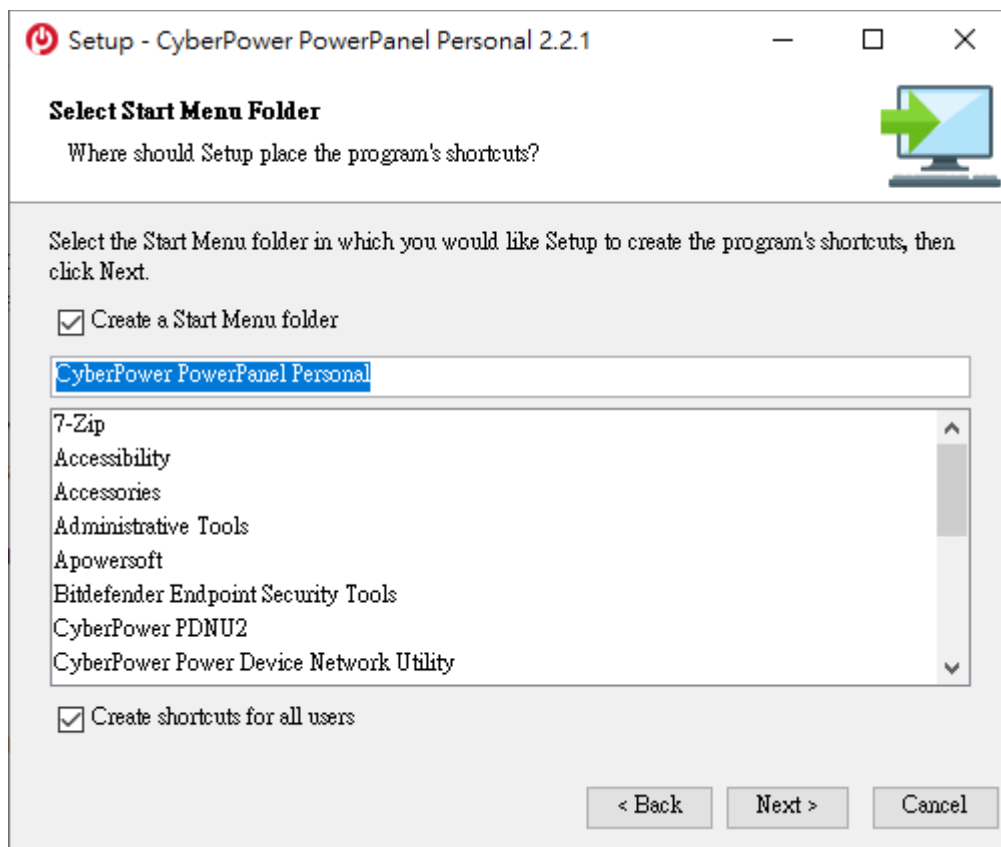
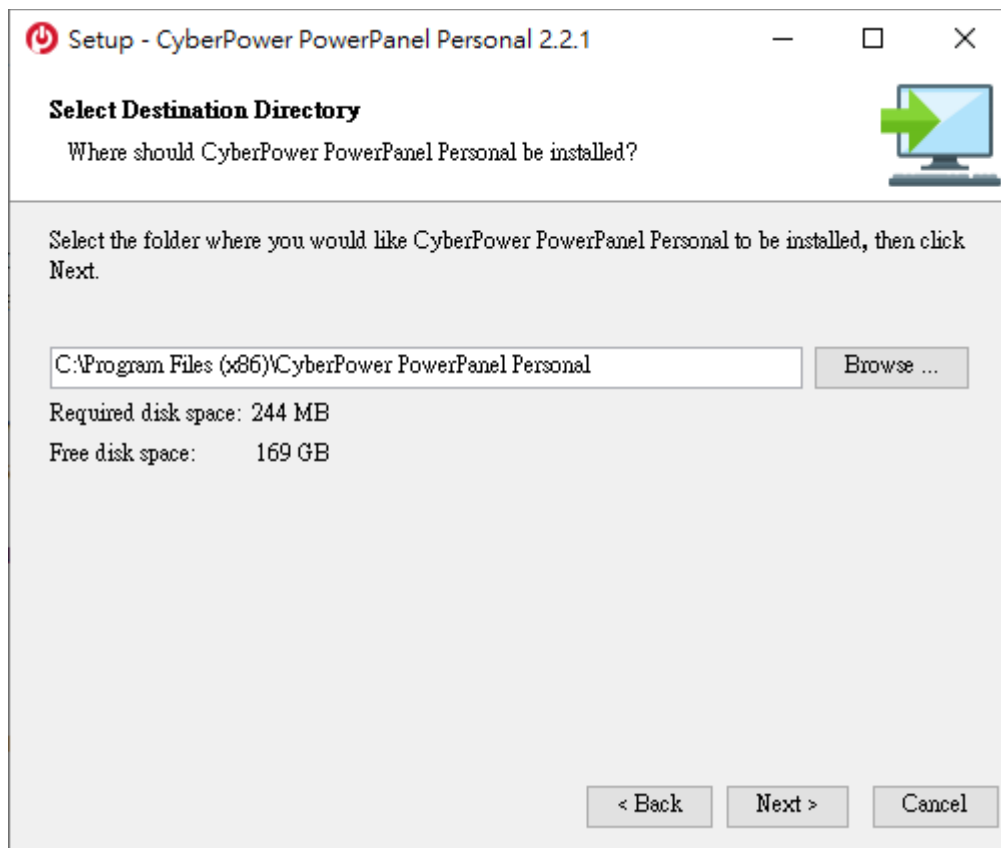




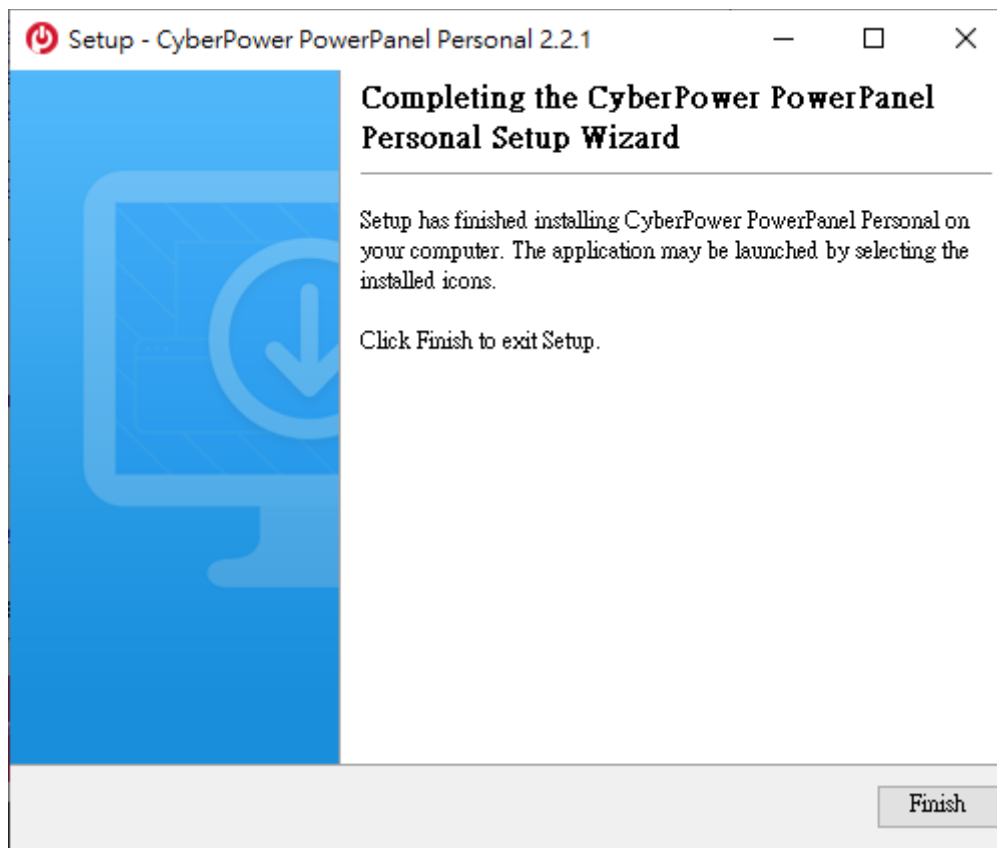
2. Review and accept the license agreement and click **Next**.



3. Select the installation folder and Start Menu folder then click **Next**.



4. When the installation has completed, click **Finish**.

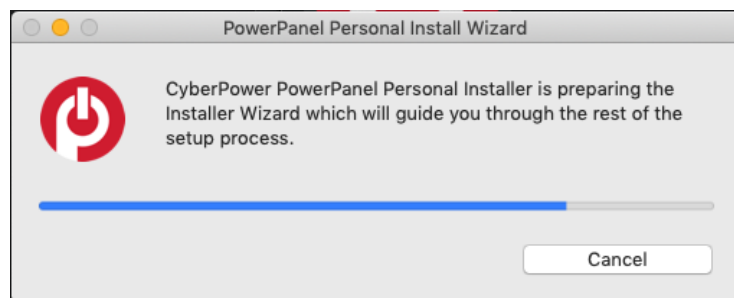


### 1.2.2. Installation on macOS

Please download the software, and then double-click the **setup.dmg** file.

Follow the on-screen prompts to install PowerPanel® Personal software:

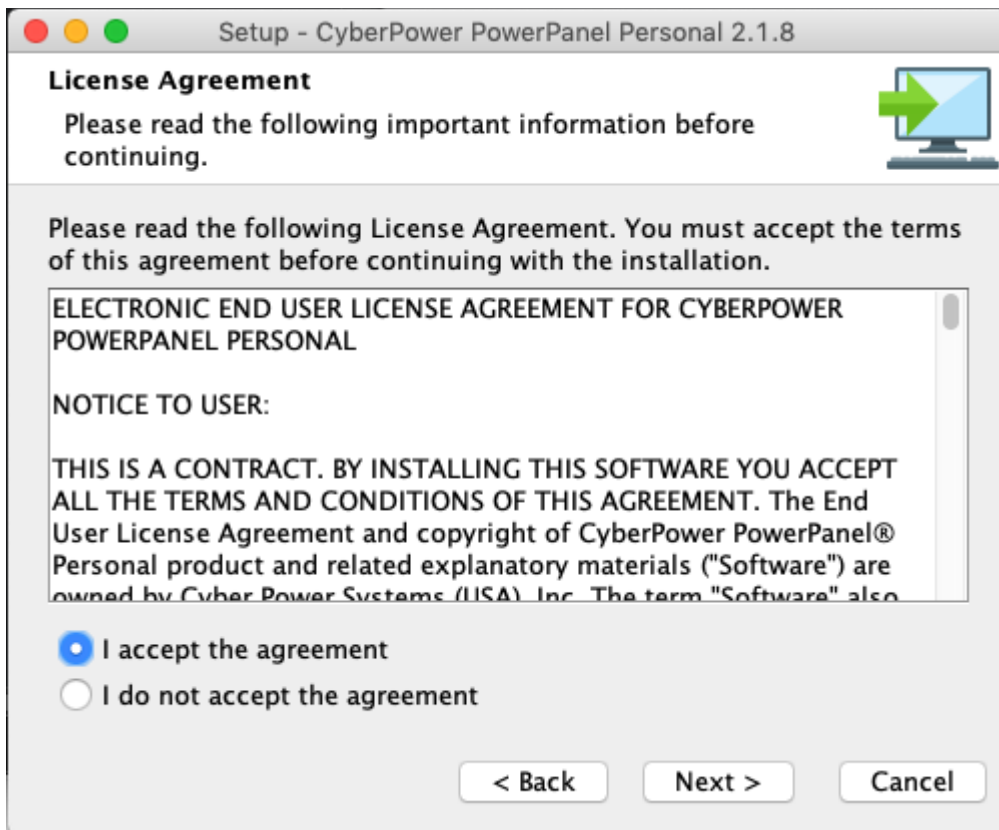
1. Click **Next** to continue.



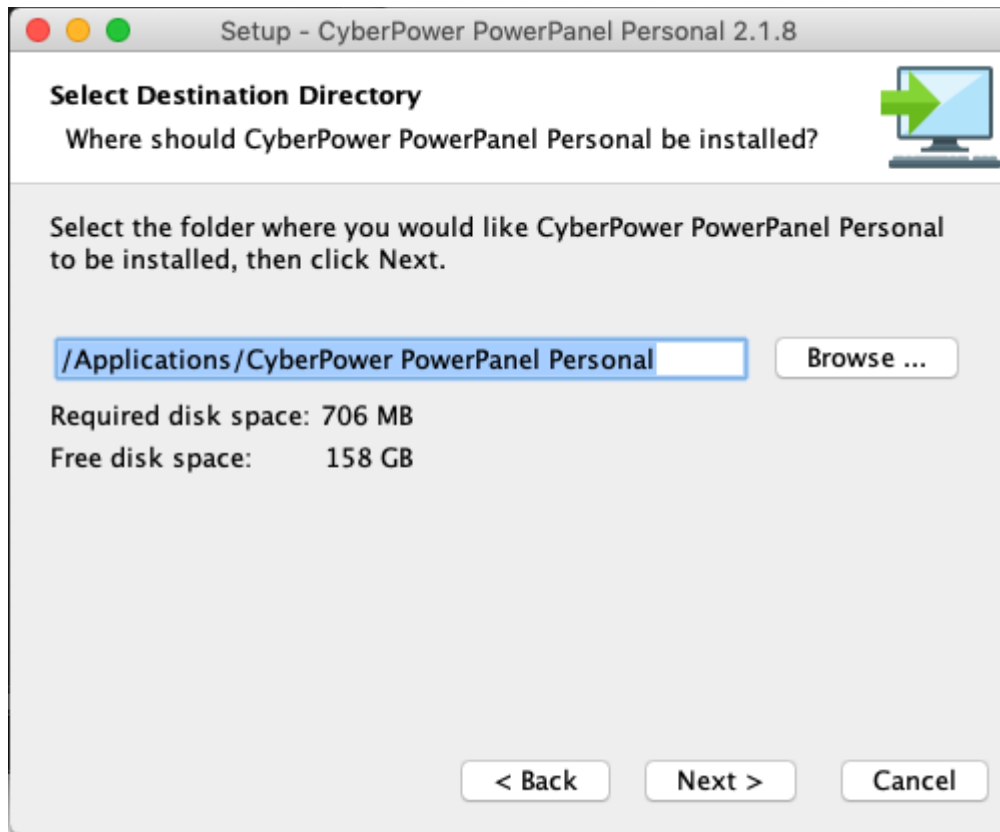




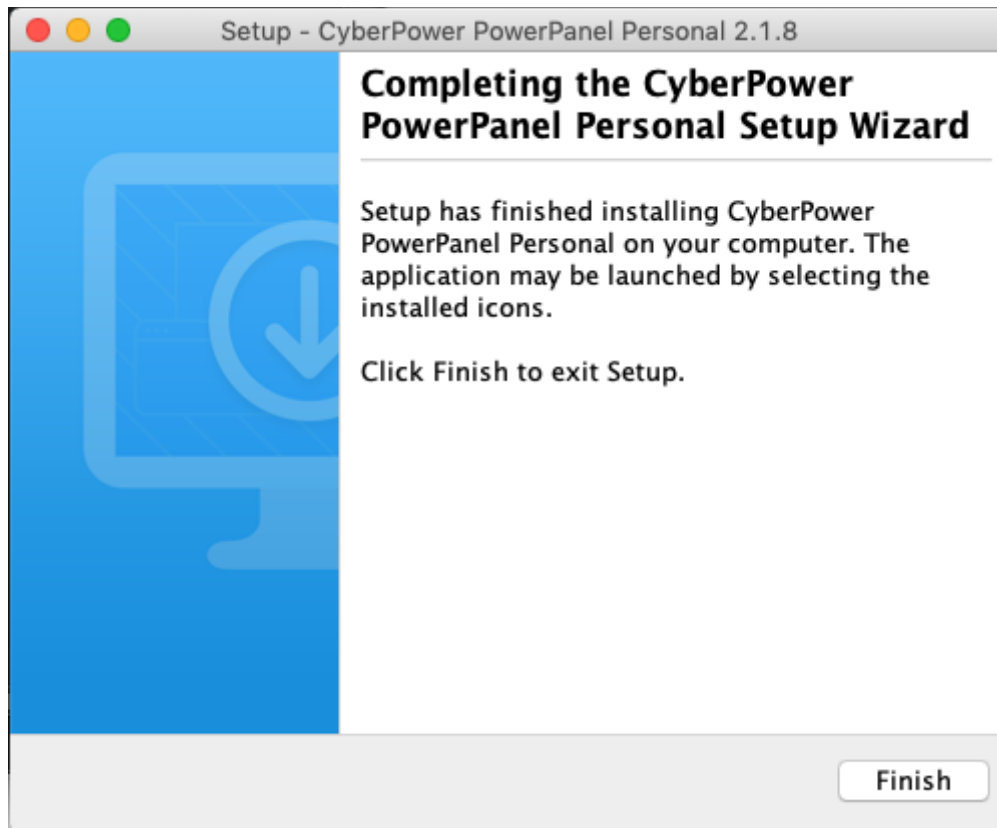
2. Review and accept the license agreement and click Next.



3. Select the installation folder and click Next.



4. When the installation has completed, click Finish.

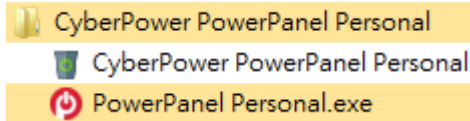


### 1.3. Opening PowerPanel® Personal

To open PowerPanel® Personal do either of the following:

- On Windows

1. Select **Start > All Programs > CyberPower PowerPanel Personal > PowerPanel Personal**.



2. Double-click the PowerPanel® Personal icon in the notification area of the **taskbar**.



- On macOS

1. Click **Finder > Applications > CyberPower PowerPanel Personal > PowerPanel Personal**.



2. Click the PowerPanel® Personal icon in the **status menus** of the menu bar.

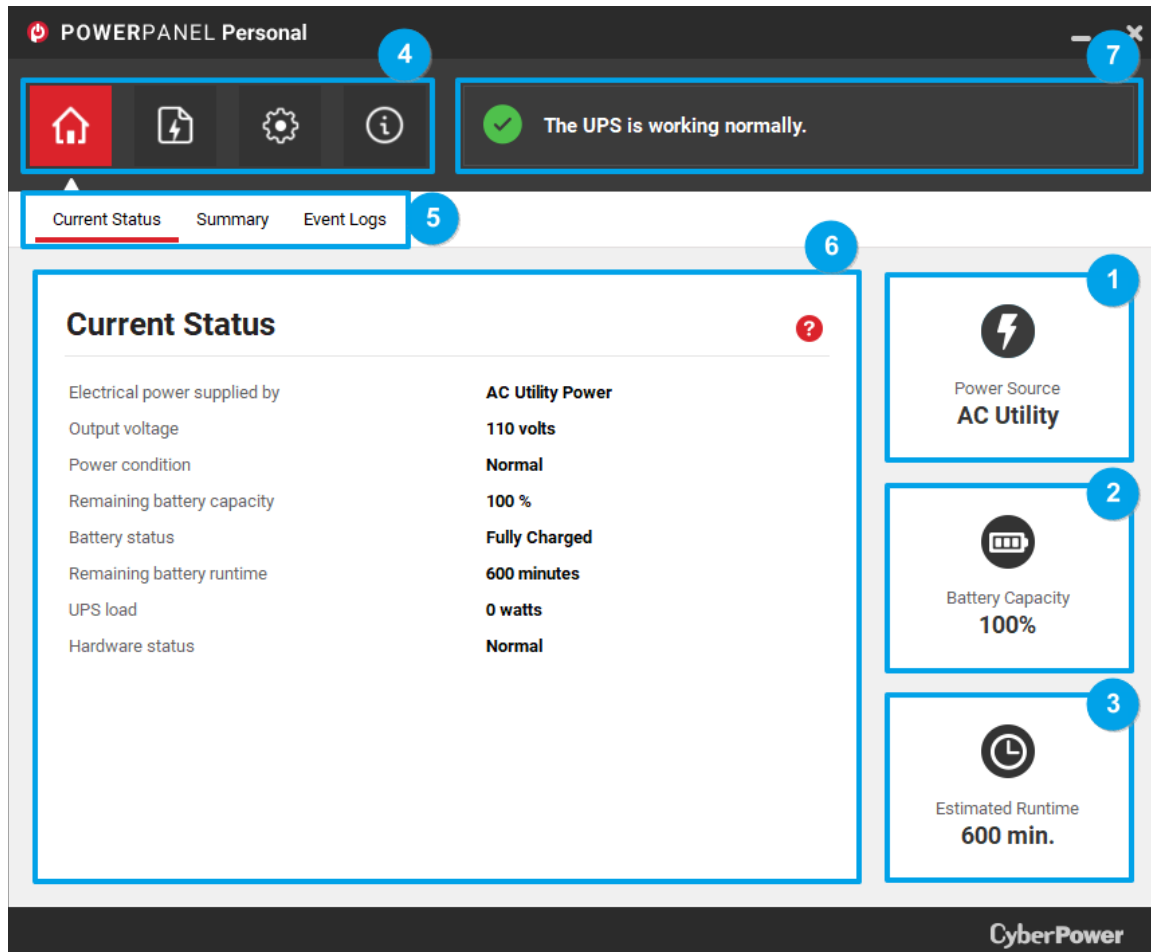


## 2. Using PowerPanel® Personal

### 2.1. Understanding the User Interface

#### 2.1.1. Main Interface Feature




The figure below shows the main user interface of PowerPanel® Personal application.



Main Interface



#### 1. Power source

Indicates which power source the UPS is supplying 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 a power failure, under voltage or over voltage.
	PowerPanel® Personal cannot detect the current power source due to loss of communication.



## 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 displays the battery level as a percentage of full charge.
	The UPS is discharging and using the batteries to supply power.

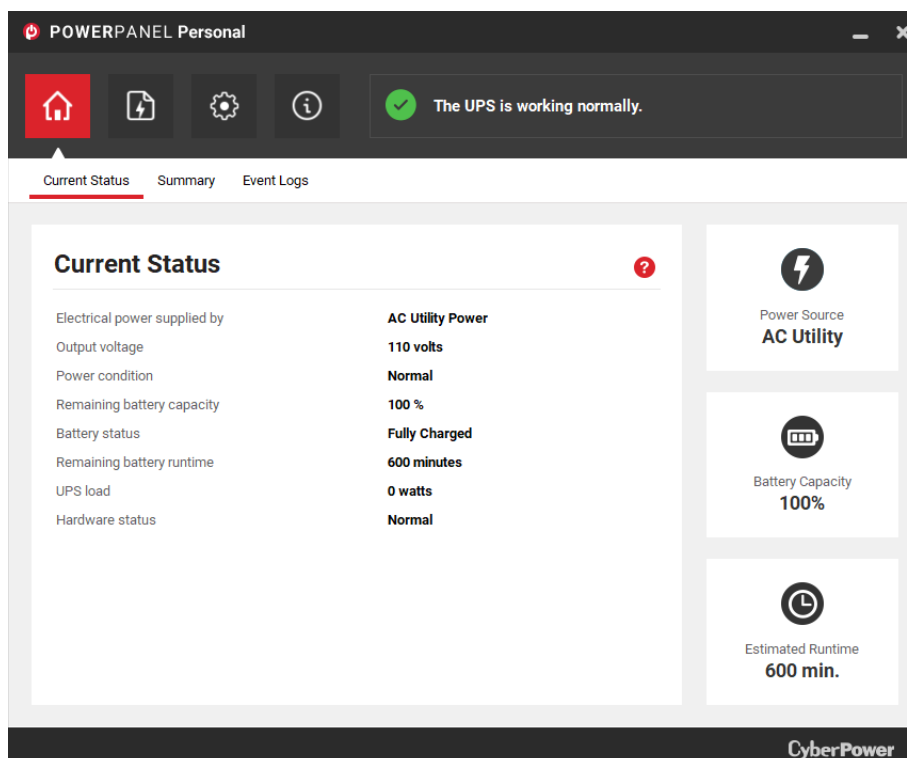
## 3. Estimated Runtime (or Time To Shutdown)

The remaining runtime the UPS will be supplying power before a shutdown is performed.

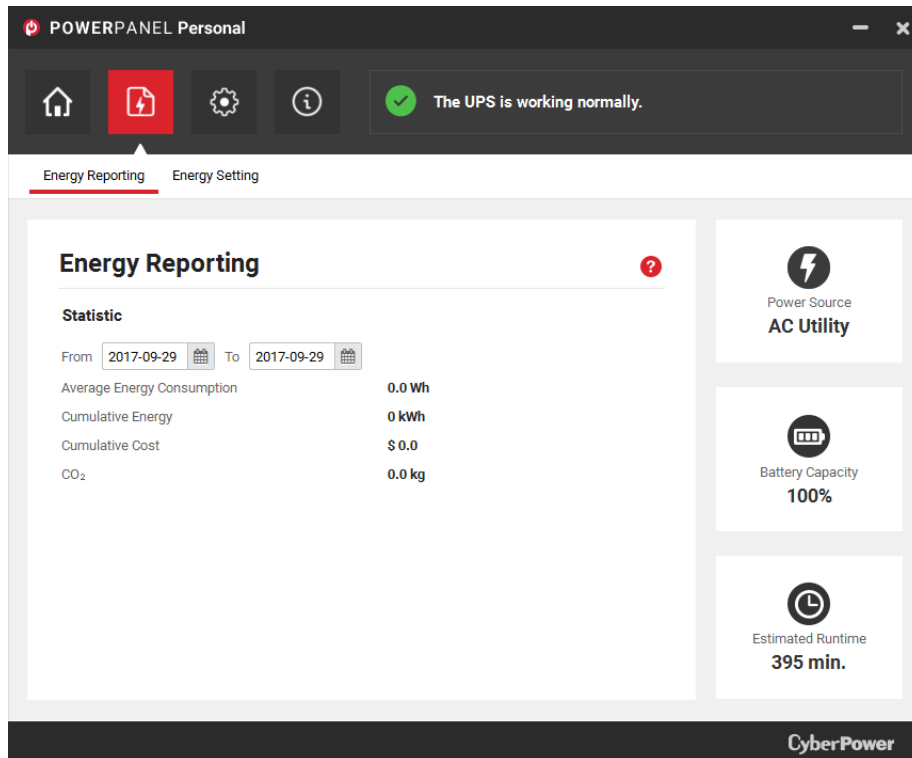
Icon	Description
	The estimated runtime of the UPS when the UPS is supplying utility power to your equipment.
	The estimated runtime of the UPS or the time before hibernation or graceful shutdown is initiated, when the UPS is supplying battery power to your equipment.

## 4. Feature Columns

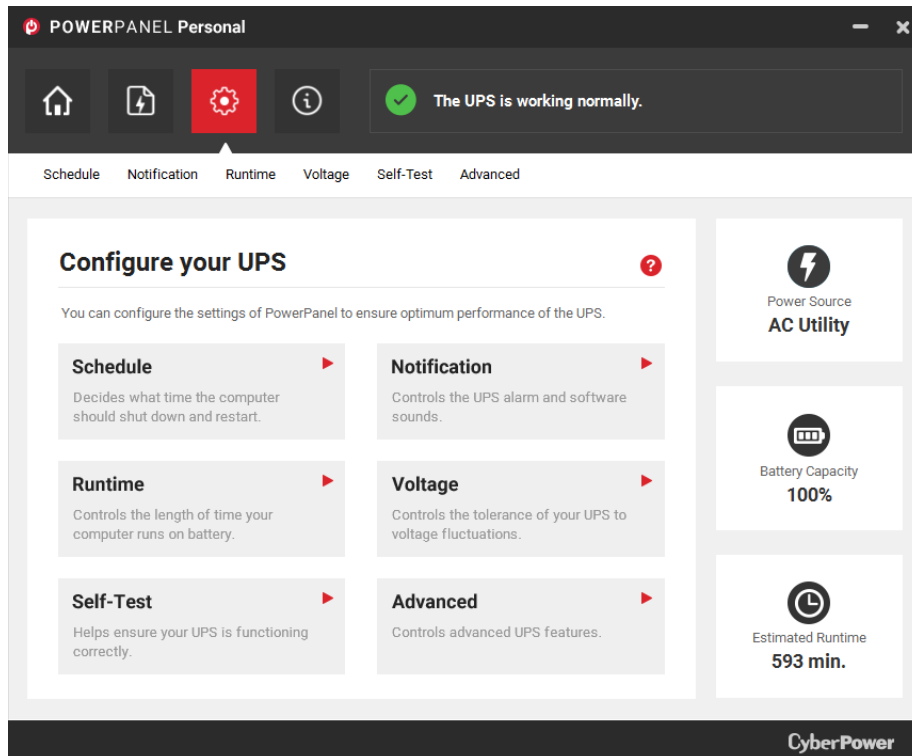
- **Monitor:** Click to access the **Monitor** page.



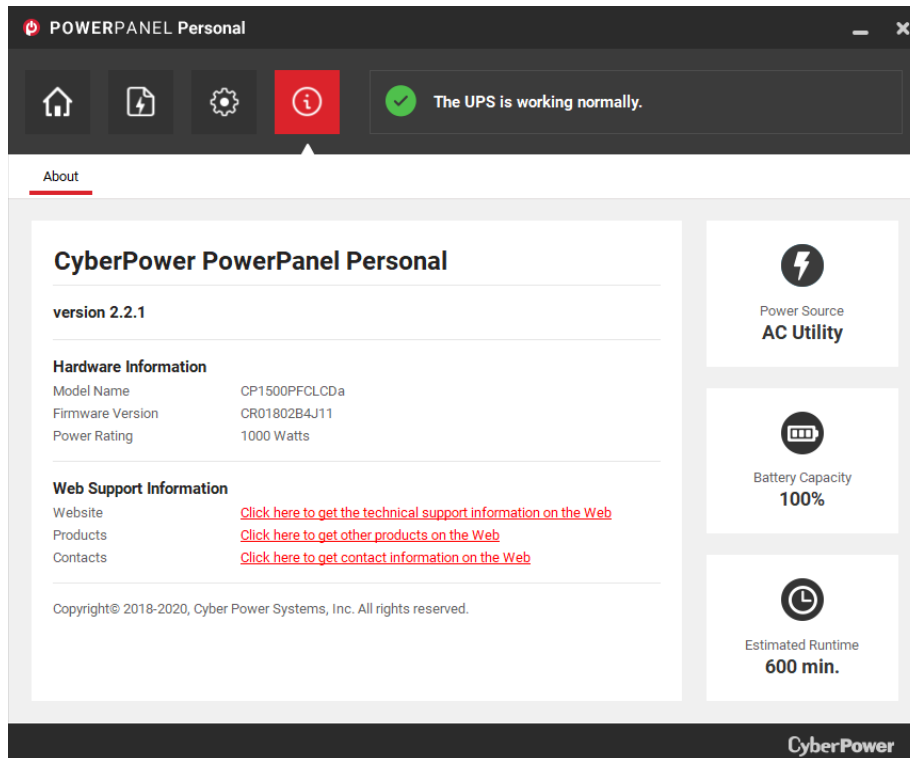
- **Energy Consumption:** Click to access the **Energy Consumption** page.



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



- **Help:** Click to access the **Help** page.



## 5. Function bar

Displays the different functions available for the selected feature column.

- **Monitor** function bar

Current Status   Summary   Event Logs

- **Energy Consumption** function bar

Energy Reporting   Energy Setting

- **Configure** function bar

Schedule   Notification   Runtime   Voltage   Self-Test   Advanced

- **Help** function bar

About

## 6. Workspace

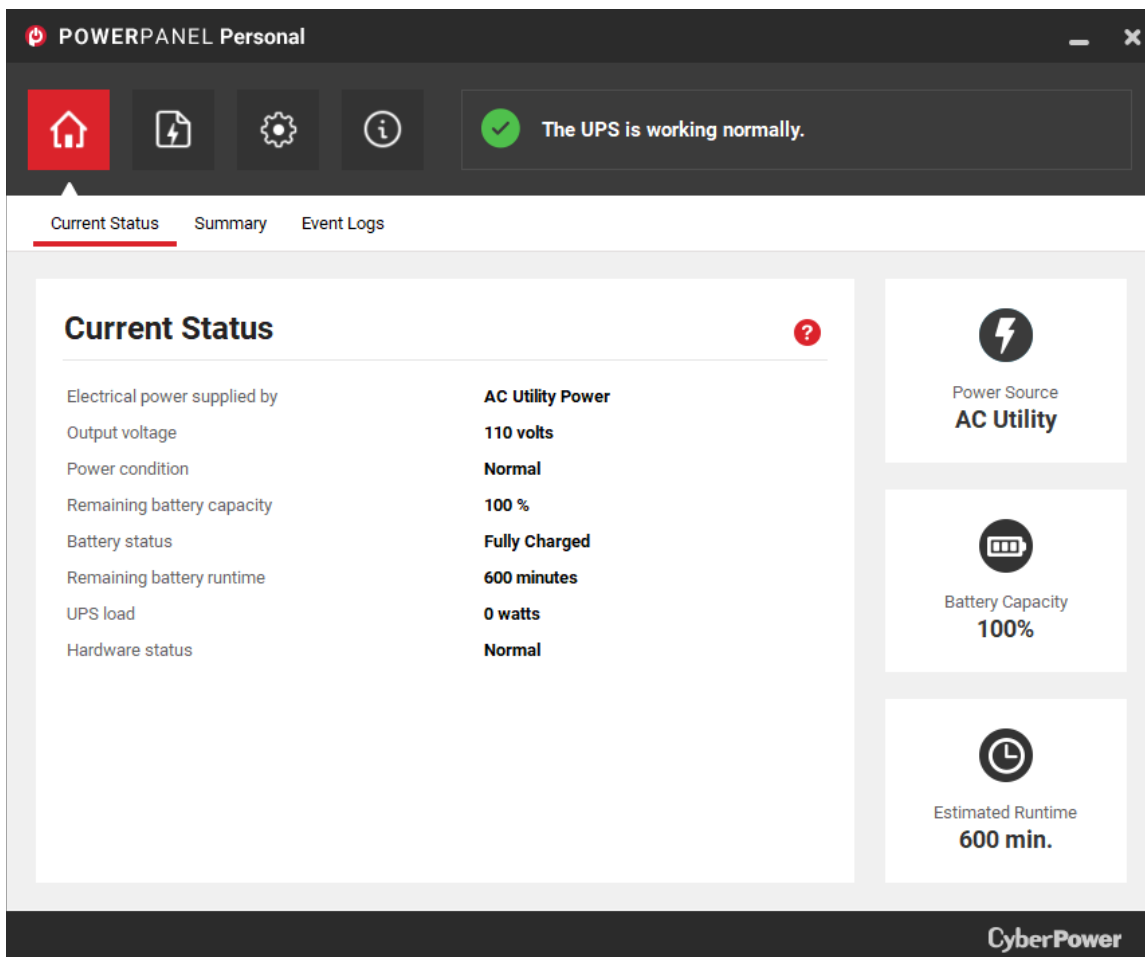
Displays the information or settings specific to the selected feature.

## 7. Status Bar

Displays the three different status of the application, including:

- **The UPS is working normally.**

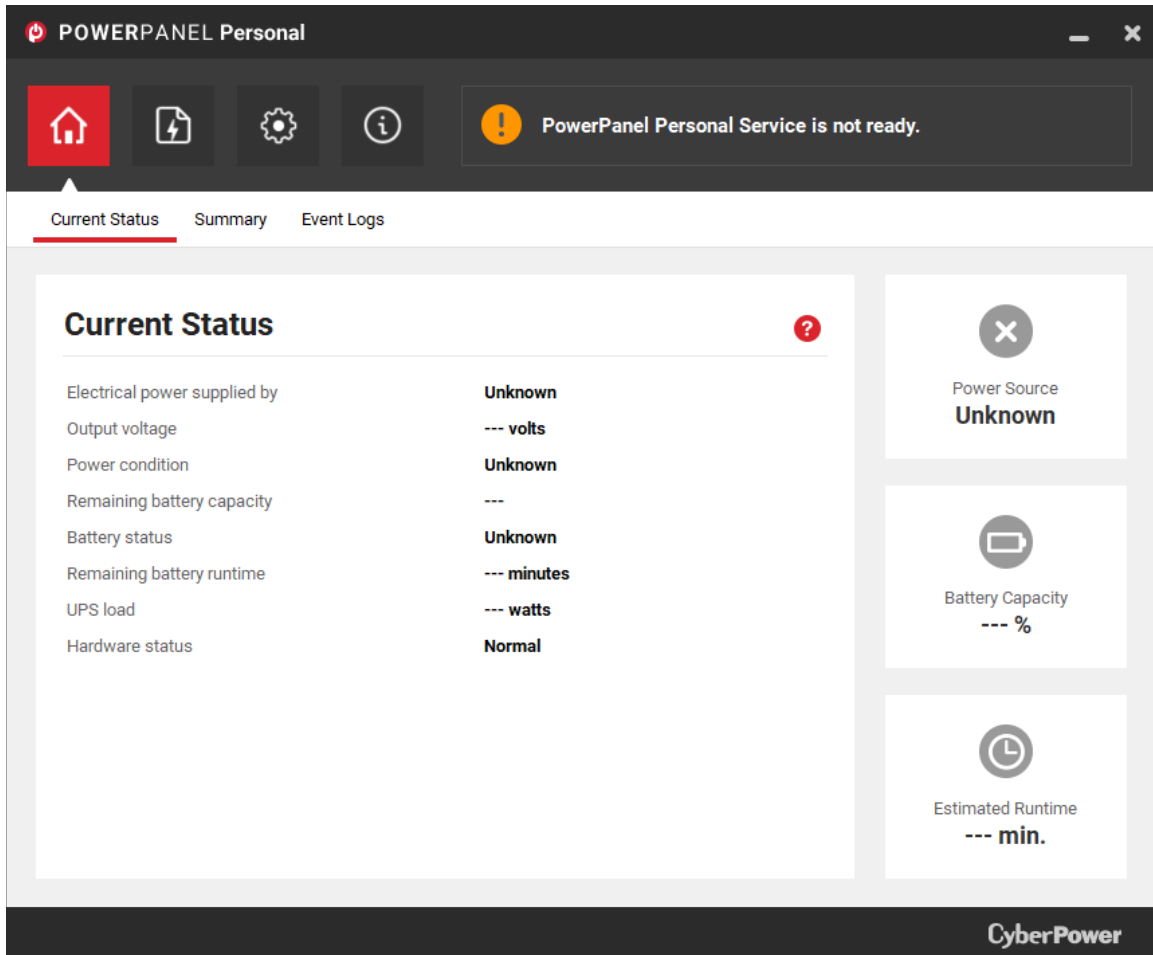
The UPS is communicating with PowerPanel and is ready to supply power if a power problem occurs.





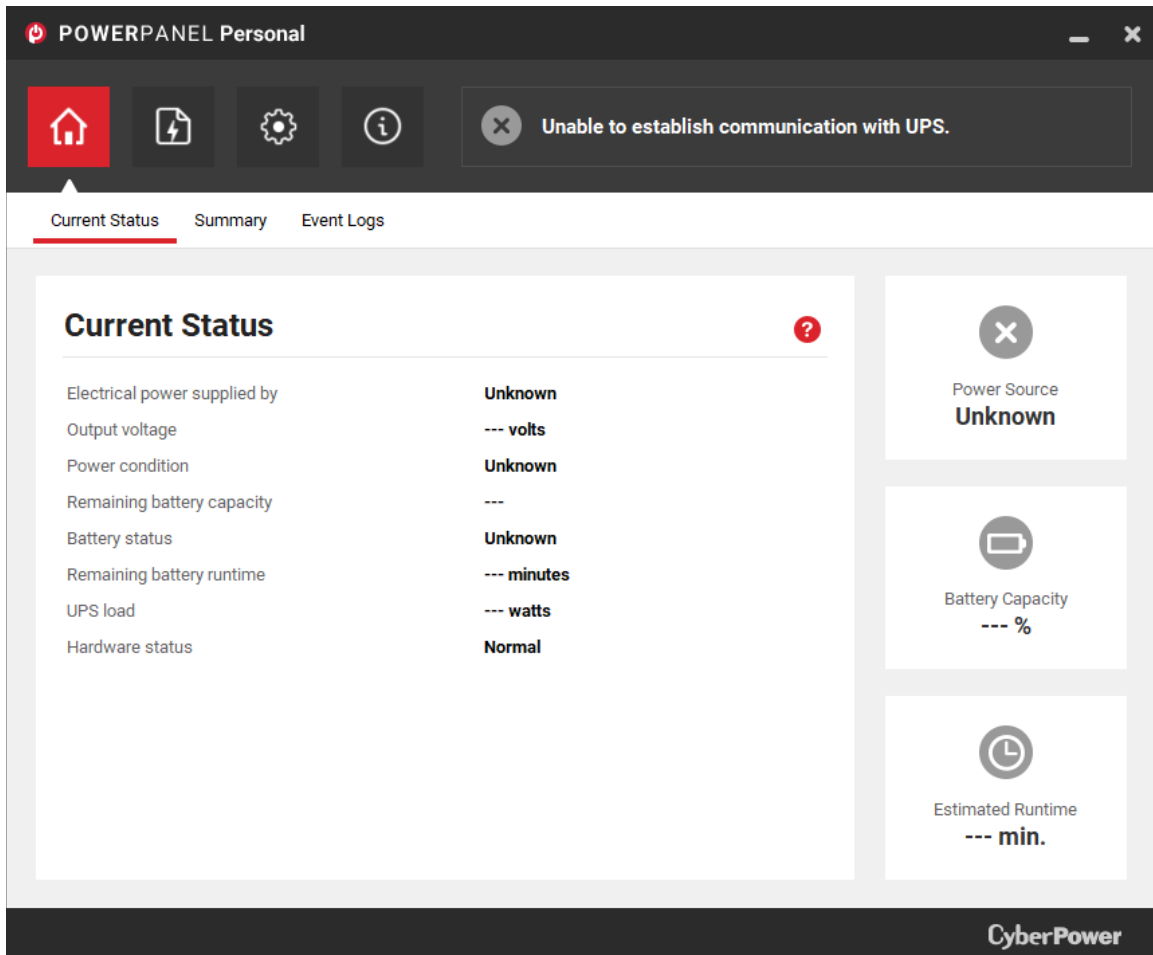
- **PowerPanel Personal Service is not ready.**

The PowerPanel® Personal Service is not running.



- **Unable to establish communication with UPS.**

PowerPanel® Personal is unable to monitor the UPS because communication cannot be established.



**Note:** The information displayed varies depending on UPS model.

## 2.1.2. Taskbar Notification Area and Status Menus

The PowerPanel® Personal icon is displayed in the notification area of the taskbar (on Windows) and in the status menus of the menu bar (on macOS), allowing users to open PowerPanel® Personal quickly, access the context menus, know the operating conditions and change language.

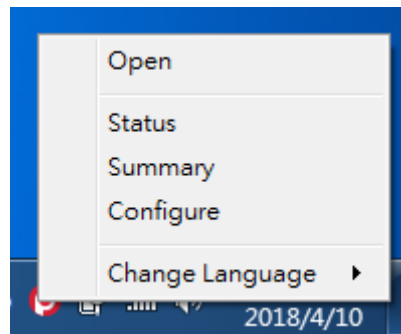
To open PowerPanel® Personal quickly, do either of the following:

### 1. On Windows

- Double-click the PowerPanel® Personal icon.
- Right-click the PowerPanel® Personal icon > **Open**.

To change language, do the following:

- Right-click the PowerPanel® Personal icon > **Change Language**.



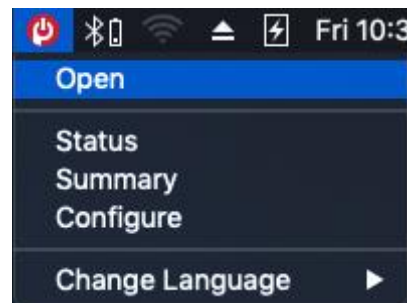
Taskbar Notification Area menu

### 2. On macOS

- Click the PowerPanel® Personal icon.
- Click the PowerPanel® Personal icon > **Open**.




To change language, do the following:

- Click the PowerPanel® Personal icon > **Change Language**.

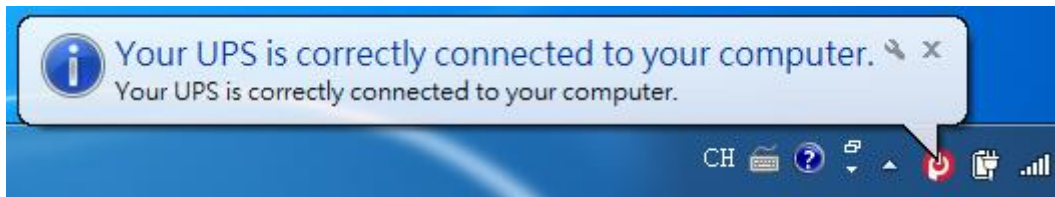


Status menus

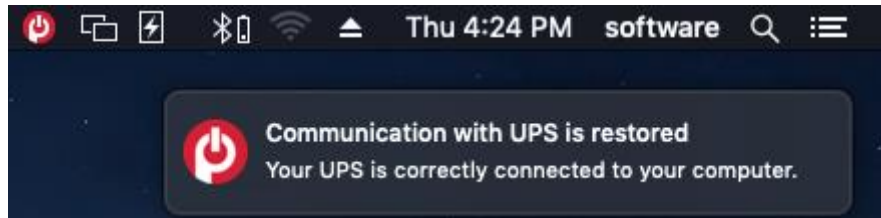
The PowerPanel® Personal icon changes to indicate different conditions:

Icon	Description
	The UPS is working normally.
	The UPS is in battery mode. This indicates the UPS is supplying battery power to the connected equipment.
	PowerPanel® Personal is unable to connect to your UPS due to loss of communication.

The PowerPanel® Personal icon displays a pop-up message to notify users when an event occurs. Move the cursor to the icon to view the message. Messages will indicate whether the UPS is charging, operating on battery power, communicating properly, or whether it is fully charged. For example, the figure below shows the message reading "Your UPS is correctly connected to your computer", when PowerPanel® Personal connects with the UPS.




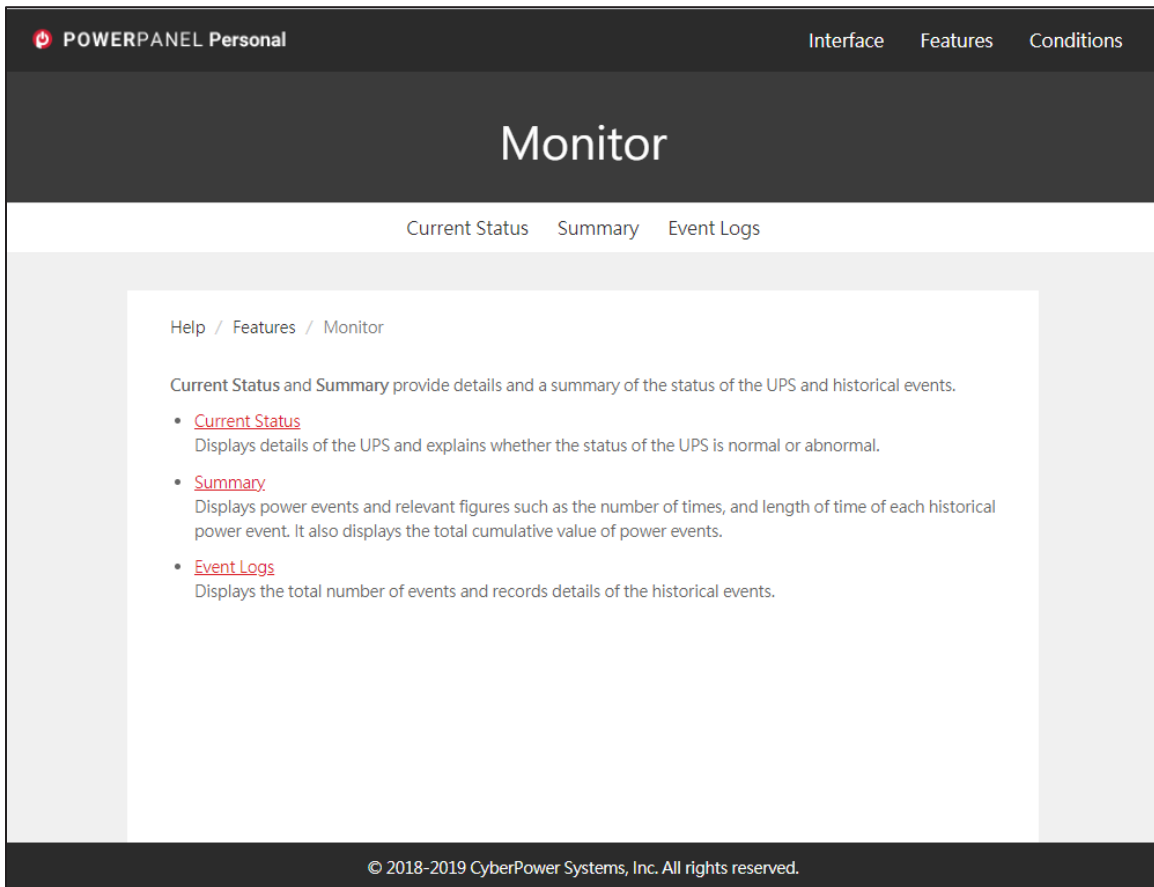
Pop-up message indicating PowerPanel® Personal connects with the UPS on Windows



Pop-up message indicating PowerPanel® Personal connects with the UPS on macOS

### 2.1.3. Context Help

Click the  icon to open the context help web page for the current page. The help web page provides detailed information on the current page of PowerPanel® Personal as shown below.



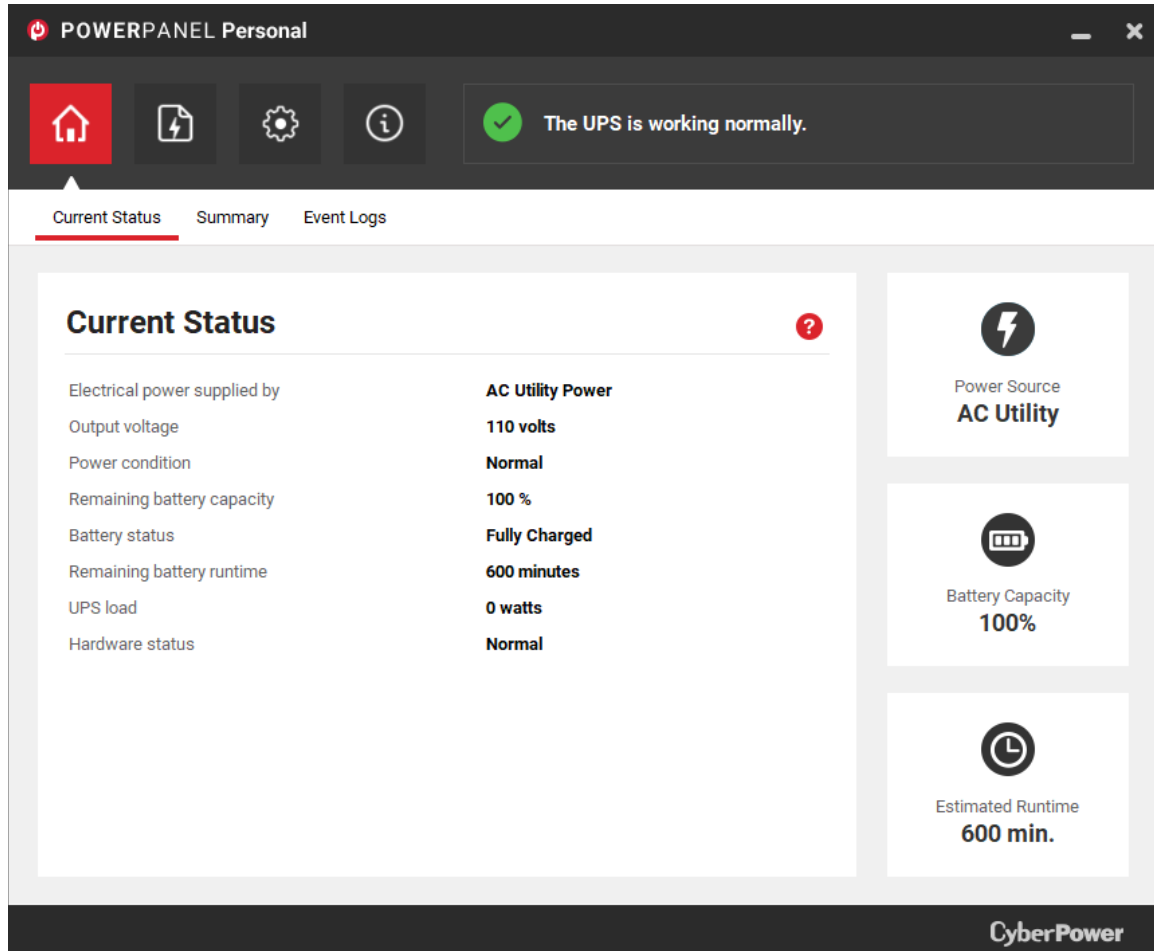
Context help window for Monitor feature

## 2.2. Monitor the UPS

The **Monitor** page provides details of the UPS status and a summary of power events.

### 2.2.1. Status Monitoring

PowerPanel® Personal continuously monitors the UPS. The **Current Status** page displays the current UPS status.



Current Status Screen

The detailed UPS status is described below:

Field	Status	Description
Electrical power supplied by	AC Utility	The UPS is supplying utility power to the connected equipment.
	Battery	The UPS is supplying battery power to the connected equipment. This may be caused by a power failure, under voltage, or over voltage.
	None	There is no power output, and the UPS is not supplying power to the equipment. This may be caused by a failure to detect the batteries or a Self-Test failure.

Field	Status	Description
Output voltage	The output voltage of the UPS	The output voltage of the UPS is supplied by either utility power or batteries.
Power condition	Power Outage	Blackout occurs and causes loss of utility power. The UPS is using batteries to supply power.
	Under Voltage	The input voltage is lower than the low voltage threshold, and the UPS is using batteries to supply power.
	Over Voltage	The input voltage is higher than the high voltage threshold, and the UPS is using batteries to supply power.
	Frequency Failure	Utility frequency is out of range, and the UPS is using batteries with a consistent frequency to supply power.
	Voltage Boost	Voltage is being regulated while input voltage is approaching the low voltage threshold.
	Voltage Buck	Voltage is being regulated while input voltage is approaching the high voltage threshold.
	Normal	The UPS is working normally.
Remaining battery capacity	The battery level as a percentage of full charge	Remaining battery capacity.
Battery status	Fully Charged	The batteries are charged to 100% capacity.
	Charging	The batteries are being charged.
	Discharging	The batteries are discharging. The UPS is supplying battery power to the connected equipment.
Remaining battery runtime	The estimated battery runtime in minutes.	The amount of time the UPS can support the connected equipment when it switches to battery mode due to a power problem.
UPS load	The wattage of the load	The output power of the UPS as a percentage of maximum load.
Hardware status	The status of the hardware	Operating status of device hardware components

## 2.2.2. Power Events Summary

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

POWERPANEL Personal

Home Power Settings Info

The UPS is working normally.

Current Status **Summary** Event Logs

### Power Problem Summary

**Last Power Event** AC utility power is too low, use battery power at 2019/12/27 10:24:06 AM.

**Power Condition Summary** Display period Last

Power problem	Number of times	Amount of time
Power outage	Never	None
Under Voltage	2 times	3 minutes,39 seconds
Over Voltage	Never	None
Invert total:	2 times	3 minutes,39 seconds

Voltage regulation	Number of times	Amount of time
Boost	Never	None
Buck	Never	None
Regular total:	Never	None

Power Source **AC Utility**

Battery Capacity **88%**

Estimated Runtime **88 min.**

CyberPower

Summary Screen

The **Summary** page provides the information described below:

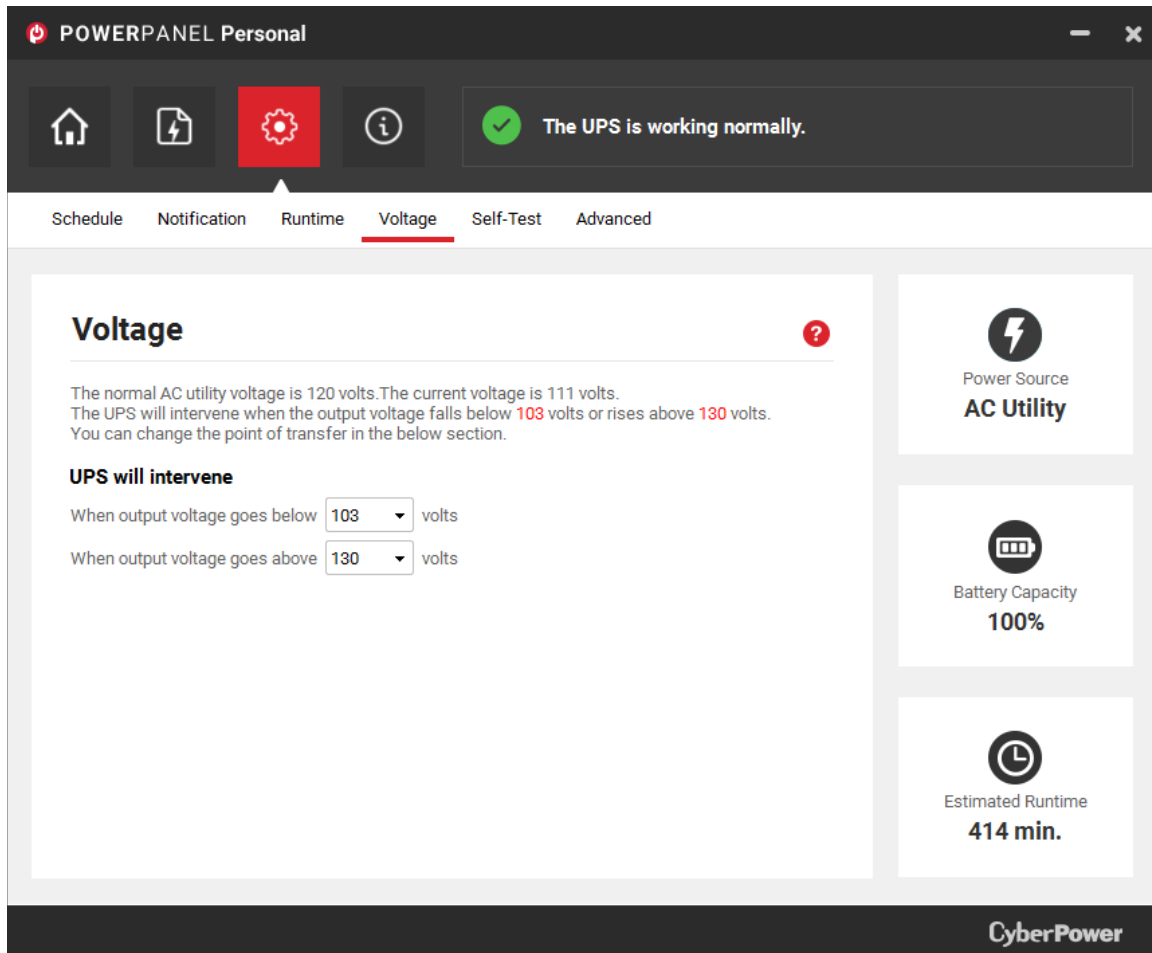
- **Last Power Event** - The last power event recorded and the time it happened.
- **Power Condition Summary** - The historical power events and their statistics, including the number of occurrences and their cumulative time during the selected display period. Once a new display period is selected, the statistics change accordingly.
- **Display Period** - The period of time displayed in the power condition summary view. The display period can be set at 1, 4, 12, or 24 weeks.

The power events are described below:

- **Power outage** - No utility power is available and the UPS is supplying battery power to the connected equipment.

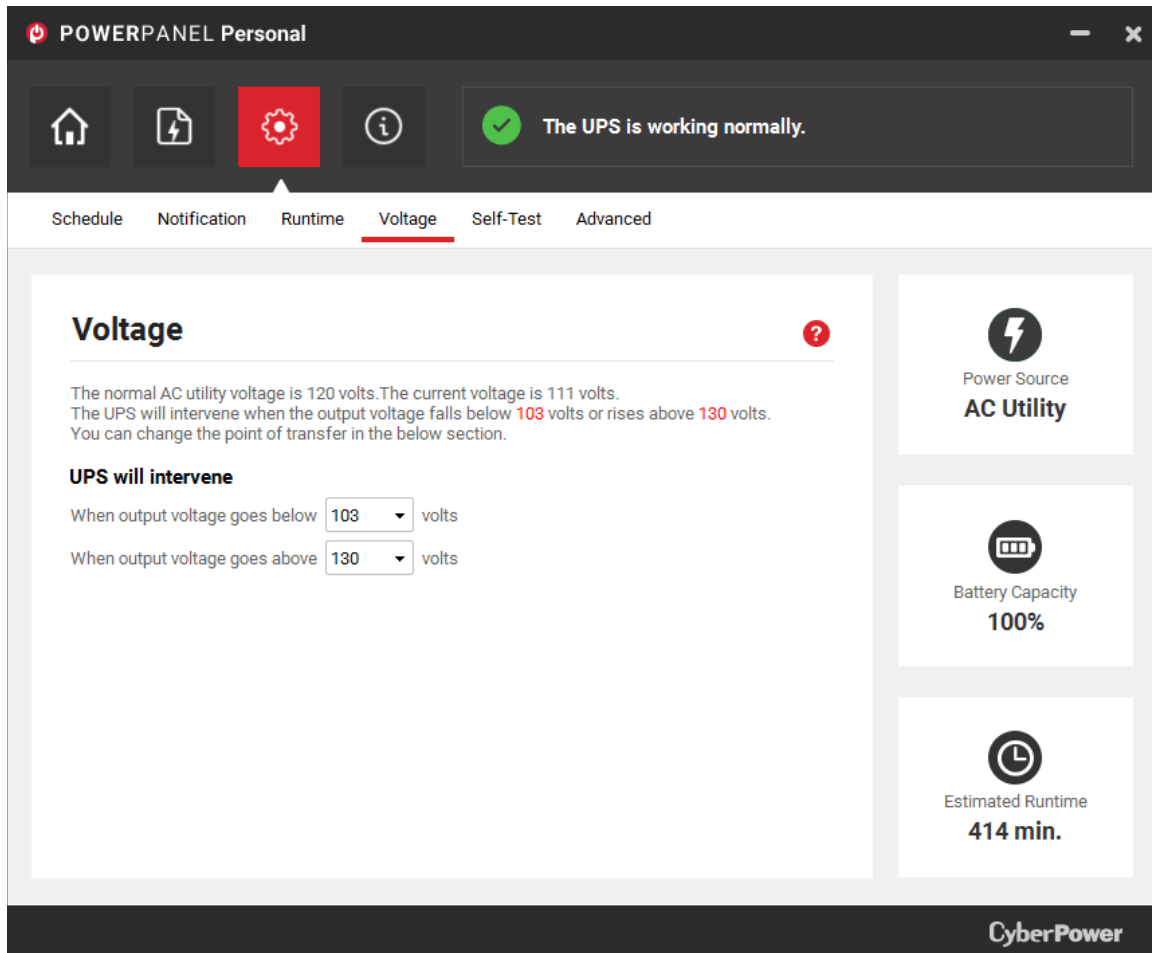


- **Under voltage** - Utility voltage is lower than the low voltage threshold and the UPS is using batteries to supply power. The low voltage threshold can be configured on the **Configuration > Voltage** page. Voltage settings are only available on UPS models that support this feature. (See [2.4.4](#))



Low voltage threshold 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 **Configuration > Voltage** page. Voltage settings are only available on UPS models that support this feature. (See [2.4.4](#))



High voltage threshold setting on Voltage screen

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

POWERPANEL Personal

The UPS is working normally.

Current Status Summary Event Logs

### Power Problem Summary

**Last Power Event** AC utility power is too low, use battery power at 2019/12/27 10:24:06 AM.

**Power Condition Summary** Display period Last

Power problem	Number of times	Amount of time
Power outage	Never	None
Under Voltage	2 times	3 minutes,39 seconds
Over Voltage	Never	None
Invert total:	2 times	3 minutes,39 seconds

Voltage regulation	Number of times	Amount of time
Boost	Never	None
Buck	Never	None
Regular total:	Never	None

Power Source  
**AC Utility**

Battery Capacity  
**88%**

Estimated Runtime  
**88 min.**

CyberPower

Boost condition summary on Summary screen

**Note:** Voltage Threshold Configuration. Buck and Boost states are only supported on certain UPS models with the Automatic Voltage Regulation (AVR) function. The UPS uses the AVR function to regulate utility voltage and supply a stable power output.

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

**POWERPANEL Personal**

The UPS is working normally.

Current Status **Summary** Event Logs

### Power Problem Summary

**Last Power Event:** AC utility power is too low, use battery power at 2019/12/27 10:24:06 AM.

**Power Condition Summary** Display period Last **week**

Power problem	Number of times	Amount of time
Power outage	Never	None
Under Voltage	2 times	3 minutes,39 seconds
Over Voltage	Never	None
Invert total:	2 times	3 minutes,39 seconds

Voltage regulation	Number of times	Amount of time
Boost	Never	None
Buck	Never	None
Regular total:	Never	None

Power Source: AC Utility

Battery Capacity: 88%

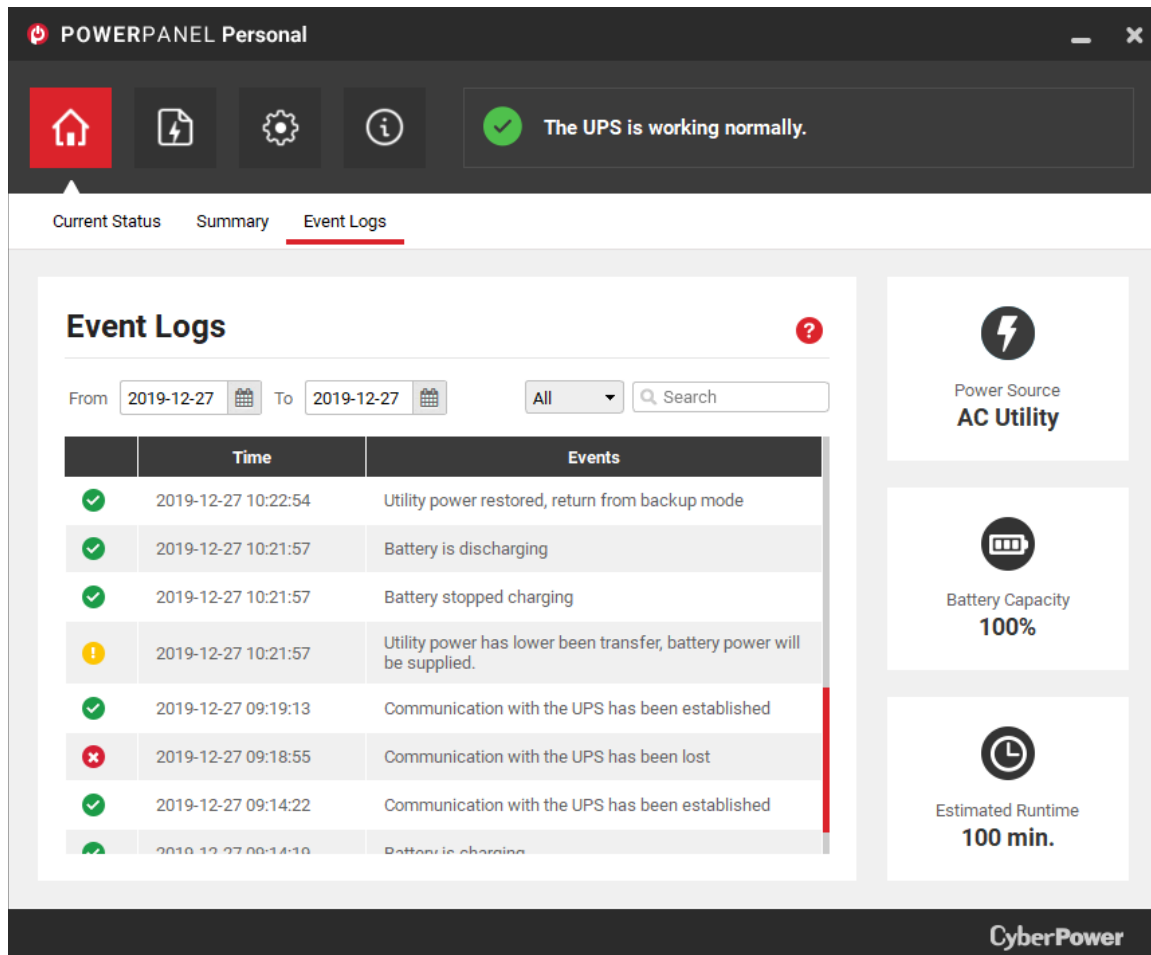
Estimated Runtime: 88 min.

CyberPower

Buck condition summary on Summary screen

### 2.2.3. Power Event Logs

The **Event Logs** page records the UPS event logs and the time they occurred for analyzing the working status of the UPS and the hardware.



Event Logs Screen

- **From Start Date to End Date** - The time period of the event logs.
- **Search** - Select the status from the drop-down menu or enter keywords to filter and show event logs.
- **Event List** - Display all historical events of the UPS. Click "Time" or "Events" to change the displaying order of the event logs.

## 2.3. Energy Consumption

The **Energy Consumption** page provides information on energy consumption and setting details.

### 2.3.1. Energy Reporting

**Energy Reporting** displays the information such as the amount of power, cost and equivalent carbon emissions that the UPS system has consumed over a period of time. The power cost (Cp) and the equivalent carbon emission (Ec) can be calculated based on below formula. with Pm denoting the cumulative amount of power consumed by a UPS system over a period of time, Rp denoting the cost per kWh, and Rc denoting the Carbon emission per kWh.

$$Cp = Pm * Rp \text{ and } Ec = Pm * Rc$$

**POWERPANEL Personal**

Home Energy Reporting Settings Help

The UPS is working normally.

Energy Reporting Energy Setting

### Energy Reporting

Statistics

From 2017-12-11 To 2017-12-11

Average Energy Consumption	0.0 Wh
Cumulative Energy	0 Wh
Cumulative Cost	\$ 0.0
CO2	--

Power Source  
**AC Utility**

Battery Capacity  
**100%**

Estimated Runtime  
**604 min.**

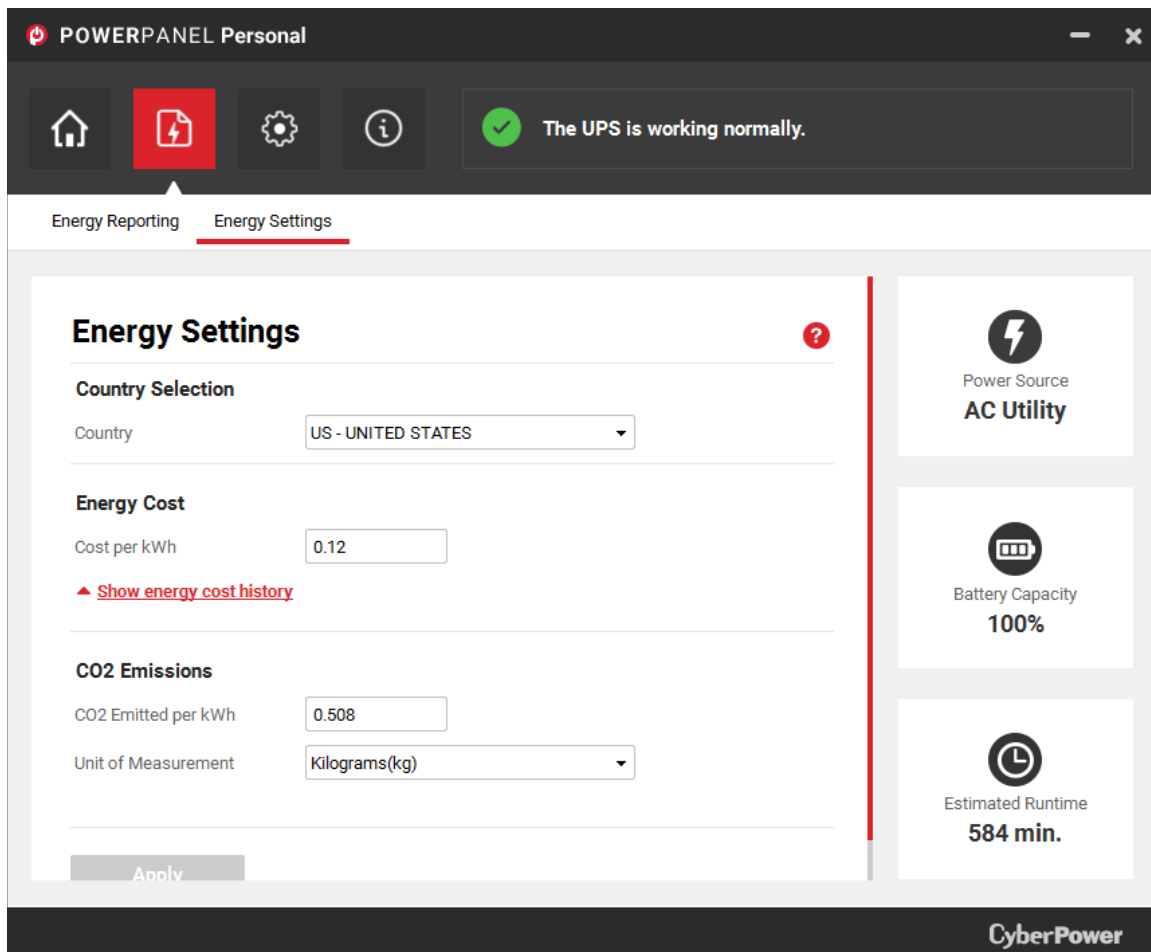
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#### Statistics

- **From Start Date to End Date** - The time period of the energy consumption statistics.
- **Average Energy Consumption** - The average energy consumption of the selected time period.
- **Cumulative Energy** - The cumulative energy consumption of the selected time period.
- **Cumulative Cost** - The cumulative cost of the selected time period.
- **CO<sub>2</sub>** - The equivalent carbon emissions of the selected time period.

## 2.3.2. Energy Setting

On the **Energy Setting** page, users can set the average rate of power consumption and carbon emission by selecting the country, or assigning and applying a customized rate. When the rates are updated, the information displayed on the energy reporting page will also be updated.




### Country Selection

Power costs vary by countries, therefore the Energy Cost and equivalent carbon emissions are different. By selecting the country, users can set up the average rate of power consumption and carbon emissions.

- **Country** - Select the country where the UPS is located.

### Energy Cost

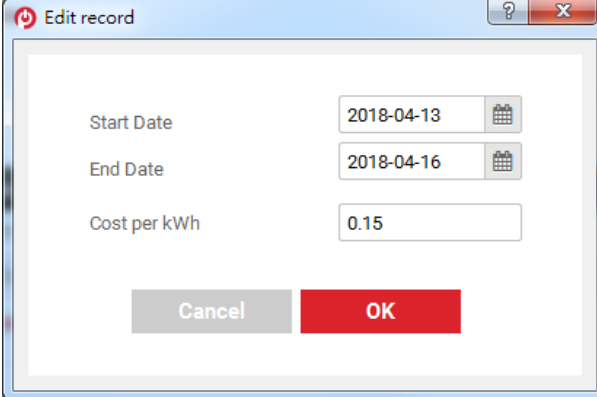
Since the rate of power consumption can vary over time, users can assign rates for different periods of time.

- **Cost per kWh** - Assign and apply the rate as of today, inclusive.
- **Show energy cost history** - Display and setup the related costs of historical periods. When the historical period of energy cost is shown, users can click the modify icon  on any period to edit the period and rate. See below for details.

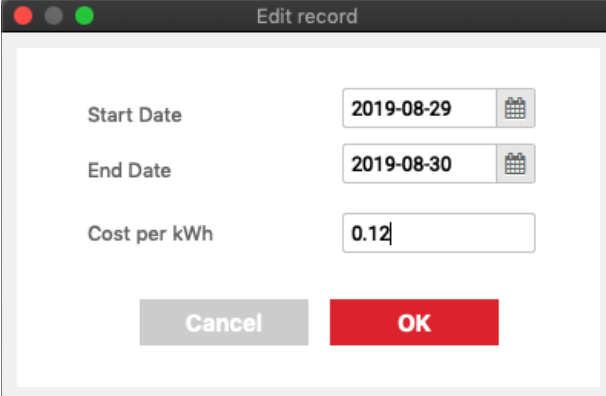
## Energy Cost

Date	Cost per kWh	
2018/04/13~2018/04/16	0.15	 
2018/04/17~Today	0.12	 

▼ [Hide energy cost history](#)



On Windows



On macOS

## CO<sub>2</sub> Emissions

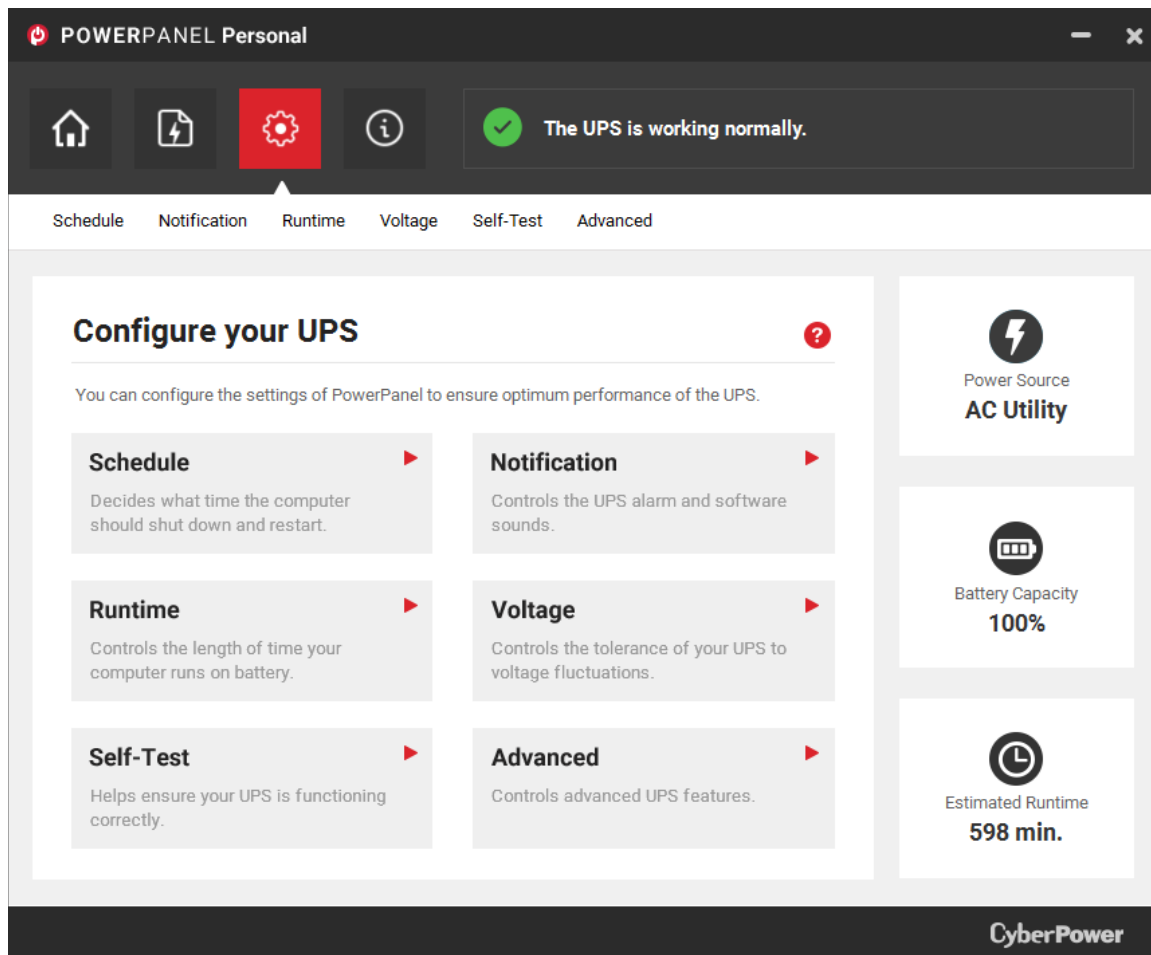
Since the rate of carbon emissions also changes over time, users can update the carbon emissions per kWh.

- **CO<sub>2</sub> Emitted per kWh** - The weight of equivalent emitted carbon when one kWh power is consumed.
- **Unit of Measurement** - Select the unit of measurement in kilograms or pounds.



## 2.4. Configure the UPS

The **Configure** page provides an interface to configure settings and customize the use of your UPS.



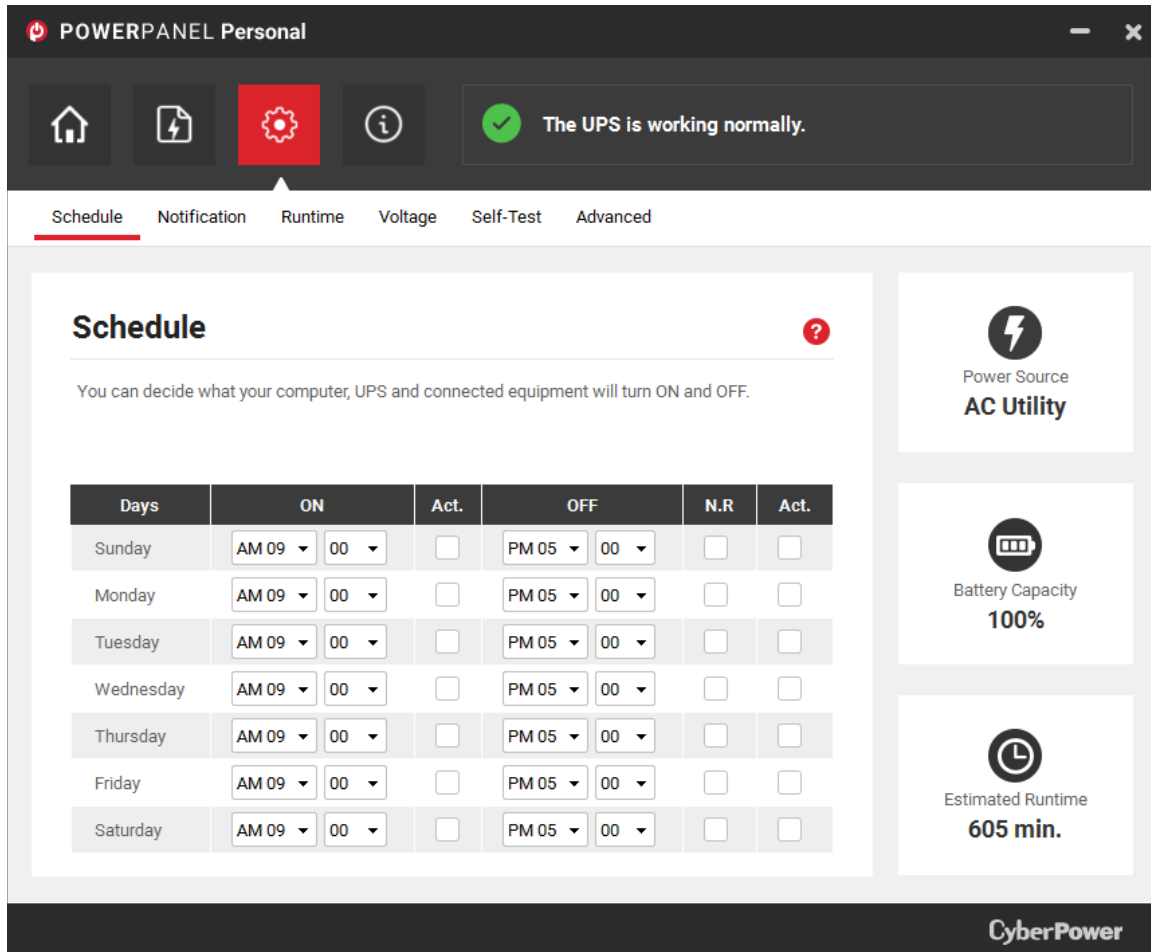
Configure Screen

### 2.4.1. Schedule Management

PowerPanel® Personal can perform scheduled shutdown or hibernation of the computer, and then power off the UPS. The UPS output power can also be scheduled to turn on to restart the computer or wake it up from hibernation.

On the **Schedule** page, the shutdown and restart time can be specified for each weekday. To schedule a shutdown, use the OFF column. Select the shutdown time and place a checkmark in the Act. box. Perform the same steps to schedule a restart, using the ON column. Please note the scheduled action will not take place if the Act (activate) box is not checked.

Once the shutdown and restart time on specific weekdays are activated, the related schedule information will be displayed, with the shutdown time highlighted in red and restart time in green.



Schedule Screen

**Note:** The restart ON function is to turn on the power supply of the UPS. If the computer BIOS is set to boot when power restores, the computer will automatically restart when the power is restored. Consult your motherboard documentation or PC/server supplier for additional details.

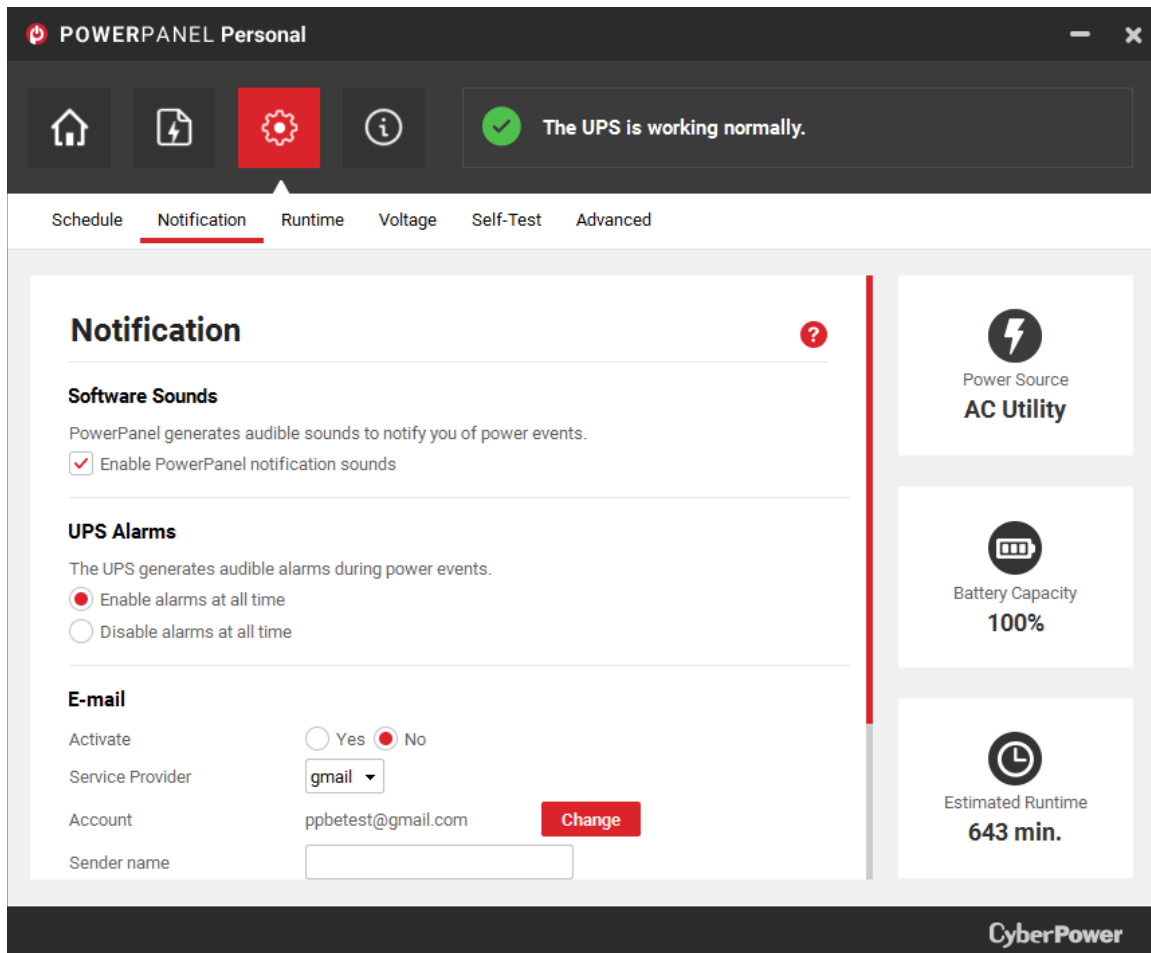
**Note:** (Act.) stands for Activate and (N.R) stands for Never Restart. If the (N.R) option is checked, you must manually restart the UPS, regardless of the scheduled restart setting.

**Note:** The Schedule page is not available on all UPS models.

## 2.4.2. Notification Configuration

### Turning the UPS Alarm On/Off

On the **Notification** page, users can select whether PowerPanel® Personal software and the UPS itself will generate audible alarms to notify users of a power event.



Notification screen

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

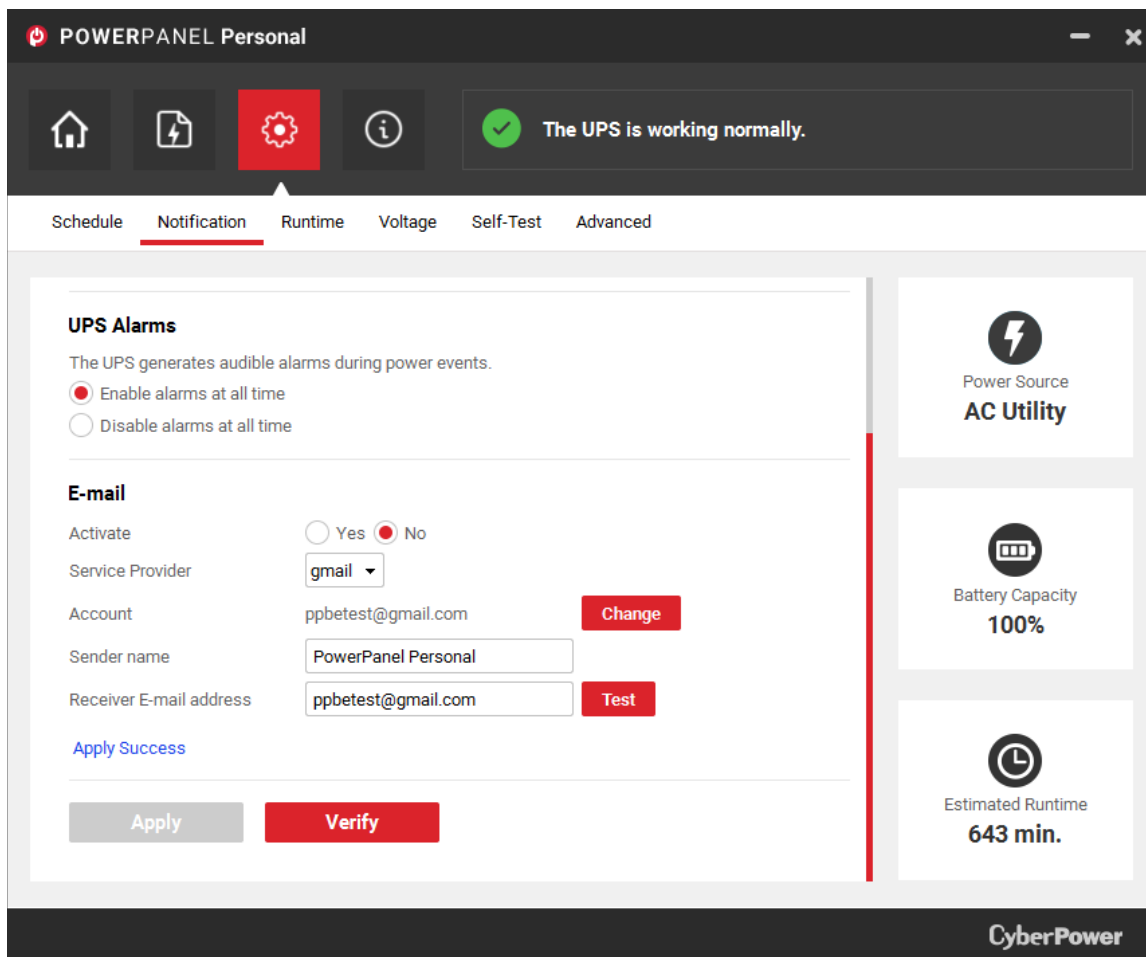
- **Software Sounds** - If **Enable PowerPanel notification sounds** is checked, PowerPanel® Personal will use the computer speakers to alert users of a power event with an audible alarm.
- **UPS Alarms** - Use this option to turn the UPS alarms off or on. If **Enable alarms at all times** is checked, the UPS will beep when a power event occurs.

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

## Email Notification

- Service provider is Gmail:

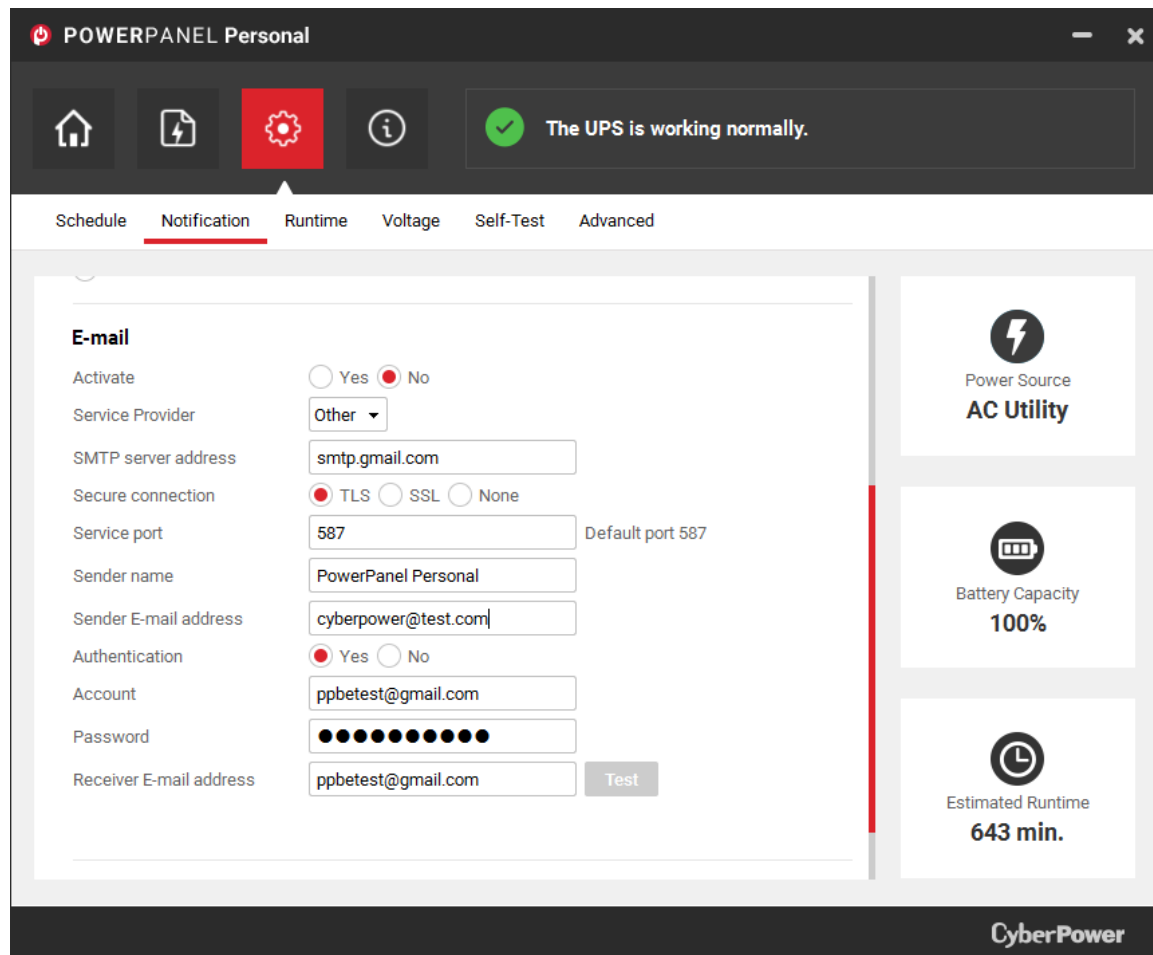
To setup email notification using a **Gmail** email account, select this option in the Service Provider field. Click **Request** to authorize Google to grant the Gmail account permission to send email notifications. Enter the sender name and click **Apply** to save the settings.



Gmail service

- Service provider is Other:

Select **Other** in the Service Provider field and enter the required email account information.



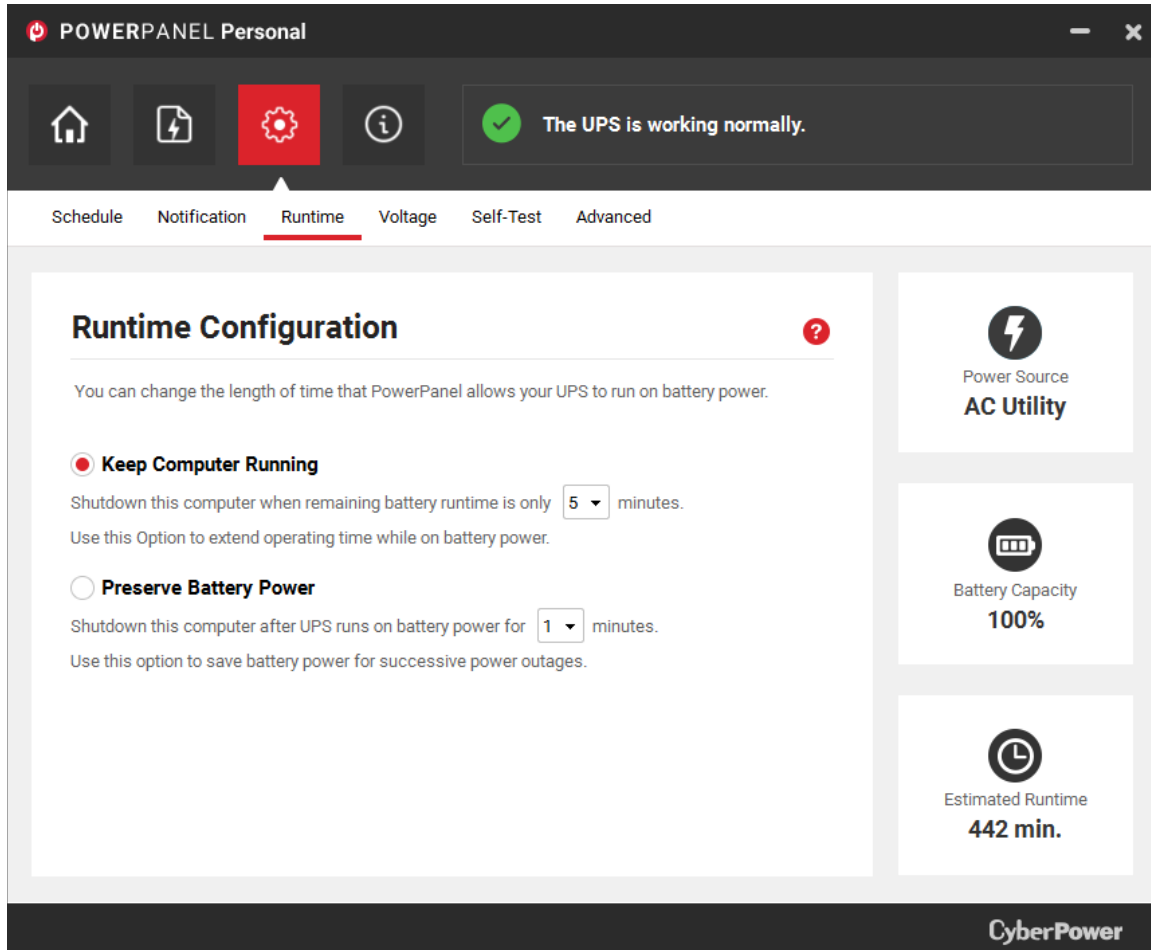
1 mail service

The fields are explained below:

- **Activate** - Specify whether PowerPanel Personal will send email notifications.
- **Service Provider** - Select the service provider of email account.
- **SMTP server address** - Configure the SMTP server used to send emails to a recipient.
- **Secure connection** - Set secure connection for the SMTP service to send emails.
- **Service port** - Set the port number for the SMTP service.
- **Sender name & Sender E-mail address** - Enter the sender information for the email.
- **Authentication** - Configure whether the SMTP server requires authentication or not. If authentication is required, enter the necessary account and password.
- **Account** - Set the account to access the SMTP server.
- **Password** - Set the password for the account.

### 2.4.3. Runtime Configuration

When a power event occurs, the UPS will supply battery power to the connected computer and equipment. In order to prevent data loss or a system crash, it is necessary to gracefully shut down the computer and then turn the UPS off.



Runtime Screen

PowerPanel® Personal software provides the following runtime options:

- **Keep Computer Running** - The UPS supplies battery power to the connected computer until the specified remaining battery runtime is left. Then the computer will perform a graceful shutdown.

**Note:** This option is not available for all UPS modes.

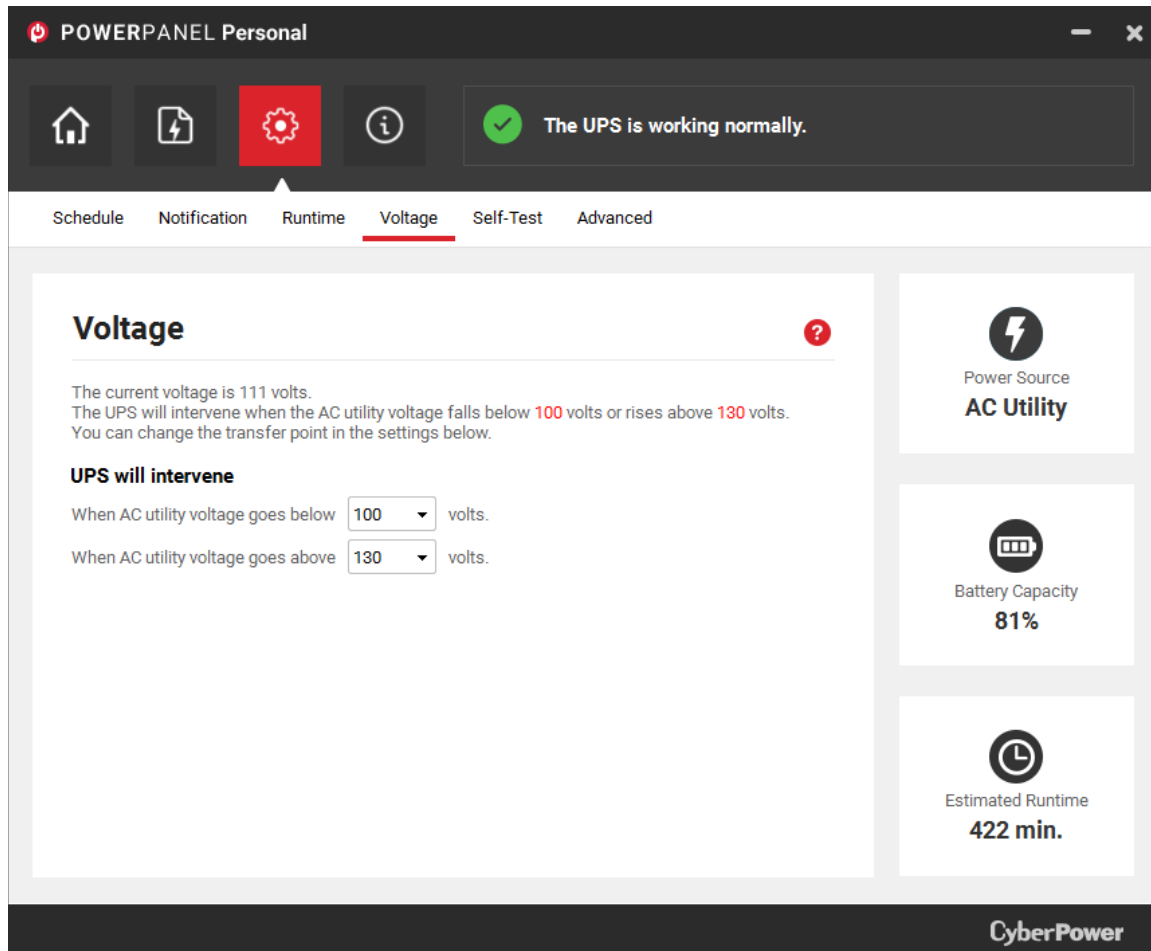
- **Preserve Battery Power** - When utility power fails and the UPS operates on battery power for the specified time, the connected computer will perform a graceful shutdown to save battery power.

## 2.4.4. Voltage

The **Voltage** page displays the current utility voltage and the normal voltage rating of the UPS. and allows users to configure the high/low voltage setting 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** - Set the high/low voltage thresholds on the UPS. A narrow input voltage range will cause the battery to discharge more often; a wide input voltage range will cause the battery to discharge less often.

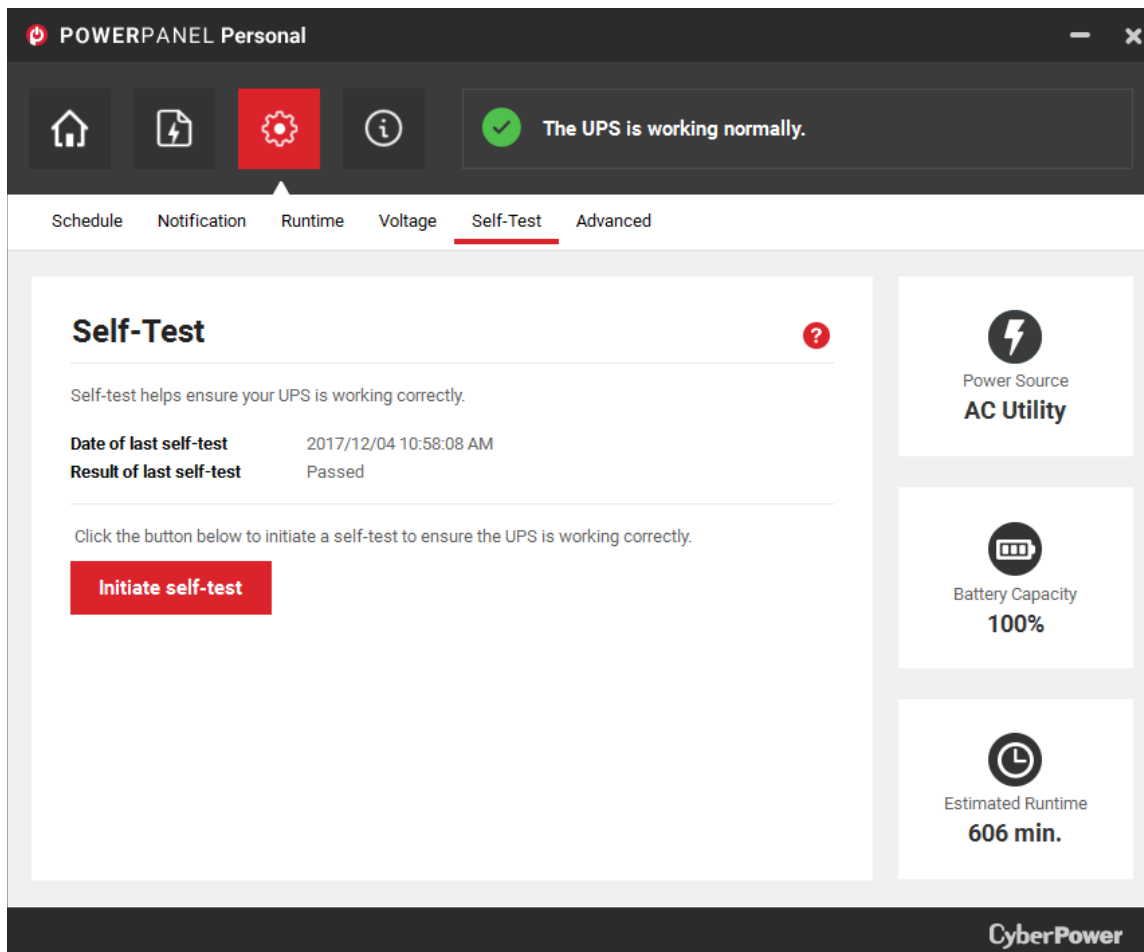


High/Low Voltage Transfer options on Voltage Screen

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

## 2.4.5. Performing UPS Self-Test

You can perform a self-test to verify that the batteries are good and the UPS is working properly. The **Self-Test** page displays the date and the result of the last self-test. Click **Initiate self-test** to start the self-test.



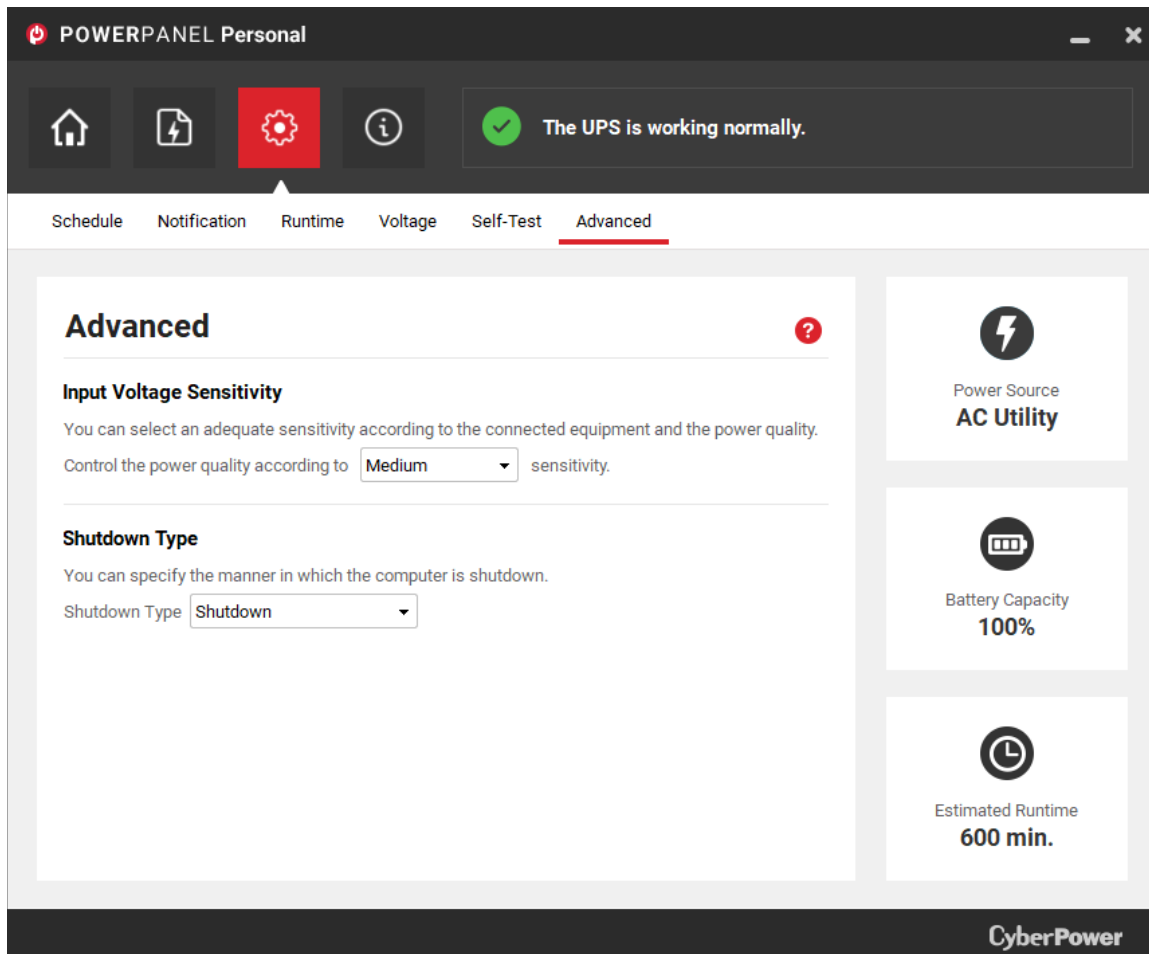
Self-Test Screen

When the self-test is completed, the test report will display the following information:

- **Date of last self-test** - The date on which the self-test was last performed.
- **Result of last self-test** - The result of the last self-test.
  - **Passed** - The battery is good and ready for use.
  - **Failed** - The self-test failed. This may be caused due to a disconnected battery, a battery malfunction, or low battery capacity.
  - **Aborted** - The self-test was aborted. This is caused by a loss of communication during the self-test.
  - **Battery capacity is critical** - The battery capacity is not sufficient to support the self-test. Wait several hours for the battery to charge and perform the test again.



## 2.4.6. Advanced Settings



Advanced Setting Screen

### Sensitivity

Users can set voltage sensitivity according to equipment requirements and power quality. Once utility power is out of the selected range, the UPS will switch to battery mode to provide power to the connected equipment immediately.

Sensitivity options for **Input Voltage Sensitivity** are explained below:

- **Medium** sensitivity is the default setting. For low quality input power from a generator, which may cause the UPS to switch to battery mode frequently, **Low** sensitivity is recommended. If the connected equipment requires a higher quality of power, **High** sensitivity is recommended, but this may cause the UPS to switch to battery mode frequently.

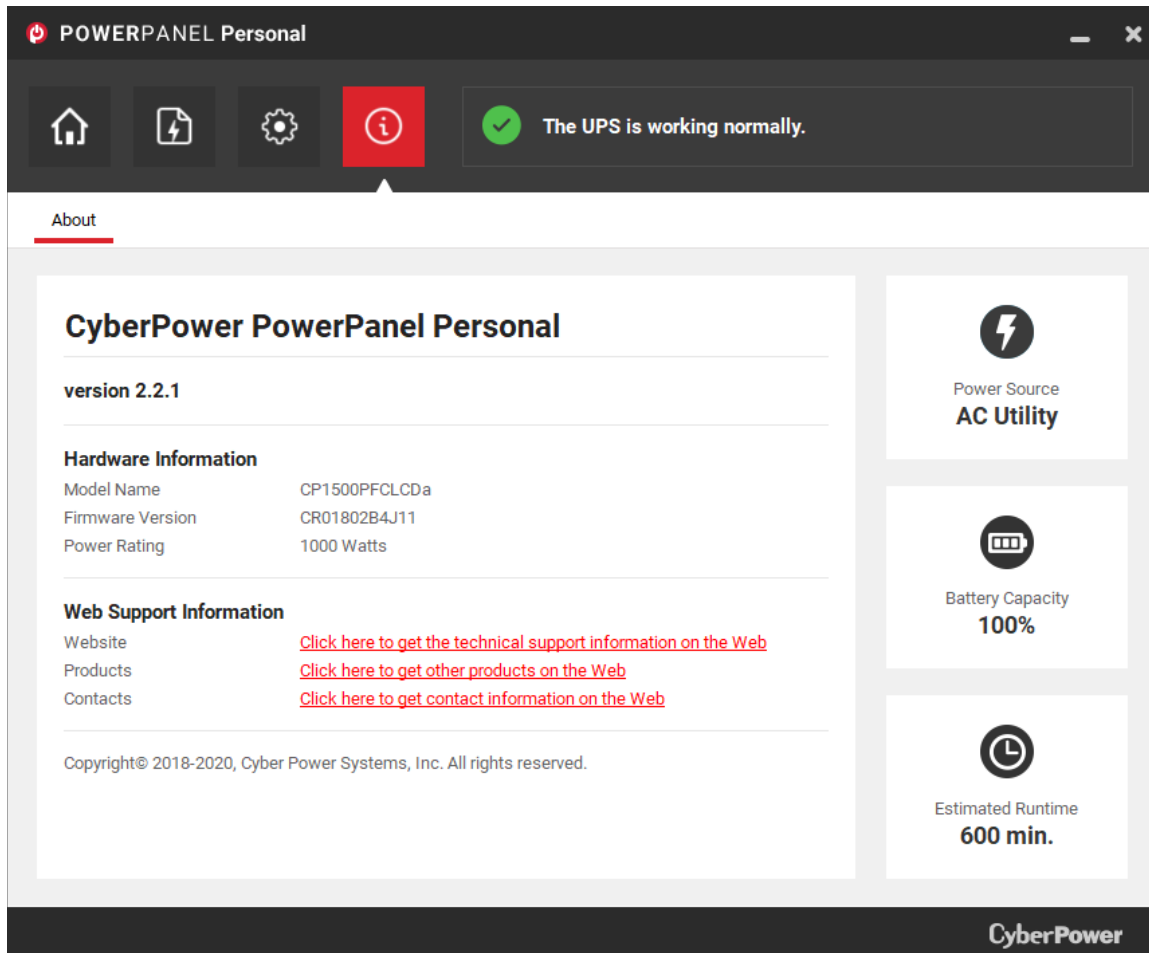
**Note:** This function is not available in all UPS models.

### Shutdown Type

This setting will specify the manner in which the computer will shut down. The options are Shutdown or Hibernation. The Hibernation option is only available on operating systems and hardware that support hibernation. When PowerPanel Personal shuts down the host computer using the Shutdown option, any unnamed files will be saved automatically in a folder named Auto Saved in the My Documents folder.

## 2.5. Information

The **Information** page provides information about the version of PowerPanel® Personal and the UPS hardware. Links for web based support and the company website are also provided.



About Screen

## 3. Technical Support

### 3.1. Troubleshooting

**I have installed PowerPanel® Personal on my computer, but it cannot establish communication with the UPS.**

Follow the steps below to solve the problem:

- Make sure the UPS is powered on.
- Make sure there is no other application 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 service is running. If the service has stopped, follow the steps below to resume the service:
  1. Open the **Command Prompt** window.
  2. Change to the **C:\Program Files\CyberPower PowerPanel Personal** directory.
  3. Use the command, **startService.bat**, to start the service.

**The PowerPanel® Personal taskbar notification area disappeared.**

Follow the steps below to recover the taskbar notification area:

1. Open the **Command Prompt** window.
2. Change to the **C:\Program Files\CyberPower PowerPanel Personal** directory.
3. Use the command, **startClient.bat**, 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 the battery is replaced.

**The PowerPanel® Personal installation failed.**

If the installation file was downloaded from CyberPower's website, it may have become corrupt during the download. Please download the file again.

The installation may have failed due to a previous installation. Make sure there is no previous installation or a previous version installed on your computer.

**I am unable to install PowerPanel® Personal because of limited account privileges.**

Your Windows user account does not have permission to install software. Use an account with permission to install software.

## 3.2. FAQ

### How do I uninstall PowerPanel® Personal?

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

### How do I disable the UPS alarm?

Go to **Configuration > Notifications > UPS Alarms** and select **Disable alarm at all times**.

### How do I verify that my computer will be gracefully shut down in the event of power outage?

Follow the steps below to test the graceful shutdown function:

1. Go to **Configuration > Runtime**.
2. Select the **Preserve Battery Power** option and specify the delay time.
3. Unplug the UPS so it switches to battery mode and wait for the delay time to run out.
4. Click **OK** on the pop-up dialog to allow PowerPanel® Personal to shut down your computer.
5. Your computer will be shut down by PowerPanel® Personal. This verifies that PowerPanel® Personal can successfully shut down 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. In the **OFF** column, set the shutdown time to 5 minutes from the current date and time.
3. Wait for 5 minutes.
4. Your computer will be shut down by PowerPanel® Personal. This verifies that PowerPanel® Personal can perform a scheduled shutdown successfully.

### How do I make sure that my computer's hibernation feature is enabled?

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

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

If your operating system is **Windows 10**, follow the steps below to enable hibernation.

1. Open the **Command Prompt** dialog box.
2. Use the command, **PowerCfg.exe /HIBERNATE /SIZE 75**, to set the hiberfile size.
3. Use the command, **PowerCfg.exe /h on**, to enable hibernation.

### **What do I do when the [Unable To Locate Component] message appears?**

Follow the steps below to finish reinstalling PowerPanel® Personal:

1. Remove PowerPanel® Personal first.
2. Install Microsoft Visual C++ Redistributable for Visual Studio 2015.
3. Reinstall PowerPanel® Personal.

### **Why does the shutdown occur earlier than the configured time?**

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

1. Reduce the load on the UPS to increase the runtime.
2. Check the battery capacity. Make sure the battery is fully charged.

### **Why does the status bar display “PowerPanel Personal Service is not ready” after I upgraded the software?**

It is normal for the software to display “PowerPanel Personal Service is not ready” for a short while after upgrade. If this status persists and cannot be restored, please restart the Server/PC or manually restart the service.

## 4. Glossary

- **AC Utility Power:** The power supplied through a standard wall outlet. Alternating Current (AC) is the common form of electricity.
- **Automatic Voltage Regulation (AVR):** Provides clean, consistent AC power by automatically regulating under and over voltages, within defined tolerances, when incoming utility power has minor fluctuations.
- **Boost:** The AVR function of a UPS which increases voltage when the utility power approaches the low voltage threshold.
- **Buck:** The AVR function of a UPS which reduces voltage when the utility power approaches the high voltage threshold.
- **Capacity:** The current battery charge expressed as a percentage of a full charge.
- **Hibernation:** A state in which a 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:** A condition that occurs when a serial or USB cable is not connected securely. PowerPanel® Personal 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 UPS output power. If this option is checked, the output power will not be restored after the utility power restores.
- **Power failure/Power lost:** An interruption in AC utility power such as a blackout.
- **Runtime:** The length of time that a UPS will support a given load while running on battery during a power outage. The maximum period of time that battery power is output from a UPS to its connected devices during a power interruption. Runtime is dependent upon the total load of all connected equipment.
- **Voltage Sensitivity:** A function that allows users to select the sensitivity mode according to the power quality and the equipment.

# CyberPower®

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