

Product Bulletin

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Date: January 16, 2013

RE: **Effect of power outage on Advantage® Plus**

There have been field reports of Advantage Plus users receiving an “SCU Wrong Configuration Error – S302”. This can occur after a brief power outage, which results in the loss of communication between circuit boards. If the power is out for less than 0.5 (1/2) seconds, the system will operate without interruption. If the power is out for more than 5 seconds, the system will reboot, and start up automatically. If power is lost for between ½ and 5 seconds, there isn’t sufficient power for the system to reset, so manual intervention to restart the system would be required.

The recommended recovery is:

- shutdown Windows (without turning off the power switch to the PC)
- turn the system off using the switch in the back
- power the system back up
- power up the PC using the power switch beneath the monitor.

While this has not been a common occurrence, it appears to happen in some facilities where the Advantage Plus is connected to a “red plug”. That is, an outlet that is connected to the facility’s emergency/backup power system. Voltage fluctuations may occur in these outlets, and they are detected as power outages by the Advantage Plus.

MEDIVATORS will conduct a voltage monitoring program, as well as develop a new board configuration, to determine if this voltage fluctuation is related to the error for current field installations.

If you have any questions, please contact MEDIVATORS Technical Support at 1-800-444-4729.



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