



AVANTA[®]

MEDICAL INFORMATION SYSTEMS

FAX

June 12th, 2002

Summer Blackouts



If a power outage lasts longer than five minutes, your Avanta system will automatically shut down. However, your UPS (uninterruptible power source) will continue to run and it is your important responsibility to turn off the UPS. If the UPS is not turned off, the connected server and console monitor will drain the UPS battery (similar to headlights draining a car battery), potentially rendering the UPS ineffective the next time a blackout hits.

At Avanta's office, the servers and all workstations are each connected to their own long-run battery backup, allowing us to continue normal business for three to four hours during a prolonged power loss. Please note that if your office has the added benefit of a long-run UPS, your Avanta system will continue to operate and it is unnecessary to turn off your UPS.

A long-run UPS is a cost-effective way to keep your Avanta system running and to maintain office productivity during a power loss. If you would like more information about how we can provide the same solution for you, or if you have any questions about how to turn off your UPS during an extended blackout, please call Avanta at 818-706-9191.

HOT TIP

The next time your terminal freezes for no apparent reason, try typing "CTRL-Q" (hold down the "ctrl" key and press the letter "Q" once) to free it. This will release all keystrokes that have been entered since your terminal initial froze, which may cause your terminal to randomly scroll through or exit the system. About 70% of all frozen terminal cases are caused by an erroneous sequence of keystrokes that sends a data flow lock to the server. In most cases, "CTRL-Q" will fix it.

Big Winner

Congratulations to Doug from North Valley Hematology, the lucky winner of a \$25 Amazon.com gift certificate. Doug won the prize through a drawing offered to all clients who attended our latest seminar, *Understanding Avanta Reports*, and fully completed the seminar evaluation.

Thanks to everyone who attended and completed an evaluation. Your feedback helps Avanta to better meet your needs. Our next seminar *Understanding the Avanta Ledger*, is set for July 23, 24, 25, call Avanta for details.

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