

Avaya Demystified
by Walt Medak

Q: We had a power outage recently, and after the system came back up there was an alarm in the system called "POWER". Everything seems to be running fine, and there are no other alarms except for a few warnings about phones that are unplugged. This is in our version 9.5 Definity MCC cabinet. What is causing the alarm and what can I do to clear it?

A: That alarm can be caused by a couple things. In the bottom of those cabinets are a set of three batteries and a battery charger. If either of those fail, you will get a POWER alarm. Run the command *"test environment"*. Most likely you will see that test 5 has failed with an error code of 8. This doesn't really pinpoint the problem, but it indicates that the batteries or battery charger have failed, and the system cannot charge the batteries. The batteries were intended to hold the entire cabinet up for about 10 seconds, and then just the "A" carrier for about 10 minutes during a power outage. The problem is, batteries don't last forever. After a number of years the batteries become very weak and will discharge almost immediately during a power outage. When the power is restored, the system will attempt to recharge the batteries. Ideally, each battery should have a nominal voltage of 48V, giving a total combined 144V. If the voltage of the three batteries together is less than 121V, the system will not try to recharge them, and it will cause the alarm you are seeing. It is possible the battery charger itself has failed, but that is much less common.

To replace the batteries, it is recommended that one of the batteries is unplugged first. Then the battery charger should be switched off and unplugged. Then the remaining two batteries can be unplugged. To connect everything back together after the batteries have been replaced, simply reverse the order. Plug in two of the batteries, then plug in and turn on the battery charger. Finally, plug in the last battery. Remember, be sure to ALWAYS wear and use proper safety equipment and precautions when working on electrically energized equipment. You may still have a POWER alarm if the batteries aren't fully charged when installed. If there is an alarm, run the command *"test environment"*. If test 5 fails with an error code of 4, this just means the batteries are charging. Wait 24 hours and run the test again.

Q: I need to make some changes to some of the IP phones we have in one particular department. I think I can use the "GROUP" option in the settings file, but I've never used it before. What is the best way to assign a phone to a particular group, and where do I put the group specific parameters in the settings file?

A: There are a couple ways to assign a Group ID to a station. The first way is to go into the station form and look for the setting *"IP Phone Group ID:"*. Change this setting to the Group number you want to use for that department. You can also change the Group ID from the phone itself. Depending on the exact model of IP phone, you would press either the "Hold" or "Mute" button and then spell out "GROUP" using the keypad (47687), followed by the # key. You must have access to the *"Local Administrative Procedures"* enabled on the phones for this to work.

Once you have the phones set up with the Group ID, you will need to add the specific settings you want for those phones in the *"46xxsettings.txt"* file. You should always add any Group settings at the end of the file so that they will overwrite the settings that are assigned to the phone in the rest of the file. The phones will need to be reset once you have the changes made so they read the new settings file.

And as always, if you have any questions please call 800-452-6477, or visit us at www.medak.com.