

General Fault Location

FAULT LOCATING INSTRUCTIONS



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GENERAL

This instruction shall be used when a fault report has been made but no fault code has been obtained after reading the alarm log. The instruction can also be used as an independent document.

2 FAULT LOCATING

2.1 PROGRAMMING

A large percentage of all fault reports are related to an incorrectly programmed PBX, or that someone attempts to use a facility that the extension is not authorized to use.

E.g.

- A specific numbering area cannot be called. Verify that the extension is allowed to call this area code and that the route has been initiated correctly.

2.2 TELEPHONES

Should an extension not receive any tone message/ring signal, or be connected to a wrong extension, this can be due to a malfunctioning telephone.

- Check or replace the telephone

2.3 INTERNAL CABLE NETWORK

If it is not possible to make calls from an extension although calls can be made from the extension position in the PBX itself, then the internal cable network shall be checked.

- Check all the cabling and main distribution frame

2.4 POWER

Faults can occur due to the fact that the power equipment does not provide the correct voltage.

- Verify that voltage exists on all pins that are to have voltage. Check the voltage as regards level, polarity and continuity
- Check the power cable and fuses

2.5 I/O DEVICES

To facilitate fault locating in an effective manner it must be possible to communicate with the PBX.

If the *answer* provided by the PBX is incorrect then the I/O devices are to be checked.

- Backup unit and its associated cabling
- I/O terminal, terminal cable

2.6

DISTURBANCES

If intermittent faults or disturbances occur then verify that the earthing of the PBX is in order.

- Verify that all equipment is interconnected and earthed
- Verify that the entire earthing system is cabled to exterior earth
- Verify that the cabling is situated apart from mains cables or other possible sources of powerful disturbance

2.7

OTHER

If the fault remains after all the usual points have been checked then attempt to isolate the fault to the nearest (smallest) unit possible.

If spare parts are available, by replacing units it will be possible to locate the faulty unit.