**APPENDIX 13 – PIS NetSpire System Alarm**

The Alarms supported by the NetSpire system are shown in the following table.

|  |  |
| --- | --- |
| Alarm Code (Dec) | decimal representation of the Alarm Code Number |
| Alarm Code (Hex) | hexadecimal representation of the alarm code number |
| Alarm Category | category/subsystem the alarm originates from |
| alarm name | name identifying the cause of the alarm |
| alarm description | description provide more detail for the cause of the alarm |

| **Alarm Code (Dec)** | **Alarm Code (Hex)** | **Alarm Category** | **Alarm Name** | **Alarm Description** |
| --- | --- | --- | --- | --- |
| 1000 | 3E8 | GENERIC DEVICE | Device Overheat - Safe Limit Exceeded | Rated temperature for device exceeded. |
| 1001 | 3E9 | GENERIC DEVICE | Device Overheat - Critical Limit Reached | Critical maximum operating temperature for device exceeded. |
| 1014 | 3F6 | GENERIC DEVICE | Device Unmanaged Restart Detected | The device was rebooted without user intervention due to reasons such as a hardware fault or loss of power. |
| 1020 | 3FC | GENERIC DEVICE | Device Isolated | Device has been isolated and is not operational. |
| 1300 | 514 | DIAGNOSTIC | Health Power On Self Test Failed | The self test during power-up procedure failed. The unit will not function as expected |
| 1305 | 519 | DIAGNOSTIC | Health High Impedance Speaker Bus Fault Detected | The high impedance speaker bus has a different impedance compared to calibration impedance. Some speakers might be disconnected or malfunction. |
| 1306 | 51A | DIAGNOSTIC | Health Low Impedance Speaker Bus Fault Detected | The low impedance speaker bus has a different impedance compared to calibration impedance. The speaker might be disconnected or malfunction. |
| 1308 | 51C | DIAGNOSTIC | Health Microphone Capsule Failure | The expected microphone could not be detected. It is either disconnected or powered off. |
| 1309 | 51D | DIAGNOSTIC | Health Display Failure | The display does not respond or failed the Health check. It is could be disconnected, powered off or in a bad state. |
| 1602 | 642 | COMMS | Comms Device not available | A managed device cannot be contacted by the system raising the alarm. |
| 1700 | 6A4 | NETWORK | Network Failed to Get DHCP IP Address | The device expected to get IP from DHCP server but was unsuccessful. The DHCP server might not be available or the configured DHCP server address may be incorrect. |
| 1703 | 6A7 | NETWORK | Network Link Unstable | Network link goes online and offline repeatedly. There might be a bad physical network connection. |
| 1704 | 6A8 | NETWORK | Network Link Lost | The network cable is disconnected from the device or switch. |
| 1705 | 6A9 | NETWORK | Network Interface is not available | The network hardware could not be contacted. The interface is damaged or an external device is turned off. |
| 1900 | 76C | PSU | Power Primary Supply Fail - Changed to Secondary | The primary power supply is not working properly. The device switched to the secondary supply. |
| 1903 | 76F | PSU | Power Secondary Supply Fail | The secondary power supply is not working properly. The device keeps using the primary supply but there might not be a backup for the time primary goes off. |
| 2000 | 7D0 | AMP | Amplifier Not Present | An expected amplifier could not be contacted. The amplifies might have been disconnected or turned off. |
| 2001 | 7D1 | AMP | Amplifier Protection | Amplifier has been turned off due to operational errors that could damage the hardware. |
| 2002 | 7D2 | AMP | Amplifier Shutdown Due to Under Voltage | An under voltage condition has been detected on amplifier power and it has been shutdown. |
| 2004 | 7D4 | AMP | Amplifier Over Temperature | Amplifier temperature has gone above safe threshold |
| 2005 | 7D5 | AMP | Amplifier Failure | Amplifier is not oscillating. It could be due to power issues or faulty hardware |
| 2103 | 837 | TEL | Telephony E1/T1 Trunk LOS Error | E1/T1 "Loss of Signal" happened. E1/T1 cable connection should be rechecked. |
| 2109 | 83D | TEL | Telephony SIP Gateway Failure | The SIP gateway does not run properly. Internal issues might have happened or gateway network settings are not correct. |
| 2113 | 841 | TEL | Call Not Attempted - Unit Isolated | The SIP client is isolated and did not attempt to place a call with the telephony gateway. Unit needs to be deisolated for a call to be placed |
| 2114 | 842 | TEL | Call Failed - Not Registered | The SIP client could not place a call as it is not registrated with a gateway. |
| 2400 | 960 | DISPLAY | LED Faulty Dot Detected | A number of faulty dots have been detected on the LED. |