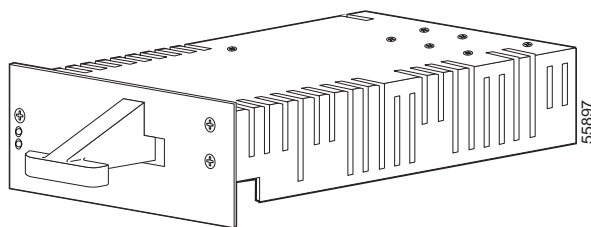# Cisco IP/VC 3544 Chassis Replacement Power Supply Unit Release Note

March, 2001

This document describes how to install a replacement power supply unit (see Figure 1) in the IP/VC 3544 chassis.

Figure 1   Cisco IP/VC 3544 Replacement Power Supply

The IP/VC 3544 chassis uses two power supply units (PSU) to provide fault-tolerant operation. This design ensures that the IP/VC 3540 modules installed in the chassis continue to run without interruption should one of the PSUs fail. The system uses the Power LED to alert the IP/VC 3540 administrator of a PSU failure and provides two places to monitor this LED: a Power LED

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located on the chassis front panel for direct monitoring and the IP/VC Administrator System Web page remote monitoring. You can replace the PSU without interrupting videoconference operations.

For regulatory and compliance information on the Cisco IP/VC 3544, refer to the *Regulatory Compliance and Safety Information for Cisco IP/VC 3540 Series document.*

Contents

These release notes discuss the following topics:

Documentation Roadmap

Use these documents to learn how to use the IP/VC 3544 chassis and for regulatory and compliance information about IP/VC 3540 products:

- *Cisco IP/VC 3544 Chassis Administrator Guide*
- *Regulatory Compliance and Safety Information for Cisco IP/VC 3540 Series*

Power Supply Features

The IP/VC 3544 chassis PSU has the following features:

- Universal AC input: 100-240 VAC, 50/60 Hz
- Four regulated DC outputs: +5.0V, +3.3V, +12.0V and -12.0V
- Rated power output: 200W

- Overvoltage and short protection
- Fuse protection
- Hot swappable

Installation and Replacement Procedure

This section describes how to determine that a power supply unit has failed and how to replace it.

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Warning   **Only trained and qualified personnel should be allowed to install, replace, or service this equipment.**

Determining that a Power Supply Has Failed

The Cisco IP/VC 3544 chassis monitors PSU operations and uses the Power LED to alert the system administrator when one of the PSUs fail. The Power LED appears in two places: on the IP/VC 3544 chassis front panel and on the IP/VC Administrator System Web page. The Power LED is red in both places when a PSU fails and green when both PSUs are operating.

To use the IP/VC Administrator System Web page to view the Power LED from a remote site, perform the following steps:

Step 1   Launch a Java-based Web browser.

Step 2   In the URL address field, enter:

IP address/**admin**

where *IP address* is the IP address assigned to the IP/VC 3540 system module installed in the chassis you want to monitor. The IP/VC Administrator login page appears.

Step 3   Enter your user name and password and click **OK**.

The IP/VC Administrator page appears.

Step 4   Click **System** on the sidebar.

The IP/VC Administrator System page appears.

Step 5   Locate the Power LED in the Status section of the System page.

The LED is red when a PSU has failed. The LED is green when both PSUs are operating.

Replacing a Power Supply

You can replace a PSU that has failed without disrupting the power to the chassis. To replace the failed PSU, perform the following steps:

Step 1   On the chassis rear panel, remove the four screws that secure the cover plate around the PSU. (See Figure 2 and Table 1.)

> ✏️
>
> **Note**   We recommend that you do not use a power screwdriver.

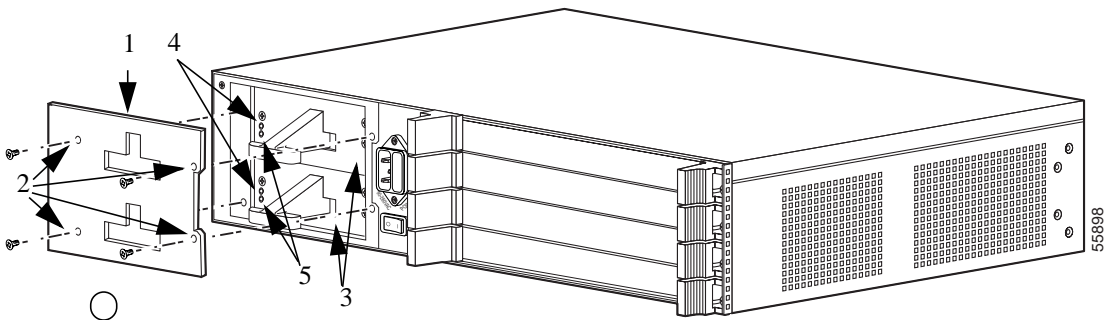*Figure 2   Removing the Power Supply Unit*

Table 1   Power Supply Fixtures

Fixtures	Description
1	PSU cover plate
2	PSU cover plate screw
3	PSU module
4	Yellow LED (indicates that the PSU has failed)
5	Green LED (indicates that the PSU is operating)

Step 2   Identify the PSU on which the yellow LED is lit. This power supply has failed.

Step 3   Firmly grip the handle of the failed PSU and pull the unit out of the slot.

Note   If the chassis is not mounted in a rack, you may need to brace your other hand against the chassis to provide leverage.

Step 4   Slide the replacement PSU into the slot.

Use firm and even pressure to ensure that the PSU connector engages properly with the connector inside the slot. The replacement PSU is properly connected when the face plate is flush with the chassis bay.

Step 5   Make sure that the green LED on the replacement PSU is on.

Step 6   Replace and secure the cover plate.

Warning   **The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards.**

Warning   **Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other**

equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.

Service and Support

For service and support, contact Cisco Technical Assistance Center (TAC) at:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- http://www.cisco.com
- http://www-china.cisco.com
- http://www-europe.cisco.com

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:

    http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

    http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

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To access Cisco.com, go to the following website:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://www.cisco.com/tac/caseopen

Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.

- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

This document is to be used in conjunction with the *Cisco IP/VC 3544 Chassis Administrator Guide*

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