



IP Office Technical Tip

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Inserting 2-wire line cords can damage EU24 Expansion Modules and Digital Stations that support the EU24

It has been reported that the EU24 expansion module is not accepting updates when connected to a 5420 or 2420, and that the programmed buttons do not work. Similar reports have been received that, in some cases, digital stations may stop working as well.

Subsequent to investigation by Avaya, the following cause has been identified. Plugging a 2-wire line cord into the input jack on the EU24 causes -48V to be supplied to the unit, resulting in the internal circuitry of the unit being damaged.

Other actions that have the potential to damage the internal circuitry of the unit in this fashion are ESD or a Lightning/Power Line Surge through the AC.

The following tests can be executed to help determine if the EU24 is damaged:

- On the terminal selecting Options -> Contrast should bring up a sub-menu on the terminal's display that allows the user to select either the terminal itself or the adjunct.
- On the terminal selecting Options -> Self -test and depressing the Test button allows the user to verify that both the terminal and the connected adjunct go into test mode (confirmed by all pixels going black).
- On the terminal selecting Label -> Edit and selecting a button on the EU24 should present the user with an updated display on the terminal to allow the user to change the text value of the correlating button on the EU24.

Once a unit is damaged and rendered non-working it must be replaced with either a new unit or a repaired unit. There may be a cost incurred with replacing the unit, which should be dealt with in accordance with the current maintenance agreement.

NOTE: Similarly, if a 2-wire line cord is plugged into the EU24 input jack on the back of a 5420 or 2420 digital station it has the potential to damage the terminal, rendering the digital station unusable.

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