

Crash Kit

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What do you do when your IP-PBX dies?

- a) Throw a party,
- b) Look for a new opportunity,
- c) Repair it,
- d) Adapt, modify and move on
- e) Yell "Semper Fi" followed by "I shall return with a solution"
- f) ALL of the Above



The customer's IP-PBX is just over seven years old and the warning signs were ignored by staff. The UPS and the constant beeping along with unknown reasons for the reboots accumulated to one dead system after a good jolt of juice last week. The UPS, system processor and Ethernet components including the hard drive- are all dead, kaput.

Repair it? No, it's aged technology. The upgrade costs are far too expensive. The original cost on the system in 1999 dollars was a good chunk of change. In today's dollars including the ACD call center functionality for a hybrid solution- the cost is .34% less and includes the ACD components. The replacement phones will run on PoE and the good news is that we installed a PoE switch a year ago to power network jacks and in anticipation of needing PoE in the future. (There's more to the story than I'm telling you)

The real challenge wasn't getting dial tone- since the former IP-PBX had two PFT (power failure transfer) ports and that was acceptable to a degree of calling for help. Late the same night, we installed an **Aastra** Venture IP gateway and phone to give the operations guy some relief in handling calls. It took longer to drive to and from the job site than to install the temporary P2P system.

The tough part of the challenge for customers is sticking it out and not reacting which tends to happen in extremes especially when your system is hard down. Over the weekend we did a site survey, talked with the staff and drafted a plan including a configuration of a hybrid IP-PBX to replace what they have today and further it with some wanted features and options- namely the call center functionality. Sunday night, we tore a rack apart housing a lot of wares and shifted gear to another UPS.

So, don't ignore the annoying beeping or chirping from your UPSes, if the system is rebooting don't forget to tell your vendor, and most of all when it comes time to decide on repair vs replacement carefully weigh the options. The decision will be different for each company as will the outcome. Hard drives with Ethernet components and stored program control (TDM) remain at odds and they are very different in how they react to power disturbances. This isn't the first IP-PBX we've replaced with a hybrid and it won't be the last.

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