



# Power Failure

AC Power Failure is a trouble condition that may affect your system's ability to function correctly. This trouble condition will appear when electrical power to the system has been interrupted. Your backup battery will provide power to your system while this condition exists.

Please refer to the following troubleshooting steps to resolve AC power failure issues that your system may be encountering.

## Troubleshooting

### Troubleshooting:

#### Have you had a recent power outage?

1. If your home is experiencing a power outage, please wait for electrical power to be restored.
2. Once restored, your system will automatically switch back to its electrical source and begin recharging the backup battery.

#### Check the power adapter

1. If your home has power, ensure that the power adapter is connected to your system.
2. Ensure that your system's power adapter is plugged into an electrical outlet.

#### Check your circuit breaker box

1. If you have ensured that the power adapter is plugged into an electrical outlet, check your home's circuit breaker box.
2. If any breaker switches are in the OFF position, move the breaker switch to ON.

#### Ground-fault circuit interrupter tripped

1. Look for a ground-fault circuit interrupter on the outlet or on a nearby outlet.
2. If the red reset button juts out from the outlet, push it back into place.

#### Check the outlet

1. Unplug your system's power adapter from the electrical outlet.
2. Plug a small appliance (such as a lamp or hair dryer) into the outlet to verify that the outlet is

working properly.

3. If the electrical outlet is not functioning, contact an electrician. Connect your system's power adapter to an extension cord until the issue has been resolved.

## Unable to resolve your issue?

If you were not able to resolve this issue, make a note of the steps you tried and refer to the [Contact Us](#) page.

[Return to Top](#)