

Implementation of Smart Classrooms for Odisha Adarsha Vidyalaya Sangathan (OAVS) & Government Vocational Higher Secondary School (GVHSS)



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CUSTOMER CARE

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TRAINING MANUAL

1 KVA Interactive UPS

BPE – BP-1200V

VER 1.0

JULY 2024

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1. Overview

1a. Purpose:

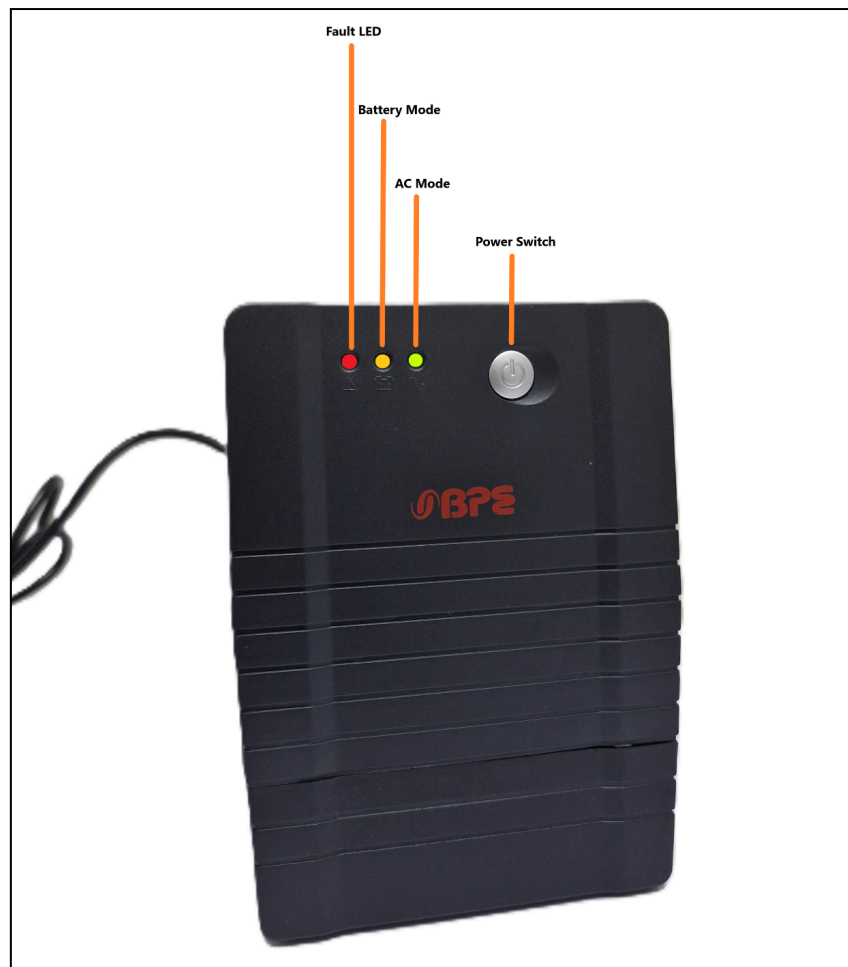
An uninterruptible power supply (UPS) provides backup power during power outages, ensuring the continuous operation of critical devices like IFP displays and networking equipment.



It allows the IFP display to keep running for at least a short time when incoming power is interrupted. As long as utility power is flowing, it also replenishes and maintains the energy storage. The more energy stored, the longer power can be maintained.

1b. Indicators:

The UPS has a power switch (ON/OFF) at the front along with Indication lights to indicate the status of the UPS.



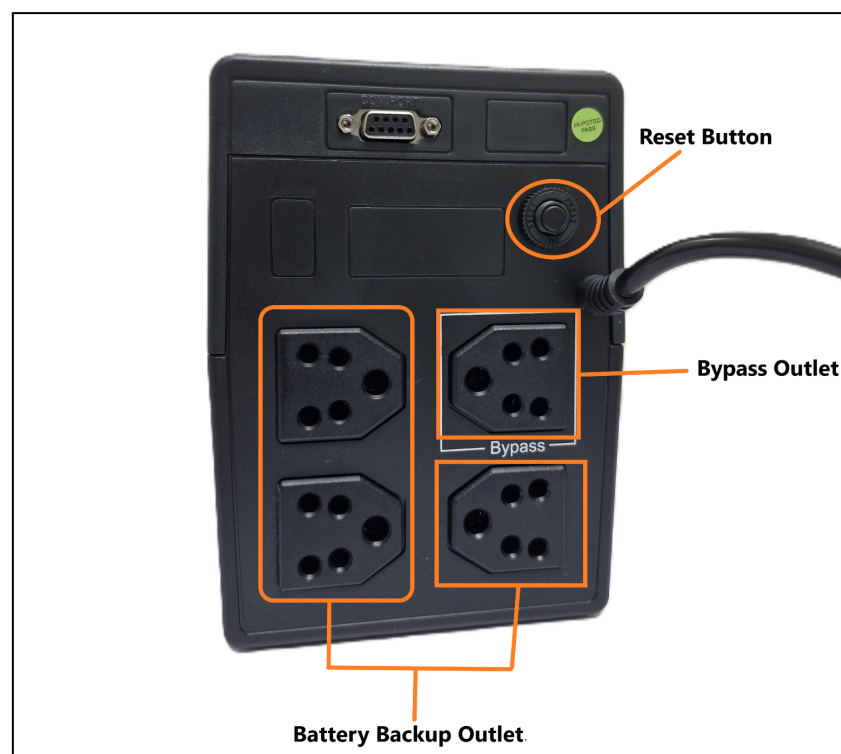
Indicator	Light	Purpose
AC Mode	Green LED Lighting	The UPS is receiving power
Battery Mode	Yellow LED Lighting	The UPS is running on the battery backup
Fault Mode	Red LED Lighting	There is fault in the UPS

Alarm Type	Audible Alarm	Purpose
Backup Mode	Sounding every 10 seconds	Running on battery backup.
Low Battery	Sounding every 1 second	The battery on UPS is running low
Overload	Sounding every 0.5 second	The load power demand is greater than the rating of the UPS .
Fault	Continuously Sounding	Issue with the UPS

NOTE: If there is any issue with the UPS after troubleshooting, you can reach customer care for support.

1c. Connectivity and Ports:

The UPS has four ports provided at the back, with 3 ports being **Battery Backup outlets** and a single **Bypass outlet**, along with a **Reset button**.



Type	Description
Battery backup Outlets	It provides power to a system when the primary source of power is unavailable.
Bypass Outlet	It allows the normal UPS operation to be circumvented in cases of overload or fault.
Reset Button	It allows you to restore a device or system to its original state.

2. Troubleshooting

Following are the possible Issue and their Proposed Action

Symptom	Possible Cause	Proposed Action
There is no LED display on the front panel	1. The battery is weak.	1. Charge the battery for up to 8 hours.
	2. Battery defect.	2. Contact Customer Care.
	3. The power switch is not pressed.	3. Press the power switch again.
The alarm buzzer beeps continuously when the AC supply is normal.	Overload of the UPS.	Remove some non-critical load
When power fails, back-up time is shortened.	1. Overload of the UPS.	1. Remove some non-critical load.
	2. Battery voltage is too low.	2. Charge the battery for 8 hours or more.
	3. Battery defect due to high temperature operation environment or improper operation of the battery.	3. Contact Customer Care
Yellow LED is flashing	The power cord is loose.	Reconnect the power cord properly.

3. Product Support:

The UPS is mapped to a serial number and a QR code, which can also be scanned for the product serial number. It is to be provided to the support staff during the lodging of a product issue/complaint for easy identification of the product.



The product is provided with a customer care contact number. You can raise the product issue with the help of the serial number mentioned or by scanning the QR to fetch the serial number.

For any queries or further assistance, please contact our Customer Support:

- **Phone:** 9124 567 099
- **Email:** helpdesk@ictschoollab.com

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