

# LIGHTNING STRIKE PROCEDURES

## PRINTERS, NETWORKING & WORKSTATIONS/ LIGHTNING PROTECTION NOTICE

Our policy is to invoice lightning damage at our costs, plus shipping and handling. Our invoice may be used for insurance claims.

In order for your printers, networking and workstations to be protected from lightning strikes that can come through the phone lines and electrical outlets, a surge suppressor/ battery backup box that protects the computer should be used to protect the network, hub, printers and computers.

Please double-check that all equipment was properly connected to the UPS/ battery backup units we provided (or a power strip that is connected off the battery backup/ UPS). If any damaged equipment was not connected to a UPS, we will provide additional 500 VA UPS units at our cost (plus shipping), which generally runs under \$100 per unit. THEY ARE WORTH THE INVESTMENT.

### Connection order with UPS battery backup

The following should be connected to the Battery and Surge-Protected outlets (along the right side, when looking at the back of the UPS):

- power cord from the computer
- power cord from the monitor
- power cord from the Virtuoso (when used at a CEC workstation)
- power cord from the network hub (when used for the printers)

The following should be connected to the Surge-only outlets (along the left side, when looking at the back of the UPS):

- power cord from the printers
- power cord from the computer speakers

## WHAT TO DO IF LIGHTNING STRIKES

### 1. Testing the Networking Hub:

On the hub (NetGear DS108), there is a series of lights that should be on, one for each network cable that is connected to the hub, in addition to a Power light:

- a. If all the lights are off, and none of your computers can log in (assuming they are connected to that hub—some sites have more than one hub so it may only affect some of the computers), you may need a new hub.  
*(While we are more than happy to provide a replacement part, in order to avoid delays in calling because of shipping time, we advise that you go to a local Radio Shack or computer store and buy a networking hub. It doesn't have to be the same brand or model)*
- b. If the hub appears on, but only one or a couple computers can't log in, try looking at their light (i.e. activity light on the hub), or try moving the cable to another port on the hub.
- c. If the hub appears on, but you can't log into the system after moving slots on the hub, check the light on the network card on the back of your workstation. A green light indicates that the network card is fine. If the light is red or off, request a replacement network card.

### 2. Testing the CPU:

If the computer won't turn on at all – black screen – nothing: (no red or green lights on the front of the computer) **CALL WIREREADY TECH SUPPORT 1-800-833-4459**

If the computer boots, but you can't get into the network, check the green light on the network card on the back of the computer. If the light is red or off, request a replacement network card.

3. **Testing Monitors:**

If you see nothing on monitor, but the computer is on, try connecting that monitor to a known good computer. If there is no display, request a new monitor.

4. **Testing Printers:**

The printer is connected to both power and the network hub. Confirm that there is power to the printer (the light on the front will be on). Also check the Netgear Print Server (the small blue box attached to the back of the printer). A small green light will be on if it is receiving power. Check that the network cable is connected to the print server, and that it shows a light at both the print server and hub connections. The printer should show only one light to show power. If there are any red lights or blinking lights on the front of the printer (the green light flashes when it is printing a job), turn the printer off, then turn it on again.

5. **Silent but Deadly damage**

- a. Sometimes no damage is apparent. Please notify us if such an event has happened—if any part of the system starts acting strange, we will swap any suspected component that may have taken a hit. In general, the procedure is wait and see, if the replacement solves the problem, you can put in an insurance claim, if not, the part can be returned to WireReady.

Indicate on the following page what replacement items you need from us:

## Printers/ Networking Lightning Strike Replacement Parts Order Sheet

**Bad Hub**

**Bad Printer**

**Bad Printer (2)**

**Workstation 1**

- Bad CPU (call WireReady if you suspect your CPU tower has been hit)
- Bad monitor
- Bad networking card

**Workstation 2**

- Bad CPU (call WireReady if you suspect your CPU tower has been hit)
- Bad monitor
- Bad networking card

**Workstation 3**

- Bad CPU (call WireReady if you suspect your CPU tower has been hit)
- Bad monitor
- Bad networking card

**Workstation 4**

- Bad CPU (call WireReady if you suspect your CPU tower has been hit)
- Bad monitor
- Bad networking card

**Workstation 5**

- Bad CPU (call WireReady if you suspect your CPU tower has been hit)
- Bad monitor
- Bad networking card

**Workstation 6**

- Bad CPU (call WireReady if you suspect your CPU tower has been hit)
- Bad monitor
- Bad networking card

**Total Networking Cards Needed** \_\_\_\_\_

**Total Monitors Needed** \_\_\_\_\_