

Power Alert Console Does Not Recognize Device

Problem

The Power Alert Console is not recognizing the Tripp Lite Battery.

Possible Cause

The Tripp Lite Battery may be listed as "Inactive" in the Power Alert Console. This can happen if a cable becomes disconnected or a new battery is installed.

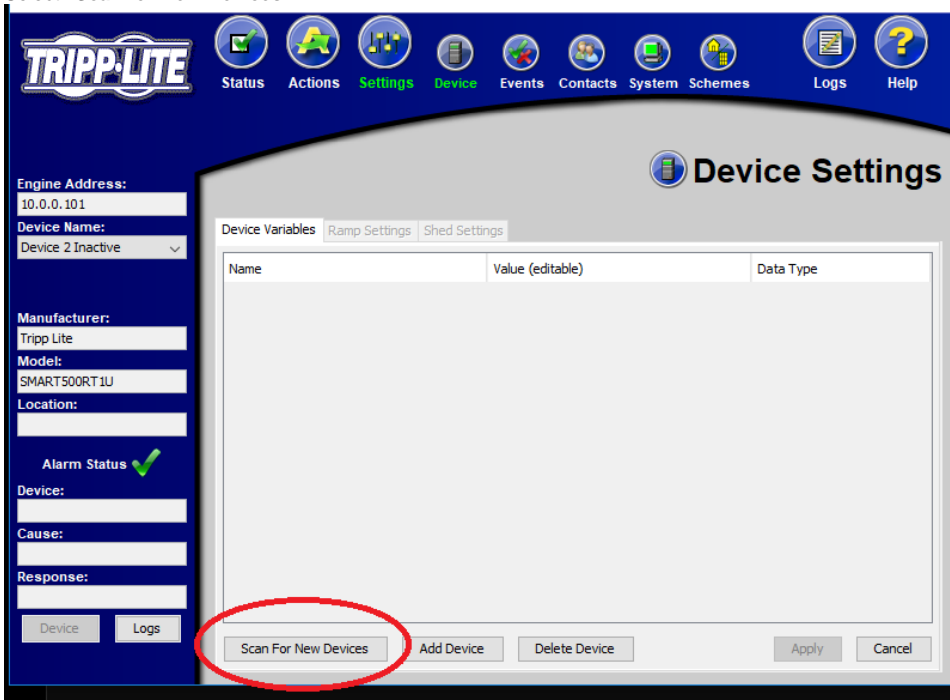
Solution

1. Access the Power Alert Console.

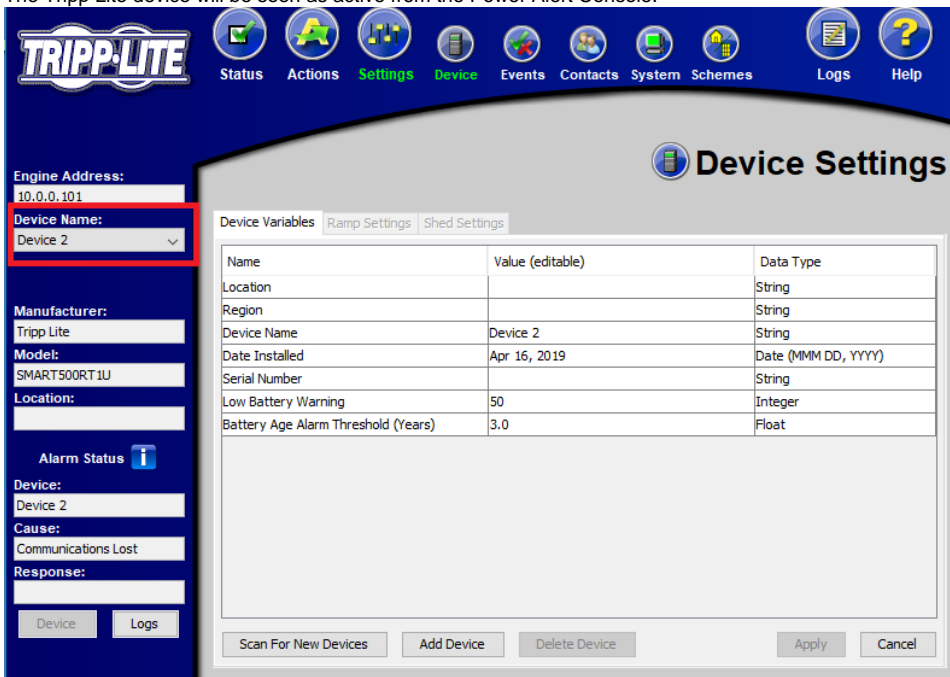


2. Select **Settings** in the top right corner.

3. Select "Scan for New Devices".



4. The Tripp Lite device will be seen as active from the Power Alert Console.



Related articles

- [Power Alert Console Does Not Recognize Device](#)
- [No power to X-Changer UPS \(Tripp-Lite Battery Backup\)](#)