

TROUBLESHOOTING PROCEDURES

The ACTIV POE Ethernet EMI filters do not require any special treatment. Connect the filter to a computing device and a network (or second computing device) and the filter will autonegotiate the connection between the two and should work seamlessly and invisibly. However, occasionally there is a communication problem or network/software hiccup that interferes with network connectivity. And less frequently, there is a hardware failure.

NOTE: ACTIV POE Ethernet EMI filters pass Ethernet packets ONLY. They will NOT pass other signals such as the tones or pulses used by network cable testers, proprietary digital phone signals, or proprietary signals that use Ethernet cabling but are not based on Ethernet (TCP/IP). The ONLY way to test an ACTIV Ethernet filter is to connect the filter to a computing device and a network (or other computing device) and verify connectivity.

In the event that your ACTIV POE Ethernet EMI filter fails to work or stops working, follow these instructions:

Step 1. Verify the filter is plugged in and the power supply is functioning. ONLY USE THE POWER SUPPLY THAT WAS SHIPPED WITH THE FILTER. The power supply should be able to provide 24VDC and at least 3.75 amps to the filter. If necessary, use a multimeter to check that the power supply output is 24VDC or slightly higher.

Step 2. Check the input and output connectors and make sure the pins are not bent and are properly aligned so they will come in contact with the cable connector pins.

Step 3. Turn off the computing device, ACTIV POE filter and all network devices on that leg of the network. The filter can be reset/turned off by unplugging the power supply. Turn the devices back on, one at a time, starting from the network backbone down to the computing device. Allow ample time for each device to boot up individually and connect to the network.

Step 4. If there is still no connectivity, try “repairing” the network connection on the computing device or force the computing device to release its IP address and renegotiate with the network for a new IP address.

Step 5. Finally, verify that your computing device, cables and network are functioning properly by directly connecting the computing device to the network. You **MUST** use the same computing device, cables and network connection to positively remove these variables as possible causes of the problem. For the cables, you should either use an RJ-45 coupler to connect the cables together, or test each cable separately.

Step 6. If there is still no connectivity, then the filter may be faulty. It will be necessary for you to contact us and arrange for an RMA number.

All ACTIV Ethernet filters have a two year warranty from date of first sale.