

TROUBLESHOOTING PROCEDURES

The ACTIV USB3.1 Universal Serial Bus EMI filter does not require any special treatment. Connect the input of the filter located on the filter body to a computing device (“host”) or “hub” and the output of the filter located inside the threaded penetration to a peripheral or another “hub” and the filter will autonegotiate the connection between the two and should work seamlessly and invisibly. However, occasionally there is a communication problem or device hiccup that interferes with the connection. And less frequently, there is a hardware failure.

In the event that your ACTIV USB3.1 Universal Serial Bus 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 they are unobstructed and no foreign materials are in the connectors.

Step 3. Turn off the host, the filter, and any connected hubs and peripherals. The filter can be reset/turned off by unplugging the power supply. Turn the devices back on, one at a time, starting from the host down to the filter and whatever is attached to the filter output. Allow ample time for each device to boot up individually and connect to the network.

Step 4. Finally, verify that your host, any connected hubs and peripherals and the cables are functioning properly by removing the filter and connecting the devices directly. You **MUST** use the same devices and cables to positively remove these variables as possible causes of the problem.

Step 5. 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 USB3.1 filters have a two year warranty from date of first sale.