AXIS 30 W Midspan AC/DC

Troubleshooting Guide

LED indicators

LED color	Behavior	Description
Red	Solid	The over voltage protection (OVP) or the under voltage protection (UVP) on the outgoing power has been triggered. Remove and plug the power cord into the midspan again to resolve the problem.
Red	Flashing slowly	A too high inrush current has caused the midspan to disconnect from the device. Remove and plug the power cord into the midspan again to resolve the problem.
Green	Flashing	No load.
Green	Solid	Power on.
Green and red	Flashing alternately between red (slowly) and green (quickly)	The PoE over current protection (OCP) or the short circuit protection (SCP) has been triggered. Red=failure Green=retrial
Green and red	Flashing alternately between red and green	Invalid power device signature. The device connected to the midspan is not working or is not supported.

Troubleshooting

The midspan does not power up

- Remove and re-apply power to the device and check the indicators during power up sequence.
- Verify that the voltage at the power inlet is either 24 V AC or between 10-26 V DC.
- Verify that the power inlet cable is functional.

The powered device does not operate

- Verify that the powered device is designed for PoE operation.
- Verify that a standard Category 5e/6, straight-wired cable with four pairs is used.
- Verify that the powered device is connected to the DATA & POWER OUT port.
- If an external power splitter is in use, verify that it works.
- Verify that there is no short over on any of the twisted pair cables or over the RJ45 connectors.
- If possible, reconnect the same powered device into a different midspan.

The end device operates, but there is no data link

- Verify that the port on the front panel is continuously lit.
- Verify that a standard Category 5e/6, straight-wired cable with four pairs is used.
- Verify that the input Ethernet cable is connected to the DATA IN port.
- Verify that the Ethernet cable length is less than 100 m (330 ft) from the Ethernet source to the load/remote terminal.
- If an external power splitter is in use, verify that it works.
- If possible, reconnect the same powered device into a different midspan.