Lantech
Pioneering Industrial and IP Networks

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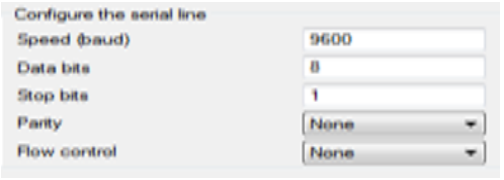
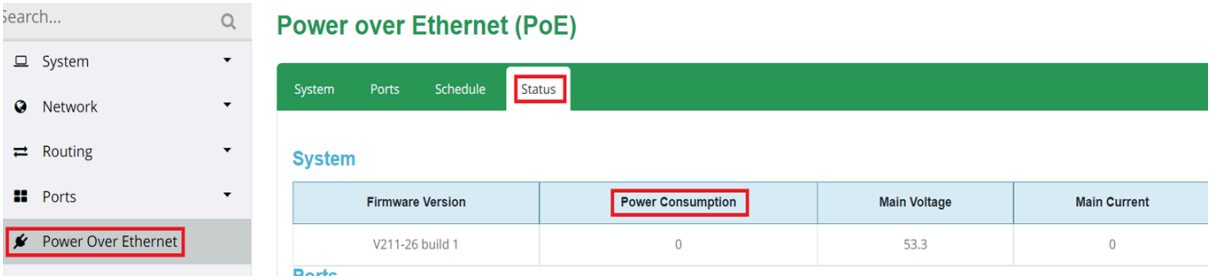
Quick Troubleshooting Guide

Switch Won't Boot

Step	Checking Item	Next Step
1	Is the switch connected to a correct power source?	Yes: Go to 2; No: Check power connection.
2	Is your PC connected to the switch via a console cable?	Yes: Go to 3; No: Verify RS-232 port settings. 
3	Can you read any messages from the console port after power-on?	Yes: Go to 4; No: Please apply for RMA service.
4	Have you sent the messages to Lantech support?	Yes: Go to 5; No: Contact jacky@lantechcom.tw.
5	Did the Lantech engineer confirm the unit needs to be returned?	Yes: Apply for RMA service; No: Go to 6.
6	The unit may be repairable via remote access or software tools.	Please contact jacky@lantechcom.tw.

PoE Function Not Working

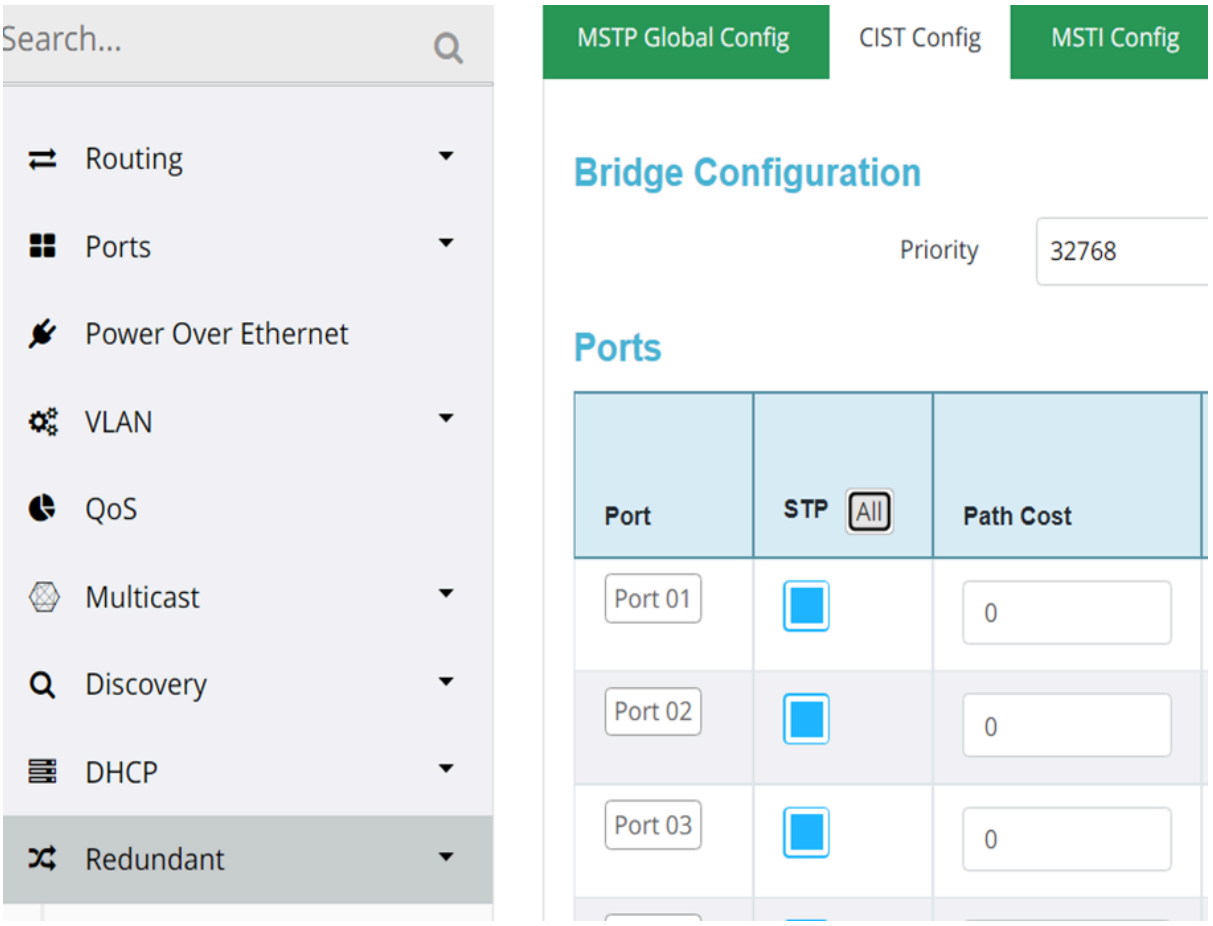
Step	Checking Item	Next Step
1	Is the switch connected to the correct power source? (Some models require a dedicated PoE power supply, e.g., 5400 series)	Yes: Go to 2; No: Check power supply.
2	What is the PoE standard of the device? (802.3af: Go to 3; 802.3at: Go to 4)	-
3	Please verify if the input voltage is close to 48VDC.	Yes: Go to 5; No: Check power input.
4	Please verify if the input voltage is close to 53VDC.	Yes: Go to 5; No: Check power input.
5	Is PoE failing on only a few ports or all ports?	All: Apply for RMA; Few: Go to 6.
6	Have you tested the PoE device on a known working port?	Yes: Go to 7; No: Please test.
7	Is the total power consumption close to 80W?	Yes: Apply for RMA; No: Check configuration.



Note: If total power consumption reaches 80W, the system may refuse to power the last PD to prevent overloading.

Ethernet Port Not Working

Step	Checking Item	Next Step
1	Have you tried resetting the switch to factory defaults?	Yes: Go to 2; No: Please perform reset.
2	Have you tested the connection with a different cable?	Yes: Go to 3; No: Please test with a new cable.
3	Have you tried building a loop between the faulty port and another port after enabling RSTP?	Yes: Apply for RMA; No: Please test.



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Contact Support: https://www.lantechcom.tw/global/eng/contact-us.html