TSW100 Device Recovery Options

Contents

Summary

TSW100 is an unmanaged switch without active operating system running to control inside processes. All work is done by integrated chips, which has built-in logic to control switching and PoE operations.

This chapter contains information of possible **recovery and troubleshooting** options for a TSW100 unmanaged switch.

Ethernet port LEDs not lighting up

I. Issue
   TSW100 green Ethernet port LED is not lighting up (orange LED lit)
   Solution
   TSW100 switch green Ethernet port LED indicates Gigabit connection with device. Check if connected device network card supports Gigabit speeds or software configuration is not limited to 10/100 Mbps.

II. Issue
   TSW100 is not powered up
   Solution
   Check the front panel power LED if it is lit. If not, try to use other 7-57 VDC power supply, which can provide at least 2 W of power. More information about TSW100 powering options check here

III. Issue
   Connected device is not powered up
   Solution
   Check if connected device is powered up and working properly

IV. Issue

Bad cabling between TSW100 and connected device

Solution

Use other Ethernet cable to connect TSW100 with device

V. Issue

Defected TSW100 Ethernet port

Solution

Use other free TSW100 Ethernet port to connect switch with device. If device establishes connection with TSW100 using other Ethernet port, TSW100 is defective and must be sent for service inspection and repairs. Check RMA section for further instructions

VI. Issue

Defected TSW100 switch

Solution

If TSW100 Ethernet port LED are not lighting up after doing above mentioned actions, TSW100 is defective and must be sent for service inspection and repairs. Check RMA section for further instructions

Connected devices have no internet

I. Issue

Connected router/modem do not have internet connection

Solution

Check connected router/modem users manual how to diagnose and troubleshoot internet connection issue

II. Issue

Bad cabling between TSW100 and router/modem

Solution

Check cabling from TSW100 to router/modem. If link between devices is established, orange LED at connected Ethernet port must be lit (LEDs meaning). If LED has not lit, change Ethernet cable, connect other router/modem and check again

III. Issue

Bad cabling between TSW100 and connected device

Solution

Check cabling from TSW100 to connected device. If link between devices was established, orange LED at connected Ethernet port must be lit (LEDs meaning). If LED has not lit, change Ethernet cable and check again

IV. Issue

Defected TSW100 switch

Solution

Connect device directly to router/modem and check if internet connection was established. If device gets access to internet, when directly connected to router/modem. Try turn switch off and on (restart), if issue persists, TSW100 is defective and must be sent for service inspection and repairs. Check RMA section for further instructions

Connected device not powered via PoE

I. Issue

Connected device to TSW100 is not powered via PoE

Solution I

Check if connected device supports 802.3af and/or 802.3at PoE standard(s)

Solution II

Check if TSW100 is powered with PSU, which outputs 44 VDC or higher voltages and can provide at least 2 W + connected device needed power

II. Issue

All PoE devices and switch lost power after connecting more than two device to TSW100

Solution

TSW100 supports 802.3at standard, were each port can supply up to 30 W of power at PSE with total power budget of 120 W per all 4 ports. Standard PSU, which comes in the box with TSW100, provides ~65 W power and limits power budget to ~60 W. If all connected devices to PoE ports combined required more that 60 W of power, PSU was overloaded and turned itself off.

If full 120 W power budget is necessary, TSW100 must be powered with PSU, which can provide at least 130 W power at 44 VDC or higher voltages

RMA

If conventional recovery methods do not help, you may need to send the device to warranty for repair. The warranty process is described **here**.