# PoE Splitter Trouble Shooting Guide for PoE Freezer Enclosure Systems

Here are some steps that the customer can do in order to troubleshoot the freezer enclosure systems for access points.

1) Verify the power coming into the enclosure system. This can be done with a RJ-45 PoE power tester. There is one available through Microsemi, part number PD-AFAT-TESTER (https://www.google.com/webhp?source=search_app#q=microsemi+pd-afat-tester).

2) Verify the power coming out of the splitter. Connect the RJ-45 PoE tester to the CAT 5E cable coming out of the splitter. The LED on the PoE splitter should be constantly on (either red or green depending on the input power to the splitter). If the tester shows a failure or the LED on the splitter is flashing, then the splitter is malfunctioning and needs to be replaced.

LED "Off" ≡ no power to splitter
LED "GREEN" ≡ Active in 802.3at mode
LED "RED" ≡ Active in 802.3af mode
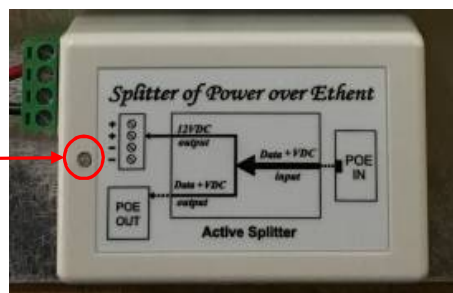
3) Measure the DC voltage coming out of the green Molex connector on the PoE splitter. The output voltage should be 12 Vdc ± 2.0 Vdc. If the 12 Vdc is not present, then the splitter is malfunctioning and needs to be replaced.

4) If it appears that the splitter is functional, then the customer needs to check the compatibility of the following:
   a) Network equipment leading up to the PoE splitter. Verify that there are no proprietary hand shakes that are required.
   b) Access point connected to the splitter. Ventev has verified operation of the Cisco 2xxx series; Cisco 3xxx series; Aruba 2xx series; and Aruba 3xx series access points with the PoE splitter.