V-Count Ultima Troubleshooting Guide

Guide Glossary

PoE Switch

This stands for Power over Ethernet. If a switch has POE capabilities, it means that some or all of its ports can provide power to connected devices over the Ethernet cable, eliminating the need for separate power cables.

PoE Injector

A Power over Ethernet (PoE) Injector is a device that adds electrical power to an Ethernet data connection. It is used to supply power to devices that support PoE, such as IP cameras and certain types of network equipment, using the same Ethernet cable that carries data.

PoE Splitter

A Power over Ethernet (PoE) splitter is a device that separates the power and data signals carried by a single Ethernet cable, typically received from a PoE source, such as a PoE switch or injector. The purpose of a PoE splitter is to enable non-PoE compatible devices to be powered using a PoE source.

Power Adapter

A power adapter is a device that converts electrical power from one form to another. Power adapters are widely used to provide the correct power input for various consumer electronics, appliances, and other devices.
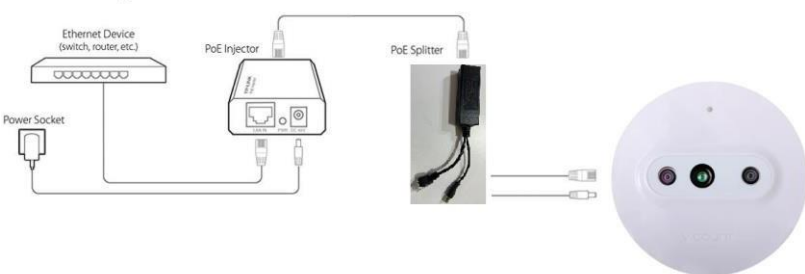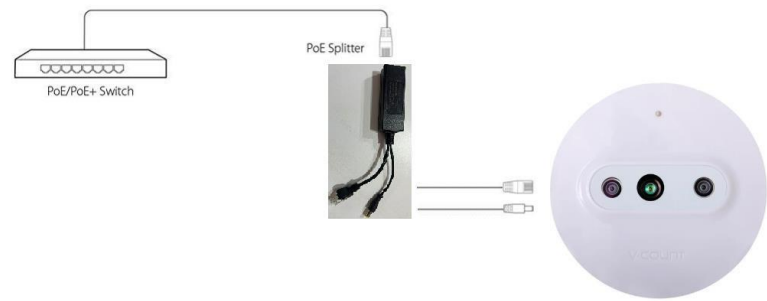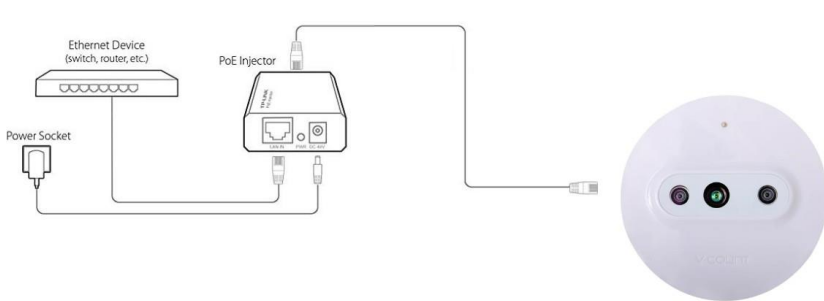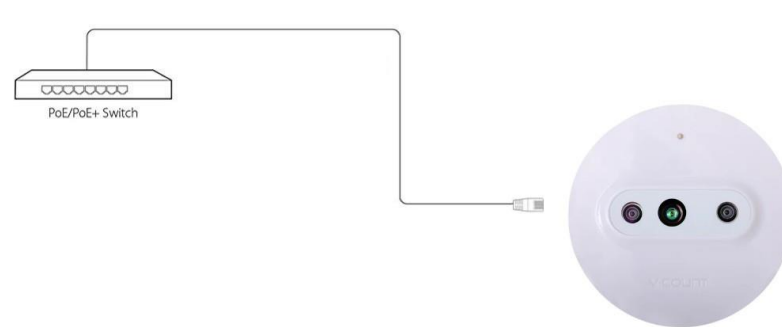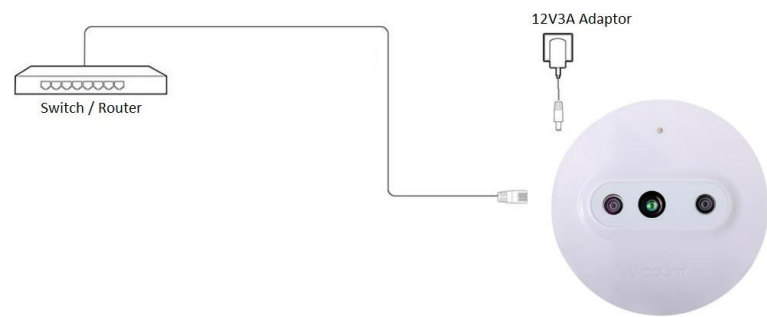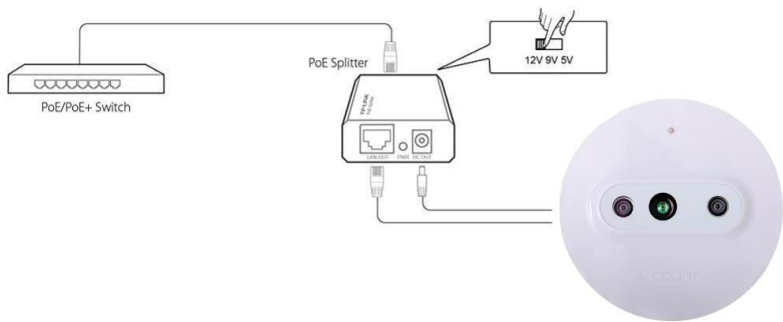
Connection Schematics

Troubleshooting steps

Sensor LED Status

•Green Blinking (around every 10 second) => Sensor is OK

•Red Blinking => Sensor has network issue, can't reach internet

•Orange Stable => Sensor is stuck on booting (usually happens on fast power loss. Might be connectivity issue on power cable)

•Any LED other than orange stable more than 20 seconds => Sensor is stuck on booting

Steps to Follow

➢ Plug out power cable of the sensor (POE ethernet cable if connection is POE) and be sure that sensor LED turned off then wait for 5 minutes
➢ Plug in the power cable and wait for the sensor to boot up and check the LED light again (Will be finalised at Green or Red LED)
- ➢ **IF LED GREEN**
  - ➢ All is good. You may notify V-Count about issue being resolved
- ➢ **IF LED RED**
  - ➢ There is a network issue and the sensor can't connect the internet. Check for any connectivity issue on cable and switch - router connection.
  - ➢ If the issue persists, check firewall settings if there is any.
  - ➢ If the above steps are unsuccessful, ask for a remote support session arrangement with V-Count technician
    - ➢ During session remove the sensor if they ask. Then connect it to the PC together with seperate power source (12V3A) to test sensor connectivity.
    - ➢ Follow the V-Count Technician for the troubleshooting
- ➢ **IF LED Orange**
  - ➢ Test the sensor with a separate power source (12V3A).
  - ➢ **IF LED RED or GREEN**
    - ➢ There is not enough power on the sensor location. Please investigate
  - ➢ **IF LED ORANGE**
    - ➢ Ask for a remote support session arrangement with V-Count technician
      - ➢ During session remove the sensor if they ask. Then connect it to the PC together with seperate power source (12V3A) to test sensor connectivity.
      - ➢ Follow the V-Count Technician for the troubleshooting