

## **Troubleshooting: Common Problems and Solutions**

**Q1:** After connecting to the socket with electricity, the green light will blink and go out / Totally dead, no power or activity LEDs lit, no network activity at all. Damage

**A:** This might indicate power issues or corrupted firmware. Please check power sources and make sure you are using the included power adapter to power this item. If the problem persists, please contact support: [support.uk@tenda.cn](mailto:support.uk@tenda.cn)

**Q2:** Does not work with router

**A:** This might indicate a port problem or a defective Ethernet cable. Please try other ports on the router and switch, or move the switch to right next to the router and connect it with a good quality ethernet cable (CAT5/5e UTP or better, up to 100m). If you want to connect it to your modem and router, connect them as follows: Modem -> router -> switch

**Q3:** Incorrect ports

**A:** Please try to use a good quality Ethernet cable (CAT5/5e UTP or better) to plug into the port, and check the status of the port corresponding to the indicator according to the numbers next to the indicator and below the port.