

# Troubleshooting Guide

## LightSync Hub

LS HUB Part #97013442

### Communication Issues

- If Power LED is not lit, check the power to board.
  - 24vac Red to Red, 12vac Red to Yellow.
- Data Output provides refreshed Device Power (12-16vdc).
  - Measure Device power on pins 1/2 (Orange pair) and 3/6 (Green pair).
- Are Network Data Cables connected to correct In/Out ports and seated properly? IN port does not pass power to other downstream devices.
  - Test Data Cables for damage and verify data cables are terminated properly (T568B standard) using a cable tester.
- Each Device port provides refreshed data and power for up to 1500 feet.
- Hub supports up to 20 devices total.

