Steve Overmyer
Senior Design Engineer
Janus Remote Communications

LTE POTSwap Troubleshooting

LED Indicators

The LED indicators on the front panel of the LTE POTSwap can provide information to assist in troubleshooting.

Signal Strength LED's

A stack of 4 LED's on the left side of the front panel.

These provide a similar function as the signal bar indicator on cellular telephones. The LED's will illuminate from bottom to top as follows:

   1 LED – Marginal signal strength

   2 LED's - Okay signal strength

   3 LED's – Good signal strength

   All 4 LED's - Excellent signal strength

NO signal – if a single LED is being illuminated alternately from bottom to top and back in a 'scanning' manner, there is no detectable cellular signal available.

No signal is an indication of a cellular antenna issue or the inability to detect a cellular signal. Operation deep inside buildings and metal structures may require the use of a remotely located (cabled) antenna.

Note that even with no SIM card present the cellular radio can indicate the signal the availability of cellular networks.

The presence of a cellular signal is not an indication by itself of normal cellular operation.

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Operation LED's

A stack four LED's adjacent the signal strength LED's indicate operational status as follows:

POWER LED:

GREEN	System is powered
OFF	System has no power
RED or Blinking	System Fault (contact Janus)

STATUS LED:

GREEN	Phone line 9RJ11) is OFF-HOOK (also during initialization)
Fast blink	Phone line (RJ11) is ON-HOOK

CELL LED:

GREEN	Registered on cellular network
RED	Not Registered*

GPS LED:

GREEN	GPS has location fix
RED	No GPS location fix

* When the CELL LED stays red (not registered) for more than a few minutes after powering the POTSwap, it is usually an indication of a poor antenna connection or a problem with the activation on the cellular network. Check that the SIM card is properly installed and that it has valid activation with a cellular carrier. The plan provided by the carrier must support voice – a data only plan may not allow voice calls to be made.

Troubleshooting Tips

- When troubleshooting problems with a third party auto-dialer, it can be helpful to test the POTSwap with a standard POTS telephone or a linesman's handset connected to the RJ11 PHONE-FXS jack. Make sure not to use a PBX type telephone set as they are usually incompatible with a standard POTS line.

- The dial tone on connected telephone equipment is generated by the POTSwap and is not necessarily an indication of cellular network connectivity.

- The POTSwap is capable of supplying about 10mA at 40V to the external telephone equipment connected to the RJ11 jack.

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