

Just Add Power



2G DEVICE TROUBLESHOOTING

Revised 2014-03-11



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Healthy Start-up

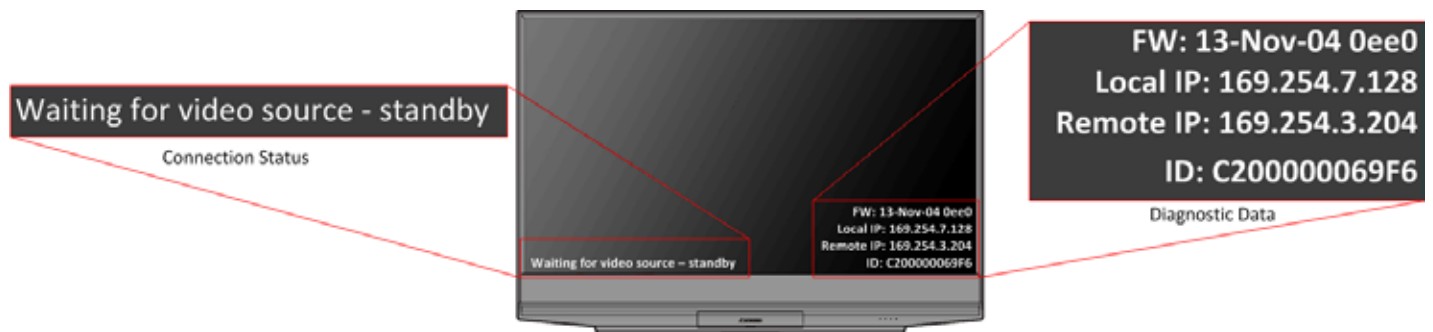
The power-up sequence for every Just Add Power Transmitter or Receiver is the same. On Rack mount Transmitters, only the indicator lights on the side with the connectors will give accurate diagnostic information.



- 1) Apply power to the device.
- 2) The Data light will stay off and the power LED will go through 10-12 "heartbeat blinks" – 2 quick blinks followed by a pause. If a Receiver is connected to a display with an HDMI cable and the display is on, the HD over IP splash screen will show (640 x 480 resolution).



- 3) The power LED will go solid, indicating that the unit has booted up properly. The display will show the Diagnostic Screen with white text in the bottom-right and bottom-left corners. The text will vary.

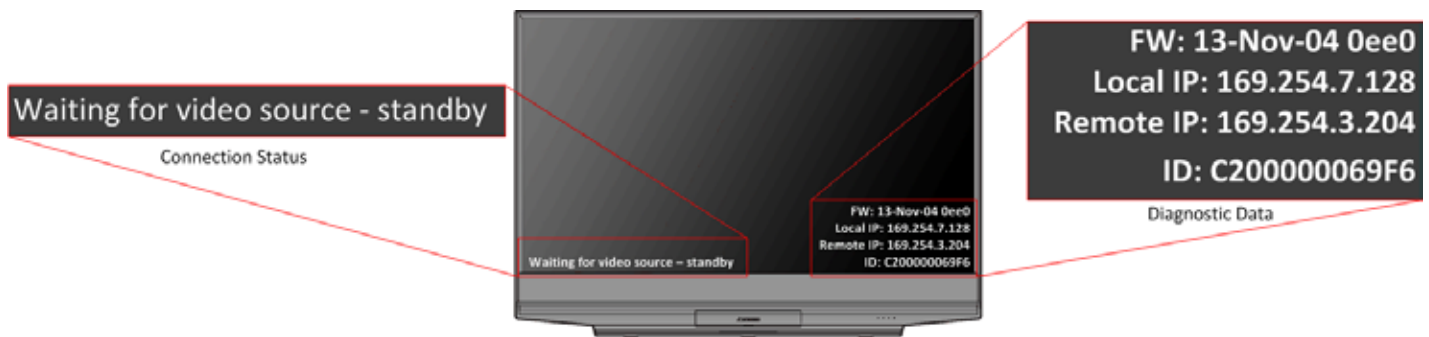


- 4) Data light remains off while no network cable is attached. If a network cable is attached to an active network port, then the Data light will blink steadily.

LED Indicators

Symptom:	Meaning:
On powering, Power light "heartbeat" blinks, then goes solid	Healthy boot process. Services initialized
Power light constantly "heartbeat" blinks	Device is caught in a boot loop. Contact representative for replacement options.
On powering, Power light solid, never "heartbeat" blinks	No boot strap. Contact representative for replacement options.
Power light blinking slowly	Not enough power or wrong power supply. Try a different power supply Power supply: 5 volts 1.5 amps or greater Positive-tip 5.5mm outside, 2.1mm inside barrel
Power light blinking rapidly	Non-5V power supply used. You have killed the unit. <u>DO NOT USE ANY POWER SUPPLY OTHER THAN 5-VOLT!</u>
Power light solid	Device is not attached to a network
Data light off	
Power light solid	Receiver: Can see that it is attached to a network
Data light blinking	Is not connected to a Transmitter (check VLANs) Transmitter: Can see that it is attached to a network Is not connected to a Source (check HDMI cable, source)
Power light solid	Receiver: Receiving video from Transmitter over the network
Data light solid	Transmitter: Receiving video from the Source and transmitting over the network

Diagnostic Screen Indicators



Connection Status:	Meaning:
Trying to find gateway... OR Connecting to Transmitter...	<p>If Remote IP: Unknown No Transmitter detected in same VLAN</p> <p>If Remote IP: IP address 1) Transmitter was detected at one point, but is no longer in same VLAN 2) Firmware mismatch To test: power cycle Receiver and observe results</p>
All services initialized – please standby...	<p>Transmitter detected</p> <p>No source connected to Transmitter</p>
Waiting for video source – please standby... OR Connected – waiting for HDMI source...	<p>Transmitter detected</p> <p>Source connected to Transmitter is not on.</p>
Network link is down	No connection to network
DHCP client leasefail	DHCP has been enabled on device. Device will reboot if no IP address can be obtained. Connect to DHCP source and access web interface to disable.

Firmware

Just Add Power devices cannot communicate properly unless they are on the same firmware version. A mismatch of firmware can cause a variety of problems and is the first thing to check if experiencing a problem. Firmware can be downloaded from www.justaddpower.com.

Check Version

1. Power on the Just Add Power device and connect it to a computer with a network cable.
2. Discover the IP address of the Just Add Power device and change the computer's IP address to be in the same IP range.
3. Type the IP address of the Just Add Power device into a web browser – Google Chrome is best – to access the web interface.
4. The firmware version is the bottom line on the first page that loads. See the picture below.
5. If the firmware is on a version **BEFORE** A3.21c, please update to A3.21c or later.

Not Sure How?

[Discover IP
Address](#)



Supported Versions

Just Add Power is constantly improving functionality and compatibility through firmware updates. Firmware updates are provided when bugs are fixed, compatibility is improved, or new features are added. For this reason, some devices may be running Beta – unfinished – firmware that was used to address an immediate problem. If the device is found to be running a version not listed below, please update to one of the supported firmware versions.

The newest version of firmware will always have the most current bug fixes and features. Versions before [A3.21c](#) are not recommended for new installations, as compatibility issues will most likely occur.

Firmware Version	Release Date
A1.35	July 29, 2011
A3.00C	November 8, 2011
A3.2a	August 12, 2012
A3.21c	February 18, 2013
A3.54c	April 15, 2013
A5.13d	November 15, 2013
A5.21d	February 28, 2014

Reset to Factory Default

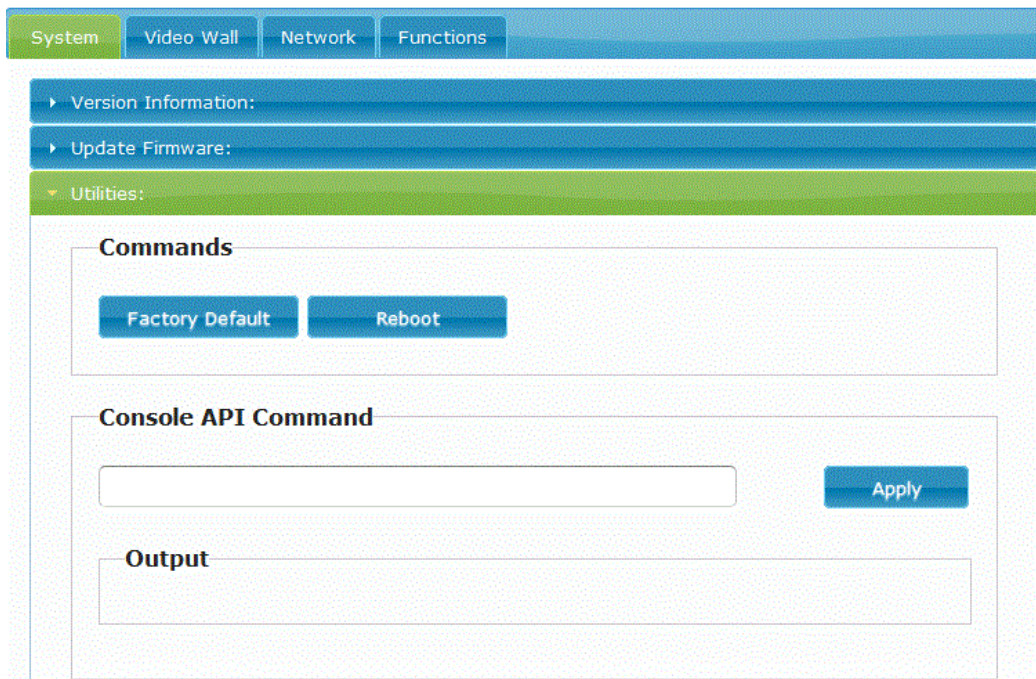
Different settings may be applied to Just Add Power devices to enable or improve functionality in an installation. There are too many of these settings to list individually, so a factory reset is needed to return all values to their defaults.

1. Power on the Just Add Power device and connect it to a computer with a network cable.
2. Discover the IP address of the Just Add Power device and change the computer's IP address to be in the same IP range.
3. Type the IP address of the Just Add Power device into a web browser – Google Chrome is best – to access the web interface.
4. Check the firmware version and then open the Utilities bar.
 - a. If on firmware A3.21c or earlier, copy paste the line of code below into the Console API Command box and click Apply. The device will reboot once the command is sent.

```
reset_to_default.sh;usb_off.sh;reboot
```
 - b. If on firmware A3.54c or later, go to the System tab, Utilities bar and click the Factory Default button.

Not Sure How?

[Discover IP Address](#)



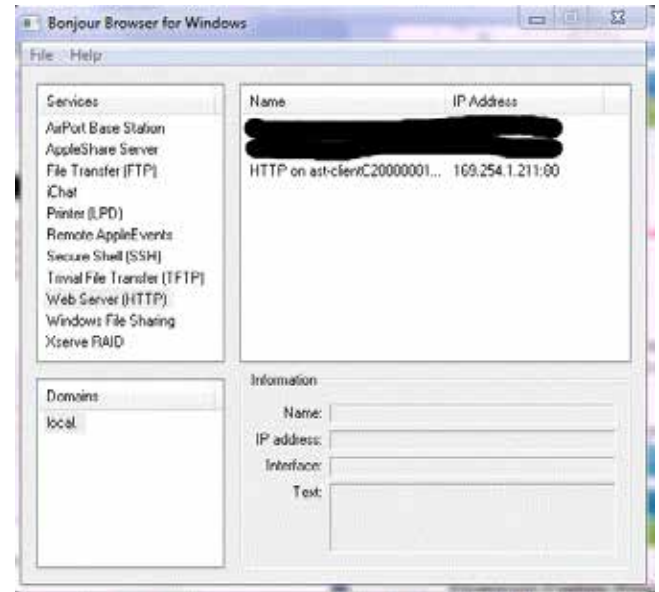
5. After rebooting, the Just Add Power device will have an IP address of 169.254.xxx.xxx to indicate that it is in factory default.

Not Sure How?

Discover IP Address

Just Add Power devices broadcast their IP address to connected devices. Using a program that can detect those broadcasts, the IP address can be discovered.

1. Bonjour Browser is a program that can detect IP address broadcasting. It is included in every 2G firmware download on the Just Add Power website. Go to www.justaddpower.com to download a 2G firmware file.
2. Open Bonjour Browser and select the Web Server (HTTP) option in the Services box. Any attached devices will show up in the window to the right.
3. Just Add Power Transmitters will display as *ast-gateway*, and Just Add Power Receivers will display as *ast-client*.
4. Change the IP address of the computer to be in the same IP range as the Just Add Power device.



Bonjour Browser with 1 attached Receiver at factory default

- a. For Just Add Power devices at factory default, set the computer's IP to 169.254.100.200 with a subnet mask of 255.255.0.0.
- b. For Just Add Power devices not at factory default, set the computer's IP so that it has the first 3 numbers the same and the 4th number different, with a subnet mask of 255.255.255.0.

Example: Just Add Power IP address – 192.168.100.129
 Set computer IP address – 192.168.100.200

5. The computer can now properly communicate with the Just Add Power device.

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