



ETHERNET EXTENSION EXPERTS

Enable-IT 865Q PRO Gigabit Professional Grade PoE Extender Kit Quickstart Guide



INSTALLING THE 865Q PRO ULTRA PoE EXTENDER KIT

The Enable-IT 865Q PRO Ultra PoE Extenders have a distance restriction of 3,000ft (915m) over 2-pair or more of Category rated 5e or better wiring from device extension to device extension. Therefore a site survey of the wiring and installation planning are highly recommended.

The 865Q Ultra PoE Extender is a 56V 150W very high power PoE Extender Solution for the most demanding applications. This Power Detect solution supports any 802.3af/at or 802.3bt standard PoE Device.

Perform an Out Of The Box Test (OOTBT)

We recommend that you perform a quick out of the box test to ensure the working order of your Enable-IT 865Q PRO Ultra PoE Extender units prior to installing. This will also serve to familiarize you with how easy the process should be.

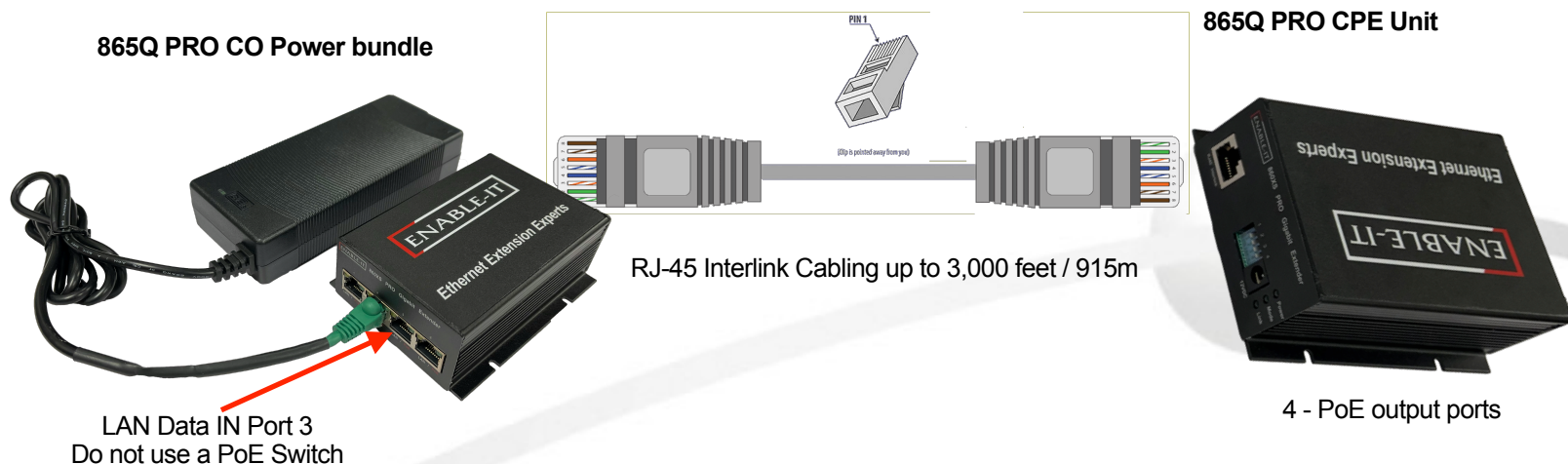
Step 1) Using the provided Ethernet patch cord, connect the Interlink ports on the 865Q units together as shown in the diagram below.

Step 2) Next connect your LAN Data Input into the 865Q PRO CO LAN 3 RJ45 port. The ports are not auto sensing for PoE if you use a PoE Switch and can cause issues, but the 865Q PRO uses it's own much higher powered PoE source.

Step 3) Lastly connect the AC power cord to the 56V 150W DC Injector and to an AC outlet.

The Green Interlink Status LEDs will start flickering slowly and then fast as the units talk to each other. After a second you should see a solid Green Interlink Status LED on each unit to confirm a link is established. This confirms basic proper operation of the units.

For a more detailed test and to confirm your PoE Device Equipment works with the 865Q PRO units, connect your PoE Devices to the Gigabit LAN ports on the 865Q PRO CPE unit.



Performing the On-Site Installation

After removing the Enable-IT 865Q PRO Ultra PoE Extender Kit from the box, and performing the Out Of The Box Testing (OOTBT), all that remains to install the unit on-site is to mount the unit, build the interconnect wiring and attach the PoE device cabling with the provided Ethernet Patch cords.

Mounting the Enable-IT 865Q PRO Ultra PoE Extender Units

The Enable-IT 865Q PRO extended Ultra PoE solution is designed for quick wall mounting or DIN Rail Mounting. Choose a location to mount each of the Enable-IT 865Q PRO's where the maximum distance does not exceed 3,000ft (915m) total between devices to be connected over 2-pair or more of Category rated 5e or better wiring.

When wall-mounting the Enable-IT 865Q PRO unit it is recommended that you use the appropriate screw anchors for your mounting surface. If mounting on existing plywood use wood screws; if mounting onto drywall or sheetrock, use plastic drywall anchors to secure your installation.

Troubleshooting

First examine the backbone wiring pair and make sure you have solid connections. The Interlink Sync LED will be lit solid Green with rapid pulsing on each 865Q PRO unit to show proper connection and pairing. If the Interlink Sync LED Link is flashing slow to fast and never goes solid.... Then follow the steps below:

- 1) Make sure your wiring is straight through and not connected to any Telco punch down blocks; If so remove from the block and use Telco butt clips to bridge wire.
- 2) Check for a firm connection of the RJ-45 connections in each 865Q PRO unit, and power is applied to the 865Q PRO CO units.
- 3) **You can easily isolate any issue by performing an Out Of The Box Test (OOTBT). This test will confirm the correct working order of your Enable-IT 865Q PRO Ultra PoE Extender Kit. This will point to a possible issue with your long distance Interlink wiring being affected by possible outside interference.**

865Q PRO Remote unit (4-Port) DIP Switch Settings

- Default is all DIP switches Down = On for 4-port PoE
- Switch 1:
LAN 1 / LAN 2 PoE On – Down / On Position - Default
 LAN 1 / LAN 2 PoE Off – Up / Off Position
- Switch 2: 4-Pair output
PoE 4-Pair – Down / On Position - Default
 PoE 2-Pair – Up / Off Position (PIN 1,2,3 & 6)
- Switch 3:
LAN 3 PoE On – Down / On Position - Default
 LAN 3 PoE Off – Up / Off Position
- Switch 4: Not Used
LAN 4 PoE On – Down / On Position - Default
 LAN 4 PoE Off – Up / Off Position



TECHNICAL SUPPORT

Enable-IT, Inc.'s Customer Care Team support is available directly to customers and distributors. All support requests are processed through the online support portal. This allows us to provide assigned support ticket numbers in order to bring closure to any technical issues.

Online Technical Services

The Enable-IT Support [Portal](#) is available 24/7 to open a ticket or check the status of one. Please use this support website as your first source for help as it contains an on-line knowledge base of articles, documentation, FAQ's and other problem-solving resources. This web-based support resource provides the quickest solution to the most common technical support issues.

Returning Products for Warranty Repair

Enable-IT warrants to the original purchaser of this described Product ("you" or the "End User") that, for the limited lifetime period commencing on the date the Product was purchased (the "Warranty Period"), the Product will be substantially free from defects in materials and workmanship under normal use and conditions. Lifetime Warranty details here: <https://warranty.enableit.com>

This warranty does not apply to Products, which are resold as used, repaired or reconditioned. **Electrical or water damage is not covered under this warranty, extended warranties or Advanced Replacement Program (AREP).**

In order to obtain an authorized RMA approval, the End User must complete the required information online located at <https://support.enableit.com>. If you have questions or difficulty completing this information you may contact the Customer Care Team at 888-309-0910 between the hours of 7:00 a.m. and 4:00 p.m. Pacific Time(PST).

Returning Products for Refund



ETHERNET EXTENSION EXPERTS

Enable-IT, Inc. offers a generous 45-Day refund on a single Ethernet Extender Kit only, and is subject to a 20% Restocking Fee. Shipments without a valid or authorized RMA number, or sent to our corporate Las Vegas address, can be refused and / or billed for additional shipping.

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