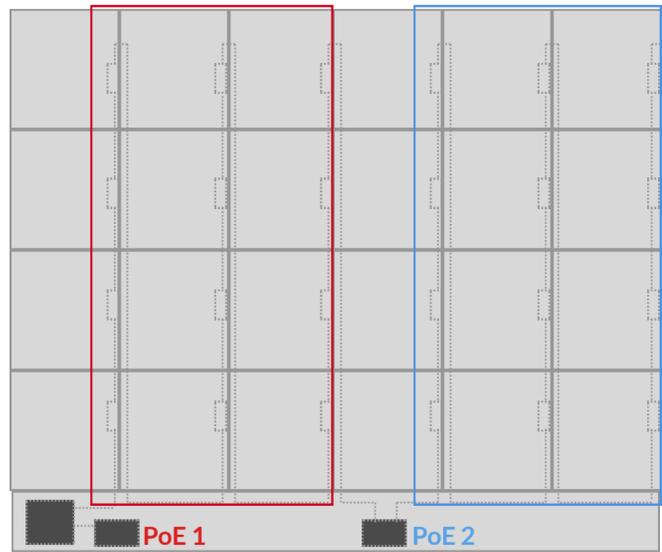


Solution Method "C" - How to Reset the PoE Injector(s)

1 Find PoE Injector Boxes



Controller

Each Locker bank will have a one or more PoE injector boxes located in the kick underneath the lockers. The kick should be easily removable as this is part of the joinery specification. Once the kick panel is removed, each PoE injector will have a power lead going back to a central multi box

For banks with more than 15 lockers, there will generally be more than 1 PoE injector. There are some exceptions where a larger single 3A power supply can power upto 32 lockers so do not worry if you find only 1 PoE injector.

Where multiple PoE injectors are used, they are generally found below every block of 12 locker doors.

The above locker layout is typical - the controller and the first block of 12 lockers are powered via PoE1 injector. When the cable runs from locker 12 to 13 an additional PoE injector (PoE2) is inserted into the chain. Between locker 24 and 25 a third PoE injector would be added to power the next 12 lockers (not shown).

2 Unplug - Replug all the Black power cables from the multiboxes



Locate the black power cables connected to the multibox in the locker kick.

The black power cables are used for the PoE injectors.

Unplug each black power cable from the multibox, wait 10 seconds, and then plug each back in again.

Any PoE injector visible has a small green LED on the top. The green LED should be on when the power is connected.

3 Watch lights on Lockers



When the PoE injectors are reset, each locker will transition from Blue blinking to either Green or Red (depending on whether the locker is reserved or free).

If the lockers continue to blink blue for longer than 2 minutes then a Controller reset is also required (see Method F)

4 Test System Now Working



Swipe a card that is known to work or otherwise attempt to open a locker via the Smartlock App or kiosk PIN code. Watch for the door to open.

If Locker still does not respond then try one of the alternative solutions below

Solution	Method
Restart Kiosk App	"K"
Reset Kiosk iPad	"M"
Reset Smartlock Controller	"F"