One or More Amber LED(s) are Not On

Both amber LEDs on the Vertex VoIP bridge ports must remain steady on for proper operation. The probable cause is incompatibility of the Vertex with Energy Efficient Ethernet (**EEE**), 802.3az network devices connected to both sides of the VoIP bridge ports. Options to correct this issue are listed below.

Possible Option 1:

Many higher end routers and managed switches allow the flexibility to configure individual ports to static settings. If possible, set the physical port of the router or managed switch connected to the Vertex VoIP bridge port to the following:

- 10BaseT, Full Duplex, or
- 100BaseT, Half Duplex

In some circumstances, the router or managed switch will need to be rebooted for the changes to take effect.

Option 2:

Connect a non-EEE network switch to either side of the VoIP bridge port. The following TP Link switches listed below are compatible.

Known TP Link Compatible Switches

- [TL-SF1005D](#) (5 port, 10/100)
- [TL-SG1005D](#) (5 port, 10/100/1000)
- [TL-SG105](#) (5 port, 10/100/1000)
- [TL-SG108](#) (8 port, 10/100/1000)
- [TL-SG108P](#) (8 port, Power-over-Ethernet on 4 ports)
- [TL-SG1005P](#) (5 port, Power-over-Ethernet on 4 ports)

Possible Option 3:

This may be a suitable option, but only when the phones are using their own power supplies (I.e. not using "Power-over-Ethernet") and are not EEE capable.

Chain the phones off each other. Specifically, connect the first phone to the Vertex VoIP Bridge Port marked "To Phones". Connect the second phone to the "PC" Ethernet port of the first phone. Chain any other phones in this manner.