CONFIGURATION

Configuring Your Cisco Enterprise POE Switch for 2 Event PoE Classification

Yeah, I know that's a mouthful. Here's the simple translation. Cisco enterprise switches including the 9400 and 9300 models, which is a lot of them, come with a default setting that makes them less compatible PoE+ devices like the GAT-USBC-PD.   You'll know the setting isn't right because our device won't power on correctly, and your device won't charge. How frustrating!

It's a simple enough fix. You simply need to configure the ports that will power the GAT-USBC-PD to have 2 event classification. You can find the Cisco documentation on how to do that here: CONFIGURE MY SWITCH

Or here are the steps you take after you've logged into the terminal.

Switch> enable
Switch# configure terminal
Switch(config)# interface gigabitethernet2/0/1

Switch(config-if)# power inline port 2-event
Switch(config-if)# end
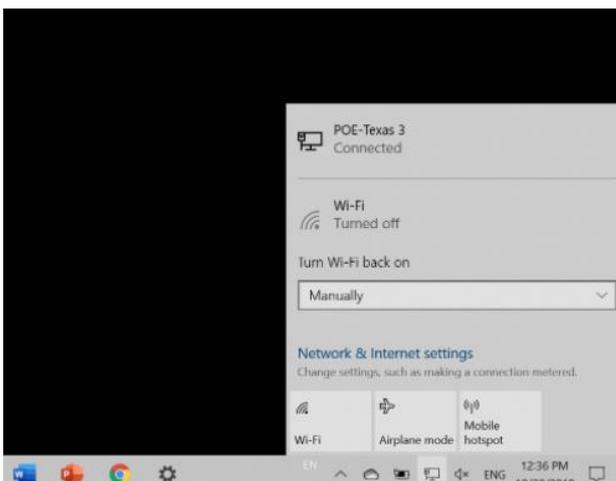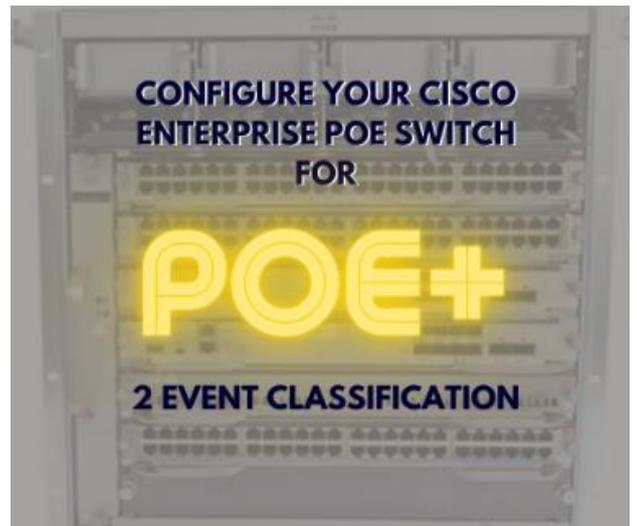
Microsoft Surface Go

There's no configuration necessary for your Microsoft Surface products. You can simply use the connection as an Ethernet connection on the device.

iPad Pro Gen 3

Configuring Your iPad for Wired Data

There are a couple easy steps for configuring your iPad to get the best results when working with wired data.

First, we're going to enable USB devices to allow charging even when the iPad is "off" or the screen is locked.

If you you don't have the most up to date iOS software, take this time to update to iOS 12.2 or later. Otherwise, it will prevent any connected device from charging or communicating with it after the screen has been locked for an hour. Here's how to fix that:

- Navigate to the Settings tab
- Select Face ID & Passcode
- Ensure the USB Accessories button is toggled to "On" meaning you see the green
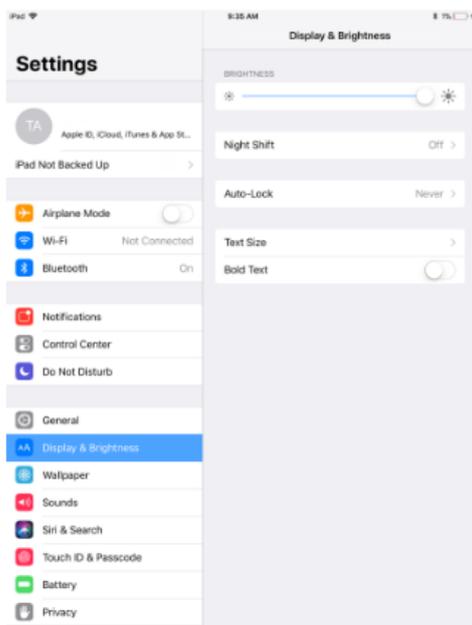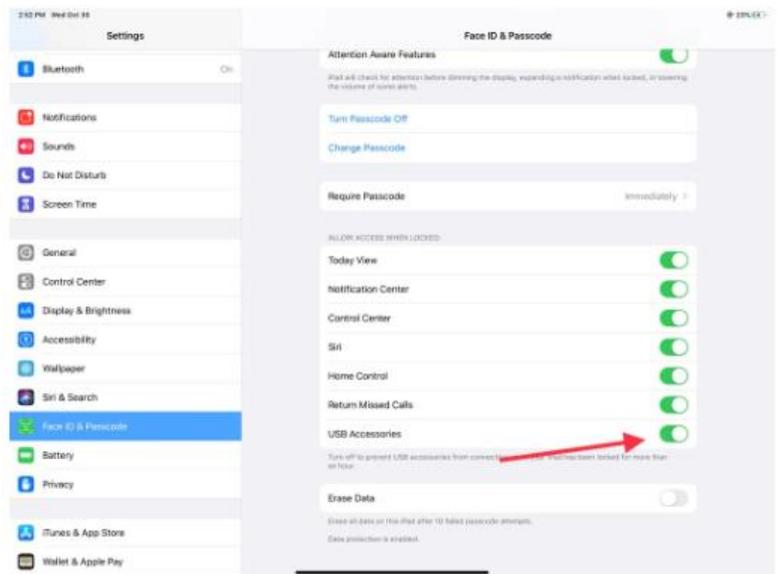
You can still set up your iPad to not automatically lock on a timer. When the screen locks if you would like the screen always on.

- Go to the Settings icon on your iPad
- Select Display & Brightness
- Select Auto Lock
- Set the limit to Never

The splitter will auto-configure the IP settings to default as soon as you connect it up including
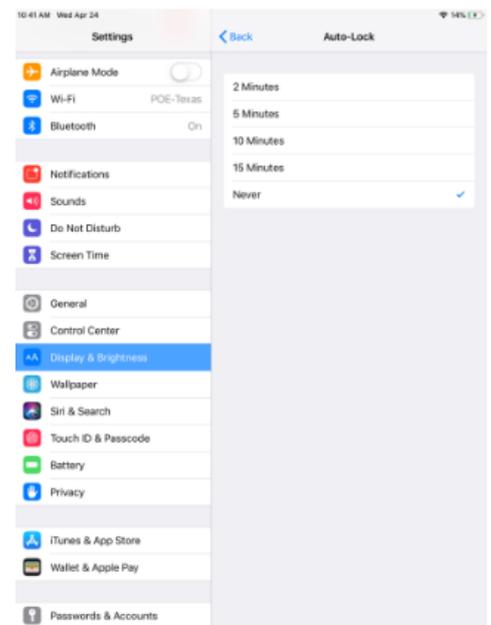
1. Navigate to General Settings, then you'll see a symbol for the LAN <…>
2. Select this and you'll see the option for PoE Texas LAN, select it

You'll see your IPV4 IP address information. If it shows "Automatic", that means your getting a dynamically assigned IP address.

If you'd like to reconfigure the IP address, DNS, and HTTP Proxy settings, you can do that by selecting these options.

The most used option will be fixing your IP address by selecting the "Automatic" button.

For the other networks settings, we'd recommend talking to a service provider or give us a call: 512-479-0317 or service@poetexas.com.
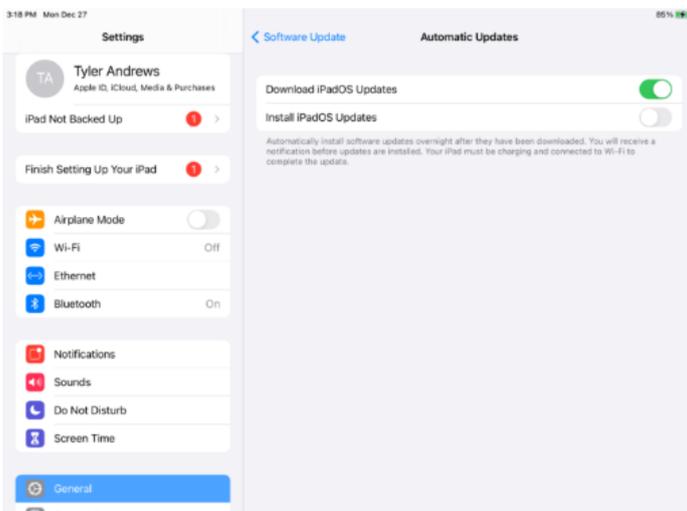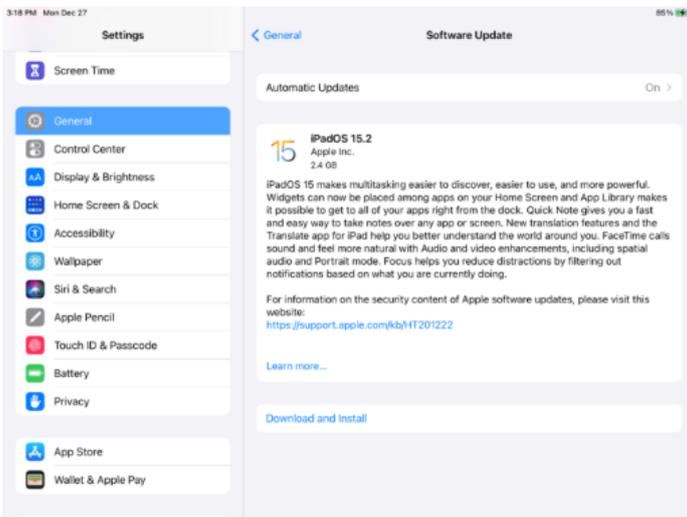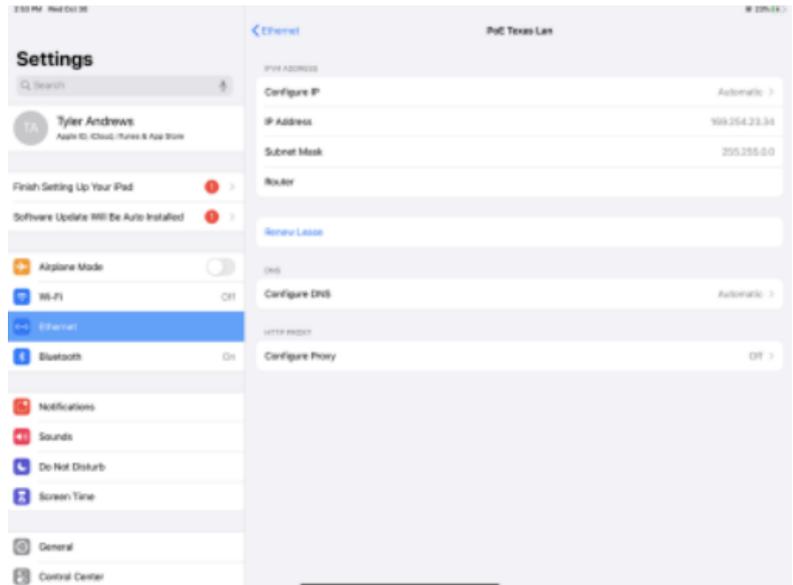
Best Practices for iOS Updates

Despite Apple's excellent reputation for ensuring backward compatibility with their iPads and iPhones, practical experience with a recent iOS update has revealed that even they can miss things which can temporarily lead to disruption of service for your device. If your device must be reliable 24/7, we recommend these following best practices:

- Go to Settings -> General -> Software Updates -> Automatic Updates
- Deselect "Install iPadOS Updates"
- Before choosing to install the next update, please check into our iOS Compatibility Table to check whether we have finished testing the performance of an new iPadOS version *iOS Compatibility Table*
- Finally, to get emailed live updates on iOS compatibility, subscribe to our mailing list for iOS compatibility

Android (Samsung Tab and Google Pixel)

If you're using a Samsung Tab A model year prior to 2019, you may experience some difficulties establishing the wired data connection. Please contact service@poetexas.com if you're experiencing compatibility issues with your Samsung device.

Otherwise, simply confirm the data by looking for the Ethernet symbol on the upper right. No configuration necessary.