

FireNEX™-5000H+ Troubleshooting Checklist

1. Verify that the fiber cable is multimode OM3 or OM4 (typically identified by an aqua jacket).
2. Make sure the Local Unit is connected to a working USB 3.0, USB 3.2, or USB4 port on the computer.
3. Check that the USB cable connected to the Local Unit is working.
4. If the LED remains off, disconnect all cables and reconnect them in the exact sequence specified in the [user manual](#).
5. Check device compatibility

Note: The FireNEX-5000H+ supports USB 2.0 devices, such as keyboards, mice, and audio interfaces on **Windows only**. On Linux and macOS, only USB 3.0 devices are supported. Make sure your test device is compatible with your operating system.

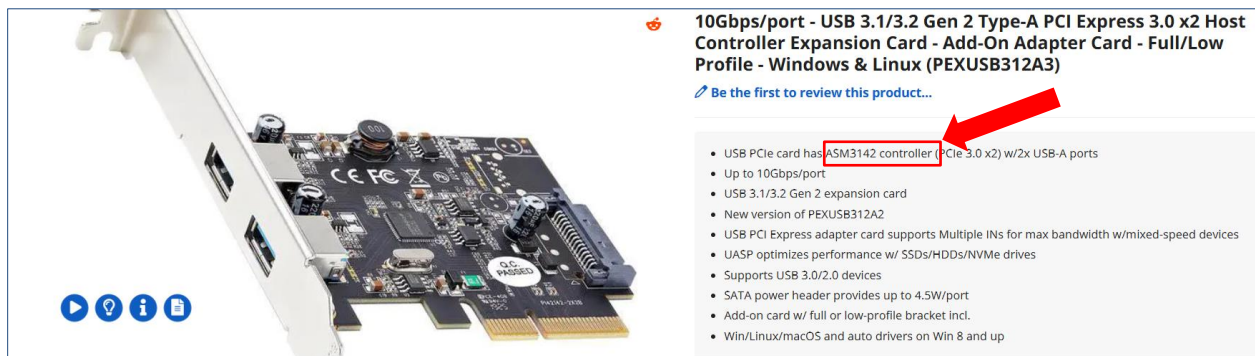
6. Install and verify the driver

- a) Download and manually install the driver from the [FIRENEX-5000H+ product page](#).
- b) Restart the computer after installation.
- c) On Windows, run **USBTreeView** to check that the FIRENEX-5000H+ is detected and its driver is installed.
See [How to Use USBTreeView](#).

7. Try alternative USB connections

If the driver is installed but the FIRENEX-5000H+ still does not appear in USBTreeView, try the following options one at a time:

- a) Connect the Local Unit to a USB-C port that supports USB 3.2 or later, using either a USB 3.0 USB-C-to-USB-A adapter with the existing cable or a USB 3.0 USB-C-to-USB-B cable.
- b) Try each available USB 3.x port on the computer.
- c) Try a known-working PCIe USB 3.2 host card with an ASMedia ASM3142 chipset.



- d) Connect a USB 3.0 hub between the computer's USB port and the Local Unit.

If the issue persists, contact Newnex [technical support](#).