

Savvius Insight RMA Procedure

The Savvius Insight unit has a one (1) year hardware warranty. If you think your unit may be defective, please to the following:

- 1.** Plug in the power supply and press the power button in back. Does the power button light up?
- 2.** Plug an Ethernet cable from a working switch into each port on the Insight unit. Do you see link/activity LEDs?
- 3.** If the unit shows LED lights, then hold in the reset button on the back for three seconds. This will reset the unit to factory defaults. You can then use the default IP address in the unit to reconfigure your network settings.
- 4.** If the unit does not display any lights at all or does not respond to the procedures above please submit an RMA ticket at this location:

<https://insight.savvius.com/warranty.php>

Our Operations group will respond as quickly as possible to arrange a replacement.