

Notification Date: May 22, 2025

Effective Date: May 22, 2025

PRODUCT CHANGE NOTIFICATION

SmartFlex PoE PSE Power Supply Adjustment

Product Identification

Affected Products:

- All SmartFlex products with PoE PSE (BB-SR3xxx8xx).

Change Description

Detailed Description of the Change:

- The supported power supply range for the affected products, SmartFlex routers equipped with PoE PSE, has been changed from 10-60 VDC to 24-60 VDC to ensure correct operation of the PoE PSE controller.
- SmartFlex PoE PSE product sets that included a power supply (BB-SR3xxx8x5) have been terminated and can no longer be ordered.

Anticipated Impact

Detailed Description of the Impact:

- If you have deployed this type of router and are using the PoE PSE feature, ensure that your power supply provides a voltage range of 24-60 VDC, even if the product label indicates 10-60 VDC.
- Supplying a voltage lower than 24VDC may cause boot issues, or the router may fail to boot at all.
- This issue may manifest differently depending on the firmware version. A router that functions correctly with one firmware version may not function correctly with another.
- **Note:** Please be aware that for the PoE PSE feature to operate correctly, the input supply voltage must still be within the 44-57 VDC range and provide sufficient power. For detailed specifications, please refer to the router's *Hardware Manual*.