



LinkXpert Manual English

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Softing IT Networks

Version 2.05.01

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1 Disclaimer

The information contained in these instructions corresponds to the technical status at the time of publication of this document and is passed on to the best of our knowledge. The information in these instructions is in no way the basis for warranty claims or contractual agreements concerning the products described and, in particular, cannot be regarded as a guarantee of quality and durability. We reserve the right to make changes or improvements to this manual without prior notice. The actual design of the products may deviate from the information contained in the manual if technical changes and product improvements make this necessary.

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2 Copyright

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3 Safety Instructions, Operation, and Cleaning

Safety Instructions



To prevent fire, electric shock, injury, or damage to the device:

1. Use the device only within the device specifications; see [Specifications](#) ¹¹
2. Use only compatible chargers approved by Softing.
3. Never connect the device to live wiring with a voltage greater than 60 VAC or 60 VDC, or to devices with voltages greater than 60 VAC or 60 VDC.
4. Do not open the housing. You cannot repair or replace any parts inside the housing.
5. **Opening the housing voids the warranty!**
6. This device is not intended for use in residential areas and cannot guarantee adequate protection of radio reception in such environments.
7. If you replace parts that are not specified as replacement parts, the product's warranty will be void and the product can no longer be used safely!
8. Contact only service centers authorized by Softing. See [Service and Support](#) ⁵⁹



1. Red light source (M3, SQ)
Never look directly into the red light source with the naked eye, as this can cause permanent, irreversible eye damage.
2. SFP Modules and Fiber-Optic Cables (M3, SQ)
Never look directly at SFP modules or exposed fiber-optic cables with the naked eye, as you must always assume that light in the invisible wavelength range may be emitted. This light can cause permanent, irreversible eye damage and, in the worst case, lead to permanent loss of vision.



The crossed-out trash can symbol means that you are legally required to dispose of these devices separately from unsorted household waste. Disposal in the general waste bin or the yellow recycling bin is prohibited. If the products contain batteries or rechargeable batteries that are not permanently installed, these must be removed before disposal and disposed of separately as batteries.

Operation

Use the device only under the conditions specified in the specifications. – See [specifications](#) ¹¹

Allow the device sufficient time to acclimate to the ambient temperature before turning it on to prevent damage to the electronics.

Example: The device is left in the trunk of your vehicle overnight during the winter and is brought into a warm office in the morning.

Condensation can cause liquid to collect on the device's electronics. This can lead to damage to the electronics.

Cleaning

1. Device cleaning:

Turn off the device before cleaning and disconnect it from the power supply if necessary.

Use only dry, lint-free, and antistatic cloths to clean the device and the screen.

When cleaning the screen, avoid scratching it with cleaning cloths that are too rough or dirty.

2. Red light source, SFP modules, and fiber optic test cables (M3, SQ):
Use only dry cleaning agents approved by Softing for cleaning fiber optic connectors and ferrules

4 Introduction

This manual describes the features of the LinkXpert Series testers.

Please note that the availability of a feature depends on the specific model.

Functions or topics that apply only to the LinkXpert TP are marked with "TP."

Features or topics that apply only to the LinkXpert M3 and SQ are marked with "M3/SQ."

Features or topics that apply only to the LinkXpert SQ are marked with "SQ."

4.1 About LinkXpert

LinkXpert devices are used for commissioning and troubleshooting Ethernet networks and devices.

The LinkXpert TP (TP) is specifically designed for networks based on copper cabling.

The LinkXpert M3 (M3) supports copper, fiber-optic, and Wi-Fi networks.

The LinkXpert SQ (SQ) includes all the features of the LinkXpert M3 and also performs an Ethernet speed test on all media.

The following test functions are available:

Function	Copper	Fiber Optic	Wi-Fi
Ethernet Speed Tests	SQ 10 Gbit/s	SQ 10 Gbit/s	SQ 802.11ac
Physical Tests			
Cabling Test	TP M3 SQ	n/a	n/a
Length Test	TP M3 SQ	SQ	n/a
Tone generator (compatible with, e.g., CP15)	TP M3 SQ	n/a	n/a
Red light source (625 nm)		M3 SQ	
Video microscopy according to IEC 61300-3-35 (requires separate video microscope)		M3 SQ	
Network Tests			
Network Detection and Connection (Link) See also: Test Interface Selection (M3/SQ)	TP 1 Gbit/s, M3 10 Gbit/s (detection only) SQ 10 Gbit/s	M3 1 Gbit/s SQ 10 Gbit/s	M3 SQ 802.11ac
DHCP	TP M3 SQ	M3 SQ	M3 SQ
PoE++ up to 90W	TP M3 SQ	n/a	n/a
LLDP	TP M3 SQ	M3 SQ	M3 SQ
CDP	TP M3 SQ	M3 SQ	M3 SQ
List of Network Participants	TP M3 SQ	M3 SQ	M3 SQ

Scanner for duplicate IP addresses	TP M3 SQ	M3 SQ	M3 SQ
Access Point Scanner			M3 SQ
Configurable MAC Address	M3 SQ	M3 SQ	M3 SQ

See also [Home Screen](#) 14

4.2 Connections and Controls

SQ

Elemen

Function

t	
1	On/Off switch for flashlight (7) LED indicates the connection status of the Ethernet interface(s) Pressing the button briefly turns the device on or wakes it from standby mode Pressing and holding the button for < 5 sec turns the device off Pressing and holding for more than 10 seconds restarts the device
2	USB 2.0 port
3	DC power supply
4	Touchscreen
5	Power Switch When the device is in standby mode, pressing this button turns the screen back on LED indicates operating status Green: On Flashing green: Battery is charging Red: Battery almost empty
6	Slot for SFP module, M3 SQ only
7	White LED (flashlight)
8	Class I red laser (625 nm) with 2.5 mm ferrule, M3 SQ only
9	RJ45 connector for cable and network testing

4.3 Selecting the Test Interface (M3 and SQ)

- LinkXpert M3 and SQ can be connected to copper, fiber-optic, and Wi-Fi networks.
- To connect the device to fiber-optic networks, you will need optional SFP modules.
See also [Specifications](#) 11
 - To connect the device to Wi-Fi networks, you'll need the included USB Wi-Fi adapter

**Please note**

1. If an SFP module is inserted, the SFP port takes precedence over the copper port; that is, the device will not connect to copper networks via Ethernet.
To test copper networks, the SFP module must be removed.
2. The device can remain continuously connected to Wi-Fi networks without any issues.
Copper and fiber-optic networks can also be tested while a Wi-Fi connection is active.
3. The Wi-Fi interface is always active when the Wi-Fi module is inserted.
To deactivate the Wi-Fi interface, the USB Wi-Fi module must be removed.

4.4 Specifications

Parameter	Specifications
Screen	5 1/4" TFT screen, touch-sensitive
Dimensions	160x93x33 mm
Weight	400 g (including internal battery)
Rechargeable batteries	7.2V Li-Ion 3.12 Ah, internal, non-removable
Power supply (device)	12V DC, 2.5A, round plug, positive terminal on the inside
External power supply	AC 100–240 V / DC 12 V, 3 A, EURO, UK, and US plugs
Overvoltage protection	60 VDC, 55 VAC
Operating temperature	-10 to 50°C
Storage temperature	-20 to 60°C
Humidity	10% to 80%, non-condensing
Copper cabling	Twisted pair, RJ45 connector Coax F (with optional adapter) Connection cables for other connector types such as M12D, M12X, and IX are available as optional accessories
Ethernet network connection	10 Mbit/s, 100 Mbit/s, 1000 Mbit/s 10 Gbit/s (detection only for copper cables) (M3) 10 Gbit/s for copper and fiber-optic cables (SQ)
Ethernet Speed Test (SQ)	Copper: 10 Gbit/s Fiber: 100 Gbit/s Wi-Fi: 802.11ac
PoE	IEEE 802.3af, IEEE 802.3at up to Class 8, 90W
Tone generator	Built-in, configurable for TP and coaxial cabling
Flashlight	White LED, built-in
Fiber-optic cabling (M3 SQ)	via SFP module, multimode and single-mode, LC connectors
Fiber-optic microscope (M3 SQ)	IEC 61300-3-35

Red-light laser (M3 SQ)	625 nm, Class 2, <1 mW
SFP slot ((M3 SQ)	Multimode and single-mode SFP modules up to 1 Gbit/s
Wi-Fi (M3 SQ)	IEEE 802.11ac (with external USB dongle)
Operating Times	8-hour cabling test (Display on continuously at 50% brightness, with a cabling test every 30 seconds) 8 hours of network testing (Display on continuously at 50% brightness, one copper network test with PoE every 30 seconds) 8 hours of standby (device powered on, display off, no Wi-Fi connection)

4.5 Charging the Battery

The LED (5) (see [Device Connections](#)¹⁰) indicates the device’s current charging status.

LED Color

- Off
- Green
- Green, flashing
- Red, flashing
- Red, 2 flashes

Charging Status

- Device off, battery is not charging (even when the charger is connected)
- Device on, battery is not charging
- Battery is charging
- Device on, battery capacity <15%, battery not charging
- Battery cannot be charged, battery defective



Please note:

1. Use only compatible chargers approved by Softing.
2. The device must be turned on for the charging process to begin.
After the device is turned off, the battery continues to charge until it is fully charged.
3. After turning on the device, the battery’s charge level will not be displayed correctly until a few seconds have passed.
4. See also: [Battery Replacement](#)¹³



Deeply Discharged Batteries:

Deeply discharged batteries are initially charged at a reduced power level to protect the battery; therefore, charging a deeply discharged battery may take longer. In this case, the charging time depends on the condition of the battery and the degree of deep discharge.

**Note on battery behavior during prolonged periods of non-use**

The LinkXpert device is equipped with a lithium-ion (Li-Ion) battery. As with all Li-ion batteries, it is normal for the battery to self-discharge over a period of several months—even when the device is turned off. This is a technological characteristic and does not indicate a defect.

To prevent the battery from becoming deeply discharged and to avoid potential reductions in battery life, we recommend the following:

Fully charge the device at least twice a year if it is not used for an extended period of time.

This regular maintenance helps maintain the battery's performance and ensures that the LinkXpert device remains in optimal working condition.

4.6 Replacing the Battery



The internal battery cannot be replaced on-site.

Please send the device to an authorized Softing [Service Center](#) ⁵⁹ to have the battery replaced ⁵⁹.

4.7 Environmentally Sound Disposal and Recycling



Please do not dispose of this device or the lithium-ion battery it contains in household trash. Electronic devices and batteries contain valuable raw materials that can be recycled and are subject to special disposal guidelines to protect the environment and human health.

Please note the following:

- At the end of its useful life, take the device and the battery to a certified collection point for waste electronic equipment or return it to your authorized dealer.
- Make sure that batteries are not damaged or disassembled, as this can pose a fire or explosion hazard.
- Follow the applicable national and local regulations regarding the disposal of end-of-life electronic devices and batteries.

By disposing of the device properly, you are making an important contribution to environmental protection and the conservation of resources.

5 Operation

See also [Connections and Controls](#)^[10] and [Selecting the Test Interface \(M3\)](#)^[10]
The LinkXpert series user interface is operated exclusively via the touchscreen

The Home screen is the central element of the user interface.

5.1 User Interface Concept

LinkXpert supports two basic approaches to testing Ethernet networks and cabling:

1. [Autotest](#)^[29]
2. Individual tests under " [Individual Tests](#)^[30]"

Autotests are particularly useful when the same test sequence needs to be repeated frequently, such as during acceptance testing of a new network.

Individual tests are particularly useful when trying to identify faults in a network or when only a specific parameter at a port needs to be checked, e.g., whether PoE Class 8 is supported on port xy or whether the end face of a fiber optic connector is clean. (M3 SQ).

By default, the device starts in single-test mode. In the [system settings](#)^[52], you can select whether the device should start in auto-test or single-test mode for copper, fiber, or Wi-Fi.

5.2 Home Screen

The home screen depends on whether the user has selected Auto Test or Single Test mode. See also [User Interface](#)^[14].

Single-Test Mode



Copper Tools Tools: Fiber Tools Wi-Fi
Optic

The home screen in Single Test Mode displays all available single tests and links to the device's most important settings.

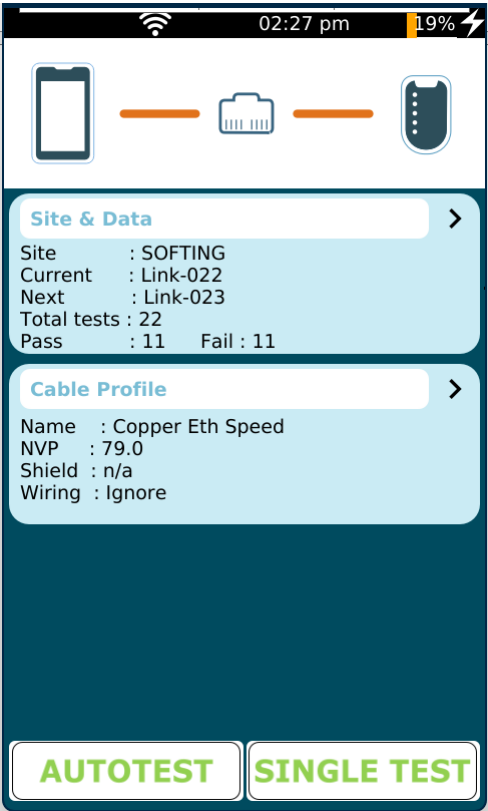
The top 4 menu items, from left to right, lead to:

- 1) Select the medium to be tested (**M3, SQ**)
- 2) Auto-Test Menu
- 3) File Manager
- 4) System Settings

The rest of the screen displays the device's individual test functions. Depending on the default settings, the individual tests for copper, fiber, or Wi-Fi are displayed.

The default medium setting can be changed in the system settings under "FIRST PAGE Settings."

Autotest Mode



1	2
Function Keys	

The Home screen in Auto-Test Mode displays all information regarding the device’s most important settings

- Clicking on the black bar takes you directly to the device’s system settings.
- The Link LED (see [Device Connections](#)) indicates the Ethernet connection status for copper and fiber-optic connections (M3, SQ).
- The status bar displays the general Ethernet connection status and the Wi-Fi connection status (M3, SQ).

- **SITE** Displays the currently selected directory for saving data and the names of the current and next tests.

Clicking “Site” displays the list of tests in the current directory and allows you to create a new “Site” and switch between “Sites.”

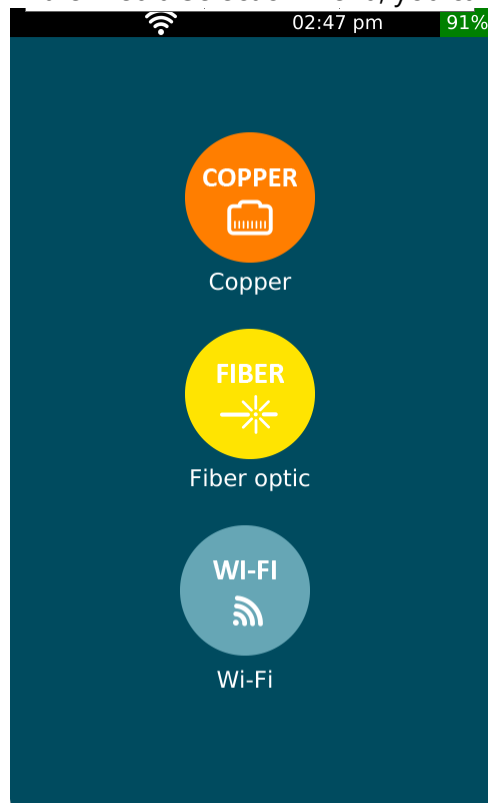
- **PROFILE** Displays the currently selected test profile and the profile’s most important settings.
- Clicking PROFILE opens the "Profile" menu to switch between profiles or create new ones.

Function keys:

1. Runs an automatic test based on the selected profile.
2. Opens the "Single Test" menu, where each of the available tests can be run separately.

5.3 Media Selection (M3/SQ)

In the Media Selection menu, you can choose between the different media types for individual tests.



5.4 SITE

SITE are directories in which tests are stored.

For example, you can create a project, a customer or a single building as a **SITE** .

It is possible to save 1000 tests per site.

See also [Naming and Counting Scheme](#)  23.



The table contains all tests included in this **SITE** .
Note: If a new **SITE** is created, only an empty table is shown as the table must first be filled with measurements!

- Function keys:
- 1. Back to main screen
 - 2. Call up list of existing **SITE** and manage **SITE**
 - 3. Create reports, see also [Reports](#)²³

1	2	3
Function keys		

5.4.1 SITE manage



The table contains all "Sites" stored on the device.
Note: At delivery state the device contains a "Site" default---.tst

- Function keys:
- 1. Return to main screen
 - 2. Create new "Site"
 - 3. Edit selected site
 - 4. Delete selected site
 - 5. Use selected "Site"

1	2	3	4	5
Function keys				



- 1. Once deleted, "Sites" cannot be restored. All tests stored in them are irrevocably deleted!
- 2. Note that when renaming files, the file extension must NOT be changed, otherwise the changed file will NOT be listed any more, as the file filters will hide this file.
- 3. Just used "sites" cannot be deleted

5.4.2 SITE create a new one



1	2	3	4	5
Function keys				

From the start screen, call up [Sites](#)¹⁷ and go to [Manage Sites](#)¹⁹

Click on function key (2) to create a new "Site".



Select a profile to use.
See also [Profiles](#) ²⁷

Note: You can use multiple profiles in one "site".
Click on function key (2) to continue.

1	2
Function keys	



Select the naming and counting scheme to be used for storing tests.

See also [Profiles](#)²⁷

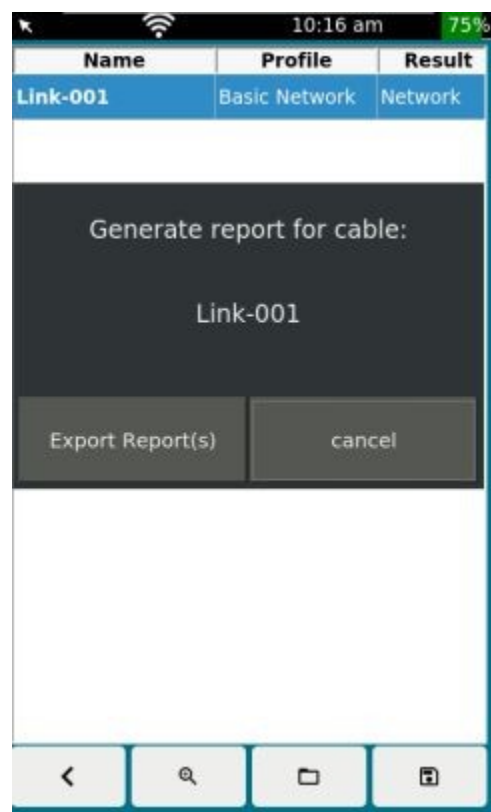
Note: the naming and counting scheme cannot be changed later.

Click on function key (2) to continue.

For the further procedure please go to [Naming and counting scheme](#)²³

Back	Next
1	2
Function keys	

5.5 Reports



1	2	3
Function keys		

Reports in PDF, XML or CSV format can be created directly on the device.
The reports are created via the menu SITE. see also SITE.
Go to the menu SITE and select a site.



Then click to create a report
LinkXpert summarizes all tests in the SITE in this report.

The tests are stored in the internal memory. Go to [Copy files to USB to](#)

- Function keys:
1. Return to home screen
 2. Open the list of SITE.
 3. Goto Report Menu

5.6 Naming and Numbering Scheme

See also [Rebuild Sites](#)



New Site

✓

Simple Cable Label

Free Form

None

Back	Next
1	2
Function keys	

LinkXpert has several methods to save tests.

- **Simple Cable Label**
All autotests are stored with the prefix "Link-" and an ascending number.
E.g:
Link-001
Link-002
Link-003
- **Free Form**
All autotests are stored with a freely selectable prefix of the test name and an ascending number.
E.g:
Office-001
office-002
Office-003
- **<%None%>"**
Before each test, the user can freely assign a name for an auto test. The test is then saved with this name and an ascending number.
The ascending number is used here to safely distinguish test data.
e.g:
"Office A-001"
"Room 3-002"
"Corridor B-003"
"Office A-004"

- Function keys:
1. Back one menu level higher
 2. Further configure selected counting form

5.6.1 Simple Cable Label

In this setting, a name of a test consists of 3 components:
Link - <Fixed counter with 3 digits>.
All tests are saved according to the following pattern.
Link-001
Link-002
Link-003
Link-004

etc.

5.6.2 Free Form

Sites

09:58 am

79%

New Site

Review

Site Name:

ACME2

Profile:

Copper Cable

Labels:

Simple Label

Back

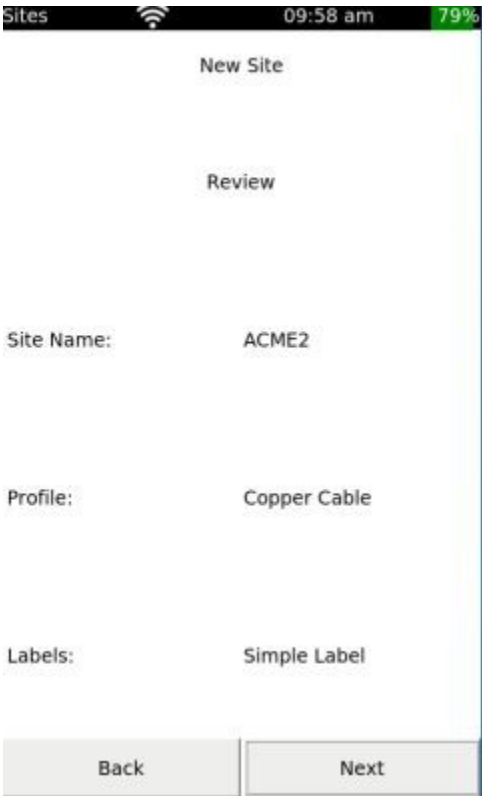
Next

1	2
Funktionstasten	

In this counting scheme, a fixed component of the name can be selected, followed by a "-" and a 3-digit consecutive counter.

Enter the fixed part of the name in the first field.
In the 2nd field, enter the first variable component.

Example:
Dose-001
Dose-002
Dose-003
Dose-004



im folgenden Bildschirm werden die gewählten Einstellungen nochmals gezeigt.

Funktionstasten:

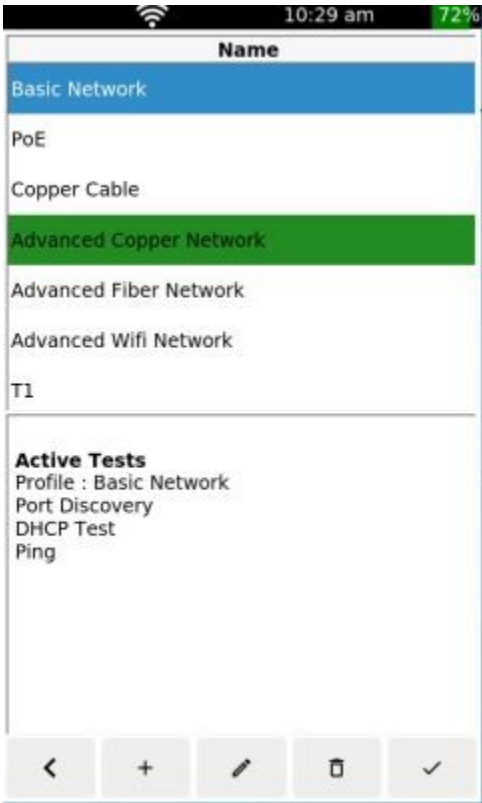
- 1. Zurück eine Menu-Stufe höher
- 2. Ausgewählte Einstellungen verwenden

1	2
Funktionstasten	

5.6.3 None

In this mode, no counting scheme is specified. The tester requests a name for the current test series before each jump to the Autotest menu.

5.7 Profile



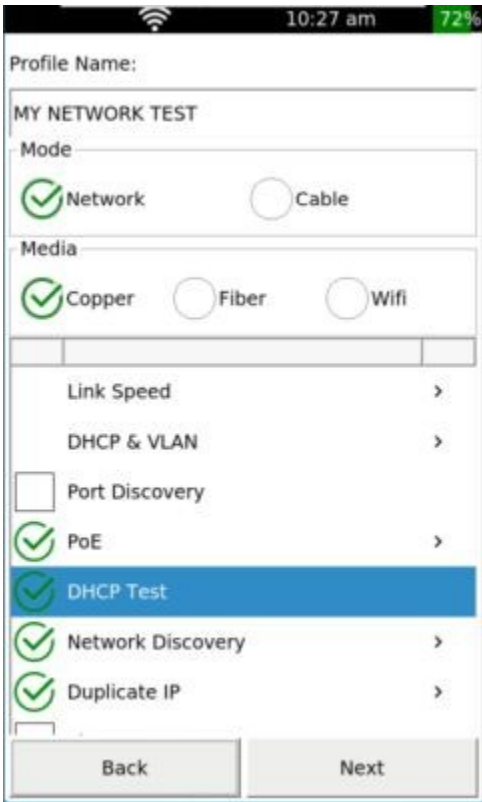
1	2	3	4	5
Function keys				

The upper area of the screen shows the available profiles. The device is equipped with some default profiles ex works. The lower area of the screen shows the most important settings and parameters of the selected profile

- Function keys:
1. return to the Home screen.
 2. create another profile.
 3. edit a profile.
 4. delete a profile
 5. activate a selected profile

Remark:
You can only edit or delete profiles as long as no autotest has been performed with this profile.
As soon as an autotest has been performed, the associated profile is locked.

5.7.1 Create a new profile



- Enter the desired name of the new profile at "Profile Name", e.g. "MY NETWORK TEST".
- At "Mode" , select whether you want to create a profile for a network test or a cabling test.
- Select the desired interface at "Media".

Note: For LinkXpert TP only the copper interface is available.

In the lower part of the screen you can select and deselect certain tests.
Please note, the selection option depends on the mode and media.

- With  you can make further settings of the respective test parameter.
- See also [Individual tests](#) 

- Function keys:
1. Back to main screen
 2. Next

1	2
Function keys	

5.8 Car Test - Passive Wiring

Cable Test

10:41 am69%

Link-001

1.4 m

Wiremap

1

2

3

6

4

5

7

8

5

1

2

3

6

4

5

7

8

5

Length

1.4 m

1.4 m

1.4 m

1.4 m

1.4 m

1.4 m

1.4 m

1.4 m

2

Next Label : Link-002

Cable Type : Copper Cable

Shield : n/a

NVP : 72.0

List

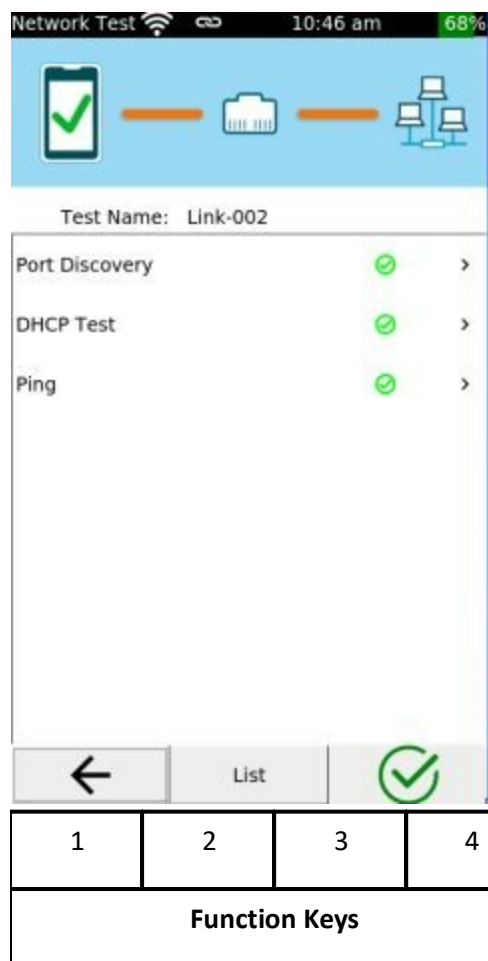
1	2	3	4
Function keys			

In the wiring test module, the device displays the wiring diagram with lengths.

Function keys:

- 1. Return to main screen
- 2. List of tests in this SITE.
- 3. Run this test again under the same test name. The existing results will be discarded.
- 4. Perform a new test with a new test name.

5.9 Autotest - Ethernet Tests



Autotests in Network Mode list all tests in the linked [profile](#)^[27].

The individual tests listed are executed one after another. The duration of an auto-test depends heavily on the individual tests and can take up to several minutes. Do not disconnect from the network during the test, as this may affect the final test result. Tests are automatically saved upon completion of the auto-test.

Clicking on an individual test displays the results of that test.

Function keys:

1. Back to the main screen
2. List of tests on this **<%Site%>**
3. Run this test again under the same test name. The existing results will be discarded.
4. Run a new test with a new test name.

See also [“Selecting the Test Interface \(M3 and SQ\)”](#)^[10] to select the desired interface on the LinkXpert M3 or SQ.

See also [Individual Tests](#)^[30] for a description of each test.

5.10 Individual tests

Tests can be performed with the LinkXPert series either as a single test or during an autotest.

The following tests are available:

Test	Copper cabling / networks	Fiber optic networks	WLAN networks
Wiring diagram with length	✓		
Sound generator	✓		
PoE , PoE + , PoE++	✓		
Link LED	✓	✓	
DHCP Test	✓	✓	✓
Ping test	✓	✓	✓
Duplicate IP Scanner	✓	✓	✓
Traceroute	✓	✓	✓
Network Participants List	✓	✓	✓
CDP / LLDP	✓	✓	✓

VFL Red Light Source		✓	
TX/RX		✓	✓
Microscope		✓	
WiFi Scan			✓



- 1. Settings for the respective [individual tests](#)^[30] can be made directly in the specific test menu
- 2. Settings for each test in [Autotest](#)^[29] mode are set via the [profile](#)^[27]
- 3. The following tests cannot be performed in Autotest mode
 - Tone Generator
 - Link LED Blink
 - VFL
 - TX/RX (fiber and WLAN)

5.10.1 All media (copper, fiber optics (M3), Wi-Fi (M3))

The following tests are available for all transmission media.

5.10.1.1 Link-LED



To identify the link LED on the switch, LinkXpert can flash the link LED of the switch port. To do this, LinkXpert must be connected to a switch via the copper or fiber interface.

This test is only available in Tools mode.

Function keys:

- 1. Back one menu level higher
- 2. Change settings
 - Make link LED flash for 10MBit/s
 - Link LED for 100MBit/s flashing
 - Make Link LED blink for 1GBit/s
- 3. Trigger test

5.10.1.2 Link Status



1	2
Function keys	

Link Status

- Please note:
- 1. For copper and fiber networks, the Link LED will also light up when connected to the network.
See also [Device Connections](#)^[10]

- 2. For WLAN networks, the connection is only indicated by the WLAN icon in the status bar.

Function keys: (only in the Tools module)

- 1. Back one menu level higher
- 2. Start test

5.10.1.3 DHCP Test



1	2
Funktionstasten	

In the **DHCP Test**, LinkXpert checks whether the device can be assigned an IP address by the network and whether other information such as DNS server address and address range is transmitted.

Prerequisite is that the device can connect to the network, see also [Link Status](#)³¹, [Network](#)⁵⁴ for all media and [WLAN Global Configuration](#)⁵⁸

Function keys: (Tools module only)

- 1. Back one menu level higher
- 2. Start test

5.10.1.4 Ping Test



1	2	3
Function keys		

In the <%PingTest%>

The table shows the ping targets and the ping's sent (TX) and received (RX) replies.

Prerequisite is that the device can connect to the network and has a valid IP address, see also [Link Status](#)^[31], [Network](#)^[54], [DHCP](#)^[32] for all media and [WLAN Global Configuration](#)^[58]

Function keys: (Tools module only)

- 1. Back one menu level higher
- 2. Change ping targets
- 3. Start test

5.10.1.5 Duplicate IP



In the **Duplicate IP** test, LinkXpert scans the network for devices on the network that use the same IP address.

The table shows a list of devices on the network that have the same IP address.

It is required that the device can connect to the network and has a valid IP address, see also [Link Status](#)^[31], [Network](#)^[54], [DHCP](#)^[32] for all media and [WLAN Global Configuration](#)^[58]

Function keys: (Tools module only)

- 1. Back one menu level higher
- 2. Start test

1	2
Function keys	



The device can search for IP address duplicates passively and actively.
In passive mode, the device only monitors the data stream and reports when IP duplicates are found.
In active mode, the device searches for duplicate IP addresses in the network.
The settings for this are made in the menu [Network Discovery](#) ³⁵.

5.10.1.6 Traceroute



1	2	3
Function keys		

In the **Traceroute** test, LinkXpert shows intermediate stations that IP packets pass through until they arrive at a defined destination.
The table shows a list of intermediate stations (hops) with the corresponding time delays and the address of the intermediate station.

Prerequisite is that the device can connect to the network and has a valid IP address, see also [Link Status](#) ³¹, [Network](#) ⁵⁴, [DHCP](#) ³² for all media and [WLAN Global Configuration](#) ⁵⁸

- Function keys: (Tools module only)
- 1. Back one menu level higher
 - 2. Select destination address. The destination address can be a URL or an IP address.
 - 3. Start new test

5.10.1.7 Network Discovery



1	2	3
Function keys		

In the **Network Discovery** test, LinkXpert lists all network nodes visible in the specified search range.

The table shows the MAC and IP address of the nodes with associated station name.

Prerequisite is that the device can connect to the network and has a valid IP address, see also [Link Status](#)³¹, [Network](#)⁵⁴, [DHCP](#)³² for all media and [WLAN Global Configuration](#)⁵⁸

Function keys: (Tools module only)

- 1. Back one menu level higher
- 2. Settings
 - IPV4 or IPV6
 - Listen" or "Scan" mode

The device can passively "listen" on the network or actively scan for devices.

The advantage of the passive mode is that LinkXpert itself does not send IP packets, the disadvantage of the passive mode is that devices may be found late or not at all.

In active mode LinkXpert communicates with the network and finds devices faster.

- 3. Start new test

5.10.1.8 CDP



1	2
Function keys	

In the **CDP** test LinkXpert lists CDP responses of the connected switch.

CDP is the "Cisco Discovery Protocol", according to which compatible switches send out information about the switch port used and the switch itself at regular intervals.

The content and frequency of this information depends on the configuration of the switch.

The prerequisite is that the device can connect to the network and has a valid IP address, see also [Link Status](#)^[31], [Network](#)^[54], [DHCP](#)^[32] for all media and [WLAN Global Configuration](#)^[58]

Function keys: (Tools module only)

- 1. Back one menu level higher
- 2. Start new test

5.10.1.9 LLDP



In the **LLDP** test LinkXpert lists LLDP responses of the connected switch.

LLDP is the "Link Layer Discovery Protocol", according to which compatible switches send out information about the switch port used and the switch itself at regular intervals.

The content and frequency of this information depends on the configuration of the switch.

Prerequisite is that the device can connect to the network and has a valid IP address, see also [Link Status](#)^[31], [Network](#)^[54], [DHCP](#)^[32] for all media and [WLAN Global Configuration](#)^[58]

Function keys: (Tools module only)

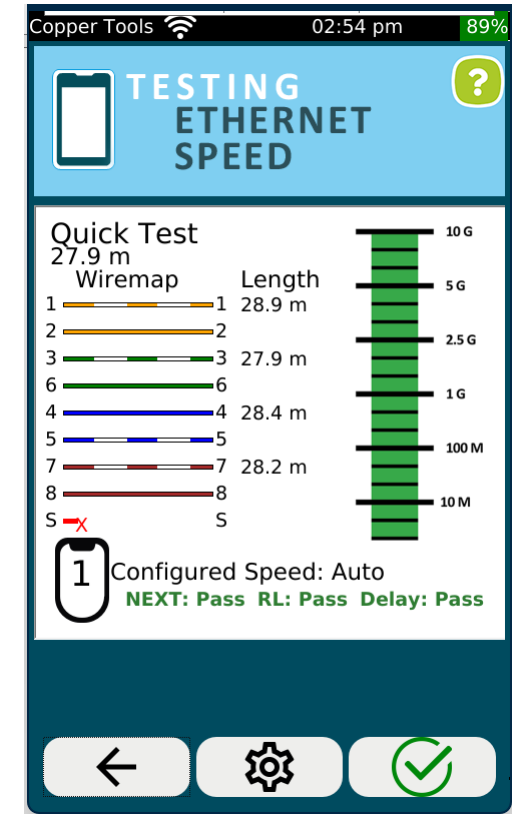
- 1. Back one menu level higher
- 2. Save test
- 3. Start new test

1	2
Function keys	

5.10.2 Copper Media

The following tests are available for copper media.
Note: PoE is only available for twisted pair cabling.

5.10.2.1 Ethernet Speed Test - Copper (SQ)



1	2	3
Funktionstasten		

The wiring diagram is specified per pin, with the length listed per pair. The shortest length is reported as the link length.

The bar graph displays the tested Ethernet speed.

Green bars indicate that Ethernet data can be transmitted at the specified speed.

Red bars indicate that Ethernet transmission does not work at this speed.

Function keys:

- 1. Back: Go up one menu level
- 2. Settings

You can adjust the following

- a. Desired Ethernet speed.
AUTO: The maximum possible speed up to 10G is determined
, 10M, 100M, 1G, 2.5G, 5G, 10G: The selected speed is tested.
- b. Color scheme of the displacement plan
- c. 2- or 4-pair measurement
- d. Use of crossed cables
- e. Use of a cable shield
- f. Set or determine the NVP value

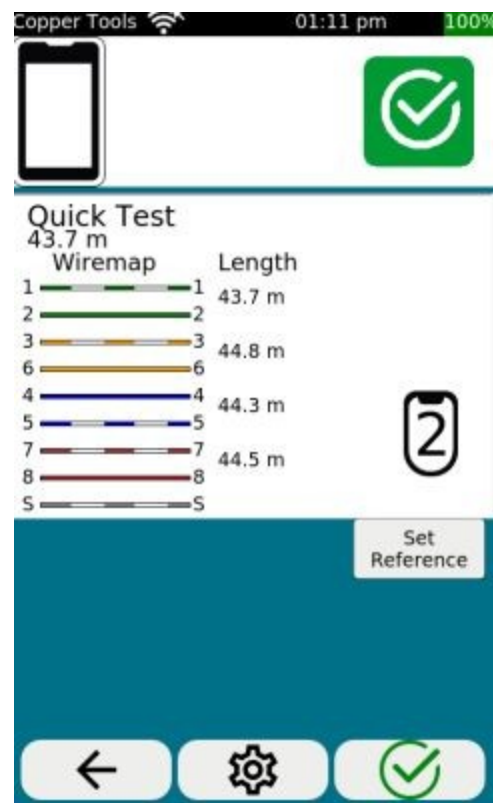
- 3. Start a new test

Da die LinkXpert Smart Remotes lediglich über 5 LEDs zur Anzeige des Verdrahtungsplans verfügen, können nicht alle Fehlerbilder korrekt auf den Remotes wiedergegeben werden.



Beachten Sie beim Testen der Verdrahtung die Spezifikation für den Überspannungsschutz. Siehe [Spezifikationen](#) ¹¹⁾

5.10.2.2 Wiring Diagram



1	2	3
Function keys		

The wiring diagram is given per pin, the length per pair. The shortest length is shown in the report as link length.

With **Set Reference** the reference plane for the length measurement can be set.

If the first patch cable is to be included in the length calculation, **Set Reference** should be performed WITHOUT the patch cable. If the first patch cable is not to be included in the length calculation, the cable must be connected at **Set Reference**.

Function keys: (Only in Tools mode)

1. Back one menu level higher
2. Change wiring diagram settings
You can adjust the following
 - a. color scheme of the wiring diagram
 - b. 2 or 4 pair measurement
 - c. Use of crossed cables
 - d. Use of a cable shield
 - e. Set or determine NVP value
3. Start new test

5.10.2.3 Ton Generator

This function is only available in the Tools menu.



The built-in tone generator is compatible with analog cable locators such as Softing CP15. This menu is only accessible in the Tools module.

You can send the search tone either on single or all pairs.

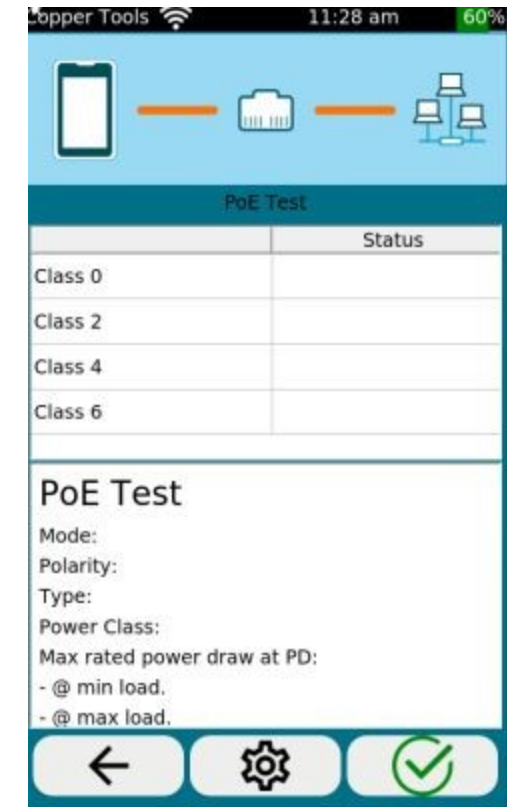
- Function keys:
- 1. Back one menu level higher
 - 2. Start tone generator

1	2
Function keys	

5.10.2.4 Discovery

In the Discovery test, the device displays all possible speeds available on a switch port.

5.10.2.5 PoE Test



1	2	3
Function keys		

The **PoE Test** tests the ability of network switches to provide remote power according to IEEE802.3.

Depending on the test settings, PoE mode, polarity, type, power class and the minimum and maximum voltage applied at load are tested.

Function keys: (Tools module only)

1. Back one menu level higher
2. Change settings
Mode **AUTO** : automatically detect highest PoE class and perform PoE test.
Mode Manual : select a special **PoE Test** and perform **PoE Test**.
Mode **Quick Auto** : Select multiple PoE classes and perform **PoE Test**.
3. Start new test

5.10.3 Fiber-Optic Media (M3, SQ)

Before working with fiber-optic networks, please observe the following safety instructions:

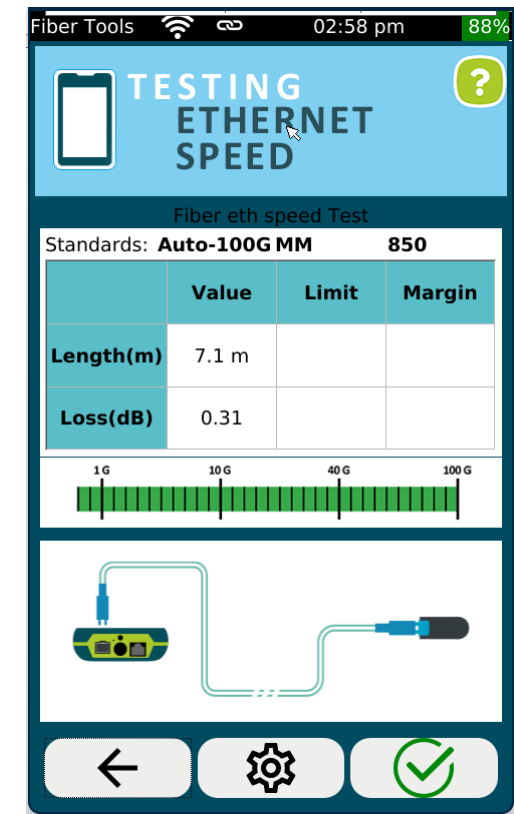
-
1. Ethernet transmission via optical fibers occurs in the invisible wavelength range. Depending on the SFP modules used in the network, radiation may escape from exposed fiber-optic cables or SFP modules, which can cause irreversible damage to the unprotected eye.
Never look directly at exposed fiber-optic cables or into the open ports of SFP modules, as you can never be certain whether light is escaping. If necessary, wear appropriate laser safety goggles.
 2. Even the smallest fragments of optical fibers can cause serious injury; be especially careful when cutting or breaking fiber-optic cables. Avoid contact with fragments and protect your eyes with safety glasses.

The following tests are available only for fiber-optic media.

- [Ethernet Speed Test - Fiber Optic \(SQ\)](#)⁴¹
- [VFL Visual Fault Locator](#)⁴²
- [Power](#)⁴³
- [DHCP Test](#)³²
- [Ping Test](#)³³

- [Duplicate IP](#) 33
- [Network Discovery](#) 35
- [Traceroute](#) 34
- [Link LED](#) 31
- [CDP](#) 36
- [LLDP](#) 36

5.10.3.1 Ethernet Speed Test - Fiber Optic (SQ)

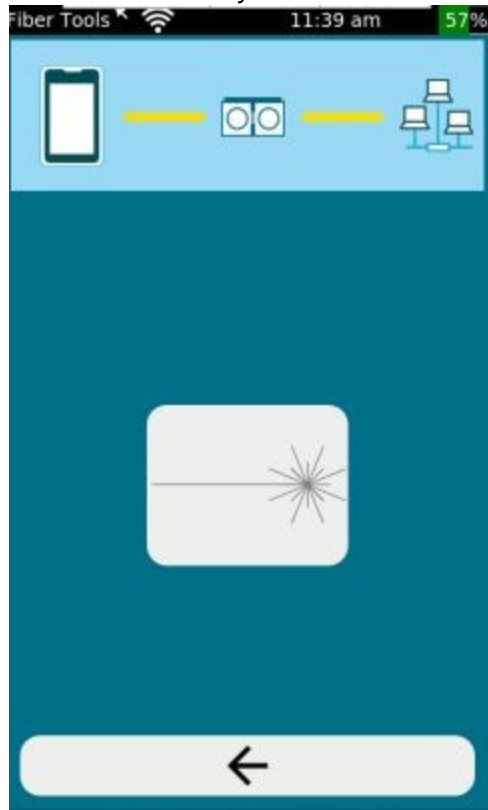


1	2	3
Function Keys		

- The wiring diagram illustrates the test setup.
- The table shows the selected IEEE Ethernet standard.
- Based on the standard, the tested length and attenuation are compared to IEEE limits and displayed along with the limit value and margin.
- The bar graph displays the tested Ethernet speed.
- Green bars indicate that Ethernet data can be transmitted at the specified speed.
- Red bars indicate that Ethernet transmission does not work at this speed.
- Function keys:
1. Back: Go up one menu level
 2. Settings
 - You can adjust the following
 - a. Desired Ethernet speed.
 - AUTO: The maximum possible speed up to 10G is determined
 - 1G, 10G, 100G: The selected speed is tested.
 - b. Fiber type
 - c. Calibration for the length of the connection cables so they can be subtracted during length measurement
 3. Start a new test

5.10.3.2 VFL Visual Fault Locator

This function is only available in the Tools menu.



In the **VFL** , the red light source of the LinkXpert M3 will be activated.

The red light source can be used for fiber tracking and port detection on fiber optic links.

The VFL port is compatible with all common fiber optic connectors with 2.5mm universal ferrule, such as SC and FC and ST connectors.

For fiber optic connectors with 1.25mm ferrule, such as LC connectors, Softing recommends the use of either adapter cables from 2.5mm to 1.25mm, e.g. SC to LC cable, or the use of an adapter 230111

- Function keys:
- 1. Back one menu level higher
 - 2. Switch red light source ON/OFF

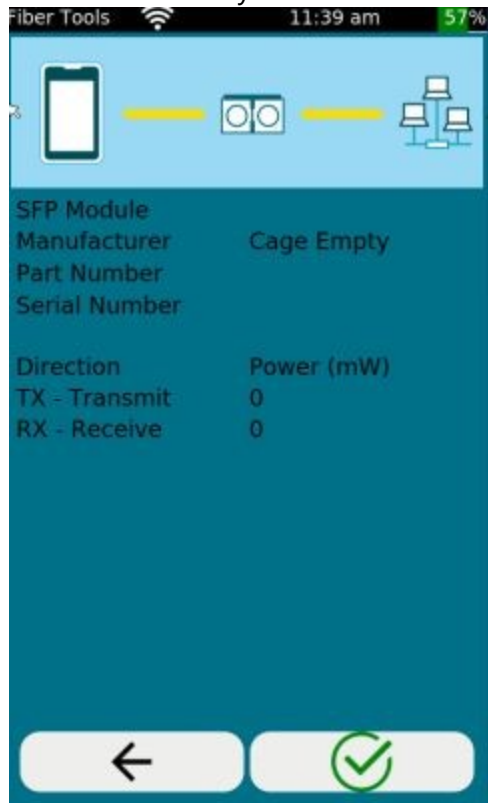
1	2
Function keys	



- 1. The red light source is a class I laser source with a power <1mW.
Do not look directly into the laser light with unprotected eyes, as this may cause non-healable injuries to the eye!
- 2. There is a physical contact between the red light source and the connector of the optical fiber section. Make sure to clean the connector end surface of the fiber optic cable before and after using the VFL function.

5.10.3.3 Power

This function is only available in the Tools menu.



In the **TX/RX** the transmit (TX for Transmit) and receive values (RX for Receive) of the SFP module as well as information about the SFP module are read out.

The transmit and receive values are output in mW and can be used to diagnose SFP modules and fiber optic links.

Function keys:

- 1. Back one menu level higher
- 2. Start test

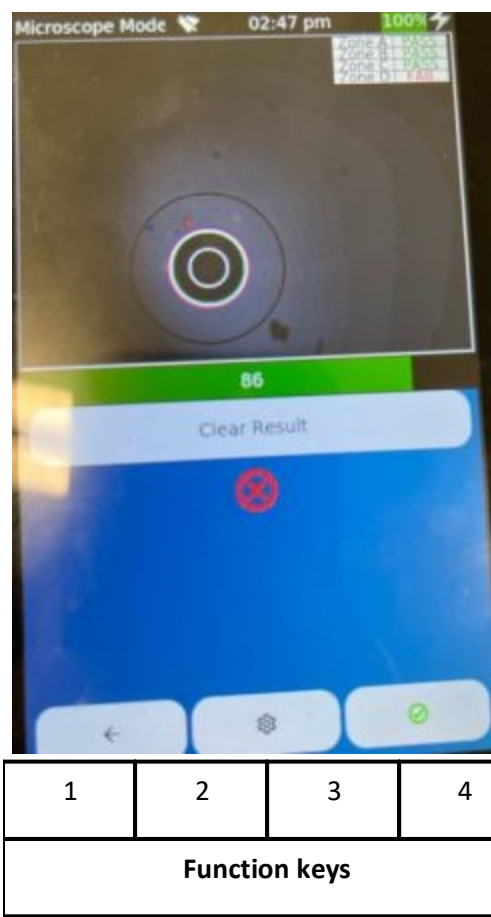
1	2
Function keys	



- 1. Not all SFP modules output their TX and RX values.
- 2. To read out the TX and RX values Softing recommends to use the SFP modules offered by Softing.

5.10.3.4 Mikroskop

This function is only available in the Tools menu.



In the **microscope** test the surface of fiber optic connectors and issue a good / bad statement according to IEC standard.

Connect the Softing fiber optic microscope #226539 to the USB port of the LinkXpert M3.

The fiber optic microscope has the following controls:

- 1. Large button: Switch between 200 and 400x magnification.
- 2. Small button: capture a connector image for end face inspection.
- 3. Control dial: image sharpness.

The upper screen area shows the image of the video microscope as a live image.

With the **Pause key** the live image can be paused, if "**Clear result**"

Below the live image, a bar graph is shown, which displays the current sharpness level of the live image in color and in %.

Note that you can only perform a connector check if the bar graph shows green. No check is possible when the bar graph is yellow or red.

Adjust the image sharpness with the setting wheel of the microscope until you see a clearly sharp image and green bar. The aim is to set the image sharpness close to 100%.

Function keys:

- 1. Back one menu level up.
- 2. Settings:
 - a. Selection of the test standard.
Note that multimode, singlemode UPC and singlemode APC mating faces are subject to different test standards.
 - b. Auto Center:
If "**Auto Center**" is selected, LinkXpert M3 will try to always center the connector center on the image. It is recommended to leave this setting "On" for normal applications.
 - c. Capture button (See 2. at Microscope above):
"**Freeze**" only **freezes** the live image.
"**Freeze and Record**"
 - d. Magnification:
"**High**" selects 400x magnification, "**Low**"
 - e. Overlay:
With "**On**" the borders of the 4 zone evaluation are displayed, with "**Off**"

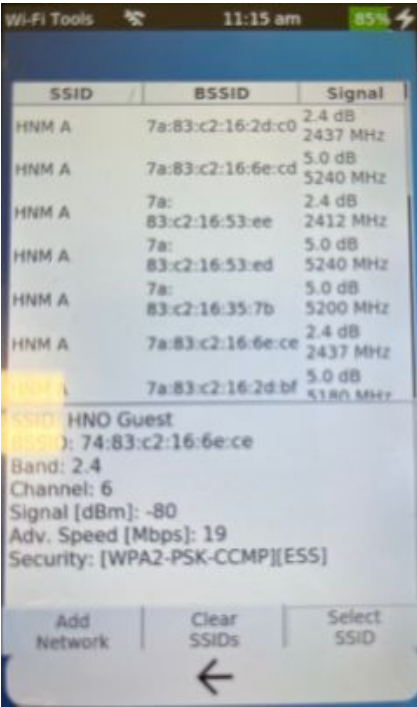
3. Perform connector check. This function is equivalent to pressing the small key on the microscope.
4. Save inspection result

- 
1. Use a compatible fiber optic microscope # 226539 from Softing. Microscopes from other manufacturers are not compatible.
The fiber optic microscope is an optional accessory.

5.10.4 Wi-Fi Media (M3, SQ)

The following tests are only available for WLAN media.

5.10.4.1 Selecting a Wi-Fi Access Point (M3, SQ)



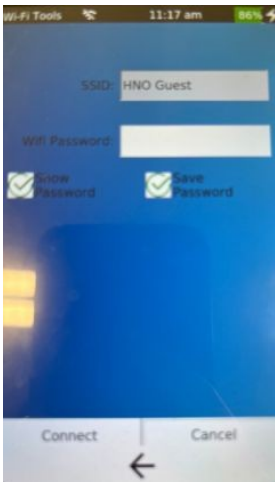
In the upper part of the screen you will see the list of visible access points. In the lower part of the screen you can see the details of a selected access point.

Function keys:

- 1. Manual configuration of an access point.
- 2. Previously saved access point forgotten.
- 3. Regenerate the list of access points.
- 4. Select access point.

1	2	3	4
Function keys			

5.10.4.2 Configure Access Point (M3,SQ)



SSID

This field contains the name of the access point selected by the user.

Wifi Password

Enter the password for the access point here.

Show Password

Displays the password as plain text.

Save Password

Saves the password in the password list.

1
Function

Function keys:

- 1. LinkXpert tries to connect to the access point.
- 2. The menu is exited without connection



After LinkXpert has connected, the name of the access point and the assigned IP address will appear.

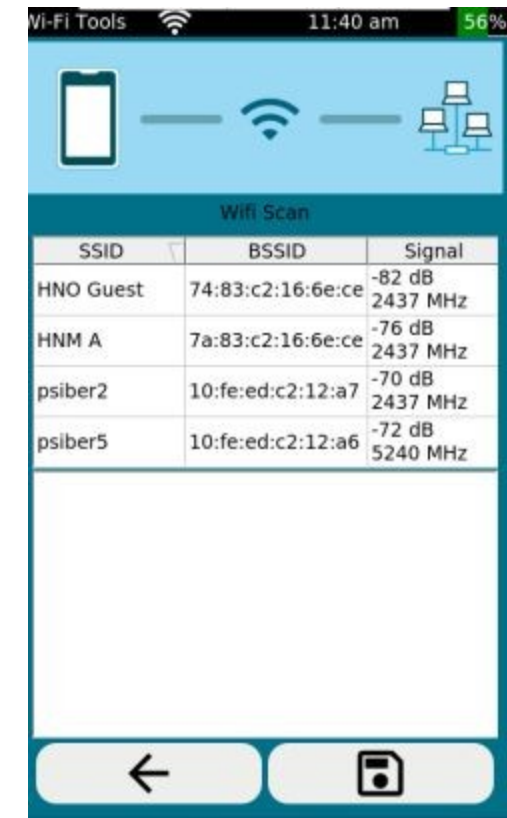
With Disconnect_Wifi LinkXpert disconnects from the current access point.

If Auto Reconnect is selected, LinkXpert will automatically reconnect to the current access point.

If <%Enable**VNC**%> is selected, LinkXpert's screen can be played back on external devices using a commercially available VNC viewer.

- !
1. If LinkXpert cannot connect to the selected access point, the menu will be left without connection!

5.10.4.3 WiFi Scan



In the **WiFi Scan** test, LinkXpert M3 scans the 2.4 and 5 GHz bands for access points and lists the access points.

Note that the included WiFi USB stick #226586 must be used for this. The USB stick is compatible with 802.11 ac, a, b, g, n.

- Function keys (Tools mode only):
1. Back one menu level higher
 2. Start test

1	2
Function keys	

6 File Manager

6.1 File Manager without a connected USB storage device



In the file manager you can filter by different file formats, delete or rename files.

The following filters are available.

- TST: compresses measurement results
- PDF: Test reports in PDF format
- CSV: test reports in CSV format
- XML: test reports in XML format

Function keys:

1. Back one menu level higher
2. Delete selected file
3. Rename selected file

		
1	2	3
Function keys		



1. Once deleted, files cannot be restored.
1. Note that when renaming files, the file extension must NOT be changed, otherwise the changed file will NOT be listed any more, as the file filters will hide this file.en.

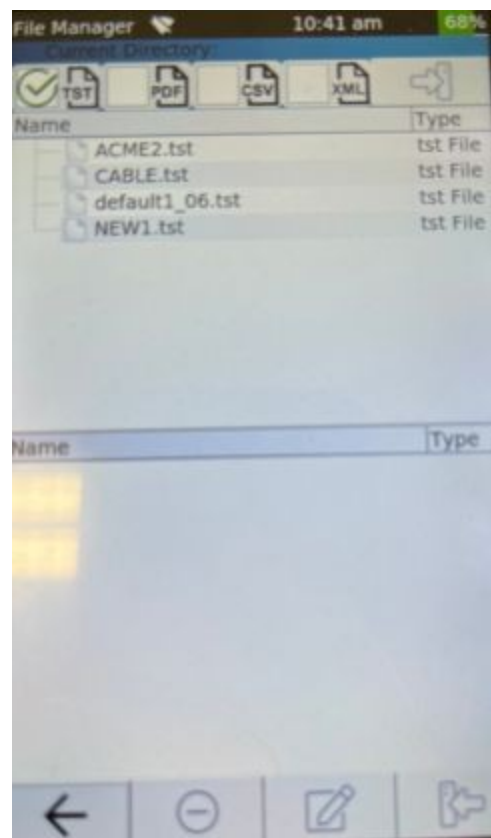
6.2 Copy files to a USB drive

As soon as a connected USB memory is detected, the file manager shows 2 file areas. The upper area shows the internal memory of the LinkXpert. The lower area shows the contents of the external USB memory.

In the file manager you can filter for different file formats, delete or rename files.

The following filters are available.

- TST: compresses measurement results
- PDF: Test reports in PDF format
- CSV: test reports in CSV format
- XML: test reports in XML format



Using the button you can copy selected files to the connected USB memory.

Function keys:

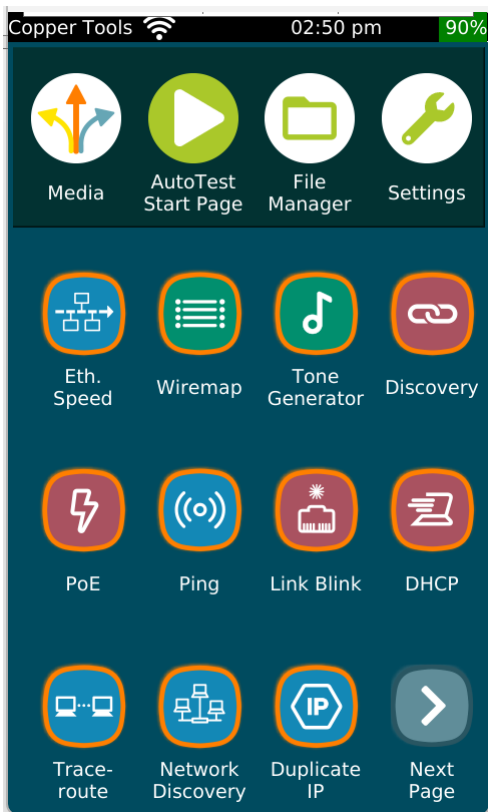
- 1. Back one menu level higher
- 2. Delete selected file
- 3. Rename selected file
- 4. Copy selected files from the USB memory to the device.

1	2	3	4
Function keys			



- 1. Once deleted files can not be restored.
- 2. Note that when renaming files, the file extension must NOT be changed, otherwise the changed file will NOT be listed anymore, as the file filters will hide this file.
- 3. When copying files from external USB memory to the device, no version or compatibility check is performed. If you copy test files of an older software version to the device, the device may malfunction.

7 System Settings



The LinkXpert's system settings apply globally and are independent of test profiles; only the desired Ethernet speed and DHCP settings can be overridden by a profile. The system settings are accessed via the menu item **Settings** in the **Single Test** menu

7.1 Time

Folgende Einstellungen können vorgenommen werden:

1. Datum und Zeit
2. Datum- und Zeitformate



The device retains the date and time settings for up to 20 days after the internal battery is charged.

If the device loses the current date and time, the internal battery must be fully charged.

This process also charges the backup battery for the date and time.

7.2 Logo

In diesem Menu kann ein Logo für die Verwendung in PDF Berichten in das Gerät geladen werden oder vom Gerät entfernt werden.

7.3 User Information

In this menu, you can create new users and manage existing users of the device.

7.4 First Page Settings

Setting for the first menu after the device starts up.

Possible settings:

- Copper: Start in the Copper Tools menu
- Fiber Optic: Start in the Fiber Optic Tools menu
- Wi-Fi: Start in the Wi-Fi Tools menu
- AUTOTEST: Start in the Autotest menu

7.5 Energy

The following settings can be made:

1. Screen brightness
2. Auto power off time
3. Standby time

The device turns off the screen during standby. Standby is ended by touching the screen or pressing the On/Off key.

7.6 Language



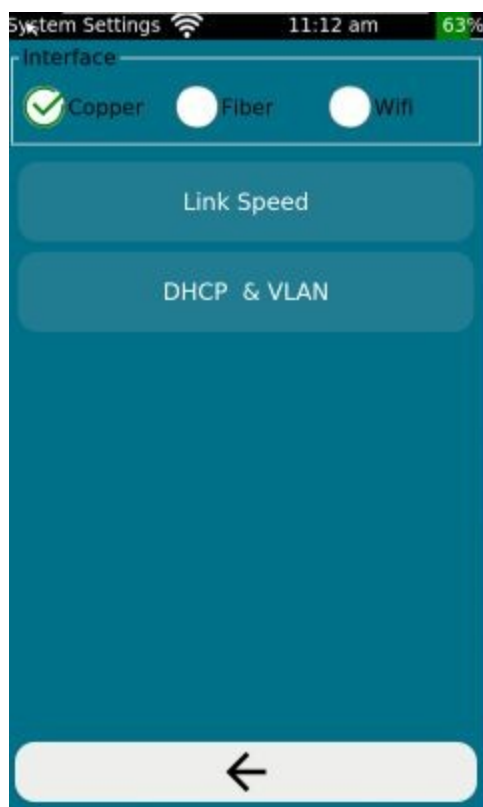
Select the desired language here.

Function keys:

1. Back one menu level higher.

1
Funktionstasten

7.7 Network



The network settings of LinkXpert are global settings and are independent of the test profile used. Settings are made separately for each interface.

"**Link Speed**" (copper only) allows the selection of the used Ethernet speeds.

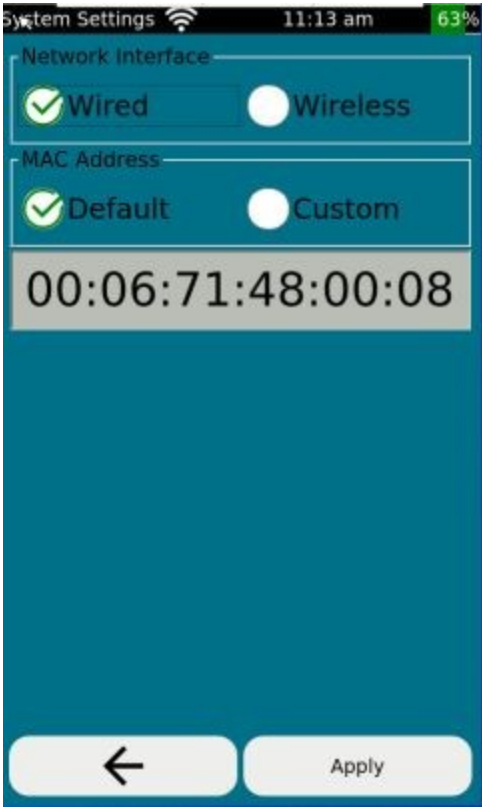
"**DHCP & VLAN**" allows the configurations for DHCP and the used VLAN

7.8 MAC Settings

MAC addresses (Media Access Control Address, also Media Access Code) are unique addresses of a device connected to Ethernet.

The copper interface and fiber interface (M3) share a MAC address.

The WLAN interface (M3) has its own MAC address



1	2
Function keys	

"Default"
"Custom"

- Function keys:
1. Back one menu level higher.
 2. Apply selected settings.



Every regular Ethernet-enabled device has at least one unique, unchangeable MAC address.

With LinkXpert M3, the MAC addresses of the copper/fiber and WLAN interfaces can be changed to allow LinkXpert to connect to networks that only allow certain MAC addresses (so-called MAC whitelists).

The use of a foreign MAC address should only be done by specialists who are familiar with this topic and know the consequences for the network under investigation.

It is strongly recommended to leave the MAC address settings on "Default", if you do not have the necessary knowledge about MAC addresses and the network to be examined!

Incorrect MAC address configurations can lead to serious network errors such as data loss or device malfunctions.

7.9 Units

LinkXpert supports lengths in meters (m) and feet (ft)

7.10 Firmware Update



1. Save all test data of the device before the firmware update, as they will be deleted by the firmware update!
2. Test data deleted by the firmware update cannot be restored.
3. Softing assumes no liability for the loss of test data.

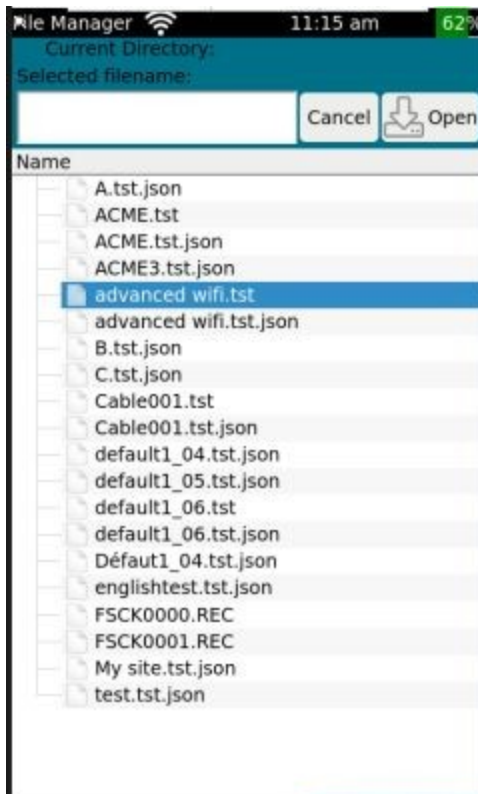
Visit <https://itnetworks.softing.com/de/my-softing/login/> to download the latest release of LinkXpert firmware. The firmware file will be compatible with LinkXpert TP and M3.

After download, unzip the firmware file. The file should have the format Linkxpert_fw_version.tar.gz, with *fw_version* showing the actual release version.



To upgrade the firmware of the device, perform the following steps:

1. Connect the LinkXpert to the supplied power supply.
IMPORTANT: Do NOT disconnect the power supply during the upgrade!
2. Copy the new firmware version to a USB memory stick and insert the memory stick into the USB slot of the device. The file name should have the following format Linkxpert_fw_version.tar.gz
3. Click Tools in the main menu 
4. Click on "**Firmware Upgrade**"
5. Click on "**Select File**"



The upper area of the screen now shows the system memory of the LinkXpert, the lower area shows the memory content of the USB stick.

1. Select the upgrade file in the lower area of the screen.
2. Click on "**Open**"

The upgrade will take several minutes. Do NOT disconnect the device from the power supply and do NOT restart the device manually.

After the upgrade, the device will reboot and display the main screen.



The LinkXpert internal memory is divided into 2 partitions. The first partition serves as a working partition. The second partition serves as a backup in case the first partition is destroyed. If the first partition is no longer usable, LinkXpert automatically swaps the partitions.

With a firmware update, only the first partition is updated. It is advisable to run the firmware update twice so that the second partition is also updated.



Do not disconnect the device from the power supply during the upgrade and do not restart the device manually as this may cause damage to the device.

7.11 Factory Settings

If the factory setting is selected, the following actions are performed:

1. All custom profiles will be deleted.
2. All "**Sites**"
3. All test reports are deleted.
4. The factory settings are restored.

The deletion of data on the device cannot be undone. Back up your data before resetting the device to factory settings.



7.12 WLAN Global Configuration (M3,SQ)

In the WLAN settings you can view the list of available access points and connect to an access point.



1. The WLAN functions of the LinkXpert M3 are only available if a compatible USB WLAN module is plugged into the USB socket.
2. General system settings of the WLAN interface like DHCP and VLAN can be found in the system settings under [network](#)⁵⁴
3. The WLAN settings are global settings

1. CAUTION for networks consisting of multiple access points!

Unlike conventional smartphones or laptops, LinkXpert connects to one physical access point, i.e. to one of the network's BSSIDs. It will NOT automatically jump to another BSSID if the physical hardware becomes unreachable.

The reason for this is that LinkXpert puts more focus on testing a physical access point than on the general connection to a network.

8 Service and Support

Softing's global presence ensures that our customers receive sales and technical support anywhere in the world. For more information: <https://itnetworks.softing.com>

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9 FAQ

9.1 Date and Time

Question

The unit loses date and time settings

Answer

The date and time are buffered internally by a separate battery. If the unit is not used for too long, the internal battery may be discharged. Connect LinkXpert to a charger to charge the buffer battery. Make sure that LinkXpert remains switched on while charging.

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