06 Common troubleshooting

⚠ *The PWR indicator is not on after the power is connected ➡ Check whether the power adapter and plug are connected correctly, whether the power cord is damaged, and whether the power adapter is damaged.*

⚠ *Switch cannot communicate after power up ➡ Check whether the switch indicator is on. If the indicator is off, the network cable is not connected. If the indicator is on, the communication fault is indicated.*

⚠ *Switch network speed suddenly become very slow ➡ Take off the plug and restart the switch.*

[If the above problems or other switch problems can not be solved, please contact us for technical support]

07 Technical parameter

Product model	**24G PoE+4*10G**
Product name	**40000 MW + 24 Gigabit PoE Electricity**
Fixed port	24*10/100/1000Base-TX PoE Port (Data) 4*10000M SFP
PoE port	1-2 ports support Poe IEEE 802.3af/at/poe + + / BT 3-24 ports support Poe IEEE 802.3af/at
Support standard	IEEE802.3af/at/PoE++/BT
Management port	1
Reset key	1
Network protocol	IEEE 802.3 IEEE 802.3u 100BASE-TX IEEE 802.3ab1000BASE-T IEEE 802.3x IEEE 802.3z 1000BASE-X IEEE 802.3ad IEEE 802.3q、IEEE 802.3q/p IEEE 802.1w、IEEE 802.1d、IEEE 802.1S STP(Spanning Tree Protocol) RSTP/MSTP(Rapid Spanning Tree Protocol) EPPS ring network protocol EAPS ring network protocol
Port Specification	10 / 100 / 1000baset (x) automatic detection, full / half duplex MDI / mdi-x adaptive
Transmission Mode	Store and Forward(full wirespeed)
Bandwidth	256Gbps
Packet Forwarding	92.32Mpps
MAC Address	16K
Buffer	12M
Transmission Distance	10BASE-T：Cat3,4,5 UTP(≤250 meter) 100BASE-TX：Cat5 or later UTP(≤100 meter) 1000BASE-TX：Cat6 or later UTP(≤1000 meter)
FLASH	64M
RAM	256M
Watt	≥48W
LED Indicator	PWR:Power indicator SYS:(System indicator) 1~24 (10 / 100M network connection indicator, 1000m network connection indicator) 25~28:(Optical port connection indicator)
Power	Built in switching power supplyAC 100~240V 50/60HZ
Operating Temperature/Humidity	-20～+55°C；5%～90% RH No condensation
Storage Temperature/Humidity	-40～+75°C；5%～95% RH No condensation
Product size/ package size（L*W*H）	440mm*290mm*45mm 515mm*375mm*95mm
N.W/G.W（kg）	2.5kg/2.8kg
Installation	Rack type (distribution rack lug)
Lightning protection / protection level	3KV 8/20us； IP30
Certificate	3C； CE mark, commercial；CE/LVD EN60950； FCC Part 15 Class B；RoHS；
Warranty	Whole device for 1 year(Accessories not included)

Manual for 24G PoE+4*10G

10 Gigabit Uplink Management Switch

01 Product introduction

Product overview

24G PoE+4*10G 10 Gigabit uplink three-tier enterprise level multi-functional network management PoE switch is specially optimized and enhanced for enterprise customers, with higher reliability. The equipment adopts Broadcom new generation high-performance platform and hasivo new self-developed switch system; Support flexible 802.1Q VLAN, IGMP, port monitoring, port aggregation, bandwidth control, ring network application and other network management functions, and easily adapt to the current complex network application environment. It is suitable for hotels, campuses, factory dormitories and enterprises to establish an economic and efficient network.

Port performance

- Supply 24*10/ 100/1000M PoE ports, all of which can realize line speed forwarding.
- Supply four 10 Gigabit SFP optical fiber uplink ports are provided for high-speed uplink transmission.
- It supports the combined use of multiple types of ports to facilitate the flexible networking of users and meet the networking requirements of various scenarios
- Each port supports MDI / mdix auto flip and duplex / rate self negotiation.
- Support IEEE 802.3x full duplex flow control and backpressure half duplex flow control.

Functional features

- Add a variety of new applications based on IPv6, easily adapt to modern complex network management applications
- Support IEEE 802.1Q VLAN, users can divide VLAN flexibly according to their needs.
- Support voice VLAN, configure QoS parameters for voice data stream, improve the transmission priority of voice data stream and ensure the call quality.
- It supports QoS, supports port based, 802.1p and DSCP based priority modes to optimize the bandwidth configuration.
- It supports ACL, achieves packet filtering by configuring matching rules, processing operations and time permissions, and provides flexible security access control policies
- Support IGMP V1 / V2 multicast protocol, support IGMP snooping, meet the requirements of multi terminal HD video monitoring and video conference access.
- Support multicast VLAN, multicast filtering, efficient data transmission, save network bandwidth, reduce network load.
- Support port monitoring, copy the data package of monitored port to the monitoring port to realize network monitoring.
- Support the management and maintenance of equipment through web interface.
- It supports port convergence, effectively increases link bandwidth, realizes link backup and improves link reliability.
- Support static routing.

Security & Protection

- STP / RSTP / MSTP spanning tree protocol is supported to eliminate layer-2 loops and realize link backup.
- Support tree security function, prevent devices in tree network from being attacked by various forms of malicious.
- It supports static aggregation and dynamic aggregation, effectively increases link bandwidth, realizes load balancing, link backup, and improves link reliability.

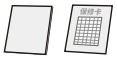
Running and Maintenance

- Support web management, CLI command line (console, telnet), SNMP (v1/v2/v3) and other diversified management and maintenance methods.
- It supports HTTPS, SSL V3, tlsv1, sshv1/v2 and other encryption methods, and makes management more secure.
- It supports RMON, system log and port traffic statistics to facilitate network optimization and transformation.
- Users can know the working status of the switch through the power indicator (PWR), port status indicator and system status indicator (sys).

02 Spare parts list

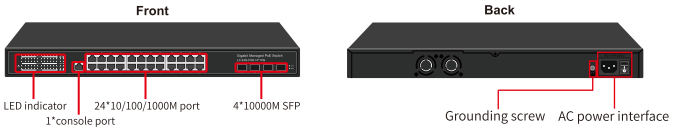

Switch


AC adapter


User manual+Warranty Card


Optional rack lug

03 Product display



Indicator definition:

Indicator light	State	Description
Power indicator:PW	on	Power on
	off	Power off
Optical port connection indicator:25~28【10G】	on	The corresponding optical port works at the rate of 10 / 100 / 1000M
Optical port connection indicator:1~24【Giga】	on	The corresponding optical port operates at a rate of 10000M
Optical port connection indicator:1~24【Giga】】	on	PoE Starts power supply
System indicator:SYS	1S Slow flash	The system operates normally

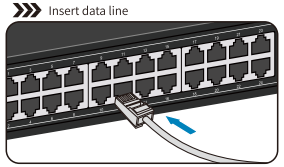
04 Installation&Points of attention

Checking before installation

1.Check whether the accessories are complete. If there is any omission, please contact us.
2.Check whether the power supply voltage is consistent with the working voltage of the switch,so as to avoid the equipment burning out due to high voltage.
3.Ensure that the installation position of the switch has certain ventilation and heat dissipation conditions.
4.Please keep the power off during installation to avoid potential safety hazards.
5.Please install the switch on a stable plane to avoid falling and damage.

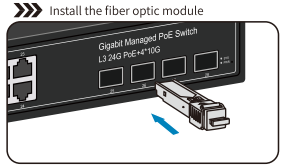
Port installation and connection

Insert data line



As shown in the figure, insert the crystal head of the data line into the network port. When you hear a crisp click, it indicates that the crystal head is successfully connected with the network port of the switch. Just plug in all the network cables of the network equipment in this way.
(Note: the downlink port needs to be connected with network equipment; the uplink port needs to be connected with optical fiber convergence switch, server and other equipment.)

Install the fiber optic module

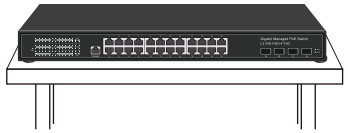


As shown in the figure, align the optical fiber module with the SFP optical port and insert it smoothly and forcefully. When you hear a crisp click, it indicates that the optical fiber module is installed successfully. Install the two optical fiber modules in this way.
(Note: the single fiber optical module needs 1310nm at the a end and 1550nm at the B end to be used in pairs. Please purchase and check before installation)

Install to desktop

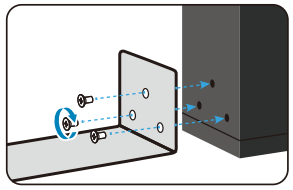
Stick the anti-skid rubber foot pad on the four corners of the bottom of the switch

Place the switch on a well ventilated desktop

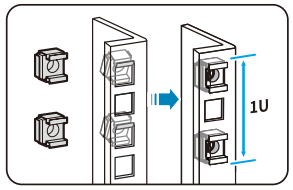


Mounting to cabinet / rack

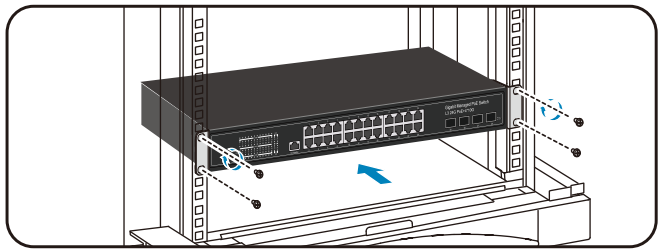
1.Install the rack lugs attached to the equipment on both sides of the switch with screws



2.Install the floating nut on the cabinet / rack

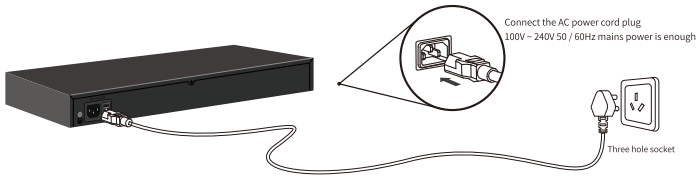


3.Put the switch with the lug installed into the cabinet and screw in the screw to complete the installation.



Turn on electricity

Plug in the power connector and turn on the power

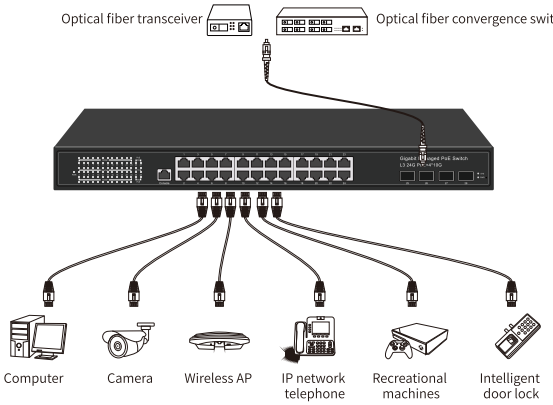


Points of attention

1.Do not stack heavy objects on the switch to avoid danger.
2.In order to avoid the risk of electric shock, please do not open the machine box when the switch is working, even if it is not powered on, please contact us in case of any problem.
3.Before cleaning the switch, pull out the power plug of the switch. Do not wipe it with wet fabric or clean it with liquid.
4.If the power adapter is damaged, do not replace it with other power adapters. This switch should be equipped with original power adapter.

05 Application

VLAN application



Application of ring network