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HP 1820-24G-PoE+ (185W) Switch (J9983A) User Manual

Model: J9983A

1. PRODUCT OVERVIEW

The HP 1820-24G-PoE+ (185W) Switch (J9983A) is a high-performance, managed Gigabit Ethernet switch designed for small to medium-sized businesses. It features 24 Gigabit Ethernet ports, with 12 ports supporting Power over Ethernet Plus (PoE+) to power compatible devices such as IP phones, wireless access points, and security cameras. The switch also includes two SFP ports for fiber uplink connectivity, offering flexible network expansion options. This device is engineered for reliable operation and ease of management through its intuitive web interface.



This image displays the front panel of the HP 1820-24G-PoE+ (185W) Switch, highlighting its 24 Gigabit Ethernet ports, 12 of which support Power over Ethernet (PoE+), and two SFP uplink ports for fiber connectivity. LED indicators for link/activity, speed, and PoE status are also visible.

2. SETUP AND INSTALLATION

2.1. Unpacking the Switch

Carefully unpack the switch and verify that all components are present. The box should contain:

- HP 1820-24G-PoE+ (185W) Switch
- Power Cord
- Mounting Accessories (if applicable)
- Documentation

2.2. Physical Placement

Place the switch on a stable, flat surface or mount it in a standard 19-inch equipment rack. Ensure adequate ventilation around the unit to prevent overheating. Consider the fan noise level, which is typically low, but may increase under heavy PoE load.

2.3. Power Connection

Connect the provided power cord to the switch's power input and then to a grounded electrical outlet. The switch will power on automatically.

2.4. Initial Network Connection

Connect a computer to any of the switch's Ethernet ports using a standard Ethernet cable. By default, the switch may not obtain a DHCP address. To access the web management interface for initial configuration, you may need to manually set your computer's IP address to be in the same subnet as the switch's default IP address (e.g., 192.168.1.x if the switch's default is 192.168.1.1). Refer to the included documentation for the exact default IP address.

3. OPERATION

3.1. Connecting Devices

Connect network devices such as computers, servers, and network printers to the switch's Ethernet ports. For devices requiring power over Ethernet, connect them to the PoE+ enabled ports (typically ports 1-12). The switch will automatically detect and provide power to compliant devices.

3.2. Understanding LED Indicators

The front panel features various LED indicators:

- **Link/Activity LEDs:** Indicate a valid network connection and data activity on each port.
- **Speed LEDs:** Show the connection speed (e.g., 10/100/1000 Mbps).
- **PoE Status LEDs:** Indicate PoE power delivery status for PoE-enabled ports.

3.3. Web Management Interface

The switch is managed via a web-based graphical user interface (GUI). Open a web browser and enter the switch's IP address (either the default or the one assigned by your DHCP server). From the web interface, you can configure various settings, including:

- VLANs (Virtual Local Area Networks)
- Link Aggregation (LAG)
- Quality of Service (QoS)
- Port Mirroring
- Firmware Updates
- System Monitoring and Diagnostics

Always remember to save your configuration changes before rebooting the switch to prevent loss of settings.

4. MAINTENANCE

4.1. Cleaning

Periodically clean the exterior of the switch with a soft, dry cloth. Ensure ventilation openings are free from dust and debris to maintain proper airflow and cooling.

4.2. Firmware Updates

Check the manufacturer's website for the latest firmware updates. Keeping the firmware up-to-date ensures optimal performance, security, and access to new features. Firmware updates are typically performed through the web management interface.

4.3. Environmental Considerations

Operate the switch within its specified environmental ranges for temperature and humidity. Avoid placing the switch in direct sunlight or near heat sources.

5. TROUBLESHOOTING

5.1. No Power

- Verify the power cord is securely connected to both the switch and the electrical outlet.
- Ensure the electrical outlet is functional.

5.2. No Network Connectivity

- Check the Link/Activity LED for the connected port. If it's off, try a different Ethernet cable or port.
- Ensure the connected device is powered on and configured correctly.
- Verify IP address settings on both the switch and connected devices.

5.3. PoE Device Not Powering On

- Ensure the device is connected to a PoE+ enabled port (ports 1-12).
- Check the PoE Status LED for the port.
- Verify the device is PoE compliant and not exceeding the switch's total PoE power budget (185W).
- Access the web management interface to check PoE settings and power consumption per port.

5.4. Cannot Access Web Management Interface

- Ensure your computer's IP address is in the same subnet as the switch.
- Verify the switch's IP address. If unknown, you may need to reset the switch to factory defaults (refer to the full product manual for reset procedures).
- Try a different web browser.

6. SPECIFICATIONS

Feature	Description
Brand	Aruba a Hewlett Packard Enterprise company
Model Number	J9983A

Total Network Ports	24 x Gigabit Ethernet
PoE+ Ports	12 ports (up to 185W total PoE power budget)
Expansion Slots	2 x SFP (Gigabit Fiber)
Dimensions (LxWxH)	8 x 2 x 10 inches
Item Weight	2 pounds
Flash Memory Size	16 MB
Voltage	240 Volts
Manufacturer	Hewlett Packard
First Available	March 6, 2015

7. WARRANTY INFORMATION

The HP 1820-24G-PoE+ (185W) Switch (J9983A) typically comes with a lifetime warranty from HP. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, including return and replacement procedures, please refer to the official warranty documentation provided with your product or visit the Hewlett Packard Enterprise website.

8. TECHNICAL SUPPORT

For further assistance, technical support, or to report issues not covered in this manual, please contact Hewlett Packard Enterprise support. You can typically find support contact information, including phone numbers and online resources, on the official Hewlett Packard Enterprise website. When contacting support, please have your product model number (J9983A) and serial number readily available.