

Cisco SG500-28MPP-K9

Cisco SG500-28MPP-K9 Managed Switch User Manual

Your guide to setting up, operating, and maintaining your Cisco SG500-28MPP-K9 switch.

1. INTRODUCTION

The Cisco SG500-28MPP-K9 is a 28-port Gigabit Max PoE+ stackable managed switch designed to provide high availability, scalability, and performance for small to medium-sized businesses. This manual provides essential information for the proper installation, configuration, and maintenance of your device, ensuring optimal network performance and reliability.

2. SETUP INSTRUCTIONS

2.1. Package Contents

Verify that your package contains the following items:

- Cisco SG500-28MPP-K9 28-Port Gigabit Max PoE+ Managed Switch
- Power Cord
- Rack-mount Kit
- Console Cable (RJ-45 to DB-9)
- Documentation CD (or link to online resources)

2.2. Physical Installation

The switch can be installed on a desktop or mounted in a standard 19-inch equipment rack.

- **Desktop Installation:** Place the switch on a flat, stable surface. Ensure adequate ventilation around the device.
- **Rack-mount Installation:** Attach the provided rack-mount brackets to the sides of the switch using the included screws. Secure the switch into the equipment rack.

2.3. Connecting the Switch

Follow these steps to connect your switch:

1. Connect the power cord to the switch's power inlet and then to a grounded electrical outlet.

2. Connect your network devices (computers, IP phones, wireless access points) to the switch's Gigabit Ethernet ports using standard Ethernet cables. The switch supports Power over Ethernet Plus (PoE+) on its ports.
3. For initial configuration, connect a computer to the switch's console port using the provided console cable, or connect a computer to any Ethernet port and configure its IP address to be in the same subnet as the switch's default IP address (typically 192.168.1.254).



An image showing the front view of the Cisco SG500-28MPP-K9 28-Port Gigabit Max PoE+ Managed Switch, highlighting its 28 ports and status indicators.

3. OPERATING THE SWITCH

3.1. Initial Power On

Once connected to power, the switch will automatically power on. Observe the system LED indicators. The 'System' LED should turn green, indicating normal operation. Port LEDs will illuminate when a device is connected and active.

3.2. Basic Configuration

The Cisco SG500-28MPP-K9 is a managed switch, offering extensive configuration options via a web-based graphical user interface (GUI) or command-line interface (CLI).

- **Web GUI Access:** Open a web browser and enter the switch's default IP address (e.g., <http://192.168.1.254>). Log in using the default credentials (refer to the documentation for specific defaults, often 'cisco' for both username and password).
- **CLI Access:** Use a terminal emulation program (e.g., PuTTY) to connect via the console port. Configure the serial connection settings (e.g., 115200 baud, 8 data bits, no parity, 1 stop bit, no flow control).

It is highly recommended to change default passwords immediately after initial access for security purposes.

3.3. Key Features Overview

- **Gigabit Ethernet Ports:** Provides high-speed connectivity for network devices.
- **Max PoE+:** Delivers Power over Ethernet Plus to connected devices, simplifying deployment of IP phones, wireless

access points, and IP cameras.

- **Stackable:** Allows multiple switches to be managed as a single unit, increasing network scalability and simplifying management.
- **Managed Features:** Supports advanced features such as VLANs, QoS, security, and IPv6 routing for robust network control.

4. MAINTENANCE

4.1. Firmware Updates

Regularly check the Cisco support website for the latest firmware updates. Keeping your switch's firmware up-to-date ensures access to new features, performance improvements, and critical security patches. Follow the instructions provided with the firmware update package carefully.

4.2. Cleaning

To maintain proper airflow and prevent overheating, periodically clean the switch. Use a soft, dry cloth to wipe the exterior. For dust accumulation in ventilation openings, use compressed air. Ensure the switch is powered off and disconnected from the power source before cleaning.

4.3. Environmental Considerations

Operate the switch within its specified environmental ranges for temperature and humidity to ensure longevity and stable performance. Avoid placing the switch in direct sunlight, near heat sources, or in areas with excessive dust or moisture.

5. TROUBLESHOOTING

5.1. Common Issues and Solutions

- **No Power:**
Symptom: Power LED is off.
Solution: Check the power cord connection to the switch and the electrical outlet. Ensure the outlet is functional.
- **No Network Connectivity:**
Symptom: Devices connected to the switch cannot access the network.
Solution: Verify that Ethernet cables are securely connected to both the switch and the devices. Check port status LEDs; a solid green or blinking green indicates a link. Ensure the switch has a valid IP configuration and is connected to your router/gateway.
- **PoE Device Not Powering On:**
Symptom: PoE-powered device (e.g., IP phone) does not receive power.
Solution: Ensure the device is PoE-compatible. Check the switch's PoE status LEDs for the specific port. Verify PoE settings in the switch's management interface. Ensure the total PoE budget of the switch is not exceeded.
- **Cannot Access Web GUI:**
Symptom: Browser cannot reach the switch's IP address.
Solution: Verify your computer's IP address is in the same subnet as the switch. Ping the switch's IP address to confirm network reachability. Clear browser cache or try a different browser.

If issues persist after attempting these solutions, refer to the comprehensive troubleshooting guide on the Cisco support website or contact technical support.

6. TECHNICAL SPECIFICATIONS

Feature	Specification
Model	SG500-28MPP-K9
Number of Ports	28 Gigabit Ethernet
Interface Type	PoE+
Product Dimensions	21.5 x 18.7 x 4.3 inches
Item Weight	15.31 pounds
Brand	Cisco
UPC	748926547055

7. WARRANTY INFORMATION

This Cisco product is typically covered by a limited hardware warranty. For detailed information regarding the terms, conditions, and duration of your specific warranty, please refer to the warranty documentation included with your purchase or visit the official Cisco website. Warranty coverage may vary based on region and reseller.

8. SUPPORT

For further assistance, technical support, or to download the latest drivers and firmware, please visit the official Cisco support website. You can also find extensive documentation, FAQs, and community forums there.

Cisco Support Website: <https://www.cisco.com/go/support>