

RUIJIE RG-ES224GC

Reyee 24-Port Gigabit Smart Managed Switch User Manual

Model: RG-ES224GC

1. INTRODUCTION

This user manual provides comprehensive instructions for the installation, operation, and maintenance of the Reyee 24-Port Gigabit Smart Managed Switch (Model: RG-ES224GC). Please read this manual thoroughly before using the device to ensure proper setup and optimal performance. Keep this manual for future reference.

Important Safety Information:

- Ensure the power supply voltage matches the device's requirements.
- Do not expose the device to water or excessive humidity.
- Avoid blocking ventilation openings to prevent overheating.
- Only use accessories specified by the manufacturer.
- For indoor use only.

2. PRODUCT OVERVIEW

The Reyee RG-ES224GC is a 24-port gigabit cloud-managed switch designed for various network environments, including enterprise, hospitality, factory, education, retail, and surveillance applications. It offers cost-effective smart cloud management capabilities, IP camera recognition, and automatic loop prevention for service continuity.

2.1 Key Features

- 24 x 10/100/1000Mbps RJ45 Ports
- Cloud Management via Ruijie Cloud
- IP Camera Recognition for CCTV Networks
- Automatic Loop Prevention
- Lifetime Management on Ruijie Cloud
- 19-inch Rack-Mountable Design
- Non-PoE Ports

2.2 Package Contents

Verify that all items are present in the package:

- 1x Reyee RG-ES224GC 24-Port Gigabit Smart Managed Switch
- 1x Power Cord
- 1x Rack Mount Kit (if applicable)
- 1x User Manual (this document)

2.3 Physical Description



Figure 2.3.1: Front view of the Reyee RG-ES224GC switch, showing 24 RJ45 Gigabit Ethernet ports and LED indicators for status and port activity.



Figure 2.3.2: Back view of the Reyee RG-ES224GC switch, featuring the power input connector and ventilation grilles.



Figure 2.3.3: Side view of the Reyee RG-ES224GC switch, showing the compact design and additional ventilation.

2.3.1 Front Panel

- **RJ45 Ports (1-24):** 10/100/1000Mbps Ethernet ports for network device connections.
- **Status LED:** Indicates the overall operational status of the switch.
- **Reset Button:** Used to restore factory default settings (requires a paperclip or similar tool).

2.3.2 Rear Panel

- **AC Power Input:** Connector for the power cord.
- **Ventilation Grilles:** For heat dissipation.

3. SETUP

3.1 Unpacking and Inspection

Carefully remove the switch from its packaging. Inspect the device for any signs of damage during transit. If any damage is found, contact your vendor immediately.

3.2 Placement

The RG-ES224GC switch can be placed on a desktop or mounted in a standard 19-inch equipment rack.

- **Desktop Placement:** Ensure the surface is flat, stable, and allows for adequate ventilation around the device.
- **Rack Mounting:** Attach the provided rack-mount brackets to the sides of the switch using the included screws. Secure the switch into a standard 19-inch rack. Ensure proper airflow within the rack.

Environmental Considerations:

- Operating Temperature: 0°C to 40°C (32°F to 104°F)
- Operating Humidity: 10% to 90% non-condensing
- Keep away from direct sunlight, heat sources, and excessive dust.

3.3 Power Connection

1. Connect one end of the provided AC power cord to the power input port on the rear panel of the switch.
2. Connect the other end of the power cord to a grounded electrical outlet.
3. The switch will power on automatically. The Status LED on the front panel should illuminate.

3.4 Network Connection

Connect your network devices (e.g., computers, servers, IP cameras, other switches) to the RJ45 ports (1-24) on the front panel using standard Ethernet cables (Cat5e or higher).

Note: This switch does not provide Power over Ethernet (PoE). Devices requiring power via Ethernet must be powered separately.

3.5 Initial Configuration (Cloud Management)

The Reyee RG-ES224GC is designed for cloud management via the Ruijie Cloud platform. For initial setup and advanced configurations, refer to the Ruijie Cloud documentation or app.

1. Ensure the switch has internet access (typically via an uplink port connected to a router or gateway).
2. Download the Ruijie Cloud app from your mobile app store or visit the Ruijie Cloud website.
3. Create an account or log in.
4. Add the switch to your account by scanning the QR code on the device or manually entering its serial number.

5. Follow the on-screen instructions in the Ruijie Cloud platform to configure network settings, VLANs, QoS, and other advanced features.

4. OPERATING

4.1 Basic Operation

Once powered on and connected to the network, the switch operates automatically to forward Ethernet traffic between connected devices. No manual configuration is required for basic plug-and-play functionality.

4.2 Understanding LED Indicators

LED Indicator	Status	Description
Status LED	Solid Green	Device is powered on and operating normally.
	Flashing Green	Device is booting up or performing a specific operation (e.g., firmware upgrade).
	Off	Device is powered off or experiencing a power issue.
Port LEDs (on each RJ45 port)	Solid Green	Link established at Gigabit speed (1000Mbps).
	Solid Amber	Link established at Fast Ethernet speed (100Mbps).
	Flashing Green/Amber	Data activity on the port.
	Off	No link or device connected to the port.

4.3 Cloud Management Features

The Reyee RG-ES224GC leverages the Ruijie Cloud platform for advanced management and monitoring. Key features accessible via the cloud include:

- **Remote Monitoring:** View device status, port status, and network topology from anywhere.
- **Configuration Management:** Configure VLANs, QoS, port mirroring, and other network settings remotely.
- **IP Camera Recognition:** Automatically identifies and optimizes settings for connected IP cameras, simplifying surveillance network deployment.
- **Automatic Loop Prevention:** Detects and prevents network loops to ensure network stability and service continuity.
- **Firmware Upgrades:** Schedule and perform firmware updates remotely to keep your device secure and up-to-date.
- **Alerts and Notifications:** Receive real-time alerts for critical events.

For detailed instructions on using Ruijie Cloud features, please refer to the official Ruijie Cloud documentation or support resources.

5. MAINTENANCE

5.1 Cleaning

To maintain optimal performance and extend the lifespan of your switch:

- Power off the device and disconnect the power cord before cleaning.

- Use a soft, dry cloth to wipe the exterior of the switch.
- Do not use liquid or aerosol cleaners, as they may damage the device.
- Periodically check ventilation openings for dust accumulation and gently clean them with compressed air if necessary.

5.2 Firmware Updates

Firmware updates provide new features, performance improvements, and security patches. It is recommended to keep your switch's firmware up-to-date.

- Firmware updates are typically managed through the Ruijie Cloud platform.
- Follow the instructions provided in the Ruijie Cloud interface for checking and applying updates.
- Ensure a stable power supply during the update process to prevent interruption.

5.3 Resetting to Factory Defaults

If you need to restore the switch to its original factory settings, use the reset button on the front panel.

1. With the switch powered on, use a paperclip or a similar pointed object to press and hold the Reset button for approximately 5-10 seconds.
2. Release the button when the Status LED starts flashing rapidly or changes color.
3. The switch will reboot with factory default settings.

Warning: Resetting to factory defaults will erase all custom configurations.

6. TROUBLESHOOTING

6.1 Common Issues and Solutions

Problem	Possible Cause	Solution
Switch does not power on (Status LED off)	No power supply; faulty power cord; faulty power outlet.	Check power cord connection; try a different power outlet; ensure power outlet is functional.
No network connectivity on a port (Port LED off)	Cable not connected properly; faulty Ethernet cable; connected device is off or faulty; incorrect port configuration (if managed).	Ensure cable is securely connected; try a different Ethernet cable; verify the connected device is powered on and working; check port status via Ruijie Cloud.
Slow network speed	Cable quality issue; network congestion; duplex mismatch.	Use Cat5e or higher cables; check for network loops (Automatic Loop Prevention should handle this); verify duplex settings if manually configured.
Cannot access Ruijie Cloud management	No internet access for the switch; incorrect cloud account details; switch not added to account.	Ensure switch has internet connectivity; verify Ruijie Cloud account credentials; ensure the switch is correctly added to your Ruijie Cloud account.

6.2 Contacting Support

If you encounter issues that cannot be resolved using the troubleshooting steps above, please contact Ruijie technical support or your local distributor for assistance. Provide your product model (RG-ES224GC) and serial number when contacting support.

7. SPECIFICATIONS

Feature	Detail
Model	RG-ES224GC
Switch Type	Managed (Cloud Managed)
Number of Ports	24 x 10/100/1000Mbps RJ45
PoE Support	No PoE ports
Data Transfer Rate	48 Gigabits Per Second (Switching Capacity)
Product Dimensions (L x W x H)	10.63" x 7.87" x 22.05" (270mm x 200mm x 560mm approx.)
Item Weight	6.25 pounds (2.84 Kilograms)
Case Material	Plastic
Color	Black
Included Components	1x RG-ES224GC
Operating Temperature	0°C to 40°C (32°F to 104°F)
Operating Humidity	10% to 90% non-condensing

8. WARRANTY AND SUPPORT

RUIJIE provides a limited warranty for its products. For specific warranty terms and conditions, please refer to the warranty information provided with your purchase or visit the official RUIJIE website.

For technical support, product inquiries, or assistance with Ruijie Cloud management, please visit the official Ruijie support portal or contact their customer service. Lifetime management is available on Ruijie Cloud at any time, anywhere.

Ruijie Official Website: www.ruijienetworks.com

Ruijie Cloud: cloud.ruijienetworks.com