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Ubiquiti Networks USW-PRO-MAX-24-POE

Ubiquiti USW-PRO-MAX-24-POE 24-Port PoE++ Layer 3 Switch User Manual

Model: USW-PRO-MAX-24-POE

1. INTRODUCTION

This manual provides detailed instructions for the installation, configuration, operation, and maintenance of the Ubiquiti USW-PRO-MAX-24-POE 24-Port PoE++ Layer 3 Switch. Please read this manual thoroughly before using the device to ensure proper functionality and safety.

2. PRODUCT OVERVIEW

The Ubiquiti USW-PRO-MAX-24-POE is a high-performance Layer 3 switch designed for robust network environments. It features 24 Ethernet ports with varying PoE capabilities and two 10G SFP+ ports for high-speed uplinks. The switch integrates with the UniFi Network application for centralized management and offers advanced Layer 3 switching features.



Image 2.1: Angled view of the Ubiquiti USW-PRO-MAX-24-POE Switch.

2.1 Front Panel Features

(24) Etherlighting™ ports that illuminate to indicate port location, speed/link, and native VLAN/network**



**Pair with UniFi Etherlighting Patch Cables for optimal brightness.

Image 2.2: Front panel of the switch showing ports and touchscreen.

- **1.3" Touchscreen:** Provides real-time status information and AR switch management capabilities.
- **(8) GbE PoE+ RJ45 Ports:** Gigabit Ethernet ports with PoE+ (802.3at) support.
- **(8) GbE PoE++ RJ45 Ports:** Gigabit Ethernet ports with PoE++ (802.3bt) support.
- **(8) 2.5 GbE PoE++ RJ45 Ports:** 2.5 Gigabit Ethernet ports with PoE++ (802.3bt) support. These ports feature Etherlighting™ to indicate port location, speed/link, and native VLAN/network.
- **(2) 10G SFP+ Ports:** High-speed fiber optic ports for uplink connections.
- **Reset Button:** Used to restore factory default settings.

2.2 Rear Panel Features



Image 2.3: Rear panel of the switch showing power input and DC backup port.

- **Power Input:** Standard AC power connector.
- **DC Power Backup:** Port for connecting a UniFi Power Backup device (sold separately) for power redundancy.

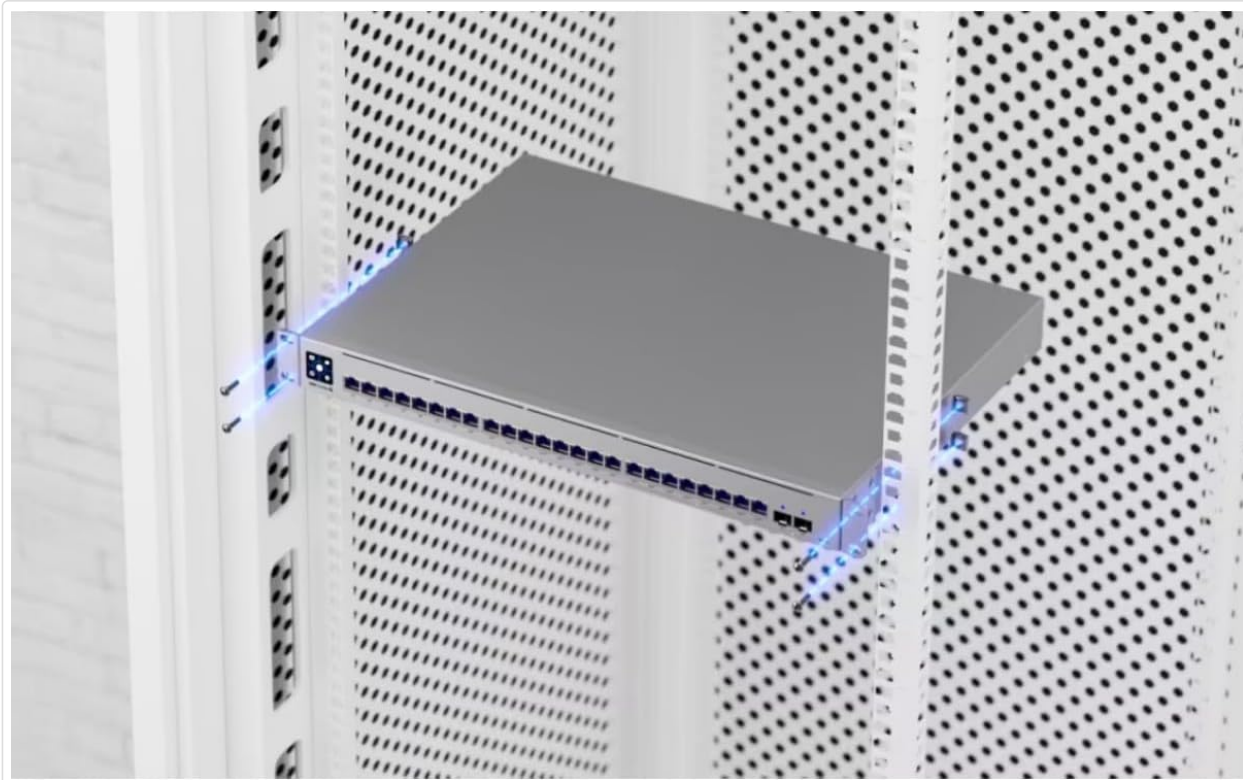


Image 2.4: Comprehensive diagram of the switch's front and rear panels with all labeled components.

3. PACKAGE CONTENTS

Verify that all items listed below are present in your package. If any items are missing or damaged, please contact your vendor or Ubiquiti support.



Image 3.1: The USW-PRO-MAX-24-POE switch and its included accessories.

- Ubiquiti USW-PRO-MAX-24-POE Switch
- Power Cord

- Rackmount Ears (2)
- Rackmount Screws (4)
- Cage Nuts (4)

4. HARDWARE INSTALLATION

The USW-PRO-MAX-24-POE is designed for rack mounting. Follow these steps for secure installation.

4.1 Rack Mounting

1. Attach the two rackmount ears to the sides of the switch using the provided screws. Ensure they are securely fastened.



Image 4.1: Rackmount ears and screws.

2. Align the switch with an available 1U space in your standard 19-inch rack.
3. Insert the cage nuts into the square holes of the rack where the switch will be mounted.
4. Secure the switch to the rack using the four rackmount screws.



Image 4.2: Example of the switch being installed in a rack.

4.2 Connecting Power

1. Connect the provided power cord to the AC power input on the rear panel of the switch.
2. Plug the other end of the power cord into a suitable power outlet.

4.3 Connecting Network Cables

1. Connect your network devices (e.g., computers, access points, IP cameras) to the RJ45 Ethernet ports on the front panel.
2. For high-speed uplinks, insert compatible SFP+ modules (not included) into the SFP+ ports and connect fiber optic cables.

5. SETUP AND INITIAL CONFIGURATION

The USW-PRO-MAX-24-POE is managed by the UniFi Network application. Ensure you have the UniFi Network application installed and running on a computer or a UniFi Cloud Key.

1. **Power On:** After connecting power, the switch will power on. The touchscreen will display boot progress.
2. **Network Connectivity:** Ensure the switch is connected to a network where the UniFi Network application can discover it.

3. **Adopt the Device:** Open the UniFi Network application. The switch should appear in the 'Devices' section as 'Pending Adoption'. Click 'Adopt' to add the switch to your UniFi network.
4. **Firmware Update:** The UniFi Network application may prompt you to update the switch's firmware. It is recommended to keep the firmware up to date for optimal performance and security.
5. **Basic Configuration:** Once adopted, you can configure port settings, VLANs, PoE settings, and other network parameters through the UniFi Network application interface.

6. OPERATING INSTRUCTIONS

Once configured, the USW-PRO-MAX-24-POE operates autonomously. Management and monitoring are primarily performed through the UniFi Network application.

6.1 Monitoring via UniFi Network Application

- View real-time port status, traffic statistics, and PoE consumption.
- Monitor device health, CPU usage, and temperature.
- Access logs and alerts for network events.

6.2 Using the Touchscreen

The 1.3" touchscreen provides quick access to device status and basic controls:

- **Status Display:** Shows IP address, uptime, and port status.
- **AR Switch Management:** Allows for augmented reality port identification when used with the UniFi AR mobile app.

6.3 Layer 3 Features

The USW-PRO-MAX-24-POE supports advanced Layer 3 features, including inter-VLAN routing, static routing, and DHCP server functionality, all configurable via the UniFi Network application.

7. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your switch.

- **Firmware Updates:** Regularly check for and apply firmware updates through the UniFi Network application. These updates often include performance improvements, new features, and security patches.
- **Cleaning:** Keep the switch free from dust. Use a soft, dry cloth to clean the exterior. Ensure ventilation openings are clear of obstructions. Do not use liquid cleaners.
- **Environmental Conditions:** Ensure the switch operates within its specified temperature and humidity ranges (refer to Specifications section). Avoid exposing the device to direct sunlight or extreme temperatures.

8. TROUBLESHOOTING

This section addresses common issues you might encounter with your USW-PRO-MAX-24-POE switch.

8.1 No Power

- Verify the power cord is securely connected to both the switch and a working power outlet.
- Check the power outlet with another device to confirm it is supplying power.

- If using a power strip or UPS, ensure it is turned on and functioning.

8.2 No Network Link on a Port

- Ensure the Ethernet cable is properly seated at both ends.
- Try a different Ethernet cable to rule out a faulty cable.
- Check the connected device to ensure it is powered on and functioning correctly.
- Verify port settings in the UniFi Network application (e.g., VLAN configuration, port status).

8.3 PoE Device Not Receiving Power

- Confirm the connected device is PoE compatible and requires the PoE+ (802.3at) or PoE++ (802.3bt) standard provided by the switch.
- Check the PoE settings for the specific port in the UniFi Network application.
- Ensure the total PoE budget (400W) of the switch is not exceeded.

8.4 Resetting to Factory Defaults

If the switch is unresponsive or you need to reconfigure it from scratch, you can perform a factory reset:

1. With the switch powered on, locate the Reset button on the front panel.
2. Use a paperclip or similar pointed object to press and hold the Reset button for approximately 10 seconds.
3. Release the button when the switch restarts. The device will revert to its factory default settings and become available for adoption in the UniFi Network application.

9. SPECIFICATIONS

The following table outlines the technical specifications for the Ubiquiti USW-PRO-MAX-24-POE switch.

Feature	Specification
Model	USW-PRO-MAX-24-POE
Dimensions (L x W x H)	7.87" x 5.91" x 5.91" (Product)
Weight	5.7 Kilograms (12.54 pounds)
Interface Type	RJ45, SFP+, PoE
Number of Ports	24 (RJ45) + 2 (SFP+)
RJ45 Ethernet Ports	(8) GbE PoE+, (8) GbE PoE++, (8) 2.5 GbE PoE++
SFP+ Ports	(2) 10G SFP+
Total PoE Supply	400W
Switching Capacity	112 Gbit/s
Data Transfer Rate	48 Gigabits Per Second (Forwarding Rate)
Voltage	28 Volts (Internal Power Supply)
Upper Temperature Rating	40 Degrees Celsius

Feature	Specification
Rack Mounting	Yes, 1U
Manufacturer	UbiQuti
UPC	810084692714

10. WARRANTY AND SUPPORT

Ubiquiti products are covered by a limited warranty. Please refer to the official Ubiquiti website for detailed warranty terms and conditions specific to your region.

For technical support, product documentation, and community forums, visit the official Ubiquiti support portal. You can find resources for troubleshooting, software downloads, and contact information for customer service.

Online Resources:

- Ubiquiti Official Website: www.ui.com
- Ubiquiti Support: help.ui.com