Ubiquiti Networks USW-Pro-Max-24

Ubiquiti Pro Max Layer 3 Switch

Model: USW-Pro-Max-24

Introduction

This manual provides essential information for the installation, operation, and maintenance of your Ubiquiti Pro Max Layer 3 Switch. Please read this manual thoroughly before using the device to ensure proper setup and functionality.
The Ubiquiti Pro Max Layer 3 Switch is a high-performance 24-port switch designed for advanced network environments. It features Layer 3 capabilities and Etherlighting ports for enhanced visibility and management.

Package Contents



The package for your Ubiquiti Pro Max Layer 3 Switch includes the following components:

- Ubiquiti Pro Max Layer 3 Switch (USW-Pro-Max-24)
- Power Cable
- Hardware Kit (for rack mounting)

Image: The Ubiquiti Pro Max Layer 3 Switch shown alongside its power cable and a hardware kit for installation.

Product Overview



The Ubiquiti Pro Max Layer 3 Switch features a comprehensive set of ports and indicators for efficient network management:

- **(8) 2.5 GbE RJ45 ports:** For high-speed wired connections.
- **(16) GbE RJ45 ports:** Standard Gigabit Ethernet ports.
- **(2) 10G SFP+ ports:** For high-bandwidth fiber optic uplinks.
- **Etherlighting ports:** Ports that illuminate to indicate port location, speed/link status, and native VLAN/network.
- **DC power backup ready:** Supports external DC power for redundancy.

Image: A detailed front view of the Ubiquiti Pro Max Layer 3 Switch, showing all 24 RJ45 ports and 2 SFP+ ports, along with the Etherlighting indicators.

Setup and Installation

Rack Mounting

The Ubiquiti Pro Max Layer 3 Switch is designed for rack installation. Use the included hardware kit to secure the switch in a standard 19-inch rack.

1. Attach the rackmount ears to the sides of the switch using the provided screws.
2. Align the switch with the rack posts and secure it using appropriate rack screws (not included, typically supplied with the rack).

Power Connection

Connect the included power cable to the power inlet on the rear of the switch and then to a suitable AC power outlet. The switch is also DC power backup ready for redundant power supply configurations.

Network Connection

Connect your network devices (computers, servers, other switches) to the RJ45 ports. Use the 2.5 GbE ports for devices requiring higher bandwidth and the 10G SFP+ ports for fiber uplinks to your core network.

Operating Instructions

Initial Power On

Once connected to power, the switch will automatically power on. Observe the Etherlighting ports for initial boot-up sequence and status indicators.

Management with UniFi Network

The Ubiquiti Pro Max Layer 3 Switch is managed with UniFi Network version 8.0.24 and later. Ensure you have a UniFi Network controller running to adopt and configure the switch.

- **Adoption:** Discover and adopt the switch within your UniFi Network controller interface.
- **Configuration:** Configure VLANs, port settings, link aggregation, and other network parameters through the UniFi Network controller.
- **Monitoring:** Monitor port status, traffic statistics, and device health from the UniFi Network dashboard.

Etherlighting Indicators

The Etherlighting feature provides visual cues for port status:

- **Port Location:** Helps identify specific ports quickly.
- **Speed/Link:** Indicates connection speed (e.g., 1GbE, 2.5GbE, 10GbE) and link activity.

- **Native VLAN/Network:** Provides visual confirmation of the assigned network or VLAN for a port.

Maintenance

Cleaning

Regularly clean the exterior of the switch with a soft, dry cloth. Do not use liquid or aerosol cleaners directly on the device.

Firmware Updates

Keep the switch firmware updated through the UniFi Network controller to ensure optimal performance, security, and access to new features. Refer to the UniFi Network documentation for the latest firmware update procedures.

Environmental Considerations

Ensure the switch is operated within its specified environmental conditions (temperature, humidity) to prevent overheating and ensure longevity. Maintain adequate airflow around the device.

Troubleshooting

- **No Power:**

  Check that the power cable is securely connected to both the switch and the power outlet. Verify the power outlet is functional. If using DC backup, ensure the DC power source is active.

- **No Link on Port:**

  Verify the Ethernet cable is properly connected at both ends. Test with a different cable. Ensure the connected device is powered on and functioning correctly. Check port status in UniFi Network controller.

- **Switch Not Adopted in UniFi Network:**

  Ensure the UniFi Network controller is running and accessible from the same network segment as the switch. Check firewall settings. Try resetting the switch to factory defaults (refer to UniFi documentation for procedure).

- **Slow Network Performance:**

  Check for network congestion. Verify cable quality and length. Ensure connected devices are operating at their expected speeds. Review UniFi Network controller for any alerts or high utilization on ports.

Specifications

Feature	Detail
Model	USW-Pro-Max-24
Switch Type	Layer 3
Total Ports	24 RJ45, 2 SFP+
RJ45 Ports	(8) 2.5 GbE, (16) GbE
SFP+ Ports	(2) 10G
Data Transfer Rate	Up to 2.5 Gbps per RJ45 port, 10 Gbps per SFP+ port
Management	UniFi Network 8.0.24 and later

Power	AC Power, DC Power Backup Ready
Case Material	Metal
Dimensions (Package)	20.38 x 17 x 4.88 inches
Item Weight	11.92 pounds
Included Components	Power Cable, Hardware Kit

Warranty Information

Ubiquiti Networks products are covered by a limited warranty. For detailed warranty terms and conditions, please refer to the official Ubiquiti Networks website or the warranty card included with your product. Keep your proof of purchase for warranty claims.

Support

For technical support, documentation, and community forums, please visit the official Ubiquiti Networks support portal:

https://www.ui.com/support
You can also find additional resources and frequently asked questions on their website.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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