



IP-COM G3328F L2 Managed Switch Installation Guide

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IP-COM

IP-COM G3328F L2 Managed Switch



Package contents

- Switch x 1
- Power cord x 1
- Footpad x 4
- Screw (KM3*8 mm) x 8
- Quick installation guide x 1
- L-shaped bracket x 2
- Console cable x 1 (only for G3328F)

This guide instructs how to install, connect and manage the device.

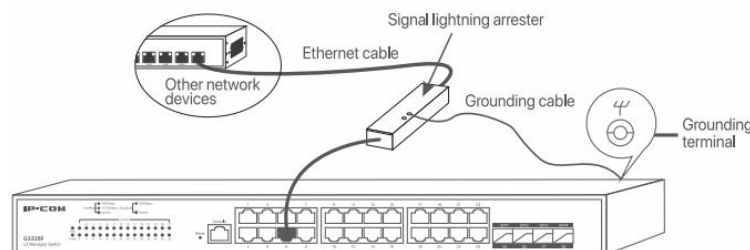
For details, please visit www.ip-com.com.cn to download the user guide of the device. G3328F is used for illustration in this guide unless otherwise specified.

Install the device

Safety precautions

Before performing an operation, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, the installation and maintenance personnel need to understand the basic safety precautions to be taken.

1. Do not use this apparatus near water.
2. Clean only with dry cloth.
3. Do not block any ventilation openings, such as newspapers, table-cloth, curtains, etc.
4. Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus that produce heat.
5. Do not damage the ground conductor or operate the device in the absence of well installed ground conductor. Conduct the appropriate electrical inspection.
6. Protect the power cord from being walk on or pinched particularly at the plugs, convenience receptacles and at the point where they exit from the apparatus.
7. Only use attachments/accessories specified by the manufacturer.
8. Unplug this apparatus during lightning storms or when unused for long periods of time.
9. Mains plug is used as the disconnect device, the disconnect device shall remain readily operable.
10. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
11. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing.
12. Warning: To reduce the risk of electric shock, do not remove cover as there are no user-serviceable parts inside. Refer servicing to qualified personnel.
13. If an outdoor cable is required, check whether the signal lightning arrester and AC surge arrester are connected to the switch.



Note: There is a void sticker covering one of the screws on the housing of the switch. Do NOT remove the sticker without permission of the local agent. Otherwise, you shall be responsible for any

Preparation for installation

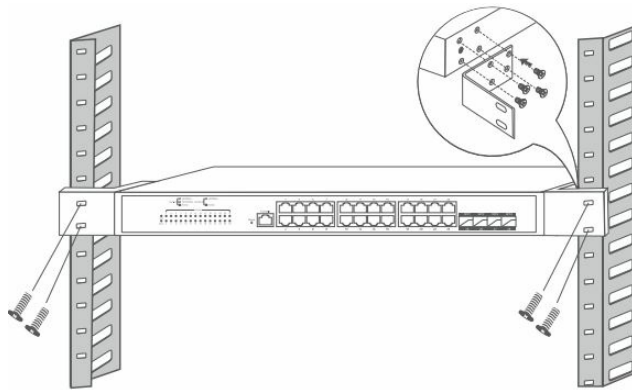
You shall prepare the following tools and materials for device installation.

- Rack mounting: ESD bracelet (or ESD gloves), screwdriver, screws (suitable for securing the switch to the rack)
- Wall mounting: ESD bracelet (or ESD gloves), marker, hammer drill, rubber hammer, ladder, spirit level, screwdriver, expansion bolts (M5*40 mm), screws (PA5*25 mm, head diameter: 10 mm)
- Desktop mounting: ESD bracelet (or ESD gloves)

Installation

Rack mounting (to a standard 19-inch rack)

1. **Step 1** Ensure that the rack is stable and level, and is properly grounded.
2. **Step 2** Fix the 2 L-shaped brackets to both sides of the switch with the included screws.
3. **Step 3** Choose a proper height and fix the L-shaped brackets to the rack with screws (self-prepared). Ensure that the switch is stable on the rack.

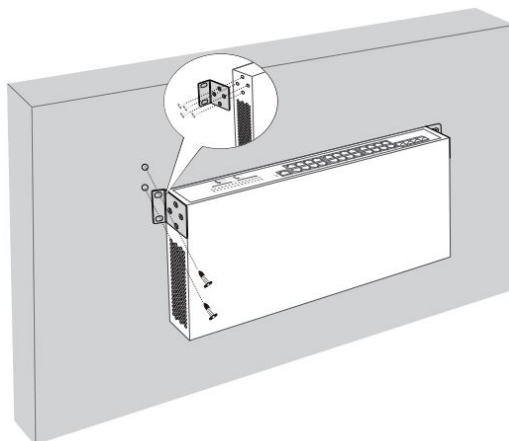


Wall mounting

Note:

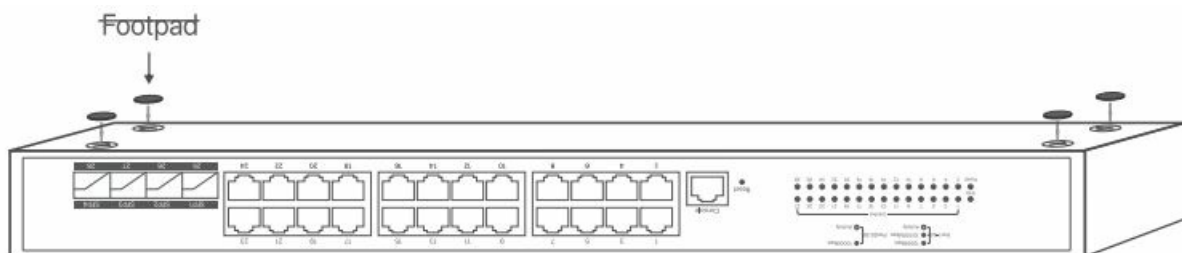
- This switch can only be installed on non-flammable walls, such as a concrete wall.
- Do NOT install the switch with its ventilation openings facing downward; otherwise, there will be potential safety hazards
- The switch is only suitable for mounting at heights ≤ 2 m.

1. **Step 1** Rotate the two L-shaped brackets by 90 degrees and fix them to both sides of the switch with the included screws.
2. **Step 2** Place the switch horizontally onto the wall with its RJ45 ports facing upward. Then mark the screw holes with the marker.
3. **Step 3** Drill holes in the marked positions, and then hammer the expansion bolts (self-prepared, M5*40 mm) into the holes.
4. **Step 4** Pass the screws (self-prepared PA5*25 mm head diameter: 10 mm) through the holes of the two L-shaped brackets, and secure the screws into the expansion bolts with a screwdriver. Ensure that the switch is installed firmly with its RJ45 ports facing upward.



Desktop mounting

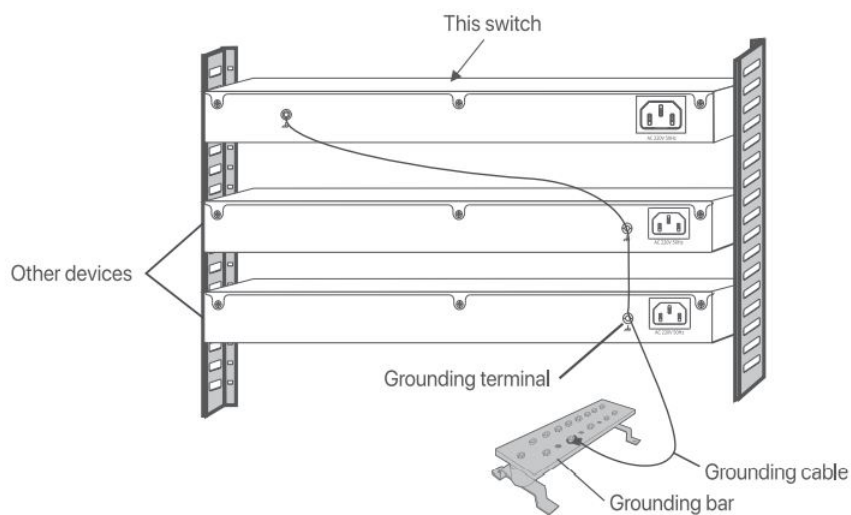
Paste the four footpads to the four recesses on the bottom of the switch. Then turn the switch upside down, and place it horizontally on a big enough, clean, stable and flat desktop.



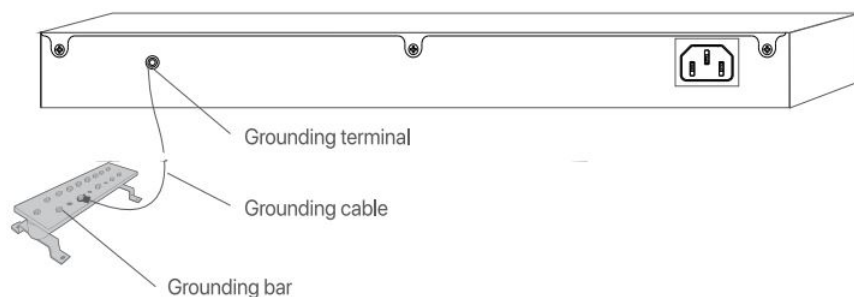
Grounding

Grounding is important for lightning protection, anti-interference, and personal safety.

1. **Step 1** Connect one end of the grounding cable to the grounding terminal of the switch.
2. **Step 2** Connect the other end of the grounding cable to another grounded device or to the binding post on the grounding bar.



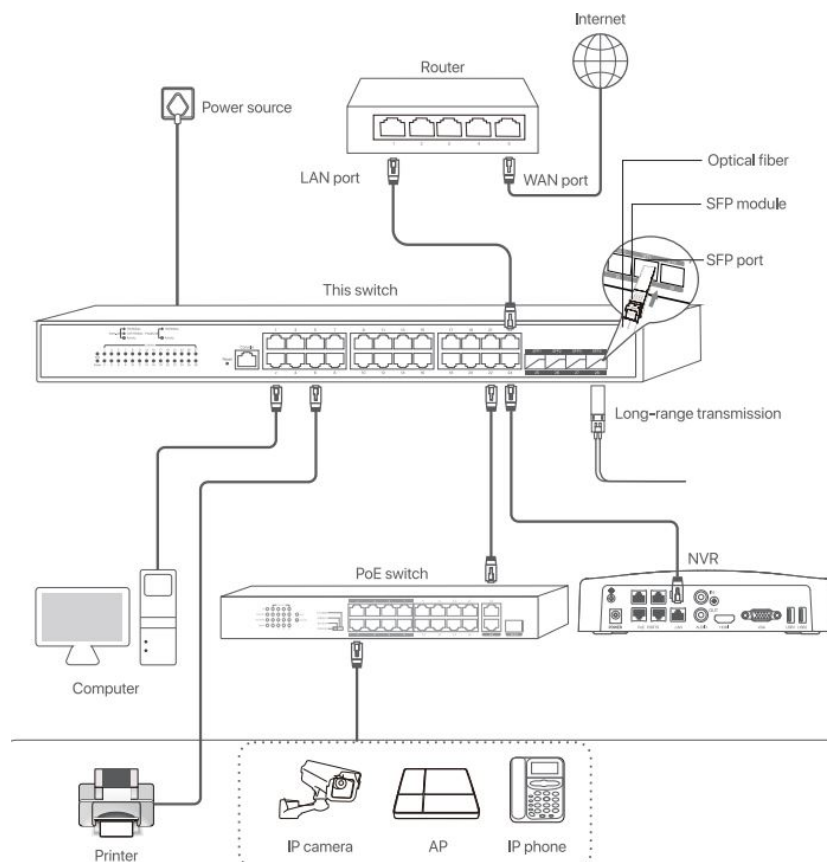
OR



Note: Connect the grounding cable of the switch to the grounding system in the equipment room. Do NOT connect it to a fire hose or lightning rod

Connect the device

The typical network topology of this switch is as shown below.



After connection, please check whether the switch is connected properly according to the following table.

Tips

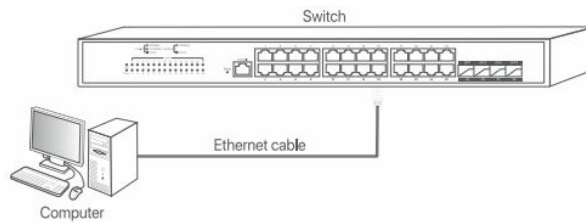
- The SP ports of G3328F and G3350F are independent SFP ports.
- The switch supports auto MDI/MDIX. You can use either a straight through cable or a crossover cable to connect the switch to Ethernet devices.

Manage the device

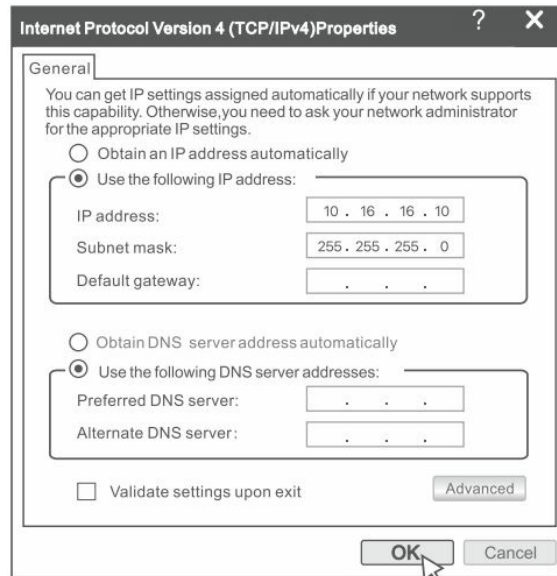
You can manage the switch through the local web UI or IP-COM CloudFi App.

Through local web UI

1. **Step 1** Use an Ethernet cable to connect the computer to one of the ports 1 – 24 (ports 1-48 for G3350F) of the switch



2. **Step 2** Set the IP address of Ethernet (or Local Area Connection) of the computer to the same network segment of the switch's IP address. The default IP address of the switch is 10.16.16.168. You can set the IP address of the computer to 10.16.16.X. (X ranges from 2 to 254 excluding 168 and is not occupied) and the subnet mask to 255.255.255.0.



3. **Step 3** Start a web browser (such as Chrome) on the computer, enter the management IP address of the switch (default: 10.16.16.168) in the address bar, and press Enter on the keyboard.
4. **Step 4** Enter the login user name and password (both are admin by default) on the login page of the switch, and click Login.

Tips

If you fail to access the above page, please refer to question 1 in FAQ. After successfully logging in to the web UI of the switch, you can configure the switch now.

Through IP-COM CloudFi App

Tips

- Before configuring the cloud management function, ensure that the switch has connected to the internet.
- Ensure the App is upgraded to the latest version. The operations may differ due to different versions.

Step 1 Download and install the app

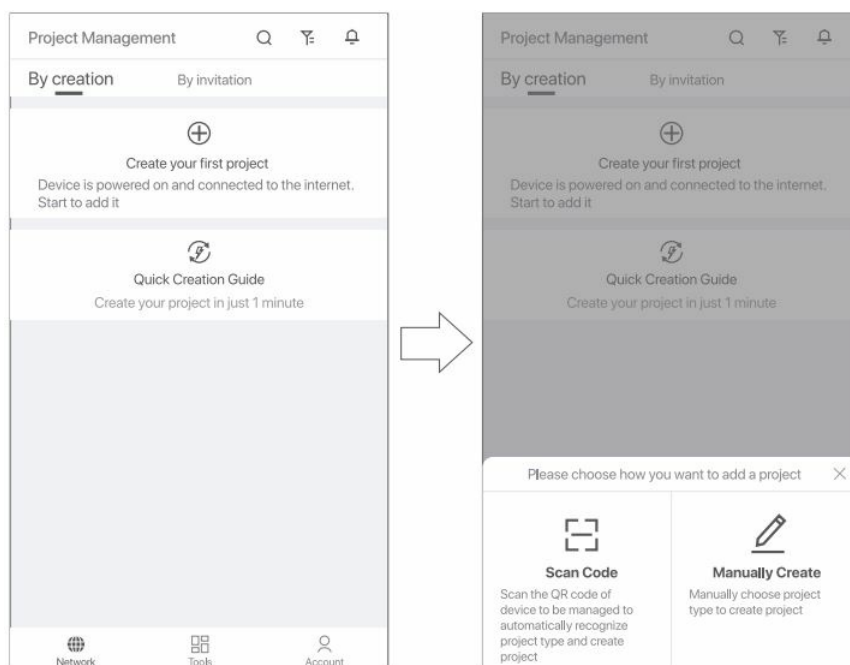
1. Search for the IP-COM CloudFi app in App Store or the app market to download and install the IP-COM CloudFi app on your mobile phone.

Step 2 Create a project

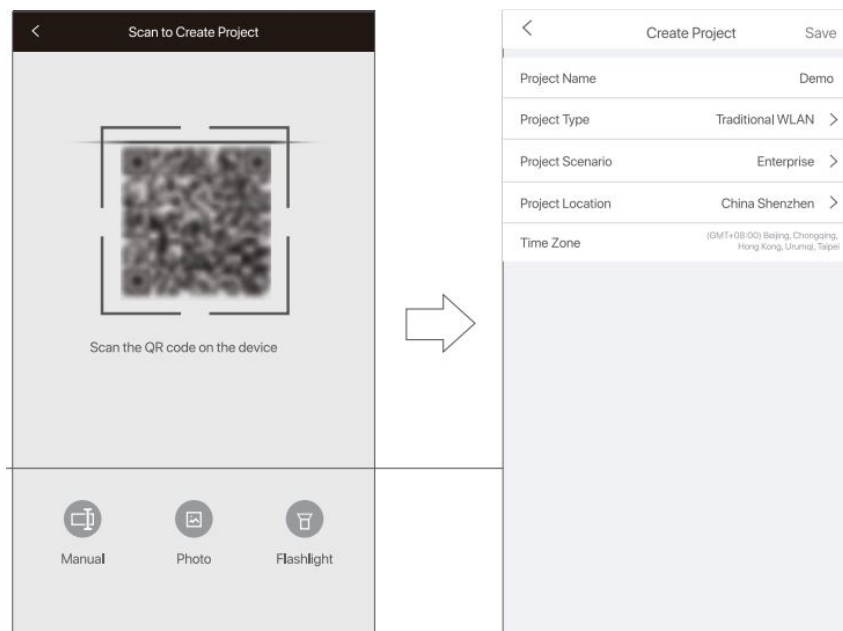
1. Log in to the app. On the Network page, add a Traditional WLAN project.
 - **Scan Code:** Scan the Scan to Add Device QR code on the switch to automatically recognize project type and create project.
 - **Manually Create:** Manually choose project type and create project.

Scan Code method is used for illustration here.

- Click Create your first project
- Click Scan Code



- Scan the QR code on the device
- Set project parameters and click Save



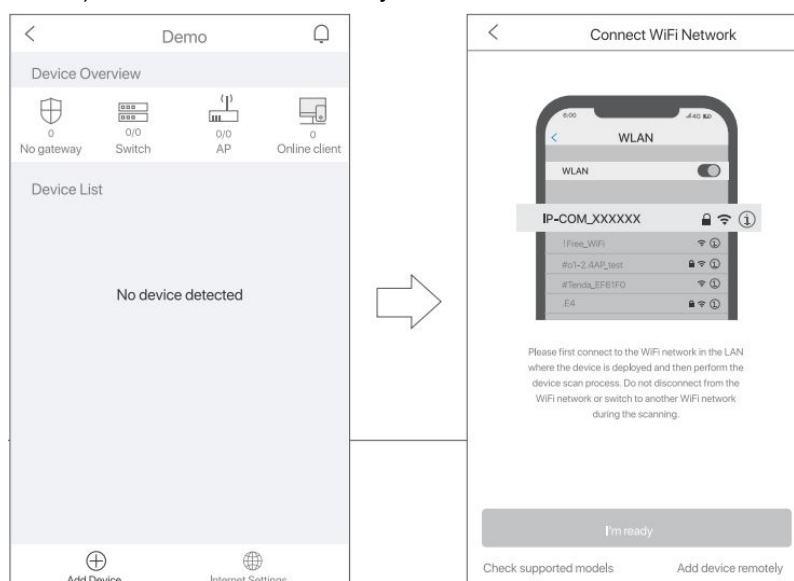
Project is created

Step 3 Add a device in the project

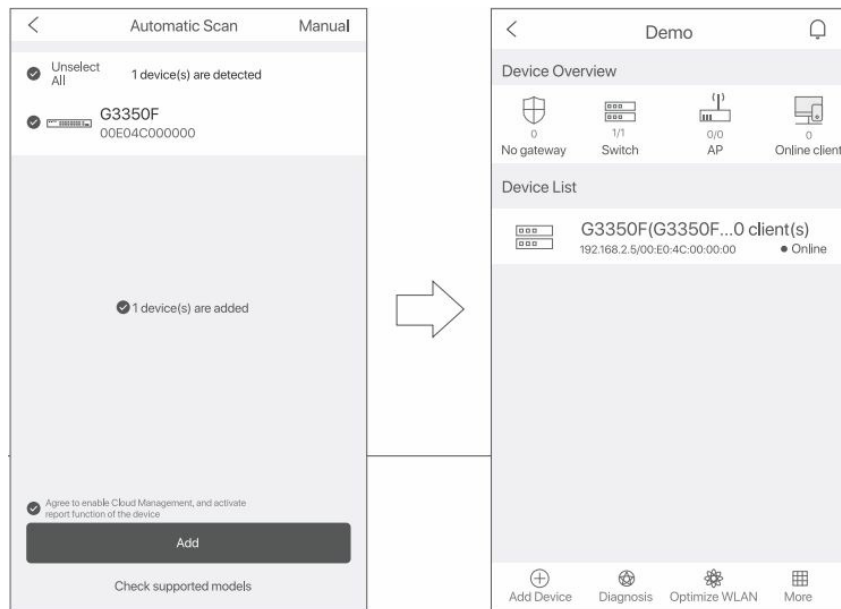
- Add device in local network: Applicable when your mobile phone is connected to the LAN network of the switch.
- Add device remotely: Applicable when your mobile phone cannot connect to the LAN network of the switch. To use this method, you need to obtain the device model and MAC address of the switch or the Scan to Add Device QR code in advance.

Add device in local network

- Enter the project, click Add Device
- Connect your mobile phone to the WiFi network of the LAN where this switch is deployed (this WiFi network should have internet access), and then click I'm ready



- After the automatic scan, agree to enable cloud management and add the switch
- The switch is added successfully

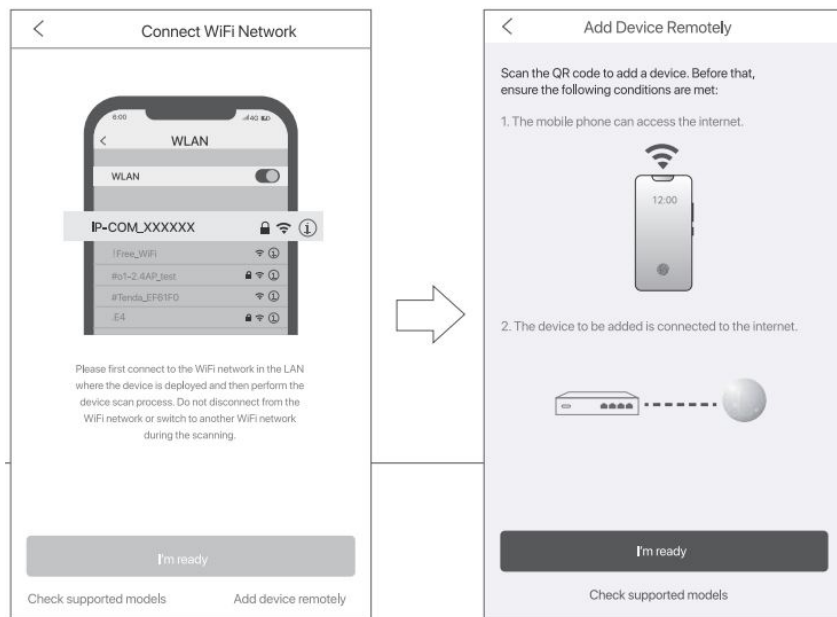


Add device remotely

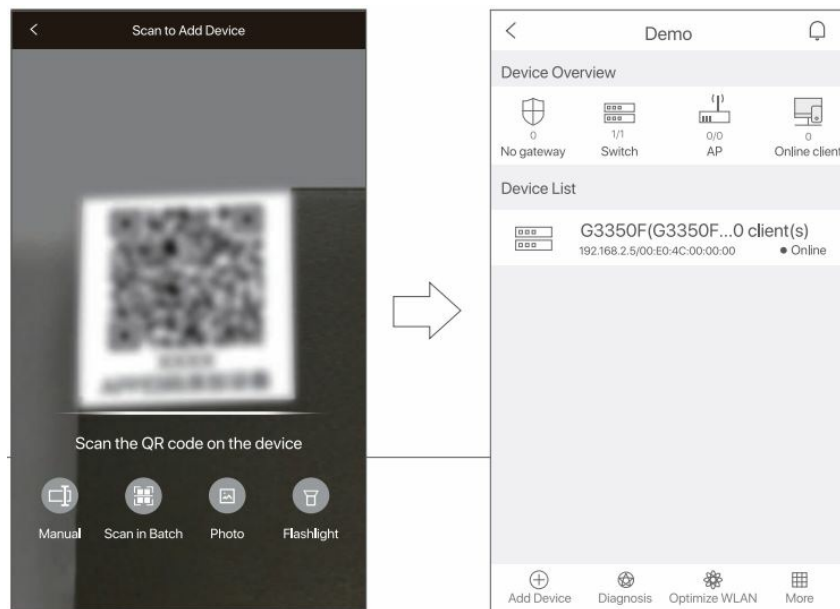
Tips

Before adding remotely, ensure that the cloud management function of the switch is already enabled on the web UI (Basic Functions > Cloud Management).

- Click Add device remotely at the lower right corner
- Follow the instructions, click I'm ready



- Scan the Scan to Add Device OR code on the switch, or click Manual to input the device type, model and MAC address
- The switch is added successfully



FAQ

Cannot log in to the web UI of the switch. What should I do?

Try the following solutions:

- Check whether the switch is powered on properly: The Power LED indicator is solid on.
- Check whether the computer is connected to the switch properly with an Ethernet cable: The Link/Act LED indicator lights solid on or is blinking.
- Check whether the IP address of Ethernet (or Local Area Connection) of the computer is set to 10.16.16.X (X ranges from 2 to 254 excluding 168 and is not occupied).
- Clear the cache of the web browser or try another web browser.
- Disable the firewall of the computer, or try another computer.
- Check whether only one device with the IP address 10.16.16.168 exists in the local network.
- If the problem persists, reset the switch and try again.

Reset method: When the SYS LED indicator is blinking, press and hold the Reset button for about 10 seconds, and then release it when all indicators are solid on. When the SYS LED indicator blinks again, the switch is restored to factory settings.

Forget the login user name and password when logging in to the web UI. What should I do?

Try entering the default login user name and password (both are admin). If you still fail to log in to the web UI, reset the switch, then use the default user name and password to log in.

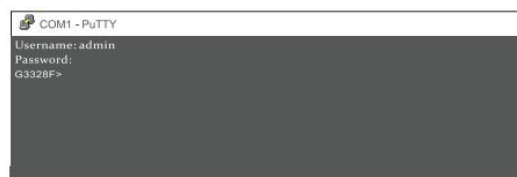
How do I connect the switch through the Console port (only for G3328F)?

Please operate as follows:

1. **Step 1** Connect the computer and the Console port of the switch with the included console cable.
2. **Step 2** Run a serial port connection software (such as PuTTY) on the computer. Enter 115200 in the Speed box and select Serial as the Connection type. Then click Open.



3. **Step 3** Press Enter twice and enter the user name and password of the switch (both are admin by default) on the page to enter the command-line interface of the switch.



Specifications

Safety and statement

CE Mark Warning

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures. The mains plug is used as disconnect device, the disconnect device shall remain readily operable.

NOTE:

1. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.
2. To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable. FC

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Caution! Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.

User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

Technical Support

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V1.0 Keep for reference

Documents / Resources

	<p>IP-COM G3328F L2 Managed Switch [pdf] Installation Guide G3350FV1.0-E01, G3328F, G3328F L2 Managed Switch, L2 Managed Switch, Managed Switch, Switch</p>
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