

IP-COM

Quick Installation Guide

L2 Managed Switch
G3328F/G3350F

Package contents

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

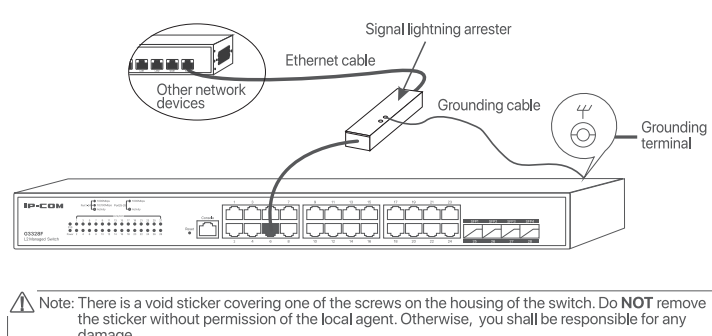
This guide instructs how to install, connect and manage the device. For details, please visit www.ip-com.com or to download the user guide of the device. G3328F is used for illustration in this guide, unless otherwise specified.

1 Install the device

1.1 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 cloths.
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 dropping or splashing.
12. Warning: To reduce the risk of electric shock, do not remove cover as there are non-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.



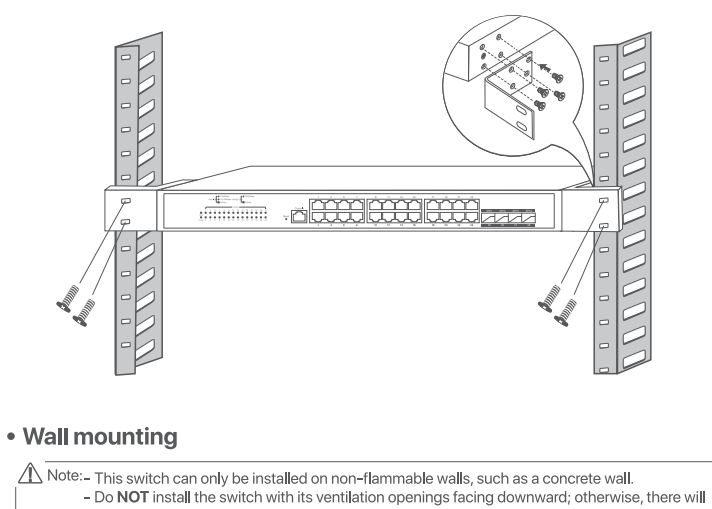
1.2 Preparation for installation

- You shall prepare the following tools and materials for device installation.
- Rack mounting: ESD bracket (or ESD gloves), screwdriver, screws (suitable for securing the switch to the rack).
 - Wall mounting: ESD bracket (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 bracket (or ESD gloves).

1.3 Installation

• Rack mounting (to a standard 19-inch rack)

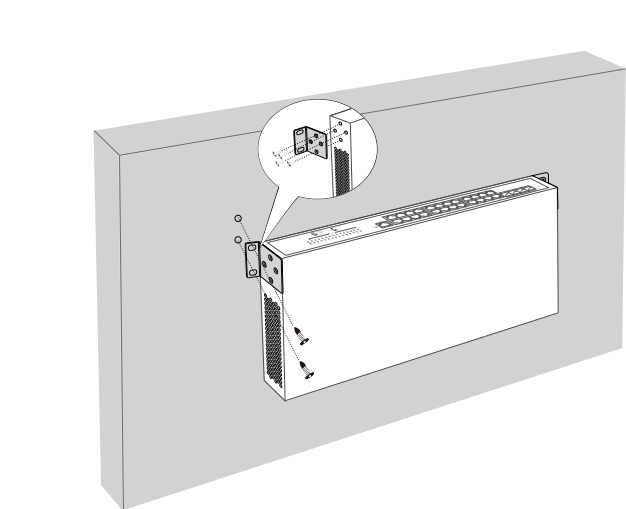
- Step 1** Ensure that the rack is stable and level, and is properly grounded.
- Step 2** Fix the two L-shaped brackets to both sides of the switch with the included screws.
- Step 3** Choose a proper height and fix the L-shaped brackets to the rack with screws (self-prepared). Ensure that the switch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



• Wall mounting

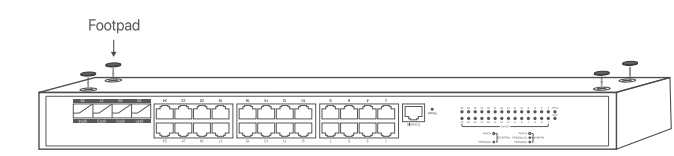
- Note:** This switch can only be installed on non-flammable walls, such as a concrete wall.
- Do NOT install the switch with its ventilation openings facing downward; otherwise, there will be potential safety hazards.
 - The switch is only suitable for mounting at heights ≥ 2 m.

- Step 1** Rotate the two L-shaped brackets by 90 degrees and fix them to both sides of the switch with the included screws.
- Step 2** Place the switch horizontally onto the wall with its RJ45 ports facing upward. Then mark the screw holes with the marker.
- Step 3** Drill holes in the marked positions, and then hammer the expansion bolts (self-prepared, M5*40 mm) into the holes.
- 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

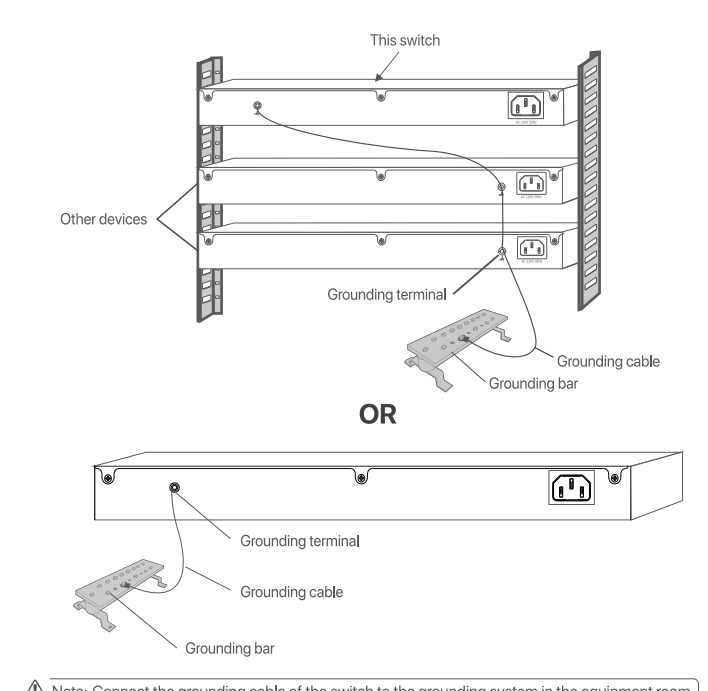
Place the four footpads to the four recesses on the bottom of the switch. Then turn the switch upside down, and place it horizontally on a big enough, clean, stable and flat desktop.



1.4 Grounding

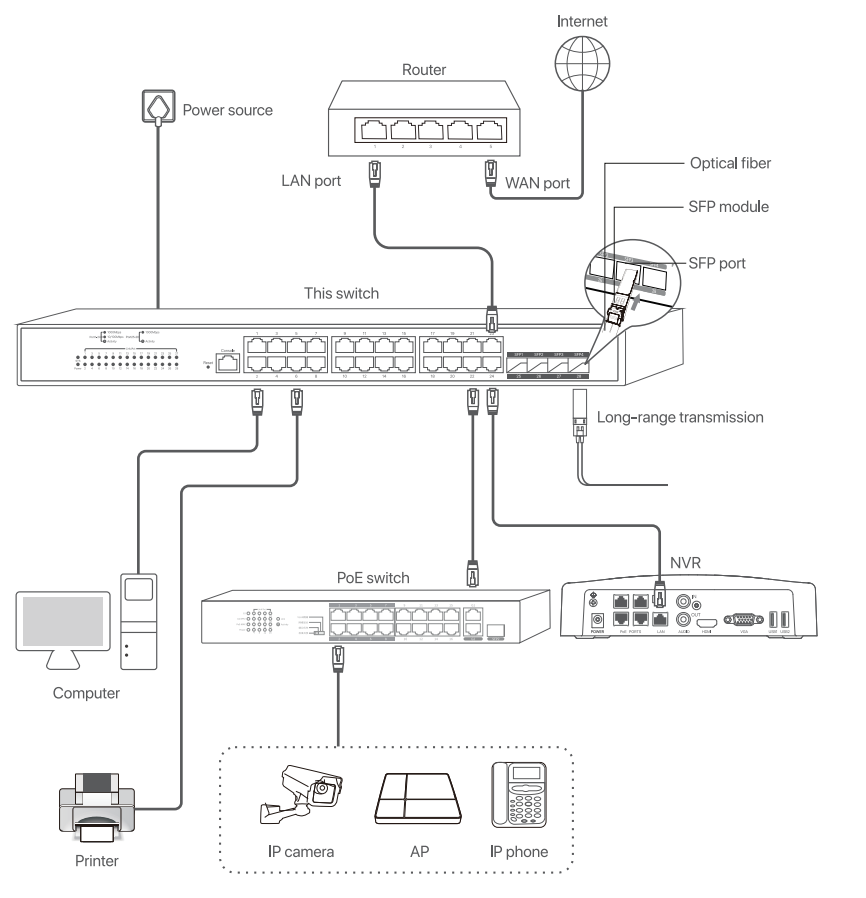
Grounding is important for lightning protection, anti-interference, and personal safety.

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



2 Connect the device

The typical network topology of this switch is shown below.



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

LED Indicator	Description
SYS	Blinking: The system works properly. Solid on: The system is not working properly. Off: The system is starting up or not working properly.
Power	Solid on: The switch is powered on properly. Off: The switch is not powered on, or not powered on properly.
Link/Act (1-28 for G3328F, 1-30 for G3350F)	Solid on: The port is connected to a device, but no data is being transmitted over the port. Blinking: The port is connected to a device, and data is being transmitted over the port. Off: The port is not connected or is not connected properly. A green light indicates that the negotiation rate of the port is 1000 Mbps, while an orange light indicates a negotiation rate of 10 Mbps or 100 Mbps.

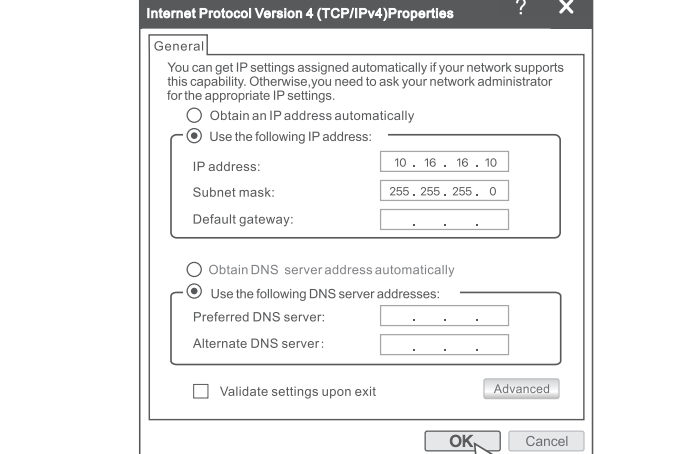
- Tips**
- The SFP ports on G3328F and G3350F are independent SFP ports.
 - The switch supports auto MDI/MDIX. You can use either a straight through cable or a crossover cable to connect the switch to Ethernet devices.

3 Manage the device

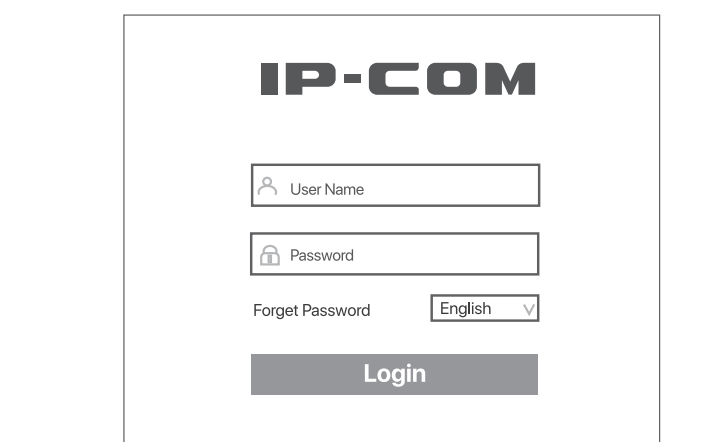
You can manage the switch through the local web UI or IP-COM CloudFi App.

• Through local web UI

- 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.
- 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**.



- 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.
- Step 4** Enter the login user name and password (both are **admin** by default) on the login page of the switch, and click **Login**.

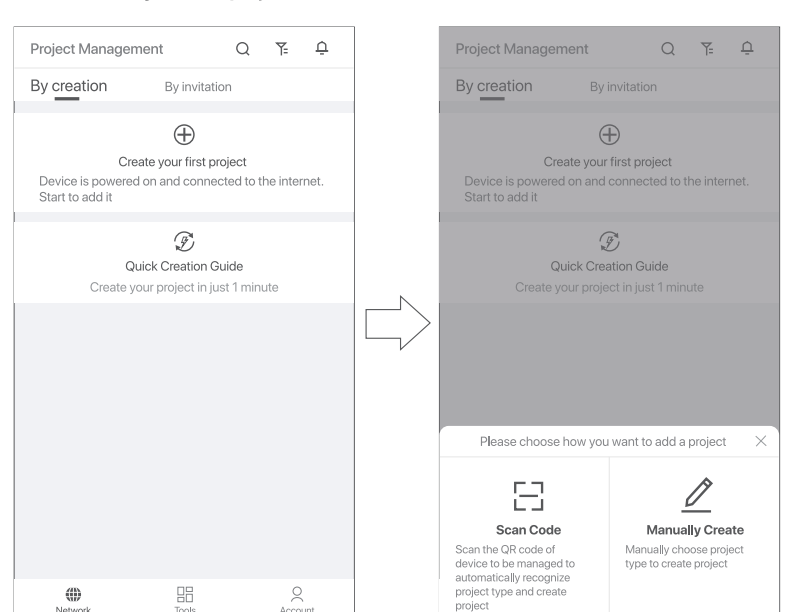


- Tips**
- If you fail to access the above page, please refer to question 1 in **FAQ**.
- After successfully logging in to the web UI of the switch, you can configure the switch now.

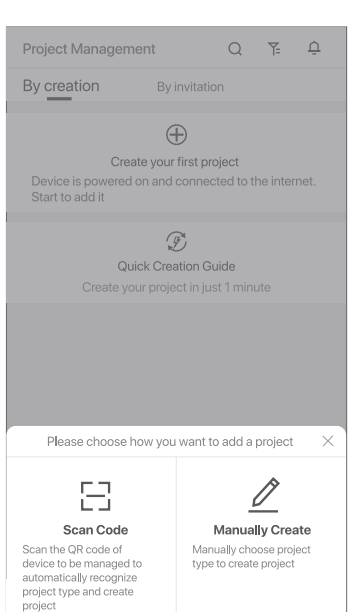
• Through IP-COM CloudFi App

- Tips**
- Before configuring the cloud management function, ensure that the switch has been connected to the internet.
 - Ensure the App is updated to the latest version. The operations may differ due to different versions.
- Step 1 Download and install the app**
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**
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

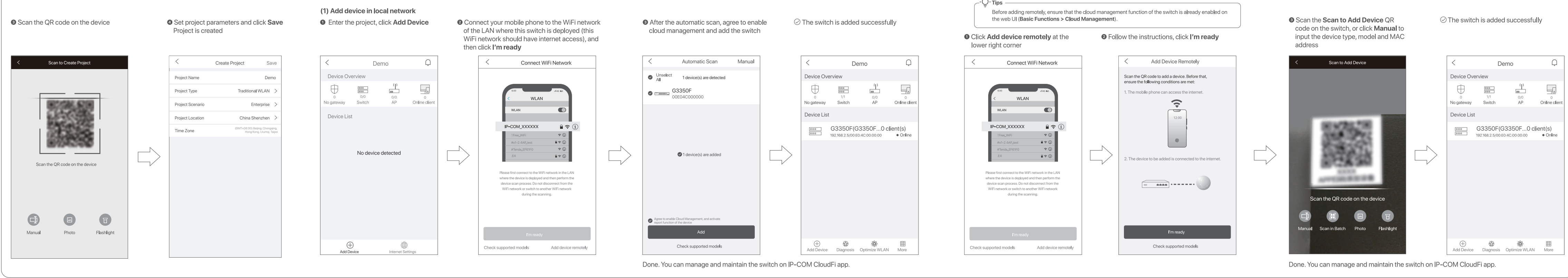


• Click Scan Code



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.



FAQ

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

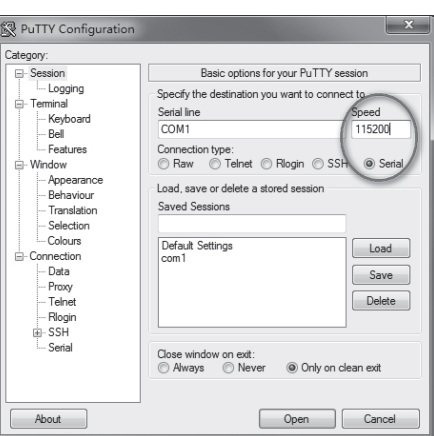
- Try the following solutions:
 - Check whether the switch is powered on properly. The **Power** LED indicator is solid on.
 - Check whether the computer is connected to the switch properly with an Ethernet cable. The **Link/Act** LED indicator lights solid on or is blinking.
 - Check whether the IP 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.

2. I 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.

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

- Please operate as follows:
 - Step 1** Connect the computer and the Console port of the switch with the included console cable.
 - 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**.



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.



Modello	G3328F	G3350F
Porte	Porta RJ45 10/100/1000 Mbps Porta SFP 1000 Mbps Porta console Moduli switching Apprendimento degli indirizzi MAC Tabella degli indirizzi MAC	Porta RJ45 10/100/1000 Mbps Porta SFP 1000 Mbps Porta console Moduli switching Apprendimento degli indirizzi MAC Tabella degli indirizzi MAC
Dimensioni (L x P x A)	440mm x 178mm x 44mm	440mm x 240mm x 44mm
Tensione di ingresso	100~240 V CA 50/60Hz, 0.7A	100~240 V CA 50/60Hz, 1.5A
Protezione contro i fulmini	Porta RJ45 Alimentazione	Porta RJ45 Alimentazione
Ambiente operativo	Temperatura: 0°C ~ 45°C Umidità: 10%~90% UR, senza condensa	Temperatura: 0°C ~ 45°C Umidità: 10%~90% UR, senza condensa
Ambiente di immagazzinaggio	Temperatura: -40°C ~ 70°C Umidità: 5%~95% UR, senza condensa	Temperatura: -40°C ~ 70°C Umidità: 5%~95% UR, senza condensa
Velocità di trasmissione dati	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)
Mezzi di trasmissione	Ethernet: Cabo CAT5 UTP/STP o superiore Fast Ethernet: Cabo CAT5 UTP/STP o superiore Gigabit Ethernet: Cabo CAT5 UTP/STP o superiore 100Base-SX-MMF 100Base-LX-MMF o S/MF	Ethernet: Cabo CAT5 UTP/STP o superiore Fast Ethernet: Cabo CAT5 UTP/STP o superiore Gigabit Ethernet: Cabo CAT5 UTP/STP o superiore 100Base-SX-MMF 100Base-LX-MMF o S/MF
Standard di rete	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s

Modello	G3328F	G3350F
Porta	Porta RJ45 10/100/1000 Mbps Porta SFP 1000 Mbps Porta console Modo de comutação Aprendizagem de endereços MAC Tabela de endereços MAC	Porta RJ45 10/100/1000 Mbps Porta SFP 1000 Mbps Porta console Modo de comutação Aprendizagem de endereços MAC Tabela de endereços MAC
Dimensões (L x P x A)	440mm x 178mm x 44mm	440mm x 240mm x 44mm
Tensão de entrada	100~240V CA 50/60Hz, 0.7A	100~240V CA 50/60Hz, 1.5A
Proteção contra raios	Porta RJ45 Fonte de energia	Porta RJ45 Fonte de energia
Ambiente operacional	Temperatura: 0°C ~ 45°C Humidade: 10%~90% UR, sem condensação	Temperatura: 0°C ~ 45°C Humidade: 10%~90% UR, sem condensação
Ambiente de armazenamento	Temperatura: -40°C ~ 70°C Humidade: 5%~95% UR, sem condensação	Temperatura: -40°C ~ 70°C Humidade: 5%~95% UR, sem condensação
Taxa de transmissão de dados	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)
Meios de transmissão	Ethernet: Cabo CAT5 UTP/STP ou superior Fast Ethernet: Cabo CAT5 UTP/STP ou superior Gigabit Ethernet: Cabo CAT5 UTP/STP ou superior 100Base-SX-MMF 100Base-LX-MMF ou S/MF	Ethernet: Cabo CAT5 UTP/STP ou superior Fast Ethernet: Cabo CAT5 UTP/STP ou superior Gigabit Ethernet: Cabo CAT5 UTP/STP ou superior 100Base-SX-MMF 100Base-LX-MMF ou S/MF
Padrões de rede	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s

Model	G3328F	G3350F
Port	Port RJ45 10/100/1000 Mbps Port SFP 1000 Mbps Port console Switching mode MAC address table learning MAC address table	Port RJ45 10/100/1000 Mbps Port SFP 1000 Mbps Port console Switching mode MAC address table learning MAC address table
Dimensions (L x W x H)	440mm x 178mm x 44mm	440mm x 240mm x 44mm
Input voltage	100~240V AC 50/60Hz, 0.7A	100~240V AC 50/60Hz, 1.5A
Lightning protection	RJ45 port Power supply	RJ45 port Power supply
Operating environment	Temperature: 0°C ~ 45°C Humidity: 10%~90% RH, non-condensing	Temperature: 0°C ~ 45°C Humidity: 10%~90% RH, non-condensing
Storage environment	Temperature: -40°C ~ 70°C Humidity: 5%~95% RH, non-condensing	Temperature: -40°C ~ 70°C Humidity: 5%~95% RH, non-condensing
Data transmission rate	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)
Transmission media	Ethernet: CAT5 UTP/STP or better Fast Ethernet: CAT5 UTP/STP or better Gigabit Ethernet: CAT5e or CAT6 UTP/STP 100Base-SX-MMF 100Base-LX-MMF or S/MF	Ethernet: CAT5 UTP/STP or better Fast Ethernet: CAT5 UTP/STP or better Gigabit Ethernet: CAT5e or CAT6 UTP/STP 100Base-SX-MMF 100Base-LX-MMF or S/MF
Network standards	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s

English

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Network standards	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s

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Data transmission rate	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)	Ethernet: 10 Mbps (full duplex)/20 Mbps (full duplex) Fast Ethernet: 100 Mbps (full duplex)/200 Mbps (full duplex) Gigabit Ethernet: 2000 Mbps (full duplex)
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Network standards	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s

Русский

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Network standards	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s	IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3z, IEEE 802.1q, IEEE 802.1p, IEEE 802.1x, IEEE 802.1w, IEEE 802.1s

Русский

Характеристики		Русский	
Модель	G3328F	G3350F	
Порт	Порт RJ45 10/100/10000 Mbps	24	48
	Порт SFP 10000 Mbps	4 независимых SFP порта	2 независимых SFP порта
Косвойный порт		1. Скорость передачи в порт: 115200	/
	Режим переполнения	Создание и дублирование портов	
Выполнение	Изучение MAC-адресов	Автоматическое старение, автоматическое обучение	
	Таблица MAC-адресов	16 К	
Размеры (Д x Ш x В)	440x178x44 мм (4,4 дм x 1,78 дм x 4,4 см)	440x240x44 мм (4,4 дм x 2,4 дм x 4,4 см)	
Входное напряжение	100~240 В перемен. ток, 50/60 Гц, 0,7 А	100~240 В перемен. ток, 50/60 Гц, 1,5 А	
Мониторинг	Порт RJ45	Объемный режим: 6 ВВ, дифференциальный режим: 4 ВВ	
Рабочая среда	Источники питания	Температура: 0°C ~ 45°C Влажность: 10%~90% RH, неконденсируемая	
		Температура: -40°C ~ 70°C Влажность: 5%~95% RH, неконденсируемая	
Условия хранения		Ethernet: 10 Mbps (полудуплексный)/20 Mbps (полудуплексный)	
		Ethernet: 100 Mbps (полудуплексный)/200 Mbps (полудуплексный) Гигабит Ethernet: 2000 Mbps (полудуплексный)	
Скорость передачи информации		Ethernet: Кабель CAT5e UTP/STP или выше Fast Ethernet: Кабель CAT5e UTP/STP или выше Gigabit Ethernet: Кабель CAT5e или CAT6 UTP/STP 1000Base-TX, MMF или SMF	
	Средства передачи	Ethernet: Кабель CAT5 UTP/STP или выше Fast Ethernet: Кабель CAT5 UTP/STP или выше Gigabit Ethernet: Кабель CAT5e или CAT6 UTP/STP 1000Base-TX, MMF или SMF	
Стандарты сети		IEEE 802.3, IEEE 802.3u, IEEE 802.3x, IEEE 802.3ab, IEEE 802.3ae, IEEE 802.3ad, IEEE 802.3z, IEEE 802.3x, IEEE 802.3y, IEEE 802.3ac	