

IP-COM

Quick Installation Guide

18/26GE+2SFP Cloud Managed PoE Switch
G2220P-16-250W/G2228P-24-410W

Package contents

- Switch × 1
- Power cord × 1
- L-shaped bracket × 2
- Footpad × 4
- Screw (thread diameter: 3 mm, length: 8 mm, head diameter: 6 mm) × 8
- Quick installation guide

G2228P-24-410W is used for illustration here unless otherwise specified. The actual product prevails.

Install the device

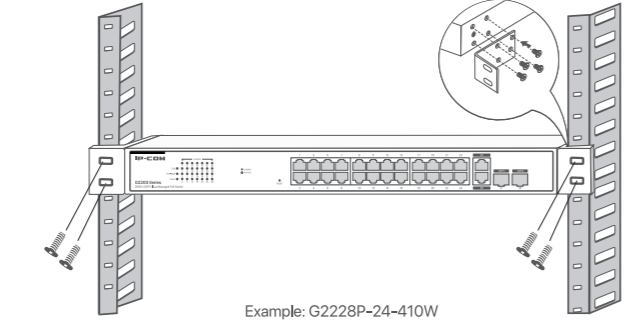
Preparations

- Rack mounting: ESD bracelet or gloves, screwdriver, 4 screws.
- Wall mounting: ESD bracelet or gloves, ladder, screwdriver, marker, hammer drill, rubber hammer, spirit level, 4 screws (thread diameter: 4 mm, length: 25 mm, head diameter: 12 mm), 4 expansion bolts (thread diameter: 5 mm, length: 40 mm).
- Desktop mounting: ESD bracelet or gloves.

Installation

Rack mounting to a standard 19-inch rack

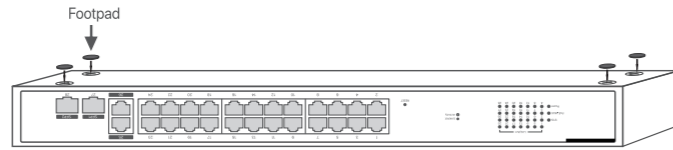
1. Ensure that the rack is stable and level, and is properly grounded.
2. Fix the 2 L-shaped brackets to both sides of the switch with included screws.
3. Choose a proper height and fix the L-shaped brackets to the rack with pre-prepared screws.



Example: G2228P-24-410W

Desktop mounting

Paste the four footpads to the four recesses on the bottom of the switch. Horizontally place the switch right-side up on a big enough, clean, stable and flat desktop.



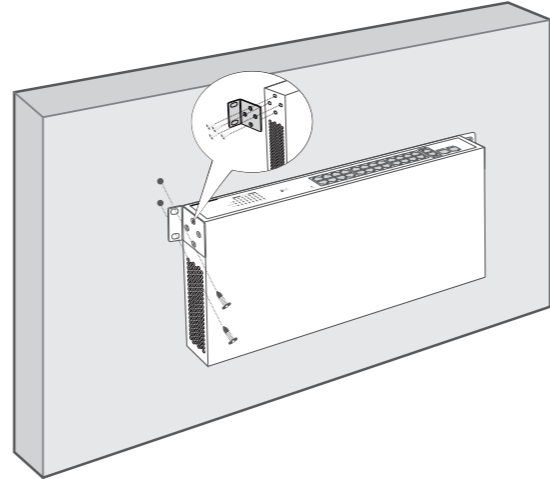
Example: G2228P-24-410W

Wall mounting

Note

- The switch can only be installed on non-flammable walls, such as a concrete wall.
- Do **NOT** install the switch with air vents facing downward. Otherwise, there will be potential safety hazards.

1. Fix the 2 L-shaped brackets to both sides of the switch with included screws.
2. Place the switch horizontally onto the wall with its RJ45 ports facing upward, and then mark the positions of the screw holes with the marker.
3. Drill holes in the marked positions, and then hammer pre-prepared expansion bolts (see the recommended size in **Preparations**) into the holes.
4. Pass pre-prepared screws (see the recommended size in **Preparations**) through the holes in the two L-shaped brackets, and secure the screws into the expansion bolts with a screwdriver.

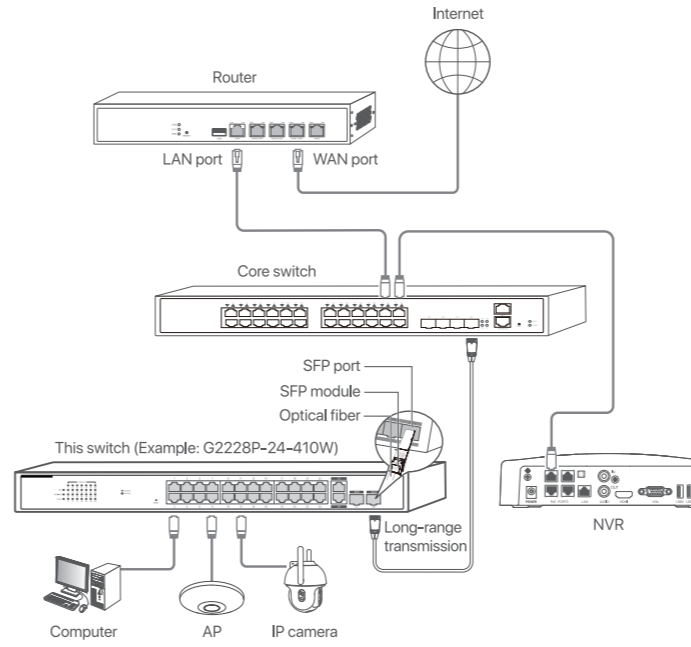


Example: G2228P-24-410W

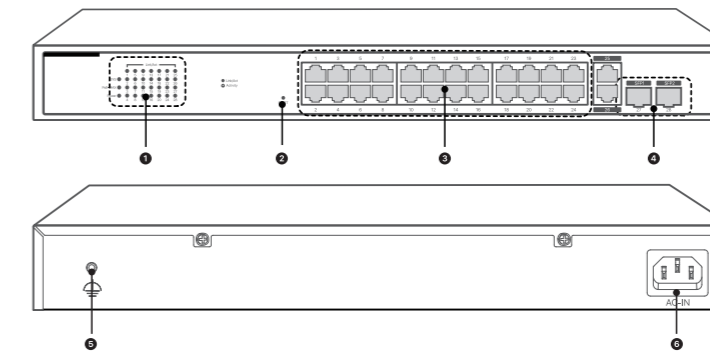
Typical network topology

Tips:

- 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.
- The SFP ports on the switch are independent.



Indicators, buttons and ports



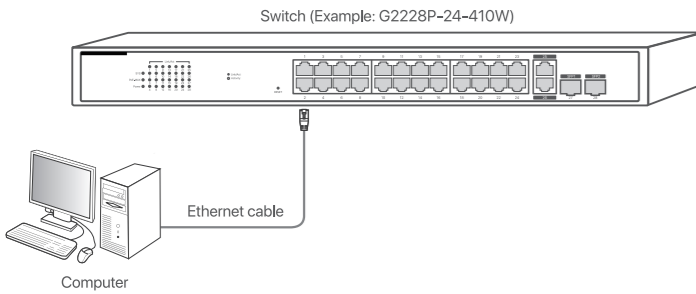
- ① Indicator
- ② Reset button
- ③ Gigabit RJ45 port
- ④ Gigabit SFP port
- ⑤ Ground terminal
- ⑥ Power jack

Indicator/Button	Description
SYS	Blinking: The system works properly.
Power	Solid on: The switch is powered on. Off: The switch is powered off.
1-20/28	Solid on: The port is connected. Blinking fast: Data transmitted over the port is too large and loops can occur. Blinking slowly: Data is being transmitted over the port. Off: The port is disconnected.
PoE-MAX	Solid on: The maximum PoE budget is reached. Off: The maximum PoE budget is not reached.
RESET	Used to restore the switch to factory settings. To learn how to reset the switch, see Q2 in FAQ .

Manage the device

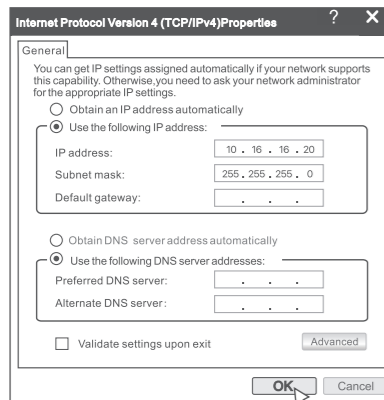
Use local web UI

1. Connect the computer to any RJ45 Ethernet port of the switch using an Ethernet cable.



2. Set a unique IP address for the computer that belongs to the same subnet as the switch (default IP address: **10.16.16.168**).

For example, you can set the computer's IP address to **10.16.16.X** (X ranges from 2 to 254, excluding 168) and the subnet mask to **255.255.255.0**.



3. Start a web browser (such as Chrome) on the computer, enter the switch's IP address (default: **10.16.16.168**) in the address bar, and press **Enter** on the keyboard.



4. Follow the onscreen instructions and finish logging in.

Tips:

- If the login fails, see **Q1 in FAQ**.
- After successfully logging in to the web UI of the switch, you can configure the switch.

Use IP-COM ProFi App or IP-COM ProFi Cloud web UI

To manage the switch using IP-COM ProFi App or IP-COM ProFi Cloud, add the device to your IP-COM ProFi App first. You can choose between the following methods.

Tips:

- Before managing the switch, ensure that it is connected to the internet.
- IP-COM ProFi App is interoperable with IP-COM ProFi Cloud, so a project created on the IP-COM ProFi App can also be found and managed on IP-COM ProFi Cloud.
- For more details, see help document in **Help Center** of IP-COM ProFi App or IP-COM ProFi Cloud.

Method 1: Add the switch in LAN

1. Download the IP-COM ProFi App to your mobile device by scanning the QR code or searching for **IP-COM ProFi** in **Google Play** or **App Store**.



QR code

Or



2. Connect your mobile device to the switch's LAN network.
3. Open your IP-COM ProFi App, and tap the project (or create one if no projects exist) to which you want to add the switch.
4. Tap the pop-up window that shows the switch is detected, and add the switch to the project.

Tips:

If the pop-up window does not appear, tap ④ and follow the instructions on your screen.

Method 2: Add the switch with a QR code

1. Repeat the step 1 and step 3 in **Method 1**.
2. Scan the QR code on the switch and remotely add the switch to the project.

Get support and services

For technical specifications, user guides and more information, please visit the product page or service page on www.ip-com.com.cn. Multiple languages are available. You can see the product name and model on the product label.



<https://www.ip-com.com.cn/en/service/default.html>

CE

CE mark warning

This is a Class A product.

Warning: Operation of this equipment in a residential environment could cause radio interference. In which case the user may be required to take adequate measures.

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.

Declaration of Conformity

Hereby, SHENZHEN IP-COM Networks Co., Ltd. declares that the device is in compliance with directives 2014/35/EU and 2014/30/EU.

The full text of the EU Declaration of Conformity is available at the following internet address: <http://ip-com.com.cn/en/ce.html>

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.

Safety precautions

Before operating, 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, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.

- For wall or rack mounting, the device is only suitable for mounting at heights ≤ 2m.
 - Operating environment: Temperature: 0°C - 45°C (32°F - 113°F); Humidity: (10% - 90%) RH, non-condensing; Storage environment: Temperature: -40°C - 70°C (-40°F - 158°F); Humidity: (5% - 90%) RH, non-condensing.
 - The mains plug is used as the disconnect device and shall remain readily operable.
 - The power socket shall be installed near the device and easily accessible.
 - Only use attachments/accessories specified by the manufacturer.
 - Do not block any ventilation openings.
 - Keep the device away from water, heat sources, high electric field, high magnetic field, and inflammable and explosive items.
 - Keep the operating environment clean. Remove dust from the device regularly. Cut power before cleaning.
 - Ensure proper grounding before device operation. Refer to the **Lightning Protection Guide** on the official website for guidance.
 - Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
 - If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
 - Disconnect the power source during servicing.
 - Refer all servicing to qualified service personnel.
 - The device's marking information can be found on its surface.
- For the latest safety precautions, see **Safety and Regulatory Information** on www.ip-com.com.cn.

FAQ

Q1. I cannot log in to the web UI of the switch. What should I do?

- Try the following solutions:
 - Ensure that the switch is powered on and working properly.
 - Ensure that the computer is connected to the switch and the Ethernet cable ≤ 100m long is used.
 - Ensure that the computer and the switch are in the same subnet. For example, if the switch's IP address is 10.16.16.168, the computer's IP address can be set to 10.16.16.X (X ranges from 2-254 excluding 168, and is unused).
 - Ensure that the switch's IP address is unique in the local network.
 - Clear the cache of the web browser or try another web browser.
- If the problem persists, refer to **Q2** to reset the switch and try again.

Q2. How to restore the switch to factory settings?

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

Q3. The Link/Act (1-20/28) indicator of the switch is off. What should I do?

- Try the following solutions:
- Ensure that the switch is powered on and working properly.
- Ensure the connected device is powered on and working properly.
- Ensure that the cable between the switch and the attached device is connected properly.
- Ensure that the cable is not damaged, and the Ethernet cable meets the specification requirements.

Q4. The PoE ports do not supply power to devices. What should I do?

- Ensure that the powered devices comply with the IEEE 802.3af/at standards.
- Ensure that the power consumption/total power consumption does not exceed the maximum output power of each port/switch.
- Ensure that the powered devices are connected to the switch properly with CAT5e Ethernet cables or above.

Q5. What are PoE power supply parameters of the switch?

Model	G2220P-16-250W	G2228P-24-410W
PoE standards	Compliant with IEEE 802.3af, IEEE 802.3at	
PoE pinout	Alternative mode A (pins 1, 2 is DC +, pins 3, 6 is DC -)	
PoE port	1 - 16	1-24
Maximum output of a single port	30W	
Maximum output of the switch	230W	370W

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.



Technical support

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V1.0 Keep for future reference.