

Installation Guide

NETGEAR Insight Managed

28-Port Gigabit Ethernet Smart Cloud Switch with 2 SFP 1G & 2 SFP+ 10G Fiber Ports (GC728X)

28-Port Gigabit Ethernet PoE+ Smart Cloud Switch with 2 SFP 1G & 2 SFP+ 10G Fiber Ports (GC728XP)



GC728X



GC728XP



Package Contents

- Switch model GC728X or GC728XP
- Power adapter (varies by region)
- Rack-mount kit
- Four rubber footpads for tabletop installation
- Installation guide
- Category 5e (Cat 5e) flat Ethernet cable

Note: For mounting instructions, see the hardware installation guide, which you can download from www.netgear.com/support/.

1. Register With the NETGEAR Insight App

Use the NETGEAR Insight App to create your network topology, set up, configure, and monitor your switch, register your switch, activate your warranty, and access support.

1. On your iOS or Android mobile device or tablet, visit the app store, search for NETGEAR Insight, and download the latest version of the app.



2. Open the NETGEAR Insight app.
3. If you did not set up a NETGEAR account, tap **Create NETGEAR Account** and follow the onscreen instructions.
4. Enter the email address and password for your account and tap **LOG IN**.

2. Connect the Switch

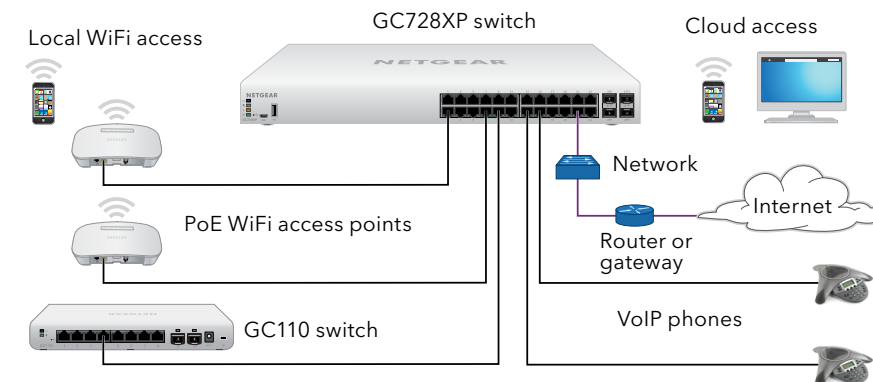
During initial setup, you must connect the switch to a network that you can access with a local WiFi connection to use the NETGEAR Insight app, or to the Internet to use the Insight Cloud Portal.

For Gigabit connections, use Category 5e (Cat 5e) or higher-rated Ethernet cables terminated with RJ-45 connectors. To use an SFP port, you must insert a 1G SFP transceiver module. To use an SFP+ port, you must insert either a 10G SFP+ or 1G SFP transceiver module (available from NETGEAR).

1. Connect devices to the network ports on the switch.
2. Connect the switch to the network.
3. Power on the switch and wait for two or three minutes.
 - The Power LED lights green, indicating that the switch completed its startup process and is available on the network.
 - The switch receives an IP address from a DHCP server (or a router that functions as a DHCP server) in your network. If your network does not include a DHCP server, the switch uses 192.168.0.239 as its default IP address.

4. To check the port connections from the switch to the powered-on devices that you connected, do the following:
 - Make sure that the Ethernet cables are plugged in correctly.
 - Check the left LED for each port on the switch.

The left port LED lights solid green to indicate a valid connection to a powered-on device and blinks green to indicate traffic on this port.



Sample Connections

3. Configure the Switch

1. On your mobile device or tablet, connect to the same network as the switch.
2. Open the NETGEAR Insight app and log in to your account.
3. Connect your mobile device to the WiFi network of the access point that is connected to the switch.

For initial configuration, you must use local WiFi access. After you complete initial configuration and discover the switch, you can use cloud access if the switch is connected to the Internet.

4. Open the NETGEAR Insight app on your mobile device.
5. Tap **LOG IN** and enter your credentials.
6. Click the **+** sign in the upper right corner to create a new network/location.
7. Name your network and specify a device admin password that applies to all the devices that you add to this network.

Continued on the other side.

8. Tap **NEXT**.
9. To add the switch to your account, use one of these options:
 - Enter the serial number.
 - Scan the serial number bar code.
 - Tap **Switch** as the device type and follow the prompts to scan the network or scan the QR code.

You are prompted to add the switch to a network.

10. Either select a network or create a new one.
11. When prompted, name the switch.

The switch automatically updates to the latest firmware (if needed). This might take several minutes. When the blue Cloud LED lights on the switch, you can begin configuring it.

Other Configuration Methods

You can also use the NETGEAR Insight Cloud Portal to set up your network and manage your devices as well as your subscription. A Premium subscription is required to use the Insight Cloud Portal. (A limited time, free trial is included with 24-port and larger Insight switch purchases.) When using the Insight Cloud Portal, the configuration steps are the same except that you manually enter the serial number of the device when prompted. For more information on NETGEAR Insight, visit <https://insight.netgear.com/#/login>.

For more information about how to connect a NETGEAR Insight managed switch to an existing network, visit <https://kb.netgear.com/000044341>.

Note: We do not recommend using the switch's local browser-based management interface to configure the switch offline. Changes made using this method are not pushed to the cloud, so they are not reflected in the NETGEAR Insight app or the Insight Cloud Portal, and might create conflicts with the Insight-managed network to which the switch is connected. If you cannot

connect your switch to a network with Internet access, and you want to use the local-only browser interface to access the switch, see the user manual.

To download the user manual, visit netgear.com/support/product/GC728X or netgear.com/support/product/GC728XP.

If you cannot discover or configure the switch, you might need to temporarily disable the firewall, Internet security, or antivirus programs. Make sure to reenable these security services after discovering and configuring the switch.

PoE Troubleshooting for Model GC28XP

Here are some tips for correcting simple problems that might occur:

- Make sure that the PoE Max LED is off. The switch provides a total power budget of 390 watts. If the PoE Max LED is solid amber, disconnect one or more powered devices (PDs) to prevent PoE oversubscription. Start by disconnecting the PD from the highest-numbered port.
Note: You can manually override the amount of power that is reserved for each PoE port and attached PD by using the Insight mobile app or the Insight Cloud Portal.
- Check the right LED for the port on the switch that is connected to a powered PD. The right port LED on the switch lights solid green to indicate that PoE is being delivered to the PD. If the right port LED lights solid amber, a PoE fault occurred.

Support

Thank you for purchasing this NETGEAR product. You can visit www.netgear.com/support to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à <https://www.netgear.com/support/download/>. (If this product is sold in Canada, you can access this document in Canadian French at <https://www.netgear.com/support/download/>.)

For regulatory compliance information including the EU Declaration of Conformity, visit <https://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

Do not use this device outdoors. If you connect cables or devices that are outdoors to this device, see <https://kb.netgear.com/000057103> for safety and warranty information.



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