

# Installation Guide

S350v2 Series 8-Port Gigabit Ethernet PoE+  
Smart Managed Essentials Switch with 2  
Dedicated SFP Ports (GS310TPv2)

S350v2 Series 24-Port Gigabit Ethernet PoE+  
Smart Managed Essentials Switch with 2  
Dedicated SFP Ports (GS324TPv2)

S350v2 Series 48-Port Gigabit Ethernet PoE+  
Smart Managed Essentials Switch with 4  
Dedicated SFP Ports (GS348TPv2)



# Package Contents

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- Switch model GS310TPv2
  - Switch
  - DC power adapter (varies by region)
  - Rubber footpads for tabletop installation
  - Wall mount kit
- Switch models GS324TPv2 or GS348TPv2
  - Switch
  - Detachable power cord (varies by region)
  - Rubber footpads for tabletop installation
  - Rack-mount kit for rack installation

**NOTE:** For more information, see the hardware installation guide which you can download from [netgear.com/support/](https://netgear.com/support/).

## 1. Register the switch

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Registration is required for warranty activation and support. For more information, visit [netgear.com/about/warranty](https://netgear.com/about/warranty).

1. From a computer or mobile device that is connected to the Internet, visit [My.NETGEAR](https://my.netgear.com).
2. Log in to your NETGEAR account.  
If you don't have a free NETGEAR account, you can create one.  
The My Products page displays.
3. From the menu on the left, select **Register a Product**.
4. In the **Serial Number** field, type the serial number of your switch.  
The serial number is 13 digits long. It is printed on the switch label.
5. From the **Date of Purchase** menu, select the date that you purchased the switch.

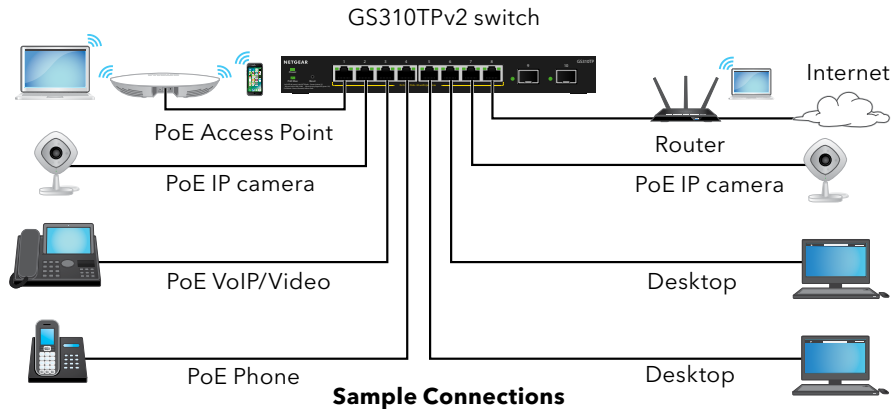
- Click the **REGISTER** button.

Your switch is registered to your NETGEAR account.

A confirmation email is sent to your NETGEAR account email address.

## 2. Connect the Switch

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





This switch is designed for indoor use only. If you want to connect to a device located outdoors, the outdoor device must be properly grounded and surge protected, and you must install an Ethernet surge protector inline between the switch and the outdoor device. Failure to do so can damage the switch.

**WARNING:** Before connecting this switch to outdoor cables or devices, see [kb.netgear.com/000057103](http://kb.netgear.com/000057103) for safety and warranty information.

### 3. Check the LEDs

When you connect the power cord to the switch and plug it into an electrical outlet, the LEDs indicate the status:

LED		Description
Power		<b>Solid green:</b> The switch is powered on and operating normally.
		<b>Off:</b> Power is not supplied to the switch.
PoE Max (The status of the switch's PoE budget.)		<b>Off:</b> Sufficient (more than 7W of) PoE power is available.
		<b>Solid yellow:</b> Less than 7W of PoE power is available.
		<b>Blinking yellow:</b> At least once during the previous two minutes, less than 7W of PoE power was available.
Left port LED		<b>Solid green:</b> 1000 Mbps link on this port.
		<b>Blinking green:</b> 1000 Mbps activity on this port.
		<b>Solid yellow:</b> 100 Mbps or 10 Mbps link on this port.
		<b>Blinking yellow:</b> 100 Mbps or 10 Mbps activity on this port.
		<b>Off:</b> No link is detected on this port.
Right Port LED		<b>Solid Green:</b> The port is delivering PoE power.
		<b>Off:</b> The port is not delivering PoE power.
		<b>Solid yellow:</b> A PoE fault occurred.

## 4. Discover and manage the switch

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Use the NETGEAR Discovery Tool to discover the switch and manage the switch over the device UI

The NETGEAR Discovery Tool (NDT) lets you discover the IP address of the switch in your network from a Mac or Windows-based computer connected to the same network as the switch. To download this tool, visit [netgear.com/support/product/netgear-discovery-tool.aspx](http://netgear.com/support/product/netgear-discovery-tool.aspx).

You can use the switch as a plug-and-play device or you can change the settings by logging in to the device user interface (UI).

1. Open a web browser from a computer or tablet connected to the same network as your switch. You can use a wired or WiFi connection.
2. In the address field of your web browser, enter the switch IP address that you discovered using the NDT.

If the switch is connected to the Internet, the Register to activate your warranty page displays.

3. Click one of the following buttons:
  - **Register Your Device:** This button displays if the switch is connected to the Internet. You can register the switch and activate the warranty. For information about the many benefits of registering your switch, visit [netgear.com/why-register/](http://netgear.com/why-register/).
  - **Enter Registration Key:** If you obtained a registration key, for example by registering your switch on [MyNETGEAR](#), you can enter the key and then log in to the device UI.
  - **Skip Registration and Access the UI:** Registration is not mandatory, but we highly recommend it.
4. If prompted, enter the default device admin password, which is **password**, and click the **Login** button.
5. If the Change Default Password page displays, specify and confirm a new device admin password, click the **Submit** button, and log in again using your new password.

The System Information page displays. You can now configure the switch.

For more information about configuring the switch from the device UI, see the user manual, which you can download by visiting [netgear.com/support/download](http://netgear.com/support/download) and entering your model number.

**NOTE:** For more information, see the instructions in the user manual. You can download the manual from the NETGEAR Download Center at [netgear.com/support/download](http://netgear.com/support/download). The QR code for the NETGEAR Download Center is shown at the right.



## PoE considerations

The PoE and PoE+ power supplied by the switch is prioritized in ascending port order (from port 1 to port 8, 24 or 48), with a total power budget of 55W for model GS310TPv2, 190W for model GS324TPv2, and 380W for model GS348TPv2.

The following table shows the standard power ranges without overrides applied, calculated with the maximum cable length of 328 feet (100 meters). If a device receives insufficient PoE power from the switch, consider using a shorter cable.

Device class	Compatible PoE standard	Class description	Maximum power supplied by the switch	Power delivered to the device
0	PoE and PoE+	Default power (full)	15.4W	0.44W-12.95W
1	PoE and PoE+	Very low power	4.0W	0.44W-3.84W
2	PoE and PoE+	Low power	7.0W	3.84W-6.49W
3	PoE and PoE+	Mid power	15.4W	6.49W-12.95W
4	PoE+	High power	30.0W	12.95W-25.5W

# PoE troubleshooting

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

- If the PoE Max LED is solid yellow, disconnect one or more PoE devices to prevent PoE oversubscription.
- For each powered device (PD) that is connected to the switch, the associated PoE LED on the switch lights solid green. If the PoE LED lights solid yellow, a PoE fault occurred and PoE halted because of one of the conditions listed in the following table.

PoE Fault Condition	Possible Solution
A PoE-related short circuit occurred on the port.	
The PoE power demand of the PD exceeded the maximum level that the switch permits. The maximum level is 15.4W for a PoE connection and 30W for a PoE+ connection.	The problem is most likely with the attached PD. Check the condition of the PD, restart the PD by disconnecting and reconnecting the PD, or try a shorter cable.
The PoE current on the port exceeded the classification limit of the PD.	
The PoE voltage of the port is outside the range that the switch permits.	Restart the switch to see if the condition resolves itself. Check the condition of the PD, restart the PD by disconnecting and reconnecting the PD, or try a shorter cable.

# Support and Community

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Visit [netgear.com/support](https://netgear.com/support) to get your questions answered and access the latest downloads.

You can also check out our NETGEAR Community for helpful advice at [community.netgear.com](https://community.netgear.com).

## Regulatory and Legal

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Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à [netgear.com/support/download/](https://netgear.com/support/download/).

(If this product is sold in Canada, you can access this document in Canadian French at [netgear.com/support/download/](https://netgear.com/support/download/).)

For regulatory compliance information including the EU Declaration of Conformity, visit [netgear.com/about/regulatory/](https://netgear.com/about/regulatory/).

See the regulatory compliance document before connecting the power supply.

For NETGEAR's Privacy Policy, visit [netgear.com/about/privacy-policy](https://netgear.com/about/privacy-policy).

Where permitted by law, by using this device, you are agreeing to NETGEAR's Terms and Conditions at [netgear.com/about/terms-and-conditions](https://netgear.com/about/terms-and-conditions) and if you do not agree, return the device to your place of purchase within your return period.

This product is designed and warranted for indoor use only. Do not use this device outdoors. The PoE source is intended for intra building connection only.

Applicable to 6 GHz devices only: Only use the device indoors. The operation of 6 GHz devices is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

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