

**NETGEAR®**

# Hardware Installation Guide

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8-Port Gigabit Ethernet or High Power PoE+  
Smart Managed Pro Switch with 2 SFP Ports  
(75W or 190W)

Models GS510TLP and GS510TPP

August 2019  
202-11734-02

**NETGEAR, Inc.**

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San Jose, CA 95134, USA

## 8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)

### Support

Thank you for purchasing this NETGEAR product. You can visit [www.netgear.com/support](http://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.

### Compliance and Conformity

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See the regulatory compliance document before connecting the power supply.

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# 1

## Introduction

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This hardware installation guide complements the installation guide that came with your switch and applies to the following NETGEAR ProSAFE® Smart Managed Switches:

- Model GS510TLP ProSAFE 8-Port Gigabit Smart Managed Switch with PoE+ and 2 SFP Ports (75W total PoE power budget)
- Model GS510TPP ProSAFE 8-Port Gigabit Smart Managed Switch with PoE+ and 2 SFP Ports (190W total PoE power budget)

These models provide eight 10/100/1000M BASE-T RJ-45 copper ports plus two dedicated SFP 1G ports.

This chapter serves as an introduction to the switch and includes the following sections:

- [Overview](#)
- [Features](#)
- [Safety Instructions and Warnings](#)

**Note:** For more information about the topics that are covered in this manual, visit the support website at [support.netgear.com](http://support.netgear.com).

**Note:** For technical specifications, see the data sheet at [netgear.com/business/products/switches/smart](http://netgear.com/business/products/switches/smart). For switch documentation, visit [downloadcenter.netgear.com](http://downloadcenter.netgear.com).

## Overview

The switch provides eight 10/100/1000M BASE-T RJ-45 copper ports that support nonstop 10/100/1000M Layer 2 and Layer 3 networks. Two additional ports can accept small form-factor pluggable (SFP) 1G fiber optical modules.

Using the 1G ports, you can create high-speed connections to a server, network attached storage (NAS) system, or backbone network. For example, you can do the following:

- Connect switches to each other with high-speed links
- Link to high-speed servers
- Provide 10/100/1000M copper and 1G fiber connectivity

The switch provides administrative management options that let you configure, monitor, and control the network. Using the web browser-based management interface, you can configure the switch and the network, including the ports, the management VLAN, VLANs for traffic control, link aggregation for increased bandwidth, quality of service (QoS) for prioritizing traffic, and network security.

Initial discovery of the switch on the network requires the Smart Control Center program, which runs on a Windows-based computer. If you do not use a Windows-based computer, get the IP address of the switch from the DHCP server in the network or use an IP scanner utility.

After discovery, you can configure the switch using the web browser-based management interface for advanced setup and configuration of features, or the Smart Control Center program for very basic setup. For more information, see the user manual that you can download from [downloadcenter.netgear.com](http://downloadcenter.netgear.com).

You can install the switch freestanding or rack mounted in a wiring closet or equipment room. The switch is IEEE compliant and offers low latency for high-speed networking. All ports can automatically negotiate to the highest speed, which makes the switch very suitable for a mixed environment with Fast Ethernet and Gigabit Ethernet devices.

Use Category 5e (Cat 5e) or higher rated Ethernet cables terminated with RJ-45 connectors to make 1-Gigabit connections.

# Features

The switches include the following key hardware features:

- 8 ports of Gigabit Ethernet with 8 PoE+ capable ports + 2 dedicated SFP Fiber Ports.
- PoE requirements:
  - 8 ports PoE+ (802.3at) capable
  - Total PoE power budget of 75W for the GS510TLP
  - Total PoE power budget of 190W for the GS510TPP
- MAC Table Size: 16K entries.
- Fan requirements:
  - GS510TLP (no fan)
  - GS510TPP (fan)
- Acoustic noise: 32 dBA (GS510TTP).
- 20 Gbps switch fabric full duplex non-blocking.
- 500 Desktop Case.
- AutoSensing and autonegotiating capabilities for all ports.
- Auto Uplink™ technology is supported on all ports.
- Automatic address learning function to build the packet-forwarding information table. The table contains up to 16K Media Access Control (MAC) addresses.
- Store-and-forward transmission to remove bad packets from the network.
- Full-duplex IEEE 802.3x pause frame flow control.
- Active flow control to minimize packet loss and frame drops.
- Half-duplex backpressure control.
- Per-port status LEDs and system status LEDs.
- Support for Power over Ethernet (PoE+).
- NETGEAR green power-saving features:
  - Energy efficiency mode that fully conforms to the IEEE802.3az standard
  - Per-port automatic change to a lower power mode when the port link is down

- Full compatibility with IEEE standards:
  - IEEE 802.3i (10BASE-T)
  - IEEE 802.3 Ethernet
  - IEEE 802.3u 100BASE-T
  - IEEE 802.3z Gigabit Ethernet 1000BASE-SX/LX
  - IEEE 802.3ab 1000BASE-T
  - IEEE 802.1Q VLAN tagging
  - IEEE 802.3x Full-duplex flow control
  - IEEE 802.3ad Link Aggregation (LAG with LACP)
  - IEEE 802.1AB LLDP
  - IEEE 802.1p Class of Service (QoS)
  - IEEE 802.1D Spanning Tree Protocol (STP)
  - IEEE 802.1s Multiple Spanning Tree Protocol (MSTP)
  - IEEE 802.1w Rapid Spanning Tree Protocol (RSTP)
  - IEEE 802.1x RADIUS Network Access Control
  - IEEE 802.3az Energy Efficient Ethernet (EEE)

## Safety Instructions and Warnings

Use the following safety guidelines to ensure your own personal safety and to help protect your system from potential damage.

To reduce the risk of bodily injury, electrical shock, fire, and damage to the equipment, observe the following precautions:

- This product is designed for indoor use only in a controlled temperature (0-50° C) and humidity-controlled (90% maximum relative humidity, non-condensing) environment.  
Any device that is located outdoors and connected to this product must be properly grounded and surge protected.  
To the extent permissible by applicable law, failure to follow these guidelines could result in damage to your NETGEAR product which may not be covered by NETGEAR's warranty.



## **8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)**

- Observe and follow service markings:
  - Do not service any product except as explained in your system documentation.
  - Opening or removing covers that are marked with the triangular symbol with a lightning bolt can expose you to electrical shock. We recommend that only a trained technician services components inside these compartments.
- If any of the following conditions occur, unplug the product from the electrical outlet and replace the part or contact your trained service provider:
  - The power cable, extension cable, or plug is damaged.
  - An object fell into the product.
  - The product was exposed to water.
  - The product was dropped or damaged.
  - The product does not operate correctly when you follow the operating instructions.
- Keep your system away from radiators and heat sources. Also, do not block cooling vents.
- Do not spill food or liquids on your system components, and never operate the product in a wet environment. If the system gets wet, see the appropriate section in your troubleshooting guide, or contact your trained service provider.
- Do not push any objects into the openings of your system. Doing so can cause fire or electric shock by shorting out interior components.
- Use the product only with approved equipment.
- Allow the product to cool before removing covers or touching internal components.
- Operate the product only from the type of external power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your service provider or local power company
- To avoid damaging your system, be sure that the voltage selection switch (if provided) on the power supply is set to match the power at your location:
  - 115V, 60 Hz in most of North and South America and some Far Eastern countries such as South Korea and Taiwan
  - 100V, 50 Hz in eastern Japan and 100V, 60 Hz in western Japan
  - 230V, 50 Hz in most of Europe, the Middle East, and the Far East
- Be sure that attached devices are electrically rated to operate with the power available in your location.

## **8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)**

- Use only approved power cables. If you were not provided with a power cable for your system or for any AC-powered option intended for your system, purchase a power cable approved for your country. The power cable must be rated for the product and for the voltage and current marked on the product electrical ratings label. The voltage and current rating of the cable must be greater than the ratings marked on the product.
- To help prevent electric shock, plug the system and peripheral power cables into properly grounded electrical outlets.
- The peripheral power cables are equipped with three-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a three-wire cable with properly grounded plugs.
- Observe extension cable and power strip ratings. Make sure that the total ampere rating of all products plugged into the extension cable or power strip does not exceed 80 percent of the ampere ratings limit for the extension cable or power strip.
- To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- Position system cables and power cables carefully. Route cables so that they cannot be stepped on or tripped over. Be sure that nothing rests on any cables.
- Do not modify power cables or plugs. Consult a licensed electrician or your power company for site modifications.
- Always follow your local and national wiring rules.

# 2

## Hardware Overview

---

This chapter describes the switch hardware features.

The chapter includes the following sections:

- [Hardware Description](#)
- [Switch hardware interfaces](#)

# Hardware Description

This section describes the switch hardware features.

## Front Panel

The switch provides eight 10/100/1000M BASE-T RJ-45 PoE ports and 2 dedicated SFP ports. The following figures show the front panel.

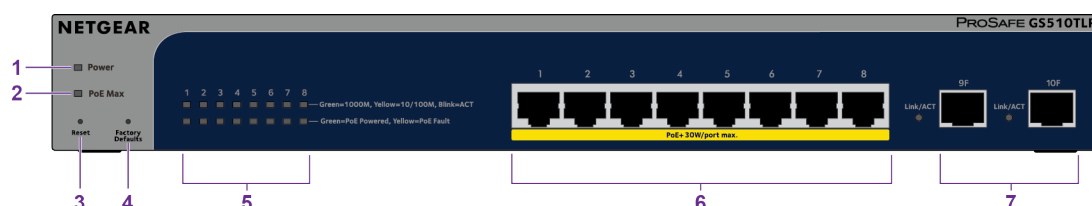


Figure 1. GS510TLP front view

Number	Description
1	Power
2	PoE Max LED (see <a href="#">LEDs</a> on page 14).
3	Reset
4	Recessed Factory Defaults button
5	RJ-45 and PoE LEDs that correspond to the individual ports. The upper LED row functions as the combined speed and activity LED. The bottom row of LEDs provides the PoE status. See <a href="#">LEDs</a> on page 14.
6	Eight independent 10/100/1000M BASE-T RJ-45 and PoE ports
7	1000M SFP Ports

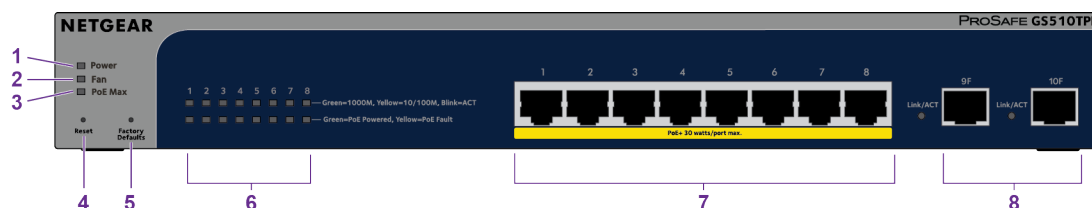


Figure 2. GS510TPP front view

Number	Description
1	Power and PoE LEDs (see <a href="#">LEDs</a> on page 14).
2	Fan

## 8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)

Number	Description
3	PoE Max LED (see <a href="#">LEDs</a> on page 14).
4	Reset
5	Recessed Factory Defaults button
6	RJ-45 and PoE LEDs that correspond to the individual ports. The upper LED row functions as the combined speed and activity LED. The bottom row of LEDs provides the PoE status. See <a href="#">LEDs</a> on page 14.
7	Eight independent 10/100/1000M BASE-T RJ-45 and PoE ports
8	1000M SFP Ports

### Back Panel

The switch integrates a fixed, internal power supply unit (PSU).

The back panel contains a Kensington™ lock slot and the AC power connector.



Figure 3. GS510TLP back panel

Number	Description
1	Kensington lock slot
2	AC power connector

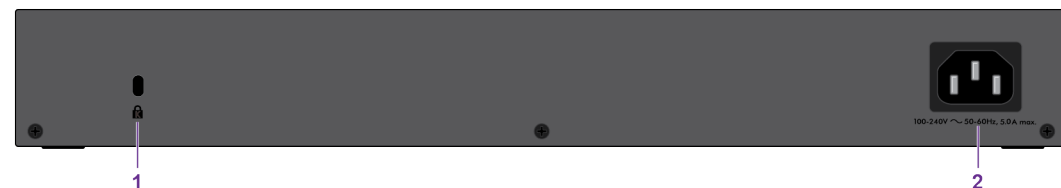


Figure 4. GS510TPP back panel

Number	Description
1	Kensington lock slot
2	AC power connector

## LEDs

This section describes the LED designations of the switch.

Table 1. LEDs on switch

LED	Description
<b>Power LED</b>	<ul style="list-style-type: none"><li>• <b>Solid green</b> . The device is powered on.</li><li>• <b>Solid amber</b>. The device is booting.</li><li>• <b>Off</b>. Power is not supplied to the device.</li></ul>
<b>Fan LED</b> (GS510TPP only)	<ul style="list-style-type: none"><li>• <b>Solid amber</b>. The fans has failed.</li><li>• <b>Off</b>. The fan is operating normally.</li></ul>
<b>RJ-45 SPD Mode LED</b> (Link, Speed, Activity) for copper ports 1 to 8	<p><b>Upper LED Row</b> (RJ-45 SPD state)</p> <ul style="list-style-type: none"><li>• <b>Off</b>: No link is established.</li><li>• <b>Solid green</b>: A valid 1000 Mbps link is established.</li><li>• <b>Blinking green</b>. The port is transmitting or receiving packets at 1000 Mbps.</li><li>• <b>Solid amber</b>. A valid 10/100 Mbps link is established.</li><li>• <b>Blinking amber</b>. The port is transmitting or receiving packets at 10/100 Mbps.</li></ul> <p><b>Lower LED Row</b> (PoE state)</p> <ul style="list-style-type: none"><li>• <b>Off</b>: PoE mode is off.</li><li>• <b>Solid green</b>: PoE mode is on.</li><li>• <b>Solid amber</b>: A PoE fault occurred.</li></ul>

Table 1. LEDs on switch (Continued)

LED	Description
<b>Link/ACT Mode LED</b> for SFP fiber ports	<ul style="list-style-type: none"><li>• <b>Off:</b> No SFP module link is established.</li><li>• <b>Solid green.</b> A valid 1000Mbps link is established.</li><li>• <b>Blinking green.</b> The SFP fiber port is transmitting or receiving packets at 1000 Mbps.</li></ul>
<b>PoE Max LED</b>	<ul style="list-style-type: none"><li>• <b>Off.</b> More than 7W of PoE power is available.</li><li>• <b>Solid amber.</b> Less than 7W of PoE power is available.</li><li>• <b>Blinking amber.</b> At least once during the previous two minutes, less than 7W of PoE power was available.</li></ul>

## Switch hardware interfaces

The following sections describe the hardware interfaces on the switch.

### RJ-45 ports for 10/100/1000M BASE-T Ethernet connectivity

All RJ-45 copper ports support autosensing. When you insert a cable into an RJ-45 port, the switch automatically ascertains the maximum speed (10 Mbps, 100 Mbps, or 1 Gbps) and duplex mode (half-duplex or full-duplex) of the attached device. All ports support a Category 5e (Cat 5e) cable (or higher-rated Ethernet cable) terminated with an 8-pin RJ-45 connector.

To simplify the procedure for attaching devices, all RJ-45 ports support Auto Uplink technology. This technology allows attaching devices to the RJ-45 ports with either straight-through or crossover cables.

When you insert a cable into the switch's RJ-45 port, the switch automatically performs the following actions:

- Senses whether the cable is a straight-through or crossover cable.
- Determines whether the link to the attached device requires a normal connection (such as when you are connecting the port to a computer) or an uplink connection (such as when you are connecting the port to a router, switch, or hub).
- Automatically configures the RJ-45 port to enable communications with the attached device. The Auto Uplink technology compensates for setting uplink connections while eliminating concern about whether to use crossover or straight-through cables when you attach devices.

## Reset button

The switch provides a **Reset** button on the front panel so that you can reboot the switch. Save the configuration before you press the **Reset** button.

### **To reboot the switch:**

1. Insert a device such as a straightened paper clip into the opening.
2. Press the recessed **Reset** button.

The switch reboots.

## Factory defaults button

### **To return the switch to its factory default settings:**

1. Insert a device such as a straightened paper clip into the opening.
2. Press the recessed **Factory Defaults** button for more than three seconds.

The switch reboots and returns to its factory default settings.



# 3

## Installation

---

This chapter describes the installation procedures for the switch. Switch installation involves the steps described in the following sections:

- [Step 1: Prepare the site](#)
- [Step 2: Protect against electrostatic discharge](#)
- [Step 3: Unpack the Switch](#)
- [Step 4: Install the Switch](#)
- [Step 5: Check the Installation](#)
- [Optional Step 6: Install SFP Transceiver Modules](#)
- [Step 7: Connect devices to the switch](#)
- [Step 8: Apply power and check the LEDs](#)
- [Step 9: Manage the switch](#)

## Step 1: Prepare the site

Before you install the switch, make sure that the operating environment meets the site requirements that are listed in the following table.

Table 2. Site requirements

Characteristics	Requirements
Mounting	<b>Desktop installations.</b> Provide a flat table or shelf surface. <b>Rack-mount installations.</b> Use a 19-inch (48.3-centimeter) EIA standard equipment rack that is grounded and physically secure. You also need the rack-mount kit that is supplied with the switch.
Access	Locate the switch in a position that allows you to access the front panel ports, view the front panel LEDs, and access the power connector on the back panel.
Power source	Use the AC power cord that is supplied with the switch. Make sure that the AC outlet is not controlled by a wall switch, which can accidentally turn off power to the outlet and the switch.
Cabling	Route cables to avoid sources of electrical noise such as radio transmitters, broadcast amplifiers, power lines, and fluorescent lighting fixtures.
Environmental	<b>Temperature.</b> Install the switch in a dry area with an ambient temperature between 32°F and 122°F (0°C and 50°C). Keep the switch away from heat sources such as direct sunlight, warm-air exhausts, hot-air vents, and heaters. <b>Operating humidity.</b> The maximum relative humidity of the installation location must not exceed 90 percent, noncondensing. <b>Ventilation.</b> Do not restrict airflow by covering or obstructing air inlets on the sides of the switch. Keep at least 2 inches (5.08 centimeters) free on all sides for cooling. The room or wiring closet in which you install the switch must provide adequate airflow. <b>Operating conditions.</b> Keep the switch at least 6 feet (1.83 meters) away from the nearest source of electromagnetic noise, such as a photocopy machine.

## Step 2: Protect against electrostatic discharge

**WARNING:** Static electricity can harm delicate components inside your switch. To prevent static damage, discharge static electricity from your body before you touch any of the electronic components. You can do so by periodically touching an unpainted metal surface on the switch.

## 8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- When unpacking a static-sensitive component from its shipping carton, leave it in the antistatic package until you are ready to install it. Just before unwrapping the antistatic package, discharge static electricity from your body.
- Before moving a sensitive component, place it in an antistatic container or package.
- Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads, workbench pads, and an antistatic grounding strap.

### Step 3: Unpack the Switch

The following figure shows the package contents for the GS510TLP. The package contents for the GS510TPP are the same.



Figure 5. Switch package contents

Check the contents of the boxes to make sure that all items are present before installing the switch.

#### To check the package contents:

1. Place the container on a clean flat surface, and cut all straps securing the container.
2. Unpack the hardware from the boxes by carefully removing the hardware and placing it on a secure and clean surface.

3. Remove all packing material.
4. Verify that the package contains the following items:
  - Switch of the correct model
  - Power cord
  - Rack-mounting kit
  - Rubber footpads for tabletop installation
  - Quick installation guide
5. If any item is missing or damaged, contact your local NETGEAR reseller for replacement.

## Step 4: Install the Switch

You can install the switch on a flat surface, attach it to a wall, attach it to a rectangular or rectangular pole or table leg, or mount it in a standard 19-inch (48.26-centimeter) network equipment rack.

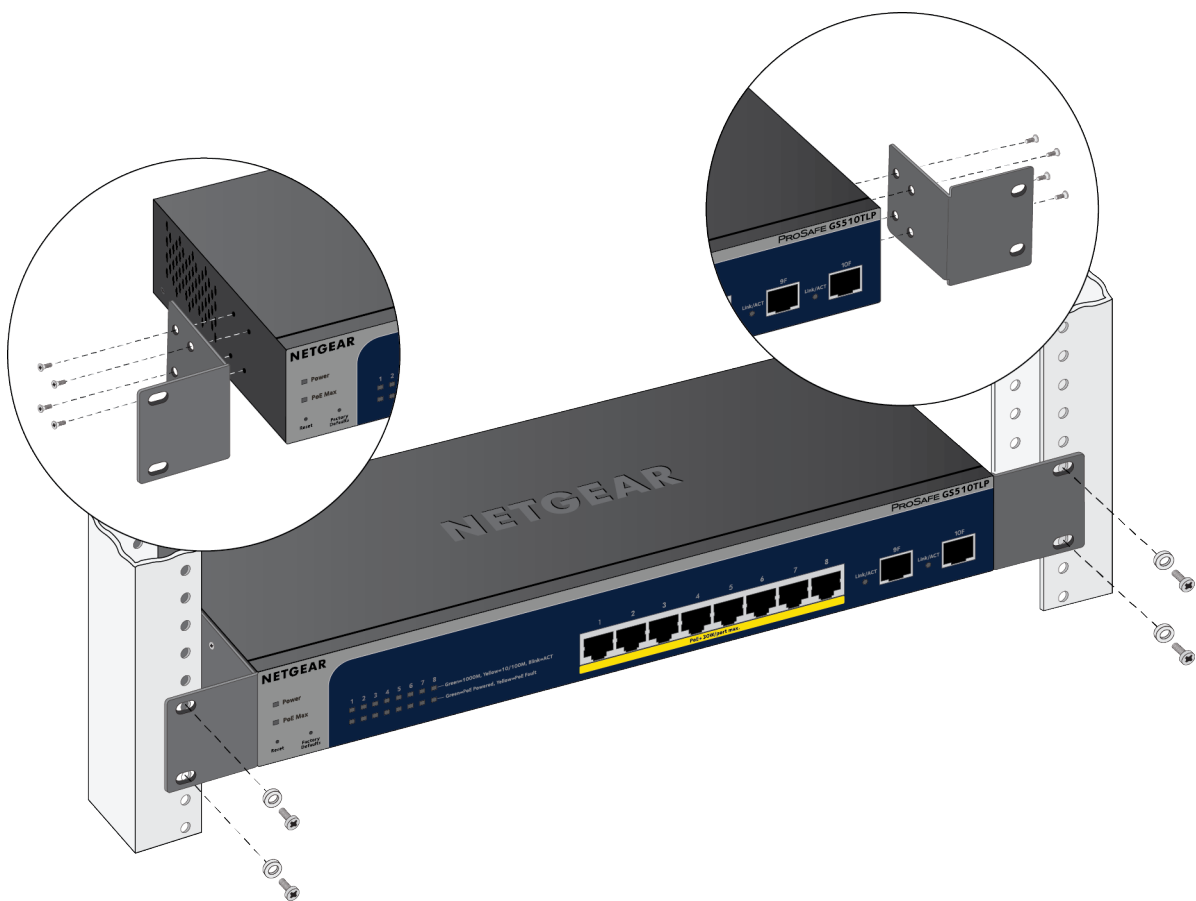
### Install the Switch in a Rack

To install the switch in a rack, you need the 19-inch rack-mount kit supplied with the switch.

**To install the switch in a rack:**

1. Attach the supplied mounting brackets to the side of the switch.
2. Insert the screws provided in the product package through each bracket and into the bracket mounting holes in the switch.
3. Tighten the screws with a No. 2 Phillips screwdriver to secure each bracket.
4. Align the mounting holes in the brackets with the holes in the rack, and insert two pan-head screws with nylon washers through each bracket and into the rack.
5. Tighten the screws with a No. 2 Phillips screwdriver to secure mounting brackets to the rack.

## 8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)



**Note:** Rack installation for the both GS510TLP and GS510TPP is the same.

### Install the Switch on a Flat Surface

The switch ships with four self-adhesive rubber footpads.

**To install the switch on a flat surface:**

1. Stick one rubber footpad on each of the four concave spaces on the bottom of the switch.

The rubber footpads cushion the switch against shock and vibrations. They also provide ventilation space between stacked switches.

### Step 5: Check the Installation

Before you apply power to the switch, perform the steps that are described in this section.

**To check the installation:**

1. Inspect the equipment thoroughly.
2. Verify that all cables are installed correctly.
3. Check cable routing to make sure that cables are not damaged or creating a safety hazard
4. Ensure that all equipment is mounted properly and securely.

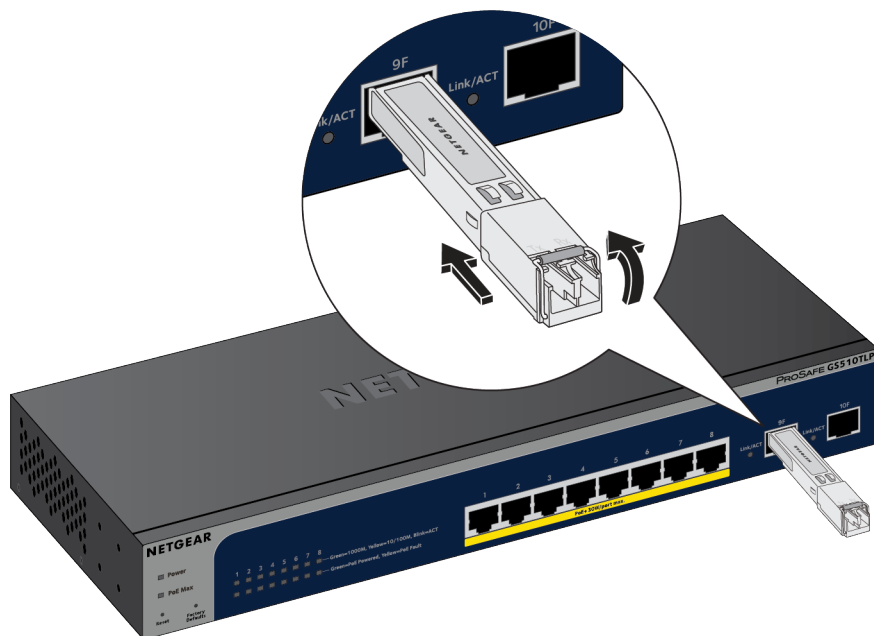
## Optional Step 6: Install SFP Transceiver Modules

The following optional procedure describes how to install an optional SFP transceiver module into one of the SFP ports of the switch.

**Note:** Contact your NETGEAR sales office to purchase these modules. If you do not want to install an SFP module, skip this procedure.

**To install an SFP transceiver module:**

1. Insert the transceiver into the SFP port.
2. Press firmly on the flange of the module to seat it securely into the connector.



## Step 7: Connect devices to the switch

The following procedure describes how to connect devices to the switch's RJ-45 ports. The switch supports Auto Uplink technology, which allows you to attach devices using either straight-through or crossover cables. Use a Category 5 (Cat 5), Cat 5e, or Cat 6 cable that is terminated with an RJ-45 connector.

**Note:** Ethernet specifications limit the cable length between the switch and the attached device to 328 feet (100 meters).

### **To connect devices to the switch's RJ-45 ports:**

1. Connect a PoE or non-PoE device to an RJ-45 network port on the switch.
2. Verify that all cables are installed correctly.

## Step 8: Apply power and check the LEDs

### **To apply power:**

1. Check to see that the LEDs on the switch light correctly.  
When you apply power, the Power LED on the switch front panel lights and the port LEDs for attached devices light.

## Step 9: Manage the switch

The switch contains built-in web browser-accessible software for viewing, changing, and monitoring the way it functions. This management software is not required for the switch to work. You can use the ports without using the management software. However, the management software enables the setup of VLAN and trunking features and also improves the efficiency of the switch, which results in the improvement of its overall performance as well as the performance of the network.

After you power on the switch for the first time, you can configure the switch using the Smart Control Center program for very basic setup. To download the Smart Control Center Utility, you can visit [netgear.com/support](http://netgear.com/support), enter **Smart Control Center** in the search box, and click the **Downloads** button. For more information, see the user manual, which you can download from the same link.

## **8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)**

**Note:** By default, the DHCP client of the switch is enabled. If the switch cannot get an IP address from a DHCP server, the switch's default IP address is 192.168.0.239 and the default subnet mask is 255.255.255.0.



# 4

## Applications

---

The switch is designed to provide flexibility in configuring network connections. The switch can be used as your only network traffic-distribution device or with 10 Mbps, 100 Mbps, and 1 Gbps hubs, routers, and switches.

This chapter includes the following sections:

- [Desktop Switching](#)
- [PoE applications](#)

## Desktop Switching

You can use the switch as a desktop switch to build a small network that provides up to 1 Gbps access to a file server.

With 1G connections, the switch always functions in full-duplex mode. Any switch port that is connected to a computer or file server can provide up to 2 Gbps bidirectional throughput.

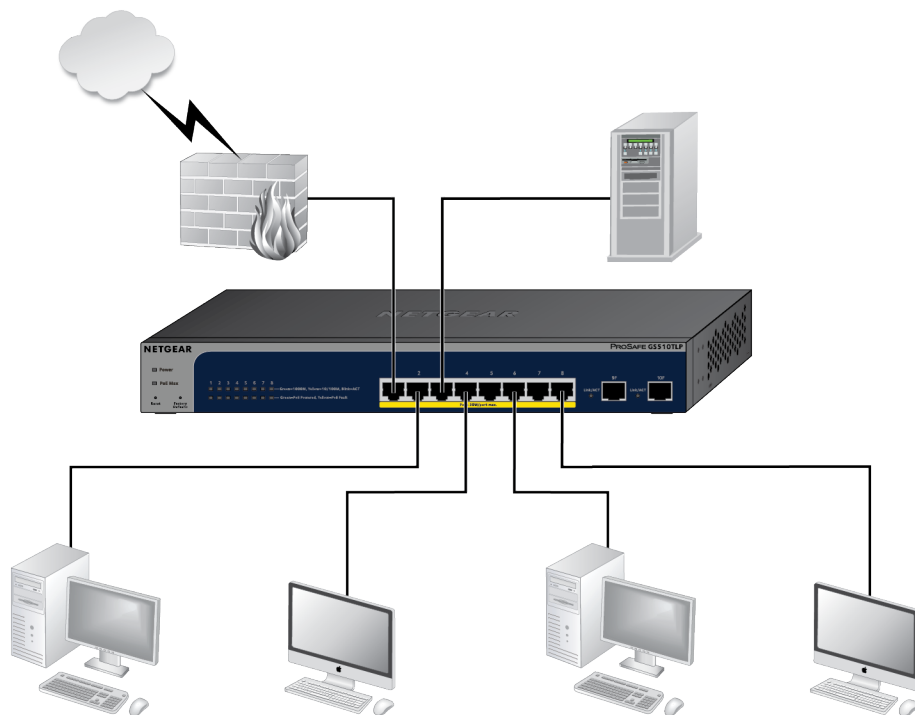


Figure 6. Sample desktop switching

## PoE applications

This section covers the following topics:

- [PoE Overview](#)
- [Connect PoE Equipment in a Business Environment](#)
- [Connect PoE Equipment for Surveillance and Security](#)

## PoE Overview

The switch includes Power over Ethernet (PoE+) ports. The switch can supply up to 30W PoE+ (IEEE 802.3at) to each port up to its total maximum PoE power budget across all active PoE+ ports.

Supplied power is prioritized in ascending port order, up to the total power budget of the device. If the power requirements for the attached devices exceed the total power budget of the switch, the power to the device on the highest-numbered PoE port is disabled to make sure that the devices connected to the higher-priority, lower-numbered PoE ports are supported first.

It is important to note that although a device is listed as an 802.3at or 802.3af PoE+/PoE-powered device, it might not require the maximum power limit that is specified. Many devices require less, allowing all eight PoE ports to be active simultaneously, when the devices correctly report their PoE class to the switch.

## Connect PoE Equipment in a Business Environment

The following figure shows an example of how you can connect VoIP phones to the PoE ports on the switch along with other PoE and non-PoE equipment in a business environment.

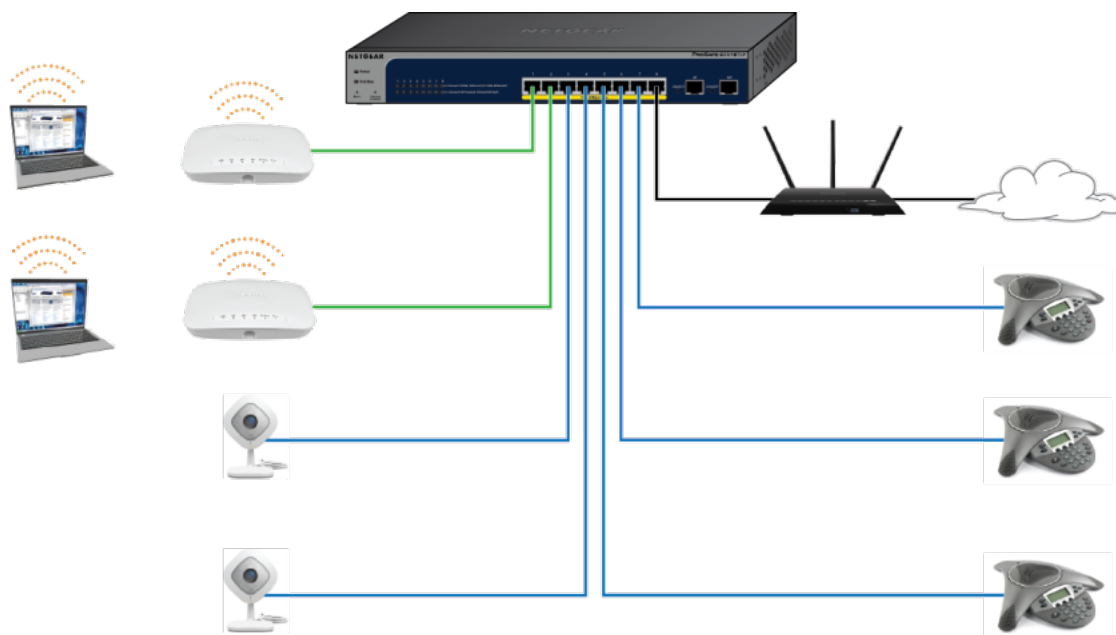


Figure 7. Sample PoE business use case

Line color	Description
Green	PoE+ (access points)
Blue	PoE (VoIP phones)

**8-Port Gigabit Ethernet or High Power PoE+ Smart Managed Pro Switch with 2 SFP Ports (75W or 190W)**

Line color	Description
Black	Internet

Connect PoE Equipment for Surveillance and Security

The following figure shows an example of how you can connect PoE and non-PoE equipment to the switch for surveillance and security purposes.

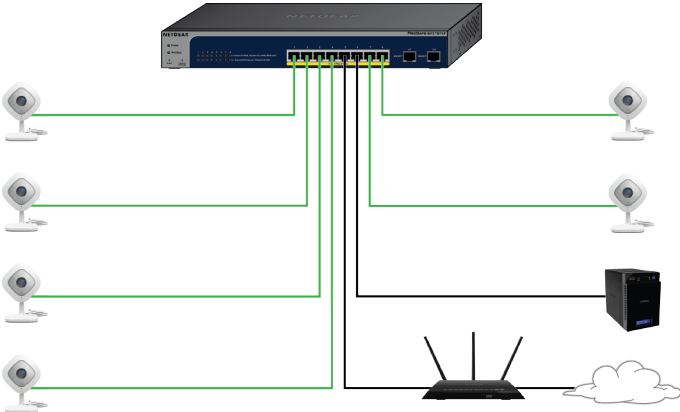


Figure 8. Sample switch surveillance and security application

Line color	Description
Green	PoE (such as security cameras)
Black	Non-PoE (such as ReadyNAS or Internet)

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## Troubleshooting

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This chapter provides information about troubleshooting the switch. The chapter includes the following sections:

- [Troubleshooting chart](#)
- [Additional troubleshooting suggestions](#)

# Troubleshooting chart

The following table lists symptoms, possible causes, and possible solutions for problems that might occur.

Table 3. Troubleshooting chart

Symptom	Possible Cause	Possible Solution
The Power LED is off.	Power is not supplied to the switch.	<ul style="list-style-type: none"><li>• Check the power cable connections at the switch and the power source.</li><li>• Make sure that all cables are used correctly and comply with the Ethernet specifications.</li></ul>
A combined speed and activity LED is off when the port is connected to a device.	The port connection is not working.	<ul style="list-style-type: none"><li>• Check the crimp on the connectors and make sure that the plug is properly inserted and locked into the port at both the switch and the connecting device.</li><li>• Make sure that all cables are used correctly and comply with the Ethernet specifications.</li><li>• Check for a defective port, cable, or module by testing them in an alternate environment where all products are functioning.</li></ul>
A file transfer is slow or performance is degraded.	One possible cause is that a broadcast storm occurred and that a network loop (redundant path) was created.	Break the loop by making sure that only one path exists from any networked device to any other networked device. After you connect to the switch local browser interface, you can configure the Spanning Tree Protocol (STP) to prevent network loops.

Table 3. Troubleshooting chart (Continued)

Symptom	Possible Cause	Possible Solution
A segment or device is not recognized as part of the network.	One or more devices are not properly connected, or the cabling does not meet Ethernet guidelines.	<ul style="list-style-type: none"> <li>• Verify that the cabling is correct.</li> <li>• Make sure that all connectors are securely positioned in the required ports. It is possible that equipment was accidentally disconnected.</li> </ul>
A combined speed and activity LED is blinking continuously on all connected ports and the network is disabled.	A network loop (redundant path) was created.	Break the loop by making sure that only one path exists from any networked device to any other networked device. After you connect to the switch local browser interface, you can configure the Spanning Tree Protocol (STP) to prevent network loops.
A unit is linked to a stack but does not join the stack.	The stacking ports of the new unit are configured differently from the stack, or the unit is configured as a standalone unit.	Remove the unit from the stack. Use the switch local browser interface to configure the unit as a stackable unit, with combo links used as the stacking ports.

## Additional troubleshooting suggestions

If the suggestions in the troubleshooting chart do not resolve the problem, see the following troubleshooting suggestions:

- **Network adapter cards.** Make sure that the network adapters that are installed in the computers are in working condition and the software driver was installed.
- **Configuration.** If problems occur after you alter the network configuration, restore the original connections and determine the problem by implementing the changes, one step at a time. Make sure that cable distances, repeater limits, and other physical aspects of the installation do not exceed the Ethernet limitations.
- **Switch integrity.** If necessary, verify the integrity of the switch by resetting it. To reset the switch, disconnect the power from the switch and then reconnect the power. If the problem continues, contact NETGEAR technical support. For more information, visit the support website at [netgear.com/support](http://netgear.com/support).
- **Autonegotiation.** The RJ-45 ports negotiate the correct duplex mode, speed, and flow control if the device at the other end of the link supports autonegotiation. If the device does not support autonegotiation, the switch determines only the speed correctly, and the duplex mode defaults to half-duplex. The Gigabit Ethernet ports negotiate speed, duplex mode, and flow control if the attached device supports autonegotiation.