

IP-COM

Quick Installation Guide

16/24GE Cloud Managed Switch
G2216D/G2224D

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

G2216D is used for illustration here unless otherwise specified. The actual product prevails.

Install the device

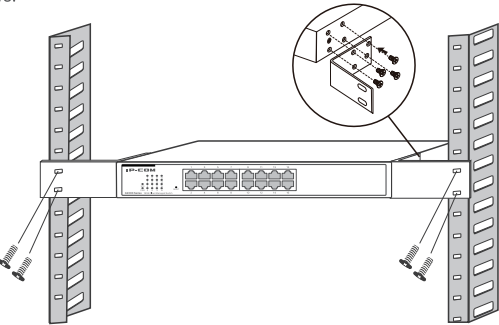
■ Preparations

- 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

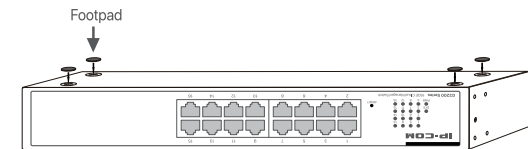
Rack mounting to a standard 19-inch rack

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.



Desktop mounting

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

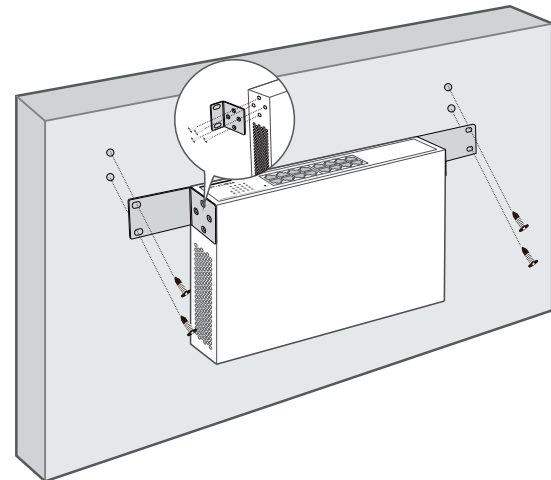


Wall mounting

✍ 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.

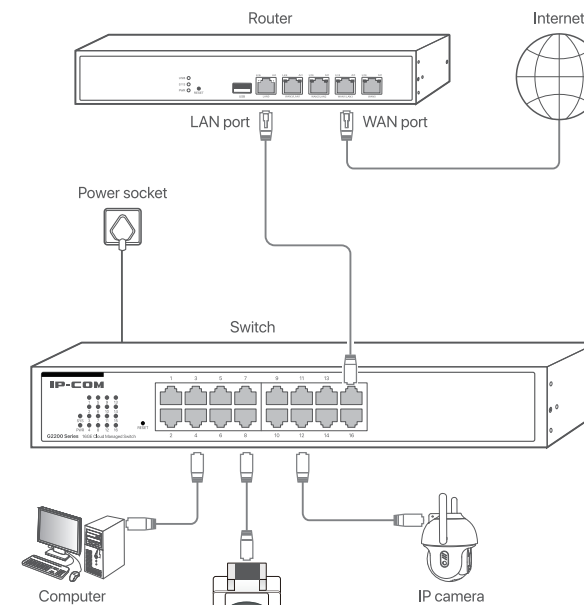
1. Fix the 2 L-shaped brackets to both sides of the switch with included screws.
2. Place the switch horizontally onto the wall with its RJ45 ports facing upward, and then mark the positions of the screw holes with the marker.
3. Drill holes in the marked positions, and then hammer pre-prepared expansion 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.



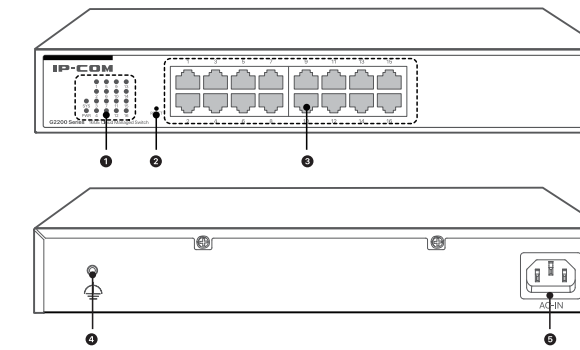
Typical network topology

💡 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.



LED indicators, button and ports



- ① LED indicator
- ② Reset button
- ③ 16/24* RJ45 Gigabit Ethernet ports
- ④ Ground terminal
- ⑤ Power jack

LED indicator/Button	Description
SYS	Blinking: The switch works properly. Solid on: The switch works improperly. Off: The switch is starting up.
PWR	Solid on: The switch is powered on. Off: The switch is powered off.
Link/Act (1-16/24)	Solid green: The port is connected, but no data is being transmitted over the port. Blinking green: Data is being transmitted over the port. Off: The port is not connected.
RESET	Used to restore the switch to factory settings. To learn how to reset the switch, see Q3 in FAQ .

FAQ

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

- A1. Try the following solutions:
 - Ensure that the switch is powered on.
 - Ensure that the computer is connected to the switch and the Ethernet cable meets the specification requirements.
 - Ensure that the computer and the switch are in the same subnet. For example, if the switch's IP address is 10.16.16.8, the computer's IP address can be set to 10.16.16.X (X ranges from 2-254 excluding 168, and is unused).
 - Clear the cache of the web browser or try another web browser.
 - Ensure that only one device with the IP address 10.16.16.168 exists in the local network.
 - If the problem persists, refer to **Q3** to reset the switch and try again.

Q2. I forgot the login user name and password of the switch. What should I do?

- A2. Try using the default login user name and password (both are **admin**). If it still fails, refer to **Q3** to reset the switch, and then use the default user name and password to log in.

Q3. How to restore the switch to factory settings?

- A3. When the **SYS** LED 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** LED indicator blinks again, the switch is restored to factory settings.

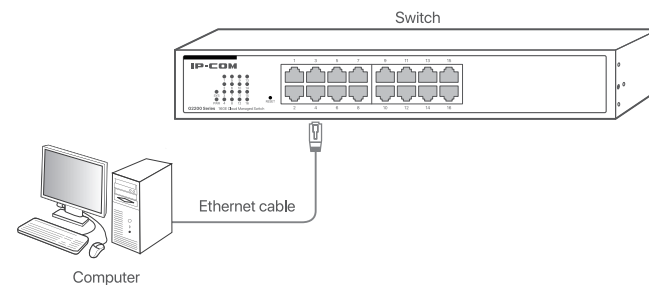
Q4. The Link/Act LED indicator of the switch is off. What should I do?

- A4. Try the following solutions.
 - Ensure that the switch is powered on.
 - Ensure the connected device is powered on and working properly.
 - Ensure that the Ethernet cable between the switch and the attached device is connected properly.
 - Ensure that the Ethernet cable is not damaged, and the Ethernet cable meets the specification requirements.

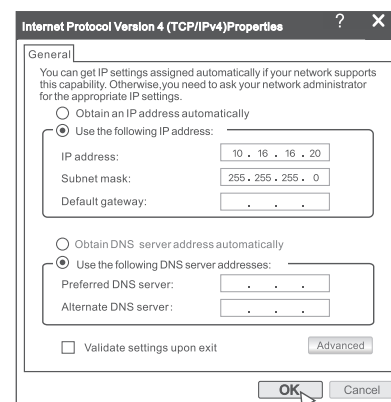
Manage the device

■ 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: **10.16.16.8**).
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 management IP address of the switch (default: **10.16.16.8**) in the address bar, and press **Enter** on the keyboard.



4. Enter the login user name and password (both are **admin** by default), and click **Login**.



✍ Note:

Password must be changed upon first login.

After successfully logging in to the web UI of the switch, you can configure the switch. If the web UI does not appear, see **Q1** in **FAQ**.

■ Use IP-COM ProFi

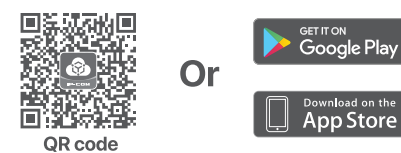
To manage the switch, you can choose either of the following methods.

💡 Tips:

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

■ Method 1: Add the switch with a LAN network

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



2. Connect your mobile device to the switch's LAN network.
3. Open your ProFi App, and tap the project 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.

- The device is for indoor usage only.
 - For desktop mounting, the device must be horizontally mounted for safe use.
 - For wall or rack mounting, the device is only suitable for mounting at heights ≤ 2m.
 - Operating environment: Temperature: 0°C - 45°C; Humidity: (10% - 90%) RH, non-condensing; Storage environment: Temperature: -40°C - 70°C; Humidity: (5% - 90%) RH, non-condensing.
 - Clean only with dry cloth.
 - Do not block any ventilation openings using things such as newspapers, table-cloth or curtains.
 - Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus that produce heat.
 - Do not damage the ground conductor or operate the device in the absence of well installed ground conductor. Conduct the appropriate electrical inspection. Refer to the **Lightning Protection Guide** at the official website for instructions.
 - Protect the power cord from being walked on or pinched particularly at the plugs, convenience receptacles and at the point where they exit from the device.
 - Only use attachments/accessories specified by the manufacturer.
 - Unplug this device when unused for long periods of time.
 - 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.
 - Warning: To reduce the risk of fire or electric shock, do not expose this device to rain or moisture. The device shall not be exposed to dripping or splashing.
 - Warning: To reduce the risk of electric shock, do not remove the cover as there are no user-serviceable parts inside.
 - Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way, for example, power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the device, the device has been exposed to rain or moisture, does not work normally, or has been dropped.
- For the latest safety precautions, see **Safety and Regulatory Information** on www.ip-com.com.cn.

FCC

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.