Enterprise Networking Solution

Installation Guide

Jetstream Smart Switch

About this installation guide

This Installation Guide describes the hardware features, installation methods, and points to be noted during installation. This Installation Guide is structured as follows:

Chapter 1 Introduction

This chapter describes the external components of the switch.

Chapter 2 Installation

This chapter illustrates how to install the switch.

Chapter 3 Connection

This chapter illustrates how to physically connect the switch.

Chapter 4 Configuration

This chapter illustrates how to configure the switch.

Appendix A Troubleshooting

Appendix B Hardware Specifications

Audience

This installation guide is for:

Network Engineer Network Administrator

Conventions

• Some models listed in this guide may not be available in your country or region. For local sales information, please visit https://www.tp-link.com.

• Figures in Chapter 2, Chapter 3, and Chapter 4 are for demonstration purposes only. Your switch may differ in appearance from the one shown.

• PoE budget calculations are based on laboratory testing. Actual PoE power budget is not guaranteed and will vary as a result of customer limitations and environmental factors.

• This guide uses specific formats to highlight special messages. The following table lists the warning icons used in this guide.

	Remember to be careful. A caution indicates a potential that may cause damage to the device.
	Please remember to take note. The note contains useful information for better use of the product.

Related Document

The User Guide and CLI Reference Guide of the product are provided in the Download Center. For the latest product information, please visit the official website: https://www.tp-link.com.

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Chapter 1 Introduction

1.1 Product Overview

Designed for workgroups and departments, TP-Link JetStream Smart Switch provides wire-speed performance and rich L2 management features. It provides a variety of service features and multiple powerful functions with high security.

EIA-standardized framework and intelligent configuration capability can provide flexible solutions for varying scale of networks. QoS and IGMP snooping/filtering optimize voice and video applications. Link aggregation increases aggregate bandwidth, optimizing the transport of business-critical data. SNMP, RMON, WEB and CLI Login bring rich management policies. TP-Link JetStream Smart Switch integrates multiple functions with excellent performance and is easy to manage, which can fully meet the needs of users demanding higher network performance.

TL-SG2210MP/ TL-SG2218P/ TL-SG2428P/ TL-SL2428P/ TL-SG728P is also a Power Sourcing Equipment (PSE*). Some of the RJ45 ports on the switch support the Power over Ethernet (PoE*) function, which can automatically detect and supply power to Powered Devices (PD*) that comply with IEEE 802.3af and IEEE 802.3at.

* PSE: A device (switch or hub for example) that provides power over an Ethernet cable.

* PoE: A technology describes a system for transmitting electrical power, along with data, to remote devices over a standard twisted pair cable in Ethernet.

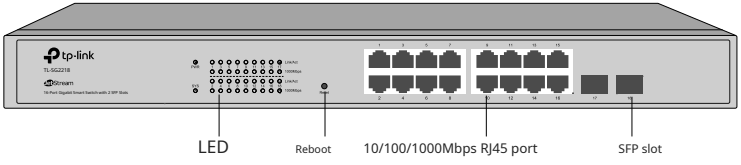
* PD: A device that is powered by a PSE and therefore consumes power. Examples include powering network cameras, wireless LAN access points, IP phones, network hubs, embedded computers, etc.

1.2 Appearance

■ **Front panel**

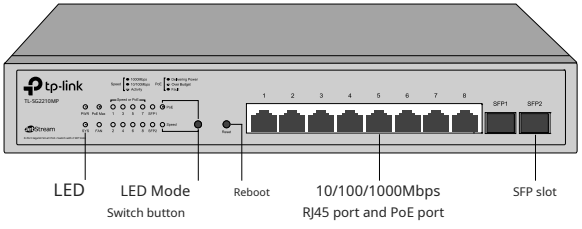
The front panel of TL-SG2218 is shown in the following figure.

Figure 1-1 Front panel of TL-SG2218



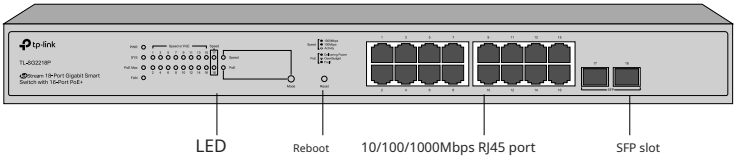
The front panel of the TL-SG2210MP is shown in the following figure.

Figure 1-2 Front panel of TL-SG2210MP



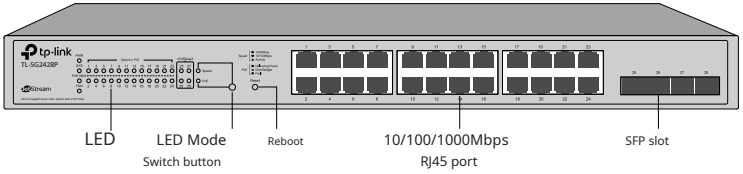
The front panel of TL-SG2218P is shown in the following figure.

Figure 1-3 Front panel of TL-SG2218P



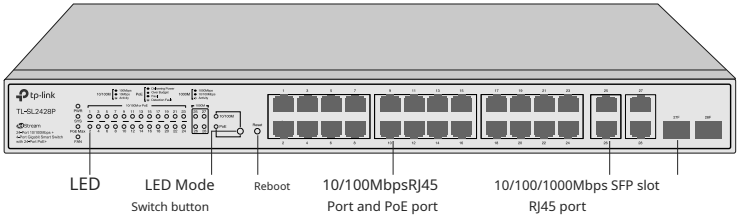
The front panel of TL-SG2428P is shown in the following figure.

Figure 1-4 Front panel of TL-SG2428P



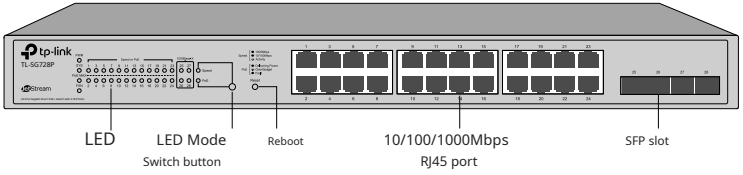
The front panel of the TL-SL2428P is shown in the following figure.

Figure 1-5 Front panel of TL-SL2428P



The front panel of TL-SG728P is shown in the following figure.

Figure 1-6 Front panel of TL-SG728P



LED

For TL-SG2218

LED	Indication
PWR	**In**: The switch is on. **Off**: The switch is off or the power supply is abnormal. **Bright**: The power supply is abnormal.
SYSTEM	**Bright**: The switch is working properly.**On or** **off**: The switch is not working properly.
Link/Act	**In**: A device is connected to the corresponding port but there is no activity. **Bright**: Data is being transmitted or received.**Off**: There is no device connected to the corresponding port.
1000Mbps	**In**: Running at 1000Mbps. **Off**: Operating at 10/100Mbps or no device is linked to the corresponding port.

For TL-SG2210MP/TL-SG2218P/TL-SG2428P/TL-SL2428P/TL-SG728P

LED	Indication
PWR	**In**: The switch is on. **Off**: The switch is off or the power supply is abnormal. **Bright**: The power supply is abnormal.
SYSTEM	**Bright**: The switch is working properly.**On or** **off**: The switch is not working properly.
FAN	**Green**: All fans are working properly.**Yellow**: Not all fans work properly.
Max PoE	**In**: The remaining PoE power is≤7 W. **Bright**: The remaining PoE power is kept at≤7W after this LED is on for 2 minutes. **Off**: The remaining PoE power is >7W.
10/100M or PoE (When the speed LED is on)	**Green on**: Running at 100Mbps, but no activity. **Flashing green**: It is operating at 100Mbps and is transmitting or receiving data.**Yellow** **on**: Running at 10Mbps, but no activity. **Flashing yellow**: It is operating at 10Mbps and is transmitting or receiving data.**Off**: No device is bound to the corresponding port. Note: Only for TL-SL2428P.
1000M Speed or PoE (When the speed LED is on)	**Green on**: Running at 1000Mbps, but no activity. **Flashing green**: It is operating at 1000Mbps and is transmitting or receiving data.**Yellow** **on**: Running at 10/100Mbps, but no activity. **Flashing yellow**: It operates at 10/100 Mbps and is transmitting or receiving data.**Off**: No device is bound to the corresponding port. Note: 1000M for TL-SL2428P. Speed or PoE for TL-SG2210MP, port 1–16 of TL-SG2218P, port 1–24 of TL-SG2428P and TL-SG728P
10/100M or PoE Speed or PoE (When the PoE LED is on on)	**Green on**: The port supplies power normally. **Flashing green**: The supply power exceeds the maximum power of the corresponding port.**Yellow** **on**: Overload or short circuit is detected.**Flashing yellow**: Power-on self-test failed. **Off**: Does not provide PoE power on the port. Note: 10/100M or PoE for TL-SL2428P. Speed or PoE for TL-SG2210MP, port 1–16 of TL-SG2218P, port 1–24 of TL-SG2428P and TL-SG728P
Speed 1000Base-X SFP1, SFP2	**Green on**: A 1000Mbps device is bound to the corresponding port, but there is no activity. **Flashing green**: A 1000Mbps device is linked to the corresponding port and data is being transmitted or received. **Yellow on**: A 10/100Mbps device is linked to the corresponding port, but there is no activity. **Flashing yellow**: A 10/100 Mbps device is linked to the corresponding port and is transmitting or receiving data. **Off**: No device is bound to the corresponding port. Note: 1000Base-X for ports 25–28 of TL-SG2428P and TL-SG728P. Speed for TL-SG2218P. SFP1/ SFP2 for TL-SG2210MP.

LED mode switch button

Press this button to switch the LED status indication between Speed and PoE.

Reboot

With the switch on, press the Reset button for 5 seconds to reset the switch to its default setting of factory.

10/100Mbps RJ45 port

Designed to connect to the device with a bandwidth of 10Mbps or 100Mbps.

10/100/1000Mbps RJ45 port

Designed to connect to the device with a bandwidth of 10Mbps, 100Mbps or 1000Mbps.

SFP slot

Designed to install SFP module.

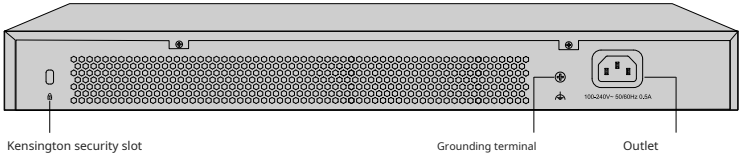
Port Feature

Model	100M/1000M/10Gbps RJ45 port	10/100/1000Mbps RJ45 port	10/100MbpsRJ45 Port	SFP slot	SFP+ slot
TL-SG2218	/	sixteen	/	2	/
TL-SG2210MP	/	8	/	2	/
TL-SG2218P	/	sixteen	/	2	/
TL-SG2428P	/	24	/	4	/
TL-SL2428P	/	4	24	2	/
TL-SG728P	/	24	/	4	/

■ **Rear panel**

The rear panel is shown in the following figure. The actual product may differ from the figure.

Figure 1-7 Rear panel



Kensington security slot

Secure the lock (not included) into the security slot to prevent your device from being stolen.

Grounding terminal

The switch already comes with a lightning protection mechanism. You can also ground the switch via the PE (protective earth) wire of the AC cable or with a ground wire. For detailed lightning protection measures, please go to https://www.tp-link.com/support, find your switch model number and go to the product support web page, see the Lightning Protection Guide in the related documents: https://www.tp-link.com/us/configuration-guides/lightning_protection_guide/.

Outlet

Connect the female connector of the power cord here and the male connector to the AC power outlet. Make sure the power supply voltage meets the input voltage requirements (100–240 V~ 50/60 Hz).

Caution:

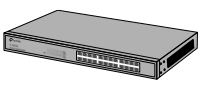
You must use the provided power cord.

Chapter 2 Installation

2.1 Package contents

Make sure the package contains the following items. If any of the listed items are damaged or missing, please contact your dealer.

A switch



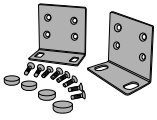
A power cable



Installation Guide



Two mounting brackets, eight screws and four rubber feet



* Images are for demonstration purposes only.

2.2 Safety precautions

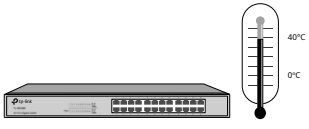
To avoid damage to the device and personal injury caused by improper use, you must observe the following rules.

■ **Safety precautions**

- Keep the power off during installation.
- Use an ESD prevention wrist strap and make sure the strap has good contact with the skin and is properly grounded.
- Use only the power cord provided with the switch.
- Make sure the supply voltage matches the specifications indicated on the rear panel of the switch.
- Make sure the switch is installed in a well-ventilated environment and its ventilation hole is not blocked.
- Do not open or remove the switch cover.
- Before cleaning the device, turn off the power supply. Do not clean it with a wet cloth and never use any other liquid cleaning method.
- Place the device with the bottom surface facing down.

■ **Site Requirements**

Temperature/Humidity



Keep the equipment room at a suitable temperature and humidity level. Too much or too little humidity can cause poor insulation, electrical leakage, changes in mechanical properties, and corrosion. High temperatures can accelerate the aging of insulating materials, significantly shortening the life of the device. For the best temperature and humidity conditions for the device, see the table below.

Atmosphere	Temperature	Humidity
Operating	0°C to 50°C (for TL-SG2210MP/TL-SG2218P/TL-SG2428P/TL-SL2428P/TL-SG728P) 0°C to 40°C (for other switches)	10% to 90% RH non-condensing
Storage	- 40°C to 70°C	5% to 90%RH non-condensing

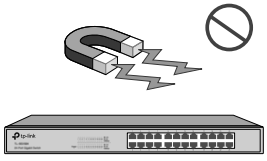
Clarity



Dust accumulated on the switch may be absorbed by static electricity and cause poor contact of the metal contact points. Some measures have been taken to prevent static electricity, but too strong static electricity can cause fatal damage to the electronic elements of the internal circuit board. To prevent the effect of static electricity on the operation of the switch, please pay great attention to the following items:

- Dust the device regularly and keep the indoor air clean.
- Keep the device well grounded and ensure that any static electricity has been transferred.

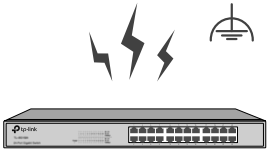
electromagnetic interference



Electronic elements including the capacitance and inductance of the device may be affected by external interference such as capacitance coupling conducted emission, inductance coupling, and impedance coupling. To reduce interference, be sure to take the following measures:

- Please use the power supply that can effectively filter out power grid interference.
- Keep the device away from high frequency and strong current devices such as radio transmitting stations.
- Use electromagnetic shielding where necessary.

Lightning protection



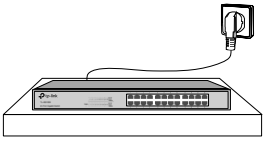
When lightning strikes, extremely high voltage currents can be produced instantaneously and the air in the path of the lightning discharge can be instantly heated up to 20,000 °C. Since this instantaneous current is strong enough to damage electronic devices, more effective lightning protection measures must be taken.

- Make sure the rack and device are properly grounded.
- Make sure the power outlet has good contact with the ground.
- Maintain a reasonable wiring system and avoid induced lightning.
- Use SPD (surge protection device) when wiring outdoors.

Note: For detailed lightning protection measures, please go to https://www.tp-link.com/support, find your switch model number and go to the product support webpage, refer to Lightning Protection Guide in related documents:

https://www.tp-link.com/us/configuration-guides/lightning_protection_guide/.

Installation site



When installing the device in a rack or on a flat workbench, pay particular attention to the following items:

- The shelf or workbench is flat, stable and strong enough to support a weight of at least 5.5 kg.
- The rack or workbench has a good ventilation system. The equipment room is well ventilated.
- The frame is well grounded. Keep the device within 1.5 meters away from the power outlet.

2.3 Installation tools

- Phillips screwdriver
- ESD Preventive Wristband
- cables

Note:
These tools are not included with our product. If necessary, you can purchase them separately.

2.4 Product Installation

Desktop Installation

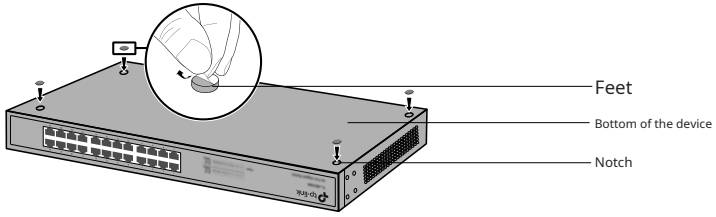
To install the device on the desktop, follow the steps:

1. Place the device on a flat surface that is strong enough to support the entire weight of the device with all accessories.

2. Remove the adhesive papers from the rubber feet.

3. Turn the device over and place the supplied rubber feet into the recessed areas on the bottom at each corner of the device.

Figure 2-1 Desktop Installation



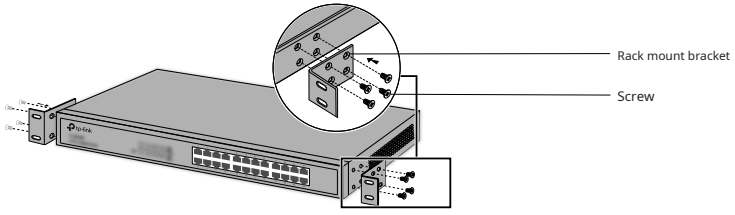
■ **Rack Mount**

To install the device in an EIA standard 19-inch rack, follow the instructions below:

1. Check the efficiency of the grounding system and the stability of the rack.

2. Attach the supplied rack mounting brackets to each side of the device with the supplied screws, as illustrated in the following figure.

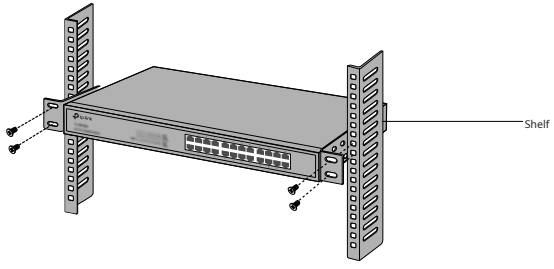
Figure 2-2 Installing the bracket



* This image is for demonstration purposes only.

3. After fixing the brackets to the device, use suitable screws (not included) to fix the brackets to the frame, as illustrated in the following figure.

Figure 2-3 Rack Mount



Caution:

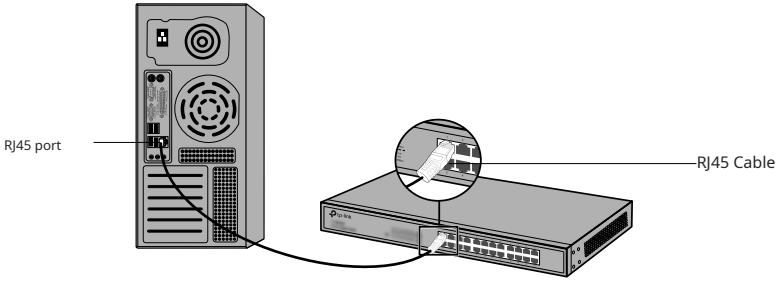
- Leave 5 to 10 cm spaces around the devices for air circulation.
- Avoid placing heavy objects on the device.
- Place the device with the bottom facing down.
- Mount the devices in sequence from the bottom to the top of the rack and make sure there is a some free space between the devices to dissipate heat.

Chapter 3 Connection

3.1 Ethernet port

Connect an Ethernet port of the switch to the computer using an RJ45 cable as shown in the following figure.

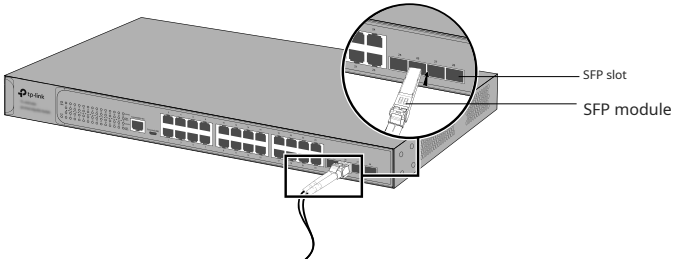
Figure 3-1 RJ45 port connection



3.2 SFP Slot

The following figure demonstrates connecting the SFP module to an SFP slot.

Figure 3-2 Inserting the SFP module



3.3 Verify the installation

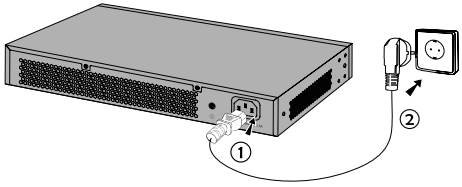
After completing the installation, check the following items:

- There should be 5-10 cm of free space around the device for ventilation to ensure adequate airflow.
- The power supply voltage meets the input voltage requirements of the device.
- The power outlet, device and frame are properly grounded.
- The device is successfully connected to other network devices.

3.4 Power on

Connect the negative connector of the provided power cable to the power socket of the device and plug the positive connector into a power socket as shown in the following figure.

Figure 3-3 Connecting to the power supply



Note:
The figure is to illustrate the application and principle. The plug and socket provided in your region may differ from the figures above.

3.5 Initialization

Once the device is powered on, the power-on self-test begins. A series of tests are automatically run to ensure that the device is functioning properly. During this time, its LED indicators will respond in the following order:

1. The PWR LED indicator is on all the time. The SYS LED and all port LED indicators remain off.

2. (For TL-SG2210MP/TL-SG2218P/TL-SG2428P/TL-SL2428P/TL-SG728P) After about one minute, all LED indicators will turn green, and then the FAN indicator and all port LED indicators will turn yellow momentarily. Subsequently, all LED indicators except the PWR LED will turn off.

   (For other switches) After about one minute, the SYS LED and all port LEDs will flash momentarily and then turn off.

3. Several seconds later, the SYS LED indicator will flash, representing a successful initialization.

Chapter 4 Configuration

4.1 Configuration Overview

The switch supports two configuration options:

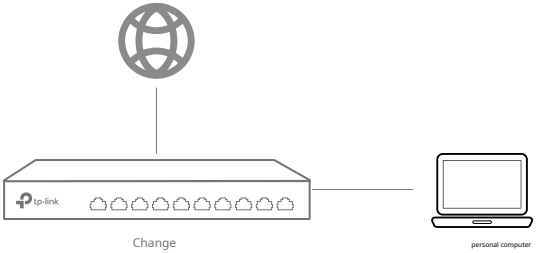
- Standalone Mode: Configure and manage the switch individually.
- Controller Mode: Configure and manage network devices centrally. It is recommended in large-scale networks, which consist of massive devices such as access points, switches, and gateways.

Note:
TL-SG2428P, TL-SL2428P, TL-SG2210MP, TL-SG2218P and TL-SG2218 support both standalone mode and controller mode. When the switch is switched from standalone mode to controller mode, you need to reconfigure it. TL-SG728P only supports standalone mode.

4.2 Standalone mode

In standalone mode, use a computer to configure and manage the switch.

Figure 4-1 Topology for standalone mode



■ Using the GUI

1. To access the switch management page, make sure the switch and computer are on the same subnet. Open a browser and type the switch's IP address in the address field, then press the Enter key.

- If the switch obtains the IP address from the DHCP server (usually a router), find the IP address of the switch on the DHCP server.

- Otherwise, use the default IP address 192.168.0.1 to launch the switch management page.

2.EnterAsk your administrator for both the username and password in lowercase letters to log in. The first time you log in, change the password to better protect your network and devices.

3. After successful login, the main page will appear. You can click the menus on the top and left to configure the corresponding functions.

For detailed configurations, please refer to the User Guide and CLI Guide. The guides can be found in the download center of our official website: https://www.tp-link.com/support/download/.

■ Using the CLI

- Set up a Telnet or SSH connection to access the switch via CLI (command line interface).

For detailed configurations, please refer to the User Guide and CLI Guide. The guides can be found in the download center of our official website: https://www.tp-link.com/download-center.html

Note:
For certain devices, you may be required to change the password the first time you log in, which will better protect your network and devices.

4.3 Controller Mode

Controller mode is applied to large-scale networks with massive devices. All devices can be centrally configured and monitored by Omada hardware controller or Omada software controller.

Note:

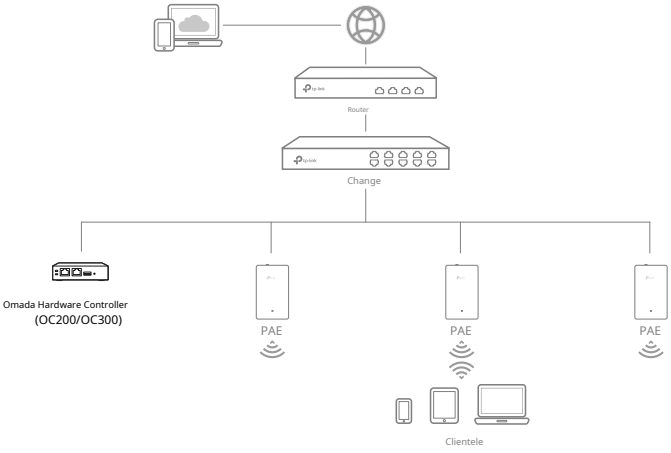
Before performing the following settings, make sure the switch can access the Internet. When using the Omada software/ hardware controller, make sure the switch and controller are in the same subnet.

Normally, the switch obtains the IP address from the DHCP server. You can check the IP address of the switch on the DHCP server.

■ Via Omada hardware controller (OC200/OC300)

Omada Hardware Controller (OC200/OC300) is a good alternative if you do not have a spare PC to continue running Omada Software Controller on the network. It needs to be purchased additionally. Follow the steps below to configure the Omada Hardware Controller.

Figure 4-2 Manage the network through the Omada hardware controller



Note:

- Before you begin, make sure to power on and connect your devices according to the topology figure.
- A DHCP server (usually a router with DHCP enabled) is required to assign IP addresses to EAPs and clients on your local network.
- Omada Controller must have access to the network of your Omada devices (the router, switch, or EAP) in order to find, adopt, and manage them.

1. Find the IP address of the router. Open the command line on your PC and enter**ipconfig**. In the list of results, look for the default gateway, which is also the IP address of the router.
2. Launch a web browser and enter the router's IP address. Log in to the router's web page and both the username and password are admin by default. Then go to**Grid**>**LAN**>**DHCP Client List**to find the IP address of your controller based on its MAC address.
3. Enter your controller's IP address in the address bar to open its web page.
4. On the Omada controller web page, follow the wizard to complete the quick setup.
5. After the quick setup, the login page appears. Enter the username and password you created and click**Access**. Then you can further configure the controller.
6. If you want to manage the devices remotely, follow these steps:

   a. Make sure Cloud Access is enabled on your controller. By default, Cloud Access is enabled. Make sure the Cloud LED is blinking slowly.

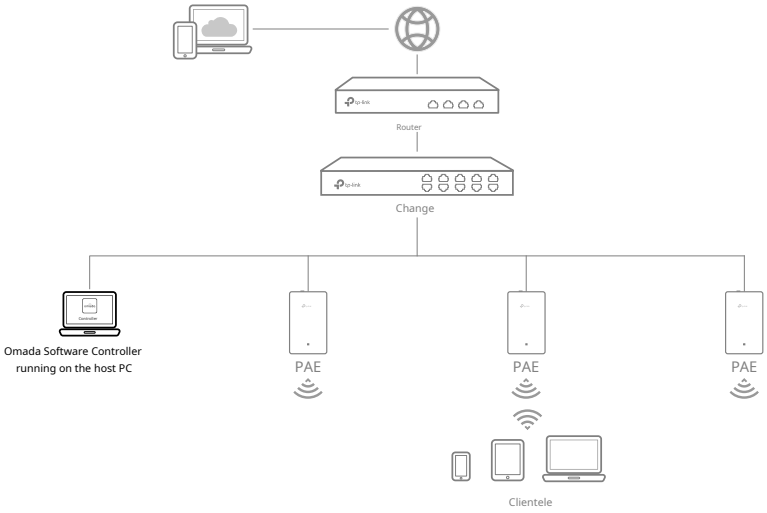
b. Launch a web browser and enter**https://omada.tplinkcloud.com**in the address bar. Enter your TP-Link ID and password to log in. Click**+Add controller**and choose**Hardware driver**to add your controller. You can then further configure the controller.

For more details, see the OC200/OC300 Installation Guide.

Via Omada software driver

On a PC running Windows or Linux, download the Omada software driver from**https://www. tplink.com/support/download/omada-software-controller/**. Then run the file and follow the wizard to install the Omada software driver. Follow the steps below to configure the driver.

Figure 4-3 Manage the network through the Omada software controller



Note: To manage your devices, Omada Software Controller must remain running on your computer.

1. Start the Omada software driver on your PC. After the start process, the controller automatically opens its website. If not, click**Launch a browser to manage the network**.
2. On the Omada controller web page, follow the wizard to complete the quick setup.
3. After the quick setup, the login page appears. Enter the username and password you created and click**Access**. Then you can further configure the controller.
4. If you want to manage the devices remotely, follow these steps:

   a. Make sure Cloud Access is enabled on your controller and your controller is linked with your TP-Link ID. On the Omada Controller web page, go to**Settings**>**Cloud Access**to enable Cloud Accessand link your TP-Link ID. If you have set it in Quick Setup, please skip this step.

   b. Launch a web browser and enter**https://omada.tplinkcloud.com**in the address bar. Enter your TP-Link ID and password to log in. A list of controllers that have been linked with your TP-Link ID will appear. You can then click**Launch**to further configure the controller.

*** Omada App**

With the Omada app, you can also manage your controller at a local or remote site via your mobile device.

For detailed settings, please refer to the Controller User Guide. The guide can be found in the download center of our official website: https://www.tp-link.com/support/download/.

Appendix A Troubleshooting

P1.What could I do if I forgot the username and password of the switch?

Press the Reset button for at least 5 seconds to reset the system. The system will be reset to factory default settings and the default login username and password are admin.

P2.Why does the PWR/Power LED work abnormally?

The PWR/Power LED should be on when the power system is operating normally. If the PWR LED worked abnormally, please try the following:

1. Make sure the power cord is connected correctly and the power contact is normal.
2. Make sure the power supply voltage meets the input voltage requirements of the switch.

P3.What should I do if I cannot access the web administration page?

Try this:

1. Check the LED of each port on the switch and make sure the Ethernet cable is connected properly.
2. Try another port on the switch and make sure the Ethernet cable is suitable and working normally.
3. Turn off the switch and after a while turn it back on.
4. Make sure your PC's IP address is set within the switch's subnet.
5. If you still cannot access the configuration page, reset the switch to its factory defaults. Then, your PC's IP address should be set to 192.168.0.x ("x" is any number from 2 to 254) and the subnet mask to 255.255.255.0.

Appendix B Specifications

Article	Content
Standards	IEEE 802.3i, IEEE 802.3u, IEEE 802.3ab, IEEE 802.3ad, IEEE 802.3z, IEEE 802.3x, IEEE 802.1p, IEEE 802.1q, IEEE 802.1x, IEEE 802.1d, IEEE 802.1s, EE 802.1w
	IEEE 802.3af, IEEE 802.3at (for TL-SG2210MP/TL-SG2218P/TL-SG2428P/TL-SL2428P/TL-SG728P)
Transmission Half	10Base-T: Cat. 3 UTP/STP or higher
	100Base-TX: Cat. 5 UTP/STP or higher
	100Base-FX/LX10/BX10: MMF or SMF SFP Module (for TL-SG2210MP/TL-SG2428P/ TL-SG728P)
	1000Base-T: 4-pair UTP (≤100 m) of cat. 5e and cat. 6 or more
	1000Base-SX/LX/LX10/BX10: MMF or SMF SFP Module
LED	TL-SL2428P: PWR, SYS, PoE MAX, FAN, 10/100M or PoE, 1000M, 10/100M, PoE TL-SG2210MP: PWR, SYS, PoE MAX, FAN, PoE Rate, SFP1, SFP2, PoE, Rate TL-SG2218P: PWR, SYS, PoE MAX, FAN, PoE, Speed TL-SG2218: PWR, SYS, 1000Mbps, Link/Act TL-SG2428P/TL-SG728P: PWR, SYS, FAN, PoE MAX, Speed, PoE, 100Base-TX/ 1000BASE-X
Operating Temperature	0°C to 50°C (32°F to 122°F) (For TL-SG2210MP/TL-SG2218P/TL-SG2428P/TL-SL2428P/TL-SG728P) 0°C to 40°C (32°F to 104°F) (For other switches)
Storage temperature	- 40°C to 70°C (-40°F to 158°F)
Operating humidity	10% to 90% RH non-condensing
Storage humidity	5% to 90%RH non-condensing

CE Mark Warning

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

EU Declaration of Conformity

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of Directives 2014/30/EU, 2014/35/EU, 2009/125/EC, 2011/65/EU and (EU)2015/863.

The original EU Declaration of Conformity can be found at https://www.tp-link.com/en/support/ce/

UK Declaration of Conformity

Hereby, TP-Link declares that the device is in compliance with the essential requirements and other relevant provisions of the Electromagnetic Compatibility Regulations 2016 and the Electrical Equipment (Safety) Regulations 2016.

The original UK Declaration of Conformity can be found at https://www.tp-link.com/support/ukca/

The product is certified in accordance with the United Kingdom's systems. відповідність вимогам нормативних документів та вимогам, що едбачені чинними законодавчими ктами України.

Safety information

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair or modify the device. If you require service, please contact us.
- Place the device with the bottom surface facing down.
- The power cord plug is used as the disconnect device, the socket outlet shall be easily accessible.

Please read and follow the safety information above when operating the device. We cannot guarantee that accidents or damage will not occur due to improper use of the device. Please use this product with care and use it at your own risk.

To ask questions, find answers, and communicate with users or TP-Link engineers, please visit https://community.tp-link.com to join the TP-Link community.

For technical support, user guide and other information, please visit https://www.tp-link.com/support or just scan the QR code.

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