

NETWORKS

S2800 & S3900 SERIES SWITCHES USER MANUAL



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Product Warranty Card

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Chapter 1 Introduction

Thank you for purchasing the FS.COM S2800/S3900 series switch. The S2800 and S3900 series Gigabit managed switches are enterprise-class switches specifically designed to meet the demand of cost-effective Gigabit access or aggregation for enterprise networks and operators customers.



Figure 1-1

Before you begin installing the switch, make sure you have all of the package contents available.

Package Contents

- FS.COM S2800 or S3900 Series Ethernet Switch.
- Rackmount Kit.
- Console Cable.
- Power Cord.
- Ground Wire.
- This User Manual.



Caution: Multiple power sources may be provided. To de-energize, all power connections need to be removed, including RPS cable if provided.



Caution: No user serviceable parts inside. Must be serviced by technically qualified personnel.

This user manual will familiarize you with the layout of the managed switch and describe how to deploy the device in your network. For additional information, see www.fs.com.

Chapter 2 Mounting the Switch

2.1 Environmental Requirements

There are two ways to mount the switch:

- Set the switch on a flat surface.
- Mount the switch in a standard rack (1 rack unit high).

Before you begin installing your switch, prepare the installation site. Make sure your operating environment meets the operating environment requirements of the equipment.

Ambient Temperature: Ambient temperature between 0°C and 40°C. No nearby heat sources such as direct sunlight, warm air exhausts, or heaters.

Air Flow: Both side panels must be unobstructed to prevent overheating, adequate airflow in room or wiring closet.

Mechanical Loading: The device must be level, stable, and secure to prevent it from sliding or shifting out-of-position.

Circuit Loading: Adding the device to the power outlet must not overload that circuit.

Grounding: Rack-mounted equipment should be properly grounded to guarantee lightning protection and anti-jamming.

2.2 Installation Instruction

Before installation, take ESD-preventive measures, such as wearing the ESD-preventive gloves or a wrist strap

Step 1: Leave more than 1U space between the devices for proper heat dissipation.

Step 2: Fix the rack mount brackets on the two sides of the switch.



Figure 2-1

Step 3: Install the device on the column of the cabinet with the fixing screw and check whether the equipment is installed tight and straight.



Figure 2-2

Installation Recommendations:

When installing a variety of equipment on the same cabinet, it is recommended to install the heavy equipment at the bottom or near the bottom of the cabinet to reduce the center of gravity of the cabinet.

2.3 Connect the Console Cable

FS.COM S2800 and S3900 switches provide EIA/TIA-232 asynchronous serial console port. Through this interface, you can use character terminal (usually a common PC) of RS-232 serial port to configure the switch.

Follow the steps below to configure the switch through the terminal:

Step 1: Find a character terminal which can be a standard terminal with RS-232 serial port or a common PC (The latter is more commonly used).

Step 2: connect a terminal or a PC equipped with a terminal-emulation program (such as HyperTerminal) directly to the switch console port through the configuration cable.

2.4 Connect the Power Cable

The S2800 and S3900 switches adopt the stable switching power supply system, and they can support 100V-240V, 50/60Hz AC. The quality of electricity supply in different regions may be different, while the switch has a greater ease on the input power supply.

Input power: AC power supply 【100~240V, 50/60Hz】

For AC models:

Step 1: Connect one end of the chassis grounding cable to the grounding post of the rear panel of the switch, and ensure the other end well-grounded.

Step 2: Plug one end of the power cord into the power outlet on the back of the switch chassis and the other end into the AC outlet.

Step 3: Check whether the power indicator on the front panel of the switch is on. If the indicator is on, it indicates that the power supply is connected correctly.

Chapter 3 Configuring the Switch

There are ways as via console port and through telnet to connect to the switch and do the configurations.

3.1 Set up Configuration Environment via Console Port

Step 1: Connect the serial port of a PC (or a terminal) to the Console port of the Ethernet switch with the Console cable;

Step 2: Run terminal emulator (such as Hyper Terminal on Windows 9X/2000/XP/Vista) on the Computer. Set the terminal communication parameters as follows: Set the baud rate to 115200, data bit to 8, parity check to none, stop bit to 1, flow control to none and select the terminal type as auto-detection;



Note: S2800 Series switch baud rate is 9600.

Step 3: Enter the default login information:

- Username: admin
- Initial password: admin

Step 4: Use the corresponding commands to configure the Ethernet switch or to monitor the running state.

3.2 Set up Configuration Environment through Telnet

After you have correctly configured manage IP address and VLAN for an Ethernet Switch via Console port, and make sure PC can ping the switch, then you can telnet this Ethernet switch and configure it.

Step 1: Authenticate the Telnet user via the Console port before the user logs in by Telnet;

Step 2: Set up the configuration environment, connect the Ethernet port of the PC to that of the Ethernet switch via the LAN;

Step 3: Run Telnet on the PC and input the IP address of the VLAN connected to the PC port.

Step 4: Enter the default login information:

- Username: admin
- Initial password: admin

Step 5: Use the corresponding commands to configure the Ethernet switch or to monitor the running state.

The Getting Started window displays. You are now ready to configure the switch. Refer to the Switches Software Configuration Guide on the website for further information.

Chapter 4 Troubleshooting

4.1 Power System Fault

According to the power indicator on the front panel, the Ethernet switches can be used to determine whether the power supply system of the switch is faulty. If the power supply system is working normally, the power indicator should remain lit. If the power indicator light is unlit, please check the following:

- Whether the switch power cable is connected correctly.
- Whether the power supply of the switch matches the required power supply.

4.2 Configuration System Fault

After the switch is powered on, if the system is normal, the startup information will be displayed on the configuration terminal. If there is something wrong with the configuration system, the configuration terminal may not display or display error codes.

4.3 Troubleshooting for Terminal No-show

After power-on, if the configuration terminal shows nothing, you can firstly check the following:

- Whether the power supply is normal.
- Whether the Console cable is properly connected.

If there is no problem with the above, it is very likely that there is a problem with the configuration cable or the terminal (such as the HyperTerminal) parameters were set incorrectly.

4.4 Troubleshooting for Terminal Show Error Codes

If the configuration terminal shows error codes, it is likely that the terminal (such as HyperTerminal) parameters are set incorrectly. Please confirm the parameters of the terminal (such as HyperTerminal), see Chapter 2 for details.

Chapter 5 Features of the Switch

This part introduces the exterior of the S2800 and S3900 switches including ports, LEDs, and connections. Not all models will have all of the features described.

5.1 Port

	S2800-24T4F	S3900-24T4S	S3900-48T4S	S3900-24F4S
Gigabit RJ45 Ports	24	24	48	N/A
SFP Ports	N/A	N/A	N/A	20
SFP+ Ports	N/A	4	4	4
Combo Ports	4	N/A	N/A	4

Table 5-1

5.2 LED Indicators

LED	Indicator	Description
Port	Green	Port has link.
	Green (Blink)	Blinking indicates activity .
	Off	No link.
PWR	Green	Internal power is operating normally.
	Off	Power off.
SYS	Green	System works normally.
	Off	System off.

Table 5-2

5.3 Other Features

The switch might also have a reset button. The switch can be reset by inserting a pin or paper clip into the reset opening, press the Reset button for less than 10 seconds.

Product Warranty Card

FS.COM ensures our customers that any damage or faulty items due to our workmanship, we will offer a free return within 30-Days from when you receive your goods. This excludes any custom made items or tailored solutions.

What this warranty covers?

This warranty is only available for the original buyer and is not transferable to a third-party.

- Within the first 30 Days of purchase, if for any reason you are not satisfied with your purchase (except custom made items or tailored solutions), simply return it for a refund or replacement.
- Within the first 4/5 years of purchase, free repair or maintenance due to manufacturer's defects (including shipping, handling and parts costs).
- More than 4/5 years of purchase, repairs and maintenance will be charged as appropriate.

What is NOT covered?

This warranty is non-transferable and does not cover if the product:

- Has been modified and/or altered, or an addition made thereto, except by FS.COM authorized representatives, or as approved by FS.COM in writing.
- Has been painted or physically modified in any way.
- Has been subjected to misuse, abuse, negligence, abnormal or physical stress, including accident.
- Has been damaged or impaired as a result of using third party firmware.
- Has no original FS.COM label, or miss any other original labels.



Note: 4 Years free warranty for PoE+ Series & S2800/S3800/S3900 Series switches; 5 Years free warranty for N Series & S Series switches.

FS.COM sole and exclusive obligation and liability under the foregoing warranty shall be for FS.COM, at its discretion, to repair or replace any product that fails to conform to the above warranty during the warranty period. The expense of removal and reinstallation of any product is not included in this warranty. The warranty period of any repaired or replaced products shall not extend beyond its original warranty expiry.

Return Conditions

If you return for refund or replacement within 30 Days, please make sure that the product must be in new or like-new condition with its original trademark and SN number (the SN number is the unique identification number of every product), manual and accessories that were included when delivered to you. Return for replacement or repair is due to an error on our part (you received an incorrect or defective item, etc.), we will cover the shipping and repair cost and customs duty (for international purchase). Otherwise, you are responsible for these charges of returning or repairing items on your own.

FS.COM offers two channels to process your return request, if you purchase from FS.COM website, you may visit the website and log in to your FS “account “center to start a quick return. If you purchased by emails, you may contact your sales representative or visit our website fs.com to talk with customer service team and obtain an approved Return Materials Authorization (RMA) Number. Products returned without a RMA Number will not be processed and will be returned freight collect or subject to disposal. Information on how to start return can be found at https://www.fs.com/day_return_policy.html

Addresses, phone number and fax number also have been listed at www.fs.com. Please e-mail us at sales@fs.com or call us for assistance. All statements, technical information, and recommendations related to the products here are based upon information believed to be reliable or accurate. However, the accuracy or completeness thereof is not guaranteed, and no responsibility is assumed for any inaccuracies. Please contact FS for more information.



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