



Note: The figure is to illustrate the application and principle. The power plug you get from the package and the socket in your situation will comply with the regulation in your country, so they may differ from the figure above.

4.4 Initialization

After the device is powered on, it begins the Power-On Self-Test. A series of tests run automatically to ensure the device functions properly. During this time, its LED indicators will respond as follows:

- All of the LED indicators will flash momentarily for one second, which represents a resetting of the system.
- The Power LED indicator will light up.

Appendix A Troubleshooting

Q1. The Power LED is not lit

The Power LED should be lit up when the power system works normally. If the Power LED is not lit, please check as follows:

1. Make sure the AC power cord connected the switch with power source properly.
2. Make sure the voltage of the power supply meets the requirement of the input voltage of the switch.
3. Make sure the power source is ON.

Q2. The Link/Act LED is not lit when a device is connected to the corresponding port

You are recommended to check the following items:

1. Make sure that the cable connectors are firmly plugged into the Switch and the device.
2. Make sure the connected device is turned on and working well.
3. The cable must be less than 100 meters long (328 feet).

Appendix B Hardware Specifications

Item	Content
Standards	IEEE 802.3 10Base-T
	IEEE 802.3u 100Base-TX
	IEEE 802.3x Flow Control
Transmission Medium	10Base-T: UTP/STP of Cat. 3 or above(maximum 100m)
	100Base-TX: UTP/STP of Cat. 5 or above(maximum 100m)
Safety & Emissions	FCC, CE
Transfer Method	Store-and-Forward
MAC Address Learning	Automatically learning, automatically aging
Frame Forward Rate	10Base-T: 14881pps/Port
	100Base-Tx: 148810pps/Port
LEDs	Power, Link/Act, 100Mbps
Operating Temperature	0°C~40°C
Storage Temperature	-40°C~70°C
Operating Humidity	10%~90%RH Non-condensing
Storage Humidity	5%~90%RH Non-condensing

Appendix C Technical Support

- For more help, please go to: <http://www.tp-link.com/en/support/faq>
- To download the latest Firmware, Driver, Utility and User Guide, please go to: <http://www.tp-link.com/en/support/download>
- For all other technical support, please contact us by using the following details:

Global	<p>Tel: +86 755 2650 4400 Fee: Depending on rate of different carriers, IDD. E-mail: support@tp-link.com Service time: 24hrs, 7 days a week</p>
Australia/New Zealand	<p>Tel: AU 1300 87 5465 (Depending on 1300 policy) NZ 0800 87 5465 (Toll Free) E-mail: support.au@tp-link.com (Australia) support.nz@tp-link.com (New Zealand) Service time: 24hrs, 7 days a week</p>
Brazil	<p>Toll Free: 0800 608 9799 (Portuguese Service) E-mail: suporte.br@tp-link.com Service time: Monday to Saturday, 09:00 to 20:00; Saturday, 09:00 to 15:00</p>
France	<p>Tel: 0820 800 860 (French service) Fee: 0.118 EUR/min from France Email: support.fr@tp-link.com Service time: Monday to Friday 9:00 to 18:00 *Except French Bank holidays</p>
Germany/Austria	<p>Tel: +49 1805 875 465 (German Service) +49 1805 TPLINK +49 820 820 360 Fee: Landline from Germany: 0.14EUR/min. Landline from Austria: 0.20EUR/min. E-mail: support.de@tp-link.com Service time: Monday to Friday, 9:00 to 12:30 and 13:30 to 17:30. GMT+ 1 or GMT+ 2 (DST in Germany) *Except bank holidays in Hesse</p>
Indonesia	<p>Tel: (+62) 021 6386 1936 Fee: Depending on rate of different carriers. E-mail: support.id@tp-link.com Service time: Monday to Friday 9:00 to 18:00 *Except public holidays</p>
Italy	<p>Tel: +39 023 051 9020 Fee: Depending on rate of different carriers. E-mail: support.it@tp-link.com Service time: Monday to Friday, 9:00 to 13:00 and 14:00 to 18:00</p>
Malaysia	<p>Toll Free: 1300 88 875 465 Email: support.my@tp-link.com Service time: 24hrs, 7 days a week</p>
Poland	<p>Tel: +48 (0) 801 080 618 +48 223 606 363 (if calls from mobile phone) Fee: Depending on rate of different carriers. E-mail: support.pl@tp-link.com Service time: Monday to Friday 9:00 to 17:00. GMT+1 or GMT+2 (DST)</p>

Russian Federation	<p>Tel: 8 (499) 754 5560 (Moscow NO.) 8 (800) 250 5560 (Toll-free within RF) E-mail: support.ru@tp-link.com Service time: From 9:00 to 21:00 (Moscow time) *Except weekends and holidays in RF</p>
Singapore	<p>Tel: +65 6284 0493 Fee: Depending on rate of different carriers. E-mail: support.sg@tp-link.com Service time: 24hrs, 7 days a week</p>
Switzerland	<p>Tel: +41 (0) 848 800 998 (German Service) Fee: 4-8 Rp/min, depending on rate of different time. E-mail: support.ch@tp-link.com Service time: Monday to Friday, 9:00 to 12:30 and 13:30 to 17:30. GMT+ 1 or GMT+ 2 (DST)</p>
Turkey	<p>Tel: 0850 7244 488 (Turkish Service) Fee: Depending on rate of different carriers. E-mail: support.tr@tp-link.com Service time: 9:00 to 21:00, 7 days a week</p>
UK	<p>Tel: +44 (0) 845 147 0017 Fee: Landline: 1p-10.5p/min, depending on the time of day. Mobile: 15p-40p/min, depending on your mobile network. E-mail: support.uk@tp-link.com Service time: 24hrs, 7 days a week</p>
Ukraine	<p>Tel: 0800 505 508 Fee: Free for Landline; Mobile: Depending on rate of different carriers. E-mail: support.ua@tp-link.com Service time: Monday to Friday 10:00 to 22:00</p>
USA/Canada	<p>Toll Free: +1 866 225 8139 E-mail: support.usa@tp-link.com Service time: 24hrs, 7 days a week</p>

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