

# Switch Series

Flexible Managed POE Switches In the Peplink Ecosystem



## FAQ

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## Is the Peplink Switch Series suitable for me?



### What is the Peplink Switch Series?

The Peplink Switch Series is an advanced version of Peplink switches, featuring fully managed PoE+ Gigabit ports designed for scalable and robust network deployments. It leverages cloud intelligence through our Peplink InControl cloud platform for centralized monitoring, troubleshooting, and configuration. Currently, InControl serves as the primary user interface for this new series. However, a new feature for our Peplink routers, the Switch Controller, will be made available in the future, enabling local management of Peplink switches.



### What models are available in the Peplink Switch Series?

The Peplink PoE Switch series includes the following models:

- **8 PoE 10G Switch:** Balanced Powerhouse with PoE++ Support
- **24 PoE 2.5G Switch Rugged:** Industrial-grade, fanless design with a 250W PoE budget and dual power supplies.
- **24 PoE 2.5G Switch:** Supports a 410W PoE budget.
- **48 PoE 2.5G Switch:** Highest capacity model with a 740W PoE budget.



### Why should I choose the Peplink Switch over other switches?

The Peplink Switch offers:

- Simplified cloud-based management of Peplink devices via InControl.
- Advanced features such as inter-VLAN routing, DHCP snooping, and true power reporting.
- SFP+ ports supporting up to 10 Gbps speeds for superior uplink performance.



### What certifications does the Peplink Switch have?

The switches are FCC, CE, and RoHS certified, ensuring compliance with environmental and performance standards.



### Can we use inTouch on the Peplink Switches?

Absolutely. InTouch is Peplink's comprehensive zero-touch remote network management solution. It allows network administrators to manage devices remotely with ease and security. By leveraging InControl 2 and a SpeedFusion Connect data plan, InTouch provides seamless access to device interfaces supported by Peplink device without traditional remote access setups.



## What is the best use case for the Peplink Switch?

The Peplink Switch series is ideal for enterprise and industrial deployments that require:

- Multiple PoE+ or PoE++ Gigabit Ethernet (GE) ports to support devices like IP cameras, VoIP phones, and access points.
- Scalable VLAN management for efficient network segmentation.
- Remote and centralized management of large-scale networks via InControl.

## What is included with the Peplink Switches?



### What's in the box?

#### **8 PoE 10 G Switch**

- 1x 8 PoE 10G Switch
- 1x Power Cord
- 1x Screw Set
- 1x Rubber Foot Pad Set
- 1 Pair of Mounting Brackets

#### **24 PoE 2.5G Switch Rugged:**

- 1x 24 PoE 2.5G Switch Rugged
- 1x Power Cord
- 1x 300W Power Supply Unit (PSU)
- 1x Screw Set
- 1x Rubber Foot Pad Set

#### **24 PoE 2.5G Switch:**

- 1x 24 PoE 2.5G Switch
- 1x Power Cord
- 1x Screw Set
- 1x Rubber Foot Pad Set
- 1 Pair of Mounting Brackets

#### **48 PoE 2.5G Switch:**

- 1x 48 PoE 2.5G Switch
- 1x Power Cord
- 1x Screw Set
- 1x Rubber Foot Pad Set
- 1 Pair of Mounting Brackets



## Is there a warranty included with this product?

Yes, all Peplink Switches come with a 1-year warranty, which can be extended annually through PrimeCare subscription.

To extend the warranty for your Peplink Switch, please subscribe to the corresponding Care Plan:

- 8 PoE 10G Switch & 24 PoE 2.5G Switch: PrimeCare Plan A
- 48 PoE 2.5G Switch & 24 PoE 2.5G Switch Rugged: PrimeCare Plan B

PrimeCare Model (SKU no. ending with -PRM)	PrimeCare+	PrimeCare
8 PoE 10G Switch <i>PLS-8-10G-720W</i>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>
24 PoE 2.5G Switch <i>PLS-24-H2G-410W</i>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>
24 PoE 2.5G Switch Rugged <i>PLS-R-24-H2G-250W</i>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>
48 PoE 2.5G Switch <i>PLS-48-H2G-740W</i>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>	<a href="#">1-Year</a>   <a href="#">2-Year</a>   <a href="#">4-Year</a>

## Using the Peplink Switch



## Which Peplink Switch should I pick if power redundancy support is required?

**24 PoE 2.5G Switch Rugged** is the best choice to fulfil this requirement. The switch comes with two hot-swappable power supplies. This setup ensures that if one power source is disconnected or a PSU fails, the device continues to operate seamlessly using the remaining power source, which is essential for maintaining uptime in critical environments.

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## What voltage is required for the switch?

The power requirements are:

- **Rugged Model:** 12V–54V DC
- **Standard Models:** 100V–240V AC



## What is the maximum power consumption?

This depends on whether PoE output functionality is deployed on the ports.

- **8 PoE 10G Switch:** 53W (system) + 720W PoE budget
- **24 PoE 2.5G Switch Rugged:** 38W (system) + 250W PoE budget
- **24 PoE 2.5G Switch:** 38W (system) + 410W PoE budget
- **48 PoE 2.5G Switch:** 64W (system) + 740W PoE budget



## Does the Peplink Switch support PoE?

Yes, selected models supports 802.3 bt Type 4 (PoE++) or 802.3at (PoE+) ports with the following capacities:

- **8 PoE 10G Switch:** 8x 10GE Type 4 PoE++ ports
- **24 PoE 2.5G Switch Rugged:** 16x 1GE and 8x 2.5GE PoE+ ports
- **24 PoE 2.5G Switch:** 16x 1GE and 8x 2.5GE PoE+ ports
- **48 PoE 2.5G Switch:** 32x 1GE and 16x 2.5GE PoE+ ports



## How can I configure VLANs for the ports?

VLANs can be configured via InControl for centralized management. VLAN 1 is the default VLAN and cannot be changed, but additional VLANs can be added, tagged, and customized for specific devices or ports.

## Troubleshooting and Support



## My switch appears offline in InControl. What should I do?

Verify internet connectivity and ensure the switch has access to the internet, or refer to [this guide](#) for step-by-step instructions.



## What if I need help with setup or troubleshooting?

Peplink provides multiple support options:

- Contact your Peplink partner for direct assistance.
- Visit the Peplink Community Forum, where partners, employees, and users share solutions.
- Submit a support ticket to receive help from Peplink engineers.

## Firmware and Advanced Features



### How can I update the firmware?

You can update the firmware via InControl or manually upload a firmware file using the web admin interface.



### What advanced features does the Peplink Switch offer?

- **Link Aggregation (LACP):** Combine multiple ports for increased throughput and redundancy.
- **Inter-VLAN Routing**
- **DHCP Snooping:** Prevent unauthorized DHCP servers on the network.
- **Rapid Spanning Tree Protocol (RSTP):** Prevent network loops.
- **PoE+ Compatible Ports**
- **InControl Reports:** Monitor power usage, client connections, and availability.