SuperStack® 3
Switch 3300 XM, SM, TM, MM
User Guide

3C16985B, 3C16987A, 3C16986A, 3C16988A
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ABOUT THIS GUIDE

This guide provides all the information you need to install and use a SuperStack® 3 Switch 3300 XM (3C16985B), 3300 SM (3C16987A), 3300 TM (3C16986A) or 3300 MM (3C16988A) unit with default settings. If you want to change the way the Switch works using management software, refer to the “SuperStack Switch Management Guide”.

The guide is intended for use by network administrators who are responsible for installing and setting up network equipment; consequently, it assumes a basic working knowledge of LANs (Local Area Networks).

If the information in the release notes that are shipped with your product differs from the information in this guide, follow the instructions in the release notes.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the 3Com World Wide Web site:

http://www.3com.com/

All the Switches mentioned in this guide are compatible with the Switches found within the SuperStack 1100/3300 family range.
**Conventions**

Table 1 and Table 2 list conventions that are used throughout this guide.

### Table 1 Notice Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Notice Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Info" /></td>
<td>Information note</td>
<td>Information that describes important features or instructions</td>
</tr>
<tr>
<td><img src="image" alt="Caution" /></td>
<td>Caution</td>
<td>Information that alerts you to potential loss of data or potential damage to an application, system, or device</td>
</tr>
<tr>
<td><img src="image" alt="Warning" /></td>
<td>Warning</td>
<td>Information that alerts you to potential personal injury</td>
</tr>
</tbody>
</table>

### Table 2 Text Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Screen displays</strong></td>
<td>This typeface represents information as it appears on the screen.</td>
</tr>
</tbody>
</table>
| Syntax              | The word “syntax” means that you must evaluate the syntax provided and then supply the appropriate values for the placeholders that appear in angle brackets. Example:  
  To change your password, use the following syntax:  
  `system password <password>`  
  In this example, you must supply a password for `<password>`. |
| Commands            | The word “command” means that you must enter the command exactly as shown and then press Return or Enter. Commands appear in bold. Example:  
  To display port information, enter the following command:  
  `bridge port detail` |
| The words “enter” and “type” | When you see the word “enter” in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says “type.” |
| Keyboard key names | If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example:  
  Press Ctrl+Alt+Del |
In addition to this guide, each Switch 3300 XM, SM, TM, MM document set includes the following:

- **Management Guide**
  
  This guide contains all the management information for the Switch. It is supplied on the SuperStack Switch CD-ROM.

- **Quick Reference Guide**
  
  This guide contains a quick summary of the hardware and software information for the Switch.

- **Quick Installation Guide**
  
  This guide contains a summary of the package contents, and a quick summary of the installation information for the Switch.

- **Release Notes**
  
  These notes provide information about the current software release, including new features, modifications, and known problems.

- **SuperStack Switch Help**
  
  This help provides information about the web interface software of the Switch. It is supplied on the SuperStack Switch CD-ROM.

- **SuperStack Switch README File**
  
  This file provides information about the current software release, including new features, modifications, and known problems. It is supplied on the SuperStack Switch CD-ROM.
In addition, there are other publications you may find useful:

- Documentation accompanying the Advanced Redundant Power System.

**Documentation Comments**

Your suggestions are very important to us. They will help make our documentation more useful to you. Please e-mail comments about this document to 3Com at:

**pddtechpubs_comments@3com.com**

Please include the following information when commenting:

- Document title
- Document part number (on the title page)
- Page number (if appropriate)

Example:

- SuperStack 3 Switch 3300 XM, SM, TM, MM User Guide
- Part Number DUA1698-5AAA04
- Page 21

**Product Registration**

You can now register your SuperStack Switch on the 3Com web site to receive up-to-date information on your product:

**http://support.3com.com/registration/frontpg.pl**
1 INTRODUCING THE SWITCH 3300 XM, SM, TM, MM

This chapter contains introductory information about the Switch and how it can be used in your network. It covers the following topics:

- About the Switch
- Switch — Front View Detail
- Switch — Rear View Detail
- Network Configuration Examples
- Configuration Rules for Fast Ethernet
- Configuration Rules with Full Duplex
- Configuration Rules for Gigabit Ethernet (SM and TM)
- Configuration Rules for the 3300 SM and TM
About the Switch

The SuperStack® 3 Switch 3300 XM, SM, TM, or MM connects:
- your existing 10Mbps devices.
- high-performance workgroups with a 100Mbps or 1000Mbps backbone or server connection.
- users to dedicated 100Mbps ports in one switch.

In addition, as part of the 3Com® SuperStack 3 range of products, you can combine it with any SuperStack II or SuperStack 3 system as your network grows.

Summary of Features

The Switch has the following hardware features:
- 24 Fast Ethernet auto-negotiating 10BASE-T/100BASE-TX ports
- 1000BASE-SX Gigabit Ethernet port (SM only)
- 1000BASE-T Gigabit Ethernet port (TM only)
- One Matrix Port on the rear of the Switches 3300 SM, TM and XM for connecting units in the Switch 1100/3300 family to form a stack. This enables you to connect two units back-to-back using a single Matrix Cable
- Three Matrix Ports on the rear of the Switch 3300 MM allow you to connect a total of four units in the Switch 1100/3300 family together using Matrix Cables
- SuperStack architecture
  - Connects to Redundant Power System/Advanced Redundant Power System
  - 19-inch rack or stand-alone mounting

For information about the software features of the Switch, refer to the “SuperStack Switch Management Guide”.
Figure 1  Switch 3300 SM — front view

Figure 2  Switch 3300 XM — front view

Figure 3  Switch 3300 TM — front view

Figure 4  Switch 3300 MM — front view
CHAPTER 1: INTRODUCING THE SWITCH 3300 XM, SM, TM, MM

10BASE-T/100BASE-TX Ports

The Switch has 24 auto-negotiating 10BASE-T/100BASE-TX ports configured as MDIX (cross-over). These ports can be set to 10BASE-T half duplex, 10BASE-T full duplex, 100BASE-TX half duplex, 100BASE-TX full duplex, or they can automatically detect the speed and duplex mode of a link and provide the appropriate connection. The maximum segment length is 100m (328ft) over Category 5 twisted pair cable.

As these ports are configured as MDIX (cross-over), you need to use a cross-over cable to connect to devices whose ports are MDIX-only. See “Choosing the Correct Cables” on page 33 for more information.

1000BASE-SX Port (SM only)

The Switch has a Gigabit Ethernet Port that provides a 1000Mbps connection to another Gigabit Ethernet device. This port uses 62.5 µm or 50 µm multimode fiber optic cable with MT-RJ duplex connectors.

1000BASE-T Port (TM only)

The Switch has a Gigabit Ethernet Port that provides a 1000Mbps connection to another Gigabit Ethernet device. This port requires either a straight-through or a cross-over Category 5 cable with RJ-45 connectors at both ends.

LEDs

Table 3 (overleaf) lists the LEDs visible on the front of the Switch, and their states according to color. For information on using the LEDs for problem solving, see “Solving Problems Indicated by LEDs” on page 34.
### Table 3  LED behavior

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Port Status LEDs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Packet</td>
<td>Yellow</td>
<td>Packets are being transmitted/received on the port.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No packets are being transmitted/received on the port.</td>
</tr>
<tr>
<td>Status</td>
<td>Green</td>
<td>A link is present, and the port is enabled.</td>
</tr>
<tr>
<td></td>
<td>Green flashing</td>
<td>A link is present, but the port is disabled.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No link is present.</td>
</tr>
<tr>
<td><strong>Unit LEDs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1–8</td>
<td>Green</td>
<td>The Switch forms a stack with other Switch units; the LED indicates the position of the Switch in the stack and that a link is present. Note that although there are eight LEDs, only four Switch units can be stacked at present.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>The Switch is stand-alone.</td>
</tr>
<tr>
<td><strong>Power/Self Test LED</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green</td>
<td></td>
<td>The Switch is powered-up.</td>
</tr>
<tr>
<td>Green flashing</td>
<td></td>
<td>The Switch is either downloading software or is initializing (which includes running a Power On Self Test).</td>
</tr>
<tr>
<td>Yellow</td>
<td></td>
<td>The Switch has failed its Power On Self Test.</td>
</tr>
<tr>
<td>Off</td>
<td></td>
<td>The Switch is not receiving power.</td>
</tr>
</tbody>
</table>
Switch — Rear View Detail

**Figure 5** Switch 3300 XM, SM and TM — rear view

**Figure 6** Switch 3300 MM — rear view

**Unit Information Label** This label shows the following:
- The 3Com product name of the Switch
- The 3Com 3C number of the Switch
- The unique MAC address (Ethernet address) of the Switch
- The serial number of the Switch

You may need this information for fault reporting purposes.

**Power Socket** The Switch automatically adjusts its power setting to any supply voltage in the range 100–240V A.C. (XM, SM and MM only) or in the range 90–240V A.C. (TM only).

**Redundant Power System Socket** To protect against internal power supply failure, you can use this socket to connect a SuperStack Advanced Redundant Power System (ARPS) to the Switch. See “Connecting a Redundant Power System” on page 32.
**Console Port**  
The console port allows you to connect a terminal and perform remote or local out-of-band management. The console port uses standard null modem cable and is set to auto-baud, 8 data bits, no parity and 1 stop bit.

**Matrix Port**  
The Matrix Port allows you to:

- Stack the Switch 3300 SM, TM or XM with another unit in the Switch 1100/3300 family using a single Matrix Cable
- Stack the Switch 3300 MM with up to three other units in the Switch 1100/3300 family, using up to three Matrix Cables

For more information about the role of the Matrix Port, see “Stacking Units” on page 29.
Network Configuration Examples

Switch as a Segmentation Switch

The following illustrations show some examples of how the Switch can be used in your network.

The example in Figure 7 shows how a Switch 3300 SM/XM stack can segment a network of shared 10Mbps and 100Mbps and 1000Mbps connections. There is a 10/100 shared segment on each floor, and these segments are connected to the Switch which is positioned in the basement. The Switch 3300 SM also provides a Gigabit Ethernet connection to a local server.

Figure 7  Using the Switch to segment your network
Switch as a Collapsed Backbone Switch

The example in Figure 8 shows how a Switch 3300 TM stack can act as a backbone for both shared and switched network segments.

Figure 8  Using the Switch as a collapsed backbone
Switch as a Desktop

The example in Figure 9 shows how the Switch can be used for a group of users that require dedicated 10Mbps or 100Mbps connections to the desktop. The 3300 SM Switch provides a Gigabit Ethernet connection to a SuperStack II Switch 4900 in the basement and the 3300 TM Switch provides a Gigabit Ethernet connection to a local server.

**Figure 9** Using the Switch in a desktop environment
Configuration Rules for Fast Ethernet

The topology rules for 100Mbps Fast Ethernet are slightly different to those for 10Mbps Ethernet. Figure 10 illustrates the key topology rules and provides examples of how they allow for large-scale Fast Ethernet networks.

Figure 10  Fast Ethernet configuration rules
The key topology rules are:

- Maximum UTP cable length is 100m (328ft) over Category 5 cable.
- A 412m (1352ft) fiber run is allowed for connecting switch-to-switch, or endstation-to-switch, using half-duplex 100BASE-FX.
- A total network span of 325m (1066ft) is allowed in single-repeater topologies (one hub stack per wiring closet with a fiber run to the collapsed backbone). For example, a 225m (738ft) fiber link from a repeater to a router or switch, plus a 100m (328ft) UTP link from a repeater out to the endstations.

### Configuration Rules with Full Duplex

The Switch provides full duplex support for all its ports. Full duplex allows packets to be transmitted and received simultaneously and, in effect, doubles the potential throughput of a link.

With full duplex, the Ethernet topology rules are the same, but the Fast Ethernet rules are:

- Maximum UTP cable length is 100m (328ft) over Category 5 cable.
- A 2km (6562ft) fiber link is allowed for connecting switch-to-switch, or endstation-to-switch.
Gigabit Ethernet is designed to run over four media:
- Single-mode fiber optic cable, with connections up to 5km.
- Multimode fiber optic cable, with connections up to 550m.
- Balanced, shielded copper cabling, with connections up to 25m.
- Category 5 cabling, with connections up to 100m.

### Table 4  Gigabit Ethernet cabling

<table>
<thead>
<tr>
<th>Gigabit Ethernet Transceivers</th>
<th>Fiber Type</th>
<th>Modal Bandwidth (MHz/km)</th>
<th>Lengths Supported Specified by IEEE (meters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000BASE-LX</td>
<td>62.5 µm MM</td>
<td>500</td>
<td>2–550</td>
</tr>
<tr>
<td></td>
<td>50 µm MM</td>
<td>400</td>
<td>2–550</td>
</tr>
<tr>
<td></td>
<td>50 µm MM</td>
<td>500</td>
<td>2–550</td>
</tr>
<tr>
<td></td>
<td>10 µm SM</td>
<td>N/A</td>
<td>2–5000</td>
</tr>
<tr>
<td>1000BASE-SX</td>
<td>62.5 µm MM</td>
<td>160</td>
<td>2–220</td>
</tr>
<tr>
<td></td>
<td>62.5 µm MM</td>
<td>120</td>
<td>2–275</td>
</tr>
<tr>
<td></td>
<td>50 µm MM</td>
<td>400</td>
<td>2–500</td>
</tr>
<tr>
<td></td>
<td>50 µm MM</td>
<td>500</td>
<td>2–550</td>
</tr>
<tr>
<td>1000BASE-CX</td>
<td>N/A</td>
<td>N/A</td>
<td>25</td>
</tr>
<tr>
<td>1000BASE-T</td>
<td>N/A</td>
<td>N/A</td>
<td>100</td>
</tr>
</tbody>
</table>

*MM = Multimode  SM = Single-mode*

The SM Switch has a Gigabit Ethernet fiber optic 1000BASE-SX port while the TM switch has a 1000BASE-T port. These ports provide a 1000Mbps full duplex connection to another Gigabit Ethernet device. Full duplex allows packets to be transmitted and received simultaneously and, in effect, doubles the potential throughput of a link.

For the SuperStack 3 Switch 3300 SM:
- Use Multimode fiber optic cable (see Table 4 for details).
- The 1000BASE-SX port is permanently fixed at 1000Mbps with full duplex.

For the Superstack 3 Switch 3300 TM:
- the maximum UTP cable length is 100m (328ft) over Category 5 cable.
- The 1000BASE-T port is permanently fixed at 1000Mbps with full duplex.
CHAPTER 1: INTRODUCING THE SWITCH 3300 XM, SM, TM, MM
This chapter contains the information you need to install and set up the Switch. It covers the following topics:

- Choosing a Suitable Site
- Rack-mounting
- Placing Units On Top of Each Other
- Stacking Units
- The Power-up Sequence
- Choosing the Correct Cables
- Solving Problems Indicated by LEDs
- Managing the Switch

**WARNING: Safety Information.** Before installing or removing any components from the Switch 3300 XM, SM, TM or MM or carrying out any maintenance procedures, you must read the safety information provided in Appendix A of this guide.

**AVERTISSEMENT: Consignes de sécurité.** Avant d'installer ou d'enlever tout composant du Switch 3300 XM, SM, TM ou MM ou d'entamer une procédure de maintenance, lisez les informations relatives à la sécurité qui se trouvent dans l'Appendice A de ce guide.

**WARNHINWEIS: Sicherheitsinformationen.** Bevor Sie Komponenten aus dem Switch 3300 XM, SM, TM oder MM entfernen oder dem Switch Switch 3300 XM, SM, TM oder MM hinzufügen oder Instandhaltungsarbeiten verrichten, lesen Sie die Sicherheitsanweisungen, die in Appendix A (Anhang A) in diesem Handbuch aufgeführt sind.
CHAPTER 2: INSTALLING THE SWITCH

Choosing a Suitable Site

The Switch is suited for use in an office environment where it can be mounted in a standard 19-inch equipment rack, or free standing. Alternatively, the Switch can be rack-mounted in a wiring closet or equipment room. A rack-mounting kit, containing two mounting brackets and four screws, is supplied with the Switch.

When deciding where to position the Switch, ensure that:

- You are able to meet the configuration rules detailed in “Configuration Rules for Fast Ethernet” on page 21.
- The Switch is accessible and cables can be connected easily.
- The switch is situated away from sources of conductive (electrical) dust, for example, laser printers.
- The AC supply used by the Switch is separate to that used by units that generate high levels of AC noise, for example air conditioning units and laser printers.
- Cabling is away from:
  - Sources of electrical noise such as radios, transmitters and broadband amplifiers
  - Power lines and fluorescent lighting fixtures
- Water or moisture cannot enter the case of the Switch.
- Air-flow is not restricted around the Switch or through the vents in the side of the Switch. We recommend that you provide a minimum of 25mm (1in.) clearance.
- No more than four Switch units are placed on top of one another, if the units are free standing.
- If used in an office environment, the switch is positioned so that any noise from the fan is not disruptive.
Rack-mounting

The Switch is 1U high and fits in most standard 19-inch racks.

**CAUTION:** Disconnect all cables from the Switch before continuing. Remove all self adhesive pads from the underside of the Switch if they have been fitted.

1. Place the Switch the right way up on a hard flat surface, with the front facing towards you.

2. Locate a mounting bracket over the mounting holes on one side of the Switch, as shown in Figure 11.

   **Figure 11** Fitting a bracket for rack mounting

3. Insert the two screws and tighten with a suitable screwdriver.

   *You must use the screws supplied with the mounting brackets. Damage caused to the unit by using incorrect screws invalidates your warranty.*

4. Repeat steps 2 and 3 for the other side of the Switch.

5. Insert the Switch into the 19-inch rack and secure with suitable screws (not provided). Ensure that ventilation holes are not obstructed.

Chapter 2: Installing the Switch

Placing Units On Top of Each Other

If the Switch units are free-standing, up to four units can be placed one on top of the other. If you are mixing a variety of SuperStack Switch and Hub units, the smaller units must be positioned at the top.

If you are placing Switch units one on top of the other, you must use the self-adhesive rubber pads supplied. Apply the pads to the underside of each Switch, sticking one in the marked area at each corner. Place the Switch units on top of each other, ensuring that the pads of the upper unit line up with the recesses of the lower unit.
Stacking Units

Units in the Switch 1100/3300 family can be stacked together and then treated as a single manageable unit with one IP address.

The Matrix Port on the rear of the Switch SM, TM and XM allows you to connect two Switch units back-to-back. For this you need a Matrix Cable (part number 3C16965). Contact your supplier for details.

The three Matrix Ports on the rear of the Switch MM allow you to connect a total of four units in the Switch 1100/3300 family together using Matrix Cables.

The Switches in a stack are numbered 1 to 4, from the bottom up, for management purposes. The SuperStack 3 Switch 3300 MM will always be identified as Unit 1 and should therefore be positioned at the bottom of the stack.

Only one SuperStack 3 Switch 3300 MM unit can be fitted per stack.

Stacking Two Units

You can stack two Switch units with a single Matrix Cable. To do this:

1. Power-off both units.
2. Arrange the units as required. If you are using a Switch 3300 MM it must be positioned at the bottom of the Stack. They can be rack-mounted or free-standing; if you choose to have them free-standing, remember to position the rubber feet as detailed in “Placing Units On Top of Each Other” on page 28. When positioning the units, note that Matrix Cables are 1m (3.28ft) long.
3. Connect one end of the Matrix Cable to the Matrix Port of the top Switch, and the other end to the Matrix Port of the lower Switch (See Figure 12).
4. If you use the management software of the units:
   - Ensure that both units have the same version of management software
   - Ensure that you re-configure the stack-wide features on both units

For more information about management software, see “Managing the Switch” on page 34.
Stacking Up To Four Units

You can stack up to four Switch units using one Switch 3300 MM and the appropriate number of Matrix Cables.

Only one SuperStack 3 Switch 3300 MM unit can be fitted per stack.

To stack up to four Switch units:

1. Power-off all the units.

2. Arrange the units as required. They can be rack-mounted or free-standing; if you choose to have them free-standing, remember to position the rubber feet as detailed in “Placing Units On Top of Each Other” on page 28. When positioning the units, note that Matrix Cables are 1m (3.28ft) long.

3. Connect the Matrix Cables, as shown in Figure 13:
   a. Connect a Matrix Cable to the port marked Unit 2 on the Switch 3300 MM. Connect the other end of this cable to the Matrix Port on the Switch placed immediately above the Switch 3300 MM.
   b. Connect a second Matrix Cable to the port marked Unit 3 on the Switch 3300 MM. Connect the other end of this cable to the Matrix Port on the next Switch up.
   c. Connect a third Matrix Cable to the port marked Unit 4 on the Switch 3300 MM. Connect the other end of this cable to the Matrix Port on the Switch at the top of the stack.
4 If you use the management software of the units:
   - Ensure that all the units have the same version of management software
   - Ensure that you re-configure the stack-wide features on all the units

For more information about management software, see “Managing the Switch” on page 34.

**Figure 13** A stack of three units
CHAPTER 2: INSTALLING THE SWITCH

The Power-up Sequence

The following sections describe how to get your Switch 3300 XM, SM, TM or MM powered-up and ready for operation.

Connecting a Redundant Power System

You can connect a SuperStack Advanced Redundant Power System (part number 3C16071B) to the Switch. This unit, which is also known as an ARPS, is designed to maintain the power to your Switch if a power supply failure occurs.

For normal redundancy, the unit requires one Type 2A Power Module. For full redundancy, the unit requires two Type 2A Power Modules combined using a Type 2 Y-Cable.

Check with your supplier that you have the correct Power Modules and cables for your ARPS unit.

CAUTION: The Switch can only use a SuperStack Advanced Redundant Power System output.

Powering-up the Switch

Use the following sequence of steps to power-up the Switch.

CAUTION: The Switch has no ON/OFF switch; the only method of connecting or disconnecting main power is by connecting or disconnecting the power cord.

1. Plug the power cord into the power socket at the rear of the Switch.
2. Plug the other end of the power cord into your power outlet

The Switch powers-up and runs through its Power On Self Test (POST), which takes approximately 12 seconds.

Checking for Correct Operation

During the Power On Self Test, all ports on the Switch are disabled and the LEDs light in the following sequence:

- All unit LEDs light
- Port Status LEDs light in a rapid cycle

When the POST has completed, check the Power/Self Test LED to check that your Switch is operating correctly. Table 5 shows possible colors for the LED.
Choosing the Correct Cables

All of the ports on the front of the Switch 3300 XM, SM, TM and MM are configured as MDIX (cross-over). If you want to make a connection to another MDIX port, you need a cross-over cable. Most of the 10BASE-T and 100BASE-TX ports on 3Com devices are MDIX-only. Many ports on workstations and servers are configured as MDI (straight-through). If you want to make a connection to an MDI port, you need to use a standard straight-through cable. This is illustrated in Figure 14.

Figure 14  Connecting other devices to the Switch

If there is evidence of a problem, see “Solving Problems Indicated by LEDs” on page 34.

### Table 5  LED colors

<table>
<thead>
<tr>
<th>Color</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>The Switch is powered-up and operating normally</td>
</tr>
<tr>
<td>Yellow</td>
<td>The Switch has failed its Power On Self Test. This occurs if any of the ports fail during power-up.</td>
</tr>
<tr>
<td>Off</td>
<td>The Switch is not receiving power.</td>
</tr>
</tbody>
</table>

Choosing the Correct Cables
Solving Problems Indicated by LEDs

If the LEDs on the Switch indicate a problem, refer to Table 6 which contains a list of problems and suggested solutions.

Table 6 Problems indicated by LEDs

<table>
<thead>
<tr>
<th>Problem</th>
<th>Suggested Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Power LED does not light</td>
<td>Check that the power cable is firmly connected to the relevant Switch unit and to</td>
</tr>
<tr>
<td></td>
<td>the supply outlet. If the connection is secure and there is still no power, you may</td>
</tr>
<tr>
<td></td>
<td>have a faulty power cord.</td>
</tr>
<tr>
<td>On powering-up, the Power/Self Test LED lights</td>
<td>The relevant Switch unit has failed its Power On Self Test (POST) because of an</td>
</tr>
<tr>
<td>yellow and a Unit LED lights green</td>
<td>internal problem. Contact your supplier for advice.</td>
</tr>
<tr>
<td>A link is connected and yet the Status LED for</td>
<td>Check that:</td>
</tr>
<tr>
<td>the port does not light</td>
<td>• All connections are secure.</td>
</tr>
<tr>
<td></td>
<td>• The devices at both ends of the link are powered-up.</td>
</tr>
<tr>
<td></td>
<td>• The connection uses cross-over cable if you are linking a 10BASE-T or</td>
</tr>
<tr>
<td></td>
<td>100BASE-TX port with a device that is MDIX-only.</td>
</tr>
</tbody>
</table>

For information about solving problems when managing the Switch, refer to the Problem Solving chapter in the “SuperStack Switch Management Guide”. 

Managing the Switch

The Switch contains software that allows you to change and monitor the way it works. This management software is not required to get the Switch working, but if you do use it, you may improve the efficiency of the Switch and therefore improve the overall performance of your network. For information on managing the Switch using the management software, refer to the “SuperStack Switch Management Guide”. 
A

SAFETY INFORMATION

You must read the following safety information before carrying out any installation or removal of components, or any maintenance procedures on the Switch 3300 XM, SM, TM or MM.

WARNING: Warnings contain directions that you must follow for your personal safety. Follow all directions carefully. You must read the following safety information carefully before you install or remove the unit.


WARNHINWEIS: Warnhinweise enthalten Anweisungen, die Sie zu Ihrer eigenen Sicherheit befolgen müssen. Alle Anweisungen sind sorgfältig zu befolgen. Sie müssen die folgenden Sicherheitsinformationen sorgfältig durchlesen, bevor Sie das Gerät installieren oder ausbauen.
### Important Safety Information

- Installation and removal of the unit must be carried out by qualified personnel only.
- If installing the Switch unit in a stack with SuperStack Hub units, the Switch 3300 XM, SM, TM or MM unit must be installed below the Hub units.
- The unit should never be connected to an A.C. outlet (power supply) without an earth (ground) connection.
- The unit must be connected to an earthed (grounded) outlet to comply with European safety standards.
- Power Cord Set:
  - This must be approved for the country where it is used:
    - **U.S.A. and Canada**
      - The cord set must be UL-approved and CSA certified.
      - The minimum specification for the flexible cord is:
        - No. 18 AWG
        - Type SV or SJ
        - 3-conductor
        - The cord set must have a rated current capacity of at least 10A.
        - The attachment plug must be an earth-grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.
    - **Denmark**
      - The supply plug must comply with section 107-2-D1, standard DK2-1a or DK2-5a.
    - **Switzerland**
      - The supply plug must comply with SEV/ASE 1011.
- The appliance coupler (the connector to the unit and not the wall plug) must have a configuration for mating with an EN60320/IEC320 appliance inlet.
- The socket outlet must be near to the unit and easily accessible. You can only remove power from the unit by disconnecting the power cord from the outlet.
- This unit operates under SELV (Safety Extra Low Voltage) conditions according to IEC 950. The conditions are only maintained if the equipment to which it is connected also operates under SELV conditions.
- Switzerland only:
  - The supply plug must comply with SEV/ASE 1011.
France and Peru only:
This unit cannot be powered from IT† supplies. If your supplies are of IT type, this unit must be powered by 230V (2P+T) via an isolation transformer ratio 1:1, with the secondary connection point labelled Neutral, connected directly to earth (ground).
†Impédance à la terre.

U.K. only:
The Switch 3300 XM, SM, TM or MM is covered by Oftel General Approval, NS/G/12345/J/1/100003, for indirect connection to a public telecommunications system. This can only be achieved using the console port on the unit and an approved modem.

Sockets for Redundant Power System (RPS):
Only connect an Advanced Redundant Power System (3C16071B) with Type 2A Power Modules and Type 2 cables to the Redundant Power System socket.

**WARNING: RJ-45 Ports.** These are shielded RJ-45 data sockets. They cannot be used as telephone sockets. Only connect RJ-45 data connectors to these sockets.

Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.

**WARNING: Fiber Optic ports - Optical Safety.**

Never look at the transmit laser through a magnifying device while it is powered on. Never look directly at the fiber port and fiber cable ends when they are powered on.
L’information de Sécurité Importante

- L’installation et la dépose de ce groupe doivent être confiées à un personnel qualifié.
- Si vous entassez l’unité Switch avec les unités SuperStack Hub, l’unité Switch 3300 XM, SM, TM ou MM doit être installée en dessous des unités Hub plus étroites.
- L’unité ne devrait pas être branchée à une prise de courant C.A. (source de courant) sous aucun prétexte sans un branchement mise à la terre (mise à la masse).
- Vous devez raccorder ce groupe à une sortie mise à la terre (mise à la masse) afin de respecter les normes européennes de sécurité.
- Cordon électrique:
  Il doit être agréé dans le pays d’utilisation:
  
  **Etats-Unis et Canada**
  - Le cordon doit avoir reçu l’homologation des UL et un certificat de la CSA
  - Le cordon souple doit respecter, à titre minimum, les spécifications suivantes :
    - calibre 18 AWG
    - type SV ou SJ
    - à 3 conducteurs
    - Le cordon doit être en mesure d’acheminer un courant nominal d’au moins 10 A
    - La prise femelle de branchement doit être du type à mise à la terre (mise à la masse) et respecter la configuration NEMA 5-15P (15 A, 125 V) ou NEMA 6-15P (15 A, 250 V)
  
  **Danemark**
  - La prise mâle d’alimentation doit respecter la section 107-2D1 de la norme DK2 1a ou DK2 5a
  
  **Suissesse**
  - La prise mâle d’alimentation doit respecter la norme SEV/ASE 1011

- Le couplage d’appareil (le connecteur du groupe et non pas la prise murale) doit respecter une configuration qui permet un branchement sur une entrée d’appareil EN60320/CEI 320.
- La prise secteur doit se trouver à proximité de l’appareil et son accès doit être facile. Vous ne pouvez mettre l’appareil hors circuit qu’en débranchant son cordon électrique au niveau de cette prise.
L’appareil fonctionne à une tension extrêmement basse de sécurité qui est conforme à la norme CEI 950. Ces conditions ne sont maintenues que si l’équipement auquel il est raccordé fonctionne dans les mêmes conditions.

France et Pérou uniquement:
Ce groupe ne peut pas être alimenté par un dispositif à impédance à la terre. Si vos alimentations sont du type impédance à la terre, ce groupe doit être alimenté par une tension de 230 V (2 P+T) par le biais d’un transformateur d’isolement à rapport 1:1, avec un point secondaire de connexion portant l’appellation Neutre et avec raccordement direct à la terre (masse).

Branchez uniquement un Advanced Redundant Power System (3C16071B) avec Type 2A Power Modules et Type 2 câbles sur la prise femelle du Redundant Power System.


Les câbles de données blindés ou non blindés, avec les jacks blindés ou non blindés, l’un ou l’autre, peuvent être branchés à ces prises de courant de données.

**AVERTISSEMENT:** Ports pour fibres optiques - sécurité sur le plan optique.

**DISPOSITIF LASER DE CLASSE I**

Ne regardez jamais le laser d’émission en utilisant un dispositif d’agrandissement, tant qu’il est sous tension. Ne regardez jamais directement le port à fibres optiques et les embouts de câbles à fibres optiques tant qu’ils sont sous tension.
### Wichtige Sicherheitsinformationen

- Die Installation und der Ausbau des Geräts darf nur durch Fachpersonal erfolgen.
- Wenn die Switch 3300 XM, SM, TM oder MM Einheit in einer Stapel mit anderen SuperStack Hub Einheiten eingebaut werden soll, muß die Switch 3300 XM, SM, TM oder MM Einheit unter die schmaleren Hub Einheiten eingebaut werden.
- Das Gerät ist unter keinen Umständen an einen Wechselstrom (A.C.) Netzstecker anzuschließen ohne erdungsleitung.
- Das Gerät muß an eine geerdete Steckdose angeschlossen werden, die die europäischen Sicherheitsnormen erfüllt.
- Der Anschlußkabelsatz muß mit den Bestimmungen des Landes übereinstimmen, in dem er verwendet werden soll.
- Der Gerätestecker (der Anschluß an das Gerät, nicht der Wandsteckdosenstecker) muß eine passende Konfiguration für einen Geräteeingang gemäß EN60320/IEC320 haben.
- Der Betrieb dieses Geräts erfolgt unter den SELV-Bedingungen (Sicherheitskleinstspannung) gemäß IEC 950. Diese Bedingungen sind nur gegeben, wenn auch die an das Gerät angeschlossenen Geräte unter SELV-Bedingungen betrieben werden.
- Nur ein Advanced Redundant Power System (3C16071B) mit Type 2A Power Modules und Type 2 kabel an den Redundant Power System Anschluß anschließen.


Diese Datenstecker können entweder mit abgeschirmten oder unabgeschirmten Datenkabeln mit abgeschirmten oder unabgeschirmten Klinkensteckern verbunden werden.
WARNHINWEIS: Faseroptikanschlüsse - Optische Sicherheit.

Niemals mit einem Vergrößerungsgerät einen Übertragungs-Laser betrachten, während dieser eingeschaltet ist. Niemals direkt auf den Faser Anschluß und auf die Faserkabelenden schauen, während diese eingeschaltet sind.
APPENDIX A: SAFETY INFORMATION
## Pin-outs

### Null Modem Cable

**9-pin to RS-232 25-pin**

<table>
<thead>
<tr>
<th>Screen</th>
<th>Shell</th>
<th>TxD</th>
<th>RxD</th>
<th>Ground</th>
<th>RTS</th>
<th>CTS</th>
<th>DSR</th>
<th>DCD</th>
<th>DTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td>7</td>
<td>8</td>
<td>6</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>

**Switch 3300 XM, SM, TM, MM**

- Cable connector: 9-pin female

**PC/Terminal**

<table>
<thead>
<tr>
<th>Screen</th>
<th>TxD</th>
<th>RxD</th>
<th>Ground</th>
<th>RTS</th>
<th>CTS</th>
<th>DSR</th>
<th>DCD</th>
<th>DTR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>4</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

- Cable connector: 25-pin male/female

- only required if screen always required

- required for handshake

### PC-AT Serial Cable

**9-pin to 9-pin**

<table>
<thead>
<tr>
<th>Screen</th>
<th>Shell</th>
<th>DTR</th>
<th>TxD</th>
<th>RxD</th>
<th>CTS</th>
<th>Ground</th>
<th>DSR</th>
<th>RTS</th>
<th>DCD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

**Switch 3300 XM, SM, TM, MM**

- Cable connector: 9-pin female

**PC-AT Serial Port**

<table>
<thead>
<tr>
<th>Shell</th>
<th>Screen</th>
<th>DTR</th>
<th>TxD</th>
<th>RxD</th>
<th>CTS</th>
<th>Ground</th>
<th>DSR</th>
<th>RTS</th>
<th>DCD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

- Cable connector: 9-pin female

- only required if screen always required

- required for handshake
### Modem Cable

9-pin to RS-232 25-pin

Switch 3300 XM, SM, TM, MM

Cable connector: 9-pin female

<table>
<thead>
<tr>
<th>Screen</th>
<th>Shell</th>
</tr>
</thead>
<tbody>
<tr>
<td>TxD</td>
<td>3</td>
</tr>
<tr>
<td>RxD</td>
<td>2</td>
</tr>
<tr>
<td>RTS</td>
<td>7</td>
</tr>
<tr>
<td>CTS</td>
<td>8</td>
</tr>
<tr>
<td>DSR</td>
<td>6</td>
</tr>
<tr>
<td>Ground</td>
<td>5</td>
</tr>
<tr>
<td>DCD</td>
<td>1</td>
</tr>
<tr>
<td>DTR</td>
<td>4</td>
</tr>
</tbody>
</table>

RS-232 Modem Port

Cable connector: 25-pin male

<table>
<thead>
<tr>
<th>Screen</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>TxD</td>
<td>2</td>
</tr>
<tr>
<td>RxD</td>
<td>3</td>
</tr>
<tr>
<td>RTS</td>
<td>4</td>
</tr>
<tr>
<td>CTS</td>
<td>5</td>
</tr>
<tr>
<td>DSR</td>
<td>6</td>
</tr>
<tr>
<td>Ground</td>
<td>7</td>
</tr>
<tr>
<td>DCD</td>
<td>8</td>
</tr>
<tr>
<td>DTR</td>
<td>20</td>
</tr>
</tbody>
</table>

### RJ45 Pin Assignments

Pin assignments are identical for 10BASE-T and 100BASE-TX RJ45 connectors

**Table 7** Pin assignments

<table>
<thead>
<tr>
<th>Pin Number</th>
<th>Signal</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ports configured as MDI</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>TxData +</td>
<td>Transmit data</td>
</tr>
<tr>
<td>2</td>
<td>TxData –</td>
<td>Transmit data</td>
</tr>
<tr>
<td>3</td>
<td>RxData +</td>
<td>Receive Data</td>
</tr>
<tr>
<td>4</td>
<td>Not assigned</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Not assigned</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>RxData –</td>
<td>Receive data</td>
</tr>
<tr>
<td>7</td>
<td>Not assigned</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Not assigned</td>
<td></td>
</tr>
</tbody>
</table>
## RJ45 Pin Assignments

### Table 7  Pin assignments

<table>
<thead>
<tr>
<th>Pin Number</th>
<th>Signal</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ports configured as MDIX</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>RxData +</td>
<td>Receive Data</td>
</tr>
<tr>
<td>2</td>
<td>RxData –</td>
<td>Receive Data</td>
</tr>
<tr>
<td>3</td>
<td>TxData +</td>
<td>Transmit data</td>
</tr>
<tr>
<td>4</td>
<td>Not assigned</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Not assigned</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>TxData –</td>
<td>Transmit data</td>
</tr>
<tr>
<td>7</td>
<td>Not assigned</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Not assigned</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX B: PIN-OUTS
## Switch 3300 XM, SM and MM

<table>
<thead>
<tr>
<th>Physical Dimensions</th>
<th>Height: 43.6mm x Width: 440mm x Depth: 247.5mm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Weight: 5kg (11lbs)</td>
</tr>
</tbody>
</table>

## Environmental Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Temperature</td>
<td>0°C to 40°C (32°F to 104°F)</td>
</tr>
<tr>
<td>Storage Temperature</td>
<td>−10°C to +70°C (14°F to 158°F)</td>
</tr>
<tr>
<td>Operating Humidity</td>
<td>10–95% relative humidity, non-condensing</td>
</tr>
<tr>
<td>Standards</td>
<td>EN60068 (IEC68) — various parts</td>
</tr>
</tbody>
</table>

## Safety

<table>
<thead>
<tr>
<th>Agency Certifications</th>
<th>UL 60950, EN60950, CSA 22.2 No. 60950, IEC 60950</th>
</tr>
</thead>
</table>

## EMC

<table>
<thead>
<tr>
<th>Emissions</th>
<th>EN55022 Class A, FCC Part 15 subpart B Class A, ICES-003 Class A, VCCI Class A, AS/NZS 3548 Class A, CNS 13438 Class A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunity</td>
<td>EN50082-1</td>
</tr>
</tbody>
</table>

## Heat Dissipation

75 watts maximum

## Power Supply

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC Line Frequency</td>
<td>50/60Hz</td>
</tr>
<tr>
<td>Input Voltage Options</td>
<td>100–240 VAC</td>
</tr>
<tr>
<td>Current Rating</td>
<td>1.5 amps (maximum)</td>
</tr>
</tbody>
</table>
APPENDIX C: TECHNICAL SPECIFICATIONS

### Standards Supported

<table>
<thead>
<tr>
<th>Standards Supported</th>
<th>Protocols Used for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNMP protocol (RFC 1157)</td>
<td>Telnet (RFC 854)</td>
</tr>
<tr>
<td>MIB-II (RFC 1213)</td>
<td>Protocols Used for Administration</td>
</tr>
<tr>
<td>Bridge MIB (RFC 1493)</td>
<td>UDP (RFC 768)</td>
</tr>
<tr>
<td>Repeater MIB (RFC 1516)</td>
<td>IP (RFC 791)</td>
</tr>
<tr>
<td>VLAN MIB (RFC 1573)</td>
<td>ICMP (RFC 792)</td>
</tr>
<tr>
<td>RMON MIB (RFC 1271)</td>
<td>TCP (RFC 793)</td>
</tr>
<tr>
<td>BOOTP (RFC 951)</td>
<td>ARP (RFC 826)</td>
</tr>
<tr>
<td></td>
<td>TFTP (RFC 783)</td>
</tr>
</tbody>
</table>

### Physical Dimensions

- **Height**: 43.6mm x **Width**: 440mm x **Depth**: 247.5mm
- **Weight**: 5kg (11lbs)

### Environmental Requirements

- **Operating Temperature**: 0°C to 50°C (32°F to 122°F)
- **Storage Temperature**: −10°C to +70°C (14°F to 158°F)
- **Operating Humidity**: 10–95% relative humidity, non-condensing
- **Standards**: EN60068 (IEC68) — various parts

### Safety

- **Agency Certifications**: UL 1950, EN60950, CSA 22.2 No. 950, IEC 60950

### EMC

- **Emissions**: EN55022 Class A, FCC Part 15 subpart B Class A, ICES-003 Class A, VCCI Class A, AS/NZS 3548 Class A, CNS 13438 Class A
- **Immunity**: EN50082-1

### Heat Dissipation

- **75 watts maximum**

### Power Supply

- **AC Line Frequency**: 50/60Hz
- **Input Voltage Options**: 90–240 VAC
- **Current Rating**: 3 amps (maximum)

(continued)
<table>
<thead>
<tr>
<th>Standards Supported</th>
<th>SNMP</th>
<th>Terminal Emulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNMP protocol (RFC 1157)</td>
<td>Telnet (RFC 854)</td>
<td>Protocols Used for Administration</td>
</tr>
<tr>
<td>MIB-II (RFC 1213)</td>
<td>UDP (RFC 768)</td>
<td></td>
</tr>
<tr>
<td>Bridge MIB (RFC 1493)</td>
<td>IP (RFC 791)</td>
<td></td>
</tr>
<tr>
<td>Repeater MIB (RFC 1516)</td>
<td>ICMP (RFC 792)</td>
<td></td>
</tr>
<tr>
<td>VLAN MIB (RFC 1573)</td>
<td>TCP (RFC 793)</td>
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</tr>
<tr>
<td>RMON MIB (RFC 1271)</td>
<td>ARP (RFC 826)</td>
<td></td>
</tr>
<tr>
<td>BOOTP (RFC 951)</td>
<td>TFTP (RFC 783)</td>
<td></td>
</tr>
</tbody>
</table>
3Com provides easy access to technical support information through a variety of services. This appendix describes these services.

Information contained in this appendix is correct at time of publication. For the most recent information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

<table>
<thead>
<tr>
<th>Online Technical Services</th>
<th>3Com offers worldwide product support 24 hours a day, 7 days a week, through the following online systems:</th>
</tr>
</thead>
<tbody>
<tr>
<td>World Wide Web Site</td>
<td>To access the latest networking information on the 3Com Corporation World Wide Web site, enter this URL into your Internet browser:</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.3com.com/">http://www.3com.com/</a></td>
</tr>
<tr>
<td>3Com Knowledgebase Web Services</td>
<td>This service provides access to online support information such as technical documentation and software, as well as support options that range from technical education to maintenance and professional services.</td>
</tr>
<tr>
<td></td>
<td>The 3Com Knowledgebase is a database of technical information to help you install, upgrade, configure, or support 3Com products. The Knowledgebase is updated daily with technical information discovered by 3Com technical support engineers. This complimentary service, which is available 24 hours a day, 7 days a week to 3Com customers and partners, is located on the 3Com Corporation World Wide Web site at:</td>
</tr>
<tr>
<td></td>
<td><a href="http://knowledgebase.3com.com">http://knowledgebase.3com.com</a></td>
</tr>
</tbody>
</table>
APPENDIX D: TECHNICAL SUPPORT

3Com FTP Site

Download drivers, patches, software, and MIBs across the Internet from the 3Com public FTP site. This service is available 24 hours a day, 7 days a week.

To connect to the 3Com FTP site, enter the following information into your FTP client:

- Hostname: ftp.3com.com
- Username: anonymous
- Password: <your Internet e-mail address>

You do not need a user name and password with Web browser software such as Netscape Navigator and Internet Explorer.

Support from Your Network Supplier

If you require additional assistance, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

Support from 3Com

If you are unable to obtain assistance from the 3Com online technical resources or from your network supplier, 3Com offers technical telephone support services. To find out more about your support options, call the 3Com technical telephone support phone number at the location nearest you.

When you contact 3Com for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Here is a list of worldwide technical telephone support numbers. These numbers are correct at the time of publication. Refer to the 3Com Web site for updated information.

<table>
<thead>
<tr>
<th>Country</th>
<th>Telephone Number</th>
<th>Country</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>1 800 678 515</td>
<td>P.R. of China</td>
<td>10800 61 00137 or</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>800 933 486</td>
<td>Singapore</td>
<td>800 616 1 463</td>
</tr>
<tr>
<td>India</td>
<td>+61 2 9937 5085 or</td>
<td>S. Korea</td>
<td>00798 611 2230 or</td>
</tr>
<tr>
<td>Indonesia</td>
<td>001 800 61 009</td>
<td>Thailand</td>
<td>02 3455 6455</td>
</tr>
<tr>
<td>Japan</td>
<td>0531 616 439</td>
<td>Taiwan</td>
<td>00798 611 2230</td>
</tr>
<tr>
<td>Malaysia</td>
<td>1800 801 777</td>
<td></td>
<td>0080 611 261</td>
</tr>
<tr>
<td>New Zealand</td>
<td>0800 446 398</td>
<td></td>
<td>001 800 611 2000</td>
</tr>
<tr>
<td>Pakistan</td>
<td>+61 2 9937 5083</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Philippines</td>
<td>1235 61 266 2602</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Europe, Middle East and Africa**

From anywhere in these regions, call: +44 (0)1442 435529 phone
+44 (0)1442 432524 fax

**Europe and South Africa**

From the following countries, you may use the toll-free numbers:

- Austria: 0800 297468
- Belgium: 0800 71429
- Denmark: 800 17309
- Finland: 0800 113153
- France: 0800 917959
- Germany: 0800 1821502
- Hungary: 06800 12813
- Ireland: 1800 553117
- Israel: 1800 9453794
- Italy: 800 8 79489
- Luxembourg: 0800 3625
- Netherlands: 0800 0227788
- Norway: 800 11376
- Poland: 00800 3111206
- Portugal: 0800 831416
- South Africa: 0800 995014
- Spain: 900 983125
- Sweden: 020 795482
- Switzerland: 0800 55 3072
- U.K.: 0800 966197
- Argentina: 800 666 5065
- Brazil: 800 849CARE
- Central and South America: AT&T +800 998 2112

**Latin America**

<table>
<thead>
<tr>
<th>Country</th>
<th>Telephone Number</th>
<th>Company</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brazil</td>
<td>0800 13 3266</td>
<td>Puerto Rico</td>
<td>800 666 5065</td>
</tr>
<tr>
<td>Mexico</td>
<td>01 800 849CARE</td>
<td>Central and South America</td>
<td>AT&amp;T +800 998 2112</td>
</tr>
</tbody>
</table>

**North America**

<table>
<thead>
<tr>
<th>Country</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3Com</td>
<td>1 800 NET 3Com</td>
</tr>
<tr>
<td></td>
<td>(1 800 638 3266)</td>
</tr>
<tr>
<td>Enterprise</td>
<td>1 800 876-3266</td>
</tr>
</tbody>
</table>
Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain an authorization number. Products sent to 3Com without authorization numbers will be returned to the sender unopened, at the sender’s expense. To obtain an authorization number, call or fax:

<table>
<thead>
<tr>
<th>Country</th>
<th>Telephone Number</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia, Pacific Rim</td>
<td>+65 543 6500</td>
<td>+65 543 6348</td>
</tr>
<tr>
<td>Europe, South Africa, and Middle East</td>
<td>+44 (0)1442 435529</td>
<td>+44 (0)1442 432524</td>
</tr>
<tr>
<td>Central and South America</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Argentina</td>
<td>0810 222 3266</td>
<td></td>
</tr>
<tr>
<td>Bolivia</td>
<td>511 241 1691</td>
<td></td>
</tr>
<tr>
<td>Brazil</td>
<td>0800 133266 or</td>
<td>55 11 5643 2700</td>
</tr>
<tr>
<td>Caribbean</td>
<td>525 201 0004</td>
<td></td>
</tr>
<tr>
<td>Chile</td>
<td>562 240 6200</td>
<td></td>
</tr>
<tr>
<td>Colombia</td>
<td>525 201 0004</td>
<td></td>
</tr>
<tr>
<td>Ecuador</td>
<td>525 201 0004</td>
<td></td>
</tr>
<tr>
<td>Mexico</td>
<td>525 201 0004</td>
<td></td>
</tr>
<tr>
<td>Paraguay</td>
<td>525 201 0004</td>
<td></td>
</tr>
<tr>
<td>Peru</td>
<td>511 241 1691</td>
<td></td>
</tr>
<tr>
<td>Uruguay</td>
<td>525 201 0004</td>
<td></td>
</tr>
<tr>
<td>Venezuela</td>
<td>525 201 0004</td>
<td></td>
</tr>
</tbody>
</table>

From the following countries, you may call the toll-free numbers; select option 2 and then option 2:

<table>
<thead>
<tr>
<th>Country</th>
<th>Telephone Number</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>0800 297468</td>
<td></td>
</tr>
<tr>
<td>Belgium</td>
<td>0800 71429</td>
<td></td>
</tr>
<tr>
<td>Denmark</td>
<td>800 17309</td>
<td></td>
</tr>
<tr>
<td>Finland</td>
<td>0800 113153</td>
<td></td>
</tr>
<tr>
<td>France</td>
<td>0800 917959</td>
<td></td>
</tr>
<tr>
<td>Germany</td>
<td>0800 1821502</td>
<td></td>
</tr>
<tr>
<td>Hungary</td>
<td>00800 12813</td>
<td></td>
</tr>
<tr>
<td>Ireland</td>
<td>1800553117</td>
<td></td>
</tr>
<tr>
<td>Israel</td>
<td>1800 9453794</td>
<td></td>
</tr>
<tr>
<td>Italy</td>
<td>1678 79489</td>
<td></td>
</tr>
<tr>
<td>Netherlands</td>
<td>0800 0227788</td>
<td></td>
</tr>
<tr>
<td>Norway</td>
<td>800 11376</td>
<td></td>
</tr>
<tr>
<td>Poland</td>
<td>00800 3111206</td>
<td></td>
</tr>
<tr>
<td>Portugal</td>
<td>0800 831416</td>
<td></td>
</tr>
<tr>
<td>South Africa</td>
<td>0800 995014</td>
<td></td>
</tr>
<tr>
<td>Spain</td>
<td>900 983125</td>
<td></td>
</tr>
<tr>
<td>Sweden</td>
<td>020 795482</td>
<td></td>
</tr>
<tr>
<td>Switzerland</td>
<td>0800 55 3072</td>
<td></td>
</tr>
<tr>
<td>U.K.</td>
<td>0800 966197</td>
<td></td>
</tr>
<tr>
<td>U.S.A. and Canada</td>
<td>1 800 NET 3Com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1 800 638 3266)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 408 326 7120</td>
<td>(not toll-free)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enterprise Customers:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 800 876 3266</td>
<td></td>
</tr>
</tbody>
</table>
GLOSSARY

10BASE-T  The IEEE specification for 10Mbps Ethernet over Category 3, 4 or 5 twisted pair cable.

100BASE-FX  The IEEE specification for 100Mbps Fast Ethernet over fiber-optic cable.

100BASE-TX  The IEEE specification for 100Mbps Fast Ethernet over Category 5 twisted-pair cable.

1000BASE-SX  The IEEE specification for 1000Mbps Gigabit Ethernet over fiber-optic cable.

1000BASE-T  The IEEE specification for 1000Mbps Gigabit Ethernet over Category 5 twisted-pair cable.

auto-negotiation  A feature on twisted pair ports that allows them to advertise their capabilities for speed, duplex and flow control. When connected to a port that also supports auto-negotiation, the link can automatically configure itself to the optimum setup.

backbone  The part of a network used as a primary path for transporting traffic between network segments.

bandwidth  The information capacity, measured in bits per second, that a channel can transmit. The bandwidth of Ethernet is 10Mbps, the bandwidth of Fast Ethernet is 100Mbps.

baud  The signalling rate of a line, that is, the number of transitions (voltage or frequency changes) made per second. Also known as line speed.

bridge  A device that interconnects two LANs of a different type to form a single logical network that comprises of two network segments. Bridges learn which endstations are on which network segment by examining the source addresses of packets. They then use this
information to forward packets based on their destination address. This process is known as filtering.

**broadcast** A packet sent to all devices on a network.

**broadcast storm** Multiple simultaneous broadcasts that typically absorb all the available network bandwidth and can cause a network to fail. Broadcast storms can be due to faulty network devices.

**collision** A term used to describe two colliding packets in an Ethernet network. Collisions are a part of normal Ethernet operation, but a sudden prolonged increase in the number of collisions can indicate a problem with a device, particularly if it is not accompanied by a general increase in traffic.

**CSMA/CD** Carrier-sense Multiple Access with Collision Detection. The protocol defined in Ethernet and IEEE 802.3 standards in which devices transmit only after finding a data channel clear for a period of time. When two devices transmit simultaneously, a collision occurs and the colliding devices delay their retransmissions for a random length of time.

**endstation** A computer, printer or server that is connected to a network.

**Ethernet** A LAN specification developed jointly by Xerox, Intel and Digital Equipment Corporation. Ethernet networks use CSMA/CD to transmit packets at a rate of 10Mbps over a variety of cables.

**Ethernet address** See *MAC address*.

**Fast Ethernet** An Ethernet system that is designed to operate at 100Mbps.

**forwarding** The process of sending a packet toward its destination using a networking device.

**filtering** The process of screening a packet for certain characteristics, such as source address, destination address, or protocol. Filtering is used to determine whether traffic is to be forwarded, and can also prevent unauthorized access to a network or network devices.

**flow control** A congestion control mechanism. Congestion is caused by devices sending traffic to already overloaded port on a Switch. Flow control prevents packet loss and inhibits devices from generating more traffic until the period of congestion ends.
**full duplex**  A system that allows packets to be transmitted and received at the same time and, in effect, doubles the potential throughput of a link.

**half duplex**  A system that allows packets to be transmitted and received, but not at the same time. Contrast with *full duplex*.

**hub**  A device that regenerates LAN traffic so that the transmission distance of that signal can be extended. Hubs are similar to repeaters, in that they connect LANs of the same type; however they connect more LANs than a repeater and are generally more sophisticated.

**IEEE**  Institute of Electrical and Electronics Engineers. This American organization was founded in 1963 and sets standards for computers and communications.

**IEEE 802.1D**  A standard that defines the behavior of bridges in an Ethernet network.

**IETF**  Internet Engineering Task Force. An organization responsible for providing engineering solutions for TCP/IP networks. In the network management area, this group is responsible for the development of the SNMP protocol.

**IP**  Internet Protocol. IP is a layer 3 network protocol that is the standard for sending data through a network. IP is part of the TCP/IP set of protocols that describe the routing of packets to addressed devices.

**IPX**  Internetwork Packet Exchange. IPX is a layer 3 and 4 network protocol designed for networks that use Novell Netware.

**IP address**  Internet Protocol address. A unique identifier for a device attached to a network using TCP/IP. The address is written as four octets separated with periods (full-stops), and is made up of a network section, an optional subnet section and a host section.

**LAN**  Local Area Network. A network of endstations (such as PCs, printers, servers) and network devices (hubs and switches) that cover a relatively small geographic area (usually not larger than a floor or building). LANs are characterized by high transmission speeds over short distances (up to 1000m).

**line speed**  See *baud*.
loop  An event that occurs when two network devices are connected by more than one path, thereby causing packets to repeatedly cycle around the network and not reach their destination.

MAC  Media Access Control. A protocol specified by the IEEE for determining which devices have access to a network at any one time.

MAC address  Media Access Control address; also called hardware or physical address. A layer 2 address associated with a particular network device. Most devices that connect to a LAN have a MAC address assigned to them as they are used to identify other devices in a network. MAC addresses are 6 bytes long.

MDI  Medium Dependent Interface. An Ethernet port connection where the transmitter of one device is connected to the receiver of another device.

MDI-X  Medium Dependent Interface Cross-over. An Ethernet port connection where the internal transmit and receive lines are crossed.

multicast  A packet sent to a specific group of endstations on a network.

NIC  Network Interface Card. A circuit board installed in an endstation that allows it to be connected to a network.

POST  Power On Self Test. An internal test that a Switch carries out when it is powered-up.

protocol  A set of rules for communication between devices on a network. The rules dictate format, timing, sequencing and error control.

repeater  A simple device that regenerates LAN traffic so that the transmission distance of that signal can be extended. Repeaters are used to connect two LANs of the same network type.

router  A device that provides WAN links between geographically separate networks.

RPS  Redundant Power System. A device that provides a backup source of power when connected to a Switch.

segment  A section of a LAN that is connected to the rest of the network using a switch or bridge.
server A computer in a network that is shared by multiple endstations. Servers provide endstations with access to shared network services such as computer files and printer queues.

SLIP Serial Line Internet Protocol. A protocol that allows IP to run over a serial line (console port) connection.


stack A group of network devices that are integrated to form a single logical device.

STP See Spanning Tree Protocol (STP).

SuperStack In this guide, the generic term SuperStack refers to any SuperStack II and SuperStack 3 device. SuperStack II and SuperStack 3 devices can be connected together to form a SuperStack system.

switch A device that interconnects several LANs to form a single logical LAN that comprises of several LAN segments. Switches are similar to bridges, in that they connect LANs of a different type; however they connect more LANs than a bridge and are generally more sophisticated.

Switch Database A database that is stored by a switch to determine if a packet should be forwarded, and which port should forward the packet if it is to be forwarded.

TCP/IP Transmission Control Protocol/Internet Protocol. This is the name for two of the most well-known protocols developed for the interconnection of networks. Originally a UNIX standard, TCP/IP is now supported on almost all platforms, and is the protocol of the Internet. TCP relates to the content of the data travelling through a network — ensuring that the information sent arrives in one piece when it reaches its destination. IP relates to the address of the endstation to which data is being sent, as well as the address of the destination network.

Telnet A TCP/IP application protocol that provides a virtual terminal service, letting a user log into another computer system and access a device as if the user were connected directly to the device.

TFTP Trivial File Transfer Protocol. Allows you to transfer files (such as software upgrades) from a remote device using the local management capabilities of the Switch.
**unicast**  A packet sent to a single endstation on a network.

**WAN**  Wide Area Network. A communications network that covers a wide area. A WAN can cover a large geographic area, and may contain several LANs within it.
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REGULATORY NOTICES

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 instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference to radio communications, in which case the user will be required to correct the interference at their own expense.

Information To The User
If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient the receiving antenna.
- Relocate the equipment with respect to the receiver.
- Move the equipment away from the receiver.
- Plug the equipment into a different outlet so that equipment and receiver are on different branch circuits.
If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful:
How to Identify and Resolve Radio-TV Interference Problems
This booklet is available from the U.S. Government Printing Office, Washington, DC 20402, Stock No. 004-000-00345-4.

In order to meet FCC emissions limits, this equipment must be used only with cables which comply with IEEE 802.3.

CSA STATEMENT
This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

CE STATEMENT (EUROPE)
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.

VCCI STATEMENT
この装置は、情報処理装置等電波障害自主規制協議会（V C C I）の基準に基づくクラス A 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

BSMI STATEMENT
警告使用者：這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。