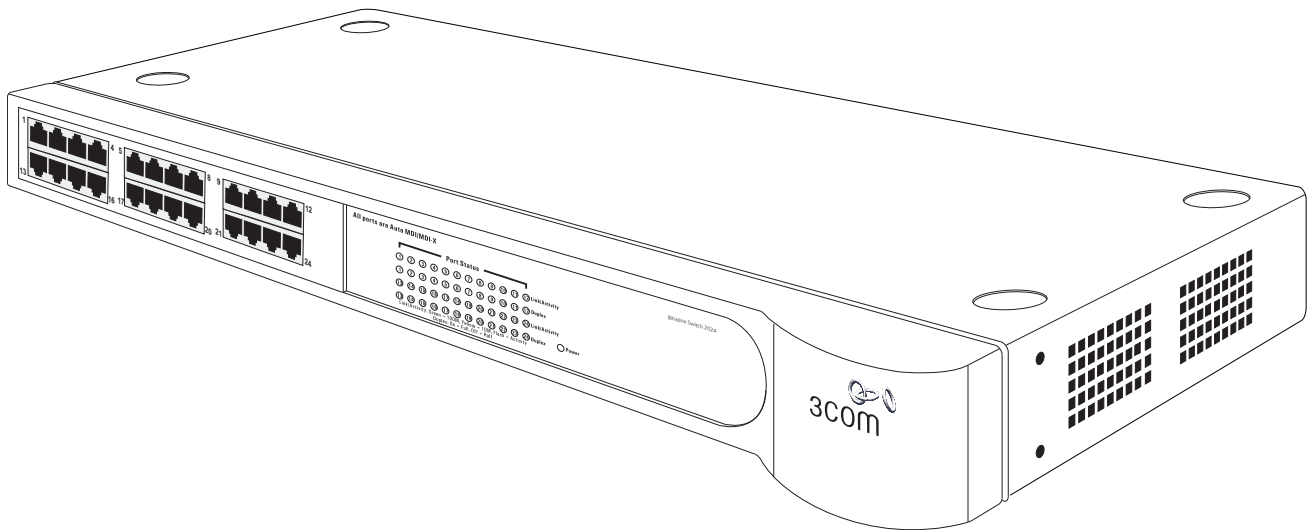


3Com® Baseline Switch 2016 and 2024 User Guide 3C16470B/3C16471B

Part No. 10016425 Rev. AA



INTRODUCTION

The 3Com® Baseline Switch 2016/2024 is a versatile, easy-to-use unmanaged switch. It is ideal for users who want the high-speed performance of 10/100 switching but do not need sophisticated management capabilities. The Baseline 10/100 Switch is shipped ready for use. No configuration is necessary.

The Switch has 16 or 24 shielded RJ-45, 10/100 Mbps auto-negotiating ports on the front panel. Each port automatically determines the speed and duplex mode of the connected equipment and provides a suitable switched connection. Each port also supports automatic MDI/MDI-X detection.

The Switch is suited for office use where it can be free standing, or rack mounted (in a wiring closet or equipment room).

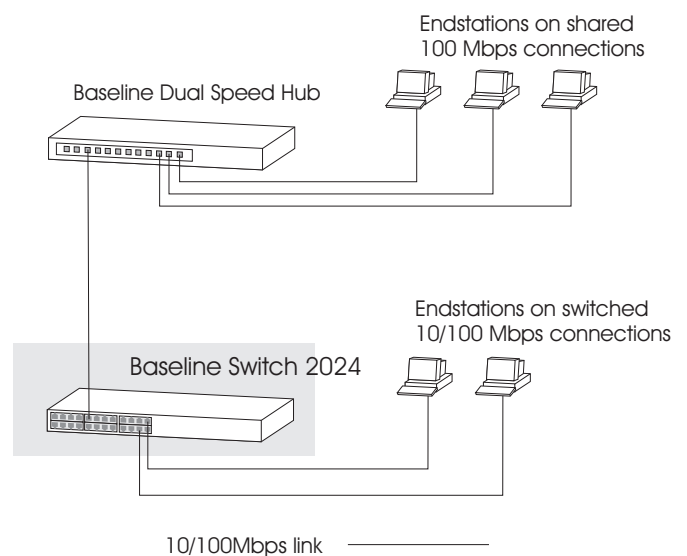
The Switch comes with:

- One power cord for use with the Switch
- Four self-adhesive rubber pads
- One mounting kit

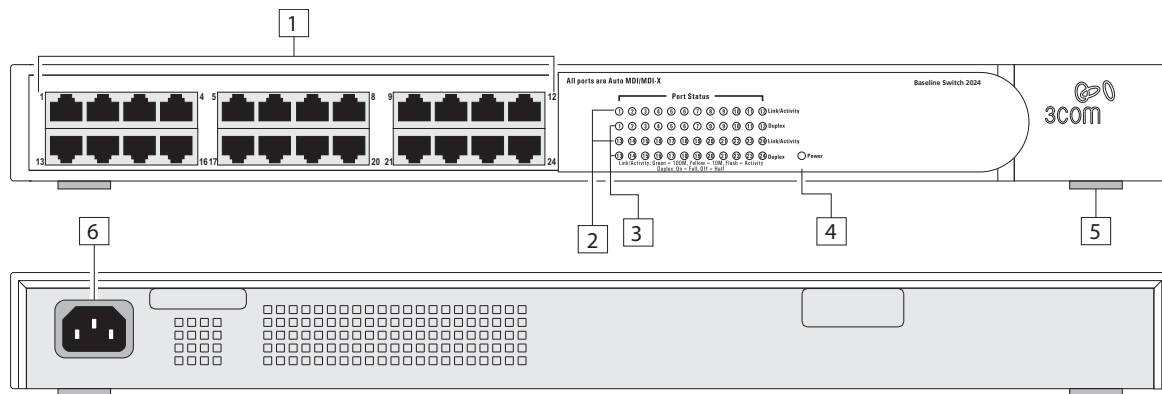
The Switch is powered from the AC mains supply.

The Switch provides high performance switched connections to 10 Mbps and 100 Mbps hubs, servers and workstations that require a dedicated switched link.

The diagram opposite shows an example configuration:



HOW TO USE THE 2016/2024 SWITCH



Numbered elements in this diagram refer to numbered sections in the text. A 24-port unit is shown.

Front Panel

1 24 RJ-45 10/100 Ports

WARNING: RJ-45 ports. These are shielded RJ-45 data sockets. They cannot be used as standard traditional telephone sockets, or to connect the unit to a traditional PBX or public telephone network. Only connect RJ-45 data connectors, network telephony systems, or network telephones to these sockets. Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.

AVERTISSEMENT: Les ports RJ-45. Ceux-ci sont protégés par des prises de données. Ils ne peuvent pas être utilisés comme prises de téléphone conventionnelles standard, ni pour la connection de l'unité à un réseau téléphonique central privé ou public. Raccorder seulement connecteurs de données RJ-45, systèmes de réseaux de téléphonie ou téléphones de réseaux à ces prises. Il est possible de raccorder des câbles protégés ou non protégés avec des jacks protégés ou non protégés à ces prises de données.

WARNUNG: RJ-45-Porte. Diese Steckdose sind geschützte Datensteckdosen. Sie dürfen weder wie normale traditionelle Telefonsteckdosen noch für die Verbindung der Einheit mit einem traditionellem privatem oder öffentlichem Telefonnetzwerk gebraucht werden. Nur RJ-45-Datenanschlüsse, Telefonnetzsysteme or Netztelefone an diese Steckdosen anschließen. Entweder geschützte oder ungeschützte Buchsen dürfen an diese Datensteckdosen angeschlossen werden.

ADVERTENCIA: puertos RJ-45. Son conectores de datos RJ-45 blindados. No pueden utilizarse como tomas de teléfono tradicionales estándar ni para conectar la unidad a una central de conmutación PBX tradicional ni a una red telefónica pública. Conecte sólo conectores de datos RJ-45, sistemas de telefonía de red local o teléfonos de red local a estas tomas. Es posible conectar cables de datos blindados o sin blindar con clavijas blindadas o sin blindar a estos conectores de datos.

10BASE-T/100BASE-TX Ports

The Switch has 16 (3C16470B) or 24 (3C16471B) 10/100 Mbps auto-negotiating ports. To connect a device to the Switch, use Category 5 unshielded or shielded (screened) 100 Ohm TP cable (or Category 3 cable for a 10 Mbps connection). The maximum length of cable for each connection is 100m (328ft). Connect one

end of the cable to an RJ-45 port on the Switch, and the other end to the appropriate RJ-45 port on the connecting device.

Each port on the Switch is auto-negotiating: its speed and duplex mode (half duplex or full duplex) are automatically determined by the capabilities of the connected device.

Each port supports automatic MDI/MDI-X detection and can be connected to either a 10BASE-T or a 100BASE-TX device.

i If you connect two Switch units together, the link between them operates at 100 Mbps full duplex. You must use Category 5 cable when connecting the units.

! **CAUTION:** The Switch supports full duplex auto-negotiation. If the connected device does not support auto-negotiation, the Switch will operate in half duplex mode (even if the device is operating in full duplex mode). In such a configuration, you may notice some degradation of network performance. 3Com recommends that you use devices that are capable of auto-negotiation (and that you ensure that auto-negotiation is enabled, if it is a configurable option).

2 Activity/Link/Speed Status LEDs

The first (top) and third row of LEDs, which are colored yellow or green, show the activity and speed status of the related ports:

Status	Meaning
On	The link has been established.
Flashing	Packets are being received or transmitted on the port.
Off	If the link has not been established, either nothing is connected to the port, or there is a problem: <ul style="list-style-type: none"> Check that the attached device is powered on. Check that the cable is the correct type and is not faulty. If these checks do not identify the cause of the problem, it may be that the unit or the device connected to the port is faulty. Contact your supplier for further advice.
Green	The link is operating at 100 Mbps.
Yellow	The link is operating at 10 Mbps.

3 Duplex Status LEDs

The second and fourth (bottom) row of Status LEDs, which are colored yellow, show the duplex status of the related ports:

Status	Meaning
On Yellow	The port is operating in full-duplex mode.
Off	The port is operating in half-duplex mode.

4 Power LED

The Power LED shows the power status of the Switch:

Status	Meaning
On Green	The unit is powered on and ready for use.
Off	The unit is not receiving power: <ul style="list-style-type: none">■ Check the power cord is connected correctly.■ If the unit still does not operate, contact your supplier.

5 Self-adhesive Pads

The unit is supplied with four self-adhesive rubber pads.



You do not need to apply the pads if you intend to rack mount the unit.

If the unit is to be part of a free standing stack, apply the pads to each marked corner area on the underside of the unit. Place the unit on top of the lower unit, ensuring that the pads locate with the recesses of the lower unit.

Rear Panel Connections

6 Power Supply

The Switch automatically adjusts to the supply voltage. Only use the power cord that is supplied with the Switch.

INSTALLING THE SWITCH

Positioning the Switch



CAUTION: If installing the Switch in a stack of different size Baseline units, the smaller units must be installed above the larger ones. Do not have a free-standing stack of more than six units.



CAUTION: Please read the following safety information carefully before installing the Switch.



AVERTISSEMENT: Veuillez lire à fond l'information de la sécurité suivante avant d'installer le Switch.



WARNUNG: Bitte unbedingt vor dem Einbauen des Switches die folgenden Sicherheitsanweisungen durchlesen.



ATTENZIONE: Vi preghiamo prima di leggere con attenzione tutte le informazioni concernenti l'installazione dell'interruttore.

When deciding where to position the Switch ensure that:

- It is accessible and cables can be connected easily.
- Cabling is away from sources of electrical noise such as radios, transmitters and broadband amplifiers, and away from power lines and fluorescent lighting fixtures.
- The Switch is situated away from sources of electrically conductive dust, for example laser printers.
- The AC supply used by the Switch is separate to those used by units that generate high levels of AC noise, for example air conditioning units and laser printers.
- Water or moisture cannot enter the case of the unit.
- Air flow around the unit and through the vents in the side of the case is not restricted (3Com recommends that you provide a minimum of 25 mm (1 in.) clearance).

To prolong the operational life of your units:

- Never stack units more than six high if free-standing, and ensure that cables are supported so that they do not cause the stack to fall over.
- Do not place objects on top of any unit or stack.
- Do not obstruct any vents at the sides of the case.

Rack Mounting

The Switch can be mounted in a 19-inch equipment rack using the Mounting Kit. Refer to "Mounting Kit Instructions" on page 5.

Power Up

Use the following sequence to power up the Switch:

- 1 Check the network connections and cables.
- 2 Connect the power supply cable to the appropriate power socket on the rear panel of the unit; refer to **6 Power Supply**.
- 3 Connect the plug to the power supply outlet socket and switch on the power supply at the socket.

When the switch is powered on, the Power LED should be lit on green. If it is not, refer to **4 Power LED**.

Spot Checks

At frequent intervals you should visually check the Switch. Regular checks can give you an early warning of a possible failure; any problems can then be attended to when there will be least effect on users. Check that all external cabling connections are secure and that no cables are pulled taut.

If you experience any problems operating the Switch, refer to "Problem Solving" on page 3.

PROBLEM SOLVING

Refer to the information about LEDs given earlier in this guide to see if the problem can be identified and rectified. Here are some common problems that can occur:

Link Status LED not lit for a port that has a connection.

There is a problem with this connection. Check that:

- The device being connected to is powered on and operating correctly.
- The cable is connected at both ends.
- The cable is not damaged.
- If the connection is to a workstation, that the workstation's network interface is installed and configured correctly.

All ports appear to show continual activity. There may be broadcast storms on the network.

Remove port connections one at a time, waiting a few seconds between each port. If the LEDs go off after disconnection, the device that was connected to that port is introducing an excessive amount of broadcast frames to the network (some pieces of network equipment operate by sending out broadcast frames regularly). Refer to the documentation that accompanies the device for information on disabling the broadcast operation.

If the problem persists and the unit still does not operate successfully, contact your supplier. Include the product number and serial number (printed on a label supplied with the unit) as well as a brief description of the fault.

SAFETY INFORMATION

Please read the following safety information carefully before installing the Switch.



WARNING: Installation and removal of the unit must be carried out by qualified personnel only.

- If installing the Switch unit in a stack with other Baseline units, the Switch must be installed below the narrower Hub units.
- The unit must be connected to an earthed (grounded) outlet to comply with international safety standards.
- Do not connect the unit to an A.C. outlet (power supply) without an earth (ground) connection.
- 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 60950-1. The conditions are only maintained if the equipment to which it is connected also operates under SELV conditions.

France and Peru only

This unit cannot be powered from IT (Impédance à la terre) 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).

Power Cord Set

This must be approved for the country where it will be used. e.g.

- U.S.A. and Canada
 - The cord set must be UL-approved and CSA certified.
 - The minimum specifications for the flexible cord are:
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 (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) 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.
- UK
 - The supply plug must comply with BS1363 (3-pin 13-amp) and be fitted with a 5 A fuse which complies with BS1362.
- Europe
 - The mains cord must be <HAR> or <BASEC> marked and be of type HO3VVF3GO.75 (minimum).
 - The supply plug must comply with CEE7/7 ("SCHUKO")
 - The mains cord must be <HAR> or <BASEC> marked and be of type HO3VVF3GO.75 (minimum).

L'INFORMATION DE SÉCURITÉ IMPORTANTE

Veuillez lire à fond l'information de la sécurité suivante avant d'installer le Switch.



AVERTISSEMENT: L'installation et la dépose de ce groupe doivent être confiés à un personnel qualifié.

- Si vous entassez l'unité Switch avec les unités Baseline, l'unité Switch doit être installée en dessous des unités Hub plus étroites.
- Ne branchez pas votre appareil sur une prise secteur (alimentation électrique) lorsqu'il n'y a pas de connexion de 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 internationales de sécurité.
- Le coupleur 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/IEC 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 IEC 60950-1. 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).

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 107-2 D1 de la norme DK2 1a ou DK2 5a.
- Suisse:
 - La prise mâle d'alimentation doit respecter la norme SEV/ASE 1011.
- Europe
 - La prise secteur doit être conforme aux normes CEE 7/7 ("SCHUKO")
 - LE cordon secteur doit porter la mention <HAR> ou <BASEC> et doit être de type HO3VVF3GO.75 (minimum).

WICHTIGE SICHERHEITSINFORMATIONEN

Bitte unbedingt vor dem Einbauen des Switches die folgenden Sicherheitsanweisungen durchlesen.



WARNUNG: Die Installation und der Ausbau des Geräts darf nur durch Fachpersonal erfolgen.

- Wenn der Switch 2016/2024 mit anderen 3Com Hubs oder Switch gestackt werden soll, müssen grössere Geräte unter den schmalen Hubs eingebaut werden.
- Das Gerät sollte nicht an eine Wechselstromsteckdose angeschlossen werden.
- Das Gerät muß an eine geerdete Steckdose angeschlossen werden, welche die internationalen Sicherheitsnormen erfüllt.
- Der Gerätestecker (der Anschluß an das Gerät, nicht der Wandsteckdosenstecker) muß einen gemäß EN60320/IEC320 konfigurierten Geräteeingang haben.
- Die Netzsteckdose muß in der Nähe des Geräts und leicht zugänglich sein. Die Stromversorgung des Geräts kann nur durch Herausziehen des GeräteNetzkabels aus der Netzsteckdose unterbrochen werden.

- Der Betrieb dieses Geräts erfolgt unter den SELV-Bedingungen (Sicherheitskleinstspannung) gemäß IEC 60950-1. Diese Bedingungen sind nur gegeben, wenn auch die an das Gerät angeschlossenen Geräte unter SELV-Bedingungen betrieben werden.

Stromkabel. Dies muss von dem Land, in dem es benutzt wird geprüft werden:

- Schweiz
 - Dieser Stromstecker muß die SEV/ASE 1011 Bestimmungen einhalten.
- Europe
 - Das Netzkabel muß vom Typ HO3VVF3GO.75 (Mindestanforderung) sein und die Aufschrift <HAR> oder <BASEC> tragen.
 - Der Netzstecker muß die Norm CEE 7/7 erfüllen ("SCHUKO").

INFORMACION DE SEGURIDAD IMPORTANTÉ

Lea la sección 'Información de seguridad importante' detenidamente antes de instalar la unidad.



ADVERTENCIA: La instalación y la extracción de la unidad sólo debe llevarla a cabo personal cualificado.

- Si instala la unidad Switch en una pila con unidades Baseline, el Switch se debe instalar debajo de las unidades Hub más estrechas.
- La unidad debe estar conectada a tierra para garantizar el cumplimiento de las normas de seguridad.
- No conecte la unidad a una toma de CA (fuente de alimentación) sin conexión a tierra.
- El acoplador del equipo (es decir, el conector para la unidad y no la toma de la pared) debe tener una configuración que se adapte a una entrada del equipo EN60320/IEC320.
- El enchufe debe estar cerca de la unidad y ser de fácil acceso. La única forma de interrumpir la alimentación de la unidad es desconectando el cable eléctrico de la toma de corriente.

- Esta unidad funciona en condiciones de voltaje extrabajo de seguridad (SELV), de conformidad con la norma IEC 60950-1. Las condiciones de funcionamiento sólo se mantendrán si el equipo al que esté conectada la unidad también cumple los requisitos SELV.

Sólo para Francia y Perú.

Esta unidad no puede recibir corriente de fuentes IT[†]. Si las fuentes de suministro de corriente son de tipo IT, esta unidad debe recibir 230 V (2P+T) a través de un transformador aislador con relación 1:1, con el punto de conexión secundario etiquetado como neutro conectado directamente a tierra. [†]Impédance à la terre

El cable eléctrico

Debe estar homologado para el país donde se utilice:

- Europa
 - La toma de alimentación debe cumplir la norma CEE 7/7 ("SCHUKO").
 - El cable de la red eléctrica debe tener la marca <HAR> o <BASEC> y ser de tipo H03VVf3g0.75 (mínimo).

MOUNTING KIT INSTRUCTIONS

Introduction

The Switch is supplied with two mounting brackets and four screws. These are used for rack-mounting the unit. When mounting the unit, you should take note of the guidelines given in "Positioning the Switch" on page 3.

Rack Mounting the Units

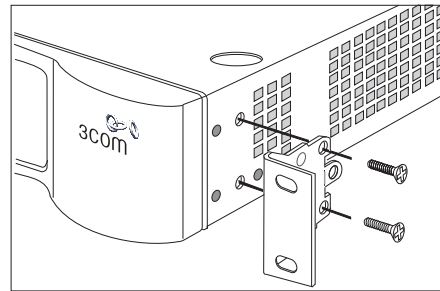
The Switch is 1U high and will fit a standard 19-inch rack.



CAUTION: Disconnect all cables from the unit before continuing. Remove the self-adhesive pads from the underside of unit, if already fitted.

- 1 Place the unit 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 unit (refer to the figure following step 6).
- 3 Insert the two screws supplied in the mounting kit and fully tighten with a suitable screwdriver.

- 4 Repeat the two previous steps for the other side of the unit.
- 5 Insert the unit into the 19-inch rack and secure with suitable screws (not provided).
- 6 Reconnect all cables.



TECHNICAL INFORMATION

Related Standards

The 3Com Baseline Switch 2016/2024 has been designed to the following standards:

Functional	ISO 8802-3, IEEE 802.3 (Ethernet), IEEE 802.3u (Fast Ethernet), IEEE 802.3x (Flow Control), IEEE 802.3d (Bridging)
Safety	UL 60950-1, EN60950-1, CSA 22.2 No. 60950-1, IEC 60950-1
EMC Emissions	EN 55022 Class A, FCC Part 15 Subpart B Class A, ICES-003 Class A, VCCI Class A, AS/NZS CISPR 22 Class A
Immunity	EN 55024

Environmental

Operating Temperature	0–40 °C (32–104 °F)
Humidity	10–95% (non-condensing)

Physical

Width	440 mm (17.3 in.)
Depth	173 mm (6.8 in.)
Height	44 mm (1.7 in.) or 1U
Weight	2.6 kg (5.8 lb)
Mounting	Free standing, or 19 in. rack mounted using the mounting kit supplied

Electrical

Power Inlet	IEC 320
AC Line Frequency	50/60 Hz
Input Voltage	100–240 VAC
Current Rating	1 Amp (maximum)
Maximum Power Consumption	3C16470B: 15 VA 3C16471B: 20 VA
Maximum Power Dissipation	3C16470B: 52 BTU/hr 3C16471B: 68 BTU/hr

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.

CE Statement (Europe)

This product complies with the European Low Voltage Directive 73/23/EEC and ETIC Directive 89/336/EEC as amended by European Directive 93/68/EEC/.

European Declaration of Conformity

A signed copy of the European Declaration of Conformity for the Baseline Switch 2016 & 2024 can be downloaded from:

http://support.3com.com/doc/3C1647xB_EU_DoC.pdf

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.

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（VCCI）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。

OBTAINING SUPPORT FOR YOUR PRODUCT

3Com offers product registration, case management, and repair services through eSupport.3com.com. You must have a user name and password to access these services, which are described in this appendix.

Register Your Product to Gain Service Benefits

To take advantage of warranty and other service benefits, you must first register your product at: <http://eSupport.3com.com/> 3Com eSupport services are based on accounts that are created or that you are authorized to access.

Solve Problems Online

3Com offers the following support tool:

- **3Com Knowledgebase** — Helps you to troubleshoot 3Com products. This query-based interactive tool is located at: <http://knowledgebase.3com.com>

It contains thousands of technical solutions written by 3Com support engineers.

Purchase Extended Warranty and Professional Services

To enhance response times or extend your warranty benefits, you can purchase value-added services such as 24x7 telephone technical support, software upgrades, onsite assistance, or advanced hardware replacement.

Experienced engineers are available to manage your installation with minimal disruption to your network. Expert assessment and implementation services are offered to fill resource gaps and ensure the success of your networking projects. For more information on 3Com Extended Warranty and Professional Services, see: <http://www.3com.com/>

Contact your authorized 3Com reseller or 3Com for additional product and support information. See the table of access numbers later in this appendix.

Access Software Downloads

You are entitled to *bug fix / maintenance releases* for the version of software that you initially purchased with your 3Com product. To obtain access to this software, you need to register your product and then use the Serial Number as your login. Restricted Software is available at: <http://eSupport.3com.com/>

To obtain software releases that *follow* the software version that you originally purchased, 3Com recommends that you buy an Express or Guardian contract, a Software Upgrades contract, or an equivalent support contract from 3Com or your reseller. Support contracts that include software upgrades cover feature enhancements, incremental functionality, and bug fixes, but they do not include software that is released by 3Com as a separately ordered product. Separately orderable software releases and licenses are listed in the 3Com Price List and are available for purchase from your 3Com reseller.

Contact Us

3Com offers telephone, internet, and e-mail access to technical support and repair services. To access these services for your region, use the appropriate telephone number, URL, or e-mail address from the table in the next section.

Telephone Technical Support and Repair

To obtain telephone support as part of your warranty and other service benefits, you must first register your product at:

<http://eSupport.3com.com/>

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

- Product model name, part number, and serial number
- A list of system hardware and software, including revision level

- Diagnostic error messages
- Details about recent configuration changes, if applicable

To send a product directly to 3Com for repair, you must first obtain a return materials authorization number (RMA). Products sent to 3Com without authorization numbers clearly marked on the outside of the package will be returned to the sender unopened, at the sender's expense. If your product is registered and under warranty, you can obtain an RMA number online at <http://eSupport.3com.com/>. First-time users must apply for a user name and password.

Telephone numbers are correct at the time of publication. Find a current directory of 3Com resources by region at: <http://csoweb4.3com.com/contactus/>

Country	Telephone Number	Country	Telephone Number
Asia, Pacific Rim — Telephone Technical Support and Repair			
Australia	1800 075 316	Philippines	1800 144 10220 or 029003078
Hong Kong	2907 0456	PR of China	800 810 0504
India	000 800 440 1193	Singapore	800 616 1463
Indonesia	001 803 852 9825	South Korea	080 698 0880
Japan	03 3507 5984	Taiwan	00801 444 318
Malaysia	1800 812 612	Thailand	001 800 441 2152
New Zealand	0800 450 454		
Pakistan Call the U.S. direct by dialing 00 800 01001, then dialing 800 763 6780			
Sri Lanka Call the U.S. direct by dialing 02 430 430, then dialing 800 763 6780			
Vietnam Call the U.S. direct by dialing 1 201 0288, then dialing 800 763 6780			
You can also obtain non-urgent support in this region at this email address apr_technical_support@3com.com			
Or request a return material authorization number (RMA) by FAX using this number: +61 2 9937 5048, or send an email at this email address: ap_rma_request@3com.com			

Europe, Middle East, and Africa — Telephone Technical Support and Repair

From anywhere in these regions not listed below, call: +44 1442 435529

From the following countries, call the appropriate number:

Austria	0800 297 468	Luxembourg	800 23625
Belgium	0800 71429	Netherlands	0800 0227788
Denmark	800 17309	Norway	800 11376
Finland	0800 113153	Poland	00800 4411 357
France	0800 917959	Portugal	800 831416
Germany	0800 182 1502	South Africa	0800 995 014
Hungary	06800 12813	Spain	900 938 919
Ireland	1 800 553 117	Sweden	020 795 482
Israel	180 945 3794	Switzerland	0800 553 072
Italy	800 879489	U.K.	0800 096 3266

You can also obtain support in this region using this URL: <http://emea.3com.com/support/email.html>

You can also obtain non-urgent support in this region at these email addresses:

Technical support and general requests: customer_support@3com.com

Return material authorization: warranty_repair@3com.com

Contract requests: emea_contract@3com.com

Latin America — Telephone Technical Support and Repair

Antigua	1 800 988 2112	Guatemala	AT&T +800 998 2112
Argentina	0 810 444 3COM	Haiti	57 1 657 0888
Aruba	1 800 998 2112	Honduras	AT&T +800 998 2112
Bahamas	1 800 998 2112	Jamaica	1 800 998 2112
Barbados	1 800 998 2112	Martinique	571 657 0888
Belize	52 5 201 0010	Mexico	01 800 849CARE
Bermuda	1 800 998 2112	Nicaragua	AT&T +800 998 2112
Bonaire	1 800 998 2112	Panama	AT&T +800 998 2112
Brazil	0800 13 3COM	Paraguay	54 11 4894 1888
Cayman	1 800 998 2112	Peru	AT&T +800 998 2112
Chile	AT&T +800 998 2112	Puerto Rico	1 800 998 2112
Colombia	AT&T +800 998 2112	Salvador	AT&T +800 998 2112
Costa Rica	AT&T +800 998 2112	Trinidad and Tobago	1 800 998 2112
Curacao	1 800 998 2112	Uruguay	AT&T +800 998 2112
Ecuador	AT&T +800 998 2112	Venezuela	AT&T +800 998 2112
Dominican Republic	AT&T +800 998 2112	Virgin Islands	57 1 657 0888

You can also obtain support in this region in the following ways:

- Spanish speakers, enter the URL: <http://lat.3com.com/lat/support/form.html>
- Portuguese speakers, enter the URL: <http://lat.3com.com/br/support/form.html>
- English speakers in Latin America, send e-mail to: lat_support_anc@3com.com

US and Canada — Telephone Technical Support and Repair

All locations:

All 3Com products:

1 800 876 3266

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General Environmental Statement

It is the policy of 3Com Corporation to be environmentally-friendly in all operations. To uphold our policy, we are committed to:

- Establishing environmental performance standards that comply with national legislation and regulations
- Conserving energy, materials and natural resources in all operations
- Reducing the waste generated by all operations
- Ensuring that all waste conforms to recognized environmental standards
- Maximizing the recyclable and reusable content of all products
- Ensuring that all products can be recycled, reused and disposed of safely
- Ensuring that all products are labelled according to recognized environmental standards
- Improving our environmental record on a continual basis

End Of Life Statement

3Com processes allow for the recovery, reclamation and safe disposal of all end-of-life electronic components.

Regulated Materials Statement

3Com products do not contain any hazardous or ozone-depleting material.

Environmental Statement about the Documentation

The documentation for this product is printed on paper that comes from sustainable, managed forests; it is fully biodegradable and recyclable, and is completely chlorine-free. The varnish is environmentally-friendly, and the inks are vegetable-based with a low heavy-metal content.

PRODUCT REGISTRATION

Product Registration

You can now register your 3Com Baseline Switch 2016/2024 on the 3Com web site: <http://eSupport.3com.com/>

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