



MS350 Series Installation Guide

About this Guide

This guide provides instruction on how to install and configure your MS350 series switch. This guide also provides mounting instructions and limited troubleshooting procedures. For more switch installation guides, refer to the [switch installation guides section](#) on our documentation website.

Model number	Description
MS350-24	Layer-3 24-port gigabit Ethernet switch with 4 SFP+ interfaces, hot-swappable power supplies and hot-swappable fans
MS350-24P	Layer-3 24-port gigabit Ethernet PoE switch with 4 SFP+ interfaces, hot-swappable power supplies and hot-swappable fans
MS350-48	Layer-3 48-port Physically Stacking gigabit Ethernet switch with 4 SFP+ interfaces, hot-swappable power supplies and hot-swappable fans
MS350-48LP	Layer-3 48-port gigabit Ethernet 370W PoE switch with 4 SFP+ interfaces, hot-swappable power supplies and hot-swappable fans
MS350-48FP	Layer-3 48-port gigabit Ethernet 740W PoE switch with 4 SFP+ interfaces, hot-swappable power supplies and hot-swappable fans
MS350-24X	Layer-3 16-port gigabit Ethernet and 8-port multigigabit 740W UPoE switch with 4 SFP+ interfaces, hot-swappable power supplies and hot-swappable fans

Product Overview

Physical Specifications

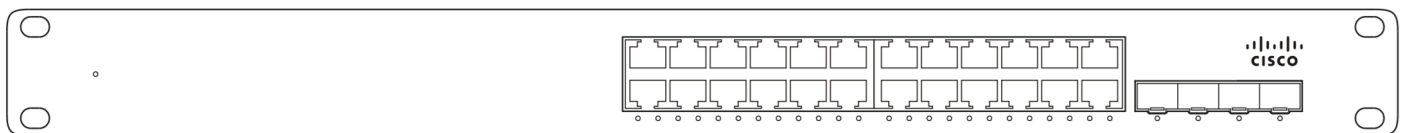
	MS350-24	MS350-24P	MS350-24X	MS350-48
1Gbe RJ45	24	24	16	48
mGbe RJ45	-	-	8	-
10Gbe SFP+	4	4	4	4
40Gbe QSFP+	2	2	2	2

Hardware Stack Port	2	2	2	2
Dedicated Mgmt Interface	1	1	1	1
UPoE Capable	-	-	Yes	-
Hot Swap Power Supply	Yes, Dual	Yes, Dual	Yes, Dual	Yes, Dual
Hot Swap Fans	Yes	Yes	Yes	Yes
Power Input	100 - 240 VAC, 47-63 Hz	100 - 240 VAC, 47-63 Hz	100 - 240 VAC, 47-63 Hz	100 - 240 VAC, 47-63 Hz
Power Consumption	56-888W	56-888W	56-888W	56-888W
Operating Temperature	23 °F - 122 °F -5°C - 50°C	23 °F - 122 °F -5°C - 50°C	23 °F - 122 °F -5°C - 50°C	23 °F - 122 °F -5°C - 50°C
Storage and Transportation Temperature	-4°F - 158°F -20°C - 70°C	-4°F - 158°F -20°C - 70°C	-4°F - 158°F -20°C - 70°C	-4°F - 158°F -20°C - 70°C
Humidity	5% to 95%	5% to 95%	5% to 95%	5% to 95%
Mounting	1U rack-mountable 2 post rack mount support	1U rack-mountable 2 post rack mount support	1U rack-mountable 2 post rack mount support	1U rack-mountable 2 post rack mount support

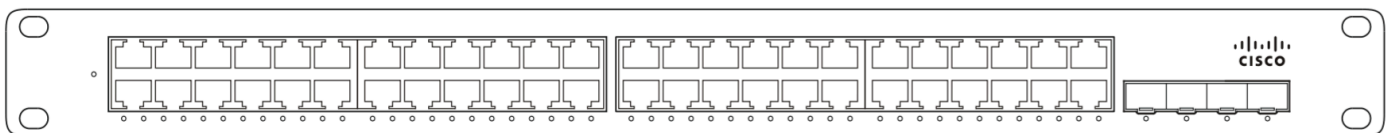
Product View and Physical Features

Front Panel

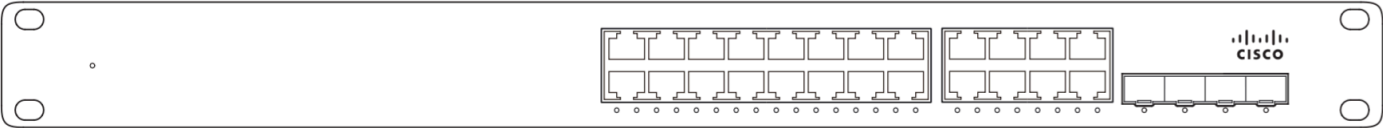
MS350-24 Series front panel



MS350-48 Series front panel

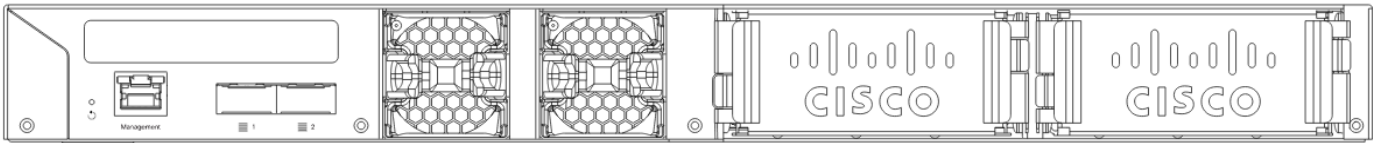


MS350-24x Series front panel



Back Panel

MS350 Series back panel



Factory Reset Button

If the button is pressed and held for at least five seconds and then released, the switch will reboot and be restored to its original factory settings by deleting all configuration information stored on the unit.

Ports and Status Indicators

The MS uses LEDs to inform the user of the device's status. When the device powers on, all the Internet LEDs flash twice. Additional functions are described below, from left to right.


Front Panel Components

Item	Function	LED Status	Meaning
1	Power	Solid orange	Switch is unable to connect to the Meraki cloud
		Flashing white	Firmware upgrade in process
		Solid white	Switch is fully operational and connected to the Meraki cloud
		Off	Switch does not have power
2	Switch Ports	Off	No client connected
		Solid orange	10/100 Mbps (1 Gbps on SFP+)
		Solid green	1/2.5/5/10 Gbps (10 Gbps on SFP+)

Back Panel Components

Item	Function	LED Status	Meaning
1	Restore	N/A	Restore button to clear switch IP and local con
2	Management Interface	Green	Connected, used for easy access to the local
3	Stack Ports	N/A	Stack Cables are connected here
4	Redundant Fans	Green	Active and operational
5	Redundant Power Supplies	Green	Active and functional power supplies

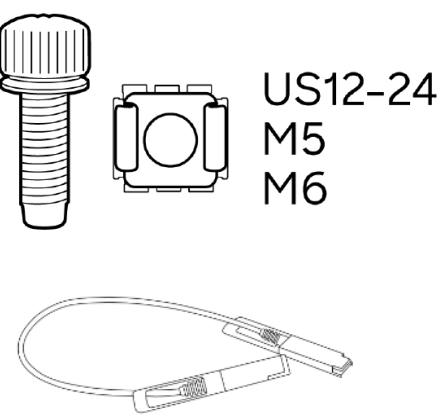
Power cords may be ordered separately.



Equipment is to be used only in a restricted access location and installed/operated only by trained service personnel.

Package contents

In addition to the MS switch, the following are provided (mounting kit provided with 1U models only):



Rack Mount Kit includes:

- US 12-24 mounting screws and cage nuts, 5 of each
- INTL M5 mounting screws and cage nuts, 5 of each
- INTL M6 mounting screws and cage nuts, 5 of each
- Mounting washers

Other items:

- 1x Modular Power Supply
- 2x System Fans



Note: The MS350 comes with a half meter stack cable. For additional cables refer to the [stacking cables](#) document.



If using a 640WAC or 1025WAC power supply, it will require a C15 power cable.

Safety and Warnings

These operations are to be taken with respect to all local laws. Please take the following into consideration for safe operation:

- Power off the unit before you begin. Read the installation instructions before connecting the system to the power source.
- Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.
- Read the mounting instructions carefully before beginning installation. Failure to use the correct hardware or to follow the correct procedures could result in a hazardous situation to people and damage to the system.
- This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than: 15 A, 125 Vac, or 10A, 240 Vac.
- Please only power the device with the provided power cables to ensure regulatory compliance.

Pre-install Preparation

You should complete the following steps before going on-site to perform an installation.

Configure your Dashboard Network

The following is a brief overview only of the steps required to add a switch to your network. For detailed instructions about creating, configuring and managing Meraki networks, refer to the online documentation (documentation.meraki.com).

1. Login to <http://dashboard.meraki.com>. If this is your first time, create a new account.
2. Find the network to which you plan to add your switches or create a new network.
3. Add your switches to your network. You will need your Meraki order number (found on your invoice) or the serial number of each switch, which looks like Qxxx-xxxx-xxxx, and is found on the bottom of the unit. You will also need your Enterprise license key, which you should have received via email.
4. Go to the map / floor plan view and place each switch on the map by clicking and dragging it to the location where you plan to mount it.

Check and Set Firmware

To ensure your switch performs optimally immediately following installation, it is recommended that you facilitate a firmware upgrade prior to mounting your switch.

1. Attach your switch to power and a wired Internet connection.
2. The switch will turn on and the power LED will glow solid orange.
3. If the unit requires an upgrade, the power LED will begin blinking white until the upgrade is complete, at which point the LED will turn solid white. You should allow at least a few minutes for the firmware upgrade to complete, depending on the speed of your internet connection.

Check and Configure Upstream Firewall Settings

If a firewall is in place, it must allow outgoing connections on particular ports to particular IP addresses. The most current list of outbound ports and IP addresses for your particular organization can be found [on the firewall configuration page in your dashboard](#).

Assigning an IP Address

All switches must be assigned routable IP addresses. These IP addresses can be dynamically assigned via DHCP or statically assigned.

Dynamic Assignment

When using DHCP, the DHCP server should be configured to assign a static IP address for each MAC address belonging to a Meraki switch. Other features of the network, such as 802.1X authentication, may rely on the property that the switches have static IP addresses.

Static Assignment

Static IPs are assigned using the local web server on each switch. The following procedure describes how to set the static IP:

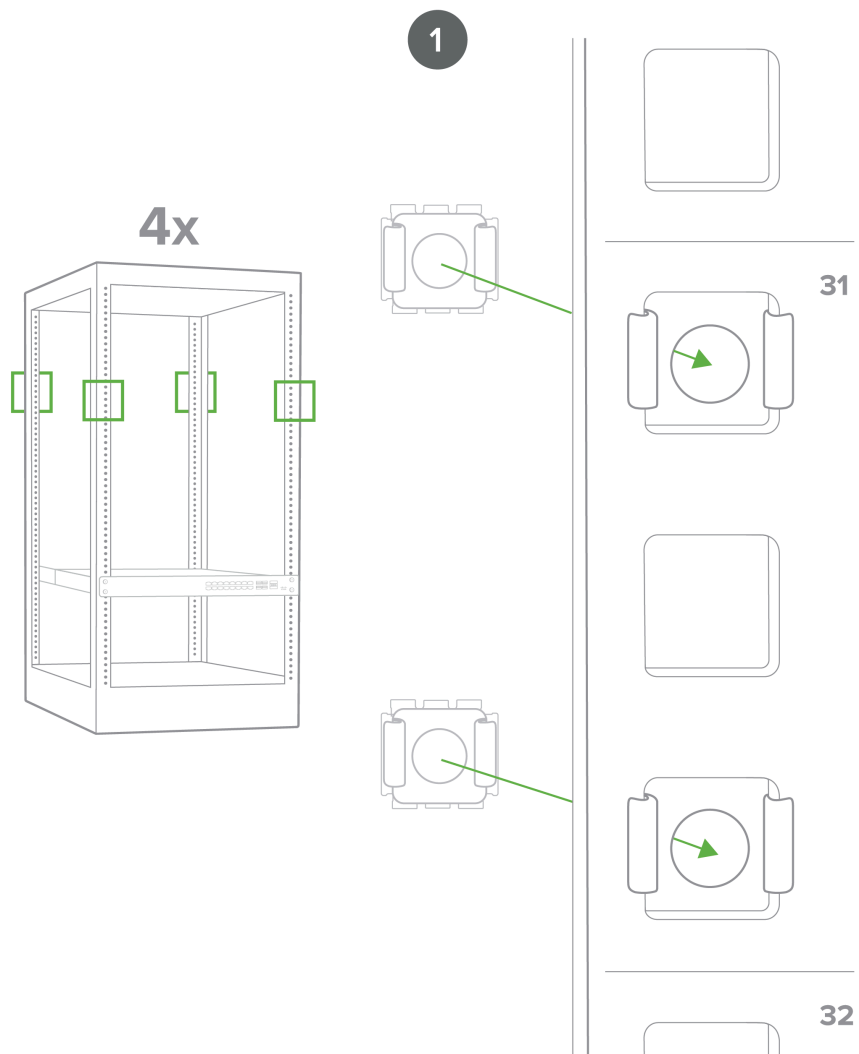
1. Using a client machine (e.g., a laptop), connect to the switch over a wired connection.
2. Using a web browser on the client machine, access the switch's built-in web server by browsing to <http://my.meraki.com>. Alternatively, browse to <http://1.1.1.100>
3. Click on the "Uplink Configuration" tab. Log in. The default login is the serial number (e.g. Qxxx-xxxx-xxxx), with no password (e.g., Q2DD-551C-ZYW3).
4. Configure the static IP address, net mask, gateway IP address and DNS servers that this switch will use on its management connection.
5. If necessary, reconnect the switch to the LAN.

Static IP via DHCP Reservations

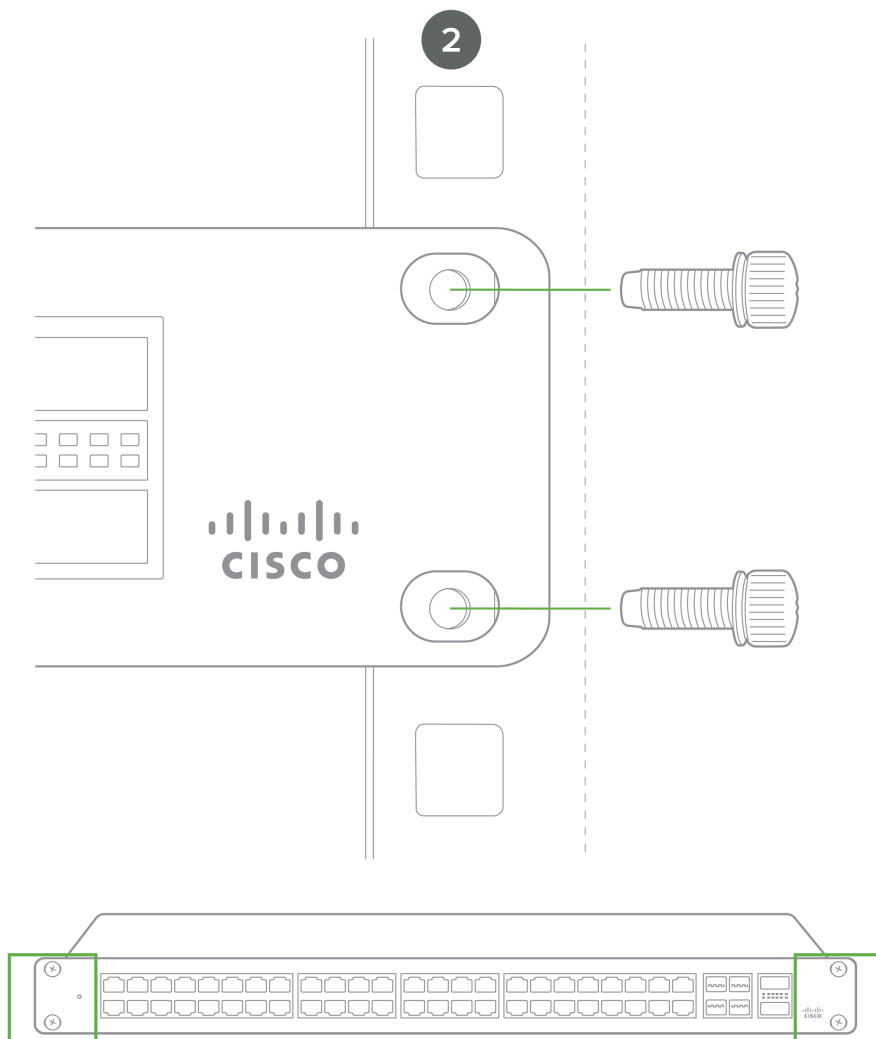
Instead of associating to each Meraki switch individually to configure static IP addresses, an administrator can assign static IP addresses on the upstream DHCP server. Through "DHCP reservations," IP addresses are "reserved" for the MAC addresses of the Meraki switches. Please consult the documentation for the DHCP server to configure DHCP reservations.

Installation Instructions

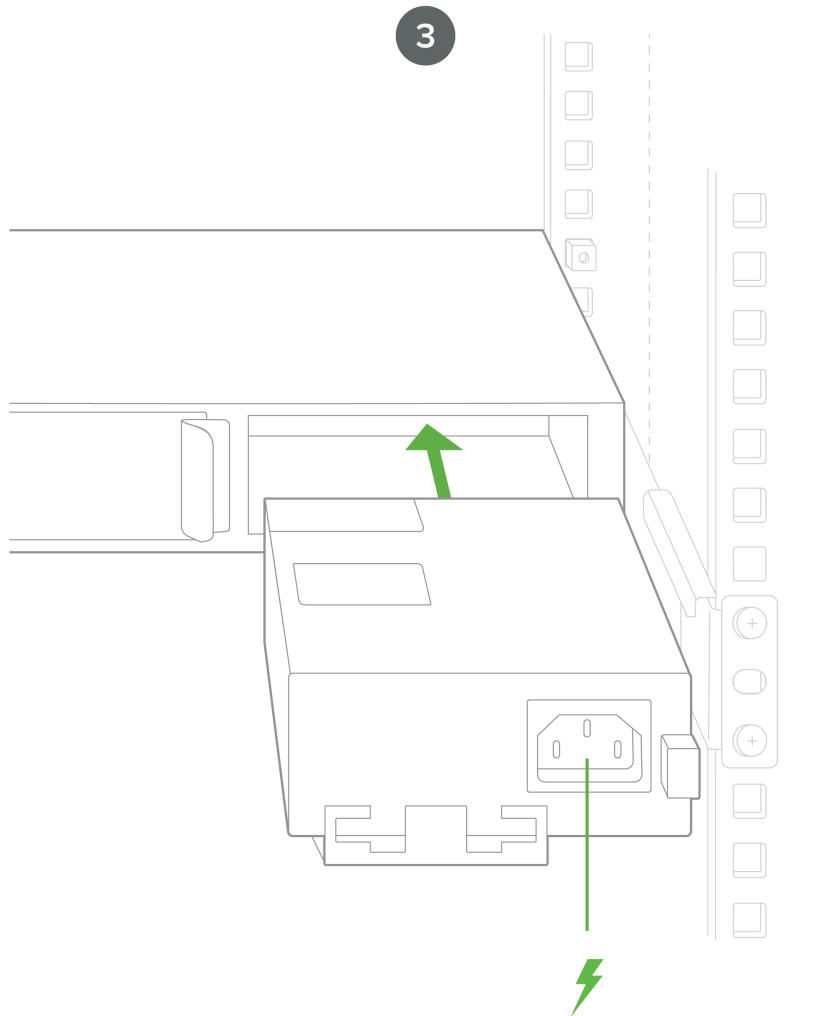
1. Install the mounting cage nuts in the rack being used for the switch.
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2. Attach the switch face plate to the cage nuts on the rack.



3. Insert the power supply unit into the back of the switch. After it has been securely installed, you can connect power to the power supply unit.



4. (Optional) Install additional SFP+ or QSFP+ units as needed, depending on the compatibility of your model.

Basic Troubleshooting

The following steps can be used for troubleshooting basic connectivity issues with your switch.

- Reset the switch
- Factory reset the switch by holding the factory reset button for 5 seconds
- Try switching cables, or testing your cable on another device

If your switch still does not connect, the following link may be useful, depending on your issue: [Troubleshooting an MS Switch](#)

Reference <https://documentation.meraki.com/MS> for additional information and troubleshooting tips.

If you are still experiencing hardware issues, please contact Cisco Meraki support by logging in to dashboard and using the **Help** option near the top of the page,

then opening and email case or calling using the contact information on that page.

Bringing your Stack Online

MS350 switches can be connected in a physical stack using dedicated stacking ports and cables. Configuration steps and additional information about stacking can be found [here](#).

Warranty

MS Warranty coverage periods are as follows:

MS350	Lifetime	
MS Accessories	1 Year	The following are considered accessories: SFP Modules, twinax/SFP+ cables, stacking cables, all mounting kits and stands, antennas, interface modules, additional power cords, PoE injectors

Note: The above table is a general guideline for warranty terms and is not final. Warranty terms are subject to printed warranty information on the relevant online Meraki data sheets.

If your Cisco Meraki device fails and the problem cannot be resolved by troubleshooting, contact support to address the issue. Once support determines that the device is in a failed state, they can process an RMA and send out a replacement device free of charge. In most circumstances, the RMA will include a pre-paid shipping label so the faulty equipment can be returned.



In order to initiate a hardware replacement for non-functioning hardware that is under warranty, you must have access to the original packaging the hardware was shipped in. The original hardware packaging includes device serial number and order information, and may be required for return shipping.



Meraki MS350 devices have 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 in a residential installation. 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. However, there is no guarantee that interference will not occur in a particular installation.

Additional warranty information can be found on: <https://meraki.cisco.com/support#process:warranty>

Support and Additional Information

If issues are encountered with device installation or additional help is required, **contact Meraki Support** by logging in to **dashboard.meraki.com** and opening a case by visiting the **Get Help** section.

- The equipment is intended for industrial or other commercial activities.
- The equipment is used in areas without exposure to harmful and dangerous production factors, unless otherwise specified in the operational documentation and/or on the equipment labeling.
- The equipment is not for domestic use. The equipment is intended for operation without the constant presence of maintenance personnel.

- The equipment is subject to installation and maintenance by specialists with the appropriate qualifications, sufficient specialized knowledge, and skills.
- Rules and conditions for the sale of equipment are determined by the terms of contracts concluded by Cisco or authorized Cisco partners with equipment buyers.
- Disposal of a technical device at the end of its service life should be carried out in accordance with the requirements of all state regulations and laws.
- Do not throw in the device with household waste. The technical equipment is subject to storage and disposal in accordance with the organization's disposal procedure.
- The equipment should be stored in its original packaging in a room protected from atmospheric precipitation. The permissible temperature and humidity ranges during storage are specified in the Operation (Installation) Manual.
- Transportation of equipment should be carried out in the original packaging in covered vehicles by any means of transport. The temperature and humidity during transportation must comply with the permissible established ranges of temperature and humidity during storage (in the off state) specified in the Operation Manual (Installation).

For additional information on Meraki hardware and for other installation guides, please refer to **documentation.meraki.com**.