

# Ruijie Reyee RG-EG300GH-E Series Routers

## Hardware Installation and Reference Guide



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# Preface

## Intended Audience

This document is intended for:

- Network engineers
- Technical support and servicing engineers
- Network administrators

## Technical Support

- The official website of Ruijie Reye: <https://www.ruijienetworks.com/products/reeye>
- Technical Support Website: <https://www.ruijienetworks.com/support>
- Case Portal: <https://caseportal.ruijienetworks.com>
- Community: <https://community.ruijienetworks.com>
- Technical Support Email: [service\\_rj@ruijienetworks.com](mailto:service_rj@ruijienetworks.com)

## Conventions

### 1. Signs

The signs used in this document are described as below:

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 **Danger**

An alert that calls attention to safety operation instructions that if not understood or followed when operating the device can result in physical injury.

---

 **Warning**

An alert that calls attention to important rules and information that if not understood or followed can result in data loss or equipment damage.

---

 **Caution**

An alert that calls attention to essential information that if not understood or followed can result in function failure or performance degradation.

---

 **Note**

An alert that contains additional or supplementary information that if not understood or followed will not lead to serious consequences.

---

 **Specification**

An alert that contains a description of product or version support.

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## **2. Note**

This manual provides the device installation steps, hardware troubleshooting, module technical specifications, and specifications and usage guidelines for cables and connectors. It is intended for the users who have some experience in installing and maintaining network hardware. At the same time, it is assumed that the users are already familiar with the related terms and concepts.

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# 1 Product Overview

## 1.1 RG-EG300GH-E

The RG-EG300GH-E series routers are independently developed by Ruijie Networks with independent intellectual property rights. RG-EG300GH-E routers are a new generation of products for the small and micro enterprise offices, small hotels, and villas, providing 1000Mbps of egress bandwidth to meet the user need of high-speed bandwidth. RG-EG300GH-E boasts the flexible multi-WAN feature and policy-based routing, enabling users to customize varied online behavior management policies. Working with the Rejee manageable switches and access points, it can implement the unified network configuration through the App and perform remote management and diagnosis.

The RG-EG300GH-E series routers include the following models:

**Table 1-1 RG-EG300GH-E Specifications**

Model	10/100/1000Base-T Adaptive Ethernet Port	WAN Port	LAN Port	LAN/WAN Switchable Port	PoE Port	Power Supply
RG-EG305GH-P-E	5	1	4	3	4	Adapter
RG-EG310GH-E	10	1	9	3	/	Fixed Power Supply
RG-EG310GH-P-E	10	1	9	3	8	Adapter

## 1.2 Package Contents

### 1.2.1 RG-EG305GH-P-E

**Table 1-2 RG-EG305GH-P-E Package Contents**

Item	Quantity
Router	1
Foot pad	4
Power adapter	1
Power cord	1
User Manual	1

Item	Quantity
Warranty Card	1

## 1.2.2 RG-EG310GH-E

Table 1-3 RG-EG310GH-E Package Contents

Item	Quantity
Router	1
Mounting bracket	2
Foot pad	4
GB819-85 M4 x 8 mm screw	6
Power cord	1
Power cord retention clip	1
User Manual	1
Warranty Card	1

## 1.2.3 RG-EG310GH-P-E

Table 1-4 RG-EG310GH-P-E Package Contents

Item	Quantity
Router	1
Foot pad	4
Power adapter	1
Power cord	1
User Manual	1
Warranty Card	1

## 1.3 Product Appearance

### 1.3.1 RG-EG305GH-P-E

Figure 1-1 RG-EG305GH-P-E Router Appearance

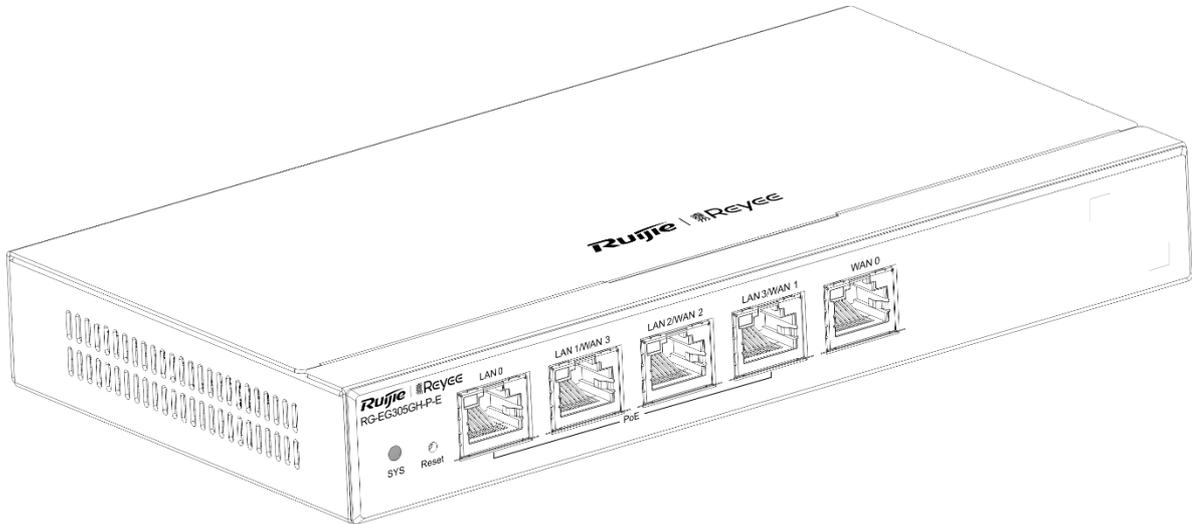


Figure 1-2 Front Panel of an RG-EG305GH-P-E Router

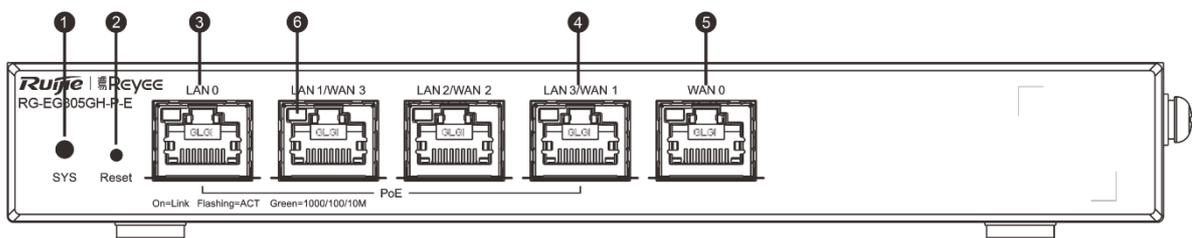


Table 1-5 Front Panel Specifications

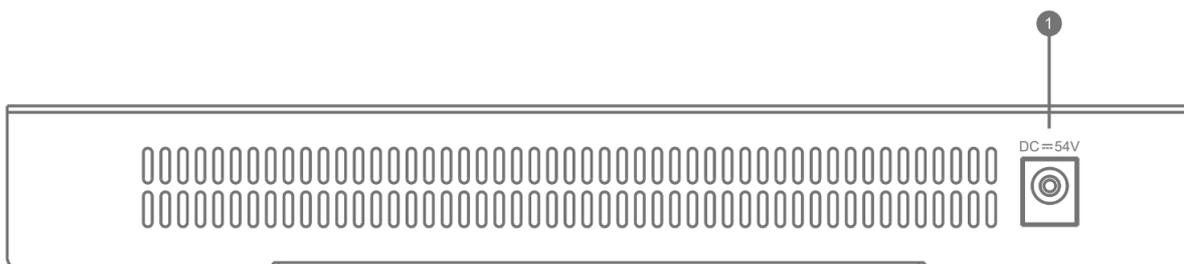
Item	Description
System Status LED	<ul style="list-style-type: none"> <li>Fast blinking green: The router is starting up.</li> <li>Solid green: The router is functioning properly.</li> <li>Slow blinking green: 1. The router is restoring factory default settings. 2. The router is upgrading the software.</li> </ul>
Reset Button	<ul style="list-style-type: none"> <li>Press for less than 2 seconds to reboot the router.</li> <li>Press for more than 5 seconds until the system LED flashes to restore the router to factory default settings. (The device does not respond if you press the <b>Reset</b> button for 2s to 5s).</li> </ul>
LAN Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation, compliant with the IEEE 802.3af (PoE) and 802.3at (PoE+) standards. Connect the LAN port to the PC, the switch or the access point with an Ethernet cable.

Item	Description
LAN/WAN Switchable Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation, compliant with the IEEE 802.3af (PoE) and 802.3at (PoE+) standards. The port is switchable between the WAN port and the LAN port.
WAN Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation. Connect the WAN port to the DSL/Cable Modem to establish an Ethernet connection.
Link/ACT Port LED	<ul style="list-style-type: none"> <li>● Solid green: The port has made a successful link.</li> <li>● Blinking green: The port is transmitting or receiving traffic.</li> </ul>

**Note**

After the router is restored to factory default settings, the default management address is <http://192.168.110.1> (No password by default).

**Figure 1-3 Rear Panel of an RG-EG305GH-P-E Router**



**Table 1-6 Rear Panel Specifications**

Item	Description
DC Input Plug	Connect the DC power adapter to the DC input plug on the faceplate of the router to power on the router.

### 1.3.2 RG-EG310GH-E

Figure 1-4 RG-EG310GH-E Router Appearance

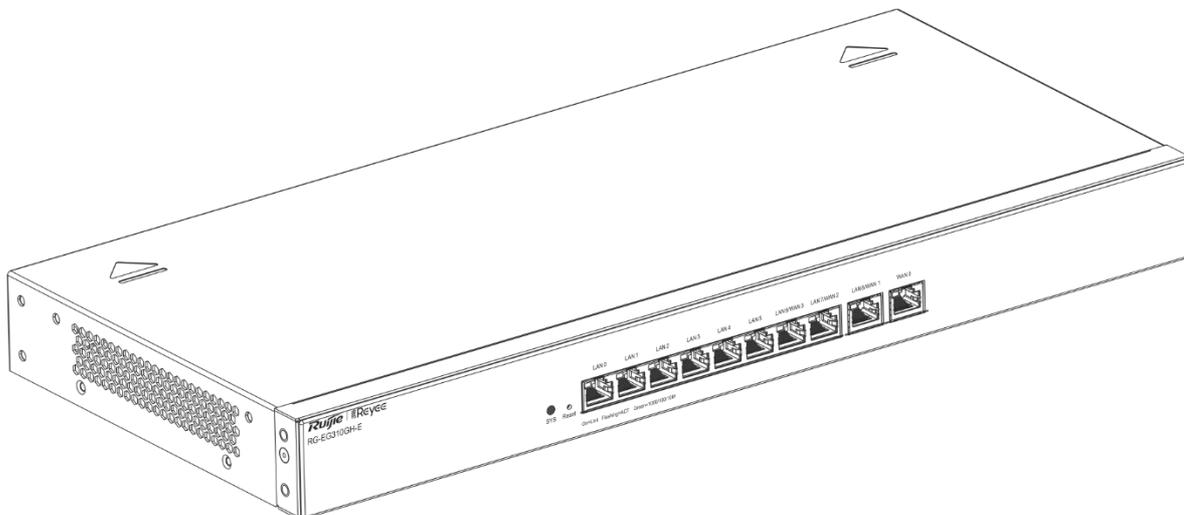


Figure 1-5 Front Panel of an RG-EG310GH-E Router

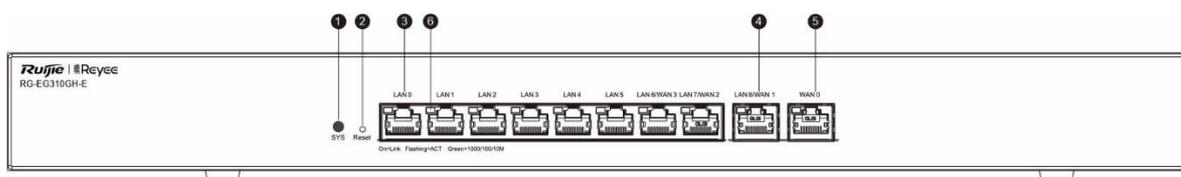


Table 1-7 Front Panel Specifications

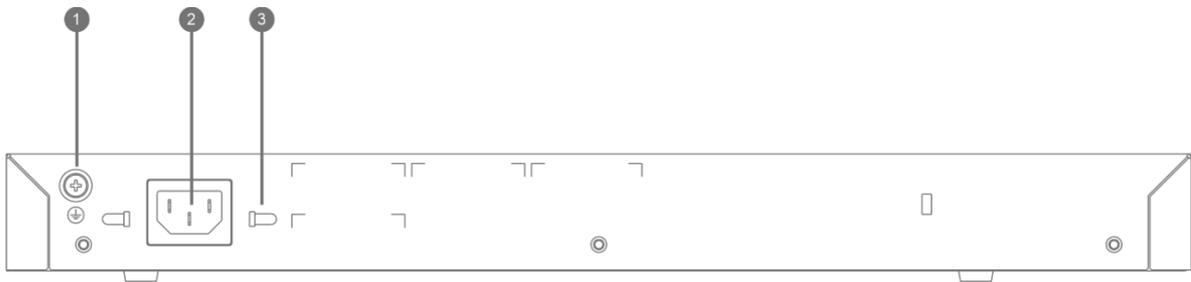
Item	Description
System Status LED	<ul style="list-style-type: none"> <li>Fast blinking green: The router is starting up.</li> <li>Solid green: The router is functioning properly.</li> <li>Slow blinking green: 1. The router is restoring factory default settings. 2. The router is upgrading the software.</li> </ul>
Reset Button	<ul style="list-style-type: none"> <li>Press for less than 2 seconds to reboot the router.</li> <li>Press for more than 5 seconds until the system LED flashes to restore the router to factory default settings. (The device does not respond if you press the <b>Reset</b> button for 2s to 5s).</li> </ul>
LAN Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation. Connect the LAN port to the PC, the switch or the access point with an Ethernet cable.
LAN/WAN Switchable Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation. The port is switchable between the WAN port and the LAN port.
WAN Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation. Connect the WAN port to the DSL/Cable Modem to establish an Ethernet connection.

Item	Description
Link/ACT Port LED	<ul style="list-style-type: none"> <li>● Solid green: The port has made a successful link.</li> <li>● Blinking green: The port is transmitting or receiving traffic.</li> </ul>

**Note**

After the router is restored to factory default settings, the default management address is <http://192.168.110.1> (No password by default).

**Figure 1-6 Rear Panel of an RG-EG310GH-E Router**



**Table 1-8 Rear Panel Specifications**

Item	Description
Grounding Lug	Connect the grounding lug to the grounding system of the installation site with the grounding cable to provide grounding protection.
Three-pin AC Power Plug	Connect the AC power connector to the three-pin AC power plug on the faceplate of the router to power on the router.
Power Cord Retention Clip Hole	Install the power cord retention clip in the clip hole. When connecting a power cord, push up on the retention clip that secures the input power cord to the power supply.

### 1.3.3 RG-EG310GH-P-E

Figure 1-7 RG-EG310GH-P-E Router Appearance

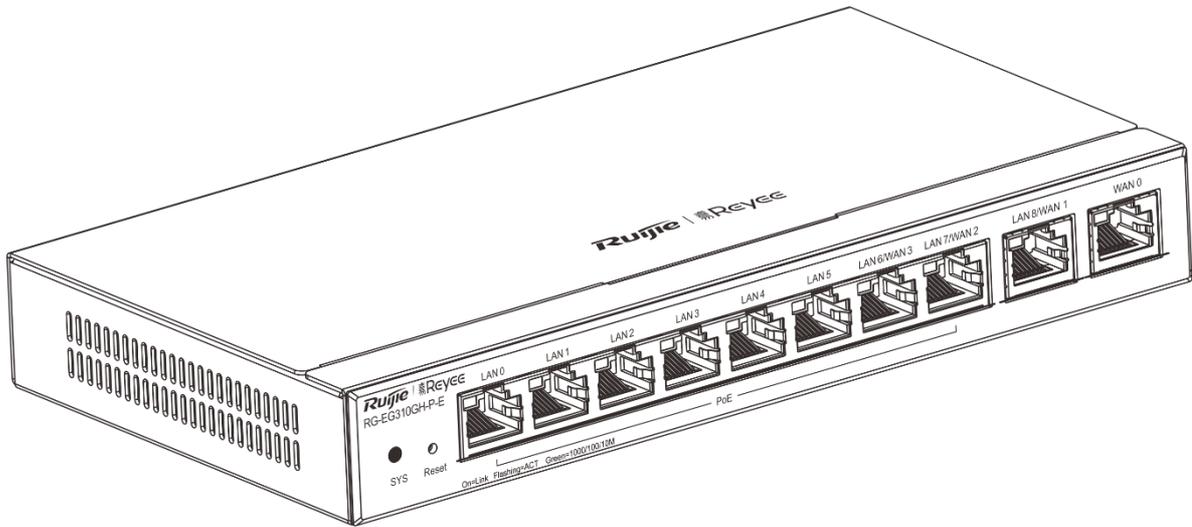


Figure 1-8 Front Panel of an RG-EG310GH-P-E Router

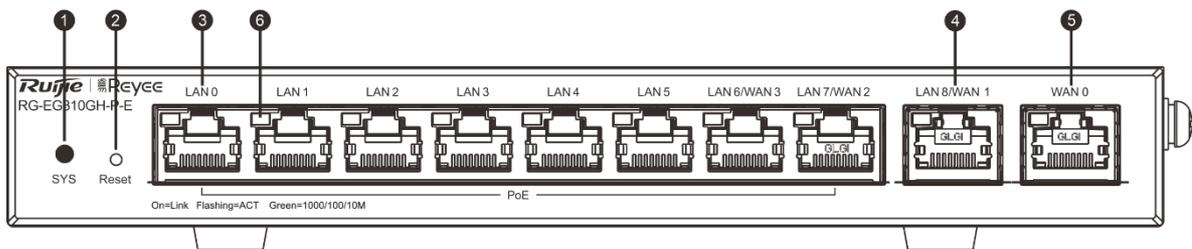


Table 1-9 Front Panel Specifications

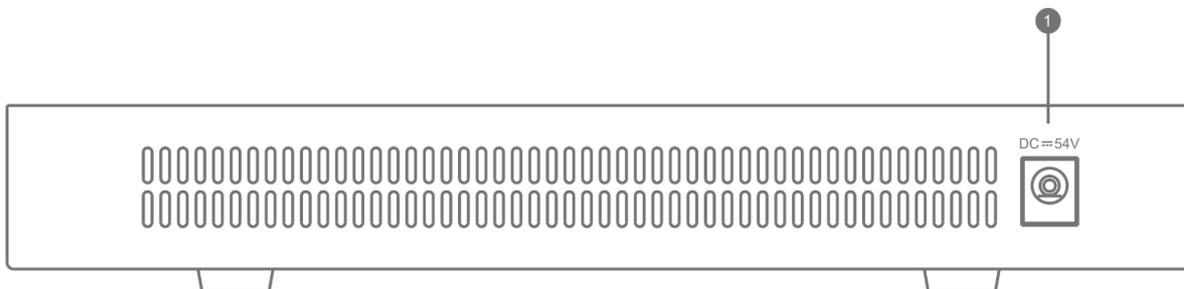
Item	Description
System Status LED	<ul style="list-style-type: none"> <li>Fast blinking green: The router is starting up.</li> <li>Solid green: The router is functioning properly.</li> <li>Slow blinking green: 1. The router is restoring factory default settings. 2. The router is upgrading the software.</li> </ul>
Reset Button	<ul style="list-style-type: none"> <li>Press for less than 2 seconds to reboot the router.</li> <li>Press for more than 5 seconds until the system LED flashes to restore the router to factory default settings. (The device does not respond if you press the Reset button for 2s to 5s).</li> </ul>
LAN Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation, compliant with the IEEE 802.3af (PoE) and 802.3at (PoE+) standards. Connect the LAN port to the PC, the switch or the access point with an Ethernet cable.
LAN/WAN Switchable Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation. The port is switchable between the WAN port and the LAN port.

Item	Description
WAN Port	10/100/1000BASE-T Ethernet RJ45 with auto negotiation. Connect the WAN port to the DSL/Cable Modem to establish an Ethernet connection.
Link/ACT Port LED	<ul style="list-style-type: none"> <li>● Solid green: The port has made a successful link.</li> <li>● Blinking green: The port is transmitting or receiving traffic.</li> </ul>

**Note**

After the router is restored to factory default settings, the default management address is <http://192.168.110.1> (No password by default).

**Figure 1-9 Rear Panel of an RG-EG310GH-P-E Router**



**Table 1-10 Rear Panel Specifications**

Item	Description
DC Input Plug	Connect the DC power adapter to the DC input plug on the faceplate of the router to power on the router.

## 1.4 Technical Specifications

### 1.4.1 RG-EG305GH-P-E

**Table 1-11 Technical Specifications of an RG-EG305GH-P-E Router**

<b>Model</b>	RG-EG305GH-P-E
<b>CPU</b>	Dual-core CPU with the clock speed of 1.35 GHz
<b>Flash Memory</b>	256 MB
<b>SDRAM</b>	DDRIII 512 MB
<b>Fixed Service Ports</b>	Five 10/100/1000BASE-T Ethernet RJ45 with auto negotiation, including four LAN

	ports and one WAN port. One LAN port can be switched to the WAN port. Four ports are IEEE 802.3af/at-compliant.
<b>Power Supply</b>	AC input: Rated Voltage Range: 100 V AC to 240 V AC Maximum Voltage Range: 90 V AC to 264 V AC Frequency: 50 Hz/60 Hz Rated current: 1.5 A Power cord requirements: 10 A power cord
<b>Adapter DC Connector Specifications</b>	Inner diameter: 2.1 mm (0.08 in.) Outer diameter: 5.5 mm (0.22 in.) Depth: 10.0 mm (0.39 in.) ± 0.3 mm (0.02 in.) Polarity symbol: the center (tip) of the output plug is positive (+) and the barrel (ring) of the output is negative (-).
<b>Ground Leakage Current</b>	≤ 3.5 mA
<b>EEE Function</b>	Supported
<b>PoE Function</b>	IEEE 802.3af/at-compliant PoE output power ≤ 60 W
<b>Power Consumption</b>	< 80 W
<b>Operating Temperature</b>	0°C to 40°C (32°F to 104°F)
<b>Storage Temperature</b>	-40°C to 70°C (-40°F to 158°F)
<b>Operating Humidity</b>	10% to 90% RH (non-condensing)
<b>Storage Humidity</b>	5% to 95% RH (non-condensing)
<b>Fan Module</b>	Fanless
<b>Temperature Alarming</b>	Not Supported
<b>EMC Certification</b>	GB9254 CLASS A EN 55032:2015+AC:2016 EN 61000-3-2:2014 EN 61000-3-3:2013 EN 55035:2017 ETSI EN 300 386 V2.1.1 (2016-07)
<b>Safety Regulation Compliance</b>	GB4943-2011 EN 62368-1
<b>Dimensions (W x D x H)</b>	202 mm x 109.5 mm x 28 mm (7.95 in. x 4.31 in. x 1.10 in., with the panel)

	202 mm x 108 mm x 28 mm (7.95 in. x 4.25 in. x 1.10 in., without the panel)
<b>Weight</b>	0.45 kg (0.99 lbs)

**⚠ Caution**

Please use the power adapter and power cord delivered with the router by Ruijie Networks.

## 1.4.2 RG-EG310GH-E

**Table 1-12 Technical Specifications of an RG-EG310GH-E Router**

<b>Model</b>	RG-EG310GH-E
<b>CPU</b>	Dual-core CPU with the clock speed of 1.35 GHz
<b>Flash Memory</b>	256 MB
<b>SDRAM</b>	DDRIII 512 MB
<b>Fixed Service Ports</b>	Ten 10/100/1000BASE-T Ethernet RJ45 with auto negotiation, including nine LAN ports and one WAN ports. Three LAN ports can be switched to the WAN ports.
<b>Power Supply</b>	AC input: Rated voltage range: 100 V AC to 240 V AC Maximum voltage range: 90 V AC to 264 V AC Frequency: 50 Hz/60 Hz Rated current: 0.6 A Power cord requirements: 10 A power cord
<b>Ground Leakage Current</b>	≤ 3.5 mA
<b>EEE Function</b>	Supported
<b>PoE Function</b>	Not Supported
<b>Power Consumption</b>	< 15 W
<b>Operating Temperature</b>	0°C to 40°C (32°F to 104°F)
<b>Storage Temperature</b>	-40°C to 70°C (-40°F to 158°F)
<b>Operating Humidity</b>	10% to 90% RH (non-condensing)
<b>Storage Humidity</b>	5% to 95% RH (non-condensing)
<b>Fan Module</b>	Fanless
<b>Temperature Alarming</b>	Not Supported
<b>EMC Certification</b>	GB9254 CLASS A

	EN 55032:2015+AC:2016 EN 61000-3-2:2014 EN 61000-3-3:2013 EN 55035:2017 ETSI EN 300 386 V2.1.1 (2016-07)
<b>Safety Regulation Compliance</b>	GB4943-2011 EN 62368-1
<b>Dimensions (W x D x H)</b>	440 mm x 201.5 mm x 43.6 mm (7.95 in. x 4.31 in. x 1.10 in., with the panel) 440 mm x 200 mm x 43.6 mm (7.95 in. x 4.25 in. x 1.10 in., without the panel)
<b>Weight</b>	2.35 kg (5.18 lbs)

### 1.4.3 RG-EG310GH-P-E

Table 1-13 Technical Specifications of an RG-EG310GH-P-E Router

<b>Model</b>	RG-EG310GH-P-E
<b>CPU</b>	Dual-core CPU with the clock speed of 1.35 GHz
<b>Flash Memory</b>	256 MB
<b>SDRAM</b>	DDRIII 512 MB
<b>Fixed Service Ports</b>	Ten 10/100/1000BASE-T Ethernet RJ45 with auto negotiation, including nine LAN ports and one WAN ports. Three LAN ports can be switched to the WAN ports  Eight ports are IEEE 802.3af/at-compliant.
<b>Power Supply</b>	AC input: Rated voltage range: 100 V AC to 240 V AC Maximum voltage range: 90 V AC to 264 V AC Frequency: 50 Hz/60 Hz Rated current: 2.5 A Power cord requirements: 10 A power cord
<b>Adapter Connector Specifications</b>	Inner diameter: 2.1 mm (0.08 in.) Outer diameter: 5.5 mm (0.22 in.) Depth: 10.0 mm (0.39 in.) ± 0.5 mm (0.02 in.) Polarity symbol: the center (tip) of the output plug is positive (+) and the barrel (ring) of the output is negative (-).
<b>Ground Leakage Current</b>	≤ 3.5 mA

<b>EEE Function</b>	Supported
<b>PoE Function</b>	IEEE 802.3af/at-compliant PoE output power ≤ 110 W
<b>Power Consumption</b>	< 130 W
<b>Operating Temperature</b>	0°C to 40°C (32°F to 104°F)
<b>Storage Temperature</b>	-40°C to 70°C (-40°F to 158°F)
<b>Operating Humidity</b>	10% to 90% RH (non-condensing)
<b>Storage Humidity</b>	5% to 95% RH (non-condensing)
<b>Fan Module</b>	Fanless
<b>Temperature Alarming</b>	Not Supported
<b>EMC Certification</b>	GB9254 CLASS A EN 55032:2015+AC:2016 EN 61000-3-2:2014 EN 61000-3-3:2013 EN 55035:2017 ETSI EN 300 386 V2.1.1 (2016-07)
<b>Safety Regulation Compliance</b>	GB4943-2011 EN 62368-1
<b>Dimensions (W x D x H)</b>	202 mm x 109.5 mm x 28 mm (7.95 in. x 4.31 in. x 1.10 in., with the panel) 202 mm x 108 mm x 28 mm (7.95 in. x 4.25 in. x 1.10 in., without the panel)
<b>Weight</b>	0.5kg (1.10 lbs)

# 2 Preparing for Installation

## 2.1 Safety Precautions

---

**Note**

- The devices mentioned in this manual cannot be mounted to a wall.
  - To avoid personal injury and device damage, carefully read the safety precautions before you install the device.
  - The following safety precautions may not cover all possible dangers.
- 

### 2.1.1 General Safety Precautions

- Do not place the device in a wet position, and keep the device away from liquid. Keep the chassis clean and dust-free.
- Install the device in a position far away from heat sources.
- Ensure that the cabinet and power distribution system are properly grounded.
- Do not place the device in walking areas.
- During the installation and maintenance, do not wear loose clothes, ornaments, or any other things that may be hooked by the chassis.
- Keep tools and components away from walking areas.

### 2.1.2 Handling Safety

- Prevent the device from being frequently handled.
- Cut off all the power supplies and unplug all power cords before moving or handling the device.
- Keep balance and prevent personal injuries when handling the device.

### 2.1.3 Electric Safety

---

**Warning**

- Improper or incorrect electric operations may cause a fire, electric shock, and other accidents, and lead to severe and fatal personal injury and device damage.
  - Direct or indirect contact with high voltage or mains power supply through wet objects may cause fatal dangers.
- 

- Observe local regulations and specifications during electric operations. Only personnel with relevant qualifications can perform such operations.
- Check whether there are potential risks in the work area. For example, check whether the power supply is grounded, whether the grounding is reliable, and whether the ground is wet.
- Learn about the position of the indoor emergency power switch before installation. Cut off the power switch in case of accidents.
- Check the device carefully before shutting down the power supply.

- If a power supply system is equipped with a leakage protector (also referred to as “leakage current switch” or “leakage current breaker”), the power supply will be cut off automatically when the electric leakage or electric shock occurs. The selected leakage protector should comply with the following rule:
  - The rated leakage action current of each leakage protector is greater than twice of the theoretical maximum leakage current of all the power supplies in the system.

For example, if a system is equipped with 16 identical power supplies, the leakage current of each power supply is equal to or less than 3.5 mA, and the leakage current of the system totals 56 mA. A leakage protector with 30 mA rated action current supports less than five power supplies (that is, Action current of the leakage protector/2/Maximum leakage current of each power supply =  $30/2/3.5 \approx 4.28$ ). In other words, the leakage protector with 30 mA rated action current supports no more than four power supplies. In this case, the 16 power supplies in the system require at least four leakage protectors with 30 mA rated action current and each leakage protector supports four power supplies. If power supplies in a system differ in models, the rated leakage action current of each leakage protector divided by two is greater than the sum of maximum leakage currents of all the power supplies.

- The rated leakage non-action current of a leakage protector shall be 50% of the leakage action current. Otherwise, misoperation may easily occur due to high sensitivity and thus the leakage protector trips, devices are powered off, and services are interrupted.

Take a leakage protector with 30 mA rated leakage action current as an example. The rated leakage non-action current shall be 15 mA. When the leakage current is below 15 mA, the protector shall not act.

---

 **Caution**

- To guarantee personal safety, the rated leakage action current of each leakage protector in the system must be equal to or less than 30 mA (human body safety current is 30 mA). When twice of the total leakage current of the system is greater than 30 mA, the system must be equipped with two or more leakage protectors.
  - For the leakage current value of each power supply model, see the power supply model specifications in Chapter 1.
- 

## 2.1.4 Electrostatic Discharge Safety

- Properly ground the device and floor.
- Keep the indoor installation environment clean and free of dust.
- Maintain appropriate humidity conditions.

## 2.2 Installation Environment Requirements

Install the device indoors to ensure its normal operation and prolonged service life.

The installation site must meet the following requirements.

### 2.2.1 Bearing Requirements

Evaluate the weight of the switch and its accessories (for example, the cabinet, chassis, and power supply modules), and ensure that the ground of the installation site meets the requirements.

If the RG-EG310GH-E router is installed inside a cabinet, the following conditions must be met:

- Install the router into an open cabinet. If the router is installed into a closed cabinet, ensure that the cabinet has proper ventilation and heat dissipation.
- The cabinet is strong enough to support the weight of the router and its accessories.
- You are advised to install the device into a standard cabinet and maintain a proper clearance around the air vents for heat dissipation.
- The cabinet is properly grounded.

## 2.2.2 Ventilation Requirements

Maintain a minimum clearance of 100 mm (3.94 in.) around the device for air circulation and normal heat dissipation. After various cables are connected, bundle the cables or place them in the cable management bracket to avoid blocking air inlets. Dust the device every three months to avoid blocking the ventilation openings.

## 2.2.3 Space Requirements

It is recommended that the width of the equipment room corridor be greater than 0.8m (31.50 in.) to ensure enough space for moving chassis.

Please do not install the device against the wall. Instead, please maintain a minimum clearance of 0.4 m (15.75 in.) around the device for heat dissipation and device maintenance.

## 2.2.4 Temperature/Humidity Requirements

To ensure the normal operation and prolonged service life of the device, maintain an appropriate temperature and humidity in the equipment room.

The equipment room with too high or too low temperature and humidity for a long period may damage the device.

- In an environment with high relative humidity, the insulating material may have poor insulation or even leak electricity.
- In an environment with low relative humidity, the insulating strip may dry and shrink, loosening screws.
- In a dry environment, static electricity is prone to occur and damage the internal circuits of the device.
- Too high temperatures can accelerate the aging of insulation materials, greatly reducing the reliability of the device and severely affecting its service life.

The temperature and humidity requirements of the device are as follows:

**Table 2-1 Working Environment Requirements**

Operating Temperature	Operating Humidity
0°C to 40°C (32°F to 104°F)	10% to 90% RH (non-condensing)

### Note

The ambient temperature and humidity of the device are measured at the point that is 1.5 m (59.06 in.) above the floor and 0.4 m (15.75 in.) before the device rack when there is no protective plate in front or at the back of the rack.

## 2.2.5 Cleanliness Requirements

Dust poses a major threat to the switch. The indoor dust takes on a positive or negative static electric charge when falling on the switch, causing poor contact of the metallic joint. Such electrostatic adhesion may occur more easily when the relative humidity is low, not only affecting the service life of the switch, but also causing communication faults. The following table describes the requirements for the dust content and granularity in the equipment room.

**Table 2-2 Requirements for Dust**

Dust	Unit	Content
Dust particles (diameter $\geq 0.5 \mu\text{m}$ )	Particles/m <sup>3</sup>	$\leq 3.5 \times 10^6$
Dust particles (diameter $\geq 5 \mu\text{m}$ )	Particles/m <sup>3</sup>	$\leq 3 \times 10^4$

Apart from dust, the salt, acid, and sulfide in the air in the equipment room must meet strict requirements. These harmful substances will accelerate metal corrosion and component aging. Therefore, the equipment room should be properly protected against the intrusion of harmful gases, such as sulfur dioxide, hydrogen sulfide, nitrogen dioxide, and chlorine gas. The following table lists limit values for harmful gases.

**Table 2-3 Requirements for Gases**

Gas	Average (mg/m <sup>3</sup> )	Maximum (mg/m <sup>3</sup> )
Sulfur dioxide (SO <sub>2</sub> )	0.3	1.0
Hydrogen sulfide (H <sub>2</sub> S)	0.1	0.5
Nitrogen dioxide (NO <sub>2</sub> )	0.5	1.0
Chlorine gas (Cl <sub>2</sub> )	0.1	0.3

 **Note**

**Average** refers to the average value of harmful gases measured in one week. **Maximum** refers to the upper limit of harmful gases measured in one week, and the maximum value lasts up to 30 minutes every day.

## 2.2.6 Grounding Requirements

A proper grounding system is the basis for stable and reliable running and is indispensable for preventing lightning strikes and interference. Carefully check the grounding conditions at the installation site according to the grounding specifications, and complete grounding properly based on the actual situation.

- Safe Grounding

Ensure that the cabinet and power distribution device are securely grounded when the device uses the AC power supply. Otherwise, electric shock may occur when the insulation resistance between the power supply inside the device and the chassis becomes small.

---

**⚠ Caution**

- Please adopt protection grounding connections in buildings so that the device can be connected to the protection ground.
  - Check whether the AC socket is reliably connected to the protection ground of the building. If not, a protection ground wire should be used to connect the protection ground lug of the AC socket to the protection ground of the building.
  - The cross-sectional area of the protection ground cable should be at least 0.75 mm<sup>2</sup> (18 AWG).
- 

- Lightning Grounding

The lightning protection system of facilities is standalone, and is composed of a lightning rod, a lower conductor, and a connector connected to the grounding system. The grounding system is usually used for power reference grounding and safety grounding of the cabinet. Lightning grounding is required only for facilities and is not required for the device.

- EMC Grounding

Grounding required for electromagnetic compatibility includes shielded grounding, filter grounding, noise and interference suppression, and level reference, which contribute to the overall grounding requirements. The grounding resistance should be smaller than 1 ohm, and the ground terminals of the cabinet should be grounded before the running of the device.

---

**⚠ Warning**

The device 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. In this case, users are advised to take proper measures against the interference.

---

## 2.2.7 Anti-interference Requirements

Various interference sources, from either outside or inside the equipment or application system, affect the device in the conductive ways such as capacitive coupling, inductive coupling, and electromagnetic radiation. There are two types of electromagnetic interferences: radiated interference and conducted interference, depending on the type of the propagation path. When the energy, often RF energy, from a component arrives at a sensitive component via the space, the energy is known as radiated interference. The interference source can be both a part of the interfered system and a completely electrically isolated unit. Conducted interference results from the electromagnetic wire or signal cable connection between the source and the sensitive component. The interference is conducted from one unit to another unit through cables.

Conducted interference often affects the power supply of the equipment, but can be controlled by a filter. Radiated interference may affect any signal path in the equipment, and is difficult to shield.

The anti-interference requirements are as follows:

- Take interference prevention measures for the power supply system.
- Keep the device away from the grounding equipment or lightning and grounding equipment of the power device as much as possible.
- Keep the device far away from high-frequency current devices such as high-power radio transmitting station and radar launcher.

- Take electromagnetic shielding measures when necessary.

## 2.2.8 Lightning Protection Requirements

- The device can guard against lightning strikes. As an electric device, it may still be damaged by strong lightning strikes. Take the following lightning protection measures: Ensure that the grounding cable of the cabinet is in good contact with the ground.
- Ensure that the neutral point of the AC power socket is in good contact with the ground.
- You are advised to install a power lightning arrester in front of the power input end to enhance the lightning prevention for the power supply.

## 2.2.9 Installation Site Requirements

Regardless of whether the device is installed into a cabinet or on a workbench, the following conditions must be met:

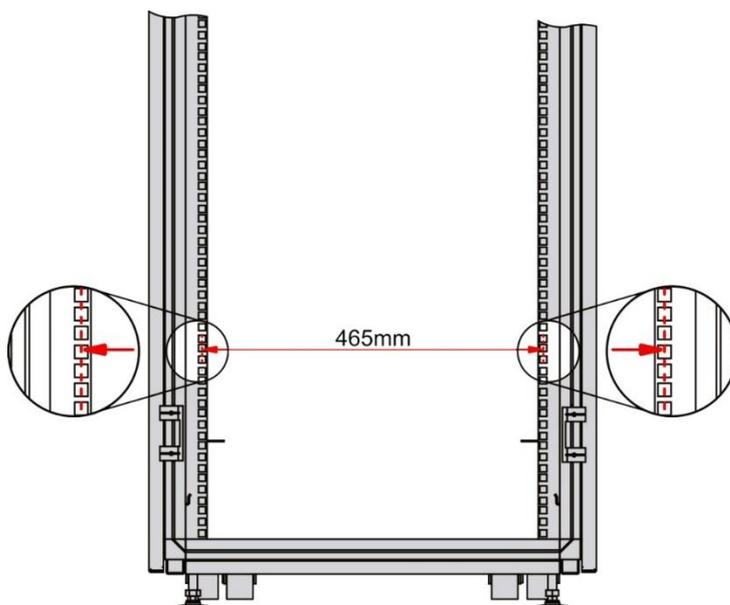
- Maintain a proper clearance around the air vents for heat dissipation.
- The cabinet or the workbench has proper ventilation and heat dissipation.
- The cabinet or the workbench is strong enough to support the weight of the device and its accessories.
- The cabinet or the workbench are properly grounded.

## 2.3 Cabinet Installation Requirements

If you want to install the device into a cabinet, confirm that the cabinet meets the following conditions:

- (1) A standard 19-inch cabinet is used.
- (2) The distance between square hole strips on the left and right sides of the standard 19-inch cabinet is 465 mm (18.31 in.).

**Figure 2-1 Standard 19-inch Cabinet**



- (3) The distance between the square hole strip on the rack column and the outer side of the front cabinet door is greater than 180 mm (7.09 in.) and the thickness of the front cabinet door is smaller than 25 mm (0.98 in.). Therefore, the available space is greater than 155 mm (6.10 in.). The cabinet depth (the distance between the front and rear doors) is greater than 1000 mm (39.37 in.).
- (4) The slide rails (or trays) of the cabinet meets the requirements of the device and support its weight.
- (5) A ground terminal is installed reliably on the cabinet to ensure that the device is fully grounded.
- (6) The cabinet is well ventilated and the porosity of the front and rear panels is greater than 50%.

## 2.4 Tools

**Table 2-4 Tools**

<b>Common Tools</b>	Phillips screwdrivers, power cords, network cables, fastening bolts, diagonal pliers, and binding straps
<b>Special Tools</b>	Antistatic gloves, wire stripper, crimping pliers, crystal connector crimping pliers, and wire cutter
<b>Meter</b>	Multimeter
<b>Relevant Devices</b>	PC, display, and keyboard

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** Note**

The device is delivered without a tool kit. Please prepare a tool kit yourself.

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# 3 Installing the Router

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 **Caution**

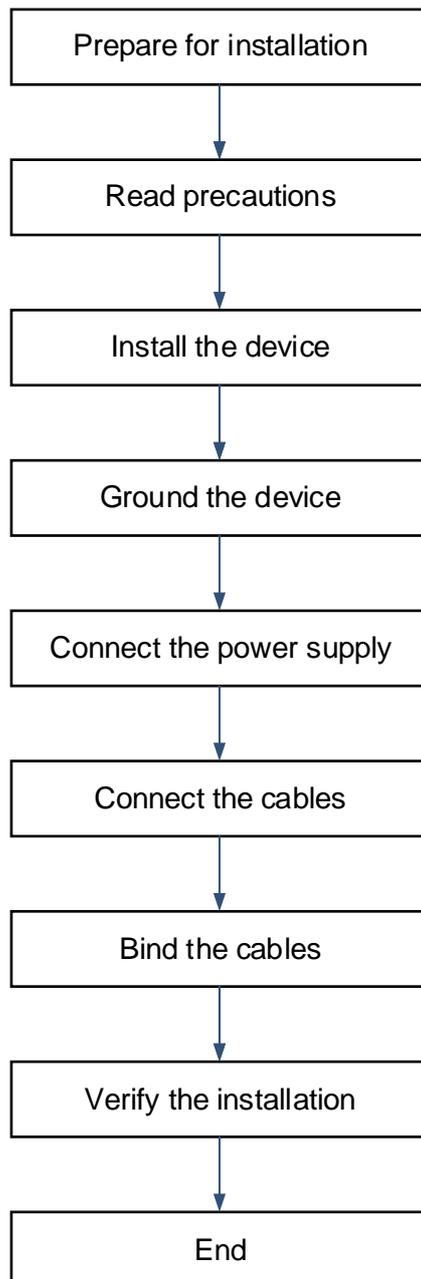
Ensure that requirements in Chapter 2 are all met.

---

## 3.1 Installation Procedure

The installation steps are shown in the following figure.

**Figure 3-1 Installation Procedure**



## 3.2 Preparing

Carefully plan and arrange the installation position, networking mode, power supply and cabling before installation. Confirm the following requirements before installation:

- The installation site provides sufficient space for heat dissipation.
- The installation site meets the temperature and humidity requirements of the device.
- The power supply and required current are available in the installation site.
- The network cables have been deployed in the installation site.
- The selected power supply modules meet the system power requirements.
- The position of the indoor emergency power switch is learned before installation. The power switch is cut off in case of accidents.

## 3.3 Precautions

To ensure the normal operation and prolonged service life of the device, please observe the following precautions:

- Do not power on the device during installation.
- Install the device in a well-ventilated position.
- Do not subject the device to high temperatures.
- Keep away from high voltage cables.
- Install the device indoors.
- Do not expose the device in a thunderstorm or strong electric field.
- Keep the device clean and dust-free.
- Cut off the power switch before cleaning the device.
- Do not wipe the device with a damp cloth.
- Do not wash the device with liquid.
- Do not open the enclosure when the device is working.
- Fasten the device tightly.

## 3.4 Mounting the Cabinet

### 3.4.1 Precautions

If you want to install the RG-EG310GH-E router into a cabinet, mount the cabinet first. When mounting the cabinet, please note the followings:

- All expansion bolts for fastening the cabinet base to the ground should be installed and tightened in sequence from bottom to up (large flat washer, spring washer, and nut), and the installation holes on the base and the expansion bolts are properly aligned.
- The installed cabinet should not be moved.
- The installed cabinet should be vertical to the ground.
- When multiple cabinets are placed side by side in the equipment room, they should be aligned with each other, leaving an error less than 5 mm (0.20 in.).
- The front/rear doors of the cabinet should be installed to allow you open and close them smoothly. The locks should work normally, and all keys should be complete.
- There should be no unnecessary and informal labels inside the cabinet and on service modules.
- Filler panels are installed on vacant slots.
- The screws in the cabinet should be fasten tightly and be of the same model.
- The device is securely installed, and the screws on the panel should be fastened tightly.
- All wiring outlets at the top and bottom of the cabinet should be installed with rodent-resistant nets with clearance of no more than 15 mm (0.59 in.) in diameter to prevent rodents and other small animals from entering the cabinet.
- Antistatic wrist straps should be provided in the cabinet.

### 3.4.2 Simple Installation Steps

- (1) Plan the available space before installing the cabinet. Reserve enough space for the front and rear doors for device maintenance.
- (2) Install and fasten the cabinet in the designed position as planned.
- (3) Install the appropriate cable troughs and cables.
- (4) Install the tray and cable management brackets on the rack according to the number of devices installed into the cabinet.

## 3.5 Installing the Device

### 3.5.1 Mounting the Device into a Cabinet

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**⚠ Caution**

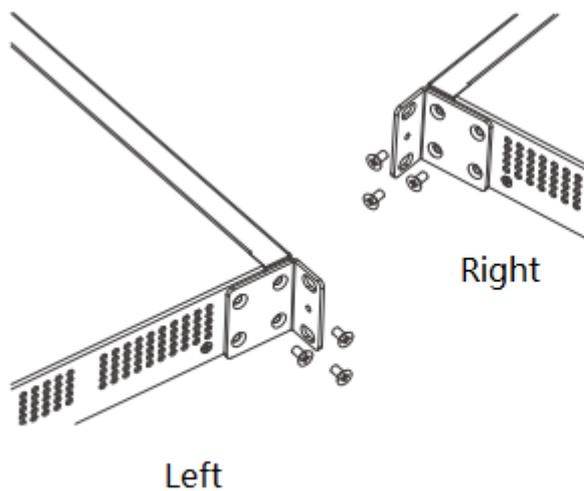
RG-EG305GH-P-E and RG-EG310GH-P-E routers cannot be installed into a cabinet.

---

The RG-EG310GH-E router can be installed in a 19-inch EIA cabinet. The installation steps are as follows:

- (1) Take out the M4 x 8 mm screws (delivered with the brackets). Secure one bracket to each side of the device using three M4 x 8 mm screws.

**Figure 3-2 Installing the Brackets**



Secure the brackets on the standard 19-inch cabinet.

- (2) Mount the device into the cabinet and secure the other end of the brackets to square hole posts of the cabinet using the cage nuts and M6 screws.

### 3.5.2 Mounting the Device on a Workbench

If a standard 19-inch cabinet is unavailable, you can mount the device on a workbench.

- (1) Attach the four foot pads to the four corners on the bottom of the device.

- (2) Place the device on the workbench to ensure adequate airflow and good heat dissipation.

---

**⚠ Caution**

The workbench on which the device is mounted and operated must not be moved.

---

### 3.6 Connecting the Ground Cable of the Device

The router has a grounding lug for grounding protection. Connect the grounding lug of the device to the grounding terminal of the cabinet with a ground cable. Then connect the grounding terminal to the grounding bar in the equipment room.

Precautions:

- The cross-sectional area of the ground cable should be determined according to the possible maximum current. Cables with good conductor should be used.
- Do not use bare wires.
- The resistance between the chassis and ground should be less than 1 ohm.

---

**⚠ Caution**

The cross-sectional area of the protection ground cable should be at least 2.5 mm<sup>2</sup> (12 AWG).

---

### 3.7 Connecting the Power Cord

RG-EG305GH-P-E and RG-EG310GH-P-E routers adopt the adapter for power supply.

The power cord of the device has three cores. You are advised to use a single-phase three-core power socket or a multi-function power socket with a neutral point connector. The neutral point of the power supply must be well grounded in the building. In general, the power supply neutral point of the building has been buried in the ground during the cabling. Users need to confirm whether the power supply of the building has been properly grounded.

Please connect the power cord based on the following steps:

- (1) Insert the ring of the adapter DC connector into the DC input plug of the device. Plug the end of the power cord to the power socket on the adapter and the other end into the AC power socket. For those devices without the adapter power supply, plug the end of the power cord into the power socket on the rear panel of the device and the other end of the power cord into the AC power socket.
- (2) Please check the status of system LED on the front panel of the device. If the LED is on, it means that the power cord is connected correctly. Otherwise, please check the power cord connection.

---

**⚠ Caution**

- Please use the power supply adapter and power cord delivered with the device to prevent accidents.
  - The maintenance personnel should check whether the AC socket is reliably connected to the protection ground of the building. If not, the maintenance personnel should use a protection ground wire to connect the protection ground terminal of the AC socket to the protection ground of the building.
  - During the device installation, connect the grounding cable first and disconnect it last.
  - The power socket should be installed in an easily operable position near the device.
-

## 3.8 Connecting Cables

- Connect one end of the RJ45 connector for configuring Ethernet cables to the Ethernet interface of the device module and the other end to the NMS or a control client.
- Insert the twisted pair cable with RJ45 connector into the corresponding interface according to the panel identification, and distinguish the crossover cable and the straight-through cable.

## 3.9 Bundling Cables

### 3.9.1 Precautions

- The power cords and other cables should be bundled in a visually pleasing way.
- When you bundle the twisted pairs, make sure that the twisted pairs at the connectors have natural bends or bends of large radius.
- Do not bundle the twisted pairs too tightly, as this may press hard the cable and affect their service life and transmission performance.

### 3.9.2 Bundling Steps

- (1) Bind the drooping part of the twisted pairs and lead them to both sides of the device for convenience.
- (2) Fasten the twisted pairs to the cabinet cable management ring or bracket. Attach the cables in the cable tray of the rack.
- (3) Bundle the twisted pairs closely along the bottom of the device and in a straight line wherever possible.

## 3.10 Verifying Installation

### 3.10.1 Verifying the Device

- Verify if the external power supply matches with the distribution panel of the cabinet.
- Verify if the front/back cabinet doors can be closed after the device is installed.
- Verify that the cabinet and all cables are securely fastened.
- Verify that the device has been installed in the cabinet.

### 3.10.2 Verifying Cable Connection

- Verify that the cable matches the interface type.
- Verify that cables are properly bundled.

### 3.10.3 Verifying Power Supply

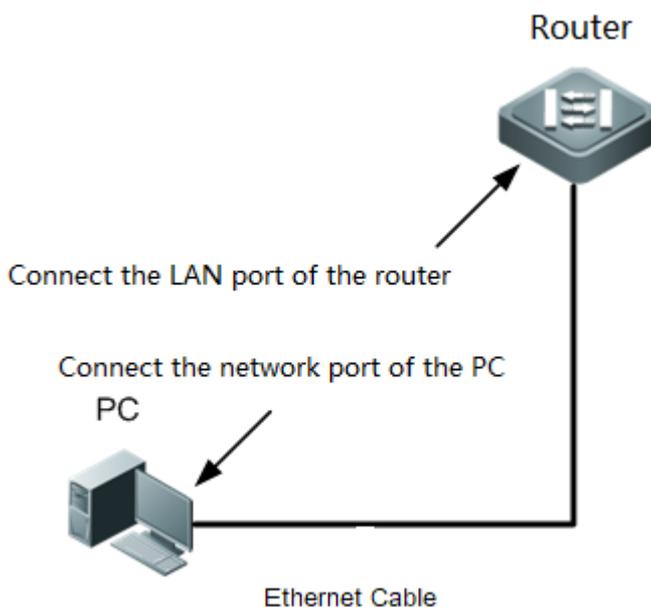
- Verify that the power cord is properly connected and compliant with safety requirements.
- Verify that the device is operational after power-on.

# 4 Verifying Operating Status

## 4.1 Setting up Configuration Environment

- **Wired Connection:** Connect the LAN port of the router to the network port of the PC with an Ethernet cable. Configure the PC to get an IP address automatically.
- **Wireless Connection:** Connect the access point to the LAN port of the router with an Ethernet cable. The access point will automatically broadcast SSID "@Ruijie-mXXXX" (XXXX are the last four characters of the MAC address on the device label.) after power-on. Perform configuration on the device after the PC is connected to the wireless network.

Figure 4-1 Configuration Environment



## 4.2 Checklist

### 4.2.1 Checklist before Power-on

- Check whether the device is properly grounded.
- Check whether the power cord is properly connected.
- Check whether the power supply voltage meets the requirement.
- Check whether the network cable is properly connected, whether the client (may be PC) is started, and whether configuration parameters are configured.

### 4.2.2 Checklist after Power-on

After power-on, check the following item:

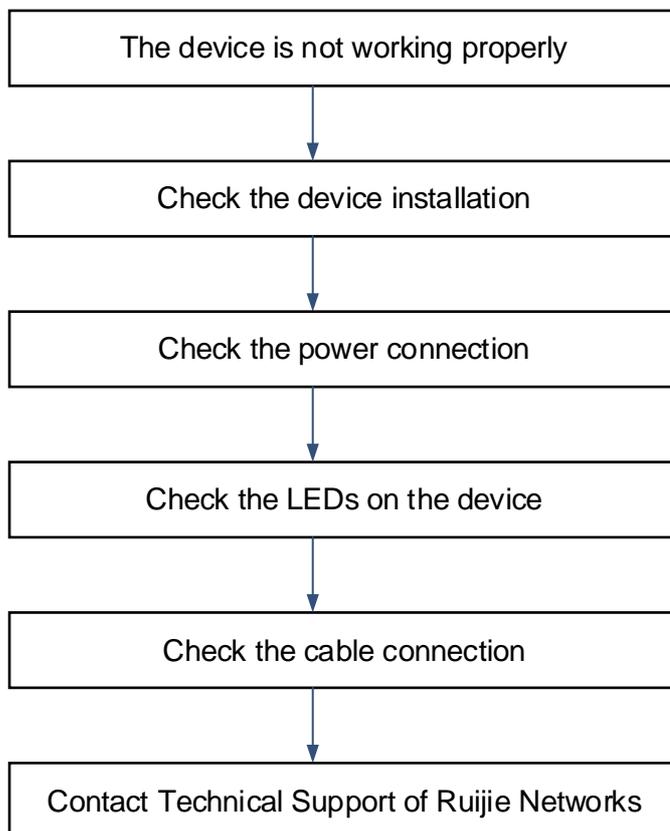
- Check the device indicator status.

## 4.3 Configuring the Router

You can perform specific configuration on the device as required. For details, please refer to the related user manual.

# 5 Troubleshooting

## 5.1 General Troubleshooting Procedure



## 5.2 Common Troubleshooting Procedures

### 5.2.1 Password Loss

Press the **Reset** button for more than 5 seconds to restore the device to factory default settings and reset the system login password.

### 5.2.2 System LED Error

Cut off all power supplies first. Check if the cables of the cabinet have been correctly connected and the power socket is functional. Check whether the power cord is tightly connected to the cabinet power socket. Check whether the power cord is tightly connected and the adapter DC connector works properly.

### 5.2.3 PoE Power Supply Fault

If PoE does not work on some ports, please check whether the power supply is turned off by the software on those ports. Check whether the PoE power is sufficient. If not, only ports with higher priority will be powered.

# 6 Appendix

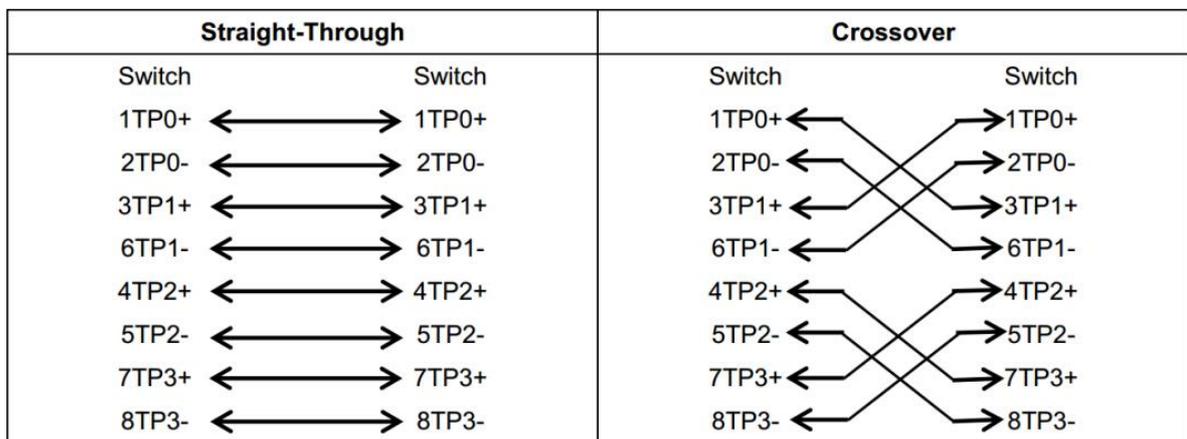
## 6.1 Connectors and Media

- **1000BASE-T/100BASE-TX/10BASE-T**

The 1000BASE-T/100BASE-TX/10BASE-T is a 10/100/1000 Mbps adaptive port that supports auto MDI/MDIX Crossover.

Compliant with IEEE 802.3ab, 1000BASE-T requires Category 5e 100-ohm UTP or STP (STP is recommended) with a maximum distance of 100 meters (328 feet). 1000BASE-T requires all four pairs of wires be connected for data transmission, as shown in Figure 6-1.

**Figure 6-1 1000BASE-T Connection**



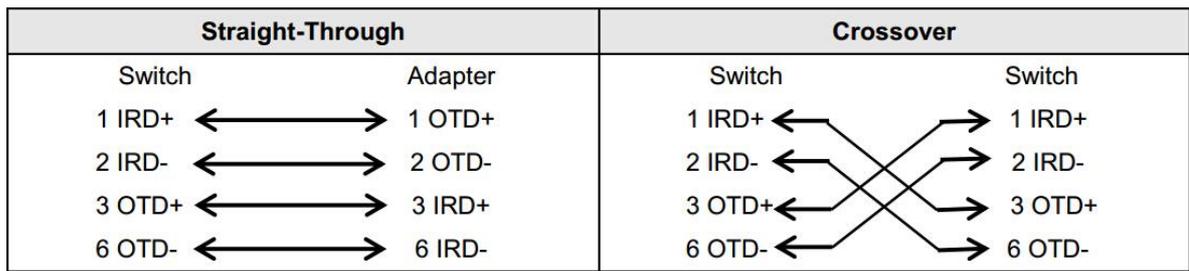
10BASE-T uses Category 3, 4, 5, 5 100-ohm UTP/STP and 1000BASE-T uses Category 5 100-ohm UTP/STP for connections. Both support a maximum length of 100 meters. shows 100BASE-TX/10BASE-T pin assignments.

**Table 6-1 100BASE-TX/10BASE-T Pin Assignments**

Pin	Socket	Plug
1	Input Receive Data+	Output Transmit Data+
2	Input Receive Data-	Output Transmit Data-
3	Output Transmit Data+	Input Receive Data+
6	Output Transmit Data-	Input Receive Data-
4,5,7,8	Not Used	Not Used

Figure 6-2 shows wiring of straight-through and crossover cables for 100BASE-TX/10BASE-T.

**Figure 6-2 100BASE-TX/10BASE-T Connection**



## 6.2 Cabling

When the RG-EG300GH-E router is installed in a standard 19-inch cabinet, secure the cables around the cable management brackets. Top cabling or bottom cabling is adopted according to the actual situation in the equipment room. All transferred cable connectors should be placed at the bottom of the cabinet in an orderly manner instead of outside the cabinet that is easy to touch. Power cords are routed beside the cabinet, and top cabling or bottom cabling is adopted according to the actual situation in the equipment room, such as the positions of the DC power distribution box, AC socket, or lightning protection box.

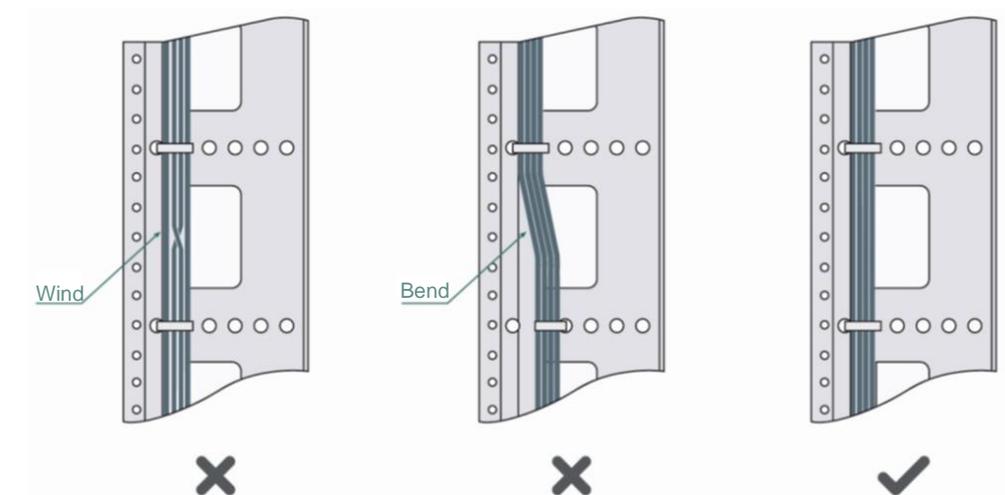
### 6.2.1 Requirements for the Minimum Cable Bend Radius

- The bend radius of a fixed power cord, network cable, or flat cable should be over five times greater than their respective diameters. The bend radius of these cables that are often bent or plugged should be over seven times greater than their respective diameters.
- The bend radius of a fixed common coaxial cable should be over seven times greater than its diameter. The bend radius of the common coaxial cable that is often bent or plugged should be over 10 times greater than its diameter.
- The bend radius of a fixed high-speed cable (such as SFP+ cable) should be over five times greater than its diameter. The bend radius of the fixed high-speed cable that is often bent or plugged should be over 10 times greater than its diameter.

### 6.2.2 Precautions for Bundling up Cables

- Before cables are bundled, mark labels and stick the labels to cables wherever appropriate.
- Cables should be neatly and properly bundled in the cabinet without twisting or bending, as shown in Figure 6-3.

Figure 6-3 Binding Cables (1)

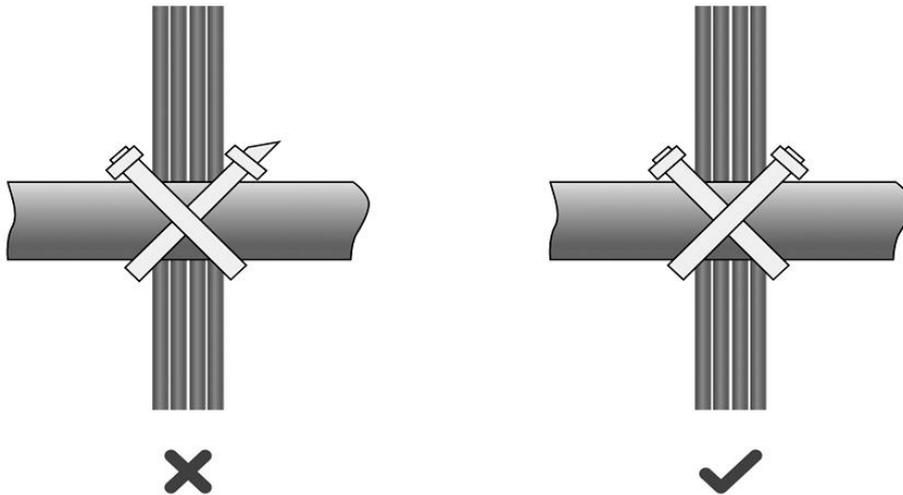


- Cables of different types (such as power cords, signal cables, and ground cables) should be separated in cabling and bundling. Mixed bundling is not allowed. When they are close to each other, it is recommended to adopt crossover cabling. In the case of parallel cabling, maintain a minimum distance of 30 mm (1.18 in.) between power cords and signal cables.
- The cable management brackets and cabling troughs inside and outside the cabinet should be smooth

without sharp corners.

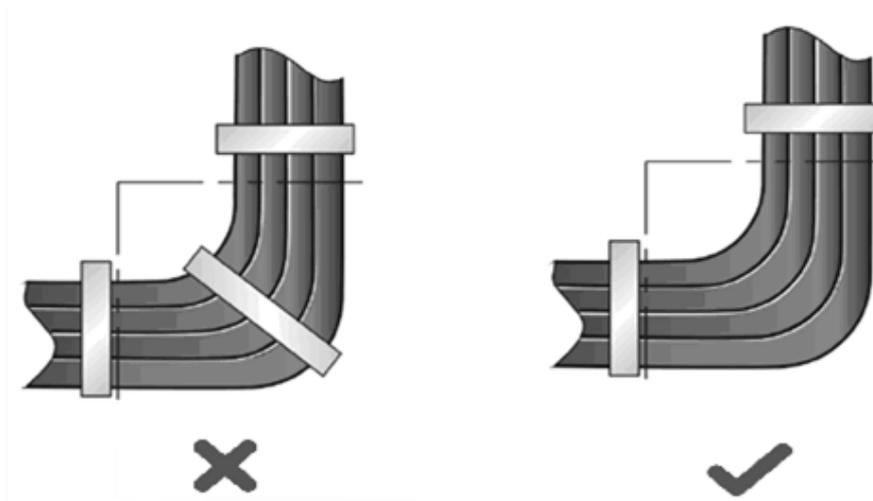
- The metal hole traversed by cables should have a smooth and fully rounding surface or an insulated lining.
- Use cable ties to bundle up cables properly. Please do not connect two or more cable ties to bundle up cables.
- After bundling up cables with cable ties, cut off the remaining part. The cut should be smooth and trim, without sharp corners, as shown in Figure 6-4.

**Figure 6-4 Binding Cables (2)**



- When cables need to be bent, please bundle them up but do not tie them where the cables will be bent. Otherwise, considerable stress may be generated in cables, breaking cable cores, as shown in Figure 6-5.

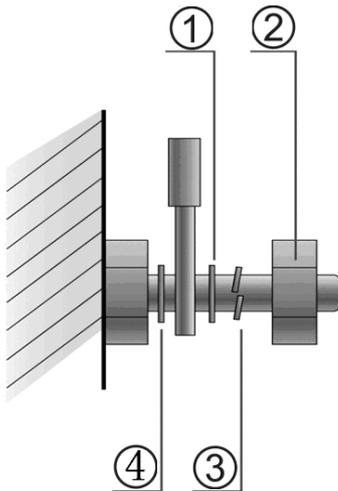
**Figure 6-5 Binding Cables (3)**



- Cables not to be assembled or remaining parts of cables should be folded and placed in a proper position of the cabinet or cable trough. The proper position refers to a position that does not affect device running or damage the switch or cable.
- 220 V and -48 V power cords must not be bundled on the guide rails of moving parts.

- The power cords connecting moving parts such as door grounding wires should be reserved with some access after being assembled to avoid suffering tension or stress. After the moving part is installed, the remaining cable part should not touch heat sources, sharp corners, or sharp edges. If heat sources cannot be avoided, high-temperature cables should be used. If heat sources cannot be avoided, high-temperature cables should be used.
- When screw threads are used to fasten cable terminals, the bolt or screw must be tightly fastened, and anti-loosening measures should be taken, as shown in Figure 6-6.

**Figure 6-6 Cable Fastening**



**Table 6-2 Cable Fastening Components**

No.	Components
1	Flat washer
2	Nut
3	Spring washer
4	Flat washer

- Hard power cords should be fastened in the terminal connection area to prevent stress on terminal connection and cable.
- Do not use self-tapping screws to fasten terminals.
- power cords of the same type and in the same cabling direction should be bundled up into cable bunches, with cables in cable bunches clean and straight.
- Bundle up cables by using cable ties based on the following table.

Cable Bunch Diameter	Distance between Every Binding Point
10 mm (0.39 in.)	80 mm to 150 mm (3.15 in. to 5.91 in.)

---

10 mm to 30 mm (0.39 in. to 1.18 in.)	150 mm to 200 mm (5.91 in. to 7.87 in.)
30 mm (1.18 in.)	200 to 300

- No knot is allowed in cabling or bundling.
- For wiring terminal blocks (such as circuit breakers) with cord end terminals, the metal part of the cord end terminal should not be exposed outside the terminal block when assembled.