



Ruijie Enterprise Product Catalogue

April 2022

INNOVATION
Beyond Networks

Ruijie

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About Ruijie

Top 3 China enterprise-class networking vendors

Over **35%** compound growth for **15** continuous years



Founded in 2000
59 branches
6 R&D centers



5000+ employees
10000+ channel partners

Top 2 market share in China Enterprise WLAN market
Source: IDC, December 2019



8 product lines
300+ products

Inspiring Achievements



Top 2 market share in China enterprise WLAN market
(Source: IDC)



Rank 1st in China VDI terminal market
(Source: IDC)



Rank 1st in China Cloud Class (Virtualized Computer Classroom) solution market
(Source: CCW)



Rank 1st in China enterprise IT service operation, maintenance and management software platform market
(Source: CCW)



Rank 1st in China campus network authentication solution market
(Source: CCW)



1st place of Service Satisfaction in enterprise network market
(Source: CCW, Chinese IT User Satisfaction Survey)

Trusted Partner of Various Industries

Ruijie's innovative products and solutions have been widely used in government, telecommunications, Internet, finance, transportation, education, healthcare, enterprise, and other industries for informatization construction.

Government

Provide service for over **70** ministries and commissions, more than **5,000** local government users and over **100** wireless cities

Telecommunications

One of the major vendors of China Mobile, China Telecom and China Unicom

Internet

Provide service for over **300** Internet customers like Alibaba, Tencent, Baidu, ByteDance, etc.

Finance

Provide service for over **1,000** financial institutions across the country

Energy & Electric Power

Provide service for the informatization construction of State Grid, China Southern Power Grid, China Datang Corporation, CNPC, etc. with nearly **30,000** devices

Transportation

No.1 market share of wireless services offered in China's subways and on the buses (Source: IDC, 2018)

Education

Provide service for over **2,600** higher education institutions and more than **50,000** primary and secondary schools

Healthcare

Provide service for more than **4,200** hospitals and over **30** provincial and municipal health information platforms

Stadium | Park | Scenic Area

Provide service for nearly **2,000** large-scale stadiums, **200** industrial parks and over **1,500** high-qualified smart scenic areas

Commerce | Real Estate | Hospitality

Provide service for nearly **2,000** real estate customers and over **11,000** hotel customers



















Manufacturing

Provide service for over 10000 enterprise customers, Provide service for top-level enterprises like BAIC Group, Liuzhou Iron and Steel Group, Wuliangye Group, Tsingtao Brewery, etc.

Ruijie Cloud Service

RUIJIE CLOUD PRODUCT FAMILY







Access Controller	Ruijie Cloud Service			
 <p>RG-WS6000 Series</p> <ul style="list-style-type: none"> • 224 to 3200 APs • Radius Integration 	 <ul style="list-style-type: none"> • Unified Device Management • Cloud Optimization & Analytic • Reporting & Compliance 		 <ul style="list-style-type: none"> • Ruijie Cloud app, free to Download • Mobile Provisioning • Mobile Inspection & Optimization • Mobile Monitoring & Alarm 	
Cloud Managed Switches	Cloud Managed APs			Security Gateways
 <p>RG-S7800C Series Chassis Switches</p> <ul style="list-style-type: none"> • 5/8 Slots • Hot Swappable • 100G ready  <p>RG-S6120 Series 10G L3 Switches</p> <ul style="list-style-type: none"> • Upto 32 10G (SFP+) • Upto 4 25G & 2 40G • Power & Fan Redundant  <p>RG-S5760-X Series Full L3 Switches</p> <ul style="list-style-type: none"> • Support VSU • 24SFP options • 8 SFP+ uplinks • Layer 3 routing  <p>RG-S5750-H Series Full L3 Switches</p> <ul style="list-style-type: none"> • Support VSU • 24SFP options • Layer 3 routing  <p>RG-S53 Series Switches</p> <ul style="list-style-type: none"> • Support VSU • 10G uplinks  <p>RG-S29 Series Switches</p> <ul style="list-style-type: none"> • Support VSU • 10G uplinks 	<p>Ceiling Mount</p>  <p>RG-AP820-L(V3)</p> <ul style="list-style-type: none"> • 4 Stream • AX3000 • 1GE + 2.5G SFP  <p>RG-AP810-L</p> <ul style="list-style-type: none"> • 4 Stream • AX1800 • 1GE + 2.5G SFP  <p>RG-AP890-AR</p> <ul style="list-style-type: none"> • 12 Stream • 10.8Gbps • 10G Ports • Wi-Fi 6E 	<p>Wall Plate</p>  <p>RG-AP180</p> <ul style="list-style-type: none"> • AX1800 • 5 * GE Port • IPTV support  <p>RG-AP180(V2)</p> <ul style="list-style-type: none"> • 4 Stream • AX3000 • 5 * GE Por • PoE Passthrough 	<p>Outdoor</p>  <p>RG-AP680-CD(V2)</p> <ul style="list-style-type: none"> • IP68 • AX4800 • 2.5G Port + 1*GE + 1*SFP • Directional Ant. 	 <p>RG-EG3000 XE</p> <ul style="list-style-type: none"> • 8xGE, 8xSFP+, 2x40G • 1T Storage • Up to 20,000 Users • Max 60Gbs Throughput  <p>RG-EG3250 / RG-EG3230</p> <ul style="list-style-type: none"> • Routing/NAT/VPN • 8xGE, 1x10G SFP+ • FREE Layer 7 DPI • 1T Storage • Up to 1K/2K Users  <p>RG-EG2100-P V2</p> <ul style="list-style-type: none"> • Routing/NAT/VPN • 8xGE (7xPoE) • FREE Layer 7 DPI • Up to 300 Users

ONE-STOP SOLUTION FOR SME

Lifecycle Support Without Compromise



IDEAL CHOICE FOR MANAGED SERVICE PROVIDER (MSP)

 <p>Full Networking Product 01</p> <p>Unified Management for all Ruijie wireless access points, Switches and Gateways</p>	 <p>Custom Service 02</p> <p>Custom service (Elite Cloud) for ODM partners. Own cloud at lesser cost.</p>	 <p>Multi-tenant Platform 03</p> <p>Support flexible device grouping & sub-account privileges</p>	 <p>Lifetime FREE Cloud Platform 04</p> <p>No annual subscription for Cloud Management</p>
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TAILOR-MADE FOR INDUSTRY



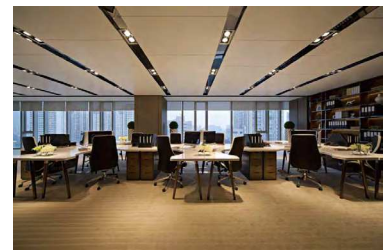
Hospitality

- Hybrid controller options
- Portal acceleration technology
- Flexible guest Wi-Fi policy
- Internet compliance audit



Retail Chain

- Multi-site cloud management
- Multi-language guest portal
- Site-to-Site VPN
- POS Integration



Enterprise Office

- 100+ user proven
- PPSK staff authentication
- No controller at premises
- Fast roaming



University / High School

- 10K+ high-density Wi-Fi
- Internet compliance audit
- L7 Traffic Flow Control
- Flexible guest/staff/student authentication



Staff Accommodation

- Flexible Voucher Package
- 1-stop Paid Wi-Fi solution
- 1-click Wireless Optimization
- Remote Cloud Troubleshooting



Government

- Private Cloud solution
- Project-based Customization
- Single-platform cloud management
- Mobile App Management

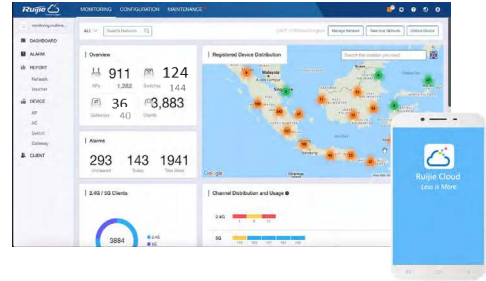
RUIJIE CLOUD SERVICE

Beyond Your Expectation
The ONLY Vendor offering ENTERPRISE Cloud for SME at Lifetime FREE



OVERVIEW

Ruijie Cloud Service is Ruijie's easy and efficient cloud solutions for chain stores, small and medium-sized businesses and boutique hotels. The solutions include equipment deployment, monitoring, network optimization and operational lifecycle management; enabling customers with simple plug and play deployment and operation and maintenance. Meeting the needs for automatic cloud RF planning and user experience monitoring, it also support mobile monitoring (add equipment using QR code scanning, network status monitoring and alarm). At the same time it provides flexible wireless user access control features, including high security "One person, one machine and one password" PPSK, built-in cloud Portal and Facebook authentication.



KEY FEATURES

- Full Networking Product from Internet Gateway, Switches to Wireless AP
- Enterprise Cloud Functionality and Ultimate Wireless Performance verified by Tolly
- Dummy Provisioning by Mobile App



Unlimited Capacity



Lifecycle Support Tools



Enterprise Auth



99.99% Availability

RUIJIE CLOUD SPECIFICATIONS

Overview	
System Capacity	Unlimited
Guest Portal	✓
Management Platform	Web / Mobile APP
Supported Products	Wireless AP, Switches, Gateway
Unified Management & Monitoring	
Dashboard with Google Maps	✓
Multi-tenant architecture	✓
Account Privileges	✓
Multi-level groups	✓
Project Handover	✓
Project Sharing	✓
Site Survey Planning	
Heat Map	✓
Automatic Wall Identification	✓
Floor Plan Format	JPG, PNG, BIMAP, DXF
Manually Drawing Obstacles	✓
Report Export	✓

Guest WiFi	
Customized captive portal	✓
Multi-languages support	✓
Control access to network resources	Time/Device/Traffic-limit policy
Flexible authentication options	PPSK (Staff), Voucher Access Code, One-click Portal, Social Login (Facebook), Open
Reporting & Analytics	
Daily/Weekly/Monthly Device/Client/Network Summary Report	✓
Top 10 SSID/Traffic/Client/AP Analytic Report	✓
Report Export	CSV/PDF
Troubleshooting	
Remotely reboot devices, web-CLI advanced diagnostic	✓
Alarm Notification	Email / App
Operation/Upgrade/Config/Client/Connection Log	✓

RUIJIE CLOUD MOBILE APP

OVERVIEW

The Ruijie Cloud Mobile App allows you Anywhere Anytime to manage your full network at fingertips. The App provides an Dashboard view for multiple sites for you to monitor network realtime status. With step-by-step wizard, even a IT Dummy can master the whole network provisioning such as gateway, switches and wireless AP easily in minutes. With the App, you can perform WiFi Inspection and make WiFi Optimization on-the-go without any IT professional assistance.



KEY FEATURES

- 100% FREE for Ruijie Cloud Service tenants
- Manage Your Full Network at Fingertips
- Network Inspection, Optimization & Upgrade On-the-go
- Dummy Network Provisioning by Mobile App (without PC)



Fast Network Provisioning



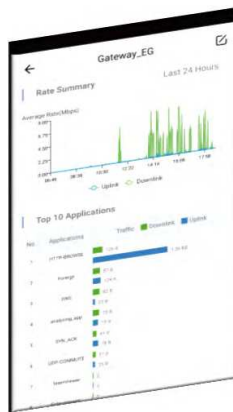
Full Network Monitoring



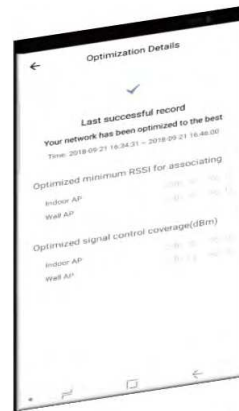
Wireless Optimization On-The-Go



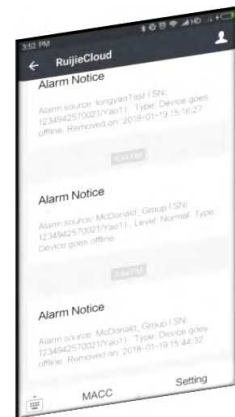
Top Management



Traffic Analytic



WiFi Optimization



Alarm Notice



APP SPECIFICATIONS

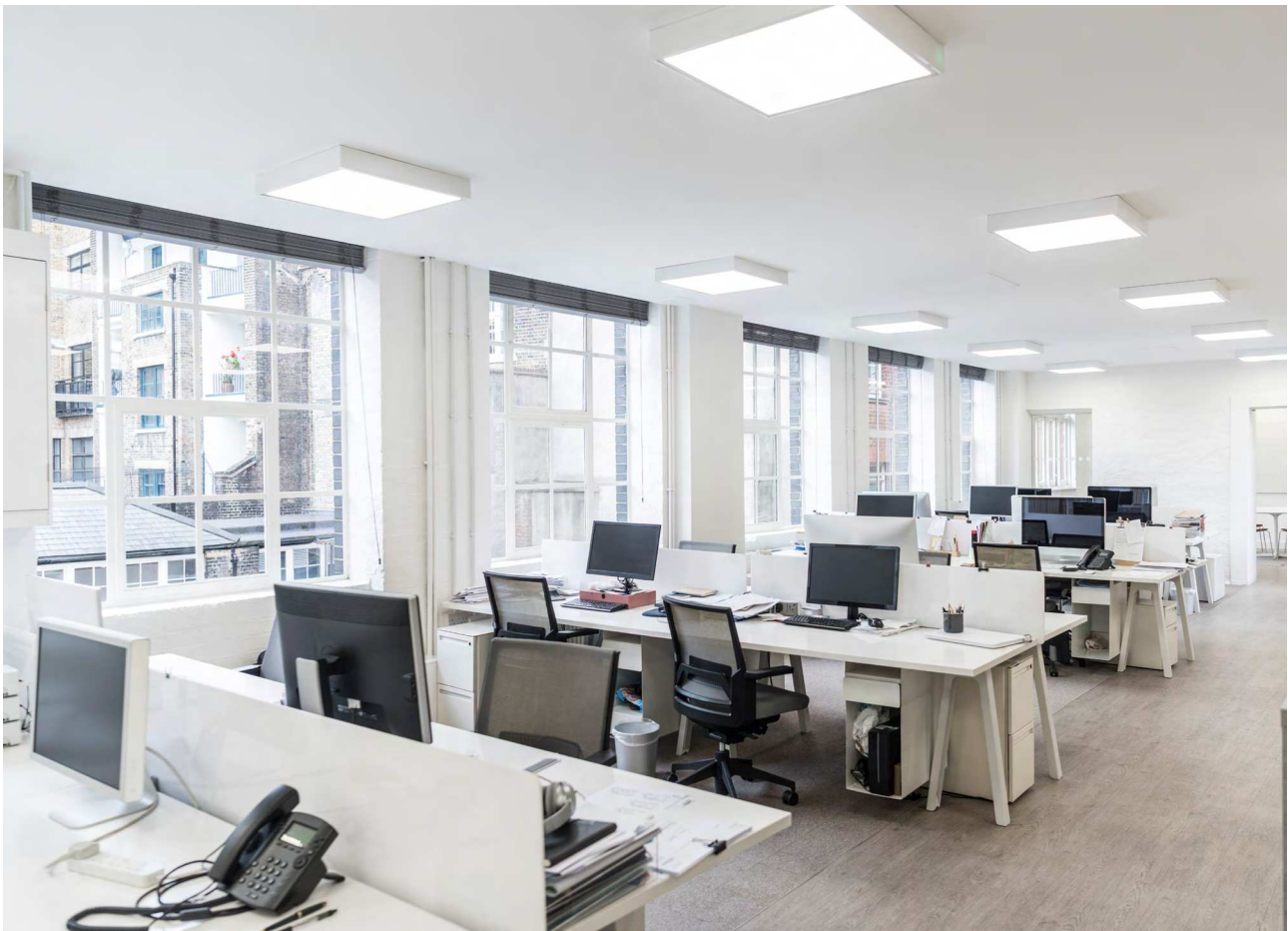
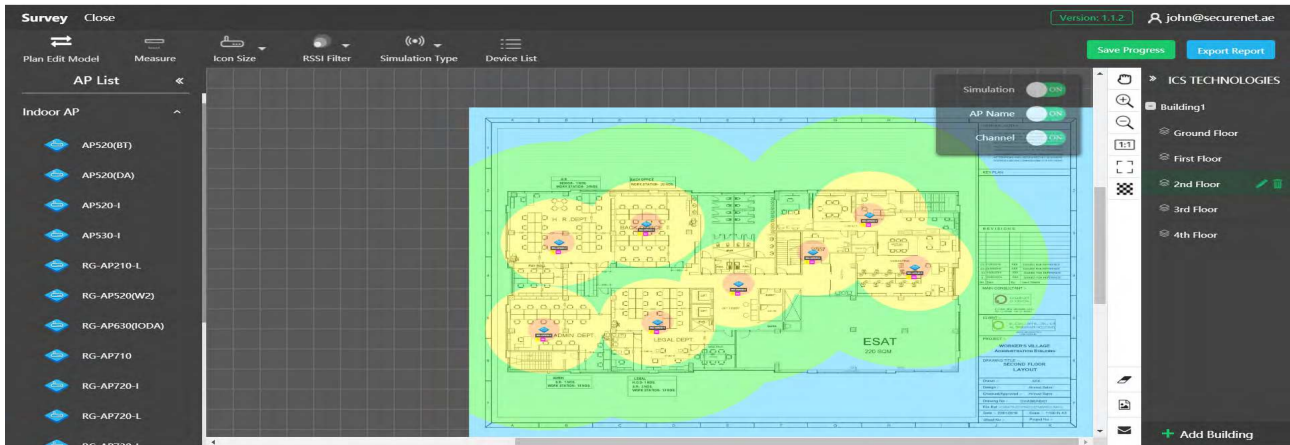
	Ruijie Cloud Mobile APP
Device Monitoring Dashboard	✓
Network Overview Topology	✓
User Monitoring	✓
Client Monitoring	✓
Switch Quick Provisioning	✓
AP Quick Provisioning	✓
Security GW Provisioning	✓
Wireless Network Inspection & Optimization	✓
Firmware Management	✓
Product Sizing & Selection Advisor	✓

SITE SURVEY PLANNER

FREE Cloud-based tool for early-on network deployment project planning

KEY FEATURES












- Automatic Wall Identification
- Drag-N-Drop Signal Simulation
- Professional Report Formation



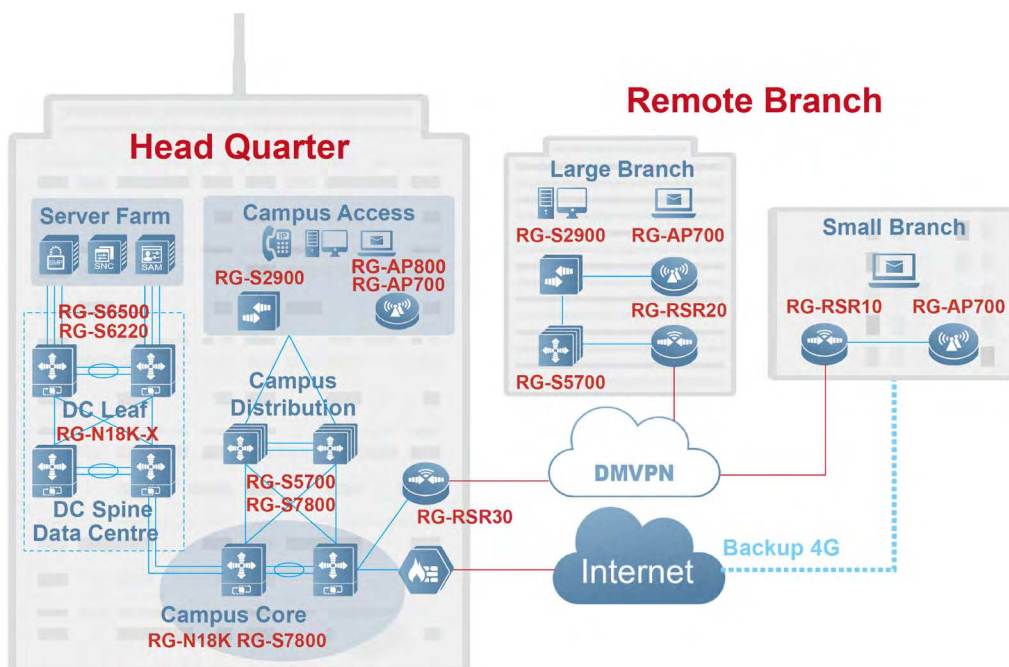
Switches

Data Center, Core, Distribution, Access Switches

PRODUCT FAMILY OF RUIJIE SWITCHES

Data Center Switch	 <p>RG-N18000-X Series</p>	 <p>RG-S6500 Series</p>	 <p>RG-S6220-H Series</p>
Core Switch	 <p>RG-N18000 Series</p>	 <p>RG-S7800C Series</p>	
Distribution Switch	 <p>RG-S5760C-X Series</p>	 <p>RG-S6120-20XS4VS2QXS</p>	 <p>RG-S5750-H Series</p>
Access Switch	 <p>RG-S2910-H Series</p>	 <p>RG-S2910XS-E Series</p>	 <p>RG-S2900G-E Series</p>

APPLICATION SCENARIO



KEY TECHNOLOGIES

VIRTUAL SWITCHING UNIT (VSU) TECHNOLOGY

The Virtual Switching Unit (VSU) technology is an out of the box feature which requires no additional license. The switches are managed as 1 entity (Single IP) in VSU which simplifies management. This technology is also flexible, bandwidth of the VSU link can vary (1G/10G/40G/100G) and support distance stacking via fiber cables. Carries class <50ms failover time ensures smooth and uninterrupted transmission of key services. The Ruijie switch supports cross-device link aggregation for easy double uplink to server/switch, effectively maximizing bandwidth investment return.



Chassis Switch 4 into 1

Virtual Switching Unit (VSU) Technology

MULTI-PROCESSING MODULAR OPERATING SYSTEM



- Modularization**
 Independent software module
 Multi-processing as platform
 Infrastructure

- Multi-core CPU**
 Assure high performance and support
 multi-processing

- Multi-processing**
 Enable independent CPU and memory
 processing
 Steady system for resources supply or
 sharing
 Ensure non-stop operation



Modular Operating System

Since 1998, Ruijie has been investing on the R&D of modular operating system. The software platform is designed based on the next-generation RGOS 11.X multi-processing modular operating system to integrate the service features such as loosely coupled firewall, wireless and authentication into a unified cloud network operating system. The software platform also supports full virtualization and offers rich data center and campus network features. The key availability indicators such as multi-processing modules, process backup and hot patch have reached the industry-leading level.

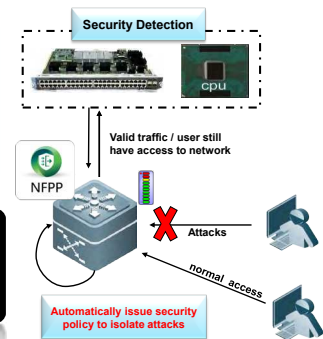
NFPP: NETWORK FOUNDATION PROTECTION POLICY

The Ruijie NFPP (Network Foundation Protection Policy) is a protection system to enhance the inherent security performance of the switch by detecting attack sources and taking actions such as rate limiting and isolation, so that the switch processor and channel bandwidth resources can be protected and normal packet forwarding and protocol state can be guaranteed. NFPP protects the switch at data plane, management plane and control plane. The hardware-based protection allows the software-based protection mechanism to operate more efficiently without consuming too many resources, while software-based protection can cover the shortage of hardware-based protection, making protection policy more specific and flexible.

- Security Processing Mode based on network threat**
- Automatically discover and prevent security attacks**

```

S7500-SiteB(conf ig)#nfpp
S7500-SiteB(conf ig-nfpp)#int g0/1
S7500-SiteB(conf ig-GigabitEthernet 0/1)#nfpp ?
  arp-guard      Set ARP guard information
  dhcp-guard     Set DHCP guard information
  dhcpv6-guard   Set DHCPv6 guard information
  icmp-guard     Set ICMP guard information
  ip-guard       Set IP guard information
  nd-guard       Set ND guard information
    
```



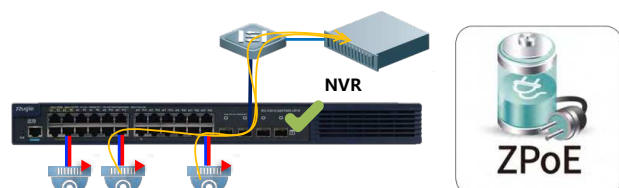
Security Detection Enabled by NFPP

RUIJIE FAQ

HOW CAN WE MAKE SURE POWERED DEVICES STILL WORK WHEN WE MAINTANCE THE NETWORK?

Since more IoT (Internet of Things) devices depend on PoE (Power over Ethernet) power supply nowadays, ZPoE (Zero-interruption PoE) feature is introduced to Ruijie PoE switches.

With such feature, the switch can provide nonstop PoE power supply to IP cameras, IP phones and other PD (Powered Device), even when a reboot happens. So operators can feel free to do maintenance job like firmware upgrade any time.



Data Center Switch

RG-N18000-X SERIES

OVERVIEW

Ruijie Newton 18000-X Switch Series (RG-N18000-X) is the next-generation high-performance core switches designed for cloud network, which tops the class with its zero-backplane design on the 100T switching platform. The RG-N18000-X Switch Series offers high-efficiency and high-stability switching services, and guarantees ten-year smooth network upgrades.



KEY FEATURES

- Ideal for data center networks
- Ideal for high-performance computing with ultra-low latency
- CLOS non-blocking architecture and advanced zero-backplane design
- Scalable capacity for future expansion: up to 576 100GE, 576 40GE, 2304 10GE ports

Model	Switching Capacity (Tbps)	ARP Table Size	MAC Table Size	Slot				Maximum Port				VSU	Rack Height
				Chassis	Control Engine	Line Card	Fabric Engine	GE	10G	40G	100G		
RG-N18018-X	461/1032	Up to 750K	Up to 750K	18	2	16	6	2304	2304	576	576	✓	21RU
RG-N18010-X	230/516	Up to 750K	Up to 750K	10	2	8	6	1152	1152	288	288	✓	12RU

RG-S6500 SERIES

OVERVIEW

Ruijie RG-S6500 Switch Series is a high-speed, high-density, 25 or 100 Gigabit Ethernet switch series designed to power next-generation data centers and cloud computing services.



KEY FEATURES

- Non-Blocking Performance with Powerful Caching Capacity
- RDMA intact Ethernet
- Hardware-based traffic visualization
- Advanced cache scheduling mechanism

Model	Switching Capacity (Tbps)	ARP Table Size	MAC Table Size	Maximum Port			VSU	L3 Routing	Power Supply	Rack Height
				25G	40G	100G				
RG-S6510-48VS8CQ	4.0	Up to 100K	Up to 160K	48	NA	8	✓	Static routing, RIP, OSPF, IS-IS, BGP	AC	1 RU
RG-S6520-64CQ	12.8	Up to 90K	Up to 264K	NA	NA	64	✓	Static routing, RIP, OSPF, IS-IS, BGP	AC	2 RU
RG-S6510-4C	6.4	Up to 100K	Up to 160K	Up to 96	Up to 64	Up to 32	✓	Static routing, RIP, OSPF, IS-IS, BGP	AC	2 RU

RG-S6220-H SERIES

OVERVIEW

Ruijie's industry-leading RG-S6220H Switch Series, designed to power next-generation data centers and cloud computing services, delivers non-blocking, unified and virtualized switching performance with high transparency and sustainability. The high-performance and cost-efficient RG-S6220H Switch Series solves the problems such as traffic surge and high deployment cost, serving as the solid foundation for cloud computing network solutions.



KEY FEATURES

- Data Centre Virtualization (EVPN VXLAN, VSU, OpenFlow) Support
- Non-Blocking Performance with Powerful Caching Capacity
- Up to 48 x 10G BASE-X/BASE-T Ports and 32 x 40G BASE-X Ports
- Advanced Layer 3 Routing Support
- Power and Fan Redundancy Support

Model	Switching Capacity (Tbps)	ARP Table Size	MAC Table Size	Maximum Port			VSU	L3 Routing	Power Supply	Rack Height
				GE	10G	40G				
RG-S6220-48XT6QXS-H	2.56	Up to 40K	Up to 96K	48	48	6	✓	Static routing, RIP, OSPF, IS-IS, BGP	AC/DC	1 RU

Core Switch

RG-N18000 SERIES

OVERVIEW

Ruijie Newton 18000 Switch Series (RG-N18000) is industry leading in supporting cloud data center with a broad spectrum of specialized campus network features. The RG-N18000 core switches achieve cloud network integration, virtualization, and flexible deployment to fulfill the evolving next-gen cloud architecture requirements.



KEY FEATURES

- Largest table size and strongest control engine in the industry
- Highest board performance and lowest latency in the world
- World-leading virtualization technologies
- High Reliability & Energy-saving Design

Model	Switching Capacity (Tbps)	ARP Table Size	MAC Table Size	Slot				Maximum Port			VSU	Rack Height
				Chassis	Control Engine	Line Card	Fabric Engine	GE	10G	40G		
RG-N18014	625.5	Up to 170K	Up to 512K	18	2	12	4	576	576	288	✓	20 RU
RG-N18012	521.3	Up to 170K	Up to 512K	16	2	10	4	480	480	240	✓	14RU
RG-N18010	417.0	Up to 170K	Up to 512K	14	2	8	4	384	384	192	✓	18 RU
RG-N18007	260.6	Up to 170K	Up to 512K	7	2	5	N/A	240	240	120	✓	8 RU

RG-S7800C SERIES

OVERVIEW

Ruijie RG-S7800C Core Switch is specially designed for next-gen integrated network. Implementing advanced RGOS11.X operating system and VSU/VSD virtualization technologies, the switch future supports future Ethernet requirements. The leading technologies break customer physical network barriers to form an integrated network. The VSU (Virtual Switch Unit) feature greatly simplifies customer network architecture to enhance the operational efficiency. The VSD (Virtual Switch Device), another virtualization technology, significantly lowers the total cost of investment by improving device utilization. The RG-S7800C switch is ideal for MAN, campus network and settings alike.



KEY FEATURES

- Cost-effective Entry-level Chassis Switch
- Support Network Virtualization (VSU & VSD) and Advanced Layer 3 Routing (OSPF, BGP)
- Carrier-class Reliability: Control Engine/ Power/ Fan Redundancy, Hot-swappable Components
- Support Large-scale MAC (up to 64K) and ARP Table (up to 20K)

Model	Switching Capacity (Tbps)	ARP Table Size	MAC Table Size	Slot			Maximum Port		VSU	Rack Height
				Chassis	Control Engine	Line Card	GE	10G		
RG-S7808C	22.25/88.62	Up to 20K	Up to 64K	8	2	6	288	48	✓	10RU
RG-S7805C	19.2/52.13	Up to 20K	Up to 64K	5	2	3	144	24	✓	4RU

RG-S6120 SERIES

OVERVIEW

Newly-launched RG-S6120 series switches adopt advanced hardware architecture. Embedded with the latest modularized operation system, this 10G series switches provide better hardware processing performance and more convenient operation. Boasting 40G unlinking capacities, the RG-S6120 series switches meet customers' demands for high-density access and high-performance distribution. What's more, working as either distribution layer switches for large networks or core switches for small and medium-sized networks, the RG-S6120 series switches offer ideal and comprehensive end-to-end service, as well as various and flexible security configurations, thus making networks faster, safer and smarter.



KEY FEATURES

- Customized for Large Campus Network: 20*10G/1G SFP+ port, 4*25G/10G SFP28 ports, 2*40G QSFP+ ports
- Exceptional Performance: Up to 2.56Tbps Switching Capacity
- Network Virtualization: Virtual Switch Unit (VSU) Support
- Out-of-box with Advanced Layer 3 Routing features ■ High Reliability: Hot Patches, Power and Fan Redundancy Support

Model	Switching Capacity (Gbps)	ARP Table Size	MAC Table Size	10G SFP+ Ports	25G SFP28 ports	40G QSFP+ Ports	VSU	Power Redundancy	Height Rack
RG-S6120-20XS4VS2QXS	2560	16K	32K	20	4	2	✓	✓	1 RU

Distribution Switch

RG-S5760C-X SERIES

OVERVIEW

Ruijie RG-S5760-X series switches are the next-generation Ethernet switches which feature high performance and large capacity. The switches employ with new-generation chips together with Ruijie's latest RGOS12.X modular OS to provide a larger entry capacity, faster hardware processing, and better user experience.

The RG-S5760-X series switches support flexible 1000M access and provide four to eight fixed 10G SFP ports that support high-density high-performance uplink connection. They excellently meet user requirements for high-density access and high-performance convergence.



KEY FEATURES

- High Performance and High Scalability
- IPv4/IPv6 Dual-stack Multi-layer Switching
- Virtual Switching Unit (VSU)
- VXLAN Feature
- High Reliability
- Superior Multiservice Support Features
- Advanced QoS Policies
- Energy Efficiency

Model	Fixed port		Expansion Module		Performance						Physical	
	GE RJ45 port	SFP/SFP+ port	Card slot	Card type	Switching Capacity	Forwarding rate	MAC table	ARP table	Jumbo frame	Packet buffer	Dimensions	Unit weight
RG-S5760C-24GT8XS-X	24	8 SFP+	1	4 1/10G SFP+ port 2 40/100G QSFP28 port	880 Gbps	426 Mpps	64000	24000	9216 Bytes	32Mbit	440x340x44mm	4.4 kg
RG-S5760C-48GT4XS-X	48	4 SFP+	1	4 1/10G SFP+ port 2 40/100G QSFP28 port	880 Gbps	426 Mpps	64000	24000	9216 Bytes	32Mbit	440x340x44mm	4.5 kg
RG-S5760C-24SFP/8GT8XS-X	8 (Combo)	24 SFP 8 SFP+	1	4 1/10G SFP+ port 2 40/100G QSFP28 port	880 Gbps	402 Mpps	64000	24000	9216 Bytes	32Mbit	440x340x44mm	4.3 kg

FEATURE HIGHLIGHT

OUT-OF-THE-BOX & ADVANCED LAYER 3 ROUTING FEATURE

Provides hardware support for IPv4/IPv6 multilayer switching at line rates, supports distinction and processing of IPv4 and IPv6 packets by hardware, and provides flexible IPv6 network communication schemes according to requirement planning and network status of the IPv6 network.

Supports rich IPv4 routing protocols, including static routing protocols, RIP, OSPF, and BGP4, which enable users to select appropriate protocols for network building in different environments.



RG-S5750-H SERIES

OVERVIEW

Ruijie RG-S5750-H Switch Series is a collection of next-gen multiservice switches, offering remarkable performance and enhanced security. Implementing an industry-leading hardware design and Ruijie's latest RGOS11.X modular operating system, the switches offer better table capacity, improved hardware processing performance, and easier user operation. The RG-S5750-H series supports flexible Gigabit access and high-density 10G port scalability. All models offer fixed 4 x 10G fiber ports and dual expansion slots, supporting high-density, high-performance port uplink performance. These leading features fully meet requirements of high-density access and demanding aggregation.



KEY FEATURES

- Customized for large campus network with 64K MAC address
- Exceptional performance & scalability with 5.95Tbps switching capacity
- Network virtualization (VSU) supports up to 9 stack members
- Out-of-box with advanced layer 3 routing, MPLS and SDN features
- High reliability with hot patches, 1+1 power module redundancy, hot swappable components

Model	Fixed port			Expansion module		Performance						Physical	
	GE RJ45 port	GE SFP port	10GE SFP+ port	Card slot	Card type	Switching capacity	Forwarding rate	MAC table size	ARP table size	Jumbo frame	Packet buffer	Dimensions (WxDxH)	Unit weight
RG-S5750C-28GT4XS-H	28	4 (Combo)	4	2	1-port QSFP+ dedicated stack card	5.98 Tbps	222Mpps	64000	20000	9216 Bytes	32Mbit	440 X 280 X 44mm	3.9kg
RG-S5750C-48GT4XS-H	48	N/A	4	2	1-port QSFP+ dedicated stack card 4-port 10GE SFP+ interface card	5.98 Tbps	252Mpps	64000	20000	9216 Bytes	32Mbit	440 X 300 X 44mm	4.2kg
RG-S5750C-28SFP4XS-H	8 (Combo)	28	4	2	1-port QSFP+ dedicated stack card	5.98 Tbps	222Mpps	64000	20000	9216 Bytes	32Mbit	440 X 300 X 44mm	4.2kg
RG-S5750C-48SFP4XS-H	N/A	48	4	2	1-port QSFP+ dedicated stack card 4-port 10GE SFP+ interface card	5.98 Tbps	252Mpps	64000	20000	9216 Bytes	32Mbit	440 X 340 X 44mm	4.7kg
RG-S5750-48GT4XS-HP-H	48	N/A	4	N/A	N/A	5.98 Tbps	132Mpps	64000	20000	9216 Bytes	32Mbit	440 X 420 X 44mm 440 X 450 X 44mm w/ PG-PA1150P-F	6.1kg

FEATURE HIGHLIGHT

OUT-OF-THE-BOX & ADVANCED LAYER 3 ROUTING FEATURE

Provides hardware support for IPv4/IPv6 multilayer switching at line rates, supports distinction and processing of IPv4 and IPv6 packets by hardware, and provides flexible IPv6 network communication schemes according to requirement planning and network status of the IPv6 network.

Supports rich IPv4 routing protocols, including static routing protocols, RIP, OSPF, and BGP4, which enable users to select appropriate protocols for network building in different environments.



RG-S5300-E SERIES

OVERVIEW

The RG-S5300-E series are next-generation gigabit Ethernet switches launched by Ruijie according to its design philosophy of security, high efficiency, energy saving, and independent innovation. This series can provide full gigabit access and flexibly extensible 10G uplink data exchanges. With a new hardware architecture and Ruijie latest RGOS12.X modular OS, the RG-S5300-E series can provide more resource entries, faster hardware processing, and better user experience.



KEY FEATURES

- Virtual Switching Unit (VSU)
- Energy Efficiency
- High Reliability
- Advanced QoS Policies
- Software-Defined Networking (SDN)
- IPv4/IPv6 Dual-stack Multi-layer Switching

Model	GE RJ45 port	Ports		PoE/PoE+ Ports	Max. PoE	Rack Height
		GE Port	SFP / SFP+			
RG-S5300-24GT4XS-E	336Gbps	24	4	N/A	N/A	1 RU
RG-S5300-48GT4XS-E	432Gbps	48	4	N/A	N/A	1 RU
RG-S5310-24GT4XS-P-E	208Gbps	24	4	24	740W	1 RU
RG-S5310-48GT4XS-P-E	176Gbps	48	4	48	1440W	1 RU

FEATURE HIGHLIGHT

OUT-OF-THE-BOX & ADVANCED LAYER 3 ROUTING FEATURE

Provides hardware support for IPv4/IPv6 multilayer switching at line rates, supports distinction and processing of IPv4 and IPv6 packets by hardware, and provides flexible IPv6 network communication schemes according to requirement planning and network status of the IPv6 network.

Supports rich IPv4 routing protocols, including static routing protocols, RIP, OSPF, and BGP4, which enable users to select appropriate protocols for network building in different environments.



Access Switch

RG-S2910 SERIES

OVERVIEW

Ruijie RG-S2910-H High Power over Ethernet (HPoE) Switch Series pushes the frontier with leading IEEE802.3bt standard, delivering 90W power output per port. The HPoE switch guarantees the best security, efficiency, stability and energy-saving experiences. Ruijie RG-S2910XS-E/P is a collection of next-gen Gigabit switches architected for superior security, high performance and outstanding energy efficiency. The series delivers full Gigabit access and unparalleled scalability to 10G performance.



KEY FEATURES

- Up to 60 Watts per Port by High-power PoE Technology (IEEE 802.3bt)
- Industrial-grade PBOX for Flexible Remote Deployment (12VDC/ 24VAC Options)
- Outstanding Power Supply Stability (Average Error Rate <5%)
- Time & Cost Saving on Construction Works

Model	Switching Capacity (Gbps)	Downlink	Uplink		PoE Output ports			VSU	Rack Height
		GE (Base-T)	SFP	SFP/SFP+	PoE	PoE+	HPoE		
RG-S2910-48GT4XS-E	264	48	4x 1G/10G	SFP+	N/A	N/A	N/A	✓	1 RU
RG-S2910C-48GT2XS-HP-E	264	48	2x 1G/10G	SFP+	Port 1-48	Port 1-48	N/A	✓	1 RU
RG-S2910-24GT4XS-UP-H	256	24	4x 1G/10G	SFP+	Port 1-24	Port 1-24	Port 1-4	✓	1 RU
RG-S2910-24GT4XS-E	264	24	4x 1G/10G	SFP+	N/A	N/A	N/A	✓	1 RU
RG-S2910C-24GT2XS-HP-E	264	24	Up to 4x 1G/10G	SFP+	Port 1-24	Port 1-24	N/A	✓	1 RU
RG-S2910-24GT4SFP-UP-H	256	24	4x 1G	SFP	Port 1-24	Port 1-24	Port 1-4	✓	1 RU
RG-S2910-10GT2SFP-UP-H	256	8	2x 1G	SFP	Port 1-8	Port 1-8	Port 1-8	N/A	1 RU
RG-S2910-10GT2SFP-P-E	256	8	2x 1G	SFP	Port 1-8	Port 1-8	N/A	N/A	1 RU

RG-S2900G-E SERIES

OVERVIEW

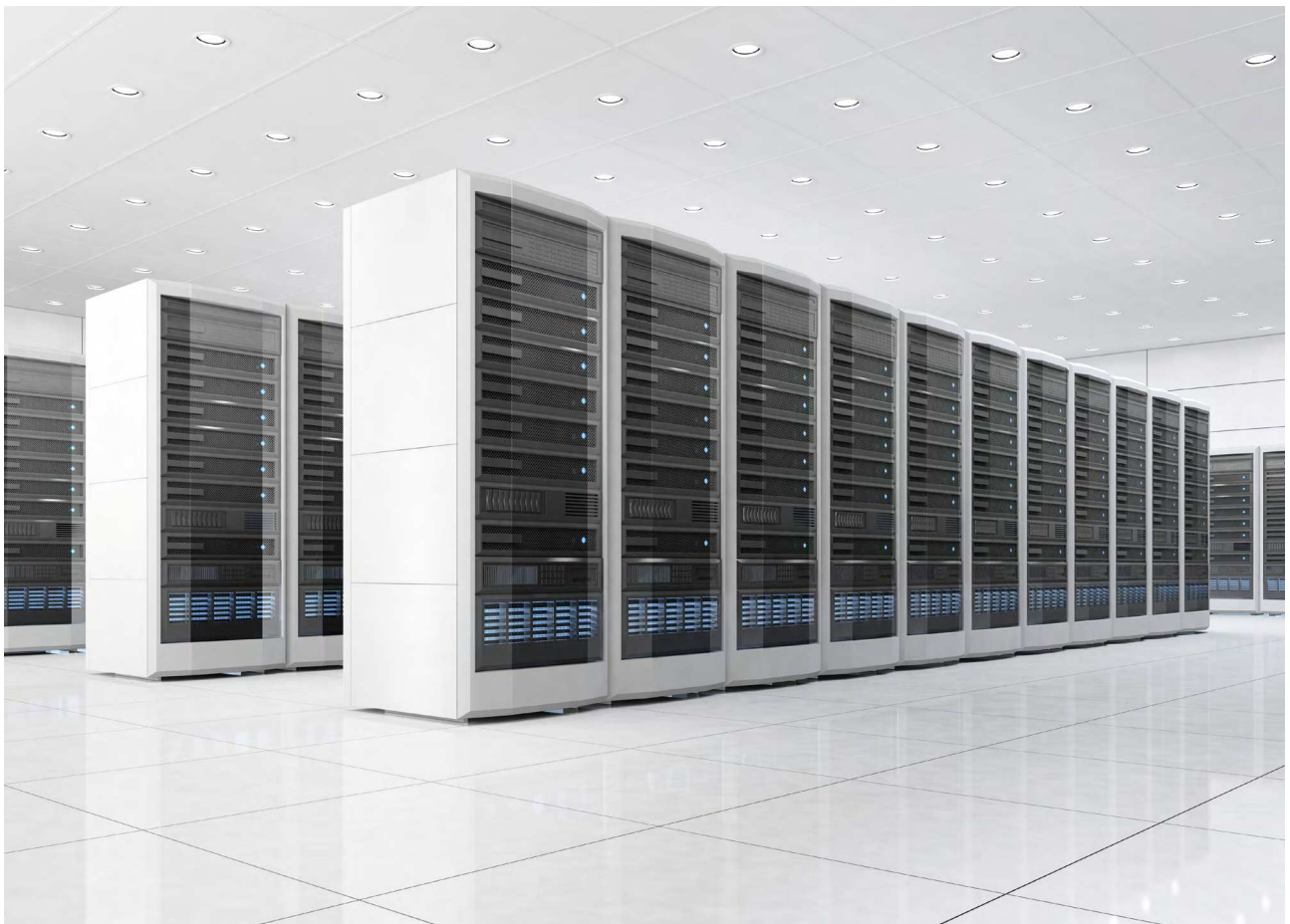
Ruijie RG-S2900G-E V3 Series is a collection of next-gen multiservice switches, offering remarkable performance and enhanced security. Implementing an industry-leading hardware design and Ruijie's latest RGOS11.X modular operating system, the switches offer better table capacity, improved hardware processing performance, and easier user operation.



KEY FEATURES

- Network Virtualization (VSU) Support
- Dynamic Network Protection (CPP and NFPP Technologies)
- SDN (OpenFlow v1.3) Ready and Layer 3 Routing Support (RIP, OSPF)
- Lightning Protection (up to 6KV)




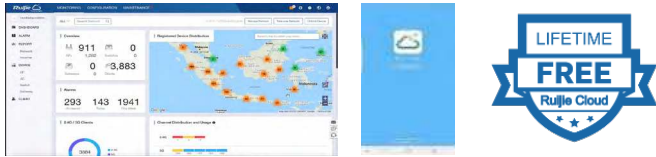
Model	Switching Capacity (Gbps)	ARP Table Size	MAC Table Size	Downlink	Uplink		VSU	Power Supply	Rack Height
				GE (Base-T)	SFP	SFP/SFP+			
RG-S2952-E v3	256	1K	16K	48	4x 1G	SFP	✓	AC	1 RU
RG-S2928-E v3	256	1K	16K	24	4x 1G	SFP	✓	AC	1 RU



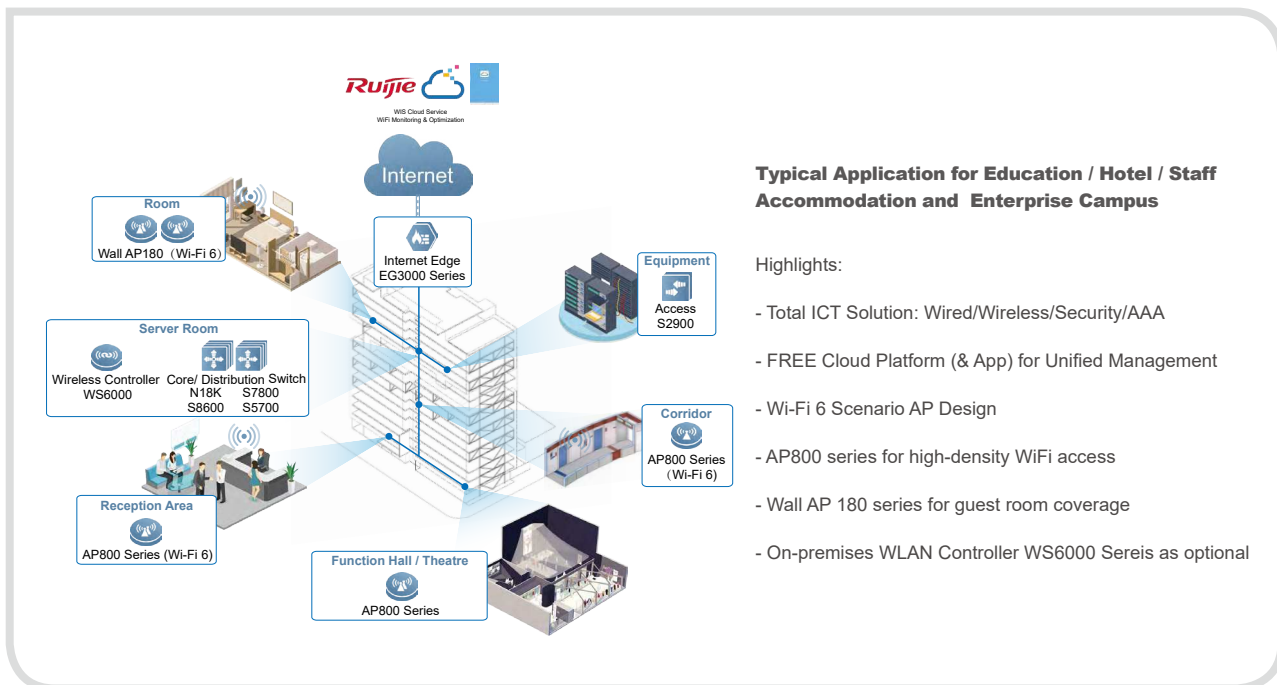
Wireless

Wireless Controller, Software, Cloud Service, Indoor & Outdoor AP Series

PRODUCT FAMILY OF RUIJIE WIRELESS SERIES

<p>Indoor AP Series</p>	 <p>RG-AP800 Series(Wi-Fi 6)</p> <p>RG-AP840-I</p> <p>RG-AP820-L(V3)</p> <p>RG-AP810-L</p> <p>RG-AP180 Wall Plate AP Series</p>
<p>Outdoor AP Series</p>	 <p>RG-AP630 (Wi-Fi 5) & AP680 (Wi-Fi 6) Series</p>
<p>Wireless Controller Series</p>	 <p>Wireless Controller Series</p>
<p>Cloud Service</p>	 <p>Ruijie Cloud (Public) Service & Mobile App</p>

APPLICATION SCENARIO



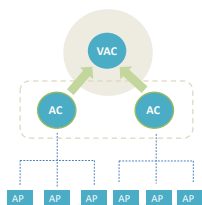
KEY TECHNOLOGIES

Patented Antenna - X-Sense

The Ruijie X-Sense Smart Antenna, the best-in-class wireless products delivering unprecedented network experience, provides full coverage by different antenna combinations offering a wide range of wireless signal paths.



AC Virtualization Technology



"AC Virtualization" technology make branching extensions easy and convenient. Flexible extension for branches means new branches of ACs can be smoothly added into an already set up network, plug and play, without extra configuration.

Wi-Fi 6 (802.11ax) Technology

802.11ax. Sometimes called the High-Efficiency Wireless standard, it can support up to four times higher throughput than 802.11ac standards, and many of the advancements in the 802.11ax release are specifically designed for high-density areas.



NEW Wi-Fi 6 User Experience

Speed Up



In HT80, the speed of single stream is From 433Mbps to 600Mbps. In HT160, it's up to 1201Mbps. The AP can support up to 8x8MIMO, and the total wireless throughput is over 9.6Gbps.

Multi-user Transmission



Support UL/DL MU-MIMO and UL/DL OFDMA in multi-user scenario. Reduce channel overhead and improve spatial channel utilization in multi-user scenarios.

Anti-Interference



Based-on BSS-COLOR, improves data synchronization, reception, and demodulation efficiency, and uses dynamic CCA threshold. Reduce interference during transmission.

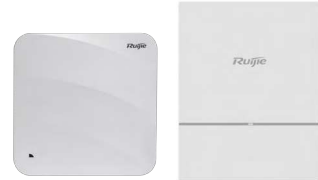
Indoor AP Series

AP800 SERIES

OVERVIEW

RG-AP800 Series are the next-generation flagship wireless AP by Ruijie to support the latest 802.11ax protocol for indoor scenarios of large enterprises, public venues, convention centers, and practically any other indoor space. Certified by Tolly lab, the AP800 series is the Fastest Wi-Fi 6 in production environment against major enterprise brand, up to 4Gbps.

RG-AP800 series powered by Ruijie smart antenna design with 360° zero-dead zone coverage. With the built-in IoT module, enterprise customers can be ready for future IoT expansion to boost the operational efficiency and customer experience.



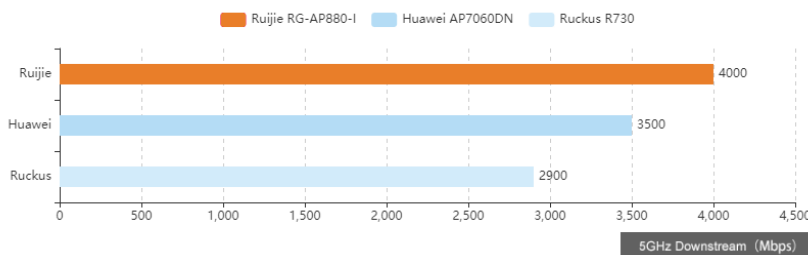
KEY FEATURES

- The Fastest Wi-Fi 6 AP upto 4Gbps (certified by Tolly)
- 65% Better than Wi-Fi 5 (certified by Tolly)
- Guarantee User Capacity at 1024 Client (certified by Tolly)
- Integrated IoT module

Model	Wireless Data Rate	Max Client	Total Stream	Antenna	Wi-Fi 6 (IEEE 802.11ax)	2.4GHz	5GHz	Service Port	PoE Ports Input
RG-AP880-I	5.95Gbps	1024	12	integrated	✓	✓	✓	1 10G (Multi-G), 1 10G (SFP+), 2 GE	2
RG-AP840-I	5.2Gbps	1024	6	integrated	✓	✓	✓	3GE	1
RG-AP820-L(V2)	2.4Gbps	1024	4	integrated	✓	✓	✓	1GE	1
RG-AP820-L(V3)	2.97Gbps	512	4	integrated	✓	✓	✓	1GE	1
RG-AP810-L	1.77Gbps	512	4	integrated	✓	✓	✓	1GE	1

The Fastest Wi-Fi 6 Record in the Market

Ruijie, Huawei, Ruckus Access Point Wireless Performance Single Client (8x8 Models) 5GHz Radio, UDP, Downstream Throughput (Mbps)



Reasons to Choose Ruijie Wifi 6

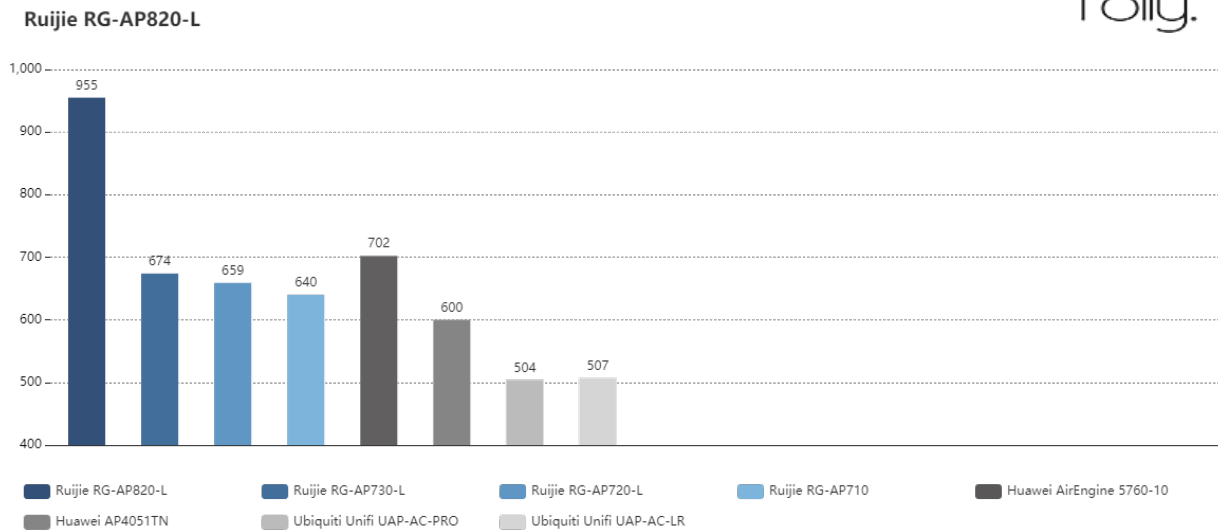
Ruijie's flagship Wi-Fi 6 access point RG-AP880-I supports up to 4Gbps single client wireless throughput on the 5GHz radio which makes it the fastest Wi-Fi access point Tolly has ever tested to the test date



Wi-Fi 6 vs Wi-Fi 5 Access Point Vs Huawei and Ubiquiti



Ruijie, Huawei, Ruckus Access Point Wireless Performance
Single Client (8x8:8 Models) 5GHz Radio, UDP, Downstream Throughput (Mbps)



Source:

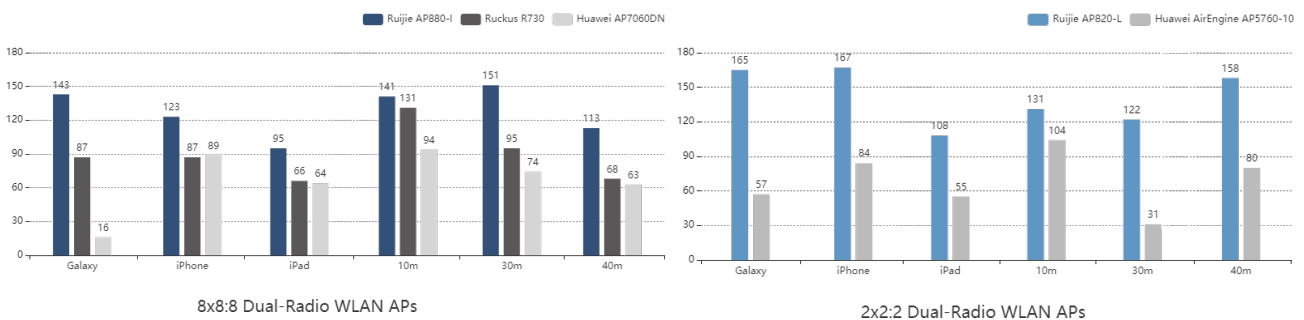
Ruijie AP820-L and Huawei AirEngine 5760-10 tested by Tolly at #220111 Report (Feb 2020);

Ruijie AP730-L, AP720-L, AP710, Huawei AP4051TN, Ubiquiti UAP-AC-PRO and UAP-AC-LR tested by Tolly at #219101 Report (Feb 2019)

Visualized Experience

40 Meters Long Distance Testing VS Huawei & Ruckus

Wi-Fi 6 Access Point Coverage - Single Client TCP Throughput (2.4GHz Downstream (Mbps))



Source:

Tests were run in a dormitory's hallway. Galaxy means Samsung Galaxy S10; iPhone means Apple iPhone 11; iPad means Apple iPad Mini.

All these three devices were 1 meter away from the AP under test. 10m (10 meters), 30m and 40m clients were all laptops with the Intel Wi-Fi 6 AX200 adapter. Test used the TCP throughput script in Ixia IxChariot with twelve pairs of streams.

Guarantee for High Density Scenarios

Upto 1024 Clients per Access Point				
RG-AP880-I	RG-AP840-I	RG-AP820-L	RG-AP820-L(V3)	RG-AP810-L

WALL AP Series

WALL AP SERIES

OVERVIEW

Ruijie Wall AP Series is designed for wireless deployment in hotels, offices, residential buildings and settings alike, offering various Wi-Fi standard options, from Wi-Fi 5 to latest Wi-Fi 6. The mini-size wall-mountable AP has the same size as a standard 86-type faceplate with integrated Ethernet and VoIP ports. Universal mount kit is also available for US/EU standard socket.

Ruijie Wall AP benefits from easy deployment, the AP enables zero disruption to the interior finishes and offers the best solution for scenarios with delicate interior design.

Wi-Fi 6



KEY FEATURES

- First Wi-Fi 6 Wall Plate AP in the market
- IPTV Service Guarantee (GE LAN port and Multicast support)
- Never Disturbing the Customers by Hidden the LED Indicators Light
- Universal Mount Kit Design for US/EU Socket Installation (sold separately)

Model	Wireless Data Rate	Max Client	MIMO	Antenna	Wi-Fi standard	Radio	Service Port		PoE Ports	
							Uplink	Downlink	Input	Out
RG-AP180	1774.5Mbps	1024	2x2MU-MIMO	integrated	Wi-Fi 6	Dual Band (2.4G+5G)	1GE	4GE	1	N/A
RG-AP180(V2)	3000Mbps	1024	2x2 MU-MIMO	integrated	Wi-Fi 6	Dual Band (2.4G+5G)	1GE	4GE	1	1



Outdoor AP Series

AP680&630 SERIES

OVERVIEW

Ruijie AP630 & AP680 Outdoor AP series all adopts the IP68 protection design for the enclosure, which is suitable for application in extreme indoor and outdoor environments. Equipped with built-in omni/directional antenna, Ruijie outdoor AP provide flexible deployment options to achieve the Wi-Fi coverage in vast majority of the scenarios. Multi-hop and point-to-multipoint bridge features are also supported to further enhance the deployment flexibility.



KEY FEATURES

- Wi-Fi 6 standard option for superior Wireless Performance
- Built-in Smart Antenna & Lightning Arrester
- Long Distance Wireless Bridge upto 3KM
- Outstanding Environmental Adaptability (IP68, -40-65°C)

Model	Wireless Data Rate	Max Client	Spatial Streams	Antenna		IEEE 802 11AC Wave1/2	2.4GHz	5GHz	Port		PoE Ports		Dimensions (W x D x H) (mm)
				External	Internal ¹				GE	SFP	Input	Output	
RG-AP680(CD)	2.4Gbps	1024	4	N/A	DIR	Wi-Fi 6 (11ax)	✓	✓	1	1	1	N/A	251*168*64
RG-AP630(IDA2)	2.533Gbps	512	4	Optional	DIR	11AC Wave2	✓	✓	2	1	1	N/A	276*246*90
RG-AP630(IODA)	1.75Gbps	256	3	Optional	O-DIR	11AC Wave1	✓	✓	2	1	1	1	276*246*90

¹DIR for directional antenna and O-DIR for omnidirectional antenna

^{2,3}IPSec VPN in the roadmap

Wireless Controller Series

WIRELESS CONTROLLER SERIES

OVERVIEW

Ruijie Wireless Controller Series is designed to support the next-generation high-speed wireless network. The Wireless Controllers can be deployed at either Layer 2 or Layer 3 network to communicate with wireless access point (AP) without any architecture or hardware changes, offering seamless and secure wireless control. The Wireless Controllers can manage up to 128 APs by default and a maximum capacity of 2,560 APs with license upgrade.



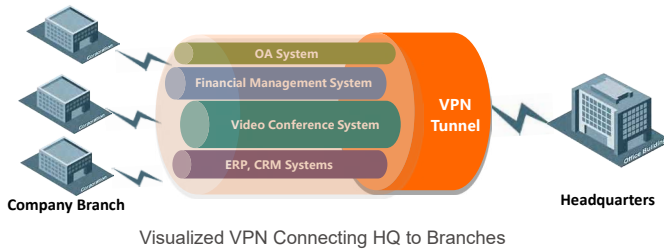
KEY FEATURES

- Scalable up to 2,560 APs and 80K Clients
- Built-in with Advanced Wireless Radio Management and WIPS Security Protection
- Support Seamless L2/L3 Roaming
- Support N+1, N+N Resiliency
- Built-in with Portal Server for Web Authentication

Model	Ports				Number of Manageable AP		Portal Authentication	Virtual AC	Virtual AP	Dimensions (W x D x H) (mm)
	GE	SFP	SFP+	Expansion Slot	Default	Max				
RG-M18000-WS-ED	N/A	N/A	2	N/A	128	2560	✓	✓	✓	440 × 399 × 40.18
RG-WS6816	N/A	8	4	2	128	3200 / 5000 ⁴	✓	✓	✓	440 × 560 × 88.1
RG-WS6108	6	2	N/A	N/A	32	320 / 640 ⁴	✓	✓	✓	440 × 200 × 43.6
RG-WS6008	6	2	N/A	N/A	32	224 / 448	✓	✓	✓	440 × 200 × 43.6

Gateway Security Gateway

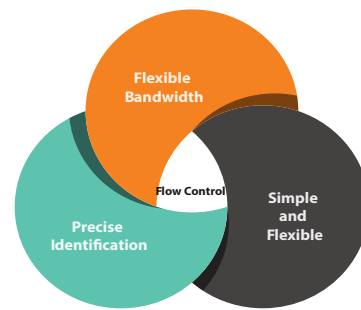
VPN VIRTUALIZATION



The flow in the VPN tunnel is controllable and visible, and the business security has no blind angle. We can view and control the traffic flow in the VPN tunnel, establish a visual VPN network, and provide security for key business through VPN.

FLOW CONTROL

Flow control is based on user or application bandwidth security, distribution, speed limit. It can accurately identify more than 30 kinds of applications, such as P2P application, streaming media, enterprise office system, etc., with more than 1500 application characteristics, and realize fine and reasonable bandwidth resource management. By methods of intelligent flow management, the bandwidth is free to be used freely when the bandwidth is available and be distributed according to demands When bandwidth is tight. Different traffic lights are opened on different channels to ensure the high-speed operation of key business.



Benefits of Flow Control

FAST PERFORMANCE



Ruijie's all-in-one gateway combines functions of router, flow control, load balancing, behavior management, soft AC and VPN device in one. With multiple network service functions integrated, the next generation gateway are cost effective, optimized for easy deployment and designed to adapt to different networking environments, enhancing user experience and network flexibility.

RG-EG3000XE SERIES

OVERVIEW

Ruijie RG-EG Series is a series of multi-functional gateway products launched by Ruijie for overseas markets. It integrates multiple gateway functions and has an abundance of ports to adapt to different networking environments, helping users form a flexible network and enhance network experience of users.



KEY FEATURES

- Simple configuration, support WEB and Ruijie cloud management solutions
- Built-in DPI engine to recognize and control HTTP, P2P, mail, software, operating system updates and other network applications
- Integrated routing, flow control, URL filtering, IPSec VPN and other functions
- Free URL library, application protocol library and software version upgrade, no license restrictions

Model	Fixed Ports	Throughput	Concurrent Sessions	New Sessions/Sec	IPsec VPN Throughput	IPsec Tunnels	Content Filtering	Power Redundancy
RG-EG3000XE	8Combo ports 8SFP+ ports 2QXS ports	10Gbps	1600W	18W	2.3Gbs	2000	✓	Support

Gateway

RG-EG2100-P V2 AND RG-EG3000 SERIES

OVERVIEW

Ruijie EG Next-Gen Security Gateway Series is a series of multi-functional gateway products launched by Ruijie for overseas markets. It integrates multiple gateway functions and has an abundance of ports to adapt to different networking environments, helping users form a flexible network and enhance network experience of users.



KEY FEATURES

- Simple configuration, support WEB and Ruijie cloud management solutions
- Built-in DPI engine to recognize and control HTTP, P2P, mail, software, operating system updates and other network applications
- Integrated routing, flow control, URL filtering, IPSec VPN and other functions
- Free URL library, application protocol library and software version upgrade, no license restrictions

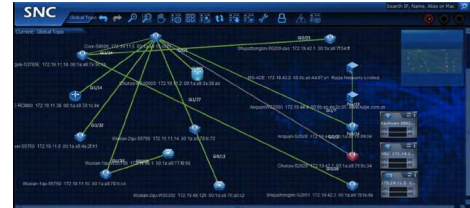
Model	RG-EG2100-P V2	RG-EG3230	RG-EG3250
Network Interface	8 GE (up to 2 WAN, 7 LAN Ports)	8 GE, 1 SFP, 1 10G Ports	8 GE, 1 SFP, 1 10G Ports
Performance (1518 byte)	1Gbps	4Gbps	6Gbps
Concurrent User	300	1000	2000
PoE (802.3af/at) Out	7 PoE/PoE+	NA	NA
Power Budget	130W	NA	NA
Integrated Hard Disk	NA	1 TB	1 TB
Local Portal Acceleration	NA	✓ (Ruijie Cloud required)	✓ (Ruijie Cloud required)
L7 DPI	Lifetime FREE Signature Update, 120+ Identified Application	Lifetime FREE Signature Update, 120+ Identified Application	Lifetime FREE Signature Update, 120+ Identified Application
URL Filtering	✓	✓	✓
IPSec VPN	16 Tunnels	600 Tunnels	1000 Tunnels
WAN Load Balancing	✓	✓ (up to 6 WAN Ports)	✓ (up to 6 WAN Ports)
WAN Authentication	DHCP (Client), PPPoE Client, Static IP	DHCP (Client), PPPoE Client, Static IP	DHCP (Client), PPPoE Client, Static IP
Network Protocol	NAT, RIP (v1/v2), OSPF, Static Routing	NAT, RIP (v1/v2), OSPF, Static Routing	NAT, RIP (v1/v2), OSPF, Static Routing

Network Management System

RG-SNC SMART NETWORK COMMANDER

OVERVIEW

Ruijie RG-SNC (Smart Network Commander) is a network management system launched by Ruijie Networks especially designed for network performance management and configuration. With a friendly browser UI, the SNC provides an extensive array of features such as network topology display, device management, performance monitoring, configuration & software management, real-time alarm, log and report management.



KEY FEATURES

- Unified Network Management
- Professional Topology Management
- Real-Time Performance Monitoring
- Rich and Customized Reports
- Proactive Alarm Notifications: Email

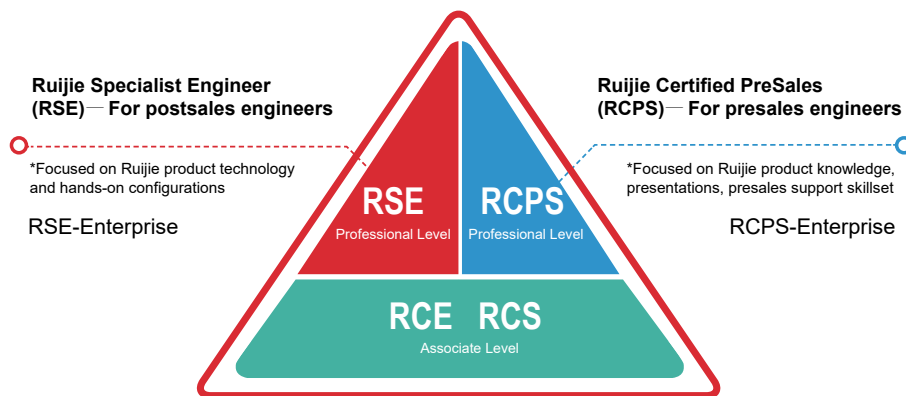
Basic Component	
Topology Management	Alarm Management
<ul style="list-style-type: none"> - Topology management - Online user info - Network diagnosis assistant - Event monitoring - IP/MAC/Port mapping table 	<ul style="list-style-type: none"> - Real Time alarm monitoring - Self-define alarm rule & time - Voice/email alarm notification - Historical alarm query - Trap & syslog event monitoring
Unified Device Management	Report & Log Management
<ul style="list-style-type: none"> - Loop inspection - Key link inspection - Asset management - Hierarchical management - Interface batch management and configuration - Performance monitoring - Graphical ACL and QoS deployment 	<ul style="list-style-type: none"> - Alarm report - Assets report - Security log - Operation log - Report export

WLAN Component	
Wireless Management	
<ul style="list-style-type: none"> - Hotspot management - Heat map diagram - Spectrum chart - Real-Time FFT - Wireless controller management 	<ul style="list-style-type: none"> - AP management - End user management - Rogue AP countermeasure - Troubleshooting assistant - Remote Power Management

Training & Services

Ruijie has its own technical training and certification system. Those with Ruijie certification will have professional network knowledge, network skills and knowledge on specific technical fields and positions, which could bring their employers great value and benefits. Ruijie Certification system includes Ruijie Specialist Engineer (RSE), Ruijie Certified PreSales (RCPS), Ruijie Certified Engineer (RCE) and Ruijie Certified Sales (RCS).

RUIJIE'S TRAINING SERVICES



RSE

Ruijie Specialist Engineer (RSE), the professional level certificate for senior postsales engineers, is oriented at the implementation, management, and maintenance of small and medium-sized enterprises network, medium and large-scale campus networks on the following different tracks.

RCPS

Ruijie Certified PreSales (RCPS), the professional level certificate for presales engineers, is oriented at planning and design the campus networks with various scales. It focuses on features of industry solutions, products and improvement of presales skillset.

RCE

Ruijie Certified Engineer for SME, the professional level certificate for pre-sales/post-sales engineers, is oriented at mastering SME product technologies, solution values and network design ability, as well as configuration of Ruijie SME products and solutions.

RCS

Ruijie Certified Sales for SME, the professional level certificate for sales/product managers, is oriented at mastering the value of Ruijie branding, SME products and industry solutions.

TECHNICAL SERVICE AND WARRANTY



Value Added TAC Support

- Complimentary professional TAC Support for ALL Ruijie partners and customers
- Staffed by Ruijie certified experts, Ruijie TAC provides technical support for products, configuration and troubleshooting and also incident management
- TAC supports 5*8 on case portal, online live chat or email, 7*24 on intelligent robot



Standard Limited Warranty

- 3-Year Warranty Free of Charge (FOC) for ALL hardware & Software
- Please contact Ruijie's local representative or Ruijie's Website for updated service related inquiry

SERVICE LEVEL AGREEMENT

Onsite Support

- Onsite presence to diagnose and troubleshoot Ruijie's products and solutions

Onsite

5*8 Live Chat & Case Portal

- Standard product feature support
- Hardware or software solution problem resolution

Online Support

Local ASP Service Hotline

- 5*8 hotline provided by Ruijie local ASP

Local ASP Service Hotline

Ruijie Intelligent Robot

- 7*24 millisecond response
- Most of the frequently asked questions covered

Ruijie Intelligent Robot



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