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Model Name

STC-110XGE
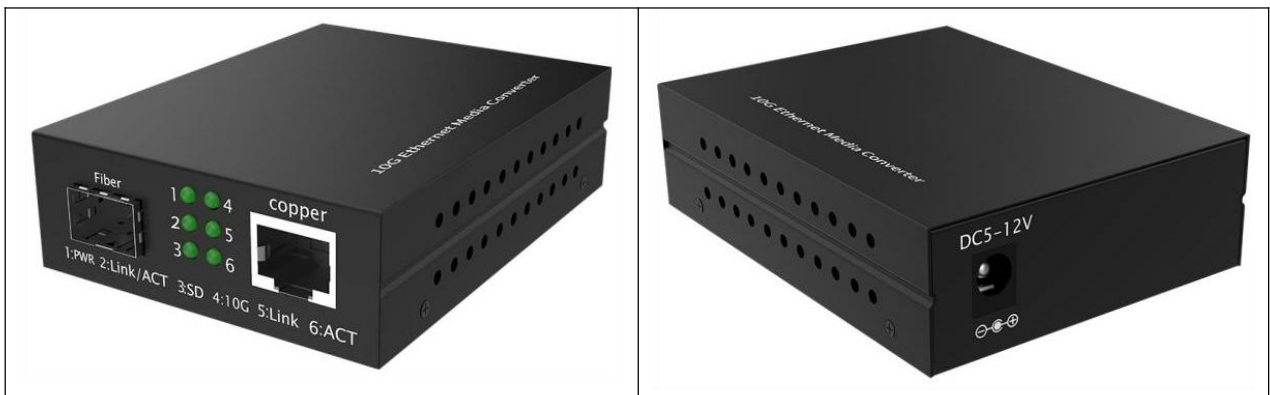ST: Saga Telecom
C: Commercial grade
1: 1 optical port
1: 1 Ethernet port
0: 0 PoE port
XG: 10 Gigabit based
E: Ethernet(not all-fiber type)

It is advised to read specific product description for more information.

Introduction

STC-110XGE is a 10G N-Base-T (10M/100M/1G/2.5G/5G/10G) to 10GBase-R media converter.
It helps realize 10 Gigabit Ethernet communication across fiber via the SFP or SFP+ port and extend transmission distance to
- Servers
- Switches
- Patch panels for Data Center 10G N-Base-T to 10GBase-R conversion
- ISP Mobile DU and enterprise broadband service
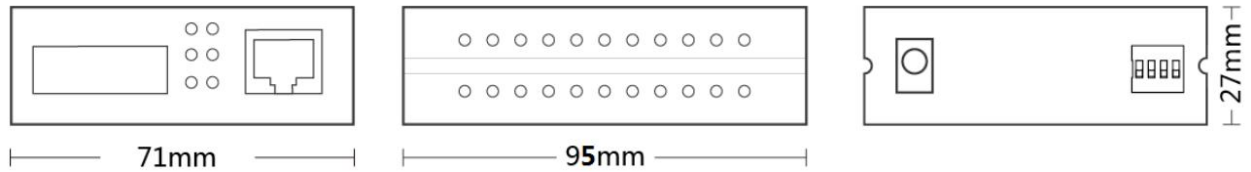
Key Features

- 1*10M/100M/1G/2.5G/5G/10G BASE-T RJ45 port, 1*10GBASE-X SFP+ slot
- IEEE 802.3u/802.3ab/802.3bz/802.3ae Ethernet standard compliant
- Support auto MDI/MDI-X function
- Support auto-negotiation and 100Mbps half/full duplex and 1G/2.5G/5G/10Gbps full duplex mode
- Fan-less design, support plug and play installation
- Support watchdog function, which can restart the equipment automatically when it is frozen
- Wide range input voltage: DC5-12V
- Full-positioned LEDs to indicate power and network status
- 4KV surge protection; ESD: 8KV/contact, 15KV/air protection

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Specification

Product Name	2 port 10G Ethernet Media Converter
Port	1*10M/100M/1G/2.5G/5G/10G Base-T RJ45 port 1*10G Base-X SFP+
Network Protocol	IEEE 802.3u 100BASE-TX IEEE 802.3ab 1000BASE-T IEEE 802.3bz 2.5G/5GBASE-T IEEE 802.3an 10GBASE-T IEEE 802.3ae 10Gbps Ethernet IEEE 802.3x full-duplex flow control
Network Medium	10Base-T: Cat3,4,5 or above UTP(≤100m) 100Base-TX: Cat5 or above UTP(≤100m) 1000Base-TX: Cat5 or above UTP(≤100m) 2.5GBase-T: Cat5 or above UTP(≤100m) 5GBase-T: Cat5 or above UTP(≤100m) 10G Base-T: Cat6a or above UTP(≤100m)
Fiber Option	50/125μm or 62.5/125μm multi-mode fiber optic cable, up to 300m 9/125μm single-mode fiber optic cable, up to 60km
Jumbo Frame	10Kbytes
Transfer Mode	Store and forward, forwarding delay<5us
MDX/MIDX	Support
Watchdog	Support
MTBF	100,000 hours
Thermal Method	Fan-less, natural heat dissipation
Installation Method	Desktop, wall mount, 14-slot chassis mount
Security Certificate	CE/FCC/RoHS
Working Environment	Working Temperature: -20℃~70℃ Storage Temperature: -40℃~85℃ Relative Humidity: 5%~95%, non-condensing
Input Voltage	DC 5-12V DC Jack
Total Power Consumption	Full loading ≤4.1W
Industry Standard	Surge protection of power: IEC 61000-4-5 Level 4(4KV)(8/20us) Surge protection of Ethernet ports: IEC 61000-4-5 Level 3 (2KV)(10/700us) ESD: IEC 61000-4-2 Level 4(8K/15K) Free fall: 0.5-meter
LED Indicators 	PWR: Power indicator Fiber Link/Act: Fiber port operation indicator SD: Fiber signal detection indicator 10G: Electrical port speed rate indicator Copper Link: Electrical operation state indicator Copper Act: Electrical port data receiving/transmission indicator

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Mechanical Drawing

Packing list

- 1pc media converter
- 1pc power adapter
- 1pc user manual

Shipping box information(**Below information is approximately accurate**)

Product size: 95*71*27mm
Inner box size: 230*125*54.6mm
Product weight: 0.2Kg
Packing weight: 0.35Kg

Master box size: 560*475*275mm
Packing quantity: 40Pcs
Packing weight: 15.4Kg

Ordering Information

Commercial Unmanaged Media Converter, Desktop/Wall Mounted	
Model	Specification
STC-110FE	1*100M Fiber+1*10/100M RJ45, Optional DIP, DC5V
STC-110GE	1*100/1000M Fiber+1*10/100/1000M RJ45, Optional DIP, DC5V
STC-110XGE	1*10G SFP+1*10G RJ45(Downward Compatible), DC5V~12V
Power adapter is included in both the packing box and unit pricing. PoE or/and Managed media converter is currently NOT available.	
STC-14DUR	14-slot 2U Ethernet media converter rack, dual power supply(220V)

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FAQ

- Leadtime
1. Production time is usually 5~7 working days for standard(non-customized) models (no more than 50pcs).
2. Shipping time is usually 4~7 days by air
3. In total, it takes 10~15 days for a client to receive the order.

- Shipment
1. We will send the goods by air(DHL, UPS or FEDEX) or by sea(for bulk order)
2. It is fine to ship purchased items via customer's shipping account or forwarder.

- MOQ
1. 1 Pc/Pair(It is NOT free, Saga Telecom do NOT do FREE SAMPLES)
2. It is fine to have sample testing before bulk order, but 1 Pc/Pair is ONLY about sample testing.
3. When testing proves fine, MOQ is 20pcs(discussion is required if it is about smaller quantity).

- Warranty
1. 1 year for commercial models(STC series) and 3 years for industrial models(STI series)
2. Please kindly refer to the "Warranty Policy" for more information.
3. Technical assistance is always available

- Payment
1. T/T transfer and PayPal, FULL AMOUNT BEFORE SHIPMENT.
2. It is fine to pay 50% first and another 50% before shipment for bulk order.
3. It is fine to be paid via customer's forwarder(this is usually about RMB payment).

- Transaction cost
1. It is standard charge 25usd for EACH T/T transfer whatever the invoice value is.
2. It is 5usd for every 100usd to PayPal a/c, this ratio is standard charge by PayPal

- RMA
1. Please contact us ASAP once there is any problem(package or usage)with the supplied products.
2. For every 100pcs, there will be 2 extra free units(2% RMA) against immediate warranty coverage.
3. This rule stands for all Saga Telecom models and even there is not an after-sales issue.
(1) If it is about missing/faulty parts in the packing box.
Please simply use the extra units for the replacement and let us know this problem(we will improve).
(2) If it is about usage problem.
Saga Telecom will provide technical support and send new units when necessary.

- OEM
1. Supported, but discussion is required if it is about complex requirements.
2. Below are usual OEM services available.
(1) Show client's logo/model on the device/label/management interface...
(2) Use client's packing box
(3) Design client's product PVC sticker
(4) Customize some parts of a model like rear panel/power input terminal block...
Please know that there might be extra cost for OEM services.

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After-sales support

Warranty comes in effect from the date of delivery.
If something is wrong with the package or usage, please let us know asap.

Case 1, package problem
Any faulty/missing parts in the packing box, Saga telecom will help do the replacement or refund.

Case 2, usage problem
The standard and most effective procedures(get a feedback form from us) are as below

1, describe what happened, examples as below
● When this problem occurred
● What you did to adjust it like restart the device or change new accessories
● How you use this device like outdoor use for connecting some IP cameras
With this information, Saga telecom could quickly know what is going on and do trouble-shooting

2, provide as many actual photos/video as possible
Wrong connection or improper use may occur.
In this case, photos and videos are helpful and efficient.

3, prepare necessary and relevant accessories such as SFP module/network cable/patch-cord...
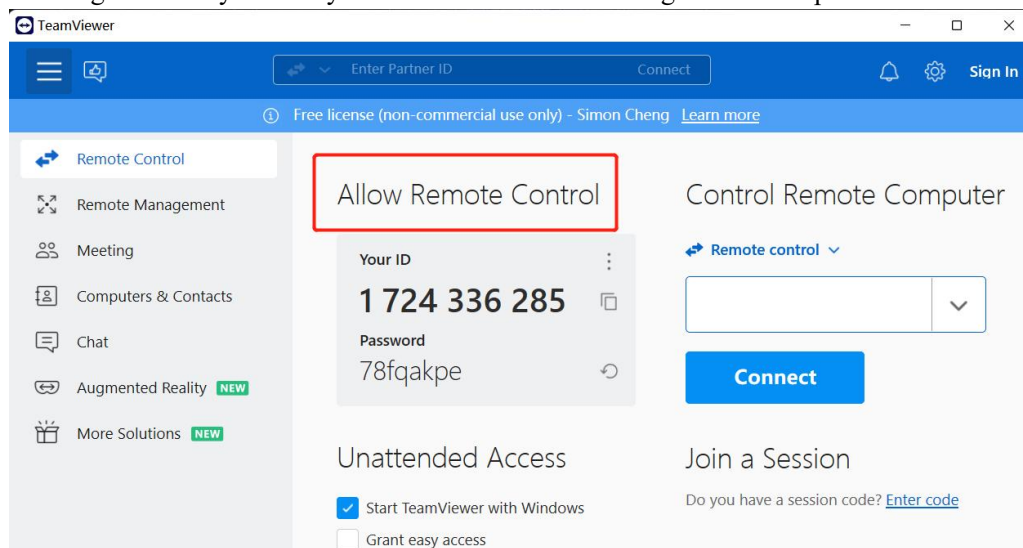An example is, in a linear network connection, if one SFP module fails, the whole system might have a transmission problem.
The solution would be as simple as replacing a new workable SFP module.
With in-hand accessories, sometimes it is easy to fix the problem.

4, get ready for online meeting
Saga telecom might remotely control your PC to do trouble-shooting with the help of Teamviewer.

For more information, please talk with us or visit *www.sagatelecom.com.cn*

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