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Data Sheet

# Cisco Catalyst 3560-CX and 2960-CX Series Compact Switches

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The Cisco® Catalyst® Compact Switches easily expand your Ethernet and Multigigabit Ethernet infrastructure outside the wiring closet to enable new workspaces, extend wireless LANs, and connect PoE devices. These fanless, small form-factor switches are ideal for space-constrained deployments where multiple cable runs would be challenging. With speeds that reach 10Gbps, the Cisco Catalyst 3560CX Multigigabit Ethernet Switches support current and next-generation wireless speeds and standards (including 802.11ac Wave 2) on existing cabling infrastructure.



**Figure 1.**  
Cisco Catalyst 3560-CX and 2960-CX Switch Family.

## Product Overview

The Cisco Catalyst 3560-CX and 2960-CX Series Compact Switches help optimize network deployments. These Gigabit Ethernet (GbE) and Multigigabit Ethernet (mGig) managed switches are ideal for high-speed data connectivity, Wi-Fi backhaul, and Power over Ethernet (PoE+) connectivity in places where space is at a premium. With a single copper or fiber cable from the wiring closet, Cisco Catalyst compact switches enable IP connectivity for devices such as IP phones, wireless access points, surveillance cameras, PCs, and video endpoints.

With their quiet, fanless design and compact footprint, these switches can come out of the data closet and be placed closer to the users. This means shorter cable runs and greater flexibility as you grow your network.

### Cisco Catalyst 3560-CX and 2960-CX Series Compact Switch Highlights

- 8 or 12 Gigabit Ethernet ports with line rate forwarding performance
- 6 Gigabit Ethernet plus 2 Multigigabit Ethernet (100 Mbps/1/2.5/5/10 Gbps) ports with line rate forwarding performance (selected model)
- Gigabit and Multigigabit (100 Mbps/1/2.5/5/10 Gbps) copper, small form-factor pluggable (SFP) or 10G SFP+ uplinks
- Power over Ethernet Plus (PoE+) support with up to 240W of PoE budget
- Power over Ethernet (PoE) pass-through enables the compact switch to draw Cisco Universal PoE
- (Cisco UPOE™) power from the wiring closet and pass it to end devices (selected model) with the additional option to be powered by auxiliary AC-DC or DC-DC power adapter
- Cisco Instant Access mode to enable single point of management and simplify operation (selected models)
- Advanced Layer 2 (LAN Base) and Layer 3 (IP Base) support with an option to upgrade to IP services
- Fanless design and silent operation

- Enhanced Limited Lifetime Warranty (E-LLW)

## Features and Benefits

Like the larger Cisco Catalyst switches typically used in wiring closets, the Cisco Catalyst Compact switches are a managed option for consistency across your LAN switching network. Unlike unmanaged switches and hubs, they provide advanced networking features for flexibility, security, and scale.

Table 1 lists many of the Cisco Catalyst 3560-CX and 2960-CX switch features and benefits.

**Table 1.** Compact Switch Features and Benefits Summary

Feature	Benefits
<b>Hardware</b>	
<b>Small form factor; fanless design; silent operation</b>	The switch can be used in open workspaces and other areas that cannot tolerate equipment noise and where multiple cable runs could be difficult, expensive, and intrusive.
<b>Flexible mounting options</b>	The switch can be mounted on the wall, under a desk, rack, DIN rail, or practically anywhere they are needed.
<b>Cisco Multigigabit Ethernet</b>	<p>With the enormous growth of 802.11ac and new wireless applications, wireless devices are driving the demand for more network bandwidth. This creates a need for a technology that supports speeds higher than 1 Gbps on all cabling infrastructure. Cisco Multigigabit Ethernet technology is a unique Cisco innovation that allows you to achieve bandwidth between speeds of 100Mbps and 10 Gbps over traditional Cat 5e cabling or above. In addition, the Multigigabit ports on the Cisco Catalyst Compact switch support PoE+, which is increasingly important for next-generation workspaces and Internet of Things (IoT) ecosystems. The Multigigabit Ethernet ports can also be used as uplinks to connect to traditional access switches such as the Cisco Catalyst 3850/4500 switches.</p> <p>Cisco Multigigabit technology offers significant benefits for a diverse range of speeds, cable types, and PoE power. The benefits can be grouped into three different areas:</p> <ul style="list-style-type: none"> <li>• <b>Multiple speeds:</b> Cisco Multigigabit technology supports autonegotiation of multiple speeds on switch ports. The supported speeds are 100 Mbps, 1 Gbps, 2.5 Gbps, and 5 Gbps on Cat 5e cable and up to 10 Gbps over Cat 6a cabling.</li> <li>• <b>Cable type:</b> The technology supports a wide range of cable types, including Cat 5e, Cat 6, and Cat 6a or above.</li> <li>• <b>PoE power:</b> The technology supports PoE and PoE+ for all the supported speeds and cable types.</li> </ul>
<b>10-Gigabit SFP+ uplinks</b>	Accommodates business growth and increased traffic, such as aggregate upstream gigabit traffic loads from 802.11ac Wi-Fi access points.
<b>Increased PoE+ Scale</b>	Provides up to 240W of PoE+ budget (twice the power per switch than previous series).
<b>Perpetual PoE</b>	Provides uninterrupted power to a powered-down device even when the switch is booting. This eliminates the need for a backup power source.

Feature	Benefits
<b>PoE pass-through</b>	<b>PoE pass-through</b> gives the ability to power PoE end devices through drawing Cisco UPOE from the wiring closet. The Cisco Catalyst WS-C3560CX-8PT-S has eight downlink ports with two Cisco UPOE input ports that allow it to be powered by another switch. These switches do not need a power supply and receive power over the uplink from an upstream PoE or Cisco UPOE device, providing deployment flexibility and availability. These switches are ideal for wiring-constrained and space-constrained applications.
<b>Management and Operations</b>	
<b>Cisco SDA Extended Node</b>	SDA Extended Node provides Cisco DNA Center Automation and Assurance for C3560CX switches. It also extends Fabric Benefits (e.g. stretch subnet) to end points connected to the switches, allowing consistent segmentation and policy-based access.  SDA Extended Node requires Cisco DNA-A license on the C3560CX switches, and a Fabric-Edge Capable switch at the upstream.
<b>Cisco Network Plug 'n Play (PnP)</b>	Network Plug-n-Play (PnP) is a secure, scalable solution that accelerates network device deployments by automating the installation and configuration of Cisco IOS software. The Cisco Catalyst 3560-CX and 2960-CX switches are 'Network-PnP Ready' and can be used as part of the APIC-EM solution for automated switch deployments. This feature helps improve productivity, cut costs, reduce downtime, and enhance the user experience.
<b>Cisco Catalyst Smart Operations</b>	This comprehensive set of Cisco Catalyst technologies and Cisco IOS Software features simplify LAN deployment, configuration, and troubleshooting. <ul style="list-style-type: none"> <li>• <b>Cisco Smart Install</b> enables the configuration of the Cisco IOS Software image and switch without user intervention.</li> <li>• <b>Cisco Auto Smartports</b> provides automatic configuration as end devices connect to the switch port, allowing autodetection and plug-and-play of the device onto the network. Interface templates containing configurations or policies that can be applied to ports are also supported.</li> <li>• <b>Cisco Smart Troubleshooting</b> is an extensive array of debug diagnostic commands and system health checks, including <b>Generic Online Diagnostics (GOLD)</b> and <b>Onboard Failure Logging (OBFL)</b>.</li> <li>• <b>Embedded Event Manager (EEM)</b>, supported on the Cisco Catalyst 3560-CX, provides real-time network event detection and onboard automation. You can adapt the behavior of your network devices to align with business needs.</li> </ul>
<b>Cloud and System Management</b>	<ul style="list-style-type: none"> <li>• <a href="#">Cisco Prime® Infrastructure</a> provides comprehensive network lifecycle management with an extensive library of features that automate initial and day-to-day management. Cisco Prime integrates hardware and software platform expertise and operational experience into a powerful set of workflow-driven configuration, monitoring, troubleshooting, reporting, and administrative tools.</li> <li>• <a href="#">Cisco Network Assistant</a> is a PC-based, centralized network management and configuration application for small and medium-sized business (SMB) with up to 250 users. An intuitive GUI lets you easily apply common services across Cisco switches, routers, and access points.</li> <li>• <a href="#">Cisco Active Advisor</a> is a cloud-based service that provides essential lifecycle information about your network inventory. Available by itself or as a component of other Cisco network management applications, it helps you reduce your network's overall risk by keeping you up-to-date on the status of your products.</li> </ul>

Feature	Benefits
<b>Operational Simplicity</b>	<ul style="list-style-type: none"> <li>• <b>Link Aggregation Control Protocol (LACP)</b> for creating Ethernet channeling with devices that conform to IEEE 802.3ad. Similar to Cisco EtherChannel technology and PAGP.</li> <li>• <b>Dynamic Host Configuration Protocol (DHCP)</b> autoconfiguration of multiple switches through a boot server.</li> <li>• <b>Multicast VLAN Registration (MVR)</b> continuously sends multicast streams in a multicast VLAN. Isolates streams from subscriber VLANs for bandwidth and security reasons.</li> <li>• <b>Voice VLAN</b> keeps voice traffic on a separate VLAN for easier administration and troubleshooting.</li> <li>• <b>Cisco VLAN Trunking Protocol (VTP)</b> supports dynamic VLANs and dynamic trunk configuration across all switches.</li> <li>• <b>Remote Switch Port Analyzer (RSPAN)</b> allows administrators to remotely monitor ports in a Layer 2 switch network from any other switch in the same network.</li> <li>• For enhanced traffic management, monitoring, and analysis, the Embedded <b>Remote Monitoring (RMON)</b> software agent supports four RMON groups (history, statistics, alarms, and events).</li> </ul>
<b>Security</b>	
<b>Cisco <a href="#">TrustSec</a></b>	<p>A suite of components that secures networks, data, and resources with policy-based access control, identity, and role-aware networking with the following elements:</p> <ul style="list-style-type: none"> <li>• <b>Cisco TrustSec SXP</b> support to simplify security and policy enforcement throughout the network. For more information about Cisco TrustSec security solutions, visit <a href="http://cisco.com/go/TrustSec">cisco.com/go/TrustSec</a>.</li> <li>• <b>Hardware on the Cisco Catalyst 3560-CX for IEEE 802.1AE MACsec</b> for Layer 2, line-rate Ethernet data confidentiality and integrity on host-facing ports. Protects against man-in-the-middle attacks (snooping, tampering, and replay).</li> <li>• Flexible authentication that supports multiple authentication mechanisms including <b>802.1X</b>, <b>MAC Authentication Bypass</b>, and <b>web authentication</b> using a single, consistent configuration.</li> <li>• <b>Monitor mode</b> that creates a user-friendly environment for 802.1X operations.</li> <li>• <b>RADIUS change of authorization and downloadable ACLs</b> for comprehensive policy management.</li> <li>• <b>802.1X supplicant with Network Edge Access Transport (NEAT)</b> for extended secure access; compact switches in the conference rooms have the same level of security as switches inside a locked wiring closet.</li> </ul>
<b>Threat Defense</b>	<p>Advanced, integrated security features that provide threat defense capabilities for mitigating man-in-the-middle attacks and protecting your critical network infrastructure.</p> <ul style="list-style-type: none"> <li>• <b>Superior Layer 2 capabilities</b> for mitigating MAC, IP, and ARP spoofing risks. Also protects port security, guards against DHCP snooping, and supports Dynamic ARP Inspection and IP Source Guard.</li> <li>• <b>Ipv6 first-hop security</b> with Binding Integrity Guard, RA Guard, and DHCP Guard.</li> <li>• <b>Private VLAN</b> provides security and isolation between switch ports.</li> <li>• <b>Multidomain Authentication</b> allows an IP phone and a PC to authenticate on the same switch port while placing them on appropriate voice and data VLAN.</li> <li>• <b>Secure Shell (SSH), Kerberos, and Simple Network Management Protocol Version 3 (SNMPv3) that encrypt</b> administrator traffic during Telnet and SNMP sessions to keep access credentials secure.</li> <li>• <b>Port-based Access Control List (ACL)</b> to let the switch automatically allow or block packets based on policies for source and destination IP addresses. Rules can be set up differently on a port-by-port basis.</li> <li>• <b>Secure Boot</b> to make sure that only signed and authorized images can load on the switch.</li> <li>• <b>Cisco AutoSecure</b> to simplify security configurations with a single-line CLI.</li> </ul>
<b>Power Management and Energy Efficiency</b>	
<b>Switch Hibernate Mode</b>	<p>Innovative technology that puts the switch in an ultra-low power mode during periods of nonoperation such as nights and weekends. The switch can be configured to be in the hibernate mode using the Cisco Energy Management Suite.</p>
<b>IEEE 802.3az or Energy-Efficient Ethernet (EEE)</b>	<p>Ports dynamically sense idle periods between traffic bursts and quickly switch the interfaces into a low-power idle mode, reducing power consumption.</p>
<b>Perpetual PoE</b>	<p>Provides uninterrupted power to a powered-down device even when the switch is booting. This eliminates the need for a backup power source.</p>
<b>PoE pass-through</b>	<p><b>PoE pass-through</b> gives the ability to power PoE end devices through drawing Cisco UPOE from the wiring</p>

Feature	Benefits
	closet. The Cisco Catalyst 3560CX-8PT-S has eight downlink ports with two Cisco UPOE input ports that allow it to be powered by another switch. These switches do not need a power supply and receive power over the uplink from an upstream PoE or Cisco UPOE device, providing deployment flexibility and availability.
Power Supply	80-Plus Silver Certified.
<b>Traffic Management and QoS</b>	
Application Visibility	<a href="#">NetFlow Lite</a> lets you maintain awareness of all application traffic on the network. It helps capture and record specific packet flows. Exports flow data in the NetFlow Version 9 format for analysis on a wide range of Cisco and third-party collectors.
Advanced Quality of Service	Intelligent traffic management with flexible mechanisms for marking, classifying, and scheduling traffic at wire speed. Includes: <ul style="list-style-type: none"> <li>• Up to <b>eight egress queues</b> per port and strict priority queuing so that the highest priority packets are serviced ahead of all other traffic.</li> <li>• <b>Shaped Round Robin (SRR)</b> scheduling and <b>Weighted Tail Drop (WTD)</b> congestion avoidance.</li> <li>• <b>Flow-based rate limiting</b> and up to 256 aggregate or individual policers per port.</li> </ul>

## Product Details

### Switch Models

The Cisco Catalyst Compact Switches are available in nine switch models. They vary by whether they support both Layer 2 and Layer 3 services or Layer 2 services only; whether they support Power over Ethernet Plus (PoE+); by the number of Gigabit Ethernet and Multigigabit Ethernet ports; the aggregate power provided, and the type of cabling connections they support.

Tables 2, 3, and 4 compare the available switch models and list the software package that ships by default with each model and how much PoE power is available for the downlink ports.

**Table 2.** Cisco Catalyst 3560-X Compact Switch Models and Default Software

Model	Ethernet Ports	PoE Output Ports	Available PoE Power	Uplinks	Default Software
3560CX-8TC-S	8 x 10/100/1000 Gigabit Ethernet	NA		2 x 1G copper plus 2 x 1G SFP	IP Base (IP Services with RTU License)
3560CX-12TC-S	12 x 10/100/1000 Gigabit Ethernet	NA		2 x 1G copper plus 2 x 1G SFP	IP Base (IP Services with RTU License)
3560CX-8PC-S	8 x 10/100/1000 Gigabit Ethernet	8 PoE+	240W	2 x 1G copper plus 2 x 1G SFP	IP Base (IP Services with RTU License)
3560CX-12PC-S	12 x 10/100/1000 Gigabit Ethernet	12 PoE+	240W	2 x 1G copper plus 2 x 1G SFP	IP Base (IP Services with RTU License)
3560CX-12PD-S	12 x 10/100/1000 Gigabit Ethernet	12 PoE+	240W	2 x 1G copper plus 2 x 10G SFP+	IP Base (IP Services with RTU License)
C3560CX-8PT-S	8 x 10/100/1000 Gigabit Ethernet	8 PoE+	Up to 146W	2 x 1G copper (Cisco UPOE+ uplinks)	IP Base (IP Services with RTU License)

Model	Ethernet Ports	PoE Output Ports	Available PoE Power	Uplinks	Default Software
C3560CX-8XPD-S	6 x 10/100/1000 Gigabit Ethernet plus 2 Multigigabit Ethernet 100/2500/5000/10000	8 PoE+	240W	2 x 10G SFP+	IP Base (IP Services with RTU License)

**Table 3.** C3560CX-8PT-S Switch PoE and PoE+ Power Capacity

Model	Powering Option	Available PoE Power (W)	Can Switch Be Powered with Uplinks?
3560CX-8TC-S	Internal power supply	0W	No
3560CX-12TC-S	Internal power supply	0W	No
3560CX-8PC-S	Internal power supply	240W	No
3560CX-12PC-S	Internal power supply	240W	No
3560CX-12PD-S	Internal power supply	240W	No
C3560CX-8PT-S	1 PoE uplink	0W	No
	2 PoE uplinks	0W	Yes
	1 PoE+ uplink	0W	Yes
	2 PoE+ uplinks	20W	Yes
	1 Cisco UPOE uplink	22W	Yes
	2 Cisco UPOE uplinks	68W	Yes
	Auxiliary input	54W	Yes
	1 PoE uplink plus auxiliary input	65W	Yes
	2 PoE uplinks plus auxiliary input	76W	Yes
	1 PoE+ uplink plus auxiliary input	76W	Yes
	2 PoE+ uplinks plus auxiliary input	98W	Yes
	2 Cisco UPOE uplinks plus auxiliary input	146W	Yes
3560CX-8XPD-S	Internal power supply	240W	No

**Table 4.** Cisco Catalyst 2960-X Compact Switch Models and Default Software

Model	Ethernet Ports	PoE Output Ports	Available PoE Power	Uplinks	Default Software
2960CX-8TC-L	8 x 10/100/1000 Gigabit Ethernet	N/A		2 x 1G copper plus 2 x 1G SFP	LAN Base
2960CX-8PC-L	8 x 10/100/1000 Gigabit Ethernet	8 PoE+	124W	2 x 1G copper plus 2 x 1G SFP	LAN Base

**Note:** All four uplink ports (two copper and two fiber) can be used simultaneously and also as downlinks.



## Switch Software

Cisco Catalyst 3560-CX compact switches ship with the IP Base version of Cisco IOS® Software. The 3560-CX switches can be upgraded to use the IP Services version of IOS Software with a Right-To-Use (RTU) License. The IP Base and IP Services feature set on Cisco Catalyst 3560-CX switches provides baseline enterprise services in addition to all LAN Base features. They support Layer 3 networking features, including support for routed access, Cisco TrustSec, Media Access Control security (MACsec), and other advanced network services. The IP Services feature set provides full Layer 3 routing capabilities with Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), Enhanced Internal Gateway Routing Protocol (EIGRP), Policy-Based Routing (PBR), Multicast Routing, and Virtual Routing and Forwarding (VRF) Lite.

Cisco Catalyst 2960-CX Series compact switches ship with the LAN Base version of Cisco IOS Software. These switches deliver advanced Layer 2 switching with intelligent Layer 2 through 4 services for the network edge, such as voice, video, and wireless LAN services.

## Licensing and Software Policy

Customers with Cisco Catalyst LAN Base and IP Base software feature sets will receive updates and bug fixes designed to maintain the compliance of the software with published specifications, release notes, and industry standards compliance as long as the original end user continues to own or use the product or for up to one year from the end-of-sale date for this product, whichever occurs earlier. This policy supersedes any previous warranty or software statement and is subject to change without notice.

## Cisco DNA Licensing

**Table 5.** Cisco DNA Essentials, Advantage, and Premier Package Features

Feature	Cisco DNA Essentials	Cisco DNA Advantage	Cisco DNA Premier
<b>Basic Automation</b> Cisco Network Plug-and-Play application, LAN Automation	✓	✓	✓
<b>Element management</b> Discovery, inventory, topology, software image, licensing, and configuration management	✓	✓	✓
<b>Basic Assurance</b> Health Dashboards – Network, Client, Application Basic Switch & Wired Client Health Monitoring	✓	✓	✓
<b>Advanced Automation</b> SD-Access*, Application Policy*, DNA Service for Bonjour*	✓	✓	✓
<b>Element Management</b> Patch Lifecycle Management	X	✓	✓
<b>Assurance &amp; Analytics</b> Global Insights, Trends, Compliance, Custom Reports, Switch & Wired Client 360, SD-Access* and Switch Insights, Application Health, Application 360*, Performance* (Loss, Latency, Jitter)	X	✓	✓
<b>ISE Base, Plus and Steathwatch</b>	X	X	✓

## Product Specifications

Table 6 provides hardware specifications for the Cisco Catalyst 3560-CX and 2960-CX compact switches.

**Table 6.** Cisco Catalyst 3560-CX and 2960-CX Series Compact Switch Hardware

Description	Specification			
<b>Performance</b>		<b>Cisco Catalyst 3560-CX</b>	<b>Cisco Catalyst 2960-CX</b>	
	Forwarding Bandwidth	46 Gbps (with C3560CX-8XPD-S) 34 Gbps (with C3560CX-12PD-S) 16 Gbps (with 1 G uplinks)	12 Gbps	
	Switching Bandwidth (full-duplex capacity)	92 Gbps (with C3560CX-8XPD-S) 68 Gbps (with C3560CX-12PD-S) 32 Gbps (with 1 G uplinks)	24 Gbps	
	Flash memory	128 MB	128 MB	
	Memory DRAM	512 MB	512 MB	
	Max VLANs	1023	255	
	VLAN IDs	4000	4000	
	Maximum Transmission Unit (MTU)	Up to 9000 bytes	Up to 9000 bytes	
	Jumbo frames	9198 bytes	9198 bytes	
	<b>Forwarding rate 64 Byte Packet Cisco Catalyst 3560-CX and 2960-CX</b>			
		2960CX-8TC-L	17.9 mpps	
		2960CX-8PC-L	17.9 mpps	
		3560CX-8TC-S	17.9 mpps	
		3560CX-12TC-S	23.8 mpps	
		3560CX-8PC-S	17.9 mpps	
		3560CX-12PC-S	23.8 mpps	
		3560CX-12PD-S	50.6 mpps	
		3560CX-8PT-S	14.9 mpps	
		3560CX-8XPD-S	68.4 mpps	
	<b>Resource Cisco Catalyst 3560-CX and 2960-CX</b>			
See the release notes for the SDM Templates for 3560-CX and 2960-CX: <a href="https://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst2960cx_3650cx/software/release/15-2_3_e/release_notes/rn-1523e-2960cx-3560cx.html">https://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst2960cx_3650cx/software/release/15-2_3_e/release_notes/rn-1523e-2960cx-3560cx.html</a>				
<b>Connectors and cabling</b>	<b>Cisco Catalyst 3560-CX and 2960-CX Ethernet Interfaces:</b>			
	<ul style="list-style-type: none"> <li>• 10BASE-T ports: RJ-45 connectors, 2-pair Category 3, 4, or 5 Unshielded Twisted-Pair (UTP) cabling</li> <li>• 100BASE-TX ports: RJ-45 connectors, 2-pair Category 5 UTP cabling</li> <li>• 1000BASE-T ports: RJ-45 connectors, 4-pair Category 5 UTP cabling</li> <li>• 1000BASE-T SFP-based ports: RJ-45 connectors, 4-pair Category 5 UTP cabling</li> </ul>			
	<b>Cisco Catalyst 3560-CX and 2960-CX SFP and SFP+ interfaces:</b>			

Description	Specification				
	For information about supported SFP/SFP+ modules, refer to the Transceiver Compatibility matrix tables at <a href="https://www.cisco.com/c/en/us/support/interfaces-modules/transceiver-modules/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/interfaces-modules/transceiver-modules/products-device-support-tables-list.html</a>				
<b>Power connectors</b>	<ul style="list-style-type: none"> <li>Customers can provide power to a switch by using the internal power supply. The connector is located at the back of the switch. The internal power supply is an autoranging unit</li> <li>The internal power supply supports input voltages between 100 and 240VAC</li> <li>Use the supplied AC power cord to connect the AC power connector to an AC power outlet</li> </ul> <p><b>Note:</b> The Cisco Catalyst WS-C3560CX-8PT-S has an option for an external AC-DC or DC-DC power adapter if desired.</p>				
<b>Indicators</b>	Per-port status: Link integrity, disabled, activity, speed, full-duplex System status: System, link status, link duplex, link speed				
<b>Dimensions (H x W x D)</b>	<b>Cisco Catalyst 3560-CX and 2960-CX</b>	<b>Inches</b>	<b>Centimeters</b>		
	2960CX-8TC-L	1.75 x 10.6 x 8.4	4.44 x 26.9 x 21.3		
	2960CX-8PC-L	1.75 x 10.6 x 9.4	4.44 x 26.9 x 23.8		
	3560CX-8TC-S	1.75 x 10.6 x 8.4	4.44 x 26.9 x 21.3		
	3560CX-12TC-S	1.75 x 10.6 x 8.4	4.44 x 26.9 x 21.3		
	3560CX-8PC-S	1.75 x 10.6 x 9.4	4.44 x 26.9 x 23.8		
	3560CX-12PC-S	1.75 x 10.6 x 9.4	4.44 x 26.9 x 23.8		
	3560CX-12PD-S	1.75 x 10.6 x 9.4	4.44 x 26.9 x 23.8		
	3560CX-8PT-S	1.75 x 10.6 x 7.0	4.44 x 26.9 x 17.7		
	3560CX-8XPD-S	1.75 x 10.6 x 10.4	4.44 x 26.9 x 26.4		
<b>Weight</b>	<b>Cisco Catalyst 3560-CX and 2960-CX</b>	<b>Pounds</b>	<b>Kilograms</b>		
	2960CX-8TC-L	3.8	1.72		
	2960CX-8PC-L	5.0	2.27		
	3560CX-8TC-S	3.8	1.72		
	3560CX-12TC-S	3.9	1.77		
	3560CX-8PC-S	5.0	2.27		
	3560CX-12PC-S	5.1	2.31		
	3560CX-12PD-S	5.1	2.31		
	3560CX-8PT-S	3.5	1.58		
	3560CX-8XPD-S	6.0	2.72		
<b>Environmental ranges</b>		<b>Cisco Catalyst 3560-CX</b>		<b>Cisco Catalyst 2960-CX</b>	
	Operating* temperature up to 5000 ft (1524 m)	-5°C to +45°C**	+23°F to +113°F	-5°C to +45°C**	+23°F to +113°F
	Operating* temperature up to 10,000 ft (3048 m)	-5°C to +45°C	+23°F to +113°F	-5°C to +45°C	+23°F to +113°F
	Storage temperature up to	-25°C to +70°C	-13°F to +158°F	-25°C to +70°C	-13°F to +158°F

Description	Specification				
	15,000 ft (4572 m)				
	Operating altitude	Up to 3048 m	Up to 10,000 ft	Up to 3048 m	Up to 10,000 ft
	Storage altitude	Up to 4000 m	Up to 15,000 ft	Up to 4000 m	Up to 15,000 ft
	Operating relative humidity	5% to 95% noncondensing		5% to 95% noncondensing	
	Storage relative humidity	5% to 95% noncondensing		5% to 95% noncondensing	
	* Minimum ambient temperature for cold start is 0°C (+32°F)				
	** 10G SKUs have a maximum operating temperature of 40°C. For WS-C3560CX-8XPD-S, the max operating temperature will be 35°C when installed inverted and under fully loaded conditions (max. POE and 10G SFP+ transceivers installed)				
Mean Time Between Failure (MTBF)	Cisco Catalyst 3560-CX	MTBF	Cisco Catalyst 2960-CX	MTBF	
	3560CX-8TC-S	756,260	2960CX-8TC-L	756,260	
	3560CX-12TC-S	755,270	2960CX-8PC-L	569,530	
	3560CX-8PC-S	569,530			
	3560CX-12PC-S	553,140			
	3560CX-12PD-S	528,480			
	3560CX-8PT-S	737,740			
	3560CX-8XPD-S	528,480			

Table 7 describes the power specifications for Cisco Catalyst 3560-CX and 2960-CX switches.

**Table 7.** Power Specifications for Cisco Catalyst 3560-C and 2960-C Series Compact Switches

Description	Specification			
Measured 100% throughput power consumption	Cisco Catalyst 3560-CX	Switch Power Consumption Watts	Cisco Catalyst 2960-CX	Switch Power Consumption Watts
	3560CX-8TC-S	18.8W	2960CX-8TC-L	18.8W
	3560CX-12TC-S	20.8W	2960CX-8PC-L	24.5W
	3560CX-8PC-S	24.4W		
	3560CX-12PC-S	26.3W		
	3560CX-12PD-S	29.5W		
	3560CX-8PT-S	Single uplink = 22.9W <sup>1</sup> Dual uplink = 24.3W <sup>1</sup>		
	3560CX-8XPD-S	35.2W		
Measured 10% throughput power consumption	Cisco Catalyst 3560-CX	Switch Power Consumption Watts	Cisco Catalyst 2960-CX	Switch Power Consumption Watts
	3560CX-8TC-S	18.6W	2960CX-8TC-L	18.7W
	3560CX-12TC-S	20.6W	2960CX-8PC-L	24.3W
	3560CX-8PC-S	24.2W		

Description	Specification						
	3560CX-12PC-S	26.1W					
	3560CX-12PD-S	28.9W					
	3560CX-8PT-S	Single uplink = 22.8W <sup>1</sup> Dual uplink = 24.2W <sup>1</sup>					
	3560CX-8XPD-S	34.5W					
<b>Measured 0% throughput power consumption (with EEE)</b>	<b>Cisco Catalyst 3560-CX</b>	<b>Switch Power Consumption Watts</b>		<b>Cisco Catalyst 2960-CX</b>	<b>Switch Power Consumption Watts</b>		
	3560CX-8TC-S	14.8W		2960CX-8TC-L	15W		
	3560CX-12TC-S	15.6W		2960CX-8PC-L	20.4W		
	3560CX-8PC-S	21.3W					
	3560CX-12PC-S	21.3W					
	3560CX-12PD-S	24.9W					
	3560CX-8PT-S	Single uplink = 20.1W <sup>1</sup> Dual uplink = 21.3W <sup>1</sup>					
3560CX-8XPD-S	32.7W						
<b>Measured 100% throughput power consumption (with maximum possible PoE loads)</b>	<b>Cisco Catalyst 3560-CX</b>	<b>Switch Power Consumption Watts</b>		<b>Cisco Catalyst 2960-CX</b>	<b>Switch Power Consumption Watts</b>		
	3560CX-8TC-S	NA		2960CX-8TC-L	NA		
	3560CX-12TC-S	NA		2960CX-8PC-L	161.4W		
	3560CX-8PC-S	269.1W					
	3560CX-12PC-S	275.2W					
	3560CX-12PD-S	278W					
	3560CX-8PT-S	180W					
3560CX-8XPD-S	285.1W						
<b>AC/DC input voltage and current</b>	<b>Cisco Catalyst 3560-CX</b>			<b>Cisco Catalyst 2960-CX</b>			
		<b>I/P Voltage</b>	<b>I/P Current</b>		<b>I/P voltage</b>	<b>I/P Current</b>	
	3560CX-8TC-S	100-240 VAC	0.5-0.2A	2960CX-8TC-L	100-240 VAC	0.5-0.2A	
	3560CX-12TC-S	100-240 VAC	0.5-0.2A	2960CX-8PC-L	100-240 VAC	3.25-1.5A	
	3560CX-8PC-S	100-240 VAC	3.25-1.5A				
	3560CX-12PC-S	100-240 VAC	3.25-1.5A				
	3560CX-12PD-S	100-240 VAC	3.25-1.5A				
	3560CX-8PT-S	18-60VDC	6.0-1.6A				
3560CX-8XPD-S	100-240 VAC	3.25-1.5A					
<b>Power rating</b>	<b>Cisco Catalyst 3560-CX</b>			<b>Cisco Catalyst 2960-CX</b>			
		<b>Watts</b>	<b>KVA</b>	<b>BTU</b>	<b>Watts</b>	<b>KVA</b>	<b>BTU</b>
	3560CX-8TC-S	30	0.05	170.6	30	0.05	170.6

Description	Specification							
	3560CX-12TC-S	30	0.05	170.6	2960CX-8PC-L	170	0.19	648.3 <sup>1</sup>
	3560CX-8PC-S	280	0.3	1023.6 <sup>1</sup>				
	3560CX-12PC-S	280	0.3	1023.6 <sup>1</sup>				
	3560CX-12PD-S	290	0.31	1057.7 <sup>1</sup>				
	3560CX-8PT-S	90	0.11	375.3 <sup>1</sup>				
	3560CX-8XPD-S	290	0.31	1057.7 <sup>1</sup>				
	<sup>1</sup> Switch dissipation only (excludes PoE, which is dissipated at the end device). Power measurements are best and worst case. Best case is 1 PoE+ connection. Worst case is 2 PoE connections.							
PoE and PoE+	<ul style="list-style-type: none"> <li>Maximum power supplied per Port for PoE+ is 30W</li> <li>Maximum power supplied per port for PoE: 15.4W</li> </ul>							
PoE Power Supply Characteristics	<b>Capacity:</b> 300W, Efficiency: 80 Plus Silver certified							
	<b>% Load</b>		<b>Efficiency</b>		<b>Power Factor</b>			
	• 20		• 85%		• 0.8			
	• 50		• 88%		• 0.9			
• 100		• 90%		• 0.95				

Table 8 shows switch management and standards support.

**Table 8.** Management and Standards Support for Cisco Catalyst 3560-CX and 2960-CX Series Compact Switches

Description	Specification	
Management	<ul style="list-style-type: none"> <li>BRIDGE-MIB</li> <li>CISCO-CABLE-DIAG-MIB</li> <li>CISCO-CDP-MIB</li> <li>CISCO-CLUSTER-MIB</li> <li>CISCO-CONFIG-COPY-MIB</li> <li>CISCO-CONFIG-MAN-MIB</li> <li>CISCO-DHCP-SNOOPING-MIB</li> <li>CISCO-ENTITY-VENDORTYPE-OID-MIB</li> <li>CISCO-ENVMON-MIB</li> <li>CISCO-ERR-DISABLE-MIB</li> <li>CISCO-FLASH-MIB</li> <li>CISCO-FTP-CLIENT-MIB</li> <li>CISCO-IGMP-FILTER-MIB</li> <li>CISCO-IMAGE-MIB</li> <li>CISCO-IP-STAT-MIB</li> <li>CISCO-LAG-MIB</li> <li>CISCO-MAC-NOTIFICATION-MIB</li> <li>CISCO-MEMORY-POOL-MIB</li> <li>CISCO-PAGP-MIB</li> <li>CISCO-PING-MIB</li> <li>CISCO-POE-EXTENSIONS-MIB</li> </ul>	<ul style="list-style-type: none"> <li>CISCO-TC-MIB</li> <li>CISCO-TCP-MIB</li> <li>CISCO-UDLD-MIB</li> <li>CISCO-VLAN-IFTABLE</li> <li>RELATIONSHIP-MIB</li> <li>CISCO-VLAN-MEMBERSHIP-MIB</li> <li>CISCO-VTP-MIB</li> <li>ENTITY-MIB</li> <li>ETHERLIKE-MIB</li> <li>IEEE8021-PAE-MIB</li> <li>IEEE8023-LAG-MIB</li> <li>IF-MIB</li> <li>INET-ADDRESS-MIB</li> <li>OLD-CISCO-CHASSIS-MIB</li> <li>OLD-CISCO-FLASH-MIB</li> <li>OLD-CISCO-INTERFACES-MIB</li> <li>OLD-CISCO-IP-MIB</li> <li>OLD-CISCO-SYS-MIB</li> <li>OLD-CISCO-TCP-MIB</li> <li>OLD-CISCO-TS-MIB</li> <li>RFC1213-MIB</li> </ul>

Description	Specification	
	<ul style="list-style-type: none"> <li>● CISCO-PORT-QOS-MIB</li> <li>● CISCO-PORT-SECURITY-MIB</li> <li>● CISCO-PORT-STORM-CONTROL-MIB</li> <li>● CISCO-PRODUCTS-MIB</li> <li>● CISCO-PROCESS-MIB</li> <li>● CISCO-RTTMON-MIB</li> <li>● CISCO-SMI-MIB</li> <li>● CISCO-STP-EXTENSIONS-MIB</li> <li>● CISCO-SYSLOG-MIB</li> </ul>	<ul style="list-style-type: none"> <li>● RMON-MIB</li> <li>● RMON2-MIB</li> <li>● SNMP-FRAMEWORK-MIB</li> <li>● SNMP-MPD-MIB</li> <li>● SNMP-NOTIFICATION-MIB</li> <li>● SNMP-TARGET-MIB</li> <li>● SNMPv2-MIB</li> <li>● TCP-MIB</li> <li>● UDP-MIB</li> <li>● ePM MIB</li> </ul>
<b>Standards</b>	<ul style="list-style-type: none"> <li>● IEEE 802.1D Spanning Tree Protocol</li> <li>● IEEE 802.1p CoS Prioritization</li> <li>● IEEE 802.1Q VLAN</li> <li>● IEEE 802.1s</li> <li>● IEEE 802.1w</li> <li>● IEEE 802.1x</li> <li>● IEEE 802.1AB (LLDP)</li> <li>● IEEE 802.3ad</li> <li>● IEEE 802.3af</li> <li>● IEEE 802.3ah (100BASE-X single/multimode fiber only)</li> <li>● IEEE 802.3x full duplex on 10BASE-T, 100BASE-TX, and 1000BASE-T ports</li> <li>● IEEE 802.3 10BASE-T specification</li> <li>● IEEE 802.3u 100BASE-TX specification</li> <li>● IEEE 802.3ab 1000BASE-T specification</li> <li>● IEEE 802.3z 1000BASE-X specification</li> </ul>	<ul style="list-style-type: none"> <li>● 100BASE-BX (SFP)</li> <li>● 100BASE-FX (SFP)</li> <li>● 100BASE-LX (SFP)</li> <li>● 1000BASE-BX (SFP)</li> <li>● 1000BASE-SX (SFP)</li> <li>● 1000BASE-LX/LH (SFP)</li> <li>● 1000BASE-ZX (SFP)</li> <li>● 1000BASE-CWDM SFP 1470 nm</li> <li>● 1000BASE-CWDM SFP 1490 nm</li> <li>● 1000BASE-CWDM SFP 1510 nm</li> <li>● 1000BASE-CWDM SFP 1530 nm</li> <li>● 1000BASE-CWDM SFP 1550 nm</li> <li>● 1000BASE-CWDM SFP 1570 nm</li> <li>● 1000BASE-CWDM SFP 1590 nm</li> <li>● 1000BASE-CWDM SFP 1610 nm</li> <li>● RMON I and II standards</li> <li>● SNMPv1, SNMPv2c, and SNMPv3</li> </ul>
<b>RFC compliance</b>	<ul style="list-style-type: none"> <li>● RFC 768: UDP</li> <li>● RFC 783: TFTP</li> <li>● RFC 791: IP</li> <li>● RFC 792: ICMP</li> <li>● RFC 793: TCP</li> <li>● RFC 826: ARP</li> <li>● RFC 854: Telnet</li> <li>● RFC 951: Bootstrap Protocol</li> <li>● RFC 1542: BOOTP Extensions</li> <li>● RFC 959: FTP</li> <li>● RFC 1058: RIP Routing</li> <li>● RFC 1112: IP Multicast and IGMP</li> <li>● RFC 1157: SNMPv1</li> <li>● RFC 1166: IP Addresses</li> <li>● RFC 1253: OSPF Routing</li> <li>● RFC 1256: ICMP Router Discovery</li> <li>● RFC 1305: NTP</li> <li>● RFC 1492: TACACS+</li> </ul>	<ul style="list-style-type: none"> <li>● RFC 1812: IP Routing</li> <li>● RFC 1901: SNMPv2C</li> <li>● RFC 1902-1907: SNMPv2</li> <li>● RFC 1981: MTU Path Discovery IPv6</li> <li>● RFC 2068: HTTP</li> <li>● RFC 2080: RIP for IPv6</li> <li>● RFC 2131: DHCP</li> <li>● RFC 2138: RADIUS</li> <li>● RFC 2233: IF MIB</li> <li>● RFC 2236: IP Multicast</li> <li>● RFC 2328: OSPFv2</li> <li>● RFC 2273-2275: SNMPv3</li> <li>● RFC 2373: IPv6 Aggregatable Addr</li> <li>● RFC 2453: RIPv2 Routing</li> <li>● RFC 2460: IPv6 protocol</li> <li>● RFC 2461: IPv6 Neighbor Discovery</li> <li>● RFC 2462: IPv6 Autoconfiguration</li> <li>● RFC 2463: ICMP IPv6</li> </ul>

Description	Specification
	<ul style="list-style-type: none"> <li>• RFC 1493: Bridge MIB</li> <li>• RFC 1542: Bootstrap Protocol</li> <li>• RFC 1583: OSPFv2</li> <li>• RFC 1643: Ethernet Interface MIB</li> <li>• RFC 1723: RIPv2 Routing</li> <li>• RFC 1757: RMON</li> </ul>

**Note:** RFC, MIB and Standards compliance is dependent on IOS Level.

Table 9 shows safety and compliance information.

**Table 9.** Safety and Compliance Support

Description	Specification
<b>Safety standards</b>	<ul style="list-style-type: none"> <li>• UL 60950-1</li> <li>• CAN/CSA 22.2 No. 60950-1</li> <li>• EN 60950-1</li> <li>• IEC 60950-1</li> <li>• CE Marking</li> <li>• GB 4943</li> <li>• IEC 60825</li> </ul>
<b>Electromagnetic emissions certifications</b>	<ul style="list-style-type: none"> <li>• FCC Part 15, CFR 47, Class A, North America</li> <li>• EN/IEC 61000-4-5</li> <li>• EN 55022 (CISPR22) and EN 55024 (CISPR24), CE marking, European Union</li> <li>• AS/NZS, Class A, CISPR22:2004 or EN55022, Australia and New Zealand</li> <li>• VCCI Class A, V-3/2007.04, Japan</li> <li>• KCC (Formerly MIC, GB17625.1-1998) Class A, KN24/KN22, Korea</li> <li>• ANATEL, Brazil</li> <li>• CCC, China</li> <li>• GOST, Russia</li> </ul>
<b>Environmental</b>	Reduction of Hazardous Substances (ROHS) 6
<b>Telco</b>	Common Language Equipment Identifier (CLEI) code

## Ordering Information

To place an order, consult Table 10 for ordering information and visit [Cisco Commerce Workspace](#).

**Table 10.** Ordering Information for Cisco Catalyst 3560-CX and 2960-CX Series Compact Switches

Cisco Catalyst 3560-CX Compact Switches	
Part Number	Description



### Cisco Catalyst 3560-CX Compact Switches

WS-C3560CX-8TC-S	3560-CX Switch 8 GE, uplinks: 2 x 1G SFP and 2 x 1G copper, IP Base
WS-C3560CX-12TC-S	3560-CX Switch 12 GE, uplinks: 2 x 1G SFP and 2 x 1G copper, IP Base
WS-C3560CX-8PC-S	3560-CX Switch 8 GE PoE+, uplinks: 2 x 1G SFP and 2 x 1G copper, IP Base
WS-C3560CX-12PC-S	3560-CX Switch 12 GE PoE+, uplinks: 2 x 1G SFP and 2 x 1G copper, IP Base
WS-C3560CX-12PD-S	3560-CX Switch 12 GE PoE+, uplinks: 2 x 10G SFP+ and 2 x 1G copper, IP Base
WS-C3560CX-8PT-S	3560-CX PD PSE Switch 8 GE PoE+, uplinks: 2 x 1G copper (Cisco UPOE powered input), IP Base
WS-C3560CX-8XPD-S	3560-CX Switch 6 GE PoE+, 2 MultiGE PoE+, uplinks: 2 x 10G SFP+, IP Base

### Cisco Catalyst 2960-CX Compact Switches

Part Number	Description
WS-C2960CX-8TC-L	2960-CX Switch 8 GE, uplinks: 2 x 1G SFP and 2 x 1G copper LAN Base
WS-C2960CX-8PC-L	2960-CX Switch, 8 GE PoE+, uplinks: 2 x 1G SFP and 2 x 1G copper LAN Base

### Cisco Catalyst 3560-CX and 2960-CX Accessories

Part Number	Description
PWR-CLP=	Power clip for the 3560-CX and 2960-CX compact switches
PWR-ADPT=	AC-DC power adapter for the WS-C3560CX-8PT-S compact switch
PWR-ADPT-DC=	DC-DC power adapter for the WS-C3560CX-8PT-S compact switch
PWR-ADPT-BRKT=	Power adapter bracket for the WS-C3560CX-8PT-S compact switch (needs either CMPCT-DIN-MNT= or CMPCT-MGNT-TRAY =) to work
CMPCT-CBLE-GRD=	Cable guard for the 3560-CX and 2960-CX compact switches
CMPCT-MGNT-TRAY =	Magnet and Mounting Tray for 3560-CX and 2960-CX compact switches

### Cisco Catalyst 3560-CX and 2960-CX Accessories

Part Number	Description
CMPCT-DIN-MNT=	DIN Rail Mount for 3560-CX and 2960-CX compact switches
RCKMNT-19-CMPCT=	19-Inch Rack Mounting Brackets for 3560-CX and 2960-CX compact switches
RCKMNT-23-CMPCT=	23- and 24-Inch Rack Mounting Brackets for 3560-CX and 2960-CX compact switches

### Cisco Catalyst 3560-CX Software Licenses

Part Number	Description
L-C3560CX-RTU=	Cisco Catalyst 3560-CX IP Base to IP Services RTU electronic license

## Cisco Catalyst 3560-CX Compact Switches

<b>C3560CX-RTU=</b>	Cisco Catalyst 3560-CX IP Base to IP Services RTU paper license
<b>C3560CX-DNA-E-8=</b>	Cisco DNA Essentials Subscription License for C3560CX 8 Port Switches
<b>C3560CX-DNA-E-12=</b>	Cisco DNA Essentials Subscription License for C3560CX 12 Port Switches
<b>C3560CX-DNA-A-8=</b>	Cisco DNA Advantage Subscription License for C3560CX 8 Port Switches
<b>C3560CX-DNA-A-12=</b>	Cisco DNA Advantage Subscription License for C3560CX 12 Port Switches
<b>C3560CX-DNA-P-8=</b>	Cisco DNA Premier Subscription License for C3560CX 8 Port Switches
<b>C3560CX-DNA-P-12=</b>	Cisco DNA Premier Subscription License for C3560CX 12 Port Switches
<b>C3560CX2-DNAC1E=</b>	Cisco DNAC1 Essential Subscription License for C3560CX Switches
<b>C3560CX2-DNAC1A=</b>	Cisco DNAC1 Advantage Subscription License for C3560CX Switches
<b>C3560CX2-DNAC1P=</b>	Cisco DNAC1 Premier Subscription License for C3560CX Switches
<b>C2960CX-DNA-E-8=</b>	Cisco DNA Essentials Subscription License for C2960CX Switches

## Warranty Information

Cisco Catalyst 3560-CX and 2960-CX Series Switches come with an enhanced limited lifetime hardware warranty that includes 90 days of Cisco Technical Assistance Center (TAC) support and next-business-day hardware replacement free of charge (see Table 11 for details).

**Table 11.** Enhanced Limited Lifetime Hardware Warranty

	Cisco Enhanced Limited Lifetime Hardware Warranty
<b>Device covered</b>	Applies to Cisco Catalyst 3560-CX and 2960-CX Series compact switches.
<b>Warranty duration</b>	As long as the original customer owns the product.
<b>EoL policy</b>	In the event of discontinuance of product manufacture, Cisco warranty support is limited to 5 years from the announcement of discontinuance.
<b>Hardware replacement</b>	Cisco or its service center will use commercially reasonable efforts to ship a replacement for next business day delivery, where available. Otherwise, a replacement will be shipped within 10 working days after receipt of the RMA request. Actual delivery times might vary depending on customer location.
<b>Effective date</b>	Hardware warranty commences from the date of shipment to customer (and in case of resale by a Cisco reseller, not more than 90 days after original shipment by Cisco).
<b>TAC support</b>	Cisco will provide during business hours, 8 hours per day, 5 days per week basic configuration, diagnosis, and troubleshooting of device-level problems for up to a 90-day period from the date of shipment of the originally purchased Cisco Catalyst 2960 and 3560 product. This support does not include solution or network-level support beyond the specific device under consideration.
<b>Cisco.com access</b>	Warranty allows guest access only to Cisco.com.

Your formal warranty statement, including the warranty applicable to Cisco software, appears in the Cisco information packet that accompanies your Cisco product. We encourage you to review carefully the warranty statement shipped with your specific product before use. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

Adding a Cisco technical services contract to your device coverage provides access to the Cisco Technical Assistance Center (TAC) beyond the 90-day period allowed by the warranty. It also can provide a variety of hardware replacement options to meet critical business needs, as well as updates for licensed premium Cisco IOS Software, and registered access to the extensive Cisco.com knowledge base and support tools.

For additional information about warranty terms, visit <https://www.cisco.com/go/warranty>.

## Cisco and Partner Services

Enable the innovative, secure, intelligent edge using personalized services from Cisco and our partners. Through a discovery process that begins with understanding your business objectives, we help you integrate the next-generation Cisco Catalyst fixed switches into your architecture and incorporate network services onto those platforms. Sharing knowledge and leading practices, we support your success every step of the way as you deploy, absorb, manage, and scale new technology.

Choose from a flexible suite of support services (Table 12), designed to meet your business needs and help you maintain high-quality network performance while controlling operational costs.

**Table 12.** Technical Services Available for Cisco Catalyst 3560-CX and 2960-CX Series Compact Switches

Technical Services
<b>Cisco SMARTnet® Service</b> <ul style="list-style-type: none"><li>• Around-the-clock, global access to the Cisco Technical Assistance Center (TAC)</li><li>• Unrestricted access to the extensive Cisco.com knowledge base and tools</li><li>• Next-business-day, 8x5x4, 24x7x4, and 24x7x2 advance hardware replacement and onsite parts replacement and installation available</li><li>• Ongoing operating system software updates within the licensed feature set</li><li>• Proactive diagnostics and real-time alerts on Smart Call Home-enabled devices</li></ul>
<b>Cisco Smart Foundation Service</b> <ul style="list-style-type: none"><li>• Next business day advance hardware replacement as available</li><li>• Business hours access to SMB TAC (access levels vary by region)</li><li>• Access to Cisco.com SMB knowledge base</li><li>• Online technical resources through Smart Foundation Portal</li><li>• Operating system software bug fixes and patches</li></ul>
<b>Cisco Focused Technical Support Services</b> <ul style="list-style-type: none"><li>• 3 levels of premium, high-touch services are available</li><li>• Cisco High-Touch Operations Management Service</li><li>• Cisco High-Touch Technical Support Service</li><li>• Cisco High-Touch Engineering Service</li><li>• Valid Cisco SMARTnet or SP Base contracts on all network equipment are required</li></ul>

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### Learn More

For more information, contact your Cisco sales account rep or visit <https://www.cisco.com/go/compactswitches>.

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