

# SW-XXX SFP

## Product Change Notification

This PCN applies to all SFP products in the SW-XXX Range

Following the release of a product to market, Brainboxes are committed to ongoing improvements in functionality, manufacturing, environmental and availability. As part of this commitment, our products may need to be modified or updated.

### Contact Information

For any enquiries or issues regarding information detailed in this PCN, please contact:

**Brainboxes Accreditations:** [Accreditations@brainboxes.com](mailto:Accreditations@brainboxes.com)  
**Phone:** 0151 220 2500  
**Address:** 18 Hurricane Drive,  
Liverpool International Business Park,  
Speke, Liverpool,  
L24 8RL, UK

### Identifying Product PCB Revision

When required, the PCB revision of a product can be located on both the front and rear of the PCB, printed into the silkscreen. The PCB revision will use the following format: **90<PartNumber>Rx** (Where <PartNumber> is your product (e.g. SW-005 or SW-571) and 'x' is the PCB revision) – For example: **90SW005R4b**

**Note:** Multiple products may be based on the same PCB. Product codes and PCB part number may not always match.

### Where to Locate a Products Serial Number?

For the SW-084 specifically, the serial number is printed onto a label stuck to the bottom of the product. For all other products, the serial number is printed onto a label on the rear of the PCB. To expose the PCB from an enclosure, power down the device and gently press the self-locking tabs, this will separate the upper and lower enclosure parts, exposing the full PCB and the label will be visible on the rear.

For all serial numbers (reading left to right), the first 8 digits are the build date of your product:

YYYY/MM/DD – 20240806 – August 6<sup>th</sup> 2024

PCN Revision History			
PCN Update	Date	Author	Approved By
SFP Compatibility	August 6 <sup>th</sup> , 2024	BH & JM	BH & JM
Updated Compatibility Information	August 13 <sup>th</sup> , 2025	JM	JM

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        SW-084 R2, SW-195 R2, SW-581 R2, SW-584 R3, SW-595 R2 & OEM Variants: .....2

Description of Changes:

For each product within the SW-XXX range, the following changes have been made:

SFP Switches

SW-084 R2, SW-195 R2, SW-581 R2, SW-584 R3, SW-595 R2 & OEM Variants:

Brainboxes identified an issue with auto-negotiation on the 1000BASE-X port of all SFP products, impacting compatibility with some devices. As of August 6<sup>th</sup>, 2024, a firmware update has been provided to address compatibility with 3<sup>rd</sup> party devices, which may affect functionality in specific circumstances.

It should also be noted that the interoperability of Brainboxes SFP switches has been affected, with devices programmed before August 6<sup>th</sup>, 2024, not operating correctly with those programmed on or after this date.

If you experience any unexpected behavior or issues with any of the above products, please contact: [support@brainboxes.com](mailto:support@brainboxes.com) with your products serial number and details of your issue/query.