EPX

Extreme Performance SD-WAN Platform

FAQ

peplink

peplink.com

What is the EPX?

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The EPX is a rapidly deployable, powerful, and versatile SD-WAN router that has the capability to connect to a wide range of WAN options, such as LTE-A, satellite modems, fixed line networks, and 5G connections. The EPX is the industry's highest performing SD-WAN platform.

How fast is this device?

The EPX has a Stateful Firewall Throughput of 30Gbps. The SpeedFusion VPN Throughput with no encryption is 4Gbps, and the SpeedFusion VPN Throughput with AES-256 encryption is 2Gbps.

A complete Spec Sheet can be found here.

### What certifications does the EPX have?

The EPX has the below certifications:

- FCC, IC, CE-RED, RoHS

- Railway Applications: EN 50155

- Shock and Vibration Resistance: EN 61373:1999 IEC 61373:1999

- Rolling Stock EMC, Signalling and Telecom Apparatus: EN50121

How many versions of the EPX does Peplink offer?

We currently offer one version of the EPX: EPX Base Model with 1x OLED Module (EPX-M8).
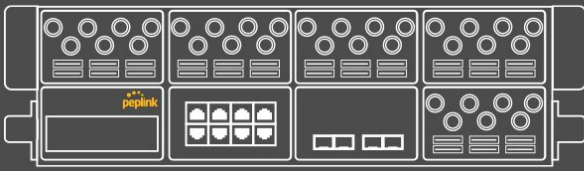
What is the best use case for the EPX?

The answer isn't set in stone as it is suitable for a wide variety of deployments. Situations can include: Mobile Headquarters, a Base Station connection, Regional Headquarters, Work Sites etc.

Click here and we can work out a cost-effective solution with the best overall performance together.

How many ways can the EPX connect to the Internet?

Based on different types of FlexModules, the EPX can connect to the Internet through 5G modems, LTE modems, GE WAN ports, and SFP+ WAN ports with eight FlexModule slots.

What are the SFP WAN ports used for?

In an enterprise or campus network, the distance between each building and department is often longer than 100m. Using fiber can give you a longer transmission distance from point to point, which is something a copper cable cannot handle, not to mention the connection may be more reliable and safer, due to its properties.

What is the OLED control panel used for?

The OLED control panel gives the ability to check the status of the EPX, including the status of WAN links, LAN links, and the SpeedFusion tunnels. It can also boot to the alternative firmware at boot time.

You can find information regarding the OLED Display Menu on page 76 of the User Manual.
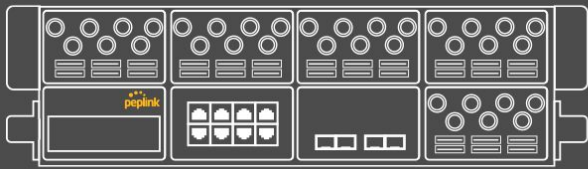
What is included with the EPX?

What is in the box?

Along with the EPX, there are 2x Power cords ([ACW-614](#)) and a Rack mounting kit with brackets and a slide.

Is a warranty included with this product?

Yes. It comes with a 1-year warranty which is extendable on a year-to-year basis. These can be purchased from our [Certified Partners](#) or directly from the Peplink store at the time of the sale or thereafter.
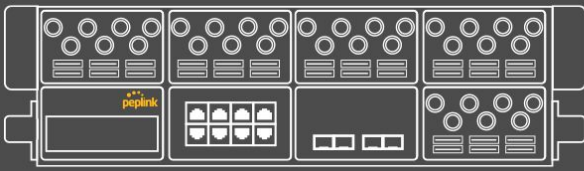
	EPX ([EPX-M8](#))
EssentialCare	[1 Year](#) | [2 Year](#)
SmartCare	[1 Year](#) | [3 Year](#)

What is the difference between EssentialCare and SmartCare?

EssentialCare is a subscription that bundles InControl, a warranty, and SpeedFusion Connect Protect usage into a single package. Click [here](#) to learn more about EssentialCare.

SmartCare is similar to EssentialCare. SmartCare also bundles InControl, a warranty, and SpeedFusion Connect Protect usage into a single package. Different from EssentialCare, SmartCare provides advanced hardware placement for Return Material Authorization (RMA).

What is SpeedFusion Connect Protect?

SpeedFusion Connect Protect is Peplink's global network of SpeedFusion endpoints. With an active CarePlan or SpeedFusion Connect Protect data plan, you can utilize SpeedFusion wherever you are, eliminating the need for any additional hardware. Unsure of what you need? Check out this useful [post](#).

Does the EPX employ Peplink's SpeedFusion technology or SpeedFusion VPN?

All Peplink products are capable of using SpeedFusion VPN. The EPX supports SpeedFusion Hot Failover, WAN Smoothing, Bandwidth Bonding etc.

What is SpeedFusion technology?

Peplink's patented SpeedFusion technology is a powerful VPN tunnel equipped with a variety of technologies such as Hot Failover, WAN Smoothing, Bandwidth Bonding, and much more. This empowers users with the flexibility and tools required to achieve unbreakable connectivity in any vertical or scenario that they might find themselves in. Click [here](#) to learn more about SpeedFusion.

How can I purchase a license for SpeedFusion Connect Protect with higher traffic speed and additional usage?

Easy. Look [here](#)!
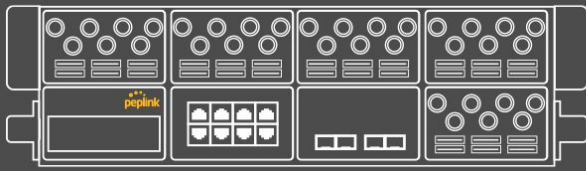
FlexModule

What is the application of the FlexModule?

Peplink provides a variety of FlexModules that enable you to customize the router to suit your needs. The FlexModule slot enables you to apply new technology when it is released and available. The FlexModule enables the SDX complete flexibility.

How many types of the FlexModule does Peplink offer?

What types of features do you want to apply to your SDX?	Which FlexModule fits your requirement?			
Extra Ethernet ports with PoE	**8x GE PoE+ Module** ([EXM-8C](#))			
Extra Fiber ports	**4x SFP+ Module** ([EXM-4F](#))			
Extra SIM slots	**SIM Injector FlexModule** ([EXM-SIM-BK56](#))			
MFA Module	**1x MFA Module with 1TB SSD** ([EXM-OLEDT](#))			
Extra LTE Modem	**3x LTE-A Module (CAT-6)*** ([EXM-3LTEA-W](#) / [EXM-3LTEA-P](#))	**3x LTE-A Pro Module (CAT-12)*** ([EXM-3LTEA-R](#) / [EXM-3LTEA-K](#))	**4x LTE-A Pro Module (CAT-12)*** ([EXM-4LTEA-R](#) / [EXM-4LTEA-K](#))	**2x LTE-A Pro Module (CAT-18)*** ([EXM-2GLTE-G](#))
Extra 5G Modem	**2x 5G Module*** ([EXM-2X5GD](#))			

*Antennas are not included for FlexModules with an LTE modem or 5G modem.

What is an MFA Module?

1x MFA Module ([EXM-OLEDT](#)) is an expansion Module with a 1TB SSD, ContentHub, Docker Support, and OLED Controls. By replacing the existing OLED module with the MFA module, the EPX is able to perform content caching.
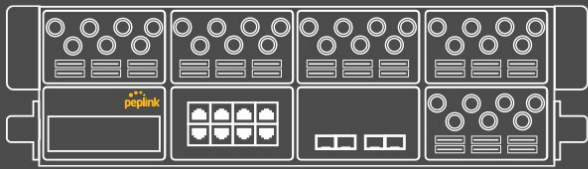
What is the speed of the FlexModule?

All Peplink products are capable of using SpeedFusion VPN. The SDX supports SpeedFusion Hot Failover, WAN Smoothing, Bandwidth Bonding etc.

|	3x LTE-A Module (CAT-6) (EXM-3LTEA-W / EXM-3LTEA-P)	3x LTE-A Pro Module (CAT-12) (EXM-3LTEA-R / EXM-3LTEA-K)	4x LTE-A Pro Module (CAT-12) (EXM-4LTEA-R / EXM-4LTEA-K)	2x LTE-A Pro Module (CAT-18) (EXM-2GLTE-G)	2x 5G Module (EXM-2X5GD)
Downlink Data Rate	300Mbps	600Mbps	600Mbps	1.2Gbps	5G: 4Gbps LTE (CAT-20): 2Gbps
Uplink Data Rate	50Mbps	150Mbps	150Mbps	150Mbps	5G: 700Mbps LTE (CAT-20): 150Mbps

How can I upgrade the FlexModule?

Here is the FlexModule upgrade video and the FlexModule upgrade guide for the EPX.

Is a warranty included with the FlexModule?

Yes. Every FlexModule comes with a 1-year subscription to EssentialCare.

	FlexModule Plus LTE-A (All modules with an LTE modem)	FlexModule Plus 5G	SIM Injector FlexModule
EssentialCare	1 Year | 2 Year	1 Year | 2 Year	1 Year | 2 Year
SmartCare	-	-	1 Year | 3 Year
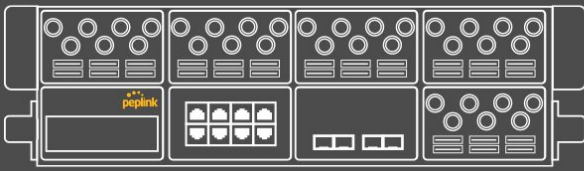
Which Peplink antenna is compatible with the FlexModule Plus?

All Peplink antennas with SMA connectors are compatible with the FlexModule Plus. Our Indoor LTE/5G cellular antenna (ACW-235) is a regular choice of antennas.

To achieve better performance, we recommend you use an antenna from the Mobility antenna series (Mobility 40G) and the IoT antenna series (IoT 20G).
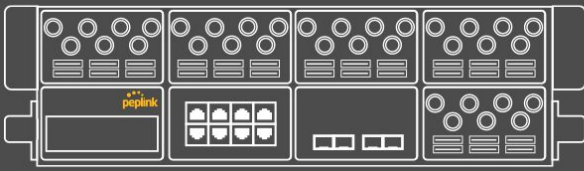
Antenna Guide

4x LTE-A Module (CAT-12) — 2x Mobility 40G

Antenna Guide

2x LTE-A Pro Module (CAT-18) — 2x Mobility 40G

Antenna Guide

2x 5G Module — 2x Mobility 40G

You can click here to learn more about Peplink antennas.

Is it a must to connect antennas to all the antenna connectors for the 2x 5G Module (EXM-2X5GD)?

The 2x 5G Module (EXM-2X5GD) has 2x 5G modems. Each 5G modem comes with 4x RF connections for antennas so there will be a total of 8x RF connections. The connectors of each 5G modem are labelled as Main A, Main B, Aux A, and Aux B.

For the best performance and reliability, we highly recommend connecting antennas to all 8x RF connectors for the 2x 5G Module. These antennas should be of the same type and performance.

In certain circumstances where there are only two antennas available for a single 5G modem, please connect the antennas to the Connectors Main A and Aux A of the 2x 5G Module.
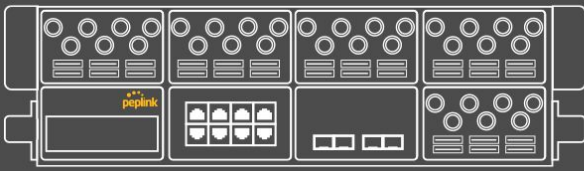
5G

If you have questions about the EPX like:

Q. Do Peplink 5G devices support Sub-6 or mmWave?

Q. Are Peplink Mobility or Maritime antennas compatible with the FlexModule inserted in the EPX?

Q. How does SpeedFusion work with the 5G network?

You can find all the answers in -> 5G Q&A (Combined).

Using the EPX

Q. Why would I use SpeedFusion VPN?

SpeedFusion VPN is a capability built into the EPX. It permits the user to construct a VPN tunnel between peplink devices. This tunnel may be set up to be unencrypted or even encrypted with AES-256 encryption. For example, if you have an EPX at the office and a Peplink Balance series router at another location, you can establish a connection between the two locations and allow the flow of resources from one location to the other (Either a Layer 2 or Layer 3 tunnel may be constructed).

What is the maximum number of SpeedFusion VPN Peers of the EPX?

The maximum number of SpeedFusion VPN peers of the EPX is 4000. .
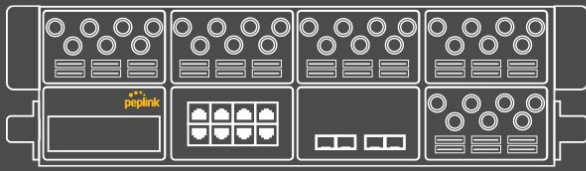
What is the maximum power consumption?

The EPX requires a 200W consumption for the main chassis, and a 15W consumption for the optional OLED module.

What voltage is required?

You can power it with a 100 - 240V AC Input.

Does the EPX support PoE Output features?

Yes. If you have installed 8x GE PoE+ Module (EXM-8C) to both EPX FlexModule slots, there will be 16 extra GE ports that are capable of PoE functionality.

The two default GE WAN ports of the EPX do not support PoE Output features.

Does the EPX employ WAN as LAN features?

Yes. The EPX has 2 GE WAN ports. These two WAN ports are configured as LAN ports by default, and configuration is changeable on the Web Admin.

If you have installed the **8x GE PoE+ Module** (EXM-8C), there will be 8 extra GE ports. These 8 GE ports can be configured as either a WAN port or a LAN port.
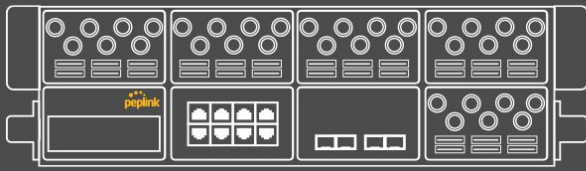
The EPX & Public Safety

Can the EPX use Band 71?

Yes. The EPX can use Band 71 when a **2x LTE-A Pro Module (CAT-18)** (EXM-2GLTE-G) or a **2x 5G Module** (EXM-2X5GD) has been installed in the FlexModule slot.

Band 71 is a frequency band provided by T-Mobile, operating at a 600MHz frequency, traveling twice as far, and working 4 times better than conventional LTE bands in buildings. You can insert your T-Mobile SIM into any cellular slot of the FlexModule to use Band 71.

What is FirstNet Ready? Does the EPX support FirstNet?

FirstNet is the only network where Public Safety can take advantage of the highest power class signaling available across the United States. With FirstNet MegaRange, High Power User Equipment solutions are exclusively available on Band 14.

The EPX is FirstNet Ready with a **3x LTE-A Pro Module(CAT-12)-For America/FirstNet** (EXM-3LTEA-R) or **4x LTE-A Pro Module(CAT-12)-For America/FirstNet** (EXM-4LTEA-R), providing additional coverage as the situation demands.

Click here to learn more about how Peplink technology works with FirstNet.

License and Accessories

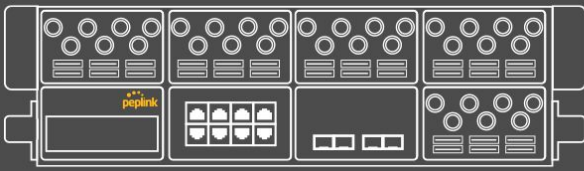## How can I subscribe to the InControl service?

The EPX comes with a 1-year subscription to EssentialCare, which includes InControl.

Both extending EssentialCare beyond the first year and subscribing to SmartCare includes the InControl function.

Is there a license key to activate the MediaFast feature with ContentHub & Docker of the EPX?

Yes. You can purchase the License Key (EPX-LC-EC) to enable MediaFast with ContentHub & Docker. This license key requires the EPX's own disk drive to mount to the OLED Module.

If I purchase the 1x MFA Module with 1TB SSD (EPX-EXM-OLEDT), do I still need to purchase the License Key (EPX-LC-EC) to enable this MediaFast/content hub?

The MediaFast/ContentHub features are already included in the 1x MFA Module with 1TB SSD (EPX-EXM-OLEDT), so you do not need an extra purchase of the license key.

Can it connect to an OpenVPN server from a commercial VPN provider (ExpressVPN, ProtonVPN, etc)?

Yes. An optional license (LIC-OPN-WAN) will enable the OpenVPN WAN functionality.

It seems like there are a lot of options here. Could this become very expensive?

We intend to allow the buyer to acquire the router at a very reasonable cost and to only add the options that are found to be necessary to meet their requirements.
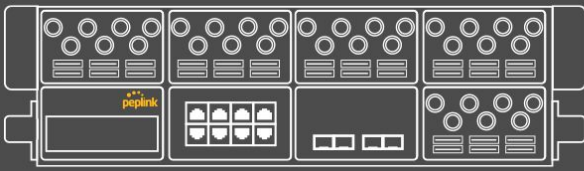
What can I do if I need support?

Does Peplink offer support for this product? What if I have difficulties setting it up?

First, Peplink partners always provide support to the users of the products they have sold to, so always reach out to the place of purchase first.

For those who prefer self-service, Peplink has a very active forum. Among the regular forum, users are Peplink Partners, Peplink employees, and many very knowledgeable users. Generally, folks with questions get answers rather quickly. In the unlikely event of a suspected hardware or firmware issue, you can enter a support ticket with Peplink directly. You will then receive attention from some of the best engineers! Peplink supports its owners like no other.

I can't access the Internet via the EPX. What can I do in the first place?

Visit this link (troubleshooting section) for a basic software walkthrough and troubleshooting guide. If you need further assistance, please reach out to us on our forum, and the team will get you online.