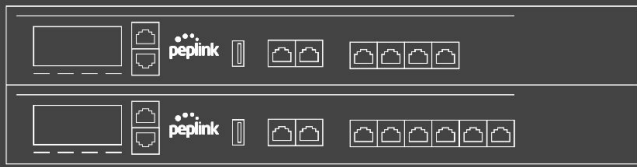


# Balance 380X/580X

Fixed and Advanced Wireless Broadband  
SD-WAN Router



## FAQ



# FAQ - B380X/580X

## What is Balance 380X / 580X?



### What is Balance 380X / 580X?

The Balance 380X / 580X is a fixed and advanced wireless broadband SD-WAN router, providing network failover and Bandwidth-on-Demand with LTE or 5G. With Peplink's patented SpeedFusion technology, the Balance 380X / 580X provides ultimate performance for enterprise and commercial networks.



### How fast is this device?

The stateful firewall throughput of Balance 380X is rated at 3Gbps; the stateful firewall throughput of Balance 580X is rated at 4Gbps.

A complete Spec sheet can be found [here](#).



### What certifications does the 380X / 580X have?

The Balance 380X / 580X has FCC, CE, and RoHS certifications.



### What is the best use case for the 380X / 580X?

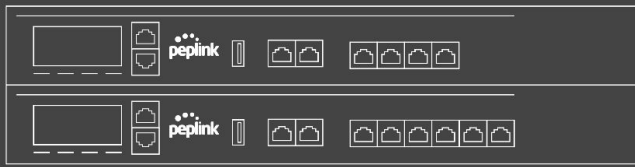
The answer isn't set in stone.

Click [here](#) and we can work out a cost-effective solution with the best overall performance together. We make it always work.



### How many ways can it connect to the Internet?

The Balance 380X has 3x GE WAN port, 1x USB WAN port, and 1x Expansion Module port; the Balance 580X has 5x GE WAN port, 1x USB WAN port, and 1x Expansion Module Port.



# FAQ - B380X/580X



## How many concurrent connections to the Internet can the router make?

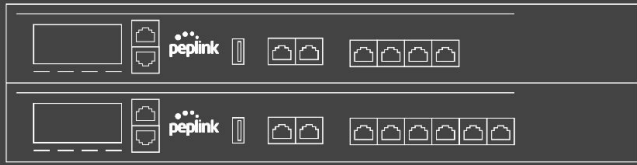
The Balance 380X can use up to 3 Ethernet and 1 cellular WAN concurrently, while the Balance 580X can use up to 5 Ethernet and 1 cellular WAN concurrently. In addition, multiple WAN connections enable SpeedFusion, which is included in the Balance 380X / 580X.

When 2 or more WANs are active, you can take advantage of high bandwidth with Bandwidth Bonding or unbreakable connectivity with game-changing technology such as Forward Error Correction and WAN Smoothing. To learn more about SpeedFusion and its incredible technology, click [here](#).



## What is the LCD control panel used for?

The LCD control panel gives the ability to see the status of the Balance 380X / 580X including the status of WAN links, LAN links, and the SpeedFusion tunnels. It can also boot to the alternative firmware at boot time.



# FAQ - B380X/580X

## What does the Balance 380X / 580X include?



### What's in the box?

Along with the router, there is 1x pair of mounting brackets, 1x rubber foot pad set, and 1x power cord ([ACW-614](#)).



### Does the Balance 380X / 580X include a warranty?

Yes, the Balance 380X / 580X includes a 1-year warranty which is extendable on a year-to-year basis. You can purchase this extended warranty from your local [Peplink Certified Partners](#) or directly from the Peplink store at the time of the sale or thereafter. In addition, SmartCare is another optional CarePlan for the Balance 380X / 580X.

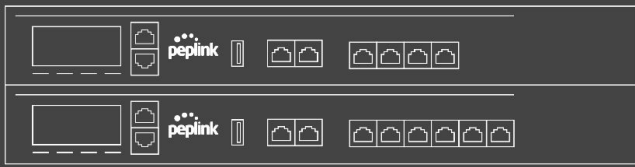
	Balance 380X	Balance 580X
EssentialCare	<a href="#">[1-Year]</a>   <a href="#">[2-Year]</a>	<a href="#">[1-Year]</a>   <a href="#">[2-Year]</a>
SmartCare	<a href="#">[1-Year]</a>   <a href="#">[3-Year]</a>	<a href="#">[1-Year]</a>   <a href="#">[3-Year]</a>



### What is the difference between EssentialCare and SmartCare?

EssentialCare is a subscription that bundles InControl 2, Warranty, and SpeedFusion Connect Protect usage into a single package. Click [here](#) to learn more about EssentialCare.

SmartCare is like EssentialCare as it also bundles InControl 2, Warranty, and SpeedFusion Connect Protect usage in a single package. However, different from EssentialCare, SmartCare provides advanced hardware placement for Return Material Authorization (RMA).



# FAQ - B380X/580X



## 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 helpful [post](#).



## Does the Balance 380X / 580X employ Peplink's SpeedFusion technology or SpeedFusion VPN?

All Peplink products can use SpeedFusion VPN. In addition, the Balance 380X / 580X supports SpeedFusion Hot Failover, WAN Smoothing, and SpeedFusion Bonding.



## What is SpeedFusion technology?

Peplink's patented SpeedFusion technology is a powerful VPN tunnel equipped with various technologies, including Hot Failover, WAN Smoothing, Bandwidth Bonding, and much more. SpeedFusion gives you the flexibility and tools needed to achieve unbreakable connectivity in any vertical or scenario. Click [here](#) to learn more about SpeedFusion.



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

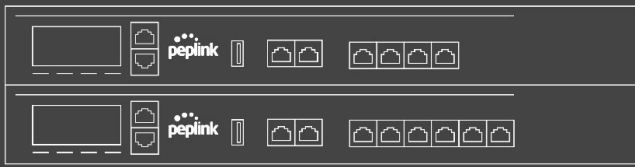
Easy. Look [here](#)!

## Using the Balance 380X / 580X



## Can I use the Balance 380X / 580X to isolate IoT devices from a work computer?

Yes, which makes the Balance 380X / 580X very convenient as more and more people work from home. You can establish multiple VLANs, and the admin has control as to whether traffic is permitted to flow between them. In addition, you can accomplish the same thing on a "per-port basis" and establish a partition between various types of devices and users.



# FAQ - B380X/580X



## Why should I use SpeedFusion VPN?

SpeedFusion VPN is a capability built into the Balance 380X / 580X that allows you to construct a VPN tunnel between Peplink devices. You can set up this tunnel to be unencrypted or even encrypted with AES-256 encryption. So, for example, if you have a Balance 380X / 580X at home and a Peplink Balance series router at work or in a different location, you can establish a connection between the 2 sites, allowing the flow of resources from 1 location to the other. You can construct either a Layer 2 or Layer 3 tunnel.



## Can I connect a USB dongle to the Balance 380X / 580X to add an external network?

Yes, the USB port on the Balance 380X / 580X is compatible with USB dongles like the MAX Adapter. You can add an [LTE](#) or [5G](#) MAX Adapter as a rugged USB dongle replacement with 2 SIM slots and an integrated eSIM.



## Does the Balance 380X / 580X support out-of-band management?

Yes, the Balance 380X / 580X enables remote management and troubleshooting through the convenience of a FlexModule Mini or USB port. Additionally, the third LAN port and the first WAN port support LAN bypass features. As a result, all your networks will remain connected in any situation.



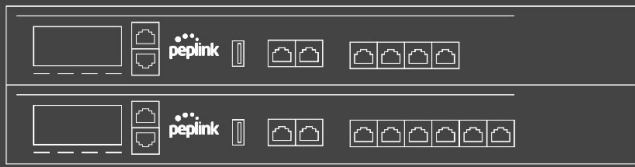
## Is a means for remote access provided?

Yes, users can access the router remotely using either L2TP or OpenVPN.



## How do I set up Wi-Fi mesh?

Here's a [detailed video](#) explaining how to do so.



# FAQ - B380X/580X

## FlexModule Mini



### What is the application of the FlexModule Mini slot?

The FlexModule Mini slot is designed as a future-proof design, enabling you to customize the router with your choice. In addition, you can instantly apply new technology as it will be released and available. The FlexModule Mini slot provides complete flexibility to the Balance 380X / 580X.



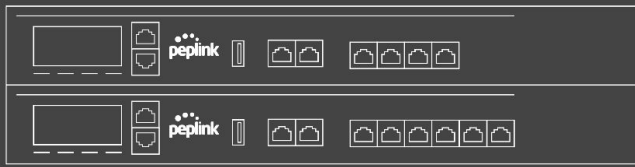
### What is the use of the FlexModule Mini?

Our team will build additional FlexModules as new technologies. You can rest assured that your Balance 380X / 580X will remain up-to-date as new technologies emerge.



### How many types of the FlexModule Mini do Peplink offer?

What types of features do you want to apply to your Balance 380X / 580X?	Which FlexModule Mini fits your requirement?
<b>VDSL Port</b>	1x VDSL Module ( <a href="#">EXM-MINI-1VDSL</a> )
<b>LTE Modem</b>	1x LTE-A Module (CAT-6) (For World: <a href="#">EXM-MINI-1LTEA-W</a> / For Asia Pacific: <a href="#">EXM-MINI-1LTEA-P</a> )
	1x LTE-A Module (CAT-12) (For World: <a href="#">EXM-MINI-1LTEA-K</a> / For America and FirstNet: <a href="#">EXM-MINI-1LTEA-R</a> )
	1X LTE-A Module (CAT-18) ( <a href="#">EXM-MINI-1GLTE-G</a> )
<b>5G Module</b>	1x 5G Module (Only NSA: <a href="#">EXM-MINI-15GD</a> / NSA and SA: <a href="#">EXM-MINI-15GH</a> )



# FAQ - B380X/580X



## What is the speed of the FlexModule Mini?

	LTE-A Module (CAT-6)	LTE-A Module (CAT-12)	LTE-A Module (CAT-18)	5G Module
<b>Downlink Data Rate</b>	300Mbps	600Mbps	1.2Gbps	5G: 4Gbps LTE CAT-20: 2Gbps
<b>Uplink Data Rate</b>	50Mbps	150Mbps	150Mbps	5G: 700Mbps LTE CAT-20: 150Mbps



## How can I upgrade the FlexModule Mini?

Here is the FlexModule Mini [upgrade guide](#) of the Balance 380X / 580X.



## Is a warranty included with the FlexModule Mini?

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

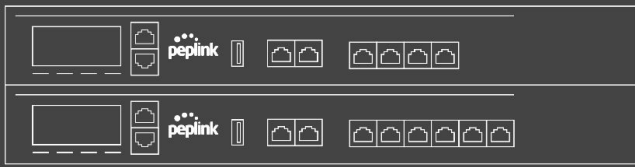
	FlexModule Mini VDSL Module	FlexModule Mini LTEA Module	FlexModule Mini 5G Module
<b>EssentialCare</b>	[ <a href="#">1 Year</a>   <a href="#">2 Year</a> ]	[ <a href="#">1 Year</a>   <a href="#">2 Year</a> ]	[ <a href="#">1 Year</a>   <a href="#">2 Year</a> ]



## Does the FlexModule Mini come with antennas?

	LTE-A Module (CAT-6) & LTE-A Module (CAT-12)	LTE-A Module (CAT-18)	5G Module
<b>LTE/5G Antennas (ACW-234)</b>	2	4	0
<b>LTE/5G Antennas (ACW-235)</b>	0	0	4





# FAQ - B380X/580X

## 5G



### If you have questions about the Balance 380X / 580X like:

- Q. Do Peplink 5G devices support Sub-6 or mmWave?
- Q. Are Peplink Mobility or Maritime antennas compatible with the FlexModule inserted to the Balance 380X / 580X?
- Q. How does SpeedFusion work with the 5G network?

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

## Licenses and Accessories



### What if I need more SpeedFusion VPNs?

By default, the Balance 380X / 580X has capability for 50 SpeedFusion VPNs. However, you can expand this capability to 100 SpeedFusion VPN Peers by purchasing the [SpeedFusion Bonding License Key](#).



### Can I manage the Balance 380X / 580X remotely?

The Balance 380X / 580X comes with a 1-year subscription to EssentialCare, which includes InControl 2. Both extending EssentialCare beyond the first year and subscribing to SmartCare include the InControl 2 function.



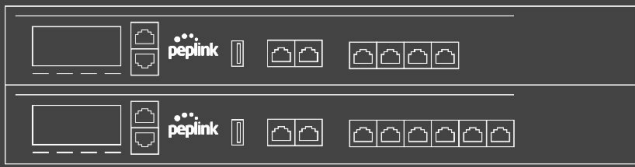
### Can it connect to an OpenVPN server from a commercial VPN provider (ExpressVPN, ProtonVPN, etc.)?

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



### It seems like there are a lot of options here. This could become very expensive!

We intend to allow the buyer to acquire the router at a very reasonable cost and only add the options - if any - that are found to be necessary to meet your requirements.



# FAQ - B380X/580X

## 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 are proud to always provide support to you, our users, 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, people with questions get answers quite quickly.

In the unlikely event of a suspected hardware or firmware issue, you can directly enter a [support ticket](#) with Peplink. 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 Balance 380X / 580X. So, what can I do to fix this?**

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