Inseego FX2000

Inseego FX2000 5G Sub6 Indoor Modem User Manual

1. INTRODUCTION

This manual provides detailed instructions for the Inseego FX2000 5G Sub6 Indoor Modem. The FX2000e is a wireless device designed to deliver high-speed internet service using 5G technology. It offers network and internet connectivity through both Wi-Fi and Ethernet, enabling connection for various devices such as laptops, tablets, e-readers, and gaming consoles.

Please read this manual thoroughly to ensure proper setup, operation, and maintenance of your device.

2. PRODUCT OVERVIEW

2.1 Device Appearance

The Inseego FX2000 modem features a compact, grey rectangular design. The Inseego logo is subtly placed on the top surface.

Figure 2.1: Inseego FX2000 5G Sub6 Indoor Modem, top-front view. This image displays the modem's sleek, rectangular grey casing with the Inseego logo visible on the top surface.

2.2 Rear Panel Ports and Indicators

The rear panel of the FX2000 modem provides various ports for connectivity and control.
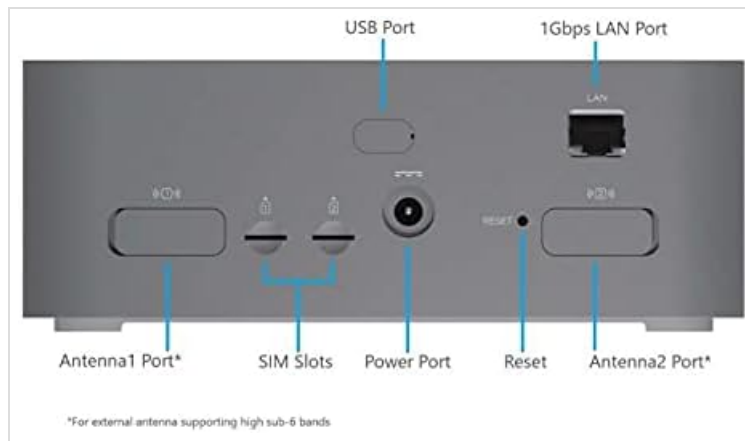
Figure 2.2: Rear panel of Inseego FX2000 5G Sub6 Indoor Modem showing ports. The labeled ports include a USB Port, a 1Gbps LAN Port, two Antenna Ports (for external antennas supporting high sub-6 bands), two SIM Slots, a Power Port, and a Reset button.

- **USB Port:** For future use or specific accessory connections.
- **1Gbps LAN Port:** Connects to a computer or other network devices via Ethernet cable.
- **Antenna Ports (2):** For connecting optional external antennas to enhance signal reception, particularly for high sub-6 bands.
- **SIM Slots:** Insert your 5G-enabled SIM card(s) here.
- **Power Port:** Connect the provided power adapter.
- **Reset Button:** Used to restore the device to factory default settings.

2.3 Key Features

- **5G Gigabit Speeds:** Experience high-speed internet connectivity.
- **Superior Connectivity:** Provides reliable network access via Wi-Fi and Ethernet.
- **Strong Security:** Features designed to protect your network.

3. SETUP

3.1 Optimal Placement

The performance of your FX2000 modem is significantly influenced by its placement. For optimal signal strength and speed, consider the following:

- Place the modem near a window or in an open area, away from obstructions like thick walls, large metal objects, or other electronic devices that may cause interference.
- Utilize the Inseego mobile application (if available) to identify the location with the strongest 5G signal in your environment. Moving the device even slightly can impact performance.

3.2 SIM Card Installation

1. Ensure the modem is powered off.
2. Locate the SIM slots on the rear panel (refer to Figure 2.2).
3. Insert your activated 5G Nano-SIM card(s) into the designated slots with the gold contacts facing down and the notched corner oriented correctly. Push until it clicks into place.

3.3 Power Connection

1. Connect the provided power adapter to the Power Port on the rear of the modem.
2. Plug the other end of the power adapter into a standard electrical outlet.
3. The modem will automatically power on. Observe the indicator lights on the device for status.

3.4 Connecting Devices

You can connect devices to your FX2000 modem via Wi-Fi or Ethernet.

- **Wi-Fi:** Locate the Wi-Fi network name (SSID) and password, typically found on a label on the bottom of the modem. Connect your wireless devices to this network.
- **Ethernet:** Use an Ethernet cable to connect the 1Gbps LAN Port on the modem to the Ethernet port on your computer or other network device.

4. OPERATING INSTRUCTIONS

4.1 Accessing the Web Interface

To manage your modem's settings, access the web interface:

1. Ensure your device is connected to the FX2000 modem via Wi-Fi or Ethernet.
2. Open a web browser and enter the modem's default IP address (e.g.,192.168.1.1 or 192.168.0.1) into the address bar. Refer to the modem's label or documentation for the exact IP address.
3. Enter the administrator username and password when prompted. These are usually found on the modem's label.

4.2 Wi-Fi Settings

Within the web interface, you can customize your Wi-Fi network:

- Change the Wi-Fi network name (SSID).
- Update the Wi-Fi password for enhanced security.
- Configure Wi-Fi security protocols (WPA2/WPA3 recommended).

4.3 Security Settings

The FX2000 offers various security features:

- **Firewall:** Manage firewall rules to control network traffic.
- **MAC Filtering:** Enable MAC address filtering to restrict network access to specific devices. This can enhance security by preventing unauthorized devices from connecting.
- **Password Management:** Regularly change the administrator password for the web interface.

4.4 External Antenna Connection

If you are in an area with weak 5G signal, you may connect optional external antennas to the Antenna Ports on the rear panel (refer to Figure 2.2). Ensure the antennas are compatible with sub-6 5G bands for optimal performance.

5. MAINTENANCE

5.1 Cleaning

To maintain the device, periodically wipe the exterior with a soft, dry cloth. Avoid using liquid cleaners or abrasive materials.

5.2 Firmware Updates

Periodically check the Inseego support website or your service provider for available firmware updates. Keeping your device's firmware up-to-date ensures optimal performance, security, and access to new features. Firmware updates are typically performed through the web interface.

5.3 Resetting the Device

If you encounter persistent issues or wish to restore all settings to their factory defaults, you can perform a factory reset:

1. With the modem powered on, use a paperclip or a similar pointed object to press and hold the Reset button on the rear panel for approximately 10-15 seconds.
2. Release the button when the indicator lights change or the device reboots.
3. The modem will restart with factory default settings. You will need to reconfigure your Wi-Fi and other custom settings.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Inseego FX2000 modem.

6.1 No Internet Connection / Slow Speeds

- **Check Signal Strength:** Ensure the modem is placed in an area with good 5G signal. Use the Inseego app or the device's web interface to check signal indicators. Relocate the modem if necessary.
- **SIM Card:** Verify that the SIM card is correctly inserted and activated with your service provider.
- **Cables:** Ensure all cables (power, Ethernet) are securely connected.
- **Reboot:** Power cycle the modem by unplugging it from the power outlet, waiting 30 seconds, and then plugging it back in.
- **External Antennas:** If using external antennas, ensure they are properly connected and positioned for optimal reception.

6.2 Wi-Fi Connectivity Issues

- **Password:** Confirm you are entering the correct Wi-Fi password.
- **SSID Broadcast:** Check if the Wi-Fi network (SSID) is being broadcast. If hidden, you may need to manually add the network on your device.
- **Device Limit:** Ensure you haven't exceeded the maximum number of connected Wi-Fi devices supported by the modem.
- **Interference:** Move the modem away from other electronic devices that might cause Wi-Fi interference.

6.3 Unable to Access Web Interface

- **IP Address:** Verify that you are using the correct IP address for the modem (e.g.,192.168.1.1).
- **Connection:** Ensure your device is properly connected to the modem via Wi-Fi or Ethernet.
- **Browser:** Try a different web browser or clear your browser's cache.
- **Firewall/Antivirus:** Temporarily disable any firewall or antivirus software on your computer that might be blocking access.

7. SPECIFICATIONS

Feature	Detail
Model	FX2000
Brand	Inseego
Connectivity Technology	Ethernet, Wi-Fi
Compatible Devices	Laptop and other network-enabled devices
Color	Grey

Number of Ports	1 (LAN) + USB + Power + 2 Antenna Ports
Package Dimensions	6.97 x 6.26 x 3.7 inches
Item Weight	1.92 pounds
ASIN	B094497JLL
Date First Available	May 4, 2021

8. WARRANTY AND SUPPORT

Warranty information for the Inseego FX2000 5G Sub6 Indoor Modem is typically provided by the retailer or your service provider at the time of purchase. Please refer to your purchase documentation for specific warranty terms and conditions.

For technical support, troubleshooting assistance beyond this manual, or to inquire about firmware updates, please contact Inseego customer support or your wireless service provider.
You can often find support resources, FAQs, and contact information on the official Inseego website.

Related Documents - FX2000

	Inseego Wavemaker 5G Indoor Router FX2000 Quick Start Guide This guide provides instructions for setting up, connecting, and configuring your Inseego Wavemaker 5G Indoor Router FX2000. Learn about device features, installation, connectivity, management, and support.
	Inseego FX2000 5G Indoor Router Quick Start Guide Get started quickly with the Inseego FX2000 5G Indoor Router. This guide provides essential steps for setup, SIM installation, powering on, and wireless connection. Learn more about managing your device.
	Inseego USB8L 4G Global Modem: Quick Start Guide and User Information Comprehensive guide for the Inseego USB8L 4G Global Modem, covering setup, status indicators, SIM card management, system requirements, and support resources. Learn to connect, manage, and troubleshoot your device.

[Inseego Wavemaker FX2000 FG2000 S2000e Antenna Port Guide](#)

A comprehensive guide to the antenna ports and connectivity options for Inseego Wavemaker FX2000, FG2000, and S2000e cellular routers, including details on MIMO antenna kits and frequency band specifications.

[Inseego USB8L 4G LTE Global Modem User Guide](#)

Comprehensive user guide for the Inseego USB8L 4G LTE Global Modem, covering setup, usage, troubleshooting, and specifications.

[Inseego MiFi 8000 User Guide: 4G LTE Wireless Mobile Hotspot](#)

This comprehensive user guide for the Inseego MiFi 8000 4G LTE Wireless Mobile Hotspot covers setup, features, management via touchscreen and admin website, status indicators, power management, troubleshooting, and product specifications. Learn how to connect multiple devices and optimize your mobile internet experience.