



*JEXtream*<sup>®</sup>

**FX20 User Guide**





# The Box Contains



FX20 Router



Stand(or Wall Bracket)



Power Adapter



Get Started Guide



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# OVERVIEW

The JEXtreme® FX20 Wi-Fi 6 router creates dedicated high-speed WiFi connections. This manual describes how to manage your JEXtreme® FX20 Wi-Fi6 System from your JEXtreme® Home App.

This chapter contains the following sections:

- FX20 router overview
- Connect your router
- Sync your FX20 router with JEXtreme® Home App.

For more information about the topics covered in this manual, visit the support website at <http://support.jextream.net/>

# FX20 router overview

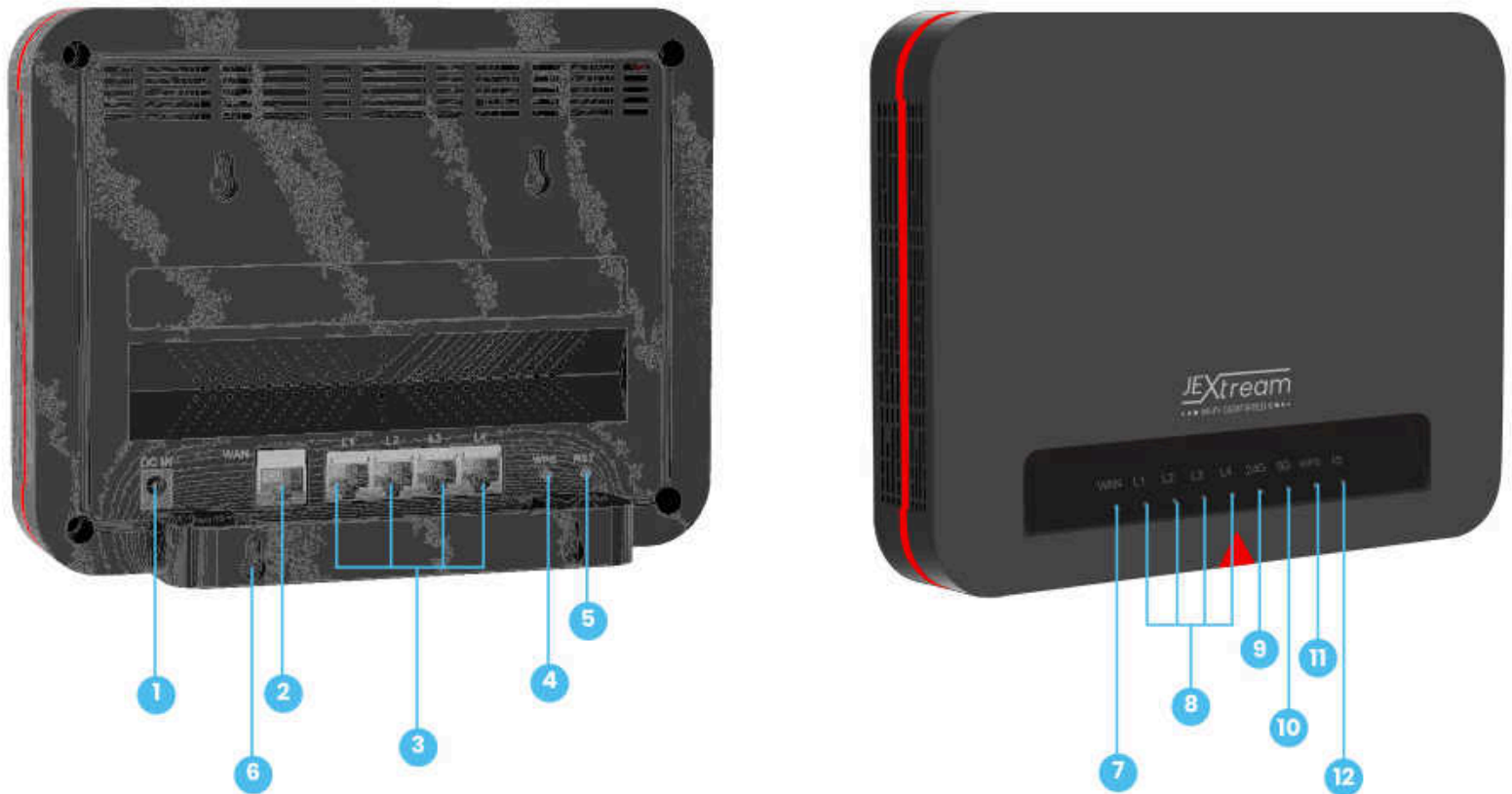
The following sections are an overview of the FX20 router hardware features and LED behavior.

## FX20 router hardware features

The following figures shows the FX20 router hardware features.

### Figure 1

FX20 router front and back views



- 1. Power Adapter Port
- 2. RJ45 (WAN Port)
- 3. RJ45 (LAN Port)
- 4. WPS Button
- 5. Reset Button
- 6. Wall Mount Hole
- 7. WAN Indicator
- 8. LAN 1-4 Indicator
- 9. 2.4G Indicator
- 10. 5G Indicator
- 11. WPS Indicator
- 12. Power Indicator

## FX20 router LED

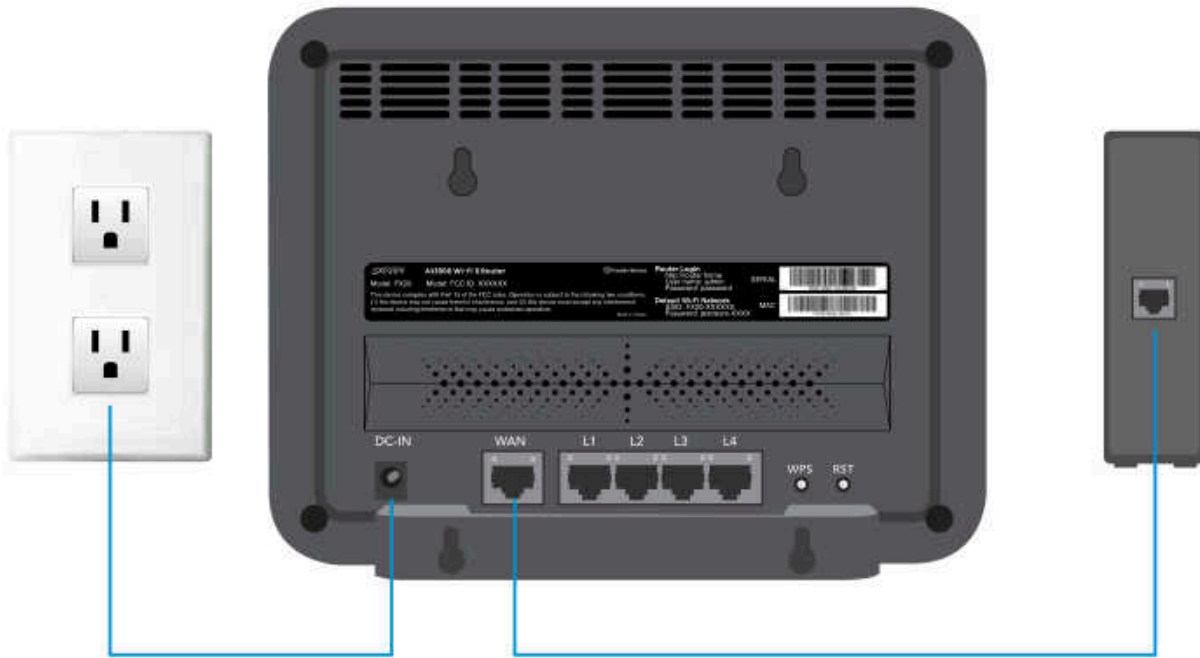
The FX20 router includes a 9 LED lights on the front. The following table describes the LED behavior for the router's front.

Table 1. LED Behavior

LED Indicator Lights	Description
Solid green	Power is on.
Solid amber	The router is booting.
Blinking amber	The router's firmware is resetting to its factory default settings.
Blinking red	The router's firmware is corrupted.
Off	Power is not supplied

## Connect Your Router

Connect and Power on your router.



1. Unplug your modem's power, leaving the modem connected to the wall jack for your Internet service. If your modem uses a battery backup, remove the battery.
2. Plug in and turn on your modem. If your modem uses a battery backup, put the battery back in.
3. Connect your modem to the Internet port of your router with the Ethernet cable that came with your router.
4. Connect the power adapter to your router and plug the power adapter into an outlet.
5. If the Power LED does not light, make sure that the power adapter is properly connected to your router and power outlet.

# **Connect to the Network and Access the Router**

This chapter contains the following sections:

- Connect to the network
- Types of logins
- Router and satellite labels
- Set up and manage with the JEXtreme Home App
- Use a web browser to access the router
- Change the language

# Connect to the network

You can connect to the Orbi network through a wired or WiFi connection. If you set up your computer to use a static IP address, change the settings so that it uses Dynamic Host Configuration Protocol (DHCP).

## Wired connection

You can connect your computer to the router using an Ethernet cable and join the router's local area network (LAN).

### To connect your computer to the router with an Ethernet cable:

1. Make sure that the router is receiving power (its Power LED is lit).
2. Connect an Ethernet cable to an Ethernet port on your computer.
3. Connect the other end of the Ethernet cable to one of the router's Ethernet ports. Your computer connects to the local area network (LAN). A message might display on your computer screen to notify you that an Ethernet cable is connected.

## WiFi connection

If you're installing your FX20 router for the first time, you can connect to the router's WiFi network by scanning the QR code on your router with the camera app on your mobile device. To scan the QR code with your camera app, your mobile device must have iOS version 11 or later or Android version 10 or later. You can also manually find and select the FX20 router's WiFi network from your WiFi-enabled computer or mobile device.

### To find and select the WiFi network:

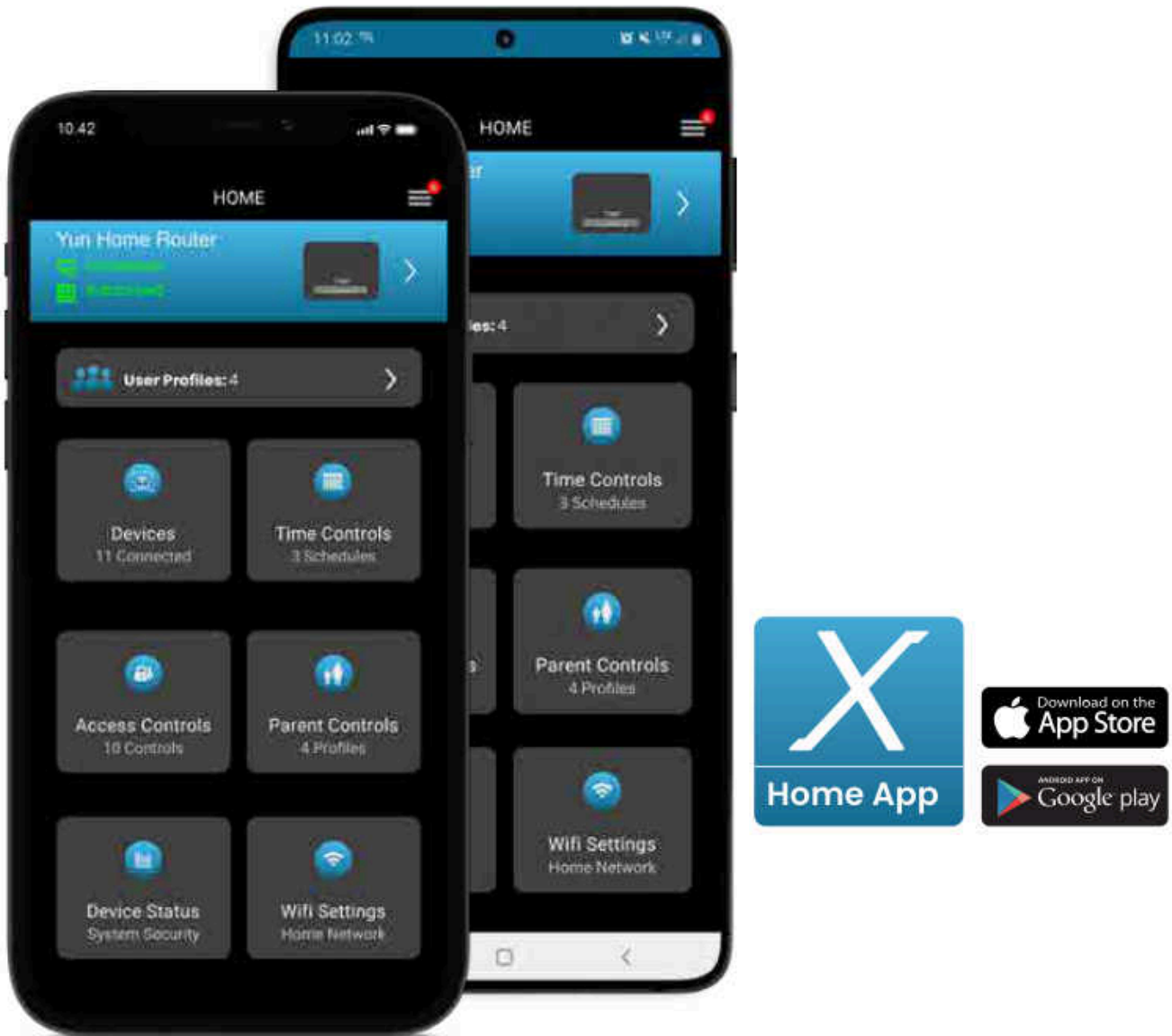
1. Make sure that the router is receiving power (its Power LED is lit).
2. On your WiFi-enabled computer or mobile device, find and select the WiFi network. The WiFi network name is on the router label. **Note: If you bought the router and the satellite separately, their default WiFi network names are different.**
3. Join the WiFi network and enter the WiFi password. The password is on the router label. Your WiFi-enabled computer or mobile device connects to the WiFi network.

# Set up and manage with JEXtreme app

You can use the JEXtreme Home app to set up and access your FX20 network.

To find the app, scan a QR code or search for JEXtreme Home App in the Apple App Store or Google Play Store.

For more information about the JEXtreme Home App, visit <https://www.franklinwireless.com/support>



## To set up your FX20 WiFi system with the FX20 app:

1. Download the JEXtreme Home App on your mobile device.
2. On your mobile device, open the WiFi connection manager.
3. Locate and connect your mobile device to your FX20 WiFi network.  
Your preset FX20 WiFi network and password displays on the FX20 router label. You can change the WiFi credentials after the setup.
4. Launch the JEXtreme Home App and follow the setup instructions.

## Use a web browser to access the router

When you connect to the network (either with WiFi or with an Ethernet cable), you can use a web browser to access the router to view or change its settings. The first time you access the router, the JEXtreme installation assistant automatically checks to see if your router can connect to your Internet service. Use the automatic Internet setup option

You can set up your router automatically, or you can use a web browser to access the router and set up your router manually. Before you start the setup process, get your ISP information and make sure that the computers and devices in the network use the settings described here.

When your Internet service starts, your Internet service provider (ISP) typically gives you all the information needed to connect to the Internet. For DSL service, you might need the following information to set up your router:

- The ISP configuration information for your DSL account
- ISP login name and password

- Fixed or static IP address settings (special deployment by ISP; this setting is rare)

If you cannot locate this information, ask your ISP to provide it. When your Internet connection is working, you no longer need to launch the ISP login program on your computer to access the Internet. When you start an Internet application, your router automatically logs you in.

Installation and basic setup takes about 15 minutes to complete.

## To automatically set up your router

1. Power on your router.

2. Make sure that your WiFi-enabled computer or mobile device is connected to the router with an Ethernet cable (wired) or wirelessly with the preset WiFi security settings listed on the label. Note: If you want to change the router's WiFi settings, use a wired connection to avoid being disconnected when the new WiFi settings take effect.

3. Launch a web browser.

The page that displays depends on whether you accessed the router before:

- The first time that you set up the Internet connection for your router, the browser goes to [franklinwireless.com](http://franklinwireless.com), and the FX20 login page displays.
- If you already set up the Internet connection, enter [franklinwireless.com](http://franklinwireless.com) in the address field for your browser to start the installation process.

4. Follow the on screen instructions. The router connects to the Internet.

5. If the browser does not display the webpage, do the following:

- Make sure that the computer is connected to one of the four LAN Ethernet ports or over WiFi to the router.
- Make sure that the router is receiving power, and that its Power LED is lit.
- Close and reopen the browser or clear the browser cache.
- Browse to [franklinwireless.com](http://franklinwireless.com)
- If the computer is set to a static or fixed IP address (this setting is uncommon), change it to obtain an IP address automatically from the router.

6. If the router does not connect to the Internet, do the following:

- a. Review your settings.
- b. Make sure that you selected the correct options and typed everything correctly.
- c. Contact your ISP to verify that you are using the correct configuration information.
- d. Read Trouble shooting on page 118.

If problems persist, register your JEXtreme product and contact JEXtreme technical support.

## Log in to the FX20 router web interface

When you log in to the Orbi, the browser displays the router web interface. You can use the router web interface to change the router or satellite settings.

To log in to your FX20:

1. Launch a web browser from a computer or mobile device that is connected to your JEXtreme network.
2. Enter franklinwireless.com. A login window opens.
3. Enter the router admin username and password.  
The user name is admin. The password is the one that you specified the first time that you logged in. The user name and password are case-sensitive.  
The BASIC Home page displays.

## Change the language

By default, the language is set as Auto.

To change the language:

1. Launch a web browser from a computer or mobile device that is connected to your JEXtreme network.
2. Enter franklinwireless.com. A login window opens.
3. Enter the router admin username and password.  
The user name is admin. The password is the one that you specified the first time that you logged in. The user name and password are case-sensitive.  
The BASIC Home page displays.
4. In the upper right corner, select a language from the menu.
5. When prompted, click the OK button to confirm this change. The page refreshes with the language that you selected.

# GENERAL

## PRECAUTION

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This booklet contains important operational and safety information that will help you safely use your device. Failure to read and follow the information provided in this booklet may result in serious bodily injury, death, or property damage. For the best care of your device, only an authorized personnel of your service provider should service your device and accessories. Failure to do so may be dangerous and void your warranty.

Avoid putting other materials on top of device .



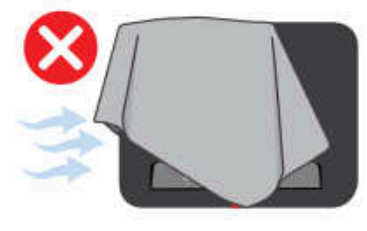
Avoid occupationally vibrating or magnetic materials near device.



Avoid any liquid, bottle or container near the device.



Avoid covering or placing items that disrupt airflow.



Avoid direct sunlight on device or placement near fire (i.e. heaters, fireplace or candles).



Avoid placing device where extreme temperatures are experienced.



Do not clean the device with water or wipe with wet towel.



Avoid using damaged charger, cables or plugs.



Avoid storing device in unsafe or unsecure locations.



Please insert and remove ethernet cable gently.



Do not modify the hardware.



Please plug into the wall properly.



# **Manufacturer's Warranty**

Your device has been designed to provide you with reliable, worry-free service. If for any reason you have a problem with your equipment, please refer to the manufacturer's warranty in this section.

For information regarding the terms and conditions of service for your device, please visit your service provider's website or call your service provider's customer service number.

## Manufacturer's Warranty

Your device has been designed to provide you with reliable, worry-free service. If for any reason you have a problem with your equipment, please refer to the manufacturer's warranty in this section.

Franklin Wireless Corp. (the "Company") warrants to the original retail purchaser of this device, that should the product or any part thereof, during normal consumer usage conditions, be defective in material or workmanship that results in product failure within the first twelve (12) month period from the date of purchase, the product will be repaired or replaced, with a new or refurbished product at the Company's discretion, without charge for parts and labor directly related to the defect(s). This warranty extends to consumers who purchase the product in the territory and is not transferable or assignable. This warranty does not apply to:

- (a) Products subject to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage;
- (b) Products whose mechanical serial number or electronic serial number has been removed, altered, or defaced;
- (c) Products that have been lost or stolen;

- (d) Damage from exposure to moisture, humidity, excessive temperature or extreme environmental conditions;
- (e) Damage resulting from connection to, or use with any accessory or other product not approved or authorized by the Company;
- (f) Defects in cosmetic appearance or defects caused by the addition of decorative items or non-operating parts by consumers or third parties;
- (g) Products damaged as a result of fire, flooding, dirt, sand, weather conditions, battery leakage, a blown fuse, or improper usage of any electrical source.

The Company disclaims liability for removal or reinstallation of the product, for geographic coverage, for inadequate signal reception by the antenna or for communications range or operation of the cellular system as a whole.

When sending your wireless device to Franklin Wireless' authorized representatives for repair or service, please note that any personal data or software stored on the device may be inadvertently erased or altered. Therefore, we strongly recommend you make a back up copy of all data and software contained on your device before submitting it for repair or service. This includes all contact lists, downloads (i.e. thirdparty software applications, games and graphics) and any other data added to your device. The Company is not responsible for and does not guarantee restoration of any third-party software, personal information or data contained in, stored on, or integrated with any wireless device, whether under warranty or not, that is returned to Franklin Wireless' authorized representatives for repair or service. To obtain repairs or replacement pursuant to the terms of this warranty, the product should be delivered with proof of Warranty coverage (e.g. dated bill of sale), the consumer's return address, daytime phone number and/or fax number and complete description of the problem, transportation prepaid, to the place of purchase for repair or replacement processing. In addition, for reference to an authorized warranty station in your area, please contact your service provider for instructions. The extent of the Company's liability under this warranty is limited to the repair or replacement provided above and, in no event, shall the Company's liability exceed the purchase price paid by purchaser for the product. this product.

Any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of this written warranty and in no case shall the Company be liable for any special, consequential or incidental damages for breach of this or any other warranty, express or implied. The Company shall not be liable for any delay associated with service under this warranty or loss of use during the time the product is being repaired or replaced. No person or representative is authorized to assume for the Company any liability other than expressed herein in connection with the repair or replacement of this product. Some states or provinces do not allow limitations on how long an implied warranty lasts on the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.