

Balance 2500 EC

Edge Computing at its Peak.



FAQ

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Is the Balance 2500 EC suitable for me?



What is the Balance 2500 EC?

The Balance 2500 EC is an edge computing powerhouse that's designed for supporting thousands of concurrent users. With 20 WAN ports and up to 30Gbps throughput, this device can serve as the core of any network.



How fast is this device?

The Balance 2500 EC has a rated throughput of 30Gb/sec, SpeedFusion VPN Throughput (No Encryption) of 4Gbps and SpeedFusion VPN Throughput (256-bit AES) of 4Gbps. You can view the complete spec sheet [here](#).



How many concurrent connections can the Balance 2500 EC make to the Internet?

SFP+ 1 & 2 and WAN 1-8 are configured as WAN ports; SFP+ 3 & 4 and LAN 1-8 are configured as LAN ports by default. However, all SFP and Ethernet ports can be configured as WAN/LAN depending on your preference.



Does the Balance 2500 EC support edge computing?

The Balance 2500 EC is recognized for its edge computing capabilities, EC stands for “Edge Computing”, even making it available in 3 different formats: native app (Python), containers (Docker), and hypervisors (KVM).



Does the Balance 2500 EC support LAN bypass?

LAN Bypass is a fault-tolerance feature that protects your essential business communications in the event of a power outage and allows you to safely connect all routers in a daisy-chain configuration. LAN Bypass is only available for internet traffic from WAN 1 to LAN 1. Please connect your DHCP WAN connection to other WAN ports.



What certifications does the Balance 2500 EC have?

The Balance 2500 EC has FCC, CE, and RoHS certifications.



How many ways can the Balance 2500 EC connect to the Internet?

There are 2 different ways: Ethernet WAN and SFP WAN. The USB port on the front of the router can be used as a connection point for a USB cellular modem or a USB-Ethernet adapter ([show tested compatible modems](#)). The Ethernet adapters which we have tested are discussed [here](#).



What is the best use case for the Balance 2500 EC?

The answer isn't set in stone. From backing up the retail industry to building a high-performance and agile enterprise network, the Balance 2500 EC has got you covered. Click [here](#) and we can work out a cost-effective solution with the best overall performance together. We will make it always work.



What are the SFP LAN and 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 copper cables cannot handle, not to mention it's a more reliable and safer connection due to its properties.



What is included with the Balance 2500 EC?



What's in the box?

Along with the router, there are 2 x power cords, 2 x rack unit rails, and a single pair of mounting brackets.



Is a warranty included with this product?

Yes, the Balance 2500 EC comes with a 1-year warranty which is extendable on a year-to-year basis (EssentialCare [1 Year](#) | [2 Years](#)) or (SmartCare [1 Year](#) | [2 Years](#)). You can purchase an extension from our Certified Partners or directly from the Peplink eStore at the time of the sale or thereafter.



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, SmartCare also 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 Balance 2500 EC employ Peplink's SpeedFusion technology or SpeedFusion VPN?

SpeedFusion VPN is included in all products.

For the Balance 2500 EC, you can fully utilize Peplink's SpeedFusion technology, including Hot Failover, WAN Smoothing, and Bandwidth Bonding without purchasing additional licenses.



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](#)!



Using the Balance 2500 EC



What is the typical power consumption and the maximum power consumption?

The typical power consumption is 17W and the maximum power consumption is 40W.



Can the Balance 2500 EC be remotely managed?

The Balance 2500 EC comes with a 1-year EssentialCare subscription, which includes InControl 2.

InControl 2 has helped thousands of people to save configuration time, minimize truck rolls, stay on top of network status, and proactively resolve any emerging problems with speed and precision.

Licenses and Accessories



How can I subscribe to InControl 2 services?

The Balance 2500 EC comes with a 1-year subscription to EssentialCare, which includes InControl 2. Both extending EssentialCare beyond the first year and subscribing to SmartCare includes the InControl 2 function.



Can I connect the Balance 2500 EC 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.



What can I do if I need support?



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

Peplink Partners provide support to the users of the products they have sold, 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. In the latter case, you will receive attention from some of our best engineers. Peplink supports its users like no other.



I can't access the Internet via the Balance 2500 EC, what can I do?

Visit [this link](#) (troubleshooting section) for a basic software walkthrough and troubleshooting guide. If that doesn't work, reach out on [our forum](#) and the team will get you online.