

Installation guide

Box contents

- Genesis XGX-2410B (active device)
- Power adapter
- Label (self-adhesive)

Label position

The product label is positioned on the back of the active device.



PLEASE READ THIS PRODUCT GUIDE AND SAFETY INSTRUCTIONS BEFORE INSTALLING OR USE OF THE PRODUCT. AS RECIPIENT OF THE PRODUCT, YOU ARE RESPONSIBLE TO GET FAMILIAR WITH THE PRODUCT GUIDE AND SAFETY INSTRUCTIONS BEFORE USING THE PRODUCT. CONTACT YOUR SERVICE PROVIDER IN CASE OF ANY QUESTIONS.

Preparation

Ensure there is a power socket within reach of where the device is being installed and that the product is close to your broadband outlet.

Setting up the XGX-2410B

1. Install the SPF+ module in the WAN/SFP+ cage marked WAN, and connect it to your broadband outlet.
2. Connect the supplied power adapter to the XGX-2410B and plug the adapter into a power socket.
3. Switch the ON/OFF switch to the ON position.
4. The colored LED of the power status will start blinking. Please wait 2 minutes for the booting process to complete.
5. Depending on your service provider, the device may need to update your user profile which can take up to 10 minutes. Please do not power off the device during this time.

6. If your personal device is connected properly with the LAN port, the power LED, WAN and LAN LEDs will have a green color.

Your XGX-2410B is now installed!



Important:

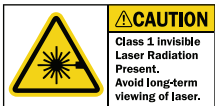
Instructions need to be followed precisely and uninterrupted. This minimizes the risk of damage to the fiber optic connectors, causing a severe degradation of signal quality.

Warning:

This product contains a laser that emits invisible light. It is a Class 1 Consumer Laser product according to EN 50689:2021. However, it is still advised to not look directly into the fiber connector when the product is powered on.

Warning:

Do not cover the device, this will interfere with the ventilation.
Ambient Operating Temperature: 0 - 40°C / 32 - 104°F.



Security vulnerabilities can be reported at:
<https://genexis.eu/about/security>

Troubleshooting

Is the Power (PWR) indicator LED off?

- Check if the device is properly connected to the power adapter.
- Check if the power adapter is connected to an electrical outlet.
- Check if the device is turned on - the ON/OFF switch should be in 'ON' state.
- If the device is properly connected and turned on, the Status indicator LED should turn green after a while.

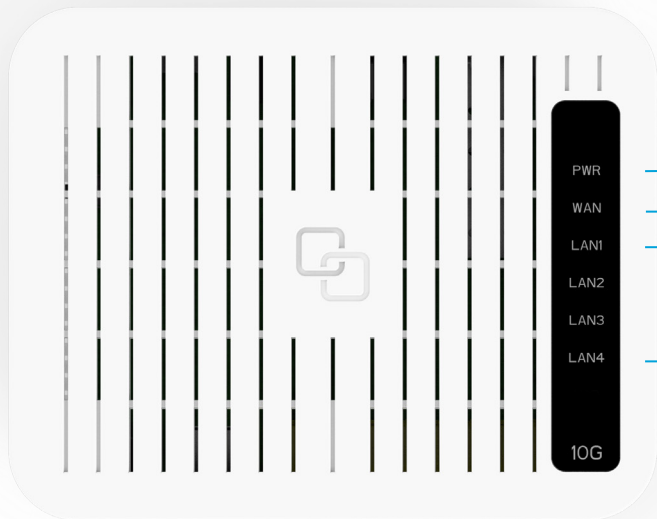
Is the WAN indicator LED off?

- Check if the SFP+ module is inserted correctly into the SFP+ cage, and check if the fiber connector is fully inserted in the SFP+ module.
- If the WAN indicator LED is off, please contact your service provider.

Factory reset of the device

The reset button resets the device to factory settings. You can press this button with a small pin or paperclip. See chapter 'Button overview' to locate the pinhole. Press and hold the button until Power (PWR) and WAN LED start to blink.

LED overview



Power (PWR)

Green - system ok
Green (blinking) - booting
Off - power off

WAN

Green - service ok
Green (slow blinking) - service establishing
Green (fast blinking) - optical power too low
Off - no optical power

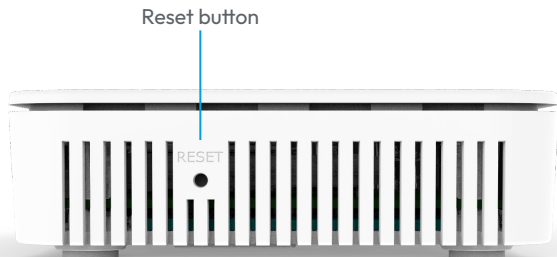
Power (PWR) + WAN

Green (blinking) - firmware upgrade

LAN

Green - 1Gb (LAN 1/2/3)
and 10Gb (LAN 4) link established
Green (blinking) - indicate traffic
Yellow - <1Gb (LAN 1/2/3)
and <10Gb (LAN 4) established
Yellow (blinking) - indicate traffic
Off - no LAN connected

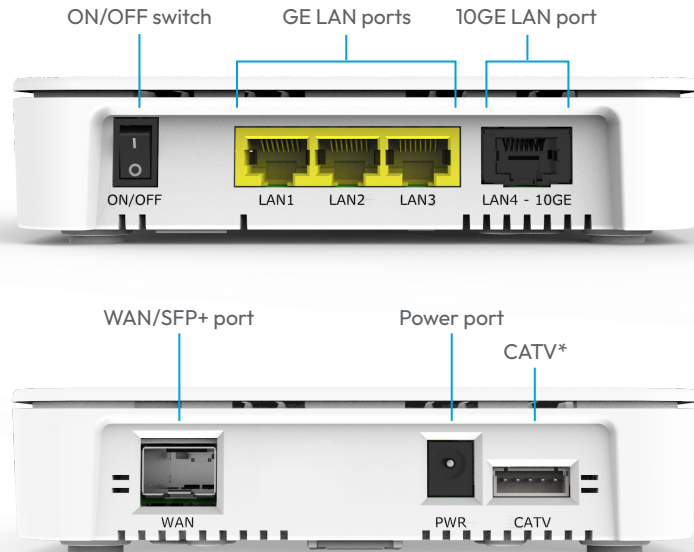
Button & port overview



Reset button (recessed)

Reset - press and release

Factory reset - press and hold the button until Power (PWR) and WAN LED start to blink



* Functioning depending on SW version



Safety guidelines

Use the following safety guidelines to ensure your own personal safety and to help protect your product from potential damage. To the extent permissible by applicable law, failure to follow these guidelines could result in damage to your product, which might not be covered by Genexis warranty.

To reduce the risk of injury, electrical shock, and fire observe the following precautions:

- Operate the product only from the type of external power source indicated on the electrical label of the power supply.
- Use only the power adapter supplied with the product. In case of malfunctioning contact your service provider for replacement.
- The electrical socket-outlet should be easily accessible to contain the power adapter. The plug must be fully inserted in the electrical socket-outlet with no part of the blades exposed.
- Observe extension cords and power strip ratings. Make sure that the total ampere rating of all products plugged into the extension cord or power strip does not exceed 80 percent of the ampere ratings limit for the extension cord or power strip. Check the extension cords and power strips regularly. If they are damaged, replace them immediately.
- Do not push any unintended objects into the openings of your product. Doing so can cause fire or electrical shock by shorting out interior components.
- Do not open or try to open the product. Opening or removing the covers can expose you to electrical shock. Genexis recommends that only a trained technician services components inside these compartments.
- Do not install or use the product during a lightning- or thunderstorm. There is a remote risk of electric shock from lightning.
- This product contains a Class 1 laser that emits invisible light. Do not look directly into the optical port without any eye protection when powered on.

To reduce potential damage to the equipment, observe the following recommendations:

- This product is designed for indoor use only in a temperature controlled (0 - 40°C / 32 - 104°F) and humidity-controlled (5-95% relative humidity) environment.
- Do not service any product but contact your service provider.
- When placed vertically mount the product stable to a flat surface using applicable screws and plugs. Do not place any objects on top of the product which may damage the product.
- Place the product and cables out of reach of pets. They could damage them and cause injury

or electrocuting.

- If any of the following conditions occur, unplug the product from the electrical outlet and replace the part or contact your service provider:
 - › The power adapter or power cable is damaged.
 - › The network cable or optical cable is damaged.
 - › An object fell onto the product.
 - › The product was exposed to water.
 - › The product was dropped or damaged.
 - › The product does not operate correctly when you follow the operating instructions.
- Keep your product away from radiators and heating sources and do not block cooling vents. Prevent installing the product in direct sunlight. Blocking the ventilation holes may cause fire due to overheating.
- Do not spill food or liquids on your product, and never operate the product in a wet or steam environment. Do not touch the product or its power adapter with wet hands. If the product gets wet, unplug the product from the electrical outlet and contact your service provider. Any liquid could have damaged interior components causing a shortcut in the product.
- Do not use liquid, aerosol cleaners or any harsh chemicals to clean the product. Unplug the product and use a soft, dry cloth for cleaning the product.
- Position power cables, network cables and optical cables carefully. Route cables so that they cannot be stepped on or tripped over. Be sure that nothing rests on any cables.
- When connecting an electronic device to the product, make sure to use the recommended network cable and connect the device to the right port of the product. Incorrect connections may damage the device and/or the product.

FCC Compliance Information Statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Product Name: XGS-PON ONT

Model Number: XGX-2410B

Responsible party: Genexis
Broadband, LLC

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**Name and title of
authorized person**

Maarten Egmond, CTO
Genexis Netherlands B.V

Signature of authorized person



Place of issue

Eindhoven
The Netherlands

Date of issue

2025-10-16

EU Declaration of Conformity



Hereby, Genexis Netherlands B.V. declares that the XGX-2410B product is in compliance with Directive 2014/30/EU, Directive 2014/35/EU, Directive 2009/125/EC, Directive 2011/65/EU and Delegated Directive 2015/863, Directive 2019/882/EU.

The full text of the EU declaration of conformity is available at the following internet address:

<https://genexis.eu/product/XGX-2410B/#downloads>

Company Name

Genexis Netherlands B.V.

Company Address

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5652 AC Eindhoven
The Netherlands

Name and title of authorized person

Maarten Egmond, CTO

Signature of authorized person

Place of issue

Eindhoven
The Netherlands

Date of issue

2025-10-16

At Genexis, we strive for
a more sustainable future
with our devices.



75% recycled

plastics used
in this device.

Energy-efficient

to save both energy
and costs for you.

Designed to last

for a second life if
treated carefully.

Something you
can do!

