

# Balance 310 5G

Rugged. Connected. Complete. Anywhere.



## FAQ

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# FAQ - Balance 310 5G

## Is the Balance 310 5G suitable for me?



### What is the Balance 310 5G?

The Balance 310 5G is an all-in-one enterprise branch router that combines high-speed wired and 5G connectivity, Wi-Fi 7, PoE+ switching, and edge computing in a single fanless chassis. It is purpose-built for enterprises where downtime isn't an option, featuring built-in 5G failover and a consolidated platform, while redundant WAN paths and dual power inputs eliminate single points of failure across connectivity and power. Peplink's SpeedFusion technology bonds and protects traffic across every connection for reliable, uninterrupted operations.



### How is this Balance 310 5G different from the previous hardware revision?

The Balance 310 5G (HW3) is the latest generation of the platform, delivering significant upgrades in connectivity, performance, resiliency, and deployment flexibility compared to previous hardware revisions:

Feature	Balance 310 5G (HW1-2)	Balance 310 5G (HW3)
Wired WAN	1x Gigabit Ethernet	1x 10G Multi-Gig Ethernet 1x 10G SFP+ 2x USB-C
LAN / PoE	5x Gigabit, no PoE	8x 2.5G with 802.3at PoE+ (240W power budget)
Wi-Fi	None	Dual-band Wi-Fi 7 (2x2 MIMO)
Router throughput	1 Gbps	4 Gbps
SpeedFusion VPN throughput	600 Mbps	1 Gbps
Cellular	2 modems (1x 5G + 1x LTE CAT-12)	1x 5G (LTE CAT-20 fallback), expandable via 5G Adapter / Dongle
Edge computing	None	Docker, 8GB storage
GPS	No	Built-in
Power	12V DC Connector	2x Power DIN: 54V DC Terminal Block
Operating temperature	0 to 40°C	-40 to 65°C
Compliance	FCC, CE, RoHS	FCC, CE, RoHS, TAA, FIPS 140-3

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## **Who is the Balance 310 5G designed for?**

It is designed for enterprise branch networks such as retail stores, offices, and other fixed sites that need resilient primary connectivity with automatic 5G backup. It is recommended for deployments supporting 50 to 500 users.



## **What makes the Balance 310 5G an all-in-one branch solution?**

A single Balance 310 5G replaces several separate devices. It combines a multi-WAN router, a built-in 5G modem, Wi-Fi 7 access, an eight-port 2.5G switch with PoE+ output, and a Docker-capable edge computing platform. This consolidation speeds up deployment, reduces vendor complexity, and lowers the infrastructure footprint at each branch.



## **Is the Balance 310 5G suitable for harsh or industrial environments?**

Yes. It uses a fanless chassis and operates across a wide temperature range of -40°F to 149°F (-40°C to 65°C), with 15% to 95% non-condensing humidity tolerance. Combined with dual power inputs and built-in GPS, it can be deployed reliably across fixed, mobile, and industrial environments.



## **Is the Balance 310 5G TAA compliant and FIPS validated?**

Yes. The Balance 310 5G is TAA (Trade Agreements Act) compliant and FIPS 140-3 validated, making it suitable for US government and public sector procurement.



## **What certifications does the Balance 310 5G have?**

It is certified for FCC, CE, and RoHS, and is also TAA compliant and FIPS 140-3 validated.

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## What is included with the Balance 310 5G?



### What comes in the box with the Balance 310 5G?

The package includes one Balance 310 5G unit, one 54V DC 5.19A power supply, four LTE/5G antennas, two Wi-Fi dual-band antennas, one GPS active antenna, one rack mount ear kit with screws, and one rubber foot pad set.



### What are the dimensions and weight of the Balance 310 5G?

It measures 7.3 x 8.07 x 1.61 inches (186 x 205 x 41 mm) and weighs 3.41 pounds (1.55 kg). It uses a fanless metal chassis and can be rack-mounted using the included ear kit.



### Does a warranty come included with this product?

All products come with a 1-year limited warranty. Warranty and support services are provided through a PrimeCare subscription, which is complimentary for the first year and can be extended on a year-by-year basis.



### What is PrimeCare?

PrimeCare is a subscription that bundles InControl cloud management, warranty services, ticket support, and standard RMA.



### What is PrimeCare+?

PrimeCare+ is an upgrade to PrimeCare. It includes everything offered in PrimeCare plus advanced hardware replacement RMA and 24/7 ticket support.



### Which PrimeCare plan should I buy for the Balance 310 5G?

PrimeCare G or PrimeCare+ G is suitable for the Balance 310 5G. It is available in 1-year, 2-year, and 4-year terms.

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## Using the Balance 310 5G



### **What WAN connections does the Balance 310 5G support?**

It provides one 10G Multi-Gig Ethernet WAN port, one 10G SFP+ port that can be set to WAN or LAN in the Web Admin, two USB-C WAN interfaces, and one embedded 5G cellular modem with redundant SIM slots. The Wi-Fi radio can also serve as a Wi-Fi WAN source.



### **What LAN ports does the Balance 310 5G have?**

It has eight 2.5G Multi-Gig Ethernet LAN ports, each with 802.3at PoE+ output. The 10G SFP+ port can also be configured as a LAN port through the Web Admin.



### **Are the Ethernet ports backward compatible with slower connections?**

Yes. The 10G ports are backward compatible with 5G, 2.5G, GE, and FE. The 2.5G ports are backward compatible with GE and FE.



### **What antenna connectors does the Balance 310 5G have?**

It has four SMA cellular antenna connectors, two RP-SMA Wi-Fi antenna connectors, and one SMA GPS antenna connector.



### **What cellular technology does the embedded modem use?**

The Balance 310 5G has one embedded 5G modem supporting 5G in both NSA and SA modes on Sub-6 GHz bands, with LTE fallback. Maximum theoretical data rates are 4.1 Gbps downlink and 900 Mbps uplink on 5G, and 2 Gbps downlink and 211 Mbps uplink on LTE CAT-20.



### **Which US carriers is the Balance 310 5G certified for?**

It carries US carrier certifications for AT&T, T-Mobile, Verizon, and FirstNet.

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## How many SIM slots are there, and does the Balance 310 5G support eSIM?

The embedded modem uses Nano-SIM (4FF) cards with redundant SIM slots. It also supports Peplink eSIM, BYO eSIM with up to 2 profiles, Remote SIM from a Peplink SIM Injector, and FusionSIM for centralized SIM management and sharing across devices.



## Can I add more 5G connections to the Balance 310 5G?

Yes. You can expand cellular capacity by adding a Peplink 5G Adapter or 5G Dongle. Hot Failover provides seamless backup across all 5G connections so business operations are not disrupted.



## What power inputs does the Balance 310 5G accept?

It supports multiple power inputs: two 54V DC power DIN connectors, an AC adapter with 100V to 240V AC input and 54V DC output, and a 12V to 54V DC terminal block. Dual power inputs allow redundant power to eliminate a single point of failure.



## Does the Balance 310 5G provide PoE to connected devices?

Yes. All eight 2.5G LAN ports provide 802.3at PoE+ output with a total PoE power budget of 240W, so you can power devices such as IP cameras, access points, IP phones, POS machines, and kiosks directly from the router. A DC input voltage of 50V to 54V is required to enable PoE output.



## What is the power consumption of the Balance 310 5G?

The nominal power consumption is 27W, and the maximum is 54W without PoE and USB-C output.

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## Licenses and Software Features



### **What is SpeedFusion and which technologies does the Balance 310 5G support?**

Peplink SpeedFusion is the technology that bonds and protects traffic across multiple WAN connections. On the Balance 310 5G it supports Hot Failover, Smoothing, and Bandwidth Bonding, so you can combine 5G, fiber, FWA, Wi-Fi WAN, and satellite links into one resilient network and maintain connectivity even during link failures or degraded conditions.



### **What is SpeedFusion Boost?**

SpeedFusion Boost keeps your connection running at full speed even over high-latency or lossy links. Normally, when packets are lost, the sender slows down and resends, dragging throughput down. With SpeedFusion Boost, your Peplink router recovers those lost packets locally across the SpeedFusion connection, so the sender never has to slow down. The result is fast, steady throughput even through obstructions and handovers.



### **What is SpeedFusion Score?**

SpeedFusion Score, available in InControl, continuously evaluates the health, resilience, and performance of your bonded networks. It helps you identify performance gaps and shows how adding WAN connections or enabling more SpeedFusion features can improve your score.



### **What router and VPN throughput does the Balance 310 5G deliver?**

The Balance 310 5G delivers up to 4 Gbps of router throughput. SpeedFusion VPN throughput is up to 1 Gbps without encryption and up to 1 Gbps with 256-bit AES encryption.

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## How many SpeedFusion VPN peers does the Balance 310 5G support?

The Balance 310 5G supports 2 SpeedFusion VPN peers by default, and up to 30 peers with a PrimeCare subscription, which is complimentary for the first year. 50 peers are available via the SpeedFusion Peers Licence (SFN-LC-50).



## Can I bond a cellular connection with a wired WAN?

Yes. SpeedFusion Bandwidth Bonding combines the embedded 5G, wired WAN such as fiber or FWA, Wi-Fi WAN, and any additional 5G adapters into a single aggregated connection for higher throughput and resilience.



## Does the Balance 310 5G have built-in Wi-Fi?

Yes. It has simultaneous dual-band (2.4GHz / 5GHz) Wi-Fi 7 2x2 MIMO. The Wi-Fi can be used as an access point for client devices and as a Wi-Fi WAN source to bring in another wireless network as an internet source.



## Does the Balance 310 5G have built-in GPS?

Yes. It has a built-in GPS receiver with a dedicated SMA GPS antenna connector, and ships with a GPS active antenna.



## How do I manage the Balance 310 5G?

You can manage it through InControl, Peplink's cloud based management platform, as well as the local web admin interface and command line interface. Cloud management through InControl requires a valid PrimeCare subscription.



## Can the Balance 310 5G manage Peplink APs and switches?

Yes. It includes a standard AP and switch controller that manages up to 30 access points, expandable to 50 with the AP-LC-50 license add-on.

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## Does the Balance 310 5G support edge computing?

Yes. It supports native Docker with 8GB of internal storage, plus external storage via the USB port. You can run applications such as monitoring agents, security services, and network automation tools directly on the router, reducing reliance on separate on site PCs or servers.

## Support



## Does Peplink offer support? What if I have trouble setting it up?

First, 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 such cases, you will receive attention from some of the best engineers. Peplink supports its users like no other.