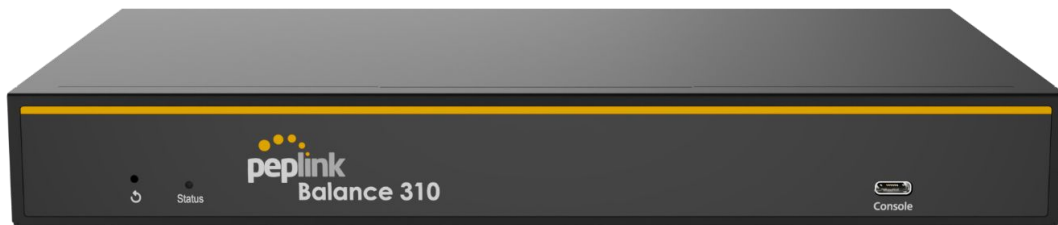


Balance 310

Affordable. Fanless. Fast.



FAQ

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FAQ - Balance 310

Is the Balance 310 suitable for me?



What is the Balance 310?

The Balance 310 is a compact, fanless, high-performance dual-WAN router designed for small to medium businesses, AV/production teams, and mobile or remote deployments. It offers multi-gig connectivity, 10G LAN ports, and built-in PoE+ output, making it ideal for powering and connecting devices such as 5G routers or Starlink terminals while maintaining enterprise-grade SD-WAN and VPN features.



What are the key features of the Balance 310?

The Balance 310 offers:

- Dual 2.5G Ethernet WAN ports
- 4x 10G LAN ports for high-speed local networking
- 1x 2.5G WAN/LAN port with **802.3at PoE+ output**
- Fanless and silent design
- 4 Gbps routing throughput
- SpeedFusion and VPN support
- Ignition sensing and GPIO for mobile deployments
- 8 GB edge computing capability
- Wide DC input range (12V–56V)



How fast is the Balance 310?

The Balance 310 provides:

- **Router throughput:** up to 4 Gbps
- **SpeedFusion VPN throughput:** up to 1 Gbps (no encryption or 256-bit AES)

This makes it suitable for high-bandwidth applications such as live streaming, video editing, and enterprise workloads.

You can view the complete spec sheet [here](#).

FAQ - Balance 310



How many concurrent users can the Balance 310 handle?

The Balance 310 is recommended for **50 to 500 users**, depending on traffic patterns and application usage.



Does the Balance 310 support edge computing?

Yes. The Balance 310 includes built-in edge computing support, enabling native applications and Docker containers to run directly on the router. This allows for localized processing, automation, and integration with external systems, improving performance and reducing dependency on cloud resources.



What certifications does the Balance 310 have?

The Balance 310 has FCC, CE, RoHS certifications.



How many ways can the Balance 310 connect to the Internet?

The Balance 310 supports 2x 2.5G Ethernet WAN ports as native options.

Additional WAN connections can be added via external Peplink cellular routers or adapters, as well as Starlink terminals via Ethernet.

This enables flexible multi-WAN deployments with seamless failover and bonding.



What is the best use case for the Balance 310?

The Balance 310 is ideal for:

- Small to mid-size offices
- Live streaming and AV production environments
- Branch offices requiring multi-WAN networking
- Starlink + 5G CPE hybrid connectivity

FAQ - Balance 310



What are the physical dimensions and weight of the Balance 310?

The Balance 310 has the following physical characteristics:

- **Dimensions:** 10.2 x 6.3 x 1.34 inches (260 x 160 x 34 mm)
- **Weight:** 2.89 lbs (1.31 kg)
- **Form factor:** Desktop / rack-mountable (optional kit: ACW-992)
- **Enclosure:** Fanless metal chassis



Can I run custom applications on the Balance 310?

Yes, thanks to its edge computing capabilities, you can run custom applications using:

- Native Apps (Python)
- Containers (Docker)

This allows for versatile deployment of services directly on the router.

What is included with the Balance 310?



What is included in the package with the Balance 310?

Along with the Balance 310 router, the package includes 1x 54V 1.2A power supply and 4x rubber feet.



Is a warranty included with the Balance 310?

Yes, the Balance 310 comes with a **1-Year Limited Warranty**. You can extend the warranty by purchasing a **PrimeCare Plan C** or **PrimeCare+ Plan C**, available through Peplink Certified Partners or the Peplink eStore.

Available in 1-year, 2-year, and 4-year plans.

FAQ - Balance 310



What is the difference between PrimeCare Plan and PrimeCare+ Plan?

- **PrimeCare Plan:** Includes standard warranty services, firmware upgrades, and access to InControl 2 cloud management.
- **PrimeCare+ Plan:** Offers all the benefits of PrimeCare Plan, plus advanced hardware replacement and priority support.



What is SpeedFusion Connect?

SpeedFusion Connect is Peplink's global network of SpeedFusion endpoints. With an active CarePlan or SpeedFusion Connect usage 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 310 support SpeedFusion technology?

Yes. The Balance 310 supports Peplink's full SpeedFusion feature set, including:

- Hot Failover
- Smoothing
- Bandwidth Bonding



How can I purchase a license for SpeedFusion Connect with higher traffic speed and additional usage?

Easy. Look [here](#)!

FAQ - Balance 310

Using the Balance 310



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

The nominal power consumption is 32W, and the maximum power consumption without PoE output is 39W. The total PoE output budget is 30W.



What is the supported voltage range for PoE output?

A DC input voltage of 50V-56V is required to enable PoE+ output.



Can the Balance 310 be remotely managed?

Yes, the Balance 310 comes with a complimentary 1-year PrimeCare subscription, which includes InControl 2.

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

Licenses and Accessories



How can I subscribe to InControl 2 services?

The Balance 310 comes with a 1-year subscription to **InControl 2** as part of the warranty package. Extending your **PrimeCare Plan** or upgrading to **PrimeCare+ Plan** will continue your access to InControl 2.

FAQ - Balance 310



Can I connect the Balance 310 to an OpenVPN server from a commercial VPN provider (ExpressVPN, ProtonVPN, etc)?

Yes. The following optional license enables the OpenVPN WAN functionality.

- LIC-OPN-WAN
- LIC-2OPN-WAN
- LIC-3OPN-WAN
- LIC-4OPN-WAN

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 310. 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.