

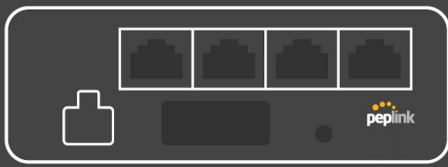
Balance 310X 5G

Advanced 5G Wireless SD-WAN Router for Speed and Reliability



FAQ

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FAQ - Balance 310X 5G

Is the Balance 310X 5G right for me?



What is the Balance 310X 5G?

The Balance 310X 5G is a gigabit-class branch router with built-in 5G failover and a routing throughput of 2.5Gbps, which is enough for dual gigabit internet connections. It features 2 Ethernet WANs built right for the setup, which requires 2 Ethernet cables from different internet service providers.



How fast is this device?

The Balance 310X 5G has a rated throughput of 2.5Gb/sec.

The Balance 310X 5G's modem has a 4Gb/sec downlink data rate and a 700Mb/sec uplink data rate. You're able to receive a LTE CAT-20 network with a 2Gb/sec downlink data rate and a 150Mb/sec uplink data rate when a 5G network is not available.

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



What certifications does the Balance 310X 5G have?

The Balance 310X 5G has FCC, CE, and RoHS certifications.



Why does a fanless feature matter?

The Balance 310X has a fanless design and industrial temperature range. Not only can you have a stellar, noise-free experience in your home or office, you can also drop it into demanding environments and run it for years without worry.



FAQ - Balance 310X 5G



How do I choose between the Balance 310 5G, Balance 310X 5G, and Balance 310 Fiber 5G?

	Balance 310 5G	Balance 310X 5G	Balance 310 Fiber 5G
Cellular Standard	5G/LTE CAT-12	5G	5G
Downlink Data Rate	4 Gbps/600 Mbps	4 Gbps	4 Gbps
Uplink Data Rate	700 Mbps/150 Mbps	700 Mbps	700 Mbps
Sim Slots	4	2	2
Wi-Fi Interface	N/A	N/A	Wi-Fi 5 AP 2x2 MIMO Simultaneous Dual-band
Router Throughput	1 Gbps	2.5 Gbps	1 Gbps
WAN Interface	1 Ethernet	2 x Ethernet	1 x Ethernet 1 x SFP
LAN Interface	5 x Ethernet 2 x SFP	9 x Ethernet	5 x Ethernet 1 x SFP
Suitable for	5G network that requires 4G LTE for backup	Requires 2 Ethernet WANs from different ISP	SFP WAN for accessing gigabit fiber optic internet



FAQ - Balance 310X 5G

Choose the **Balance 310 5G** if your setup uses or plans to use a 5G network that requires 4G LTE for backup.

Choose the **Balance 310X 5G** if your setup requires 2 Ethernet cables from different internet service providers and 5G as a failover.

Choose the **Balance 310 Fiber 5G** if your setup uses or plans to use SFP WAN for accessing gigabit fiber optic internet and requires dual-band Wi-Fi to provide a wireless local area network.



How many ways can it connect to the internet?

It can connect via Ethernet WAN and 5G cellular. The front of the router has 2 USB ports that can be used as a connection point for USB cellular modems or USB-Ethernet adapters ([show tested Compatible MODEMS](#)). The Ethernet adapters we have tested are discussed [here](#).



What is the best use case for the Balance 310X 5G?

The answer isn't set in stone. From [working from home](#) to [maritime](#), the Balance 310X 5G has got you covered. Click [here](#), and together we can work out a cost-effective solution with the best overall performance. We will always make it work.

What is included with the Balance 310X 5G?



What's in the box?

Along with the router, you'll find 1 x 24V 2.5A power supply, 4 x LTE/5G antennas, 1 x GPS antenna, 1 x pair of mounting brackets, 1 x set of rubber foot pads, and 1 x grounding cable.



FAQ - Balance 310X 5G



Is a warranty included with this product?

All products come with a 1-year warranty, which is extendable on a year-by-year basis. You can purchase care plans from our Certified Partners or directly from the Peplink eStore at the time of the sale or at any time thereafter.

Model	EssentialCare		SmartCare	
Balance 310X 5G (Global) BPL-310X-5GD-T	1-Year	2-Year	1-Year	3-Year
Balance 310X 5G (Americas) BPL-310X-5GH-T	1-Year	2-Year	1-Year	3-Year



What is SpeedFusion Connect Protect?

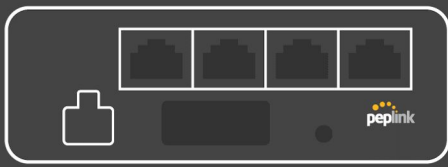
SpeedFusion Connect Protect is Peplink's global network of SpeedFusion endpoints. With an active CarePlan or SpeedFusion Connect Protect data plan, you can utilize SpeedFusion wherever you are, eliminating the need for additional hardware. Unsure of what you need? Check out this useful [post](#).



Does the Balance 310X 5G employ Peplink's SpeedFusion technology or SpeedFusion VPN?

SpeedFusion VPN is included in all products.

For the Balance 310X 5G, you can fully utilize the SpeedFusion technology—including Hot Failover, WAN Smoothing, and Bandwidth Bonding—without purchasing additional licenses.



FAQ - Balance 310X 5G



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 technology empowers users with the flexibility and tools required to achieve unbreakable connectivity in any vertical or scenario in which they might find themselves. Click [here](#) to learn more about SpeedFusion.



Why would I need SpeedFusion if the Balance 310X 5G can utilize this super-fast 5G?

Click [here](#) to check out how we maximize the potential of your **5G** connectivity with our integrated SpeedFusion Technology.



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

It's easy. Look [here](#)!

Using the Balance 310X 5G?



What size should the SIMs be?

The Balance 310X 5G uses Mini-SIMs (2FF). If you have smaller SIMs, adapters are available.



I see the unit has 2 SIM slots. Can they be used simultaneously?

With a 5G modem, you can load 2 SIMs and switch between them, but only 1 can be used at a time.



FAQ - Balance 310X 5G



What voltage is required?

You can power it with a 12V DC Connector.



What is its typical power consumption and maximum power consumption?

The typical power consumption is 17W and the maximum power consumption is 30W.



Can the Balance 310X 5G be remotely managed?

The Balance 310X 5G comes with a 1-year subscription to EssentialCare, which includes InControl 2.

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



We have collected some of the most common questions you might ask about 5G.

- Q: What is 5G?
- Q: Do Peplink 5G devices support Sub-6 or mmWave?
- Q: How many Peplink products support 5G technology?
- Q: Why can't I feel the latency difference between 5G and LTE?

Click [here](#) to find all the answers, from basic to advanced.



FAQ - Balance 310X 5G

Licenses and Accessories



Where can I get the InControl2 license?

The Balance 310X 5G comes with a year's subscription to InControl 2 (IC2). With a valid warranty, additional purchase is not required.

You can subscribe to EssentialCare/SmartCare plan based on your model if you wish to continue to use our InControl 2.

Model	EssentialCare		SmartCare	
Balance 310X 5G (Global) BPL-310X-5GD-T	1-Year	2-Year	1-Year	3-Year
Balance 310X 5G (Americas) BPL-310X-5GH-T	1-Year	2-Year	1-Year	3-Year



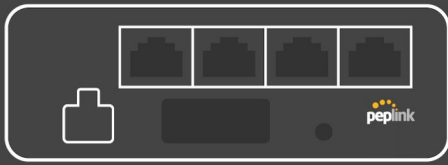
Can it connect to an OpenVPN server from a commercial VPN provider (ExpressVPN, ProtonVPN, etc.)?

Yes. An optional license ([LIC-OPN-WAN](#)) will enable OpenVPN WAN functionality.



What if I need more than 2 SpeedFusion VPN Peers?

The Balance 310X 5G is capable of supporting 2 built-in SpeedFusion VPN Peers. You can extend this capability to 30 SpeedFusion VPN Peers by adding a license (SFN-LC-30), which can be purchased in our [eStore](#) or from our Certified Partners.



FAQ - Balance 310X 5G



Which antenna is right for the Balance 310X 5G?

Peplink's [IoT](#), [Maritime](#), and [Mobility](#) antennas are all 5G ready and can be used with any Peplink router, as the antennas are router-independent. Therefore, you can choose the antenna based on your application.

The Balance 310X 5G has 4 SMA connectors for the 5G cellular modem. Be sure to connect all 4 of them. We do not recommend using splitters, as they will affect the performance.

Click [>here<](#) for a complete antenna and connectors selection guide.

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 are always happy to provide support to their product users, so 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, people 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 one else in the business.



I can't access the Internet via the Balance 310X 5G, 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.