MAX Adapter

State-of-the-art Cellular Modem at a Breakthrough Price Point.

FAQ

peplink

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Is the MAX Adapter suitable for me?

What is the MAX Adapter?

The MAX Adapter is a rugged USB dongle replacement with 2 SIM slots and an integrated eSIM. It is built to handle long hours of heavy usage.

How many versions of the MAX Adapter do you offer?

We currently offer 3 versions, depending on your requirements:

- LTE-A (CAT-6)
- LTE-A Pro (CAT-12)
- 5G

What is the availability?

In the US, the LTE-A version is already certified with Verizon and AT&T. As for the 5G version, certifications are currently underway.

For other regions such as EU, ANZ, Japan, and Asia Pacific, please contact your local certified partner for assistance.

Does the MAX Adapter function with InControl 2?

The MAX Adapter supports the following InControl 2 features: Device Details, Bandwidth Usage, WAN Quality Report, and Event Log. Communication with InControl 2 is forwarded via the Connection Manager application, so this app must be installed and running on the laptop.

What is the Connection Manager?

The Connection Manager is a program designed specifically for the MAX Adapter. You can choose which SIM you would like to use, including an eSIM for connectivity. Additionally, you can see the current throughput and total usage.

Can I pair my MAX Adapter with my Mac?

Currently, our MAX Adapter is only compatible with Windows and Linux devices.

Does the MAX Adapter work with my Linux?

For Linux users, please refer to our MAX Adapter user manual for setup.

Which Peplink products does the MAX Adapter support?

The MAX Adapter is compatible with Peplink devices that have a USB WAN port and are running on Firmware 8.1.1 or higher. By connecting directly to the USB port of your compatible device, you can enjoy an additional WAN. Please note the supported models for MAX Adapter LTE and 5G differs. See here for a full list of compatible devices.

What is included with the MAX Adapter?

Are antennas included?

	MAX Adapter (LTE, LTE-A)	MAX Adapter 5G
Antennas	2 x LTE Antennas (ACW-813)	4 x LTE/5G Antennas (ACW-235)
USB-C Female to USB-A Male Adapter	1	1
USB-C Power Cable	1	1

Cellular LTE antennas are included, but the GPS antenna (ACW-232) is sold separately.

Please note that the 5G model does not support GPS functionality.

Does the MAX Adapter have a built-in battery?

No, the MAX Adapter is powered via USB-C.

Is my product covered under warranty?

Yes, all Peplink products come inclusive of a 1-year warranty. Please ensure your device is sales registered to reflect an accurate warranty start and end date (see below for more detail)

How do I sales register my device?

Maintaining an accurate sales register date will ensure your warranty status is counted from the date of sale rather than the date of delivery.

To sales register your device:
1)   Visit access.peplink.com
2)   Login to your existing PeplinkID account or create a new login
3)   Once verified and logged in. **Select Device> Register Device**
4)   Enter details and **Save Changes**.

Once updated, the corresponding warranty status will automatically be updated.

Can I extend my warranty beyond its coverage period?

Yes, all warranties can be extended on a year-to-year basis.

	EssentialCare	
MAX Adapter LTE-A (CAT-6)	[1-Year]	[2-Year]
MAX Adapter LTE-A Pro (CAT-12)	[1-Year]	[2-Year]
MAX Adapter 5G	[1-Year]	[2-Year]

Renewals can be purchased through our local Peplink Certified Partners or directly from Peplink eStore at the time of sale or any time thereafter.

Does the MAX Adapter employ Peplink's SpeedFusion technology?

The MAX Adapter can use the latest SpeedFusion technology (SpeedFusion Connect 5G/LTE), due to the integrated eSIM. SpeedFusion Connect 5G/LTE is an all-in-one solution offering access to not only SpeedFusion Connect Protect but also LTE data.

About Cellular data (SpeedFusion Connect 5G/LTE)

Can I use the MAX Adapter without adding a SIM card?

Yes, you can! This ability is made possible because the eSIM comes activated with SpeedFusion Connect 5G/LTE, our cutting-edge technology that hooks you up with multiple service providers across the US and Europe.

Best of all, we're throwing in a complimentary 1GB of uninterrupted data for all Amazon customers who purchase MAX Adapter (CAT-6 & CAT-12) — we guarantee it will leave you wanting more!

What is the difference between SpeedFusion Connect Protect and SpeedFusion Connect 5G/LTE?

SpeedFusion Connect Protect is Peplink's global network of SpeedFusion endpoints. With an active Care Plan or SpeedFusion Connect Protect data plan, you can utilize SpeedFusion technology (including Hot Failover, WAN Smoothing, Bandwidth Bonding, and Bandwidth Overflow) wherever you are and eliminate the need for additional hardware.

SpeedFusion Connect 5G/LTE offers access to LTE data. With this simple, all-in-one solution, you can get the most stable internet experience you have ever had.

How do I purchase more SpeedFusion Connect 5G/LTE data?

We knew you'd want more! The table below provides all the SpeedFusion Connect 5G/LTE plan details.

	Plan A	Plan B	Plan C	Plan D	Plan E	Plan F
SpeedFusion Connect Protect Traffic	100GB	500GB	1TB	2.5TB	5TB	10TB
Speed	50Mbps	200Mbps	200Mbps	200Mbps	200Mbps	200Mbps
SpeedFusion Connect 5G/LTE Data	10GB	50GB	100GB	250GB	500GB	1TB
Valid time	90 days	180 days	365 days	365 days	2 years	3 years

Using the MAX Adapter

What size should the SIMs be?

The MAX Adapter uses Nano-SIMs (4FF).

How do I activate the eSIM in the MAX Adapter?

Amazon users purchase MAX Adapter (CAT-6 & CAT-12) will receive 1GB complimentary SpeedFusion Connect 5G/LTE data. Simply run the Peplink Connection Manager and switch on the modem. Select eSIM and you're good to go.

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After connecting the MAX Adapter with my PC, how can I manage it?

For Windows users, open a web browser on your PC and download the [Peplink Connection Manager](#). Install and run the Peplink Connection Manager to set up connections. You can refer to the [user manual](#) if you have any issues.

For Linux users, please refer to page 14 of the [user manual](#).

How do I create a 5G WAN with the MAX Adapter 5G?

[Watch](#) how simple it is to upgrade your device!

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

The MAX Adapter has a single modem with a redundant SIM slot. You can load 2 SIMs and switch between them, but can only use one at a time. Peplink has other products which include 2 or more active modems.

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 proud to provide support to their product users, so please 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 knowledgeable users. Generally, people with questions get answers quickly. In the unlikely event of a suspected hardware or firmware issue, you can enter a [support ticket](#) directly with Peplink. 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.