

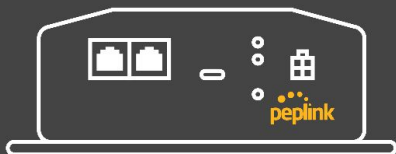
MAX Adapter

An Economical, Flexible LTE Cellular Modem



FAQ

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FAQ - MAX Adapter

Is the MAX Adapter suitable for me?



What is the MAX Adapter?

The MAX Adapter is a single cellular modem that provides connectivity to a USB-WAN capable device with its USB-C virtual Ethernet, and features two Ethernet LAN ports for connecting Ethernet devices. With its rugged enclosure, the MAX Adapter is built for harsh environments. It's also suitable for low-energy applications, due to its minimal power consumption.

With the 1GB Peplink eSIM Data plan freely coming with the device, the MAX adapter serves as a convenient way for light network load devices to connect to the internet, whether it's for kiosks, vending machines, CCTV or sensors. It's also useful for adding an extra modem to existing routers as an additional WAN connection source for the network.



How fast is the MAX Adapter?

The MAX Adapter modem has Downlink/Uplink speeds of 150 Mbps/50 Mbps.

For more information, you can refer to its datasheet [here](#).



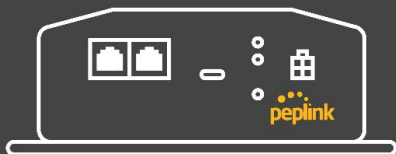
How many different ways can the MAX Adapter connect to the Internet?

The MAX Adapter has a built-in cellular modem, with slots for physical SIMs. It also supports Bring Your Own (BYO) eSIM, allowing you to connect to your mobile carrier using eSIM profiles.



Is the MAX Adapter suitable for mobile use?

Yes. The MAX Adapter's rugged metal enclosure makes it suitable for mobile use. It can function in ambient temperatures ranging from -40 oF to 149 oF. It's also equipped with an industrial Micro-Fit power connector for secure power installation in vehicles and extreme locations.



FAQ - MAX Adapter



What is the best use case for the MAX Adapter?

The MAX Adapter is especially beneficial for applications where non-demanding network load and instant connectivity is required. This can range from industrial to mobility applications,

If you have any questions, concerns or suggestions, you can reach us via our contact form [here](#).

What is included with the MAX Adapter?



What accessories come included with the MAX Adapter?

The package includes two LTE Antennas (ACW-234), a GPS Active Antenna and a 12V 2A 4-pin Power Supply.



Does warranty come included with this product?

All products come with a 1-year PrimeCare subscription which includes warranty services. The CarePlan can be extended on a year-by-year basis.

CarePlan offerings can be purchased from our [Certified Partners](#) or directly from the Peplink eStore at the time of the sale or thereafter.

PrimeCare Model (SKU no. ending with -PRM)	PrimeCare+	PrimeCare
MAX Adapter MAX-ADP-LTE-US-T-PRM MAX-ADP-LTE-EU-T-PRM	1-Year 2-Year 4-Year	1-Year 2-Year 4-Year



FAQ - MAX Adapter



What is PrimeCare?

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



What is PrimeCare+?

PrimeCare+ is an upgrade to PrimeCare. It includes everything offered in PrimeCare and comes with advanced hardware replacement RMA and 24x7 ticket support.



Which PrimeCare Plan should I buy for the MAX Adapter?

PrimeCare Plan Z is suitable for the MAX Adapter.



How do I know whether my router is a PrimeCare device?

If you look at the silver label underneath your device, the SKU of your product should have a -PRM suffix.



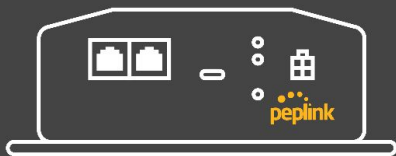
What is a Peplink eSIM Data Plan?

With a Peplink eSIM Data Plan, you can instantly provide connectivity to the MAX Adapter. This is an on-demand data plan where you only pay for what you need. A Peplink eSIM Data Plan is an all-in-one solution offering access to not only SpeedFusion Connect but also cellular data. Click [here](#) to learn more.



Does the MAX Adapter employ Peplink's SpeedFusion technology or SpeedFusionVPN?

No. MAX Adapter does not support SpeedFusion.



FAQ - MAX Adapter

Using the MAX Adapter



How do I use the USB-C LAN?

Besides the two built-in Ethernet LAN ports, the MAX Adapter also features an integrated Ethernet to USB adapter based on the RNDIS driver, enabling virtual Ethernet connectivity for any device through a USB connection. It can run on most operating systems, including Linux and Windows. However, macOS is not yet supported.



What size should the SIMs be?

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



What SIM options are available?

The MAX Adapter supports a physical SIM, Peplink eSIM, and BYO eSIM (1 profile).



Can the MAX Adapter use Band 71?

Yes. The MAX Adapter can use Band 71. Band 71 is a band frequency provided by T-Mobile. It operates at a 600MHz frequency which travels twice as far and works 4 times better in buildings than conventional LTE bands.

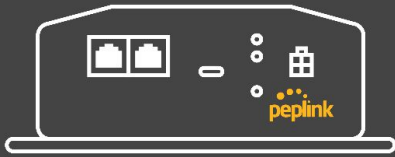


What is FirstNet Ready? Does the MAX Adapter support FirstNet?

FirstNet is the only network where Public Safety can take advantage of the highest power class signaling available across the United States with FirstNet MegaRange, the High Power User Equipment solution exclusively available on Band 14.

The MAX Adapter is FirstNet Ready, providing additional coverage as the situation demands.

Click [here](#) to learn more about how Peplink technology works with FirstNet.



FAQ - MAX Adapter



Is there a way to protect vehicle batteries from drainage caused by the MAX Adapter?

Yes. The MAX Adapter is equipped with a power port which features Ignition Sensing capabilities. Ignition Sensing allows the device to connect to a vehicle's ignition system, enabling it to detect when the vehicle is turned on or off. This feature can be used to synchronize and automate the activation of electronic devices in vehicles, such as dash cams and radios.



What voltage is required?

The router is furnished with a 12V 2A 4-pin power supply. However, you can supply the router with 9V-36V DC via a 4-pin Micro-Fit connector or via a USB-C port with at least 5V 2A power source.



Can I power the MAX Adapter with my power bank?

To ensure the stable operation of the MAX Adapter, the power input requirement is at least 5V 2A. Please ensure that both the power supply and power cable can deliver the minimum power requirement.



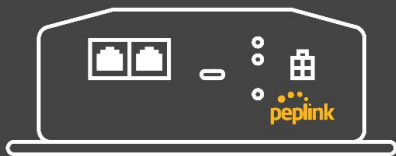
What is the power consumption of the MAX Adapter?

One of the strengths of the MAX Adapter is energy efficiency. The nominal power consumption is 2.2W, while the maximum power consumption is 5.7W.



How can I set up GPIO?

You can learn more about the GPIO setup from our [Ignition Sensing Guide](#).



FAQ - MAX Adapter

Licenses and Accessories



Can I manage the MAX Adapter remotely?

Yes, you can manage the MAX Adapter remotely with InControl. The MAX Adapter comes with a 1-year PrimeCare subscription, which includes InControl functionality.



Do I need a separate license for InControl?

An additional licence purchase is not required for InControl. However, please make sure PrimeCare is valid to continuously manage the device via inControl.

What can I do if I need support?



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

Peplink Partners are required to provide support to their customers. We recommend reaching out your point of purchase for quicker support.

For those who prefer self-service, Peplink has a very active [forum](#), which is populated by 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 open a [support ticket](#) with Peplink directly. In these cases, 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 MAX Adapter. 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.