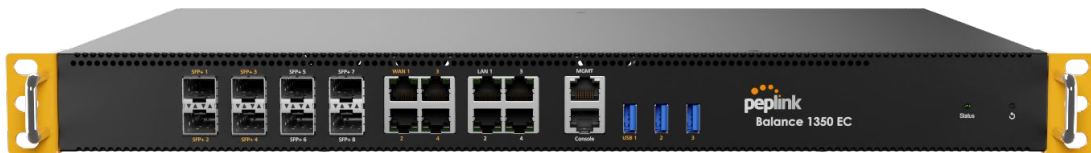


# Balance 1350 EC

Edge-Ready, Fail-Safe, and Performance-Packed



## FAQ

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# FAQ - Balance 1350 EC

## Is the Balance 1350 EC suitable for me?



### What is the Balance 1350 EC?

The Balance 1350 EC is a high-performance enterprise router designed for medium to large organizations requiring robust networking capabilities and edge computing features. It offers flexible connectivity options with configurable Ethernet and SFP+ ports, enhanced reliability through dual hot-swappable power supplies and 512GB of internal storage for edge computing applications. As an enterprise-grade networking solution, it's ideal for businesses looking to optimize their network infrastructure while preparing for future edge computing needs.



### What are the key features of the Balance 1350 EC?

The Balance 1350 EC offers:

- Flexible port configuration with 8 total configurable Ethernet ports
- 8 high-speed configurable 10G SFP+ ports
- 512GB internal storage for edge computing applications
- Dual hot-swap power supply for enhanced reliability
- 3x USB WAN ports for additional connectivity options



### How fast is the Balance 1350 EC?

The **Balance 1350 EC** offers a rated throughput of **25 Gbps** and a SpeedFusion VPN throughput (256-bit AES) of **2 Gbps**, ensuring secure and high-speed VPN connections.

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



### How many concurrent users can the Balance 1350 EC handle?

The Balance 1350 EC can manage as many as 10,000 users simultaneously, making it ideal for environments with heavy network traffic and a high volume of connected sessions.

# FAQ - Balance 1350 EC



## Does the Balance 1350 EC support edge computing?

Yes, the "EC" in Balance 1350 EC stands for "Edge Computing." The device is recognized for its edge computing capabilities, supporting native applications, containers (Docker), and hypervisors (KVM). This reduces latency and enhances performance by processing data locally rather than sending it to remote servers.



## What certifications does the Balance 1350 EC have?

The Balance 1350 EC has FCC, CE, UKCA and RoHS certifications.



## How many ways can the Balance 1350 EC connect to the Internet?

The Balance 1350 EC offers multiple WAN connectivity options, including:

- Ethernet WAN Ports: Up to 8 configurable Gigabit Ethernet ports
- Fiber WAN Ports: Up to 8 configurable 10G SFP+ ports
- USB WAN Ports: 3 USB ports for additional WAN connections such as USB dongles

This flexibility supports a variety of Internet connections, including high-speed fiber optics, traditional Ethernet, and USB-based WAN backup options.



## What are the SFP+ WAN/LAN ports used for?

The 10G SFP+ ports on the Balance 1350 EC are designed for high-speed fiber optic connections, offering flexibility for diverse network architectures. These ports enable:

- High-bandwidth WAN or LAN connections over longer distances
- Connections to fiber-based ISPs or between building infrastructure
- Greater reliability and security compared to copper connections
- Flexibility to adapt to different connectivity needs through configurable port assignments

# FAQ - Balance 1350 EC



## What is the best use case for the Balance 1350 EC?

The Balance 1350 EC is ideal for medium to large enterprises requiring:

- Robust network performance with high-speed 10G fiber connectivity options
- Edge computing capabilities for localized data processing
- Flexible port configuration for adapting to various network architectures
- Enhanced reliability through dual hot-swappable power supplies
- Comprehensive SD-WAN and VPN capabilities
- Support for large networks with up to 500 access points



## What are the physical dimensions and weight of the Balance 1350 EC?

The Balance 1350 EC has the following physical characteristics:

- **Dimensions:** 17.2 x 11.8 x 1.73 inches (438 x 300 x 44 mm)
- **Weight:** 12.0 pounds (5.46 kg)
- **Form Factor:** 1U rack-mountable
- **Enclosure:** Indoor, metal



## Can I run custom applications on the Balance 1350 EC?

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

- Native Apps (Python)
- Containers (Docker)
- Hypervisors (KVM)

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

# FAQ - Balance 1350 EC

## What is included with the Balance 1350 EC?



### What is included in the package with the Balance 1350 EC?

Along with the Balance 1350 EC router, there are 2x power cords, an ear set, and 4x rubber feet.



### Is a warranty included with Balance 1350 EC?

Yes, the Balance 1350 EC comes with a **1-Year Limited Warranty**. You can extend the warranty by purchasing a **PrimeCare Plan P** or **PrimeCare+ Plan P**, available through Peplink Certified Partners or the Peplink eStore.



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

- **PrimeCare Plan P:** Includes standard warranty services, firmware upgrades, and access to InControl 2 cloud management.
- **PrimeCare+ Plan P:** Offers all the benefits of PrimeCare Plan W, 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 1350 EC employ Peplink's SpeedFusion technology or SpeedFusion VPN?

Yes, SpeedFusion VPN is included in the Balance 1350 EC. The router supports Peplink's SpeedFusion technology, including Hot Failover, Smoothing, and Bandwidth Bonding. The Balance 1350 EC supports up to 800 SpeedFusion VPN peers, making it a powerful solution for enterprise VPN deployments.

# FAQ - Balance 1350 EC



- **What is SpeedFusion technology, and does the Balance 1350 EC support it?**

**SpeedFusion** is Peplink's patented VPN technology that enables:

- **Hot Failover**
- **Smoothing**
- **Bandwidth Bonding**

These features provide unbreakable connectivity by utilizing multiple Internet connections simultaneously. **Yes**, the Balance 1350 EC fully supports SpeedFusion technology without the need for additional licenses.



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

Easy. Look [here!](#)

## Using the Balance 1350 EC



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

The nominal power consumption is 65W and the maximum power consumption is 95W.



- **Can the Balance 1350 EC be remotely managed?**

Yes, the Balance 1350 EC 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.

# FAQ - Balance 1350 EC

## Licenses and Accessories



### How can I subscribe to InControl 2 services?

The Balance 1350 EC comes with a 1-year subscription to **InControl 2** as part of the warranty package. Extending your **PrimeCare Plan P** or upgrading to **PrimeCare+ Plan P** will continue your access to InControl 2.



### Can I connect the Balance 1350 EC to an OpenVPN server from a commercial VPN provider (ExpressVPN, ProtonVPN, etc)?

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

## 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 1350 EC, 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.