

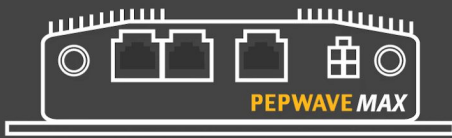
MAX BR1 Pro 5G

Balance Your Fixed Network with 5G Wireless WAN



FAQ

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What is the MAX BR1 Pro 5G?



What is the MAX BR1 Pro 5G?

The MAX BR1 Pro 5G is an industrial 5G-ready router equipped with a 2.5Gb/sec WAN port, Wi-Fi 6, and low-profile Form Factor. The MAX BR1 Pro 5G is integrated with the new generation multi-core CPU that ensures delivery of gigabit speeds.



How fast is this device?

The MAX BR1 Pro 5G has a rated throughput of 1Gb/sec. It supports a 4Gb/sec downlink data rate and a 700Mb/sec uplink data rate. If the MAX BR1 Pro 5G cannot receive a 5G network, it is able to receive LTE CAT-20 network with a 2Gb/sec downlink data rate and 150Mb/sec uplink data rate.

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

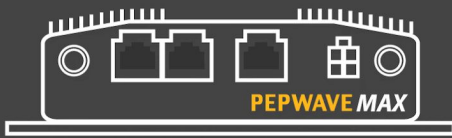


What certifications does the MAX BR1 Pro 5G have?

The MAX BR1 Pro 5G has the following certifications:

- FCC, CE, RoHS, and E-Mark
- EN61373: Shock and Vibration Resistance
- EN50155: Railway Applications - Electronic Equipment used on Rolling Stock

The MAX BR1 Pro 5G also has US Carrier certifications from AT&T, T-Mobile, and US Carriers. Verizon's US Carrier certification is pending.



What is the best use case for the MAX BR1 Pro 5G?

The answer isn't set in stone. It has applications from railways and warehouses to manufacturing and transportation. Click [here](#), and together we'll work out a cost-effective solution with the best overall performance. We will always make it work.



How many ways can it connect to the internet?

The MAX BR1 Pro 5G comes with 1 Cellular, 1 Ethernet, and Wi-Fi-as-WAN.

What is included with the MAX BR1 Pro 5G?



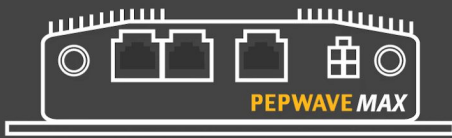
What is in the box?

Along with the router, you'll find 4 x LTE/5G antennas ([ACW-235](#)), 2 x Wi-Fi Dual-Band antennas ([ACW-341](#)), 1 x GPS antenna ([ACW-232](#)), and 1 x 12V2A Power Supply cable ([ACW-632](#)).



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 (PrimeCare [1 Year](#) | [2 Year](#) | [4 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.



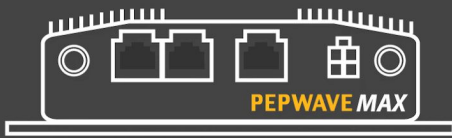
What is PrimeCare?

PrimeCare is a subscription that bundles InControl, Warranty, SpeedFusion license upgrades, and FusionHub licenses into a single package. Click [here](#) to learn more about PrimeCare.



What is SpeedFusion Connect Protect?

SpeedFusion Connect Protect is Peplink's global network of SpeedFusion endpoints. With an active CarePlan or SpeedFusion Connect 5G/LTE, 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 MAX BR1 Pro 5G employ Peplink's SpeedFusion technology or SpeedFusion VPN?

All Peplink products are capable of using SpeedFusion VPN. The MAX BR1 Pro 5G supports SpeedFusion, Hot Failover, and WAN Smoothing. The MAX BR1 Pro 5G requires the purchase of PrimeCare to support SpeedFusion Bandwidth Bonding, Hot Failover, and WAN Smoothing.



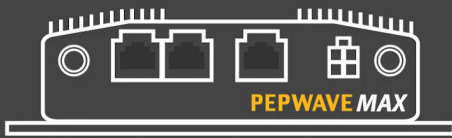
What is SpeedFusion technology?

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.



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

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



5G FAQs



Do you have any of the following questions about the MAX BR1 Pro 5G?

Q: Do Peplink 5G devices support Sub-6 or mmWave?

Q: Are Peplink Mobility or Maritime antennas compatible with the MAX BR1 Pro 5G?

Q: How does SpeedFusion work with the 5G network?

You can find all the answers [here](#).

Using the MAX BR1 Pro 5G



What size should the SIMs be?

The MAX BR1 Pro 5G uses Nano-SIMs (4FF).



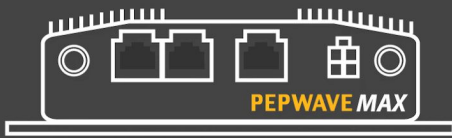
I see the unit has 2 SIM slots. Can they be used simultaneously?

The MAX BR1 Pro 5G is a single 5G modem device with 2 SIM slots. You can load 2 SIMs and switch between them, but you can only use 1 at a time. Peplink has other products which have 2 or more active modems.



Can the MAX BR1 Pro 5G use Band 71?

Yes. The MAX BR1 Pro 5G can use Band 71. Band 71 is a band frequency provided by T-Mobile, it operates at a 600MHz frequency that travels twice as far, and it works 4 times better in buildings than conventional LTE bands. You can insert your T-Mobile SIM into any MAX BR1 Pro 5G cellular slot in order to use Band 71.



What is FirstNet Ready? Does the MAX BR1 Pro 5G 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 MegaRande, the High Power User Equipment solution exclusively available on Band 14.

The MAX BR1 Pro 5G is FirstNet Ready, providing additional coverage as the situation demands.

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



Is it possible to protect vehicle batteries from drainage by the MAX BR1 Pro 5G?

Yes. The MAX BR1 Pro 5G is equipped with a power port with ignition sensing that enables ignition-sensing features. Ignition sensing is an electronic device's ability to connect to a vehicle's ignition to sense when it is turned on or off. This feature can be used to synchronize and automate the process of turning on electronic devices in vehicles such as dash-cams and radios.



What voltage is required?

The router is furnished with an AC wall plug-in 4pin power supply.



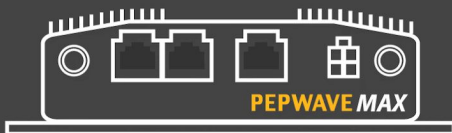
What is its maximum power consumption?

The maximum power consumption is 19W.



How can I set up GPIO?

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



Does the MAX BR1 Pro 5G employ WAN as LAN features?

Yes. The WAN port can be configured as a LAN port on the Web Admin.



What is a Captive Portal?

Captive Portal is a configuration under InControl 2. With Captive Portals, you can easily offer internet to your guests while controlling connection time and speed as well as data usage limits. By doing so, you can set up a social Wi-Fi hotspot to receive users' valuable demographic data.

Licenses and Accessories



How can I subscribe to the InControl2 service?

The MAX BR1 Pro 5G comes with a 1-year subscription to PrimeCare, which includes InControl2. PrimeCare can be extended 1 year for a nominal cost (PrimeCare [1 Year](#) | [2 Year](#) | [4 Year](#)).



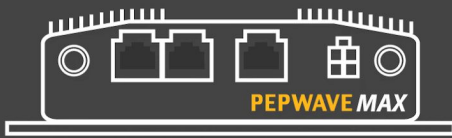
Can it connect to an OpenVPN server from a commercial VPN provider (ExpressVPN, ProtonVPN, etc.)?

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



What if I need more than 2 PepVPNs/SpeedFusion Peers?

The MAX BR1 Pro 5G has the capability for 2 PepVPNs/SpeedFusion Peers "built-in". 5 PepVPN/SpeedFusion Peers are enabled with a PrimeCare subscription. 10 and 20 SpeedFusion VPN can be enabled with software licence (PVN-LC-10 and PVN-LC-20).



Can I connect PrimeCare devices to my existing FusionHubs?

Yes. PrimeCare devices will not count towards the peer limit of any FusionHub to which it is connected. For example, a FusionHub 20 normally supports up to 20 peers, which is particularly useful for connecting numerous sites that require little bandwidth such as PoS terminals.

What can I do if I need support?



How do I set up my new router for the first time?

It's recommended to update your router's firmware regularly, and when you first purchase the device. Each new firmware update for the router brings new features or improvements that can enhance the user experience and add new functionality. It also helps to improve the stability and performance of the router. Users can download the latest firmware on our [website](#).



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. You will then receive attention from some of our best engineers! Peplink supports its owners like no one else in the business.



I cannot access the Internet via the MAX BR1 Pro 5G, what can I do?

Visit [this link](#) (troubleshooting section) for a basic software walkthrough and troubleshooting guide. If you need further assistance, please reach out to us on our [forum](#), and the team will get you online.