

5G Adapter

Rugged 5G with Great Flexibility



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FAQ - 5G Adapter

Is the 5G Adapter suitable for me?



What is the 5G Adapter?

The 5G Adapter is a compact, single 5G cellular modem that provides high-speed connectivity through its 2.5G Ethernet LAN port. With its rugged metal enclosure, the 5G Adapter is built for demanding environments and industrial applications. It supports dual SIM slots, Peplink eSIM, BYO eSIM, RemoteSIM (with SIM Injector), and FusionSIM for maximum flexibility.

With pre-loaded Peplink global eSIM Data Plan included with the device to help you get set up, the 5G Adapter serves as a convenient way for devices to connect to the internet using 5G speeds, whether it's for kiosks, digital signage, fleet vehicles, surveillance cameras, or remote sites. It's also useful for adding an extra 5G modem to existing routers as an additional WAN connection source for the network.



How fast is the 5G Adapter?

The 5G Adapter modem supports 5G Sub-6 with downlink/uplink speeds of up to 3.4 Gbps/550 Mbps, and CAT-19 LTE with downlink/uplink speeds of up to 1.6 Gbps/200 Mbps.



How many different ways can the 5G Adapter connect to the Internet?

The 5G Adapter has a built-in 5G cellular modem with two slots for physical nano-SIMs. It also supports Peplink eSIM, Bring Your Own (BYO) eSIM, RemoteSIM (used with a SIM Injector), and FusionSIM.



Is the 5G Adapter suitable for mobile use?

Yes. The 5G Adapter's rugged metal enclosure makes it suitable for mobile use. It can function in ambient temperatures ranging from -40°F to 149°F (-40°C to 65°C). It is also equipped with an industrial Micro-Fit power connector for secure power installation in vehicles and extreme locations, along with Ignition Sensing for automatic power management in vehicles.

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What is the best use case for the 5G Adapter?

The 5G Adapter is especially beneficial for applications where compact cellular connectivity and low power consumption are required. This can range from industrial IoT deployments such as kiosks, vending machines, CCTV, or sensors, to mobility applications such as fleet tracking. It's also useful for adding an extra 5G modem to existing routers as an additional WAN connection source for the network.

What is included with the 5G Adapter?



What accessories come included with the 5G Adapter?

The package includes four 5G antennas (ACW-235), one GPS active antenna, and one 12V 2A 4-pin Micro-Fit connector power supply.



Does a 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.



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 24/7 ticket support.



Which PrimeCare Plan should I buy for the 5G Adapter?

PrimeCare Plan Z or PrimeCare+ Plan Z is suitable for the 5G Adapter.

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What is a Peplink eSIM Data Plan?

With a Peplink eSIM Data Plan, you can instantly provide connectivity to the 5G 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.](#)

Using the 5G Adapter



How do I connect the 5G Adapter to my network?

The 5G Adapter connects to your network through its 2.5G Ethernet LAN port. Simply plug it into your router or switch, and the 5G Adapter provides cellular WAN connectivity to the network. For initial setup and configuration, refer to the Quick Start Guide included in the package.



What size should the SIMs be?

The 5G Adapter uses nano-SIMs (4FF).



What SIM options are available?

The 5G Adapter supports two physical SIM slots, Peplink eSIM, BYO eSIM (2 profiles), RemoteSIM (used with a SIM Injector), and FusionSIM.



What voltage is required?

The 5G Adapter is furnished with a 12V 2A 4-pin power supply. However, you can supply the device with 10V to 30V DC via a 4-pin Micro-Fit connector.



What is the power consumption of the 5G Adapter?

The nominal power consumption is 6.5W, while the maximum power consumption is 12W.

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Is there a way to protect vehicle batteries from drainage caused by the 5G Adapter?

Yes. The 5G Adapter is equipped with GPIO and 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 the device in vehicles.

Licenses and Software Features



Can I manage the 5G Adapter remotely?

Yes, you can manage the 5G Adapter remotely with InControl 2. The 5G Adapter comes with a 1-year PrimeCare subscription, which includes InControl functionality.



Do I need a separate license for InControl?

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



Does the 5G Adapter support GPS fleet tracking?

Yes. The 5G Adapter has a built-in GPS receiver and supports InControl GPS fleet management, making it suitable for vehicle and asset tracking applications.



Does the 5G Adapter support IP Passthrough?

Yes. The 5G Adapter supports IP Passthrough, allowing it to pass the WAN IP address directly to a connected device.



Does the 5G Adapter employ Peplink's SpeedFusion technology or SpeedFusion VPN?

No. The 5G Adapter does not support SpeedFusion.

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How do I check the signal strength on the 5G Adapter?

There are two ways to check signal strength. The front panel has LED signal strength indicators that show 0 to 5 bars at a glance. For detailed information, log in to the web admin interface at <https://192.168.50.1> and navigate to Status > WAN Quality, which shows signal strength, quality, throughput, and latency for the past hour.



What do the signal strength LED bars mean?

The LED indicator on the front panel shows signal strength based on RSRP (Reference Signal Received Power) for 5G and LTE connections:

- 0 bars: RSRP stronger than -140 dBm (very weak or no signal)
- 1 bar: RSRP stronger than -128 dBm
- 2 bars: RSRP stronger than -121 dBm
- 3 bars: RSRP stronger than -114 dBm
- 4 bars: RSRP stronger than -108 dBm
- 5 bars: RSRP stronger than -98 dBm (strong signal)



What is a good signal strength for 5G/LTE?

For 5G and LTE, signal strength is measured in RSRP (Reference Signal Received Power). A reading of -98 dBm or higher (5 bars) is considered strong. Between -108 dBm and -98 dBm (4 bars) is good for most applications. Below -128 dBm (0 to 1 bar) may result in slow speeds or dropped connections. If the signal is weak, try repositioning the antennas or the device, or consider using external antennas for better reception.



Can I select specific bands or carriers on the 5G Adapter?

Yes. In the Web Admin interface under Network > WAN > SIM settings, you can restrict the connection to a specific carrier or manually select which 5G, LTE, or 3G bands the SIM will connect to. This can be useful for optimizing signal quality or locking to a preferred frequency in areas with multiple available bands.

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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 to 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 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.