MAX HD1 Dome Pro

5G Cellular Router for Outdoor Deployments

FAQ

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What is the MAX HD1 Dome Pro?

What is the MAX HD1 Dome Pro?

The MAX HD1 Dome Pro is a single 5G cellular router with redundant SIM slots in an IP67 enclosure. By adding a Wi-Fi interface to the MAX HD1 Dome Pro, the MAX HD1 Dome Pro is now able to provide Wi-Fi AP and Wi-Fi WAN features with Wi-Fi 6. Installed with 4 integrated cellular antennas, the MAX HD1 Dome Pro is able to minimize cable loss to optimize cellular signal quality. It also provides scalability and ease in your deployment and management.

How fast is this device?

The MAX HD1 Dome Pro supports a theoretical 4Gb/sec downlink data rate and a 700Mb/sec uplink data rate. If the MAX HD1 Dome Pro cannot connect to a 5G network, it can still receive LTE CAT-20 signals with a 2GB/sec downlink data rate and a 150Mb/sec uplink data rate.

A complete spec sheet can be found here.

What certifications does the MAX HD1 Dome have?

The following certifications for the MAX HD1 Dome Pro are in progress:

- FCC, CE, RoHS
- Electromagnetic Compatibility: EN 61000

The rugged metal IP67 enclosure and certifications allow the MAX HD1 Dome Pro to be deployed in a wide variety of situations.

What is the best use case for the MAX HD1 Dome Pro ?

The MAX HD1 Dome Pro provides 3 great features: minimum cable loss, deployment scalability, and outdoor applicability.

With its integrated antennas, the MAX HD1 Dome Pro minimizes cable loss to achieve the best signal possible. This makes it a great choice for maritime and transport connectivity.

You can also install as many Domes as you want for extra cellular data transmission, and combine these for a mega-bandwidth channel providing the fastest and most reliable internet connection. The scalability of the MAX HD1 Dome Pro is suitable for mobile healthcare and remote site connections.

For outdoor applications, the MAX HD1 Dome Pro comes in a waterproof IP67 enclosure that stands up to dust, vibration, and inclement weather.

Click here and we can work out a cost-effective solution with the best overall performance together. We make connectivity reliable.

How many ways can the MAX HD1 Dome Pro connect to the internet?

The MAX HD1 Dome Pro comes with 1 cellular modem and Wi-Fi-as-WAN.

What does the MAX HD1 Dome Pro include?

What's in the box?

Along with the MAX HD1 Dome Pro, there are 1 x Ethernet splitter, 2 x waterproof Ethernet connectors (ACW-112), and 1 x mounting kit set.

What's an Ethernet splitter?

An Ethernet splitter enables an additional GE LAN output for the MAX HD1 Dome Pro. It also provides more installation flexibility as the included mounting bracket can be used with the Ethernet splitter.

Is a warranty included with this product?

Yes, the MAX HD1 Dome Pro comes with a 1-year warranty which is extendable on a year-to-year basis. You can purchase an extension from our Certified Partners or directly from the Peplink store at the time of the sale or thereafter.

	MAX HD1 Dome Pro
EssentialCare	1 Year | 2 Year
SmartCare	1 Year | 3 Year

What is the difference between EssentialCare and SmartCare?

EssentialCare is a subscription that bundles InControl, Warranty, and SpeedFusion Cloud usage into a single package. Click here to learn more about EssentialCare.

SmartCare is similar to EssentialCare. SmartCare also bundles InControl, Warranty, and SpeedFusion Cloud usage in a single package. However, different from EssentialCare, SmartCare provides advanced hardware placement for Return Material Authorization (RMA).

What is SpeedFusion Cloud?

SpeedFusion Cloud is Peplink's global network of SpeedFusion endpoints. With an active CarePlan or SpeedFusion Connect 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 MAX HD1 Dome Pro employ Peplink's SpeedFusion technology or PepVPN?

The MAX HD1 Dome Pro is capable of using PepVPN, but not other SpeedFusion technologies.

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 in. Click here to learn more about SpeedFusion.

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

It's easy. Just look here!

Using the MAX HD1 Dome Pro

What size should the SIMs be?

The MAX HD1 Dome Pro uses Mini-SIMs (2FF).

Where can I install the SIMs? Is there any installation guide?

Here is a video demonstration on how to install SIMs into your MAX HD1 Dome Pro. You can also find the installation guide of the MAX HD1 Dome Pro here.

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

The MAX HD1 Dome Pro has a single 5G modem, which has 2 SIM slots. You can load 2 SIMs and switch between them, but you can only use a single SIM at a time.

Is the MAX HD1 Dome Pro a good choice for outdoor applications?

Yes. The MAX HD1 Dome Pro has an IP67 Ingress Protection rating, highly protected against both dust and water. The MAX HD1 Dome Pro has a rugged metal enclosure for long-term outdoor applications. Click here to learn more about Peplink's antenna design and its IP67 rating.

Why should I use PepVPN?

PepVPN is a capability built into the MAX HD1 Dome Pro. It permits users to construct a VPN tunnel between Peplink devices. This tunnel may be unencrypted, or more commonly, encrypted with AES 256-bit encryption. For example, if you have a MAX HD1 Dome Pro at an outdoor site and a Peplink Balance series router at another location, you can establish a connection between the 2 locations, allowing the flow of resources from location to location. You can also construct either a Layer 2 or a Layer 3 tunnel, with the latter being more common.

Does the MAX HD1 Dome Pro provide GPS tracking?

Yes. The MAX HD1 Dome Pro has an embedded GPS antenna, which works with InControl 2 cloud-based management to provide fleet tracking features. You can keep tabs on locations and manage your mobile network from any internet-connected device.

What is the maximum power consumption of the MAX HD1 Dome Pro?

The maximum power consumption of the MAX HD1 Dome Pro is 20W (without the PoE output).

Does the MAX HD1 Dome Pro support PoE features?

Yes. The MAX HD1 Dome Pro supports 802.3at PoE Input. With the Ethernet splitter, an additional 802.3af PoE Output is possible.

MAX HD1 Dome Pro and Public Safety

Can the MAX HD1 Dome Pro use Band 71?

Yes. The MAX HD1 Dome Pro can use Band 71. Band 71 is a band frequency provided by T-Mobile which operates at a 600MHz frequency and travels twice as far and works 4 times better in buildings than conventional LTE bands. You can insert your T-Mobile SIM into any cellular slot of the MAX HD1 Dome Pro to use Band 71.

License and Accessories

Does the MAX HD1 Dome Pro require any external antennas?

The MAX HD1 Dome Pro has embedded internal antennas. Therefore, no external antenna is needed.

How can I subscribe to InControl 2?

The MAX HD1 Dome Pro comes with a 1-year subscription to EssentialCare, which includes InControl 2. Both extending EssentialCare beyond the first year and subscribing to SmartCare include the InControl 2 function.

Can the MAX HD1 Dome Pro overcome spotty coverage issues?

Yes. The MAX HD1 Dome Pro supports up to 2 SIM cards. You can connect the MAX HD1 Dome Pro to a Peplink SIM Injector which has room for another 8 SIM slots. With up to 10 cellular providers to connect to, spotty coverage will simply not be a problem.

Click here to learn more about how the SIM Injector provides more SIM slots and range to your MAX HD1 Dome Pro.

Are there any mounting accessories for the MAX HD1 Dome Pro?

Yes. We have rugged and heavy duty mounts for deck and mast installations. The cable is protected inside the mount with direct feed through the deck or mast. Click here to learn more about our Premium Deck Mounts for the MAX HD1 Dome Pro.

Can the MAX HD1 Dome Pro connect 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?

First, Peplink Partners are proud to always provide support to you, our users, so always reach out to the place of purchase first.

For those who prefer self-service, Peplink has a very active forum. Our regular forum users include Peplink Partners, the Peplink team, 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 enter a support ticket with Peplink directly. You will then receive attention from some of the best engineers! Peplink supports its owners like no other.

I can't access the Internet via the MAX HD1 Dome Pro. 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.