

### 3G Modem Support

The Peplink Balance 20, 30, 380, 390, 710, 1350 and Pepwave MAX 600 3G mobile load balancing router currently supports the following modems:


























(Last Updated: September 2, 2010)

\* = Supported on Pepwave MAX;  = Supported;  = In Progress


If you don't see your device listed below please contact [Pepwave support](mailto:pepwave@pepwave.com) or [Rfwel Support](mailto:rfwel@rfwel.com) @ [www.rfwel.com](http://www.rfwel.com). To view applications using MultiWAN cellular routers see <http://www.rfwel.com/kc>


#### North America

##### United States


	Model	Modem Manufacturer	Interface	
	AT&T USB Connect Turbo	LG	USB	
	Compass 885	Sierra Wireless	USB	
	USB 305	Sierra Wireless	USB	
	AirCard 881U	Sierra Wireless	USB	
	AirCard 881	Sierra Wireless	PC Card*	
	GT MAX	Option	PC Card*	
	GT Ultra	Option	PC Card*	
	USB 598 / 598U	Sierra Wireless	USB	
	USB 595 / 595U	Sierra Wireless	USB	
	AirCard 595	Sierra Wireless	PC Card*	
	U300	Franklin Wireless	USB	
	U301	Franklin Wireless	USB	
	MiFi2200	Novatel	USB	
	USB720 / ES720	Novatel	USB	
	USB727	Novatel	USB	
	USB760	Novatel	USB	
	S720	Novatel	PC Card*	
	EX720	Novatel	Express Card*	
8830	Backberry	USB		
	MiFi2200	Novatel	USB	
	USB727	Novatel	USB	
	USB720 / ES720	Novatel	USB	

	USB760	Novatel	USB	✔
	PC770	Novatel	PC Card*	✔
	UMW190	Pantech / UTStarcom	USB	✔
	UM175	Pantech / UTStarcom	USB	✔
	UM150	Pantech / UTStarcom	USB	✔
	PC5750	Pantech / UTStarcom	PC Card*	✔
	KPC680	Kyocera	Express Card*	✔

	EC168	Huawei	USB	✔
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	iCON 452	Option	USB	✔
	UMG 1691	Huawei	USB	⚙️

**Canada**


	Model	Modem Manufacturer	Interface	
	USB 306	Sierra Wireless	USB	✔

**Asia Pacific**


**Australia**




	Model	Modem Manufacturer	Interface	
	USB3-8521	Maxon	USB	✔

**China**


	Model	Modem Manufacturer	Interface	
	EC1260	Huawei	USB	✔

**Hong Kong**


	Model	Modem Manufacturer	Interface	
	E176G	Huawei	USB	✔

	E220	Huawei	USB	✔
	8707g	Blackberry	USB	✔
 Create a Simple Life	USB306	Sierra Wireless	USB	✔
	MF668	ZTE	USB	✔
	E180	Huawei	USB	✔
	E270	Huawei	USB	✔
	K3715	Huawei	USB	✔
	Merlin XU870	Novatel	Express Card*	✔
	GT 3G+	Option	PC Card*	✔



#### India

	Model	Modem Manufacturer	Interface	
	AC2726	ZTE	USB	✔


#### Japan

	Model	Modem Manufacturer	Interface	
	Docomo L-05A	FOMA	USB	✔

#### Malaysia

	Model	Modem Manufacturer	Interface	
	E1550	Huawei	USB	✔
	WM-66	BM	USB	✔


#### Philliphines

	Model	Modem Manufacturer	Interface	
	E220	Huawei	USB	✔


**Singapore**

	Model	Modem Manufacturer	Interface	
	E176G	Huawei	USB	✔

**Taiwan**


	Model	Modem Manufacturer	Interface	
	E169U	Huawei	USB	✔


**Thailand**

	Model	Modem Manufacturer	Interface	
	EC226	Huawei	USB	✔


**Europe**

**Germany**


	Model	Modem Manufacturer	Interface	
	CS-15	Nokia	USB	✔


	Model	Modem Manufacturer	Interface	
	K3565-Z	ZTE	USB	✔


**Greece**

	Model	Modem Manufacturer	Interface	
	E220	Huawei	USB	✔


**Italy**

	Model	Modem Manufacturer	Interface	
	MD-@HSUPA	Huawei	USB	✔
	E270	Huawei	USB	✔
	E169	Huawei	USB	✔
	E1820	Huawei	USB	✔


	ONE TOUCH X200	Alcatel	USB	✔
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	E1692	Huawei	USB	✔
	MT512 HS	Onda	USB	✔


**Norway**

	Model	Modem Manufacturer	Interface	
	E1752	Huawei	USB	✔

**Romania**











	Model	Modem Manufacturer	Interface	
	ADU-510L	AnyData	USB	⚙️

**Slovenia**

	Model	Modem Manufacturer	Interface	
	Air Card 880E	Sierra Wireless	Express Card*	✔


**Sweden**

	Model	Modem Manufacturer	Interface	
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	E220	Huawei	USB	
	GI 0401	Option	USB	
<b>Turkey</b>				
	<b>Model</b>	<b>Modem Manufacturer</b>	<b>Interface</b>	
	K3765	Huawei	USB	
<b>United Kingdom</b>				
	<b>Model</b>	<b>Modem Manufacturer</b>	<b>Interface</b>	
	K3760	Option	USB	
	E169	Huawei	USB	















Latin America

**Brazil**

	Model	Modem Manufacturer	Interface	
	MF622	ZTE	USB	✔
	MF636	ZTE	USB	✔
	D301 3.5G (HSDPA) USB Modem	TRAVELLER	USB	✔
	MF626	ZTE	USB	✔
	E660A	Huawei	PC Card*	✔
	E226	Huawei	USB	✔
	E156	Huawei	USB	✔
	MF110	ZTE	USB	✔
	E156C	Huawei	USB	✔

**Middle East / Africa****Botswana**

	Model	Modem Manufacturer	Interface	
	E220	Huawei	USB	✔

	E220	Huawei	USB	
	E220	Huawei	USB	
<b>Israel</b>				
	<b>Model</b>	<b>Modem Manufacturer</b>	<b>Interface</b>	
	ONE TOUCH X220D	Alcatel	USB	
<b>Nigeria</b>				
	<b>Model</b>	<b>Modem Manufacturer</b>	<b>Interface</b>	
	EC168C	Huawei	USB	
<b>Saudi Arabia</b>				
	<b>Model</b>	<b>Modem Manufacturer</b>	<b>Interface</b>	
	E220	Huawei	USB	
	E1820	Huawei	USB	
	MF633	ZTE	USB	
<b>South Africa</b>				
	<b>Model</b>	<b>Modem Manufacturer</b>	<b>Interface</b>	
	K3520-Z	ZTE	USB	

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### **Modem is listed but it keeps Connecting...**

There are many reasons for a looping connection. For example:

- Your data plan is used up.
- Your username/APN is not correct.  
See support pages on how to change APN settings.
- The mobile Internet provider is having an outage.

### **Modem is not supported**

Pepwave engineers will assist you in getting the modem to work through accessing your unit. Please follow the steps below:

1. **A)** Keep the unit Power ON.  
**B)** Keep the USB Modem/PC card/Express Card plugged into the unit.  
**C)** Keep connection to Internet through Ethernet WAN. You may need to plug a computer to LAN port to verify the unit can access Internet.



2. Submit a support ticket to Peplink and provide the following information:
  - Your Country
  - Your Service Provider
  - Your Modem Manufacturer and Model
  - A Diagnostic Report file