

# Surf SOHO



## FAQ

## Is the Surf SOHO suitable for me?



### For what application is this product best for?

This router is a versatile product that was originally targeted towards home office users and small office environments. However, since that time, usage has expanded a bit – mainly to home “power users” whose requirements exceed the capabilities of competitive products.



### How fast is this device?

The router is rated at 120Mb/sec throughput. The complete [Spec Sheet](#) is here.



### How many ways can it connect to the Internet?

Ethernet, cellular and Wi-Fi-as-WAN. Ethernet connection is probably the most commonly used WAN. However, the SOHO can be easily configured to serve as a Wi-Fi client by “attaching” to Wi-Fi owned by hotels, campgrounds and the like. The USB port on the front of the router can be used as a connection point for a USB cellular MODEM or an inexpensive USB-ethernet adapter ([show tested Compatible MODEMS](#)). The ethernet adapters which have been tested are discussed [here](#).



### How many concurrent connections can the router make to the Internet?

Many users use the SOHO as a single WAN router but the SOHO supports up to 3x WAN connections. This allows the SOHO to utilize Peplink’s innovative SpeedFusion Cloud. The SpeedFusion Cloud is a low-cost VPN with game-changing technology such as Forward Error Correction and WAN Smoothing. To learn more about SpeedFusion Cloud and its amazing technology, click [here](#).

## What is included in the Surf SOHO?



### What's in the box?

Along with the router, there are three 2.4/5GHz Wi-Fi antennas and a wall plug-in power supply.



### Is warranty included with this product?

Yes. It comes with a one-year warranty which is extendable on a year-by-year basis (EssentialCare [1-Year](#) | [2-Year](#)). Warranties can be purchased from our Certified Partners or directly from the Peplink [eStore](#) at the time of the sale or thereafter.



### Does Peplink charge for firmware upgrades?

No (unlike some of our competitors)! Peplink's firmware upgrades are free and the current firmware and associated documentation can be found [here](#).



### Does the Surf SOHO employ Peplink's SpeedFusion technology or PepVPN?

PepVPN is included in all products. In addition, the SOHO can use SpeedFusion with Peplink's optional SpeedFusion Cloud license.



### How can I purchase a license for SpeedFusion Cloud?

Easy. Look [here](#)!

## Using the Surf SOHO



### Can it isolate IoT devices from computers used for work?

Yes, and this is an increasingly important feature as more and more people work from home. Multiple VLANs can be established and the user has control as to whether traffic is permitted to flow between them. This can also be accomplished on a “port basis”. Also, partitions can be effectively established between various types of devices – and users. (We have other products which include two or more modems.)



### I see that there are three antenna connectors on the SOHO and three antennas are supplied. Are all three antennas needed?

The SOHO uses MIMO (multiple in-multiple out) technology to maximize Wi-Fi throughput and performance. We recommend that all three antennas be connected to the jacks.



### Why would one use PepVPN?

PepVPN is a capability that is built-in to the Pepwave SOHO. It permits the user to construct a VPN tunnel between Peplink devices. This tunnel may be unencrypted, or more commonly, encrypted with AES256. Here’s an example of one such common use. Suppose one has a SOHO at home and a Peplink Balance series router at work or a second home. One can establish a “nailed up” connection between the two locations, thus allowing access to the resources from one location to the other. (Either a Layer 2 or Layer 3 tunnel may be constructed, with the latter being more common.)



### Is a means for remote access provided?

Certainly. Users have the option of using either L2TP or OpenVPN.



### How do I set up Wi-Fi mesh?

You can set up Wi-Fi mesh by following this [explanation](#).

## Licenses and Accessories



### What if one needs more than two PepVPNs?

The SOHO has the capability to support two PepVPNs built-in. This capability can be extended to five PepVPNs by adding a license ([PVN-LC-05](#)) which can be purchased in our eStore, or from our Certified Partners.



### Can the SOHO be remotely managed?

Yes, the SOHO can be remotely managed by InControl 2 (IC2) and it comes with a 1-year subscription as well. IC2 can be extended beyond one year for a nominal cost ([\[1-year|2-year\]](#) Subscription). IC2 also comes with the purchase of EssentialCare.



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

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



### It seems like there are a lot of options here. This could become very expensive!

We want buyers to acquire the router at a very reasonable cost and only add those options – if any – that are found to be necessary to meet the buyer's objectives. Many owners find that the optional licenses are not necessary at all.

## 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 have an obligation to support the products they sell. In addition, Peplink has an excellent and very active [forum](#). Among the regular forum participants 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, one can enter a [support ticket](#) with Peplink directly. In the latter case, one will receive attention from some of the best engineers on the planet! Peplink supports its owners like no other manufacturer of similar equipment.