POTS Adapter

Convert Your POTS to VoLTE

FAQ

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FAQ - POTS Adapter

What is the POTS Adapter used for?

Our POTS Adapter is a dependable replacement for the industrial and commercial sectors, providing a reliable alternative to the traditional plain old telephone system (POTS). Elevator emergency systems, alarm systems, security systems, office landlines, and many other applications have traditionally relied on POTS for making outgoing calls to other stations. However, as POTS is gradually being phased out, there is a need for a suitable replacement. The POTS Adapter offers a solution to this challenge. For more product details, please visit our product page.

How many phone device(s) can the POTS Adapter support?

The adapter has 2 RJ-11 phone ports, allowing it to support 2 phones running in "party-line mode." This means that 2 phones can share a single phone line and number, which can be useful in situations where multiple phones need to be connected to the same line. With this setup, both phones will ring when a call comes in, but only one conversation can be held on the shared line.

If there is no internet connection in the POTS Adapter, can it transmit voice call or alarm signals to another station?

No, once the POTS Adapter is disconnected from the internet, the voice data or alarm signal cannot be transmitted through the cellular data networks.

What do the different LED behaviors mean?

Please refer to the following table:

LED	Light behavior	Description
Status	Off	No power
	RED	Booting up
	Steady GREEN	Booted up
	Blinking GREEN	Upgrading Firmware
Phone	Off	No power
	Blinking GREEN	Device has a voicemail
	Steady GREEN	Device is registered successfully and ready for a call
Cellular	OFF	No power or SIM card not inserted
	Blinking slowly GREEN	Connecting to network
	Steady GREEN	Connected to network

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Are there any signal requirements, such as RSRQ/RSRP/SINR, that need to be met in order to place a call?

Yes, there are specific signal requirements like Reference Signal Received Power (RSRP), Reference Signal Received Quality (RSRQ), and Signal-to-Interference-plus-Noise Ratio (SINR) that are crucial for maintaining a reliable cellular connection, including placing calls. These parameters help assess the quality and strength of the signal in a cellular network.

VoLTE calls will not be dropped due to poor RSRP/RSRQ/SINR signals. These signals do, however, affect the quality of the connection. The voice quality of a traditional call may be impacted, but VoLTE utilizes QoS, jitter buffering, and audio compression to provide high-quality voice call services even in poor signal conditions without interruption. Nevertheless, we still recommend that users position their devices in a location with stable signals and avoid placing them at the edge of the signal coverage area, to prevent potential connection problems caused by real-world environments. The following table provides a reference for radio signal strength. We recommend medium signal strength as the minimum requirement for placing a stable VoLTE call.

RF Conditions	RSRP (dBm)	RSRQ (dB)	SINR (dB)
Excellent	>= -80	>= -10	,>= 20
Good	-80 to -90	-10 to -15	13 to 20
Medium	-90 to -100	-15 to -20	0 to 13
Cell Edge	<= -100	<= -20	<= 0

How is a VoLTE call service charged?

The charge for VoLTE call services varies between different service providers. Typically they charge for VoLTE calls in local call minutes, similar to traditional voice calls. Nevertheless, some carriers may charge based on local data alone or a combination of both. Therefore, it is advisable to contact your carrier to verify how VoLTE service is charged.

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Does the POTS Adapter support a pre-paid SIM?

VoLTE service is independent of the SIM card type (prepaid or postpaid). However, in many cases, VoLTE service is not enabled on internet data-only SIM. Therefore, it is advisable to contact your carrier to verify if the SIM you use contains internet data only.

What is the cellular data consumption of using the POTS Adapter?

The actual consumption depends on the call length and the service provider. The actual data usage can be monitored on the InControl platform. In general, approximately 0.1 MB of data is consumed per minute call. Additionally, 2.2 MB of data is consumed daily to report usage information back to InControl.

What is InControl and why do I need it?

InControl allows you to remotely monitor POTS Adapters and maintain the provided service. InControl has many different statistics such as cellular WAN quality, POTS line statistics, and activity logs. It also allows for firmware upgrades or configuration. Notifications such as running on battery can be automatically reported. To register a device to InControl, please visit https://incontrol2.peplink.com/login/create_account.

What external antenna and accessories are recommended?

For better signal coverage, we recommend the following products:

- Peplink Mobility 20G antenna (White) — SKU Code: ANT-MB-20G-S-6-W
- Peplink Mobility 20G antenna (Black) — SKU Code: ANT-MB-20G-S-6-B
- 15ft Peplink extension cables — SKU Code: EXC-SS-15