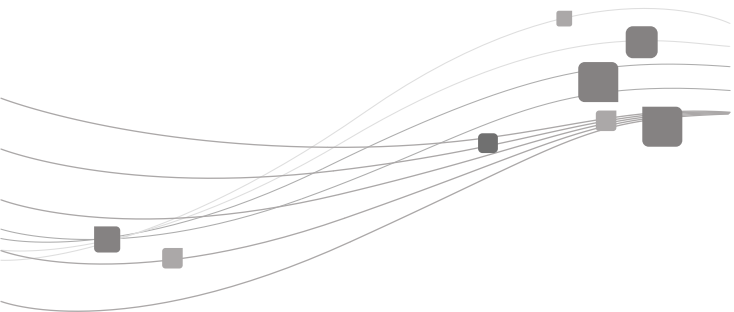


ZXHN H185

Home Gateway

User Manual



ZTE CORPORATION

ZXHN H185 Home Gateway User Manual



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1 Safety Precautions



Note:

Before using the device, read the following safety precautions. ZTE bears no liability to the consequences incurred by violation of the safety instructions.

Usage Cautions

- Read all the safety cautions carefully before using the device.
- Only use the accessories included in the package, such as power supply adapter and battery.
- Do not extend the power cord, otherwise the device will not work.
- The power supply voltage must meet the requirements of the device input voltage (The voltage fluctuation range is less than 10%).
- Keep the power plug clean and dry to prevent any risk of electric shock or other dangers.
- Disconnect all the cables during a lightning storm to prevent the device from damage.
- Power off and unplug the power plug when the device is not in use for a long time.
- Do not attempt to open the covers of the device. It is dangerous to do so when the device is powered ON.
- Power off and stop using the device under the conditions such as, abnormal sound, smoke, and strange smell. Contact the service provider for maintenance if the device is faulty.

Environment Requirements

- Ensure proper ventilation to the device. Place the device away from direct sunlight.
- Keep the device ventilated and dry. Never spill any liquid on the device.
- Do not place any object on the device to prevent any deformation or damage to the device.
- Do not place the device near any source of heat or water.
- Keep the device away from any household appliances with strong magnetic or electric fields, such as microwave oven and refrigerator.

Cleaning Requirements

- Before cleaning, power off the device, and unplug all the cables connected to the device, such as power cable, optical fiber, and Ethernet cable.
- Do not use any liquid or spray to clean the device. Use a soft dry cloth.

Environment Protection

- Do not dispose the device or battery improperly.
- Observe the local regulations about the equipment disposal or treatment.

EU Declaration of Conformity

Hereby, ZTE Corporation declares that the radio equipment type ZXHN H185 is in compliance with Directive 2014/53/EU, The full text of the EU declaration of conformity is available at the following Internet address:

<http://support.zte.com.cn/support/cer/EU>

Environmental Information

The equipment you purchased has required the extraction and use of natural resources for its production. It may contain substances that are hazardous to people's health and to the environment. To avoid putting such substances into our environment and to reduce pressure on our natural resources, we ask that you reuse or recycle your end-of-life equipment by using an accredited electronics take-back system.

The symbols below indicate that this product should be reused or recycled and not simply discarded. Please locate and use an appropriate reuse and recycling site.

If you need more information on collection, reuse and recycling systems, contact your local or regional waste administration. You may also contact your equipment provider for more information on the environmental performances of these products.



2 Overview

ZXHN H185 is a simple G.Fast Modem, which is backward compatible with VDSL2 up to Profile 35b. It provides High Speed Internet through the G.Fast uplink.

2.1 Features

It supports the following features:

- It provides 1 Gbps access bandwidth on short loop (<100 meters) copper phone lines.
- It supports 1 Gigabit Ethernet LAN interfaces which provides higher bandwidth and speed for networking and makes the device more future-proof.
- It provides services meeting the requirements of various services for the local devices and network.
- It supports TR-069 and it is convenient for operators to facilitate the large-scale deployment and maintenance by zero-touch provisioning.

2.2 Product Specifications

Technical Specifications	
Dimension	145 mm (L) × 52 mm (W) × 127 mm (H)
Certification	CE Certification
Technical Specifications	

Dimensions	180mm × 125mm × 36mm (Width × Depth × Height)
Power adapter	Model NO RUIDE: RD1201000-C55-HYG, RD1201000-C55-HOG, DOKOCOM: LPL-F012120100AH
	Input: AC 100 V – 240 V, 50 Hz/60 Hz Output: DC 12 V, 1 A
Environment Requirements	
Operation temperature	0 °C – 40 °C (32 °F – 104 °F)
Operation humidity	5% – 95% (non-condensing)
Storage temperature	–40 °C to 70 °C (–40 °F to 158 °F)
Storage humidity	5% – 95% (non-condensing)
Software Versions	
Software version	V1.0.x (x can be 0 – 9)

x represent different customization, and do not affect the product firmware and RF output power.

2.3 Package Check

After unpacking the ZXHN H185 product, check that the following items are complete.

Name	Quantity
ZXHN H185	1
Power Adapter	1
RJ-45 Ethernet cable	1
RJ-11 telephone cable	1
User Manual	1

**Note:**

If any item is found to be wrong, missing, or damaged, contact your service provider. Keep the package and all the items in good condition if you want to replace the product.

2.4 System Requirement

Before installing the ZXHN H185, please check the following items.

1. VDSL Services Subscription

If you have subscribed for the VDSL service, your VDSL operator must provide at least one valid IP address for you (static allocation or dialup dynamic allocation).

2. Computer configuration

Please make sure that the system has been equipped with the 10 M/100 M/1000 M Ethernet adapter and supports the TCP/IP protocol.

Because VDSL can be used for broadband access and involves a wide range of multimedia services, you are recommended use a computer with such configurations as: above Pentium III, 64 M memory, 10 G hard disk, graphic accelerating adapter with above 2 M display memory, audio adapter and sound box.

3. Operating system

Operating systems can be Windows XP or later. For system configuration in the WEB interface, the browser of Internet Explorer V 8.0 or later.

3 Installation Preparation

3.1 Hardware Description

Front panel

Figure 3-1 shows the indicators on the front panel of the ZXHN H185.

Figure 3-1 The Front Panel

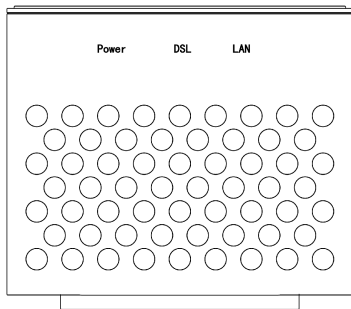


Table 3-1 describes the indicators on the front panel of the ZXHN H185 unit.

Table 3-1 Descriptions of Indicators

LED Indicator	Status	Description
Power	Solid green	ZXHN H185 is powered on and works properly.
	Solid red	ZXHN H185 is powered on but fails to work properly.
	Solid orange	The software upgrade is in progress.
	Off	ZXHN H185 is powered off.
DSL	Solid green	DSL synchronization is normal and the link connection is normal.
	Slowly flashing green	Physical link exists, however carrier wave has not been detected.
	Fast flashing green	The DSL connection tries synchronization and training.
	Off	Link has not been established.
LAN	Solid green	The network is in connection. There is no data flow.
	Flashing green	The network is in connection. There is data flow.
	Off	There is Ethernet fault or the network is disconnected.

Rear panel

Figure 3-2 shows the interfaces and buttons on the back panel of the ZXHN H185.

Figure 3-2 The Back Panel

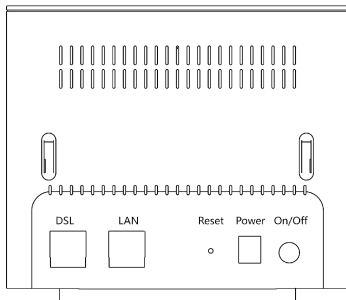


Table 3-2 describes the interfaces and buttons on the back panel of the ZXHN H185.

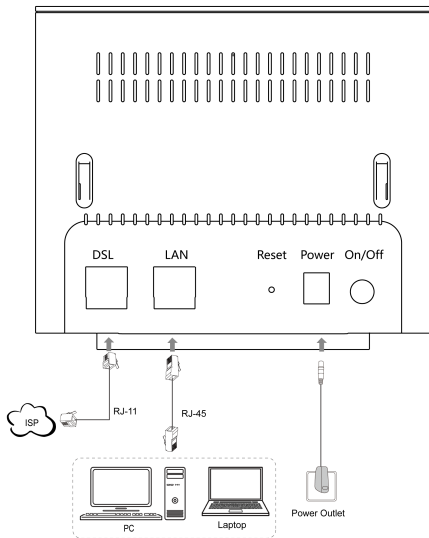
Table 3-2 The Back Panel

Interface/Button	Function
DSL	RJ-11 port: Used to connect to the G.Fast uplink access network.
LAN	RJ-45 ports: Used to connect the modem to PCs, STBs or other network devices.
Reset	Reset pinhole: Used to reset the configuration to factory default settings.
Power	Power supply port. It is connected to the power adapter.
On/Off	Power On/Off Switch.

3.2 Hardware Connection

Figure 3-3 shows the devices that are connected to interfaces of the ZXHN H185.

Figure 3-3 Cable Connection



After the devices are connected to the ZXHN H185 device, press the power button. When the corresponding indicators on the front panel are On, you can enjoy various services provided by the service provider.

4 Troubleshooting

- All indicators are Off when the ZXHN H185 equipment is powered On.

First make sure that you have inserted the power adapter of the ZXHN H185 into a working power socket and that the ZXHN H185 has been powered On (the switch button is pressed down). If the indicators are still Off after confirmation of the above items, maybe the hardware is damaged. You may contact local operator for maintenance. Never dismantle the equipment by yourself.

■ **Sometimes, the VDSL2 users cannot access to the Internet normally**

First check whether the ZXHN H185 is in the normal state (Check the indicators according to this user manual). If yes, the computer or application network may be faulty. This is unrelated with VDSL2. If the ZXHN H185 is abnormal, check the status of indicators one by one to remove the fault.

It is suggested to check the following items before seeking help from operator:

- i. The VDSL2 telephone cable connectors are proper.
- ii. The VDSL2 is away from the power cable and large-power electronic devices.
- iii. No telephone extensions and fax machines are connected between the VDSL2 incoming line and splitter.
- iv. The splitter has been installed correctly.
- v. The ZXHN H185 has good heat dissipation ratio.

■ **What are reasons for VDSL2 synchronization failure (also referred as link down or link establishment failure)?**

If the VDSL2 suddenly fails to be synchronized (link down) during application, usually the Link indicator on the ZXHN H185 will not be ON. It is suggested to check the following steps one by one:

- i. First check the quality of incoming cables and incoming cable connectors.
- ii. Install the ZXHN H185 correctly based on the user guidance. Minimize the number of taps.
- iii. Check whether the telephone cables and VDSL2 are in good connection or whether the telephone cables are normal.
- iv. Try to disconnect the splitter and directly connect the ZXHN H185 to the incoming user cable end. Ensure the problem is not due to improper installation or incoming user line quality. If the VDSL2 can be synchronized again, it means that installation of the incoming user side is improper. Please re-install it according to the user guide.
- v. If the VDSL2 still fails to be synchronized when the ZXHN H185 is connected to the incoming user cable end, contact the operators to check whether it is due to external line failure or ZXHN H185 failure.
- vi. If the splitter problem is determined, call the operator for maintenance or replacement.
- vii. If the problem is due to the end office equipment failure, call the operator to confirm it.
- viii. Too long connection cable between the splitter and ZXHN H185 may cause poor anti-interference performance and synchronization difficulty. Therefore, the connection cable should not be too long.

ZTE

Tomorrow never waits

CERTIFICATION

CHECKER _____

DATE _____

ZTE

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