

# HG552f-11 Home Gateway

## Quick Start

### 1 Obtaining More Information

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Thanks for purchasing the HG552f-11 Home Gateway (HG552f-11 for short).

This quick start guide will show you how to connect your HG552f-11 to a network and access the Internet. The figures in this guide are for reference only. The appearance and display features may vary slightly depending on the actual product version.

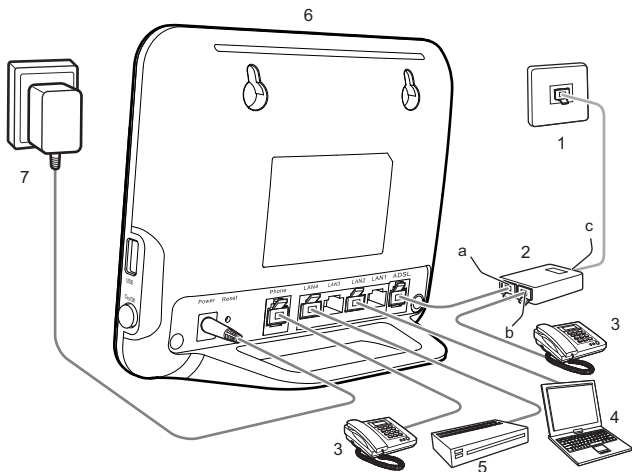
For the full user guide, visit <http://www.huaweidevice.com>. Enter **HG552f-11** in the website search box and press **Enter**.

Please visit [www.huaweidevice.com/worldwide/support/hotline](http://www.huaweidevice.com/worldwide/support/hotline) for recently updated hotline and email address in your country or region.

## 2 Connecting Cables

If you have subscribed to digital subscriber line (DSL) broadband, you can connect the HG552f-11 to a telephone port for Internet access.

Follow the steps in the following figure to connect devices properly.



1 Telephone wall jack

2 Splitter

3 Telephone

4 Computer

5 Set-top box

6 HG552f-11

7 Power adapter

a MODEM port

b PHONE port

c LINE port



When configuring the HG552f-11 for the first time, use an Ethernet cable to connect the HG552f-11 to a computer.

### 3 Powering On

To power on the HG552f-11, press its power button.

After the HG552f-11 is powered on, the HG552f-11 indicator turns on. The following table lists how the indicators behave when the HG552f-11 is operating correctly. If the indicators do not behave as expected, ensure that everything is plugged in correctly.

Indicator	Expected State	Description
Power	Steady green	The HG552f-11 is powered on.
ADSL	Steady green	A digital subscriber line (DSL) connection has been set up and activated.
	Blinking green	A DSL connection is being activated.
Internet	Off	The HG552f-11 is in bridge mode.
WLAN	Steady green	> The HG552f-11 has WLAN enabled, but is not transmitting data. > The HG552f-11 is connected to a wireless client, such as a computer with a wireless network adapter, over the WLAN using the Wi-Fi Protected Setup (WPS) function.
	Blinking green	> The HG552f-11 has WLAN enabled, and data is being transmitted. > The HG552f-11 is attempting to connect to a wireless client over the WLAN using the WPS function.
LAN1 ~ LAN4	Steady green	The LAN port is connected to an Ethernet device (such as a computer) with a network cable, but no data is being transmitted.
	Blinking green	The LAN port is connected to an Ethernet device with a network cable, and data is being transmitted.

## 4 Setting Dial-Up Connection Parameters

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Before setting dial-up connection parameters, verify that the HG552f-11 is correctly connected to your computer and you have the dial-up connection account name and password provided by your Internet service provider (ISP). This section demonstrates how to set up a Point-to-Point Protocol over Ethernet (PPPoE) connection on Windows.

### On Windows 7

1. Choose **Start > Control Panel > Network and Internet > Network and Sharing Center**.
2. Under **Change your networking settings**, click **Set up a new connection or network**.
3. In the **Set Up a Connection or Network** window, select **Connect to the Internet** and click **Next**.
4. Click **Broadband (PPPoE)**.
5. In **User name** and **Password**, enter the dial-up connection account name and password provided by your ISP. In **Connection name**, name the dial-up connection. Select or deselect **Allow other people to use this connection**. Then click **Connect**.
6. Return to the **Network and Sharing Center** page. Click **Change adapter settings**. Right-click the icon for the dial-up connection you just set up and choose **Create Shortcut** from the shortcut menu. In the displayed dialog box, click **Yes**.

### On Windows XP

1. Choose **Start > Control Panel > Network and Internet Connections > Network Connections**.
2. Under **Network Tasks**, click **Create a New Connection**.
3. In the **Network Connection Wizard** dialog box, click **Next**.
4. Select **Connect to the Internet** and click **Next**.
5. Select **Set up my connection manually** and click **Next**.
6. Select **Connect using a broadband connection that requires a user name and password** and click **Next**.
7. In **ISP Name**, name the dial-up connection. Click **Next**.

8. Select **Anyone's use** or **My use only** and click **Next**.
9. Enter the dial-up connection account name and password provided by your ISP and click **Next**.
10. Select **Add a shortcut to this connection to my desktop** and click **Finish**.

After you successfully set up a PPPoE connection, a dial-up connection icon is displayed on your computer desktop.

To connect to the Internet, double-click the dial-up connection icon. In the displayed dialog box, click **Connect**.

## 5 Wireless Connection Setup

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The wireless configuration software provided by Windows is used as an example to describe how to set up a wireless connection.

Before setting wireless connection, find the SSID and WLAN Key printed on the label on the HG552f-11's rear panel.



To better secure your WLAN, promptly change the SSID and key. For more information about the configuration, download the user guide at [www.huaweidevice.com](http://www.huaweidevice.com).

### On Windows 7

1. Choose **Start > Control Panel > Network and Internet > Network and Sharing Center > Change adapter settings**. Right-click **Wireless Network Connection**, and select **Connect/Disconnect**.
2. From the wireless network list, select the WLAN provided by the HG552f-11. Click **Connect**.
3. In the displayed dialog box, enter the WLAN password and click **OK**.
4. In the wireless network list, check the WLAN connection status. If the status is **Connected**, the computer is wirelessly connected to the HG552f-11.

## On Windows XP

1. Choose **Start > Control Panel > Network and Internet Connections > Network Connections**. Right-click **Wireless Network Connection** and choose **View Available Wireless Networks** from the shortcut menu.
2. From the wireless network list, select the WLAN provided by the HG552f-11. Click **Connect**.
3. In the displayed dialog box, enter the WLAN password and click **Connect**.
4. In the wireless network list, check the WLAN connection status. If the status is **Connected**, the computer is wirelessly connected to the HG552f-11.

## 6 Safety information

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This section contains important information about the operation of your device. It also contains information about how to use the device safely. Read this information carefully before using your device.

### Electronic device

Do not use your device if using the device is prohibited. Do not use the device if doing so causes danger or interference with other electronic devices.

### Interference with medical equipment

- > Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device where prohibited.
- > Some wireless devices may affect the performance of hearing aids or pacemakers. Consult your service provider for more information.
- > Pacemaker manufacturers recommend that a minimum distance of 15 cm be maintained between a device and a pacemaker to prevent potential interference with the pacemaker. If using a pacemaker, hold the device on the side opposite the pacemaker and do not carry the device in your front pocket.

### Areas with flammables and explosives

- > Do not use the device where flammables or explosives are stored (in a gas station, oil depot, or chemical plant, for example). Using your device in these environments increases the risk of explosion or fire. In addition, follow the instructions indicated in text or symbols.
- > Do not store or transport the device in containers with flammable liquids, gases, or explosives.

### Operating environment

- > Avoid dusty, damp, or dirty environments. Avoid magnetic fields. Using the device in these environments may result in circuit malfunctions.

- Before connecting and disconnecting cables, stop using the device and disconnect it from the power supply. Ensure that your hands are dry during operation.
- Place the device on a stable surface.
- Keep the device away from electronic appliances that generate strong magnetic or electric fields, such as a microwave oven or refrigerator.
- During thunderstorms, power off your device and remove all cables connected to it to protect against lightning strikes.
- Do not use your device during thunderstorms to protect your device against any danger caused by lightning.
- Ideal operating temperatures are 0 °C to 40 °C . Extreme heat or cold may damage your device or accessories.
- Keep the device and accessories in a well-ventilated and cool area away from direct sunlight. Do not enclose or cover your device with towels or other objects. Do not place the device in a container with poor heat dissipation, such as a box or bag.
- To protect your device or accessories from fire or electrical shock hazards, avoid rain and moisture.
- Keep the device away from sources of heat and fire, such as a heater, microwave oven, stove, water heater, radiator, or candle.
- Do not place any object, such as a candle or a water container, on the device. If any foreign object or liquid enters the device, immediately stop using it, power it off, and remove all cables connected to it. Then, contact an authorized service center.
- Do not block device openings. Reserve a minimum of 10 cm around the device to dissipate heat.
- Stop using your device or applications for a while if the device is overheated. If skin is exposed to an overheated device for an extended period, low temperature burn symptoms, such as red spots and darker pigmentation, may occur.
- Do not touch the device's antenna. Otherwise, communication quality may be reduced.
- Do not allow children or pets to bite or suck the device or accessories. Doing so may result in damage or explosion.
- The device should be installed and operated with a minimum distance of 20 cm between the radiator and your body.
- Keep the device in a place with good reception. The distance between the device and other metal materials (such as metal brackets or metal doors and windows) should be greater than 25cm and the distance between the device should be greater than 30cm.

## Child's safety

- Comply with all precautions with regard to child's safety. Letting children play with the device or its accessories may be dangerous. The device includes detachable parts that may present a choking hazard. Keep away from children.

## Accessories

- Using an unapproved or incompatible power adapter, charger or battery may cause fire, explosion or other hazards.
- Choose only accessories approved for use with this model by the device manufacturer. The use of any other types of accessories may void the warranty, may violate local

regulations and laws, and may be dangerous. Please contact your retailer for information about the availability of approved accessories in your area.

- The maximum voltage/current output from the USB port is 5 V/1 A. That is, the input voltage/current of the USB device connected to the USB port cannot exceed 5 V/1 A. Otherwise, the device may not work correctly.

## **Power adapter safety**

- The power plug is intended to serve as a disconnect device.
- For pluggable devices, the socket-outlet shall be installed near the devices and shall be easily accessible.
- Unplug the power adapter from electrical outlets and the device when not in use.
- Do not drop or cause an impact to the power adapter. If it is damaged, take it to an authorized service center for inspection.
- If the power cable is damaged (for example, the cord is exposed or broken), or the plug loosens, stop using it at once. Continued use may lead to electric shocks, short circuits, or fire.
- Do not touch the power cord with wet hands or pull the power cord to disconnect the power adapter.
- Do not touch the device or the power adapter with wet hands. Doing so may lead to short circuits, malfunctions, or electric shocks.
- If your power adapter has been exposed to water, other liquids, or excessive moisture, take it to an authorized service center for inspection.
- Ensure that the power adapter meets the requirements of Clause 2.5 in IEC60950-1/EN60950-1 and has been tested and approved according to national or local standards.

## **Cleaning and maintenance**

- During storage, transportation, and operation of the device, keep it dry and protect it from collision.
- Keep the device and accessories dry. Do not attempt to dry it with an external heat source, such as a microwave oven or hair dryer.
- Do not expose your device or accessories to extreme heat or cold. These environments may interfere with proper function and may lead to fire or explosion.
- Avoid collision, which may lead to device malfunctions, overheating, fire, or explosion.
- If the device is not going to be used for an extended period of time, power it off, and remove all cables connected to it.
- If anything unusual occurs (for example, if the device emits smoke or any unusual sound or smell), immediately stop using it, power it off, remove all cables connected to it, and contact an authorized service center.
- Do not trample, pull, or excessively bend any cable. Doing so may damage the cable, causing the device to malfunction.
- Before you clean or maintain the device, stop using it, stop all applications, and disconnect all cables connected to it.
- Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device or accessories. These substances may cause



damage to parts or present a fire hazard. Use a clean, soft, and dry cloth to clean the device and accessories.

- Do not place magnetic stripe cards, such as credit cards and phone cards, near the device for extended periods of time. Otherwise the magnetic stripe cards may be damaged.
- Do not dismantle or remanufacture the device and its accessories. This voids the warranty and releases the manufacturer from liability for damage. In case of damage, contact an authorized service center for assistance or repair.

## Disposal and recycling information



This symbol (with or without a solid bar) on the device, batteries (if included), and/or the packaging, indicates that the device and its electrical accessories (for example, a headset, adapter, or cable) and batteries should not be disposed of as household garbage. These items should not be disposed of as unsorted municipal waste and should be taken to a certified collection point for recycling or proper disposal.

For more detailed information about device or battery recycling, contact your local city office, household waste disposal service, or retail store.

Disposal of the device and batteries (if included) is subject to WEEE Directive Recast (Directive 2012/19/EU) and Battery Directive (Directive 2006/66/EC). The purpose of separating WEEE and batteries from other waste is to minimize the potential environmental impacts and human health risk of any hazardous substances that may be present.

## Reduction of hazardous substances

This device is compliant with the REACH Regulation [Regulation (EC) No 1907/2006] and RoHS Directive Recast (Directive 2011/65/EU). Batteries (if included) are compliant with the Battery Directive (Directive 2006/66/EC). For up-to-date information about REACH and RoHS compliance, please visit the web site [www.huaweidevice.com/certification](http://www.huaweidevice.com/certification).

## EU regulatory conformance

### Statement

Hereby, Huawei Technologies Co., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For the declaration of conformity, visit the web site [www.huaweidevice.com/certification](http://www.huaweidevice.com/certification).

The following marking is included in the product:

**CE 0979**

This device may be operated in all member states of the EU.

Observe national and local regulations where the device is used.

This device may be restricted for use, depending on the local network.

### Restrictions in the 2.4 GHz band:

**Norway:** This subsection does not apply for the geographical area within a radius of 20 km from the centre of Ny-Alesund.

## FCC Regulatory Compliance

### FCC statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

--Reorient or relocate the receiving antenna.

--Increase the separation between the equipment and receiver.

--Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

--Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Caution:** Any changes or modifications to this device not expressly approved by Huawei Technologies Co., Ltd. for compliance could void the user's authority to operate the equipment.

This device is intended to be attached to a receiver that is not used to receive over-the-air broadcast signals. Connection of this device in any other fashion may cause harmful interference to radio communications and is in violation of the FCC Rules, part 15.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with part 68 of the FCC Rules.

This device should be installed and operated with a minimum distance of 20 cm between the antenna and all persons.

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To better understand how we protect your personal information, please see the privacy policy at <http://consumer.huawei.com/en/privacy-policy/index.htm>.