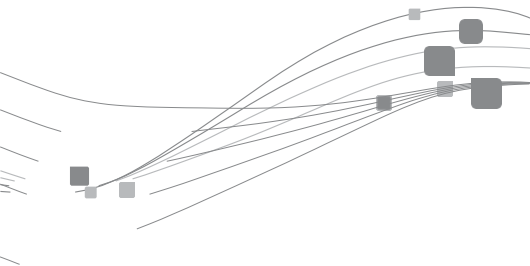


ZXHN H196Q

Home Gateway

User Manual



ZTE CORPORATION

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User Manual

Manual No:

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Users may visit ZTE technical support website <http://support.zte.com.cn> to inquire related information.

The ultimate right to interpret this product resides in ZTE CORPORATION.

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.

nance 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.

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

The ZXHN H196Q is an advanced router that supports dual-band concurrent 11ac Wi-Fi. It provides High Speed Internet, IPTV services through the GE uplink. Those services are delivered by the gateway on your home network to the PCs, STBs, gaming devices and so on via the integrated interfaces: Ethernet, Wi-Fi.

It supports the following features:

Gigabit Ethernet WAN Uplink

The ZXHN H196Q can provide Internet access through Gigabit Ethernet WAN connection. So it is possible for ZXHN H196Q to provide Internet access choices to suit various broadband access network.

GE LAN Ports

The ZXHN H196Q is equipped with 2 Gigabit Ethernet LAN interfaces which provides higher bandwidth and speed for networking and makes the device more future-proof.

Dual Band Concurrent Wi-Fi

The ZXHN H196Q supports Dual-Band concurrent Wi-Fi up to 300Mbps(802.11n 2x2 @ 2.4GHz) and 1.7Gbps(802.11ac 4x4 @5GHz). Wi-Fi is a key feature for the end users to build up a home network without any cabling in the house or in the office.

IPv4 / IPv6 Dual Stack

The ZXHN H196Q supports IPv4 / IPv6 dual stack mechanism for IPv6 net-

work migration.

Remote management

The ZXHN H196Q supports TR-069, including TR-098 data model. It is convenient for operators to facilitate the large-scale deployment and maintenance by zero-touch provisioning.

2.1 Product Specifications

Technical Specifications	
Dimension	110.5 mm (L) × 110 mm (W) × 100.7mm (H)
Power adapter	Input: AC 100 V – 240 V, 50 Hz/60 Hz Output: DC 12.0 V, 1.5 A
Environment Requirements	
Operation temperature	0 °C – 40 °C (32 °F – 104 °F)
Operation humidity	5% – 95% (non-condensing)

2.2 Package Check

After unpacking the ZXHN H196Q product, check that the following items are complete.

Name	Quantity
ZXHN H196Q	1
Power adapter	1
RJ-45 Ethernet cable	1
User manual	1



Note:

The list is only for reference. The actual contents may vary from the list.

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.

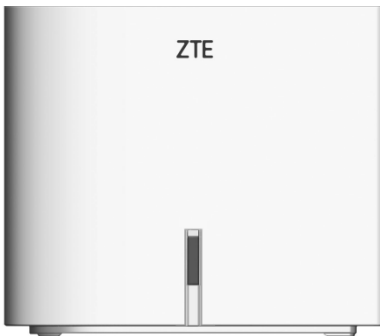
3 Installation Preparation

3.1 Hardware Description

Front panel

Figure 3-1 shows the front panel of the ZXHN H196Q.

Figure 3-1 The Front Panel



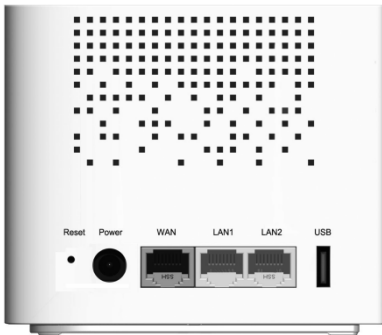
Indicator Color	Status	Definition
Red	Solid	The device is being started or the device is abnormal.

	Flashing	The uplink connection is failed, or failure to configure synchronization in the Extender mode.
Green	Solid	The uplink connection is normal.
	Flashing	The WPS negotiation connection is being implemented.
Blue	Solid	In the Extender mode, the wireless uplink signal is strong, or the connection is successful and the configuration synchronization is successful in the Extender mode.
	Flashing	In the Extender mode, the wireless uplink signal is weak.
Red and purple	Flashing	Flashing red, green, and blue at the same time. The device is upgrading software.

Rear panel

Figure 3-2 shows the interfaces and buttons on the back panel of the ZXHN H196Q.

Figure 3-2 The Rear Panel



Interface/Button	Function
Power	Power supply port, it is connected to the power adapter.

Reset	During power ON period, hold on this button for more than 5 seconds to reset the current settings to the factory default setting, and then the system restarts automatically.
WAN	RJ-45 port, it is used to to connect to the uplink access network.
LAN1/LAN2	RJ-45 port, it is used to connect the modem to computer , STB or other network devices.

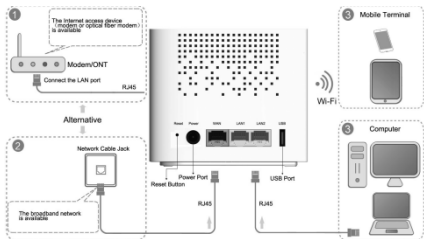
Interface/Button	Function
USB	Standard USB interface, connected to a USB storage device for file sharing, fast backup, and data restoration.
WPS*	WPS Push Button, press this button to enable or disable the WPS function.

- *The WPS button is located in the front of the device, but there is no mark.

3.2 Hardware Connection

Figure 3-3 shows the devices that are connected to interfaces of the ZXHN H196Q.

Figure 3-3 Cable Connection



The factors affecting the wireless network coverage range include the location of the product, distance between the product and a wireless terminal, number of obstacles, obstacle material and density, and interference source. It is recommended that you place the product in accordance with the following principles to maximize the strength of wireless signals.

- 1. The product should be far away from the objects affecting wireless signal propagation, for example, an object with a high reflectivity such as a metallic object or a mirror.
- 2. The product should be far away from an electrical appliance with a strong magnetic or electric field, for example, a microwave oven, a refrigerator, a wireless router, a cordless phone, or a Bluetooth product.

- ⓐ The product should be installed on the same floor as the applied area.
- ⓐ Do not put other objects on the product. Try to reduce the number of obstacles between the product and a wireless terminal.
- ⓐ Horizontally place the product in the middle of the applied area and do not put it in a corner.
- ⓐ Do not place the product at a high position while it is placed horizontally. The recommended height is 1.2 to 1.5 meters.

4 Troubleshooting

The green indicator on the front panel is off after the device is powered on.

- ⓐ The wireless network is not enabled and checking the configuration of wireless network .
- ⓐ The indicator function is disabled.
- ⓐ The uplink signal is weak in the Extender mode and checking the uplink connection

The red indicator on the front panel is flashing after the device is powered on.

- ⓐ The WAN link is not established.
- ⓐ The Ethernet cable is not correctly connected to the WAN interface.
- ⓐ Please contact the service provider for help.

Unable to connect to the network.

- ⓐ Check that the Ethernet cable is correctly connected to the WAN interface

and the Ethernet cable is correctly connected to the LAN interface.

- ☒ Check the indicator on the front panel is solid red or flashing red.

Restore the factory default settings.

After the power is on, use a needle to press the button for over 5 seconds to restore the default factory settings.

5 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.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems

Les dispositifs fonctionnant dans la bande de 5 150 à 5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de

brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

This equipment complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body. Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.

 **Caution!**

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ISED Warning Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CERTIFICATION

CHECKER _____

DATE _____

ZTE

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URL: <http://support.zte.com.cn>

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