

ZTE Tim Hub+ (ZTE H388X)

ZTE Tim Hub+ Wi-Fi 6 Modem User Manual

Model: Tim Hub+ (ZTE H388X) | Brand: ZTE

1. INTRODUCTION AND OVERVIEW

The ZTE Tim Hub+ is a high-performance Wi-Fi 6 modem/router designed to deliver superior stability, speed, and quality for your internet connection. Featuring advanced EasyMesh technology and the latest Wi-Fi 6 (802.11ax) standard, this device ensures optimal network performance for both home and business environments.

This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your Tim Hub+ modem, helping you maximize its capabilities.

2. PACKAGE CONTENTS

Please verify that all the following items are included in your package:

- ZTE Tim Hub+ Wi-Fi 6 Modem
- Power Adapter
- Ethernet Cable
- DSL/Phone Cable (if applicable)
- Quick Start Guide

3. PRODUCT FEATURES

The ZTE Tim Hub+ (ZTE H388X) is equipped with a range of features to enhance your connectivity:

- Wi-Fi 6 (802.11ax) Dual-Band:** Supports both 2.4GHz (11n 4x4) and 5GHz (11ac 4x4 MU-MIMO) for higher data rates and improved coverage.
- EasyMesh Technology:** Enables seamless whole-home Wi-Fi coverage by creating a unified mesh network.
- Multiple WAN Options:** Includes 1 WAN A/VDSL2 (17a profile) / eVDSL (35b) and 1 WAN GbE (for FTTH with external ONT).
- SFP Cage:** For optional GPON ONT module integration.
- Gigabit Ethernet LAN Ports:** Multiple GbE LAN ports for high-speed wired connections.

- **USB Ports:** 2x USB 3.0/3.1 ports for connecting external devices.
- **FXS Ports:** 2x FXS ports for traditional telephone services.
- **Parental Control:** Configurable via the web GUI for managing internet access.
- **Wi-Fi Band Steering:** Automatically directs devices to the optimal Wi-Fi band (2.4GHz or 5GHz) for better performance.
- **Guest Mode:** Allows creation of a separate network for guests.

4. PHYSICAL OVERVIEW

4.1 Front Panel Indicators

The front panel features several LED indicators that provide real-time status of your modem's operation:

- **Power:** Indicates power status.
- **Line:** Shows DSL/WAN line status.
- **Web:** Indicates internet connectivity.
- **LAN:** Shows activity on wired LAN ports.
- **WiFi:** Indicates Wi-Fi network status.
- **WPS:** Indicates Wi-Fi Protected Setup status.
- **Voice:** Indicates voice service status (for FXS ports).



Figure 4.1: Front view of the ZTE Tim Hub+ modem, showing the status indicator LEDs.

4.2 Rear Panel Ports

The rear panel provides all the necessary ports for connecting your modem to the internet and other devices:

- **WAN/DSL Port:** For connecting to your internet service provider's line.
- **LAN Ports (GbE):** Multiple ports for connecting wired devices like computers or gaming consoles.
- **USB Ports:** For connecting external storage or other USB devices.
- **FXS Ports:** For connecting analog telephones.
- **Power Port:** For connecting the power adapter.
- **Reset Button:** Used to restore factory default settings.



Figure 4.2: Rear view of the ZTE Tim Hub+ modem, displaying the various connectivity ports.

5. SETUP GUIDE

Follow these steps to set up your ZTE Tim Hub+ modem:

1. **Positioning:** Place the modem in a central location, away from obstructions and other electronic devices that may cause interference. Ensure good ventilation.
2. **Connect Power:** Connect the power adapter to the modem's power port and then plug it into an electrical outlet. Wait for the Power LED on the front panel to turn solid green.
3. **Connect to Internet:**
 - **For DSL/VDSL:** Connect the DSL/phone cable from your wall jack to the modem's DSL/WAN port.
 - **For Fiber (FTTH):** Connect an Ethernet cable from your external ONT (Optical Network Terminal) to the modem's WAN GbE port.

Wait for the Line and Web LEDs to turn solid green, indicating a stable internet connection. This may take a

few minutes.

4. Connect Devices:

- **Wired Connection:** Connect an Ethernet cable from your computer or other device to any of the modem's LAN ports.
- **Wireless Connection:** Find the Wi-Fi network name (SSID) and password printed on the label at the bottom or back of your modem. Connect your wireless devices to this network.

5. **Access Web Interface:** Open a web browser on a connected device and enter <http://192.168.1.1> in the address bar. Log in using the default credentials (usually printed on the modem's label or in the Quick Start Guide).
6. **Initial Configuration:** For TIM users, the modem often auto-configures. If not, follow the on-screen wizard to complete the setup, including setting up your Wi-Fi name and password.

6. OPERATING INSTRUCTIONS

6.1 Managing Wi-Fi Networks

From the web interface, you can manage your Wi-Fi settings:

- Change your Wi-Fi network name (SSID) and password.
- Enable or disable the guest Wi-Fi network.
- Configure Wi-Fi security settings (WPA2/WPA3).
- Utilize Band Steering to optimize device connections to 2.4GHz or 5GHz bands.

6.2 Parental Control

The modem supports Parental Control features. Access the Parental Control section in the web GUI to:

- Block specific websites or categories of content.
- Set internet access schedules for connected devices.

6.3 Connected Devices

The modem's home screen in the web interface provides an overview of connected devices and connectivity status. You can view device names, IP addresses, and connection types (wired/wireless).

7. MAINTENANCE

To ensure the longevity and optimal performance of your ZTE Tim Hub+ modem, consider the following maintenance tips:

- **Firmware Updates:** Regularly check for and install firmware updates through the modem's web interface. Updates often include performance improvements and security patches.
- **Cleaning:** Keep the modem clean and free from dust. Use a soft, dry cloth to wipe the exterior. Ensure ventilation holes are not blocked.
- **Ventilation:** Do not place the modem in enclosed spaces or stack other devices on top of it, as this can lead to overheating.

- **Factory Reset:** If you encounter persistent issues or forget your login credentials, you can perform a factory reset. Locate the small reset button on the rear panel (often recessed) and press and hold it for about 10-15 seconds using a paperclip until the modem restarts. **Warning:** This will erase all custom settings.

8. TROUBLESHOOTING

This section addresses common issues you might encounter with your modem.

8.1 No Internet Connection

- **Check LEDs:** Ensure the Power, Line, and Web LEDs are solid green. If any are off or blinking, refer to the Physical Overview section for their meaning.
- **Check Cables:** Verify that all cables (power, DSL/WAN, Ethernet) are securely connected.
- **Restart Modem:** Unplug the power adapter from the modem, wait 30 seconds, and then plug it back in. Allow a few minutes for the modem to restart and re-establish connection.
- **ISP Issue:** If all modem lights appear normal but you still have no internet, there might be an issue with your Internet Service Provider (ISP). Contact their support.

8.2 Wi-Fi Not Connecting or Slow

- **Check Wi-Fi LED:** Ensure the Wi-Fi LED on the front panel is solid green.
- **Correct Password:** Double-check that you are entering the correct Wi-Fi password.
- **Signal Strength:** Move closer to the modem to check if signal strength improves. Obstacles like walls and furniture can weaken Wi-Fi signals.
- **Interference:** Other electronic devices (cordless phones, microwaves) can cause interference. Try changing your Wi-Fi channel in the modem's web interface.
- **Band Steering:** Ensure Band Steering is enabled for optimal band selection.

8.3 Cannot Access Web Interface

- **Correct IP Address:** Ensure you are typing <http://192.168.1.1> correctly in your browser.
- **Wired Connection:** Try connecting your computer directly to the modem via an Ethernet cable.
- **Firewall/Antivirus:** Temporarily disable any firewall or antivirus software on your computer to see if it's blocking access.
- **Factory Reset:** As a last resort, perform a factory reset (see Maintenance section) to restore default login credentials.

9. SPECIFICATIONS

Brand	ZTE
Model Name	Tim Hub+ (ZTE H388X)
Product Dimensions	36 x 10 x 25 cm

Item Weight	1.35 Kilograms
Installed RAM Size	128 MB
Operating System	ZTE OS
Wireless Type	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Data Transfer Rate	Up to 2000 Mbps (2E+2 Megabit per second)
Number of Ports	3 (LAN ports, excluding WAN/USB/FXS)
Connectivity Technology	Wi-Fi, Ethernet
Compatible Devices	All devices with Wi-Fi connectivity
Special Features	Guest Mode, EasyMesh, Parental Control, Band Steering

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