HUAWEI H122-373

Huawei 5G CPE Pro H122-373

User Manual

1. Introduction

The Huawei 5G CPE Pro H122-373 is an advanced mobile broadband device designed to provide high-speed internet access by converting 5G or 4G cellular signals into Wi-Fi and Ethernet connections. This device supports Wi-Fi 6 Plus technology, offering fast and reliable connectivity for multiple users and devices. This manual provides essential information for setting up, operating, and maintaining your Huawei 5G CPE Pro H122-373.



Figure 1: Front view of the Huawei 5G CPE Pro H122-373 router, showing the Huawei logo and indicator lights.

2. Package Contents

Verify that all items are present in your product package:

- 1 x Huawei 5G CPE Pro H122-373 Device
- 1 x LAN Cable
- 1 x Quick Start Guide (English)
- 1 x Switching Power Adapter (12V/2A)

3. Product Features and Specifications

The Huawei 5G CPE Pro H122-373 is engineered for high-performance wireless connectivity. Key features and technical specifications are detailed below:

Key Features:

- **5G Connectivity:** Supports 5G networks with download speeds up to 3.6Gbps and upload speeds up to 250Mbps. Backward compatible with 4G networks.
- **Wi-Fi 6 Plus:** Features 802.11a/b/g/n/ac/ax Wi-Fi standards, supporting 2.4G/5G Dual Band Concurrently, with speeds up to 2976Mbps (574Mbps + 2402Mbps).
- **High User Capacity:** Supports up to 64 Wi-Fi users (32 users per band).
- **Multiple Ports:** Includes 1 Gigabit LAN/WAN Port, 1 Gigabit LAN Port (RJ45), and 1 Phone Port (RJ11).
- **SIM Card Slot:** Equipped with 1 Nano-SIM card slot.
- **VPN Support:** Supports VPN Client (PPTP, L2TP) and VPN pass-through.
- **Management:** Customer management available via WebUI or the HUAWEI AI Life APP (iOS or Android).

Operating Frequencies:

- **5G Bands:** FDD 2100(n1)/1800(n3)/850(n5)/2600(n7)/700(n28) MHz; TDD 2600(n38)/2300–2390(n40)/2500(n41)/3700(n77)/3500(n78)/4700(n79) MHz; SUL 1800(n80)/2100(n84) MHz.
- **4G Bands:** LTE FDD: 2600/2100/1800/1500/900/850/800/700 MHz (B1, B3, B5, B7, B8, B20, B28, B32); LTE TDD: 3700/3500/2600/2500/2300-2390/2000/1900 MHz (B34, B38, B39, B40, B41, B42, B43).

Physical Specifications:

Attribute	Value
Model Name	H122-373
Dimensions (L x W x H)	90mm x 96.6mm x 178mm (3.54 x 3.80 x 7.01 inches)
Weight	540g (excluding power adapter)
SIM Card Type	Nano-SIM
WebUI Languages	English, Simplified Chinese, German, French, Italian, Russian, Spanish, Spanish (Latino), Portuguese, Portuguese (Brazil), Arabic



Figure 2: Rear panel of the router, displaying the TEL, LAN1, LAN2/WAN, and POWER ports.



Figure 3: Bottom view of the router, indicating the Nano-SIM card slot and reset button.

4. Setup Guide

Follow these steps to set up your Huawei 5G CPE Pro H122-373 for the first time:

1. **Insert SIM Card:** Locate the Nano-SIM card slot at the bottom of the device. Gently insert your Nano-SIM card into the slot until it clicks into place. Ensure the SIM card is correctly oriented as indicated on the device.
2. **Connect Power:** Connect the provided power adapter to the 'POWER' port on the back of the router, then plug the adapter into a power outlet. The device will automatically power on.
3. **Initial Boot-up:** Wait for the indicator lights on the front panel to stabilize. The 5G and 4G indicators will show network status.
4. **Connect to Wi-Fi:** On your computer or mobile device, search for available Wi-Fi networks. Select the network name (SSID) printed on the label at the bottom of your router. Enter the Wi-Fi password (Key) also found on the label.

5. **Access WebUI:** Open a web browser and enter the default IP address (usually 192.168.8.1 or 192.168.3.1) into the address bar. Log in using the default username and password (also found on the label). You can also use the HUAWEI AI Life APP for initial setup and management.
6. **Configure Settings:** Follow the on-screen prompts in the WebUI or APP to complete the initial configuration, including changing default Wi-Fi name and password, and setting up administrator credentials for security.

5. Operating Instructions

Once set up, your Huawei 5G CPE Pro H122-373 operates as a central hub for your internet connectivity. Here's how to use its main functions:

- **Wi-Fi Connectivity:** Devices can connect wirelessly to the router using the configured Wi-Fi SSID and password. The router supports both 2.4GHz and 5GHz bands for optimal performance.
- **Ethernet Connectivity:** Use a LAN cable to connect devices like desktop computers, smart TVs, or gaming consoles to the LAN ports on the back of the router for a stable wired connection. The LAN2/WAN port can also function as a WAN port if you wish to use a wired internet source instead of cellular.
- **Phone Port (RJ11):** If supported by your SIM card and service provider, you can connect a traditional landline phone to the RJ11 port for voice calls over the cellular network.
- **WebUI / HUAWEI AI Life APP Management:**
  - **Network Status:** View current network status, signal strength, and connected devices.
  - **Wi-Fi Settings:** Modify Wi-Fi name (SSID), password, security type, and channel settings.
  - **Parental Control & Guest Wi-Fi:** Set up access restrictions or create a separate guest network.
  - **VPN Configuration:** Configure VPN client settings (PPTP, L2TP) or enable VPN pass-through.
  - **Firmware Update:** Check for and install the latest firmware updates to ensure optimal performance and security.

6. Maintenance

Proper maintenance ensures the longevity and optimal performance of your Huawei 5G CPE Pro H122-373:

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosols.
- **Ventilation:** Ensure the device is placed in a well-ventilated area, away from direct sunlight and heat sources, to prevent overheating. Do not block the ventilation holes.
- **Firmware Updates:** Regularly check for and install firmware updates through the WebUI or HUAWEI AI Life APP. Updates often include performance improvements, bug fixes, and security enhancements.
- **Restarting:** If you experience connectivity issues, try restarting the device by unplugging the power adapter for 10 seconds and then plugging it back in.
- **Factory Reset:** In case of persistent issues or if you forget your login credentials, you can perform a factory reset. Locate the 'RESET' button at the bottom of the device (Figure 3). Use a pin to press and hold the button for approximately 5 seconds until the indicators flash. This will restore all settings to their factory defaults.

7. Troubleshooting

This section addresses common issues you might encounter with your Huawei 5G CPE Pro H122-373:

Problem	Solution

Problem	Solution
No Internet Connection	Ensure the SIM card is correctly inserted and active. Check the 5G/4G indicator lights; if off or red, there might be no network signal or an issue with the SIM. Verify your data plan is active and has sufficient balance. Restart the router. Check APN settings in the WebUI/APP (usually auto-configured, but manual adjustment might be needed for some carriers).
Slow Internet Speed	Relocate the router to an area with better cellular signal strength (e.g., near a window). Reduce the number of connected devices or active downloads. Ensure your device is connected to the 5GHz Wi-Fi band if supported, for faster speeds. Check for network congestion with your service provider.
Cannot Access WebUI / APP	Ensure your device is connected to the router's Wi-Fi or via an Ethernet cable. Verify the correct IP address (e.g., 192.168.8.1) is entered in the browser. Clear your browser's cache or try a different browser. If you forgot the password, perform a factory reset (see Maintenance section).
"NOT Support Most of USA 5G 4G sim Cards" Warning	This device is primarily designed for international markets. It may not be compatible with all 5G and 4G frequencies used by carriers in the USA. Verify the supported operating frequencies (listed in Section 3) against your intended carrier's network bands before purchase or use. For optimal performance, use with carriers and regions that support the listed 5G/4G bands.

8. Warranty and Support

For warranty information, please refer to the warranty card included in your product package or visit the official HUAWEI support website for your region. Keep your purchase receipt as proof of purchase.

For technical support, troubleshooting assistance beyond this manual, or to inquire about service centers, please contact HUAWEI customer support through their official channels. You can typically find contact information on the HUAWEI official website or within the HUAWEI AI Life APP.

Important Note: This device is intended for use with compatible 5G/4G networks. Compatibility with specific carriers and regions, especially in the USA, may vary. Always confirm network band compatibility with your service provider.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question