HUAWEI H352-381

HUAWEI 5G CPE MAX 5 H352-381 & AX3 WiFi 6 Access Point User Manual

Model: H352-381

Introduction

This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your HUAWEI 5G CPE MAX 5 H352-381 and AX3 WiFi 6 Access Point. The H352-381 is designed as a wireless 5G gateway for internet access in home or small office environments. It supports advanced 5G and LTE capabilities to deliver high-speed connectivity.

Product Overview

The HUAWEI 5G CPE MAX 5 H352-381 is an outdoor 5G CPE unit, while the AX3 is an indoor WiFi 6 router designed to work in conjunction with the CPE for distributing the internet connection wirelessly.

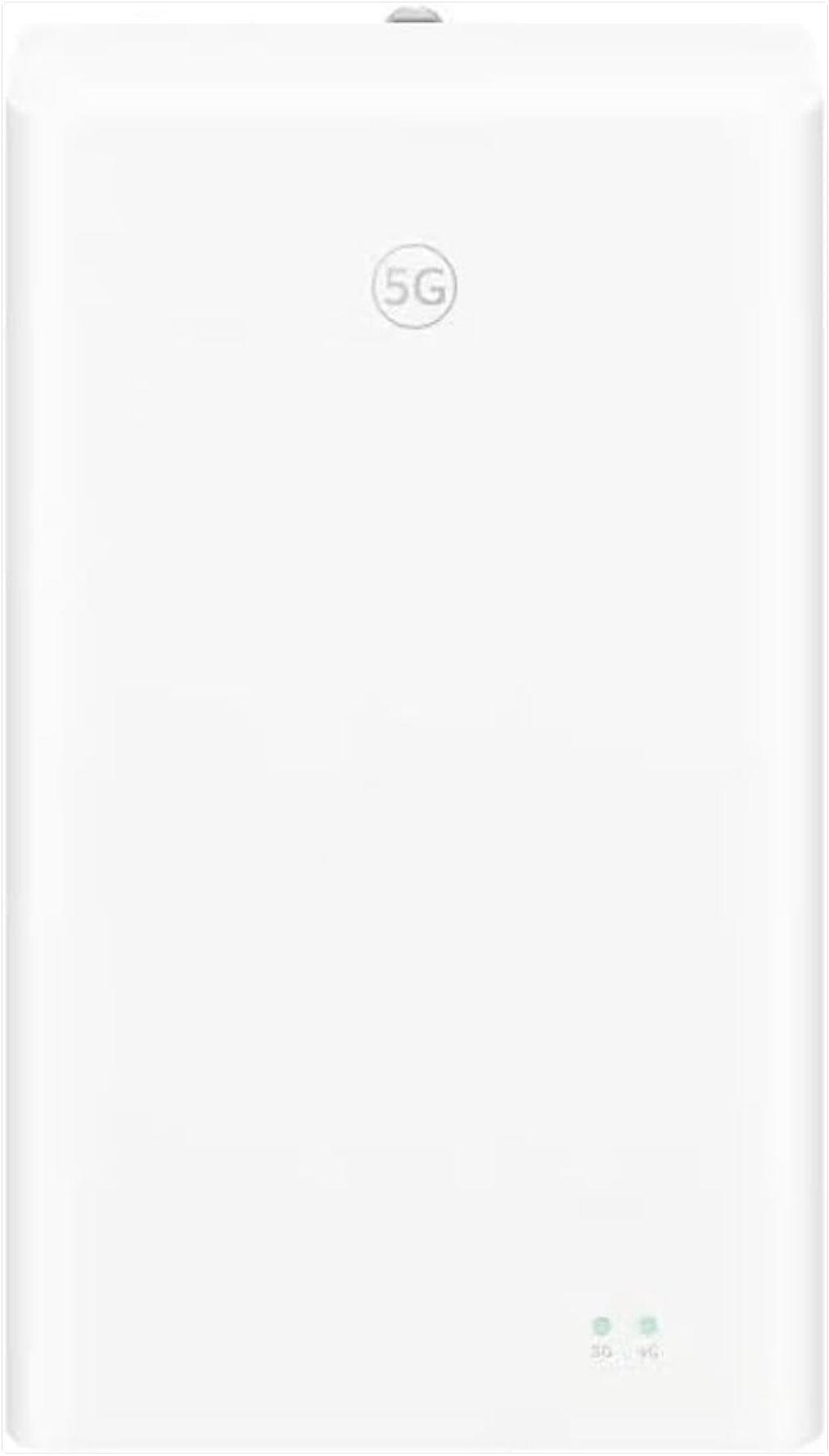


Figure 1: Front view of the HUAWEI 5G CPE MAX 5 H352-381 outdoor unit, showing the 5G logo and status indicators.

Figure 2: Side view of the HUAWEI 5G CPE MAX 5 H352-381 outdoor unit, highlighting its slim profile.



Figure 3: Top view of the HUAWEI AX3 WiFi 6 router, showing its four antennas.



Figure 4: Rear view of the HUAWEI AX3 WiFi 6 router, displaying the power, WAN, LAN ports, and reset button.

Setup Guide

1. Unpacking and Initial Inspection

Carefully unpack all components. Verify that the package contains the 5G CPE H352-381 unit, the AX3 WiFi 6 router, power adapters, and any included Ethernet cables. Inspect all items for any signs of damage.

2. SIM Card Installation (H352-381)

1. Locate the SIM card slot on the H352-381 unit. Refer to the device's physical markings for the exact location.
2. Insert a standard Nano-SIM card into the slot with the gold contacts facing down and the notched corner aligned correctly.
3. Ensure the SIM card clicks into place.

3. Outdoor Unit Placement (H352-381)

The H352-381 is an outdoor unit. For optimal performance, place it in a location with a clear line of sight to the nearest 5G/4G base station. Avoid obstructions such as thick walls, metal structures, or large trees. Consider mounting it on a pole or wall using appropriate mounting hardware (not included unless specified).

4. Connecting the AX3 Router

1. Connect the H352-381 outdoor unit to the WAN port of the AX3 WiFi 6 router using an Ethernet cable.
2. Connect the power adapter to the AX3 router and plug it into a power outlet.
3. Power on both the H352-381 and the AX3 router. Wait for the indicator lights to stabilize, indicating a successful

connection and network availability.

5. Initial Configuration (AX3 Router)

For initial setup and configuration, connect a computer or mobile device to the AX3 router's Wi-Fi network (SSID and password usually found on a sticker on the router). Open a web browser and navigate to the router's default IP address (e.g., 192.168.3.1 or 192.168.1.1). Follow the on-screen instructions to set up your Wi-Fi name, password, and other network settings.

Operating Instructions

Network Connectivity

Once configured, the H352-381 will establish a 5G or 4G cellular connection, and the AX3 router will broadcast a Wi-Fi network. Devices connected to the AX3's Wi-Fi or LAN ports will have internet access.

Indicator Lights

- **H352-381 (Outdoor Unit):** Look for indicators related to 5G/4G signal strength and power. Consult the device's specific manual for detailed light patterns.
- **AX3 Router:** Common indicators include Power, Internet (WAN), and Wi-Fi status.

Web Management Interface

Access the AX3 router's web management interface (typicallyhttp://192.168.3.1) to manage network settings, view connected devices, update firmware, and configure advanced features like parental controls or guest Wi-Fi.

Maintenance

- **Firmware Updates:** Regularly check for and install firmware updates for both the H352-381 and AX3 router through their respective web management interfaces. This ensures optimal performance, security, and access to new features.
- **Cleaning:** Keep the devices clean and free from dust. For the outdoor H352-381 unit, ensure its exterior is clear of debris that might obstruct signals or ventilation. Use a soft, dry cloth for cleaning. Do not use liquid cleaners.
- **Environmental Conditions:** Ensure the devices are operated within their specified temperature and humidity ranges. The H352-381 is designed for outdoor use, but extreme conditions should be avoided if possible.
- **Cable Management:** Ensure all cables are securely connected and not kinked or damaged.

Troubleshooting

No Internet Connection

- Check the status indicators on both the H352-381 and AX3 router.
- Ensure the SIM card is correctly inserted and active.
- Verify that the Ethernet cable connecting the H352-381 to the AX3 WAN port is secure.
- Restart both devices by unplugging them from power for 30 seconds and then plugging them back in.
- Check the signal strength of the H352-381. If the signal is weak, try repositioning the outdoor unit.

Slow Internet Speed

- Ensure the H352-381 has optimal 5G/4G signal strength.

- Check for network congestion or interference on your Wi-Fi network. Try changing the Wi-Fi channel on the AX3 router.
- Limit the number of devices actively using the network, especially for high-bandwidth activities.
- Perform a speed test to confirm the actual speed received by the devices.

Wi-Fi Disconnections

- Ensure the AX3 router is placed centrally and away from obstructions.
- Update the AX3 router's firmware.
- Check for interference from other wireless devices.
- Consider adjusting Wi-Fi settings like channel width or security protocols.

Resetting the Device

If issues persist, you may need to perform a factory reset. Locate the reset button on the AX3 router (usually a small pinhole). With the router powered on, press and hold the reset button for approximately 10 seconds until the indicator lights change. This will restore the router to its factory default settings, requiring re-configuration.

Specifications

Feature	Description
Model Name	H352-381
Wireless Type	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band
5G NR Downlink	Max 3CC (300M), 4x4 MIMO, 256 QAM, Peak Rate: 5.4Gbps (DL/UL subframe configuration 8:2)
5G NR Uplink	Max 2CC (200M), 2x2 MIMO, 256 QAM, Peak Rate: 500 Mbps (DL/UL subframe configuration 8:2)
LTE Downlink	Max 4CC, 4x4 MIMO, 256QAM, Peak Rate: 1.6Gbps (FDD) / 2Gbps (Only 4G, 5CC)
LTE Uplink	1CC, 1Tx, 64 QAM, Peak Rate: 75 Mbit/s (FDD) / 150 Mbps (Only 4G, 2CC)
Supported 5G Bands	n1/ n3/ n5/ n7/ n8/ n20/ n28/ n38/ n40/ n41/ n75/ n77/ n78/ n79/ n80/ n81/ n82/ n83/ n84
Supported LTE Bands	B1/ B3/ B5/ B7/ B8/ B18/ B19/ B20/ B26/ B28/ B32/ B34/ B38/ B39/ B40/ B41/ B42/ B43
Operating System	RouterOS (for AX3, likely a custom Huawei OS for H352-381)
Item Weight	3.04 kg
Package Dimensions	45.5 x 25.2 x 9.4 cm

Warranty and Support

For warranty information and technical support, please refer to the official HUAWEI website or contact your local HUAWEI customer service. Keep your purchase receipt as proof of purchase for warranty claims.

Online Resources: Visit the official HUAWEI support page for FAQs, driver downloads, and additional documentation.
Customer Service: Contact details for customer service can typically be found on the HUAWEI official website or in the product packaging.

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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.

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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