

generic H155-382

5G CPE 5 Router H155-382 User Manual

Your comprehensive guide to setting up and using your 5G CPE 5 Router.

1. INTRODUCTION

This user manual provides detailed instructions for the installation, operation, and maintenance of your 5G CPE 5 Router, model H155-382. Please read this manual carefully before using the device to ensure proper functionality and to maximize your internet experience. Keep this manual for future reference.

2. PRODUCT OVERVIEW

The 5G CPE 5 Router H155-382 is a high-performance wireless router designed to provide fast and reliable internet connectivity using 5G technology. It supports all 5G network frequencies and features a powerful 5G reception antenna with up to 11 dB gain. With download speeds up to 3.6 Gbps and upload speeds up to 500 Mbps, it's ideal for both home and business use. The device incorporates a nano chip and a silent fan for quiet operation, ensuring extended coverage with strong signals, especially optimized for the Zain network.

2.1. Package Contents

- 5G CPE 5 Router H155-382
- Power Adapter/Charger
- User Guide (this document)

2.2. Device Layout



Figure 2.2.1: The 5G CPE 5 Router H155-382 shown in its retail packaging, highlighting the product name and key features like 5G and Wi-Fi 6 3000Mbps.



Figure 2.2.2: The 5G CPE 5 Router H155-382 device displayed alongside its retail box, providing a clear view of the router's front panel with indicator lights and the WPS button.



Figure 2.2.3: The rear view of the 5G CPE 5 Router H155-382, illustrating the LAN/WAN ports and the power input port for connectivity.

5G CPE 5

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 5G up to 3600Mbps(DL)/500Mbps(UL)¹

 Wi-Fi 6 3000Mbps Dual Band Auto-Selection

 5G NR High Gain Antenna, Peak gain up to 10dBi²

 Game Turbo technology allows you to have high-speed stable Wi-Fi for online gaming

1. Theoretical value. Based on 5G NR 200MHz bandwidth, TDD mode DL/UL 8:2 ratio.

2. Data comes from labs. High-gain antennas support n41/78.



Figure 2.2.4: The bottom of the 5G CPE 5 Router H155-382 packaging, showing a QR code and text indicating the management portal address: zain.sa/m5ghstart. This section also details key performance metrics like 5G download/upload speeds and Wi-Fi 6 capabilities.

3. SETUP

3.1. SIM Card Installation

1. Ensure the router is powered off.
2. Locate the SIM card slot, typically on the bottom or side of the device.
3. Insert your Nano SIM card into the slot with the gold contacts facing down and the notched corner aligned correctly. Push gently until it clicks into place.

3.2. Power Connection

1. Connect one end of the power adapter to the router's power input port (labeled "POWER" or similar).

2. Plug the other end of the power adapter into a standard electrical outlet.
3. The router will automatically power on and begin its startup sequence.

3.3. Initial Network Connection

3.3.1. Wi-Fi Connection

1. Wait for the router's indicator lights to stabilize, indicating it has connected to the 5G network.
2. On your device (smartphone, laptop, etc.), search for available Wi-Fi networks.
3. Select the Wi-Fi network name (SSID) printed on the label at the bottom or back of your router.
4. Enter the Wi-Fi password (Key) also found on the router's label.
5. Your device should now be connected to the internet.

3.3.2. Ethernet Connection

1. Connect one end of an Ethernet cable to a LAN port on the router (refer to Figure 2.2.3).
2. Connect the other end of the Ethernet cable to the Ethernet port on your computer or other network device.
3. The device will automatically establish a wired connection.

3.4. Accessing the Management Interface

To manage your router settings, including Wi-Fi name, password, and advanced network configurations, access the web-based management interface:

1. Open a web browser on a device connected to the router's network.
2. Type the management portal address into the address bar: zain.sa/m5ghstart.
3. Follow the on-screen prompts to log in. The default username and password are usually printed on the router's label. It is highly recommended to change the default password for security reasons.

4. OPERATING INSTRUCTIONS

4.1. Indicator Lights

The router features several indicator lights on its front panel to show its status:

- **Power Indicator:** Solid green when powered on.
- **5G/Network Indicator:** Indicates 5G signal strength and connection status. (e.g., Solid green for strong 5G, blinking for searching, red for no signal).
- **Wi-Fi Indicator:** Solid green when Wi-Fi is active. Blinking during data transmission.
- **STATUS Indicator:** Provides general device status. (Refer to the router's specific LED guide for detailed meanings).

4.2. Advanced Features

- **Wi-Fi 6 (802.11ax):** Supports the latest Wi-Fi standard for faster speeds and improved efficiency, especially in congested network environments.
- **Dual-Band Operation:** The router operates on both 2.4 GHz and 5 GHz frequencies, providing flexibility for various devices and reducing interference.
- **Internet Security:** Access the management interface to configure firewall settings, parental controls, and other security features.
- **Quality of Service (QoS):** Prioritize network traffic for specific applications or devices to ensure smooth performance for critical tasks like online gaming or video conferencing.

- **Game Turbo Technology:** This feature is designed to provide a high-speed, stable Wi-Fi connection, optimizing performance for online gaming.

5. MAINTENANCE

5.1. Cleaning

To maintain optimal performance, regularly clean the router. Use a soft, dry cloth to wipe the exterior. Do not use liquid cleaners or aerosols.

5.2. Optimal Placement

Place the router in a central location within your home or office, away from obstructions like thick walls, large metal objects, and other electronic devices that may cause interference. Elevating the router can also improve signal coverage.

5.3. Firmware Updates

Periodically check the router's management interface for available firmware updates. Keeping your firmware up-to-date ensures you have the latest features, security patches, and performance improvements.

6. TROUBLESHOOTING

| Problem | Possible Cause | Solution |
|------------------------------------|---|--|
| No Internet Connection | SIM card not inserted correctly, no 5G signal, network issue from provider. | <ul style="list-style-type: none">• Ensure SIM card is properly inserted.• Check 5G/Network indicator light. Relocate router for better signal.• Contact your Zain network provider. |
| Slow Internet Speed | Weak signal, too many connected devices, network congestion. | <ul style="list-style-type: none">• Optimize router placement.• Disconnect unused devices.• Check for firmware updates. |
| Cannot Access Management Interface | Incorrect IP address/URL, device not connected to router. | <ul style="list-style-type: none">• Verify you are using zain.sa/m5ghstart.• Ensure your device is connected to the router's Wi-Fi or via Ethernet.• Try clearing your browser's cache. |

6.1. Factory Reset

If you encounter persistent issues, you may need to perform a factory reset. This will revert all settings to their default values. Locate the reset button (often a small pinhole) on the router. With the router powered on, use a paperclip or similar pointed object to press and hold the reset button for about 5-10 seconds until the indicator lights flash. The router will then restart with default settings.

7. SPECIFICATIONS

| Feature | Detail |
|------------|----------|
| Model Name | H155-382 |

| Feature | Detail |
|---------------------------------|---|
| Brand | generic |
| Connectivity Technology | Ethernet, Wi-Fi |
| Wireless Communication Standard | 802.11a (Wi-Fi 6 compatible) |
| Frequency Band Class | Dual-Band |
| Special Feature | Internet Security, Quality of Service (QoS) |
| Compatible Devices | Smartphone, Personal Computer |
| Recommended Uses | Business, Home |
| Color | White |
| 5G Download Speed (Max) | 3.6 Gbps |
| 5G Upload Speed (Max) | 500 Mbps |
| Antenna Gain | Up to 11 dB |
| Dimensions | 12.7 x 5.08 x 5.08 cm; 294.84 grams |

8. WARRANTY AND SUPPORT

This product comes with a standard manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions. For technical support or further assistance, please contact your product retailer or the Zain network provider directly.