



# TCL HH500E 5G CPE Linkhub Smartphone Dual Band WiFi Router User Guide

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## HH500E 5G CPE Linkhub Smartphone Dual Band WiFi Router User Guide

### Before you get started

Make sure you read through all the instructions so that you can access and enjoy the internet anytime anywhere.

### Where to place your router

To get the best signal, the ideal location for your device will be near a window. Try a few different areas until you find the one with the best signal.

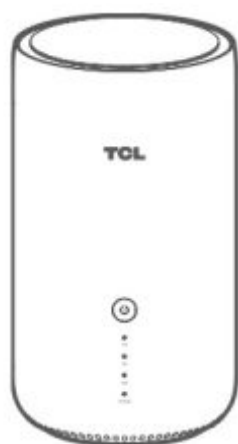
### Things that can affect your signal strength

Concrete or wooden walls can weaken the transmission of wireless signals. Electrical appliances that project strong electric or magnetic fields, such as microwave ovens, refrigerators, and satellite antennas, can negatively affect your signal. Place your router away from such appliances.

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### What's in the box:



5G CPE



Power adapter



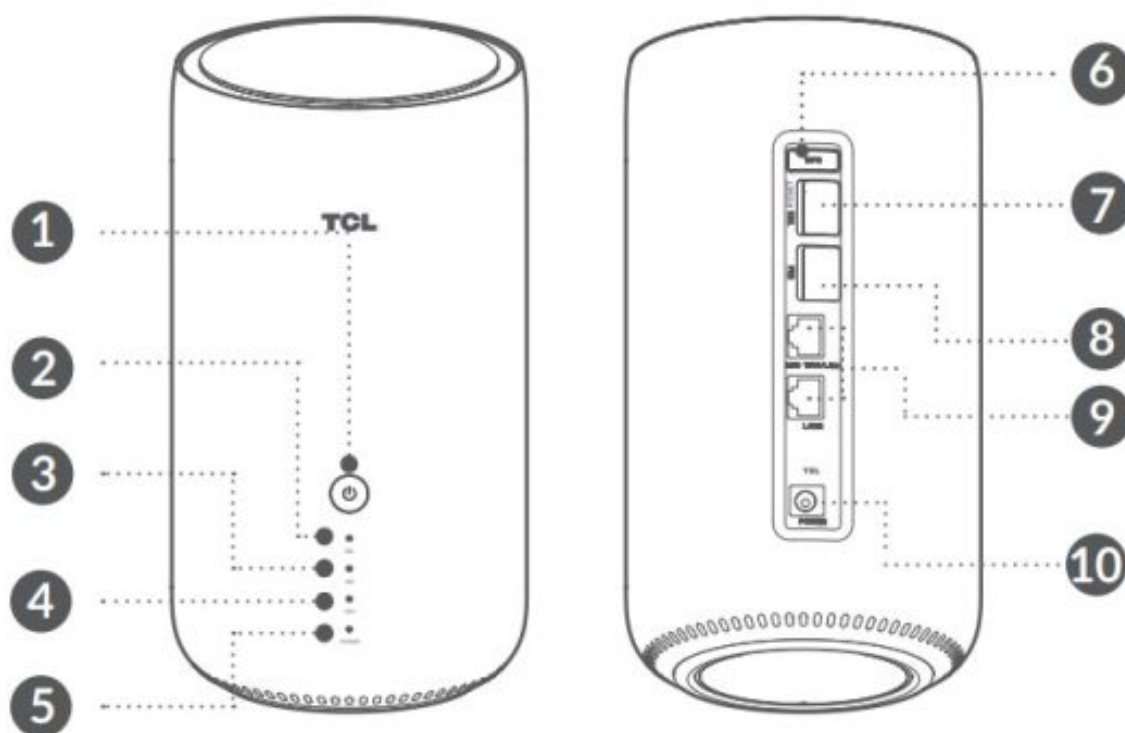
Quick start guide



Safety and warranty information

- Only use the TCL approved power adapter included in this box
- Unapproved chargers may cause damage to the device

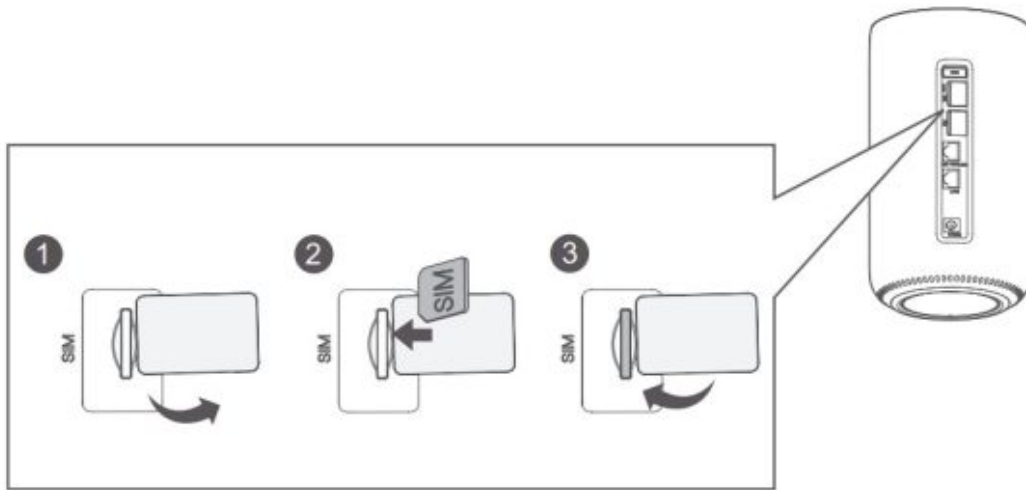
## Device overview



1. Power button	6. WPS button
2. 5G indicator	7. Reset button / Antennae port
3. 4G indicator	8. Nano SIM slot
4. WiFi indicator	9. LAN / WAN ports
5. Power indicator	10. Power connector

## Getting started with your device:

## Insert a SIM

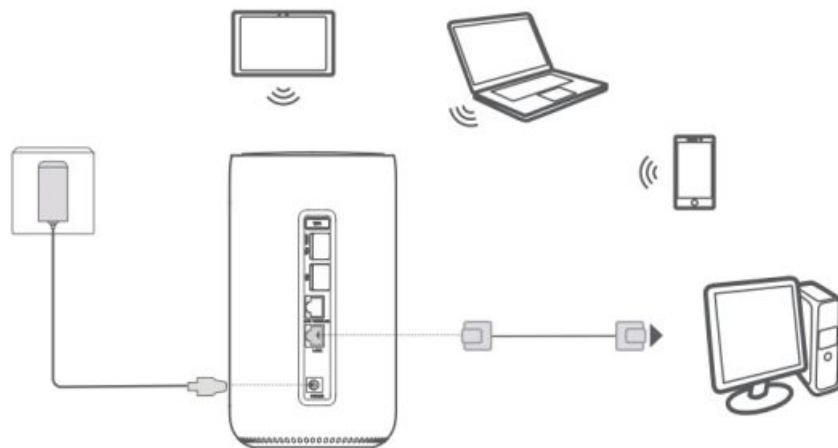


**Note:** Don't remove the SIM card when your 5G CPE is in use, otherwise you may lose connectivity to the internet.

**Tip:** You can set your PIN code of SIM card on the web user interface of Settings > Security > SIM PIN management.

## Connect to the power adapter

Follow the illustration below to plug in the power adapter. Once connected to a power outlet, your 5G CPE will automatically power on.



To prevent interference caused by radio signals, place the 5G CPE at least one meter away from phones and other electrical devices.

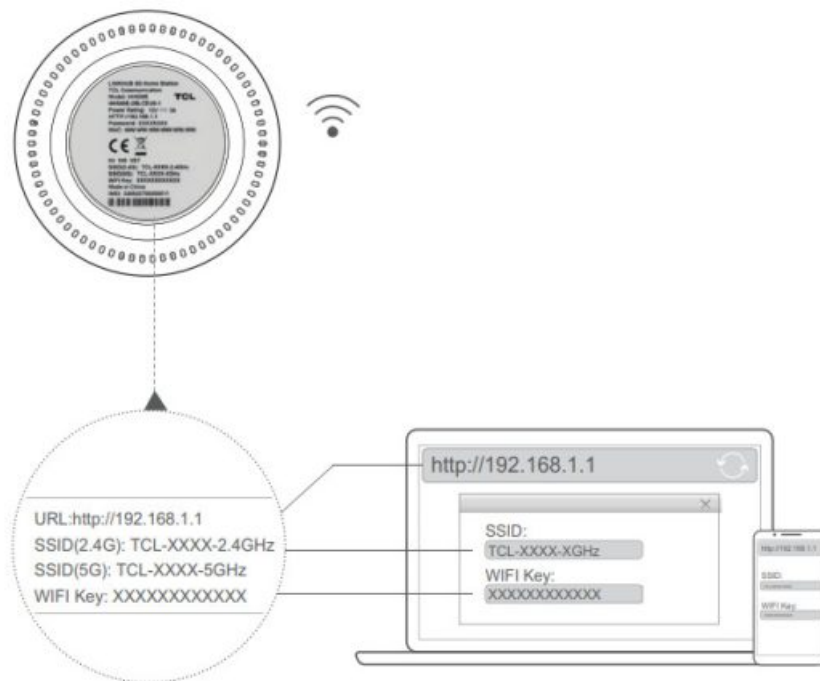
Indicators will turn on when 5G CPE has successfully connected to a network.

- Solid Blue: 4G/5G signal is strong
- Solid yellow: 4G/5G signal is normal
- Solid red: 4G/5G signal is weak
- Off: 4G/5G is not working

## Connect your device to the WiFi network

You can open a web browser and go to <http://192.168.1.1> to configure the settings as desired.

- Refer to the label on the bottom of your 5G CPE for the default login password, network name, and WiFi password.
- When the color of the WiFi indicator is blue, the WiFi feature is enabled.

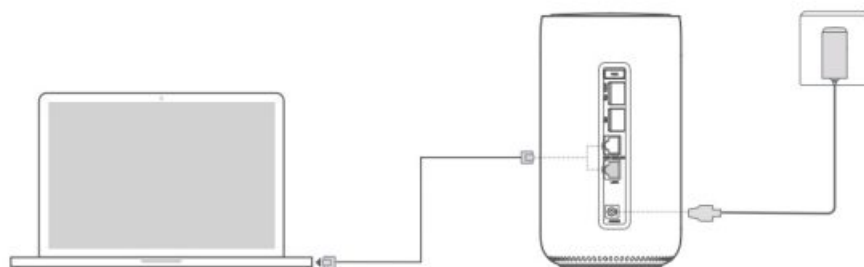


## Optional configurations

### • Ethernet cable

Connect one end of the Ethernet cable to either of these two LAN ports and the other end to your Laptop or other devices.

Up to two devices can be connected to the LAN ports.



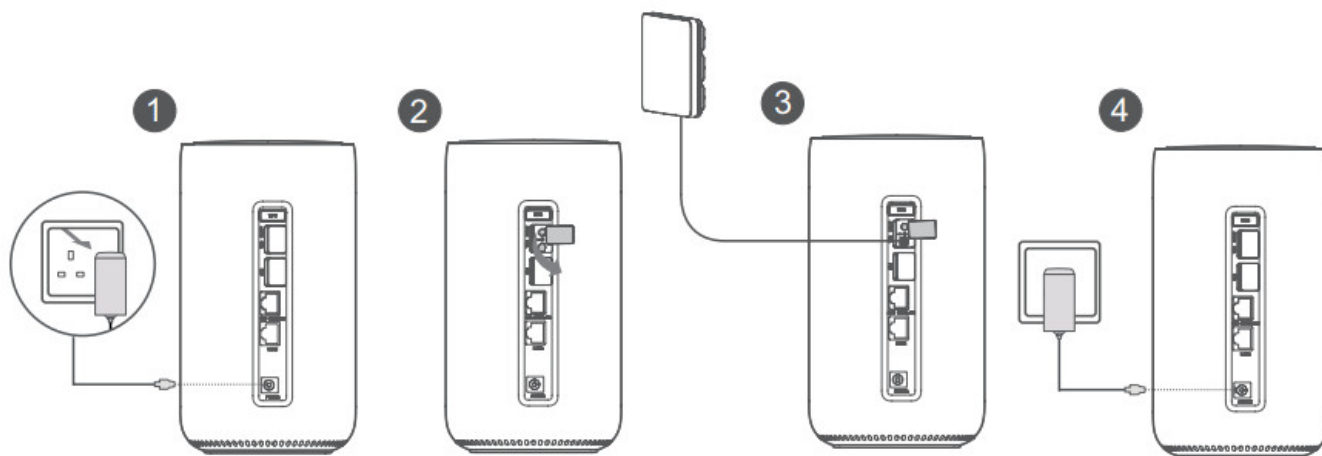
### • External antennae

In areas with poor signal reception, connect external antennae to the two ports labeled TS-9 to improve signal reception.

#### **Warning:**

Before installing the external antennae, ensure that your 5G CPE is turned off and disconnected from the power outlet.

- The external antennae must be installed by a qualified technician.
- Use the antennae supplied by the device manufacturer only.



## FAQs

### • How to change WiFi Password

1. Type <http://192.168.1.1> into the address bar and press the Enter key. The home page will then load.

2. Click Log in and enter the password.

The password can be found on the label at the bottom of your 5G CPE.

3. Go to Settings > WiFi > Basic to change the WiFi password.

### • How to turn on or turn off the device

Press and hold the Power key for 1 second to turn on your 5G CPE.

Press and hold the Power key for 3 seconds to turn off your 5G CPE.

### • How to restore factory settings

When the device is turned on, use a paperclip or blunt pin to gently press and hold the Reset key for 3 seconds until the power indicator starts to flash, and finally turns on.

### • How to enable WPS function

To enable WPS, press and hold the WPS key for 3 seconds. The WiFi indicator will start to flash blue. Then press the WPS key on the device you wish to connect to within 2 minutes. Your 5G CPE will automatically assign your network settings to the device you wish to connect to.

## Safety reminder

- During thunderstorms, turn off your 5G CPE and remove all cables.
- Do not use an external antenna or a power adapter that is not a standard component for the router or is not TCL approved. TCL is not liable for any problems that may result from the use of unapproved equipment. Outdoor antennae must be installed by a qualified technician.

## Moving home?

Your 5G CPE service can move with you, just make sure there is coverage in your new location.



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