ZXHN H3140
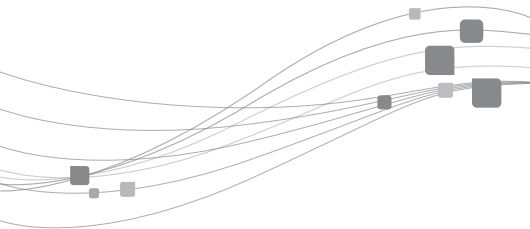## Home Gateway
User Manual

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CE

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LEGAL INFORMATION

1 Safety Precautions

ℹ️ Note

Before using the device, read the following safety precautions. ZTE bears no liability to the consequences incurred by violation of the safety instructions.

Usage Cautions

- Read all the safety cautions carefully before using the device.
- Only use the accessories included in the package, such as power supply adapter.
- Do not extend the power cord, otherwise the device will not work.
- The power supply voltage must meet the requirements of the device input voltage (The voltage fluctuation range is less than 10%).
- Keep the power plug clean and dry to prevent any risk of electric shock or other dangers.
- Disconnect all the cables during a lightning storm to prevent the device from damage.
- Power off and unplug the power plug when the device is not in use for a long time.
- Do not attempt to open the covers of the device. It is dangerous to do so when the device is powered ON.
- Power off and stop using the device under the conditions such as, abnormal sound, smoke, and strange smell. Contact the service provider for maintenance if the device is faulty.

Environment Requirements

- Ensure proper ventilation to the device. Place the device away from direct sunlight.
- Keep the device ventilated and dry. Never spill any liquid on the device.
- Do not place any object on the device to prevent any deformation or damage to the device.
- Do not place the device near any source of heat or water.
- Keep the device away from any household appliances with strong magnetic or electric fields, such as microwave oven and refrigerator.

Cleaning Requirements

- Before cleaning, power off the device, and unplug all the cables connected to the device, such as power cable, optical fiber, and Ethernet cable.
- Do not use any liquid or spray to clean the device. Use a soft dry cloth.

Environment Protection
- Do not dispose the device or battery improperly.
- Observe the local regulations about the equipment disposal or treatment.

Restrictions in the 5 GHz Band
According to Article 10(10) of Directive 2014/53/EU, the article shows that this radio equipment will be subject to some restrictions when placed on the market in Belgium(BE), Bulgaria(BG), the Czech Republic(CZ), Denmark(DK), Germany(DE), Estonia(EE), Ireland(IE), Greece(EL),Spain(ES), France(FR), Croatia(HR), Italy(IT),Cyprus(CY), Latvia(LV), Lithuania(LT), Luxembourg(LU), Hungary(HU), Malta(MT), Netherlands(NL), Austria(AT), Poland(PL), Portugal(PT), Romania(RO), Slovenia(SI), Slovakia(SK), Finland(FI), Sweden(SE), Turkey(TR), Norway(NO), Switzerland(CH), Iceland(IS), and Liechtenstein(LI).
The WLAN function for this device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

RF Exposure Information
The Maximum Permissible Exposure (MPE) level is calculated based on a distance of d=20 cm between the device and the human body. To maintain compliance with the RF exposure requirement, a separation distance of 20 cm between the device and the human should be maintained.

EU Declaration of Conformity
Hereby, ZTE Corporation declares that the radio equipment type ZXHN H3140 is in compliance with Directive 2014/53/EU, The full text of the EU declaration of conformity is available at the following Internet address:
http://support.zte.com.cn/support/cer/EU

Environmental Information
The equipment you purchased has required the extraction and use of natural resources for its production. It may contain substances that are hazardous to people's health and to the environment. To avoid putting such substances into our environment and to reduce pressure on our natural resources, we ask that you reuse or recycle your end-of-life equipment by using an accredited electronics take-back system.

The symbols below indicate that this product should be reused or recycled and not simply discarded. Please locate and use an appropriate reuse and recycling site.

If you need more information on collection, reuse and recycling systems, contact your local or regional waste administration. You may also contact your equipment provider for more information on the environmental performances of these products.

D.Lgs. 03.09.20 n.116.
Raccolta differenziata famiglia di materiale PLASTICA.
Verifica le disposizioni del tuo comune.

2 Package Check

After unpacking the ZXHN H3140 product, check that the following items are complete.

Name	Quantity
ZXHN H3140	1
Power adapter	1
RJ-45 Ethernet cable	1
User manual	1

Note

The list is only for reference. The actual contents may vary from the list.

If any item is found to be wrong, missing, or damaged, contact your service provider. Keep the package and all the items in good condition if you want to re-place the product.

3 Product Specifications

The ZXHN H3140 product is a new generation home gateway device with 802.11 AX Wi-Fi (2.4GHz, 5GHz), which provides High Speed Internet, IPTV and Voice over IP services through the GE or Fiber(SFP) uplink. Those services are delivered by the gateway on your home network to the PCs, STBs, phones, gaming devices and so on via the integrated interfaces: Ethernet, Wi-Fi, phone ports.

Technical Specifications	
Dimension	274 mm (H) × 212 mm (W) × 35 mm (D)
Certification	CE Certification and Wi-Fi Certification
Power adapter	Input: AC 100 V – 240 V, 50 Hz/60 Hz Output: DC 12.0 V, 2.5 A
Environment Requirements	
Operation temperature	0 ℃ – 40 ℃ (32 ℉ – 104 ℉)
Operation humidity	5% – 95% (non-condensing)
Wi-Fi Radio Specifications	
Radio Frequencies	Maximum Output Power
Wi-Fi 2.4 GHz band: (2400 – 2483.5) MHz	EIRP < 20 dBm
Wi-Fi 5 GHz band: (5150 – 5350) MHz	EIRP < 23 dBm
Wi-Fi 5 GHz band: (5470 – 5725) MHz	EIRP < 30 dBm

Note

Please use the power adapter provided by the manufacturer.

4 Hardware Description

Front panel

Figure 4-1 shows the front panel of the ZXHN H3140, and Figure 4-2 shows the indicators.

Figure 4-1 The Front Panel

Figure 4-2 The indicators

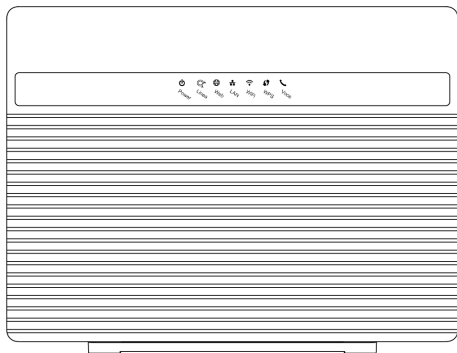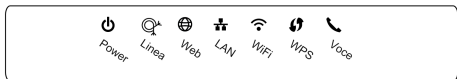
| Indicator	Status	Description
Power	Fixed green	All services are available. At lease one wireless radio is enabled.
	Fixed red	One or more subscription services are currently unavailable.

Indicator	Status	Description
	Green flashing	Operator is configuring the modem remotely.
	Fixed orange	Bootloader in progress.
	Flashing orange	The device is upgraded remotely or locally.
	Off	The device is powered off.
Linea (LAN4/SFP)	Fixed green	Connected to the WAN device.
	Off	Not connected to the WAN device.
Web	Fixed green	Internet connection succeed.
	Flashing green	Connected to the Internet, when sending / receiving data.
	Off	No internet connection.
WiFi	Fixed green	At lease one wireless interface is enabled, no wireless activity.
	Flashing green	At lease one wireless interface is enabled, wireless activity in progress.
	Off	Both 2.4G and 5G wireless interfaces are disabled.
WPS	Fixed green	Client registered correctly via WPS.
	Fast Flashing green	Process error or session overlap is detected.
	Slow flashing green	WPS registration in progress.

Indicator	Status	Description
LAN	Fixed green	At least one active network device is connected to the Ethernet switch.
	Flashing green	At least one active network device is connected to the Ethernet switch and is in the process of sending / receiving data.
	Off	There are no active Ethernet devices connected to the Ethernet switch.
Voce	Fixed green	The VoIP telephone service is active.
	Flashing green	The VoIP telephone service is active and there are activities in progress.
	Off	The VoIP telephone service is not active or is not included in your subscription.

Side panel

Figure 4-3 shows the interfaces on the side panel of the ZXHN H3140.

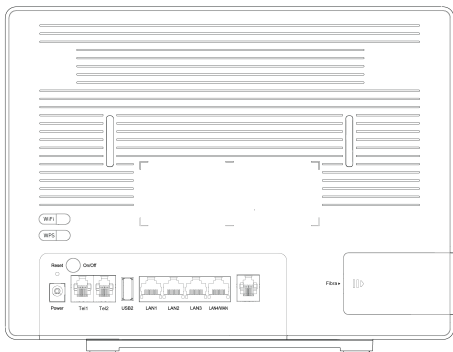Figure 4-3 The Side Panel
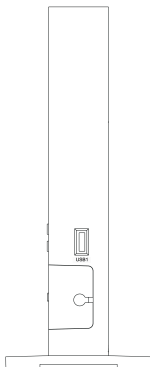
Interface	Function
USB1	USB 3.0 host port, it is used to connect to the USB storage device.

Rear panel

Figure 4-4 shows the interfaces and buttons on the rear panel of the ZXHN H3140.

Figure 4-4 The Rear Panel

Interface/Button	Function
WiFi	WLAN switch , it is used to turn on / off the WLAN.
WPS	WPS Push Button.
Reset	During power ON period, hold on this button for more than 5 seconds to reset the current settings to the factory default setting, and then the system restarts automatically.
On/Off	Power switch, to power on or power off the device.
Power	Power supply port, It is connected to the power adapter.

Interface/Button	Function
Tel1 Tel2	RJ-11 port, it is used to connect to the analog telephone.
USB2	USB 2.0 host port, it is used to connect to USB storage device.
LAN1-LAN3	RJ-45 port, it is used to connect the modem to computer , STB or other network devices.
LAN4/WAN	RJ-45 port, it is used to connect to the uplink Ethernet access network
Fibra	Optical port, it is used to connect to the uplink PON network.

5 Hardware Connection

Figure 5-1 shows the devices that are connected to interfaces of the ZXHN H3140.

Figure 5-1 Cable Connection
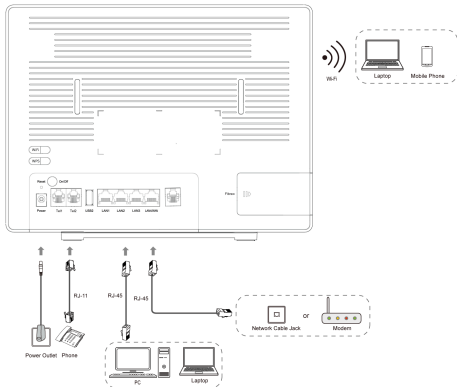
After the devices are connected to the ZXHN H3140 device, press the power button. When the corresponding indicators on the front panel are On, you can enjoy various services provided by the service provider.

The factors affecting the wireless network coverage range include the location of the product, distance between the product and a wireless terminal, number of obstacles, obstacle material and density, and interference source. It is recommended that you place the product in accordance with the following principles to maximize the strength of wireless signals.

- The product should be far away from the objects affecting wireless signal propagation, for example, an object with a high reflectivity such as a metallic object or a mirror.
- The product should be far away from an electrical appliance with a strong magnetic or electric field, for example, a microwave oven, a refrigerator, a wireless router, a cordless phone, or a Bluetooth product.

- The product should be installed on the same floor as the applied area.
- Do not put other objects on the product. Try to reduce the number of obstacles between the product and a wireless terminal.
- Horizontally place the product in the middle of the applied area and do not put it in a corner.
- Do not place the product at a high position while it is placed horizontally. The recommended height is 1.2 to 1.5 meters.

6 Troubleshooting

The Power indicator on the front panel is off after the power button is pressed.

The power adapter is not correctly connected to the device. Be sure to use the power adapter supplied with the device.

The Linea indicator on the front panel is off after the device is powered on.

- The WAN link is not established.
- The device is not registered.
- Please contact the service provider for help.

The LAN indicator on the front panel is off after the device is powered on.

- The corresponding LAN link is not established.
- The Ethernet cable is not correctly connected to the LAN interface.
- The network device connected to the LAN interface is not powered on.

The Voce indicator on the front panel is off after the device is powered on.

The telephone function is abnormal. Please contact the service provider for help.

CERTIFICATION

CHECKER _____

DATE _____

ZTE

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