

HG532e Home Gateway

User Guide



HG532e Home Gateway
V100R001

User Guide

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Huawei Technologies Co., Ltd. provides customers with comprehensive technical support and service. Please feel free to contact our local office or company headquarters.

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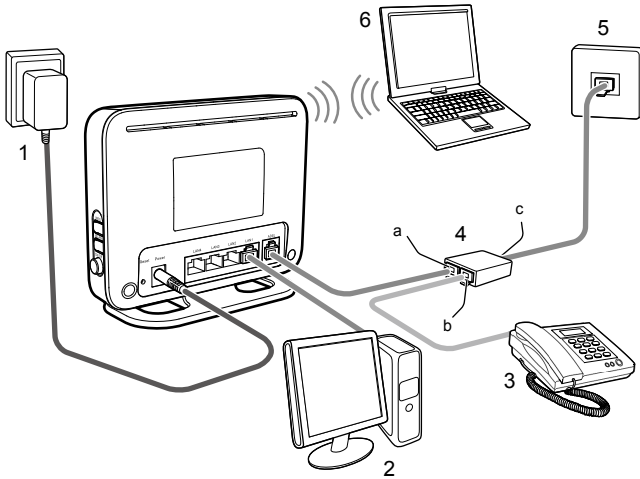
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1 Connecting the Cables and Getting Started

Thank you for purchasing the HG532e Home Gateway (hereinafter referred to as the HG532e).

1.1 Connecting Cables

The following figure shows an example of how to connect the cables. In this example, the HG532e is connected to a desktop computer, a laptop computer, and a telephone.



- | | | |
|------------------|------------------------|--------------------|
| 1. Power adapter | 2. Desktop computer | 3. Telephone |
| 4. Splitter | 5. Telephone wall jack | 6. Laptop computer |
| a. MODEM port | b. PHONE port | c. LINE port |

1.2 Powering On the HG532e

After connecting the cables, press the **On/Off** button on the side panel to power on the HG532e.

The **ADSL** indicator lights up and starts blinking. This indicates that the asymmetric digital subscriber line (ADSL) port activation is in progress. The blinking may last from 40 seconds to 3 minutes. When the **ADSL** indicator stops blinking and remains on, indicates that the HG532e is working correctly.



To power off the HG532e, press the **On/Off** button on the side panel, and then unplug the power adapter.

2 Setting Network Access Parameters

2.1 Logging In to the Web-based Configuration Utility

Most parameters of the HG532e are preset before delivery to meet common application scenarios at home. To check the HG532e's working status or to configure certain advanced network functions, use the web-based configuration utility.

To log in to the web-based configuration utility:

Step 1 Launch a browser on your computer. Enter **http://192.168.1.1** in the address box, and press **Enter**.

Step 2 On the login page, enter your user name and password.



- By default, both the user name and password are **user**.
 - For security reasons or to make the user name and password easy to remember, you can change them. For details, see section 4.1 "Changing the User Name and Password for the Web-based Configuration Utility".
-

Step 3 Click **Login**.

After verification, the web-based configuration utility is displayed.



The first time you log in to the web-based configuration utility, a configuration wizard is displayed. To skip the wizard and further configure your HG532e, click **Here** when the following message displays: **Click Here to enter the advanced configuration page.**

2.2 Configuring a Wireless Account

The configuration wizard page is displayed when wireless parameters have not been modified. To set the user name and password for wireless connection on the wizard page, do as follows:

Step 1 Log in to the web-based configuration utility.

Step 2 On the **Quick Configure Home Gateway: Wireless Network** page, set **WLAN SSID** and **Key**, and click **Next**.



- Check the label on the HG532e's rear panel for **WLAN SSID** and **Key**.
- The preceding configuration needs to be performed only once. You can also configure the **WLAN SSID** and **Key** by choosing **Basic > WLAN**. For details, see section 4.3 "Changing the Wireless Network Name and Password".
- For security reasons or to make the wireless network name password easy to remember, you can change them. For details, see section 4.3 "Changing the Wireless Network Name and Password".

After you set **WLAN SSID** and **Key**, the home page of the web-based configuration utility is displayed. A navigation menu is displayed on the left. You can click a link to display the relevant page on the right.

2.3 Configuring a Dial-up Connection for Internet Access

The HG532e works in bridge mode by default. To set up a dial-up connection for Internet access, you must install and configure PPP dial-up software. The following example uses a computer running the Windows XP operating system to describe how to set up a dial-up connection:

- Step 1 Choose **start > All Programs > Accessories > Communications > Network Connections**.
- Step 2 In **Network Tasks**, click **Create a new connection**. In the **New Connection Wizard** window, click **Next**.
- Step 3 Select **Connect to the Internet**, and click **Next**.
- Step 4 Select **Set up my connection manually**, and click **Next**.
- Step 5 Select **Connect using a broadband connection**, and click **Next**.
- Step 6 In **ISP Name**, enter a name for the dial-up connection, and click **Next**.
- Step 7 Select **Anyone's use** or **My use only**, and click **Next**.
- Step 8 Enter the user name and password provided by your operator for dial-up connections, and click **Next**.
- Step 9 Select **Add a shortcut to this connection to my desktop**, and click **Finish**.

The preceding steps need to be performed only once. After you complete the procedure, a dial-up connection icon will appear on your computer desktop. To connect to the Internet, double-click the dial-up connection icon, and click **Connect** in the dialog box.

3 Setting Up a Wireless Connection

If a wireless network adapter is available on your computer, you can connect your computer to the HG532e over a wireless connection.



The method for installing the wireless adapter and its driver varies according to different vendors. For details, see the installation guide provided by the vendor of your wireless adapter.

The wireless network function is enabled on the HG532e before delivery. To check the function status, see section 4.2 "Enabling or Disabling the Wireless Network Function".

There are two methods for setting up a wireless connection between the HG532e and your computer.

3.1 Setting Up a Wireless Connection Using the WPS Button

The HG532e supports the Wi-Fi Protected Setup (WPS) function in Push Button Configuration (PBC) mode. If your wireless network adapter also supports the WPS function, do the following to connect your computer to the HG532e wirelessly:

Step 1 Press and hold the **WPS** button for over 1 second on the side panel of the HG532e.

The **WPS** indicator on the HG532e starts blinking, indicating that the HG532e is in the WPS negotiation state.

Step 2 Within 2 minutes, enable the WPS negotiation function on the computer.

Wait for a while. The **WPS** indicator of the HG532e stops blinking and remains on, indicating that a wireless connection is set up between the HG532e and the computer.



-
- You need to wait for 10 seconds to 120 seconds.
 - The **WPS** indicator is on for about 300 seconds, and then turns off.
-

3.2 Setting Up a Wireless Connection Manually

If your network adapter does not support the WPS function, you can set up a wireless connection manually.

The following example uses a computer running the Windows XP operating system to describe how to set up a wireless connection using the default wireless network name and password:

Step 1 Start the wireless configuration service of the Windows XP operating system as follows:

1. Right-click **My Computer** to display a short-cut menu, and choose **Manage**.
2. In the **Computer Management** window, choose **Computer Management (Local) > Services and Applications > Services**.

3. Right-click **Wireless Zero Configuration** to display a shortcut menu, and choose **Properties**.
4. Check that **Service status** is **Started**. If **Service status** is not **Started**, click **Start**.
5. Click **OK** to close the dialog box, and then close the **Computer Management** window.

Step 2 Find the wireless network name (**SSID**) and its password (**WLAN Key**) printed on the label on the HG532e's rear panel.

Step 3 Configure the wireless network connection on the computer as follows:

1. Choose **start > All Programs > Accessories > Communications > Network Connections**.
2. In the **Network Connections** window, right-click **Wireless Network Connection** to display a shortcut menu, and choose **Properties**.
3. In the **Wireless Network Connection Properties** dialog box, click the **Wireless Networks** tab.
4. Select **Use Windows to configure my wireless network settings**.
5. Click **View Wireless Networks**.
6. In the **Wireless Network Connection** dialog box, select the wireless network whose name is the same as the one you recorded in Step 2, and click **Connect**.
7. In the dialog box, enter the password you recorded in Step 2, and click **Connect**.

After the system verifies the password, **Connected** appears on the wireless network icon in the wireless network list, indicating that your computer has established a wireless connection to the HG532e.

8. Close the **Wireless Network Connection** dialog box.



You need to set up a wireless connection only once. Then you can access the wireless network anytime you want as long as that the wireless network name and password are not changed. When the HG532e is working properly, your computer connects to the HG532e automatically after its wireless function is enabled.

4 Configuring the HG532e

4.1 Changing the User Name and Password for the Web-based Configuration Utility

For security reasons or to make the password easy to remember, you can change the user name and password for the web-based configuration utility.

To change the user name and password for login:

- Step 1** Log in to the web-based configuration utility.
- Step 2** Choose **Maintenance** > **Account** to display the user information management page.
- Step 3** Enter a new user name, your current password, and a new password. Re-enter the new password to confirm it.
- Step 4** Click **Submit**.

After the user name and password are changed, the login page is displayed. Enter your new user name and password to log in.



If you forget the password, you can restore the default settings by pressing and holding the **Reset** button on the rear panel of the HG532e for over 6 seconds. The user name and password used for logging in to the web-based configuration utility are then restored to their default values. After the HG532e is restored to its default settings, all user customized data will be lost. Use this function only when necessary.

4.2 Enabling or Disabling the Wireless Network Function

There are two methods for enabling or disabling the wireless network function.

Using the WLAN Button

To enable or disable the wireless network function, press the **WLAN** button on the side panel of the HG532e. The **WLAN** indicator indicates the status of the wireless network function.

Using the Web-based Configuration Utility

To enable or disable the wireless network function from the web-based configuration utility:

Step 1 Log in to the web-based configuration utility.

Step 2 Choose **Basic > WLAN**.

Step 3 Click the **WLAN** tab.

Step 4 Select **Enable WLAN**.

- Select **Enable WLAN** to enable the wireless network function.
- Clear **Enable WLAN** to disable the wireless network function.

4.3 Changing the Wireless Network Name and Password

The default wireless network encryption mode is **WPA-PSK/WPA2-PSK**. You can find the wireless network name (**SSID**) and password (**WLAN Key**) printed on the label on the HG532e's rear panel.

To change the wireless network name and its password:

(This example uses **WPA-PSK/WPA2-PSK** encryption mode.)

Step 1 Log in to the web-based configuration utility.

Step 2 Choose **Basic > WLAN**.

Step 3 Click the **WLAN** tab.

Step 4 Select **Enable WLAN**.

Step 5 In **SSID**, enter a wireless network name.

Step 6 For **Security**, select **WPA-PSK/WPA2-PSK**. In **WPA pre-shared key**, enter a password. Use the default settings for other parameters.

Step 7 Click **Submit**.

You must remember the wireless network name and password you set. You will be prompted to enter this password when connecting wireless devices, such as a computer, to the HG532e's wireless network. Connection to the HG532e's wireless network fails if you enter an incorrect password.



If you forget the wireless network name and its password, log in to the web-based configuration utility, and set a new name and password. Alternatively, you can restore the HG532e to its default settings. The name and password are then restored to the values printed on the label on the HG532e's rear panel.

4.4 Restoring Default Settings



If you restore the HG532e to its default settings, all customized user data will be lost. Use this function only when necessary.

To restore the HG532e to its default settings, power on the HG532e, press and hold the **Reset** button on the rear panel for over 6 seconds, and then release the button.

You can also do the following to restore the HG532e to its default settings from the web-based configuration utility:

Step 1 Log in to the web-based configuration utility.

Step 2 Choose **Maintenance > Device**.

Step 3 Click the **Reset** tab.

Step 4 Click **Restore Default Settings**.

Step 5 In the displayed dialog box, click **OK**.

After the preceding steps, the login page is displayed. You can enter the default user name (**user**) and password (**user**) to log in.

4.5 Restarting the HG532e

To restart the HG532e:

Step 1 Log in to the web-based configuration utility.

Step 2 Choose **Maintenance > Device**.

Step 3 Click the **Reset** tab.

Step 4 Click **Reboot**.

Step 5 In the displayed dialog box, click **OK**.

5 FAQs

How can I quickly enable or disable the wireless network function?

Press and hold the **WLAN** button for over 1 second, and then release the button. The **WLAN** indicator indicates the status of the wireless network function.

How can I quickly restore the HG532e to its default settings?

To restore the HG532e to its default settings, press and hold the **Reset** button on the HG532e's rear panel for over 6 seconds when the HG532e is powered on, and then release the button.

What can I do if I cannot access the Internet?

Step 1 Check that the **Power** indicator on the HG532e is steady on.

If the **Power** indicator is off, perform further checks as follows:

1. Check that the HG532e is turned on.
2. Check that electricity comes from the socket and that the power input from the socket meets the requirements described on the label of the HG532e's power adapter. If the voltage is unstable, for example, if the voltage is too high or too low, do not use the HG532e. Wait until the voltage recovers, and then use the HG532e.
3. Check that the HG532e is securely connected to the socket using its power adapter.

If the **Power** indicator is still off, contact an authorized maintenance center.

Step 2 After powering on the HG532e, wait for about 3 minutes. Then check whether the **ADSL** indicator turns steady on.

If the **ADSL** indicator is off, perform further checks as follows:

1. Check that the telephone line is correctly and securely connected, especially the connection between the telephone line and the splitter.
2. Check that the HG532e and telephone line are located far from any electric appliances that generate strong magnetic or electric fields. Replace the telephone line when necessary.

If the **ADSL** indicator is still off, contact your network service

provider.

Step 3 Check whether the **LAN** indicator is on.

If the **LAN** indicator is off, perform further checks as follows:

1. Check that the network adapter on your computer is enabled.
2. Check that the network cable between the HG532e and the computer is securely connected. Remove and then insert the network cable or replace the network cable when necessary.

If the **LAN** indicator is still off, contact an authorized maintenance center.

Step 4 Check that the driver for the network adapter is correctly installed.

The following example uses a computer running the Windows XP operating system to check whether the driver for the network adapter is installed:

1. Right-click **My Computer**, and choose **Manage** from the displayed shortcut menu.
2. In the **Computer Management** window, click **Device Manager**.
3. In the right pane of the **Computer Management** window, click **Network adapters**.

If no network adapter is found or if a question mark (?) or an exclamation mark (!) is displayed next to the network adapter icon, the driver for the network adapter is not correctly installed.

Re-install the driver.

Step 5 Check that PPP dial-up software is installed and parameters are set correctly.

For details about parameter settings, see the user guide for the PPP dial-up software.

Step 6 Check that you have entered the correct user name and password required by the PPP dial-up software.

The user name and password are provided by your network service provider.

Step 7 Check that you can use the PPP dial-up software to set up dial-up connection.

If the dial-up connection fails, perform further checks as follows:

1. Close the PPP dial-up software, and power off the HG532e. After 5

minutes, power on the HG532e, and use the PPP dial-up software to dial again.

2. Restore the HG532e to its default settings.

If the problem persists, contact your network service provider.

Step 8 Check that the proxy server of the browser is correctly configured. The following example uses Internet Explorer on the Windows XP operating system to check whether the proxy server of the browser is correctly configured:

1. Launch Internet Explorer.
2. Choose **Tools > Internet Options**.
3. In the **Internet Options** dialog box, click the **Connections** tab.
4. In the **Local Area Network (LAN) settings** area, click **LAN Settings**.
5. In the **Proxy server** area of the **Local Area Network (LAN) Settings** dialog box, check that the **Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections)**. check box is cleared.

Step 9 Try to access more websites to check whether the HG532e can access these websites.

If the problem persists, contact your network service provider.

What can I do if I cannot access the web-based configuration utility?

Step 1 Refer to "What can I do if I cannot access the Internet?" to check that the power supply, telephone line, and network line are working properly.

Step 2 Check that the computer's IP address and the HG532e's LAN IP address are in the same network segment, and that the browser is not using a proxy server.



To ensure that the computer's IP address and the HG532e's LAN IP address are in the same network segment, you can set the computer to obtain an IP address automatically.

Step 3 Check that the correct user name and password are used to log in to the web-based configuration utility.

If the problem persists, restore the HG532e to its default settings.

For details, see "How can I quickly restore the HG532e to its default settings?"

What can I do if I cannot access the Internet over a wireless connection?

- Step 1** Check that all cables are securely connected, such as the power adapter cable and the telephone line.
- Step 2** Check whether the **WLAN** indicator is on.
If the **WLAN** indicator is off, the wireless network function is disabled, and you need to turn on the wireless network function.
- Step 3** Read the user guide of the wireless network adapter, and check whether the wireless network adapter supports the 802.11b, 802.11g, or 802.11n protocol.
If the wireless network adapter does not support any of the preceding protocol, replace it.
- Step 4** Check whether the driver for the wireless network adapter is correctly installed.
If the driver is not correctly installed, re-install it using the driver program provided with the wireless network adapter.
- Step 5** Check whether the computer receives wireless signals properly.
The following example uses the computer running the Windows XP operating system to check wireless signal reception:
1. Choose **start > Control Panel**. Double-click **Network Connections**.
 2. In the **Network Connections** window, right-click **Wireless Network Connection**, and choose **View Available Wireless Networks**.
If the computer cannot find the wireless network, move the computer closer to the HG532e. Check that there are no obstacles, such as walls, between the computer and the HG532e.
- Step 6** Check whether the computer is connected to the HG532e's wireless network. On the wireless network list, check whether the HG532e's wireless network is displayed as **Connected**.
- Step 7** Check that PPP dial-up software is installed and parameters are set correctly.
- Step 8** Check that you can use the PPP dial-up software to set up dial-up

connection.

Step 9 Try to access more websites to check whether the HG532e can access these websites.

If you still cannot access the websites, restore the HG532e to its default settings. If the problem persists, contact your network service provider.

What can I do if sometimes the terminal cannot access the Internet over a wireless connection or if the wireless connection is unstable?

Step 1 Check the positions of the HG532e and the computer. Ensure that they are located far from the electric appliances such as microwave ovens, refrigerators, or cordless telephones that generate strong magnetic or electric fields.

Step 2 Place the HG532e in an open area.

Although radio signals can pass through obstacles, their transmission is affected if they pass through too many obstacles such as walls.

Step 3 Move the computer closer to the HG532e.

Step 4 Place the HG532e and the computer in another direction.

Step 5 Try to avoid using wireless network connection during thunderstorms.

What can I do if the wireless network is not encrypted but the computer cannot connect to the wireless network?

Step 1 Delete wireless network configuration from the computer.

The following example uses a computer running the Windows XP operating system:

1. Choose **start > Control Panel**. Double-click **Network Connections**.
2. In the **Network Connections** window, right-click **Wireless Network Connection**, and choose **Properties**.
3. In the **Wireless Network Connection Properties dialog box**, click the **Wireless Networks** tab.
4. In the **Preferred Networks** area, select a wireless network, and click **Remove**.

5. Delete all the other wireless network connections from the **Preferred Networks** area.
6. Click **OK**.

Step 2 Set up an unencrypted wireless network connection.

Does the WPS function have any special requirements on the wireless encryption settings of the HG532e?

The WPS function can be used only when the security mode of the wireless network is set to **WPA-PSK**, **WPA2-PSK**, or **WPA-PSK/WPA2-PSK**, and the SSID is set to **SSID1**. It is recommended that you set the security mode to **WPA-PSK/WPA2-PSK**.

What can I do if I cannot set up a wireless connection between the HG532e and the computer by pressing the **WPS** button?

Step 1 Check that only one computer tries to connect to the HG532e using the WPS function at a time.

Step 2 Check that the wireless network function and the WPS function in PBC mode are enabled on the HG532e.

Step 3 Check that the security mode of the wireless network is set to **WPA-PSK**, **WPA2-PSK**, or **WPA-PSK/WPA2-PSK**, and **SSID** is set to **SSID1**.

Note that the WPS function is forcibly disabled if the wireless network uses the Wired Equivalent Privacy (WEP) encryption.

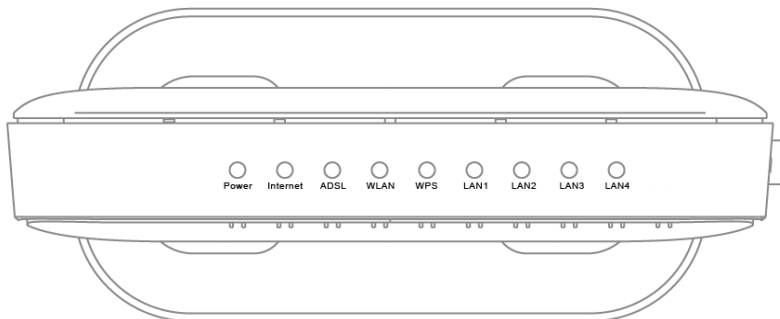
Step 4 Check the positions of the HG532e and the computer. Ensure that they are far from the electric appliances such as microwave ovens, refrigerators, or cordless telephones that generate strong magnetic or electric fields.

Step 5 Place the HG532e in an open area.

Although radio signals can pass through obstacles, their transmission is affected if they pass through too many obstacles such as walls.

6 Technical Specifications

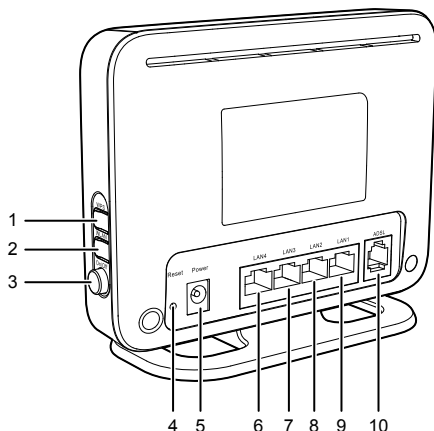
6.1 Indicators




Indicator	Status	Description
Power	On	The HG532e is powered on.
	Off	The HG532e is powered off or faulty.
Internet	Blinking	<ul style="list-style-type: none">● The HG532e is working in routing mode, and it is connected to the Wide Area Network (WAN).● Data is being transmitted.
	On	<ul style="list-style-type: none">● The HG532e is working in routing mode, and it is connected to the WAN.● No data is being transmitted.
	Off	<ul style="list-style-type: none">● The HG532e is working in bridge mode.● The HG532e is working in routing mode, but it is not set up the connection to the WAN.
ADSL	Blinking	The ADSL connection is being activated.
	On	The ADSL connection is set up and activated.
	Off	No digital subscriber line (DSL) connection is set up, or the DSL connection is faulty.

Indicator	Status	Description
WLAN	On	The WLAN connection is set up, but no data is being transmitted.
	Blinking	The WLAN connection is set up, and data is being transmitted.
	Off	The wireless function is disabled, or the WLAN module is faulty.
WPS	Blinking	<ul style="list-style-type: none"> ● The HG532e is connecting to a wireless client such as a computer installed with a wireless network adapter using the WPS function. ● This process lasts no longer than 120 seconds.
	On	<ul style="list-style-type: none"> ● A wireless connection is set up between the HG532e and a wireless client using the WPS function. ● The WPS indicator is on for about 300 seconds, and then turns off.
	Off	The WPS function is disabled or faulty.
LAN1 ~ LAN4	On	The HG532e is connected to a device properly.
	Blinking	Data is being transmitted between the HG532e and the device connected.
	Off	No connection is set up on the port.

6.2 Ports and Buttons



No.	Port or Button	Description
1	WPS	Starts the WPS negotiation.
2	WLAN	Enables or disables the WLAN function.
3	On/Off	Powers the HG532e on or off.
4	Reset	Restores the HG532e to its default settings.  NOTE To restore the HG532e to its default settings, press and hold the Reset button for over 6 seconds. After the HG532e is restored to its default settings, all user customized data will be lost. Use this function only when necessary.
5	Power	Power port used to connect to the power adapter.
6 ~ 9	LAN4 ~ LAN1	Ethernet ports used to connect to devices such as a computer, telephone, set-top box, and switch.
10	ADSL	DSL port used to connect to the splitter or telephone wall jack.

6.3 Default Settings

Parameter	Default Settings
LAN IP address	192.168.1.1
LAN subnet mask	255.255.255.0
User name for web-based configuration utility login	user
Password for web-based configuration utility login	user
Wireless network name (SSID) for wireless connection	See the label printed on the HG532e's rear panel.
Password (WLAN Key) for wireless connection	See the label printed on the HG532e's rear panel.
DHCP server	Enabled
Wireless network	Enabled
Firewall function	Enabled

6.4 Product Specifications

Item	Specifications
Operating temperature	0°C to 40°C (32°F to 104°F)
Operating humidity	5% to 95%, non-condensing
Dimensions (H × W × D)	110 mm x 31 mm x 145 mm (Not including the base plate)
Weight	About 180 g (Not including the power adapter)

Item	Specifications	
Standards	ADSL standards	<ul style="list-style-type: none"> ● ITU G.992.1 (G.dmt) Annex A ● ITU G.994.1 (G.hs) ● ANSI T1.413 Issue 2
	ADSL2 standards	<ul style="list-style-type: none"> ● ITU G.992.3 (G.dmt.bis) Annex A ● ITU G.992.3 (G.dmt.bis) Annex L ● ITU G.992.3 (G.dmt.bis) Annex M
	ADSL2+ standards	<ul style="list-style-type: none"> ● ITU G.992.5 (G.dmt.bitplus) Annex A ● ITU G.992.5 (G.dmt.bitplus) Annex M
	WLAN standards	802.11b, 802.11g, 802.11n (2.4 GHz)
DSL transmission rates	G.dmt T1.413	<ul style="list-style-type: none"> ● Downlink: up to 8 Mbit/s ● Uplink: up to 896 kbit/s
	ADSL2	<ul style="list-style-type: none"> ● Downlink: up to 12 Mbit/s ● Uplink: up to 1024 kbit/s
	ADSL2+	<ul style="list-style-type: none"> ● Downlink: up to 24 Mbit/s ● Uplink: up to 1024 kbit/s
Wireless transmission rates	802.11b mode	Up to 11 Mbit/s
	802.11g mode	Up to 54 Mbit/s
	802.11n mode (2 x 2 antenna used)	Up to 300 Mbit/s

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