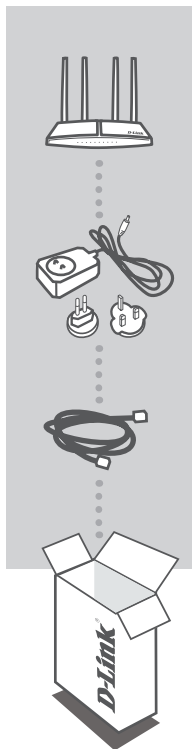# D-Link®

4G LTE ROUTER
DWR-M960

QUICK
INSTALLATION
GUIDE

CONTENTS OF PACKAGING

CONTENTS

4G LTE ROUTER
DWR-M960

12V 1.5A POWER ADAPTER

ETHERNET CABLE (CAT5 UTP)
CONNECT THE ROUTER TO YOUR PC DURING SETUP

If any of these items are missing from your packaging contact your reseller

PRODUCT SETUP

HARDWARE SETUP

Ensure that your DWR-M960 Mobile Router is powered off before performing the steps below.

1. Flip the router around and open the lid at the bottom of the router.

2. Gently press down and slide the silver SIM card holder to the right (OPEN ⟹) & open the flap.

3. Insert a standard USIM card into the SIM card holder with the gold contacts facing downward.

4. Close the flap and slide the SIM card holder back to the left (⟸ LOCK) to lock it. Close the lid.

5. Insert the Ethernet cable into the LAN Port 1 on the back panel of the DWR-M960 Mobile Router, and the other end into an Ethernet port on a computer to configure the unit.

6. Connect the power adapter to the socket on the back panel of your DWR-M960 Mobile Router and plug the other end of the power adapter into a wall outlet or power strip.

   a. Turn ON the router. The Power LED ⏻ will light up to indicate that power is being supplied to the router.

   b. After a few moments, if a connection has been established, the following LEDs will turn solid blue: Power, LAN 1-4 (depending on which port your Ethernet cable has been connected to), Wi-Fi, LTE and WAN (if connection is used).

   c. The initialization process takes about 45 seconds to a minute.

Note: The 4G connection can also be used as a backup WAN. Once a backup is configured.

Note: The DWR-M960 Mobile Router LAN Ports are "Auto-MDI/MDIX." Therefore, patch or crossover Ethernet cables can be used.

ADVANCED SETUP (ACCESS VIA IP ADDRESS)

Open a browser window and enter the below IP address into the browser address field.

Log in using the username and password below.

IP ADDRESS:	**http://192.168.0.1**	USERNAME:	**admin**
		PASSWORD:	**admin**

TROUBLESHOOTING

SETUP AND CONFIGURATION PROBLEMS

1. HOW DO I CONFIGURE MY DWR-M960 ROUTER OR CHECK MY WIRELESS NETWORK NAME (SSID) AND WIRELESS PASSWORD (WPA KEY)?
   - Connect your PC to the router using an Ethernet cable.
   - Or to connect wirelessly to the router select dlink-xxxx (xxxx is last 4 digits of mac address) from the Wi-Fi list of the device you want to connect from. When prompted for a password, use the WPA key printed at the bottom of the router.
   - Open a web browser and enter the router's IP address: **http://192.168.0.1**
   - Log into the router using the default username **admin,** the default password is **admin**.
   - Once logged in, you can configure your router through the GUI.

Note: If you have changed the password and cannot remember it, you will need to reset the router to factory defaults.

2. HOW DO I RESET MY DWR-M960 ROUTER TO FACTORY DEFAULT SETTINGS?
   - Ensure the router is powered on. If you cannot remember your router administrator password, you may press and hold the reset button on the side of the router for about 10 seconds.

Note: Resetting the router to factory default will erase the current configuration. Log in as outlined in question 1 and reconfigure your router through the GUI.

3. HOW DO I ADD A NEW WIRELESS CLIENT OR PC IF I HAVE FORGOTTEN MY WIRELESS NETWORK NAME (SSID) OR WIRELESS PASSWORD (WPA KEY)?
   - Every PC that needs to connect to the router wirelessly, you will need to ensure you use the correct Wireless Network Name (SSID) and Wireless Password (WPA key).
   - Use the web based user interface (as described in question 1 above) to check or choose your wireless settings.
   - Make sure you write down these settings so that you can enter them into each wirelessly connected PC.

4. WHY AM I UNABLE TO ESTABLISH AN INTERNET CONNECTION?
   - If connecting using a 4G mobile connection, make sure that you are within the network coverage of your SIM card provider, and that the service has been correctly configured.
   - If connecting using the WAN via ADSL/Fibre service, make sure the modem has been enabled/connected and is operational, and that the service is correctly configured.

TECHNICAL SUPPORT

South Africa (Mon-Sun) website: www.d-link.co.za | FTP: ftp://ftp.d-link.co.za/

Hotline no: 08600 DLINK (35465) | Office no: 012 741 2000

Technical support email: Support@za.dlink.com

Operating Hours: Basic Phone Support Hours:
Mon - Fri 08:30 - 16:30   Mon - Fri 08:00 - 21:00