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› D-Link DWR-960 LTE Cat 7 Wi-Fi AC1200 Router User Manual

D-Link DWR-960/W

D-Link DWR-960 LTE Cat 7 Wi-Fi AC1200 Router User Manual

Model: DWR-960/W

1. INTRODUCTION

This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your D-Link DWR-960 LTE Cat 7 Wi-Fi AC1200 Router. Please read this manual thoroughly before using the device to ensure proper functionality and safety.

The D-Link DWR-960 is a high-performance mobile router designed to share a super-fast mobile internet connection. It supports 4G LTE Cat 7 with download speeds up to 300 Mbps and upload speeds up to 100 Mbps. It also features dual-band AC wireless for combined Wi-Fi speeds up to 1200 Mbps, Gigabit Ethernet ports, and dual-active firewalls for enhanced security.

2. PACKAGE CONTENTS

Verify that your package contains the following items:

- D-Link DWR-960 LTE Cat 7 Wi-Fi AC1200 Router
- 2 x Detachable 4G LTE External Antennas
- Ethernet Cable
- Power Adapter
- Quick Installation Guide

If any items are missing or damaged, please contact your retailer or D-Link support.

3. HARDWARE OVERVIEW

3.1 Front Panel Indicators

The front panel of the DWR-960 features several LED indicators that provide information about the router's status.

- **Power LED:** Indicates power status.
- **2.4GHz LED:** Indicates 2.4 GHz Wi-Fi activity.
- **5GHz LED:** Indicates 5 GHz Wi-Fi activity.
- **LAN LED:** Indicates LAN port activity.
- **Internet LED:** Indicates Internet connection status.
- **Signal Strength LEDs:** Indicate the strength of the 4G LTE signal.





Figure 3.1: Front view of the D-Link DWR-960 router with LED indicators for Power, 2.4GHz, 5GHz, LAN, Internet, and cellular signal strength.





Figure 3.2: Angled front view of the D-Link DWR-960 router, highlighting the LED indicators and the two external antennas.

3.2 Rear Panel Ports and Buttons

The rear panel provides connectivity options and control buttons.

- **Power ON/OFF Button:** To turn the device on or off.
- **12V---1A Power Input:** Connect the provided power adapter here.
- **LAN1 Port:** Gigabit Ethernet port for wired connections.
- **LAN2/WAN Port:** Gigabit Ethernet port that can function as either a LAN port or a WAN port for a fixed-line internet connection.
- **External Antenna Connectors:** For attaching the two 4G LTE external antennas.



Figure 3.3: Rear view of the D-Link DWR-960 router, showing the Power ON/OFF button, 12V power input, and two Gigabit Ethernet ports (LAN1 and LAN2/WAN).





Figure 3.4: Rear view of the D-Link DWR-960 router with the two external 4G LTE antennas connected, showing the ventilation holes and port layout.

3.3 Bottom Panel Features

The bottom panel includes the SIM card slot and reset button.

- **SIM Card Slot:** Insert your 4G LTE Cat 7 SIM card here.
- **WPS Button:** For easy Wi-Fi Protected Setup.
- **Reset Button:** A recessed button to restore factory default settings.



Figure 3.5: Bottom view of the D-Link DWR-960 router, showing the SIM card slot, WPS button, and the recessed reset button.

4. SETUP AND INSTALLATION

4.1 SIM Card Installation

1. Ensure the router is powered off.
2. Locate the SIM card slot on the bottom panel of the router.
3. Insert your 4G LTE SIM card into the slot until it clicks into place. Ensure the SIM card is oriented correctly as indicated by the diagram near the slot.
4. If your SIM card has a PIN, it is recommended to disable the PIN using a mobile phone before inserting it into the router for automatic setup.

4.2 Antenna Connection

1. Screw the two provided 4G LTE external antennas onto the connectors on the rear panel of the router.
2. Adjust the antennas for optimal signal reception.

4.3 Powering On the Router

1. Connect the power adapter to the 12V...1A power input on the rear panel of the router.
2. Plug the power adapter into a wall outlet.
3. Press the Power ON/OFF button on the rear panel. The Power LED on the front panel should illuminate.

4.4 Initial Connection

You can connect to the router via Wi-Fi or Ethernet.

4.4.1 Wi-Fi Connection

1. On your computer or mobile device, search for available Wi-Fi networks.
2. Select the Wi-Fi network name (SSID) printed on the label on the bottom of your router.
3. Enter the Wi-Fi password (WPA/WPA2 PSK) also found on the label.

4.4.2 Ethernet Connection

1. Connect one end of the Ethernet cable to a LAN port (LAN1 or LAN2) on the router.
2. Connect the other end of the Ethernet cable to the Ethernet port on your computer.

4.5 Accessing the Web Interface

1. Open a web browser (e.g., Chrome, Firefox, Edge).
2. Type the default IP address of the router (usually 192.168.0.1 or dlinkrouter.local) into the address bar and press Enter. This information is typically found on the router's label.
3. Enter the default username and password when prompted. These are also usually found on the router's label or in the Quick Installation Guide.
4. Follow the on-screen setup wizard to configure your internet connection and Wi-Fi settings.

5. OPERATING THE ROUTER

5.1 Internet Connection Management

The DWR-960 automatically detects and connects to the 4G LTE network once a valid SIM card is inserted and configured. You can monitor the connection status via the Internet LED and Signal Strength LEDs on the front panel.

The router supports Internet Fail-Safe, allowing simultaneous fixed-line and mobile internet connections. If the primary connection fails, the router can automatically switch to the backup connection.

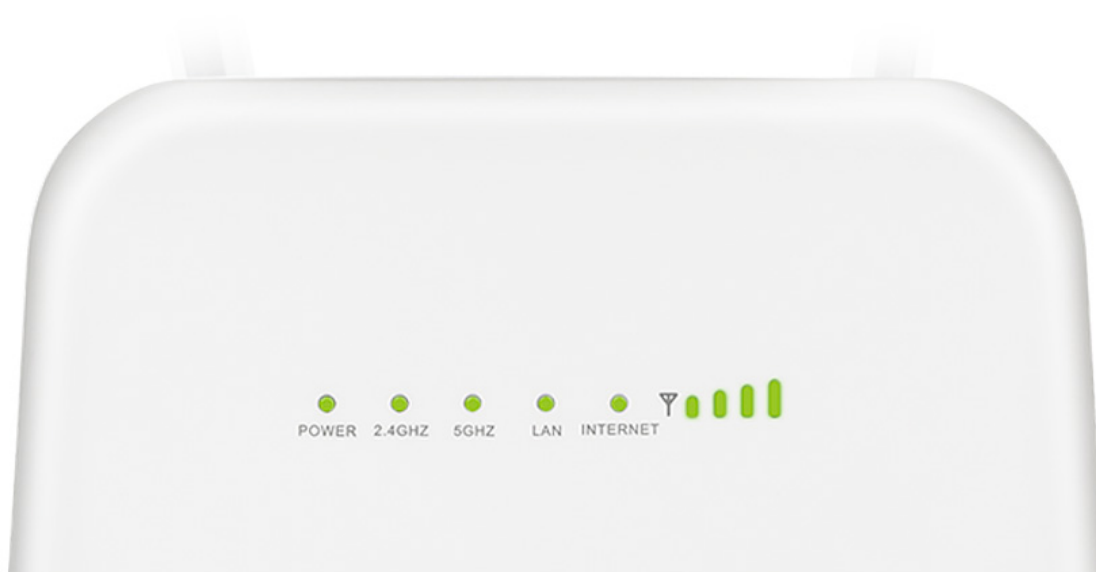


Figure 5.1: Diagram illustrating the Internet Fail-Safe feature, where the router can switch between a fixed-line internet connection and a 4G LTE mobile connection if one fails, ensuring continuous connectivity.

5.2 Wi-Fi Network Configuration

Through the web interface, you can customize your Wi-Fi network settings:

- Change SSID (Wi-Fi network name) for both 2.4 GHz and 5 GHz bands.
- Modify Wi-Fi password (WPA/WPA2 encryption).
- Enable/Disable Wi-Fi Protected Setup (WPS).
- Configure guest networks.

The router provides dual-band Wi-Fi (2.4 GHz and 5 GHz) for optimal performance across various devices and environments.

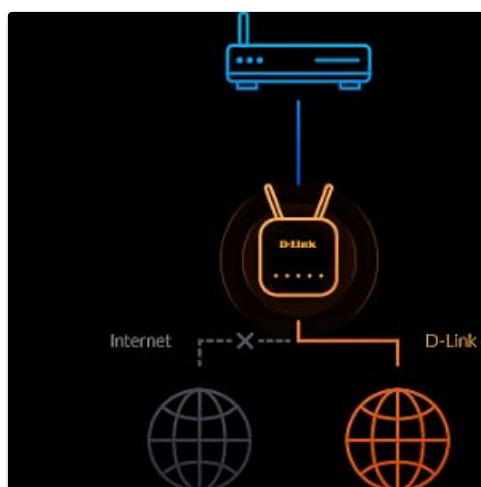


Figure 5.2: Illustration of the DWR-960 router providing Wi-Fi coverage within a typical room environment, demonstrating its ability to connect multiple devices wirelessly.

5.3 Security Features

The DWR-960 includes robust security features to protect your network:

- **Dual-Active Firewalls:** Protect against unauthorized access and intrusions.
- **WPA/WPA2 Wireless Encryption:** Secures your Wi-Fi network.
- **Parental Controls:** Manage internet access for connected devices.
- **MAC Address Filtering:** Control which devices can connect to your network.



Figure 5.3: Visual representation of the router's security features, showing a shield icon between the router and the internet, symbolizing protection against intrusions and unauthorized connections.

6. MAINTENANCE

6.1 Firmware Updates

Regularly check for and install firmware updates to ensure optimal performance, security, and access to new features. Firmware updates can typically be found on the D-Link support website for your specific model.

1. Access the router's web interface.
2. Navigate to the System or Administration section.
3. Look for a Firmware Update or Upgrade option.
4. Follow the on-screen instructions to perform the update. Do not power off the router during the update process.

6.2 Wireless Optimization Tips

Optimal placement and environment can significantly improve wireless performance and range:

- **Minimize Obstructions:** Reduce the number of walls and ceilings between the router and connected devices. Each wall or ceiling can significantly reduce the adapter's range.
- **Direct Line of Sight:** Position devices to allow the signal to travel directly through walls or ceilings rather than at an angle, which can effectively increase the signal path length.
- **Avoid Interfering Materials:** Materials such as glass, metal, brick, insulation, concrete, and water can negatively affect wireless performance. Large objects like aquariums, mirrors, metal filing cabinets, metal doors, and aluminum studs can also have a detrimental effect on range.

- **Reduce Electronic Interference:** Keep the router away from other electronic devices that operate on similar frequencies, such as 2.4 GHz cordless phones, X-10 wireless devices, ceiling fans, fluorescent lights, and home security systems, as these can significantly reduce wireless connectivity.
- **Central Placement:** Place the router in a central location within your coverage area to ensure even signal distribution.
- **Ventilation:** Ensure adequate airflow around the router to prevent overheating, which can impact performance.

7. TROUBLESHOOTING

7.1 No Internet Connection

- **Check SIM Card:** Ensure the SIM card is correctly inserted and activated with your mobile operator.
- **Check Signal Strength:** Verify the Signal Strength LEDs on the front panel. If they are low or off, try repositioning the router or adjusting the antennas.
- **Check Internet LED:** Ensure the Internet LED is solid green, indicating an active connection.
- **Restart Router:** Power off the router, wait 10 seconds, then power it back on.
- **Check APN Settings:** Access the web interface and verify that the Access Point Name (APN) settings are correct for your mobile operator.

7.2 Poor Wi-Fi Performance

- **Router Placement:** Refer to Section 6.2 for optimal placement.
- **Interference:** Move the router away from other electronic devices that may cause interference.
- **Channel Selection:** In the web interface, try changing the Wi-Fi channel for both 2.4 GHz and 5 GHz bands to a less congested one.
- **Firmware:** Ensure your router's firmware is up to date.

7.3 Unable to Access Web Interface

- **IP Address:** Ensure you are using the correct IP address (e.g., 192.168.0.1) or hostname (e.g., dlinkrouter.local).
- **Wired Connection:** Try connecting to the router directly via an Ethernet cable.
- **Browser Cache:** Clear your web browser's cache and cookies, or try a different browser.
- **Firewall/Antivirus:** Temporarily disable any firewall or antivirus software on your computer to see if it's blocking access.

7.4 Restoring Factory Defaults

If you encounter persistent issues or forget your login credentials, you can restore the router to its factory default settings. **Note:** This will erase all your custom configurations.

1. With the router powered on, locate the recessed Reset button on the bottom panel.
2. Using a paperclip or a similar pointed object, press and hold the Reset button for approximately 5 seconds.
3. All LEDs on the front panel will flash and then turn off, except for the Power LED, which will remain on during the restoration process.

4. Release the button. The router will restart with factory default settings.

8. SPECIFICATIONS

Feature	Description
Model Name	DWR-960/W
Brand	D-Link
Connectivity Technology	Ethernet, LTE, Wi-Fi
Wireless Communication Standard	802.11ac, 802.11n (Wi-Fi AC1200)
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
LTE Category	Cat 7
Max Download Speed (LTE)	Up to 300 Mbps
Max Upload Speed (LTE)	Up to 100 Mbps
Ethernet Ports	1 x Gigabit LAN, 1 x Gigabit WAN/LAN
SIM Card Slot	Integrated
Antennas	Two external 4G LTE antennas
Special Features	LED Indicator, Internet Security, WPS, Internet Fail-Safe
Compatible Devices	Electronic devices
Color	White

9. WARRANTY AND SUPPORT

9.1 Warranty Information

D-Link products are covered by a limited warranty. For specific warranty terms and conditions applicable to your region and product, please refer to the warranty card included with your product or visit the official D-Link website. Please retain your purchase receipt as proof of purchase for warranty claims.

9.2 Technical Support

For technical assistance, product registration, or to download the latest firmware and manuals, please visit the D-Link support website:

www.dlink.com/support

When contacting support, please have your product model number (DWR-960/W) and serial number ready.

