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MikroTik RB962UiGS-5HacT2HnT

MikroTik hAP ac RB962UiGS-5HacT2HnT Router

INSTRUCTION MANUAL

1. Product Overview

The MikroTik hAP ac (model RB962UiGS-5HacT2HnT) is a versatile dual-band wireless device designed for home or office environments. It features Gigabit Ethernet ports, enabling full utilization of 802.11ac technology speeds while maintaining compatibility with older devices operating in 2.4GHz (802.11 b/g/n) and 5GHz (802.11 a/n) modes. Its omnidirectional antennas ensure broad coverage for mobile devices.

Additional functionalities include a USB port for external storage or 3G/4G modem support, Power over Ethernet (PoE) output on the last Ethernet port for powering other RouterBOARD devices, and an SFP cage for optical network modules.



Image 1.1: MikroTik hAP ac RB962UiGS-5HacT2HnT Router and its 24V 1.2A power adapter.

2. Included Components

- MikroTik hAP ac RB962UiGS-5HacT2HnT Router
- 24V 1.2A Power Adapter

3. Key Features and Specifications

Hardware Features:

- **CPU:** 720 MHz nominal frequency, 1 core
- **RAM:** 128 MB
- **Storage:** 16 MB
- **Ethernet Ports:** 5 x 10/100/1000 Gigabit Ethernet ports
- **USB Ports:** 1 (for external storage or 3G/4G modem)

- **SFP Cage:** 1 (for active or passive optical network modules)
- **PoE Output:** Yes, on Ethernet port 5
- **Power Jack:** 1
- **Antenna Type:** Fixed omnidirectional antennas

Wireless Features:

- **Frequency Band Class:** Dual-Band (2.4GHz and 5GHz)
- **Wireless Standards:** 802.11ac/a/n/b/g
- **Wireless Configuration:** Dual concurrent triple chain 2.4/5GHz AP
- **Special Feature:** WPS support

General Specifications:

- **Operating System:** RouterOS
- **Item Weight:** 1.01 pounds
- **Package Dimensions:** 7.76 x 5.63 x 2.24 inches
- **Connectivity Technology:** Ethernet, USB
- **Compatible Devices:** Personal Computer
- **Recommended Use:** Home

4. Setup Guide

4.1 Unboxing and Initial Placement

1. Carefully remove the router and all accessories from the packaging.
2. Place the router in a central location within your desired coverage area, away from obstructions, large metal objects, and other electronic devices that may cause interference.
3. Ensure adequate ventilation around the device.

4.2 Connecting the Hardware

1. Connect your internet source (e.g., modem) to the first Ethernet port (usually labeled 'WAN' or 'Internet') on the hAP ac router using an Ethernet cable.
2. Connect the provided 24V 1.2A power adapter to the router's power jack and then plug it into an electrical outlet. The router will power on automatically.
3. For wired connections, connect your computer or other network devices to any of the remaining Gigabit Ethernet ports (LAN ports) on the router.

4.3 Initial Configuration

1. Wait for the router to boot up completely (this may take a few minutes).
2. Connect to the router via Wi-Fi (look for a network name like 'MikroTik' or 'MikroTik-XXXXXX') or via a wired Ethernet connection to a LAN port.
3. Open a web browser and navigate to the router's default IP address (commonly <http://192.168.88.1>). Refer to the device label for the exact default IP and login credentials.
4. Log in using the default username (e.g., 'admin') and password (often blank or 'admin').
5. Follow the on-screen Quick Set or initial configuration wizard to set up your internet connection, Wi-Fi network name (SSID), and Wi-Fi password. It is highly recommended to change the default administrator password for

security.

5. Operating Instructions

5.1 LED Indicators

The router features LED indicators that provide status information:

- **Power LED:** Indicates the power status of the device.
- **Ethernet Port LEDs:** Indicate link activity and speed for each connected Ethernet port.
- **WLAN LEDs:** Indicate wireless activity for 2.4GHz and 5GHz bands.

5.2 Accessing the RouterOS Interface

The MikroTik hAP ac runs on RouterOS, a powerful operating system. You can access its full configuration options via:

- **WebFig:** A web-based graphical user interface (GUI) accessible through your web browser at the router's IP address.
- **WinBox:** A dedicated Windows application for managing MikroTik devices, offering a more comprehensive GUI.
- **SSH/Telnet:** Command Line Interface (CLI) for advanced users.

Refer to the official MikroTik documentation for detailed instructions on using RouterOS features.

6. Maintenance

6.1 Firmware Updates

Regularly update your RouterOS firmware to ensure optimal performance, security, and access to new features. Firmware updates can be performed via the RouterOS interface (WebFig or WinBox) by downloading the latest packages from the MikroTik website.

6.2 Cleaning

Keep the router clean and free from dust. Use a soft, dry cloth to wipe the exterior. Do not use liquid cleaners or solvents. Ensure ventilation openings are not blocked.

6.3 Optimal Placement

Periodically review the router's placement to ensure it remains in an optimal position for wireless coverage, free from new obstructions or interference sources.

7. Troubleshooting

7.1 No Internet Connection

- Check if your modem is working correctly and has an active internet connection.
- Verify that the Ethernet cable from your modem is securely connected to the router's WAN/Internet port.
- Restart both your modem and the router.
- Check your router's configuration via WebFig/WinBox to ensure the WAN settings are correct (e.g., DHCP client, PPPoE credentials).

7.2 Slow Wi-Fi Speed or Poor Coverage

- Ensure the router is placed centrally and away from interference sources.

- Check for overlapping Wi-Fi channels with neighboring networks using a Wi-Fi analyzer tool. Adjust your router's Wi-Fi channel if necessary.
- Verify that your devices are connecting to the appropriate 2.4GHz or 5GHz band. The 5GHz band offers higher speeds but shorter range.
- Update your router's firmware and your device's wireless drivers.

7.3 Cannot Access Router Configuration Interface

- Ensure your device is connected to the router's network (wired or wireless).
- Verify you are using the correct IP address for the router (default is <http://192.168.88.1>).
- Clear your browser's cache or try a different browser.
- If you forgot your password, you may need to perform a factory reset (refer to MikroTik documentation for specific steps, as this will erase all configurations).

8. Warranty and Support

For detailed warranty information, technical support, and additional resources, please visit the official MikroTik website. The website provides comprehensive documentation, forums, and support contacts for all MikroTik products.

Official MikroTik Website: <https://mikrotik.com/>