




# MERCUSYS AC12G Wireless Router Installation Guide

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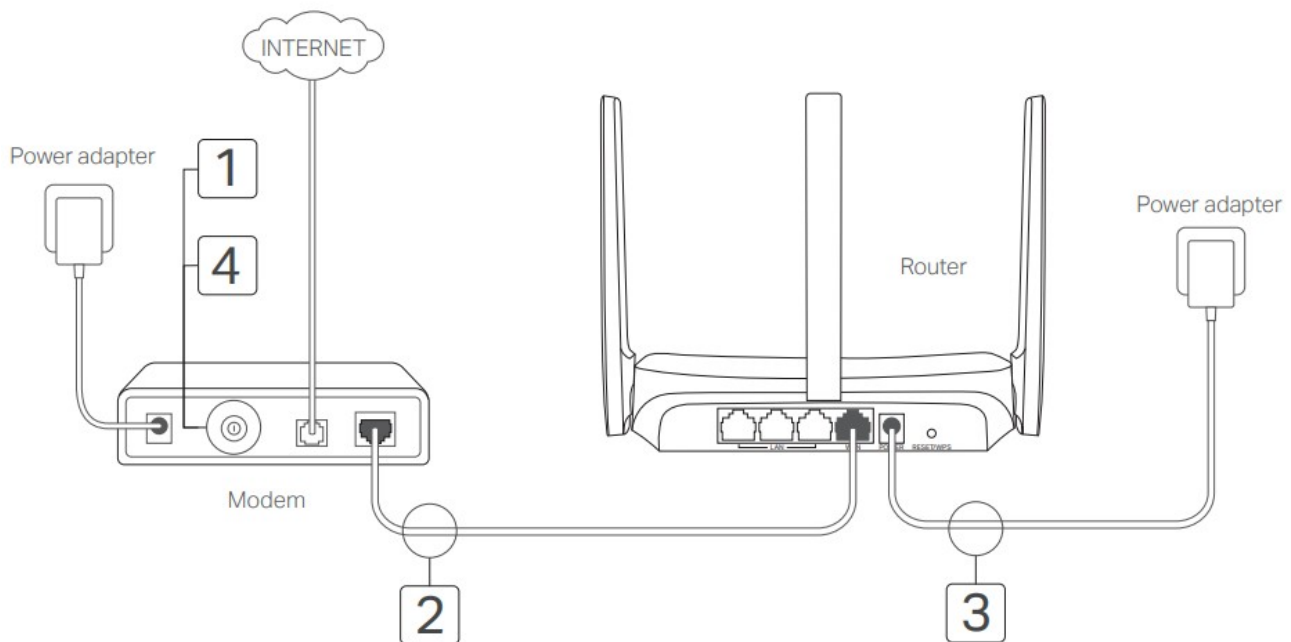
## MERCUSYS®

Quick Installation Guide  
Wireless Router

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### Hardware Connection



\*Image may differ from actual product

## Connect the Hardware

Connect the hardware according to the diagram in the opening chapter of this guide.

If your internet connection is through an Ethernet cable from the wall instead of through a DSL/Cable/Satellite modem, connect the Ethernet cable directly to the router's WAN port, and follow Step 3 to complete the hardware connection.

1. Turn off the modem, and remove the backup battery if it has one.
2. Connect the modem to the WAN port on your router with an Ethernet cable.
3. Turn on the router, and wait for it to start.
4. Turn on the modem.

## Configure the Router

1. Connect your computer to the router (Wired or Wireless).
  - Wired: Turn off the Wi-Fi on your computer and connect your computer to the router's LAN port using an Ethernet cable.
  - Wireless: Connect your computer to the router wirelessly. The SSID (Network Name) is on the router's label.
2. Launch a web browser and enter <http://mwlogin.net> in the address bar. Create a password for future logins.  
**Note:** If the login window does not appear, please refer to FAQ > Q1.
3. Follow the step-by-step instructions of Quick Setup to set up your internet connection and wireless network.



Enjoy the internet!

**Note:** If you have changed the SSID and wireless password during the configuration, use the new SSID and wireless password to join the wireless network.

## MERCUSYS App

The MERCUSYS app provides a simple, intuitive way to access and manage your router. You can block unwelcome devices, set up Parental Controls, configure your wireless settings and more.



<http://www.mercusys.com/>

Scan the QR code to download the MERCUSYS app from the Apple App Store or Google Play.

## FAQ (Frequently Asked Questions)

### Q1. What can I do if the login window does not appear?

- If the computer is set to a static IP address, change its settings to obtain an IP address automatically.
- Verify that <http://mwlogin.net> is correctly entered in the web browser.
- Use another web browser and try again.
- Reboot your router and try again.
- Disable and enable the network adapter in use again.

### Q2. What can I do if I cannot access the internet?

- Check if the internet is working properly by connecting a computer directly to the modem via an Ethernet cable. If it is not, contact your internet service provider.
- Reboot your router and try again.
- Open a web browser, enter <http://mwlogin.net> and run the Quick Setup again.
- For cable modem users, reboot the modem first. If the problem still exists, log in to the web management page of the router to clone MAC address.

### Q3. How do I restore the router to its factory default settings?

- With the router powered on, press and hold the Reset button on the router until there is an obvious change of the LED, and then release the button.
- Log in to the web management page of the router to restore the router to factory settings.

### Q4. What can I do if I forgot my web management password?

- Refer to FAQ >Q3 to reset the router, and then create a password for future logins.

### Q5. What can I do if I forgot my wireless network password?

- By default, the wireless network has no password.
- If you have set a password for the wireless network, log in to the web management page of the router to retrieve or reset your password.

**Note:** To learn more about the router, please visit our website <http://www.mercusys.com>.

## Safety Information

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use damaged charger or USB cable to charge the device.
- Do not use any other chargers than those recommended.
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and shall be easily accessible.

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

MERCUSYS hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC, 2011/65/EU and (EU)2015/863.

The original EU declaration of conformity may be found at <https://www.mercusys.com/en/ce>.

For MERCUSYS Branded Products Only. For the information about warranty period, policy and procedures, please visit <https://www.mercusys.com/en/support>

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE).

TO THE EXTENT ALLOWED BY LOCAL LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS.

MERCUSYS warrants the MERCUSYS branded hardware product contained in the original packaging against defects in materials and workmanship when used normally in according with MERCUSYS' s guidelines for some period which depends on the local service from the date of original retail purchase by the end-user purchaser.



<http://www.mercusys.com>



For technical support, the user guide and more information, please visit






<http://www.mercusys.com/en/support>.

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## Documents / Resources

	<a href="#">MERCUSYS AC12G Wireless Router</a> [pdf] Installation Guide AC12G, Wireless Router, AC12G Wireless Router, Router
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## References

-  [Welcome to MERCUSYS](#)
-  [Support-Welcome to MERCUSYS](#)
-  [Regulatory Compliance - Welcome to MERCUSYS](#)
-  [Support-Welcome to MERCUSYS](#)
-  [UKCA - Welcome to MERCUSYS](#)