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Applicable Models
This manual is applicable to the model: DS-3WR12C, DS-3WR12GC. DS-3WR12C is used for illustrations here unless otherwise specified.

Symbol Conventions
The symbols that may be found in this document are defined as follows.

Symbol	Description
Note	Provides additional information to emphasize or supplement important points of the main text.
Caution	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
Danger	Indicates a hazard with a high level of risk, which if not avoided, will result in death or serious injury.

Connect the router

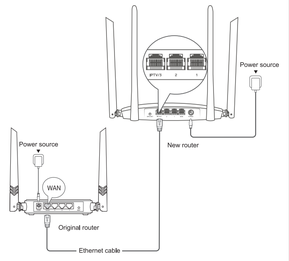
The "new router" and "router" in this guide refer to the router in the package inclusively.

Step 1: Import your PPPoE user name and password into the new router (Optional)

Note

This function is only applicable when the connection type of the original router is PPPoE.

1. Power on your original and new routers.
2. Connect the WAN port of the original router to a LAN port (port 1, 2 or IPTV/3) of the new router using an Ethernet cable.
   When the LED indicators of the new router blinks fast for about 8 seconds, the PPPoE user name and password are imported to your new router.
3. Remove the original router.

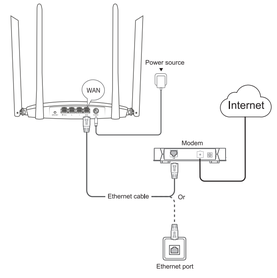


Step 2: Connect the router to the internet

Note

If you do not use the modem for internet access, please skip step **1** and **3**.

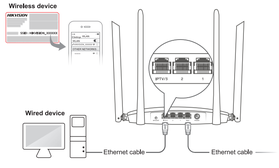
1. Power off the modem.
2. Connect the WAN port of the router to the LAN port of your modem or the Ethernet port using an Ethernet cable.
3. Power on the modem.
4. Ensure that the router is powered on.



Connect your device to the router

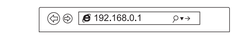
Option 1: Connect your wireless device, such as a smart phone, to the WiFi network of the router. The default WiFi name (SSID) of the WiFi network is labeled on the bottom of the router. There is no password by default.

Option 2: Connect your wired device, such as a computer, to a LAN port (port 1, 2 or IPTV/3) of the router using an Ethernet cable. The LED indicator blinks fast for 3 seconds.



Set up the router

Step 1: Log in to the web UI
Start a web browser on the device connected to the router, and visit **192.168.0.1**.

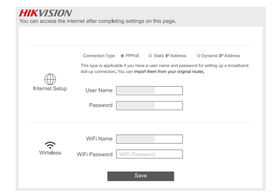


Step 2: Configure the router (PPPoE is used for illustration here)

Option 1: If you have imported the PPPoE user name and password to the router from the original router, set the **WiFi Name** and **WiFi Password** and click **Save** to apply the settings.



Option 2: If you did not import the PPPoE user name and password, enter the **User Name** and **Password** provided by your ISP, and set the **WiFi Name** and **WiFi Password**. Click **Save** to apply the settings.



Done.

To access the internet:
- Wireless devices: Connect to the WiFi network with the WiFi name and password you set.
  2.4 GHz WiFi name: The WiFi name you set here.
  5 GHz WiFi name: The 2.4 GHz WiFi name plus a suffix **_5G**.
- Wired devices: Connect to a LAN port (port 1, 2 or IPTV/3) of the router using an Ethernet cable.

Note

- If the above page does not appear, refer to **Q1** in **FAQ**.
- If you still cannot access the internet after the configuration, refer to **Q2** in **FAQ**.

LED indicator



Status	Description
Solid on	The router is starting up or connected to the internet successfully.
Blinking slow	The router fails to connect to the internet.
Blinking fast for 2 minutes	The router is performing WPS negotiation.
Blinking fast for 3 seconds	A wired device is being connected to or disconnected from the router.

Jack, ports and button



Jack/port/button	Description
WPS/RST	Used to start the WPS negotiation process of the router, or to reset the router. • WPS: Press the button of the router for 1 to 3 seconds, and enable the WPS function of another WPS-enabled device within 2 minutes to establish a WPS connection. • Reset: Hold down the button for about 8 seconds, and then release it when the LED indicator blinks fast. The router is reset successfully.
IPTV/3	10/100 Mbps auto-negotiation Ethernet port. It is a LAN port by default. When the IPTV function is enabled, it can only serve as an IPTV port to connect to a set top box.
1,2	10/100 Mbps auto-negotiation LAN port. Used to connect to computers, switches or game machines.
WAN	10/100 Mbps auto-negotiation WAN port. Used to connect to a modem or the Ethernet port using an Ethernet cable for internet access.
POWER	Power jack Please use the included power adapter to connect this jack to a power source for power supply.

FAQ

Q1. I cannot log in to the web UI of the router by visiting 192.168.0.1, what should I do?
A1. Try the following solutions:

If you are using a wireless device, such as a smart phone:
- Ensure that it is connected to the WiFi network of the router.
- Ensure that the cellular network (mobile data) of the device is disabled.

If you are using a wired device, such as a computer:
- Ensure that **192.168.0.1** is entered correctly in the address bar, rather than the search bar of the web browser.
- Ensure that the computer is connected to the port 1, 2 or IPTV/3 of the router properly using an Ethernet cable.
- Ensure that the computer is set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

If the problem persists, reset the router and try again.

Q2. I cannot access the internet after the configuration. What should I do?
A2. Try the following solutions first:
- Ensure that the WAN port of the router is connected to a modem or Ethernet port properly.
- Log in to the web UI of the router and navigate to **Route Settings** > **Internet Settings**. Follow the instructions on the page to solve the problem.

If the problem persists, try the following solutions:
- For wireless devices:
  - Check if your wireless devices are connected to the WiFi network of the router.
  - Log in to the web UI and change your WiFi name and WiFi password on **Route Settings** > **Wireless Settings**. Then try again.
- For wired devices:
  - Check if your wired devices are connected to port 1, 2 or IPTV/3 properly.
  - Check if wired devices are set to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.

Q3. How to change the WiFi names and passwords?
A3. Follow the steps below:
1. Connect your wireless device to the WiFi network of the router, or connect your computer to port 1, 2 or IPTV/3 using an Ethernet cable.
2. Start a web browser and visit **192.168.0.1** to log in to the web UI of the router.
3. Navigate to **Route Settings** > **Wireless Settings** > **WiFi Name and Password** to change and save the settings.

Q4. How to reset the router?
A4. Try the following methods:
Method 1: Hold down the **WPS/RST** button for about 8 seconds and release it when the LED indicator blinks fast. The router is restored to factory settings.
Method 2: Log in to the web UI of the router and navigate to **Administration > Device Management** to reset.

Q5. Why cannot I find the WiFi network of the router?
A5. Connect your computer to port 1, 2 or IPTV/3 of the router, and log in to the web UI. Navigate to **Route Settings** > **Wireless Settings** and ensure that:
- The **WiFi Network** function is enabled.
- The **Hide WiFi network** function is disabled.
- Your WiFi name does not contain any Chinese characters.

Q6. I cannot find the 5 GHz WiFi network of the router on my WiFi-enabled device. What should I do?
A6. Try the following solutions:
- Check whether your WiFi-enabled device supports 5 GHz WiFi network. Only devices supporting 5 GHz network can find and connect to the 5 GHz WiFi network.
- Check whether the **Unify 2.4 GHz & 5 GHz** function is disabled. If it is disabled, refer to Q5 to find a solution.

See Far, Go Further

HIKVISION

AC1200 Smart Dual-band WiFi Router
Quick Start Guide