

HIKVISION

4G LTE N300 Wi-Fi Router

Quick Start Guide

About this Document

This Document includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only.

The information contained in the Document is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of the Document at the Hikvision website (<https://www.hikvision.com>). Unless otherwise agreed, Hangzhou Hikvision Digital Technology Co., Ltd. or its affiliates (hereinafter referred to as "Hikvision") makes no warranties, express or implied. Please use the Document with the guidance and assistance of professionals trained in supporting the Product.

About this manual

This product can only enjoy the after-sales service support in the country or region where the purchase is made.

Acknowledgment of Intellectual Property Rights

Hikvision owns the copyrights and/or patents related to the technology embodied in the Products described in this Document, which may include licenses obtained from third parties.

Any part of the Document, including text, pictures, graphics, etc., belongs to Hikvision. No part of this Document may be excerpted, copied, translated, or modified in whole or in part by any means without written permission.

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

LEGAL DISCLAIMER

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS DOCUMENT AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE.

THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW, ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS DOCUMENT AND THE APPLICABLE LAW, THE LATTER PREVAILS.

© Hangzhou Hikvision Digital Technology Co., Ltd. All rights reserved.

Preface

The purpose of this section is to ensure that users can use the product correctly through this manual to avoid danger or property loss during operation. Before using this product, please read the product manual carefully and keep it properly for future reference.

Access to information Visit Hikvision's official website (www.hikvision.com) to obtain manuals, application tools and development materials.

Overview

This manual is applicable to HIKVISION 4G router:DS-3WR4G3N-O

Symbol Conventions (Edit the symbol conventions based on your actual situation.)

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

Symbol	Note
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.

Precautions for safe use

• During the installation and use of the equipment, you must strictly comply with the various electrical safety regulations of the country and the area of use.

• The back cover of the equipment structure is the protection area of the equipment interface. After the card is inserted and the wiring is completed, please tightly fasten the back cover, and the cable flows out from the wire port. Keep the interface area vertical to the ground

to prevent water from entering the interface in rainy and snowy weather and causing damage to the equipment. Please be sure to disconnect the power supply of the device during wiring, disassembly and other operations, and never operate with power on.

• The device may face network security issues when connected to the Internet. Please strengthen the protection of personal information and data security. If you find that the device may have network security risks, please contact us in time. Please understand that you are responsible for reasonably configuring all passwords and other related product security settings, and properly keep your username and password.

Danger

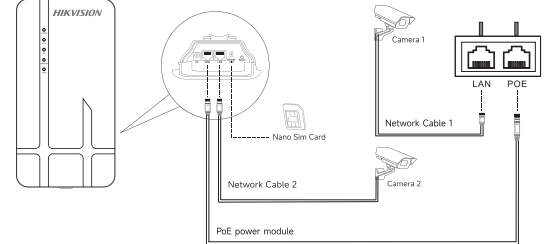
When the equipment is installed outdoors at high altitude, only personnel with high-altitude work permits can install the equipment. Please pay attention to safety 4 to prevent accidents.

Packing List

- 4G LTE N300 Wi-Fi Router
- 24V PoE Adapter
- Metal Clamp
- Ethernet Cable
- Quick Start Guide
- Regulatory Compliance and Safety Information

Step 1: Preparation

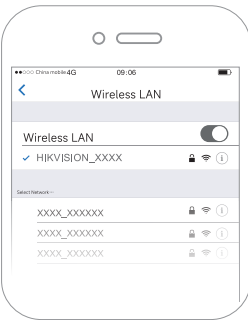
1. The SIM card is a Nano SIM card. Insert the SIM card with the notch facing left and the metal chip facing down into the SIM slot of the device. There will be a click feedback sound when it is inserted normally;
2. If other IoT devices need to access the Internet through the outdoor 4G router, please connect the device to the WAN or LAN port of the router, and insert the PoE plug of the power adapter into the PoE interface of the device. After the device is started, the POWER indicator of the device will be green and the WIFI indicator will be green.



Note
The 4G router defaults to 4G mode. The WAN port can be used as a LAN port to connect other IoT terminals.
Please disconnect the power of the device when inserting the SIM. Inserting or replacing the card with power may not recognize the SIM card!

Step 2: Connect to the router

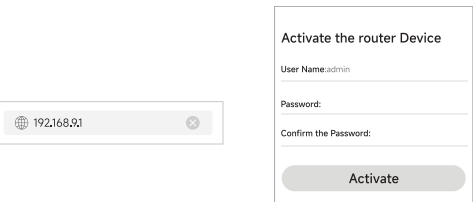
Search the mobile phone for WiFi signals and connect to the signal with the WiFi name "HIKVISION_XXXX" (without quotation marks, XXXX is the last 4 digits of the device's MAC address). There is no default password.



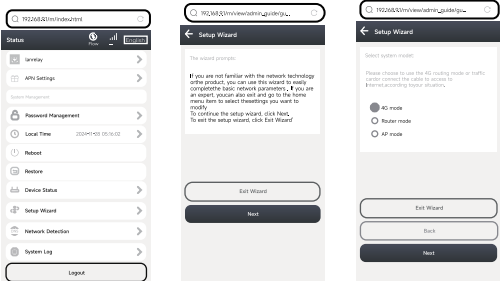
80g铜版纸-风琴折-100*80mm

Step 3: Configure the router

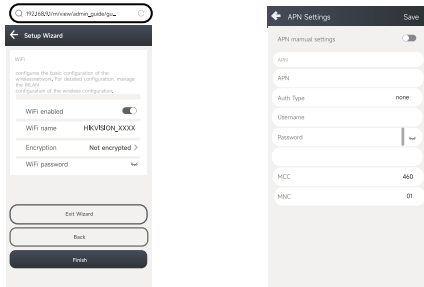
1. Open the mobile browser and enter "192.168.9.1" (without quotation marks). Follow the page prompts to create a login password for the device. After successful activation, you can use the new password to log in to the device management platform.



If the inserted SIM card cannot access the Internet, some mobile phones will prompt "HIKVISION_XXXX" cannot access the Internet. Allow WLAN Assistant to switch to a better network?" Click "No", otherwise the phone will switch to another network and cannot continue to complete the settings.



2. When you log in to the configuration page for the first time, you will enter the device homepage, drag the page to the bottom, click [User Wizard], and follow the instructions on the user wizard page to operate.
3. Click [Next] on the setup wizard page to enter the system mode configuration page, select "4G mode" and click [Next] to enter the wireless configuration page. Please change the "WiFi name" and "encryption method" according to your actual situation and select [WPA2-PSK] and "WiFi password". After the settings are completed, click the [Finish] button and the device will restart. The IoT device can connect to the new WiFi and enter the password to access the Internet.



FQA:

- Q1: What type of SIM card does the device use, and how do I insert it?
A: The device requires a Nano SIM card. If your SIM card is a different size, remove the adapter before insertion. Insert the SIM card into the device's slot with the notch facing inward and chip facing down. A clicking sound will confirm proper insertion.
- Q2: What power supply options does the device support?
A: The device supports two power supply methods:
• DC 12V (via included adapter)
• PoE 24V (via Ethernet cable)

Only one power source should be used. The POWER LED will remain solid when powered correctly.

- 1).DC Power Supply:
 - For solar DC power:
 - Use a voltage regulator to maintain 9~12V input.
 - Voltage outside this range may cause device damage or failure to boot.
- 2).PoE Power Supply:
 - Use the included PoE 24V/0.5A power adapter. Third-party adapters may cause compatibility issues.
 - Ensure the Ethernet cable from the PoE power module to the device.
 - Follows T568B wiring standards (not T586B).
 - Has all eight wires fully connected.
 - Maximum recommended cable length: 70 meters (actual length depends on cable quality).

Q3: Why is the 3G/4G indicator light not on?

A: Troubleshoot using the following steps:

- 1).Verify SIM card insertion:
Ensure the SIM card is properly inserted into the device's slot (refer to Q1 for details).
- 2).Power sequence:
Insert the SIM card before applying power. Hot-swapping (inserting while powered) may cause failure to detect the SIM card. Reboot the device by unplugging and reconnecting the power.
- 3).SIM card validity:
Confirm the SIM card is active, has sufficient data, and is not expired, suspended, or out of credit.
- 4).APN configuration:
If your carrier requires APN settings, ensure they are correctly configured in the device's web UI. Missing or incorrect APNs will block cellular connectivity.
- 5).Signal strength:
Check for weak/no cellular signal in your area. Relocate the device to an area with better reception.
- 6).Data restrictions:
If using the Data Usage Assistant, verify no usage limits are enabled. Adjust settings in the device's Data Management page if restrictions are unintended.

7).Data toggle:

- 8).Device mode:
If the device is in Router/AP mode, cellular connectivity is disabled by design. Switch to Modem mode to use 3G/4G.

Q4: Why does the connected device's internet connectivity fluctuate (intermittent)?

A: Troubleshoot using the following steps:

- 1). Network Detection Settings:
Verify that the SIM card's network can ping all four IP addresses configured in Network Detection. If all fail, the device will reboot the cellular module, causing internet disconnections. This cycle repeats every ~150 seconds (refer to the Network Detection Guide for configuration details).
- 2). Wi-Fi Signal Strength:
If using Wi-Fi, ensure the Wi-Fi signal strength is strong. Weak signals may cause frequent disconnections.
- 3). Cellular Signal Quality:
Check for weak cellular signal at the device's location. Poor signal quality may lead to repeated cellular network drops.
- 4). Wireless Interference:
Assess the local wireless environment for severe interference (e.g., from other devices). Rebooting the device will automatically select the optimal Wi-Fi channel to mitigate interference.

- Q5: The device has a WAN/LAN port. How should I use it?
A: The physical WAN/LAN port's functionality depends on the device's operation mode:
• Default (4G mode): The port functions as a LAN port.
• Router mode (software-configured): The port functions as a WAN port.
• AP mode (software-configured): The port functions as a LAN port.

- Q6: What are the operating temperature range and waterproof and dustproof grades of this product?
• Working temperature -30°C~45°C.
• IP rating: IP 55

