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User Guide

DS-3WR4G3N-O-V1.0-202412300941

202503

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Applicable Models

This manual is applicable to the model: DS-3WR4G3N-O

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.

Safety Instructions

- Do not use the device in a place where wireless devices are not allowed.
- Clean only with dry cloth.
- Do not block any ventilation openings, such as newspapers, table-cloth, curtains.
- To avoid electrical shocks, do not insert any object into the ventilation openings.
- Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus that produce heat.

- Unplug this device during lightning storms or when unused for long periods of time.
- The mains plug is used as the disconnect device, which shall remain readily operable.
- Operating environment: Temperature: 0°C - 40°C (32°F - 104°F); Humidity: (10% - 90%) RH, non-condensing; Storage environment: Temperature: -40°C - 70°C (-40°F - 158°F); Humidity: (5% - 90%) RH, non-condensing.
- Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing.
- Warning: To reduce the risk of electric shock, do not remove cover as there are no user-serviceable parts inside. Refer servicing to qualified personnel.

TABLE OF CONTENTS

Chapter 1 Quick Setup.....	5
1.1 Set up through the Web UI setup wizard in the smartphone browser 错误!未定义书签。	
1.2 Set up the APN through the Web UI in the smartphone browser 错误!未定义书签。	
Chapter 2 Status	14
2.1 System Status	14
2.2 4G Status.....	16
2.3 Interface Status	18
2.4 User List.....	19
2.4.1 IP/MAC Binding	20
2.4.2 Allow Access	20
2.5 Black List	21
Chapter 3 Network Configuration	22
3.1 Network Configuration	22
3.2 APN Settings.....	25
Chapter 4 WiFi Settings	27
Chapter 5 Flow Assistant.....	28
Chapter 6 System Management.....	31
6.1 Manage Password	31
6.2 Local Time	32
6.3 Upgrade/Reset.....	33
6.3.1 Reset.....	34
6.3.2 Download backup configuration	36
6.3.3 Restore backup	37
6.3.4 Local Upgrade.....	37
6.4 System Log.....	39
6.5 Network Detection	40
6.6 Reboot.....	41
Chapter 7 FQA.....	43

Chapter 7 Indicators & Buttons	45
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Chapter 1 Quick Setup

This chapter describes how to:

[- Setup via the Web UI Setup Wizard in a Smartphone Browser.](#)

[- Setup APN via Web UI in Smartphone Browser.](#)

1.1 Setup via the Web UI Setup Wizard in a Smartphone Browser

Note:

- Only when a wireless adapter is installed can a desktop computer be connected to a Wi-Fi network. If your desktop computer does not have a wireless adapter, please use an Ethernet cable to connect to the LAN port of the device for configuration.
- Please insert the SIM card into the card slot before powering on the device. Otherwise, the SIM card will not be recognized.
- The following content describes the steps for configuration using a smartphone.

Step 1: Carefully insert the Nano SIM card into the SIM card slot following the direction indicated on the slot. Make sure that the notch faces the inside of the slot and the chip side is facing down. When inserted correctly, you will hear a "click" sound as feedback, indicating a successful insertion.

Step 2: If you use a POE power supply to power the device via an Ethernet cable, please use an Ethernet cable that conforms to the T568B standard to connect the POE interface of the POE power supply to the WAN interface of the device, and then turn on the power. If you use a DC 12V power supply to power the device, please insert the DC connector into the DC interface of the device and then turn on the power.

Step 3: Connect your smartphone to the Wi-Fi network of the device. The default Wi-Fi network name of the device is HIVISION_XXXX (XXXX represents the last four digits of the device's MAC address), and the network is not encrypted by default (as shown in Figure 1 below).

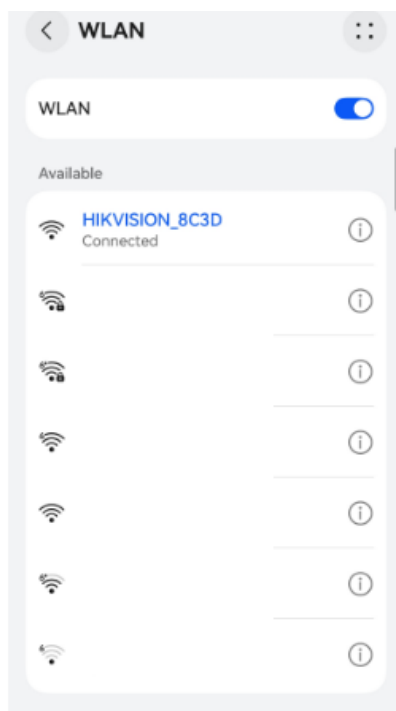


Figure 1

Note:

If you are unable to find the Wi-Fi network of the device, please try the following solutions:

- Please confirm that the Wi-Fi network of the device has been enabled.
- Please turn off and then turn on the Wi-Fi switch of the device.
- Reset the device and try again.

Step 4: Once you have successfully connected your smartphone to the device's Wi-Fi network, open the browser application on your smartphone. Enter "192.168.9.1" in the address bar and click the [Go] button. You will then be redirected to the Quick Setup Wizard page.

Note:

If you are unable to log in to the device's Web UI, please try the following solutions:

- For Wi-Fi-enabled devices such as smartphones: Ensure that your smartphone is connected to the device's Wi-Fi network named HIKVISION_XXXX, and the mobile data function (if available) is disabled. If your smartphone prompts that this Wi-Fi network cannot access the Internet and asks whether you allow switching to other networks, please click "Do Not Allow." Otherwise, you won't be able to stay

connected to the device's Wi-Fi network.

- For wired devices such as computers: Ensure that your computer is connected to the device's LAN interface, and the computer is configured to obtain an IP address automatically and to obtain the DNS server address automatically.
- Switch to a different web browser.
- Reset the device and try again.

Step 5: Create a login password and click the [Activate] button, as shown in Figure 2 below.

Activate router device

User: admin

Password:

① Length of 8-16 characters;
At least 2 types of characters are required: uppercase
and lowercase letters, numbers, and special characters;
Password cannot contain the strings 'admin' and
'nimda'.

Confirm password:

Activate

Figure 2

Step 6: Enter the created login password and click the [Login] button to log into the device, as shown in Figure 3 below. In the factory default state, you will be redirected to the Setup Wizard page, as shown in Figure 4 below. The page provides an explanation of the setup wizard. Click the [Next] button.

Welcome to HikVision !

User: admin

Password:

① Length of 8-16 characters;
At least 2 types of characters are required: uppercase and lowercase letters, numbers, and special characters;
Password cannot contain the strings 'admin' and 'nimda'.

Login

[Forgot password?](#)

Figure 3

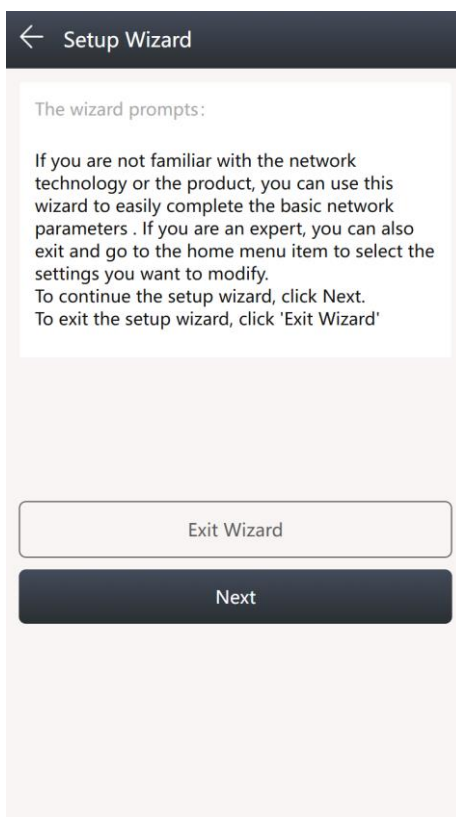


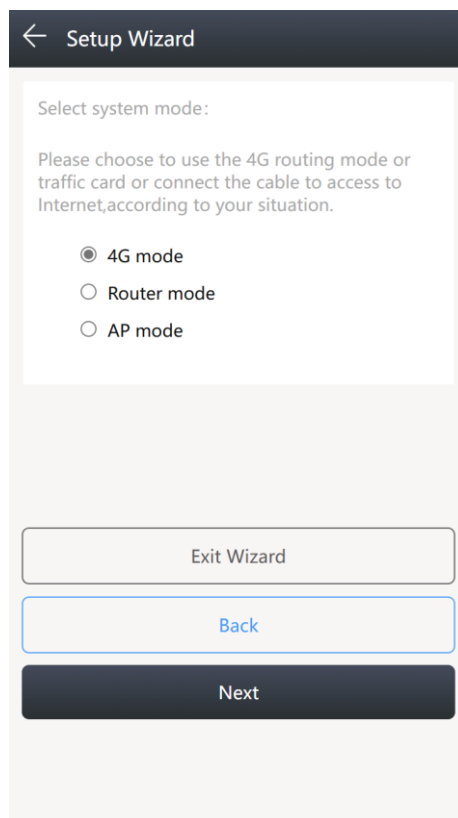
Figure 4

Step 7: Select the working mode (as shown in Figure 5 below). If you use the 4G LTE cellular network for Internet access, please keep the default setting "4G mode" and click the [Next] button.

Explanation:

System Mode:

1. 4G mode: The device accesses the Internet via the 4G LTE cellular network.
2. Router mode: The device accesses the Internet via a wired connection. Please contact your broadband service provider or network administrator to obtain relevant information.
 - Automatic acquisition: The device can access the network by automatically obtaining the IP address information assigned by the upper-level network.
 - PPPoE dialing: You need to use a specific account and password to access the network.
 - Static IP: You need to use specific IP address information to access the network.
3. AP mode: The device functions as a converter between the wired network and the Wi-Fi network and requires no additional configuration.



The screenshot shows a mobile application interface titled "Setup Wizard". Below the title, it says "Select system mode:". A paragraph of text reads: "Please choose to use the 4G routing mode or traffic card or connect the cable to access to Internet, according to your situation." There are three radio button options: "4G mode" (which is selected), "Router mode", and "AP mode". At the bottom of the screen, there are three buttons: "Exit Wizard", "Back", and "Next". The "Next" button is highlighted in a darker color.

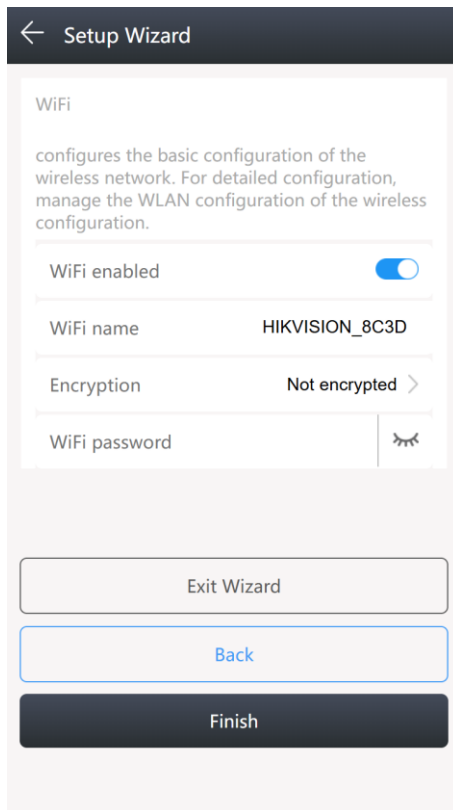
Figure 5

Step 8: Wi-Fi Configuration (as shown in Figure 6 below). Customize the Wi-Fi name and password based on your personal preferences. Initially, the Encryption option is set as "Not encrypted." Please change it to "WPA2 - PSK" instead. Once all the adjustments are made, click the [Finish] button. The device will then apply the settings configured in the setup wizard and proceed to restart.

Explanation:

Wi-Fi Configuration:

- **Wi-Fi Switch:** The Wi-Fi switch is enabled by default. If you turn it off, the Wi-Fi function of the device will become unavailable. If you don't need to use the device's Wi-Fi function, you can switch it off.
- **Encryption:** The available encryption options include "Not encrypted", "WPA-PSK", and "WPA2-PSK". To ensure the security of your data, it is highly recommended that you select the "WPA2-PSK" encryption method.



The screenshot shows the 'Setup Wizard' screen for Wi-Fi configuration. At the top, there is a back arrow and the title 'Setup Wizard'. Below this, the 'WiFi' section is highlighted. A descriptive text states: 'configures the basic configuration of the wireless network. For detailed configuration, manage the WLAN configuration of the wireless configuration.' The configuration options are as follows: 'WiFi enabled' is a toggle switch currently turned on (blue); 'WiFi name' is set to 'HIKVISION_8C3D'; 'Encryption' is set to 'Not encrypted' with a right-pointing chevron indicating more options; and 'WiFi password' is an empty text field with a visibility icon (an eye with a slash) to its right. At the bottom of the screen, there are three buttons: 'Exit Wizard' (light gray), 'Back' (light blue with a blue border), and 'Finish' (dark gray).

Figure 6

Note:

To achieve optimal performance:

- The device is designed for outdoor use and has excellent protective properties. It is recommended that you install the device in an open, unobstructed outdoor location.
- Please use a POE power module to power the device. The POE power can be extended to the device's installation location. Generally, it is advisable to keep the Ethernet cable within 70 meters. The actual transmission distance of the Ethernet cable is related to its material.
- Keep the device away from high - voltage and highly interfering electronic devices, such as microwave ovens, Bluetooth devices, and refrigerators.
- The 4G cellular network signal antenna is located on the north side of the indicator light. You can adjust the installation angle of the device to obtain a better signal.

1.2 Setup APN via Web UI in Smartphone Browser

Note:

Explanation of APN:

- APN (Access Point Name) is a parameter used to identify the access network when the device connects to the Internet via a mobile cellular network.
- Consult your SIM card service provider to obtain APN information.
- If the SIM card service provider states that no APN setting is required for the SIM card, then there is no need to perform this setting operation.

Step 1: Use your smartphone to reconnect to the newly - set Wi-Fi name and enter the previously configured Wi-Fi password. Once the Wi-Fi connection is successful, open the browser application on your smartphone. Enter "192.168.9.1" in the address bar, then input the login password, and finally click the [Login] button to log back into the device settings page. The specific interface as shown in Figure 7.

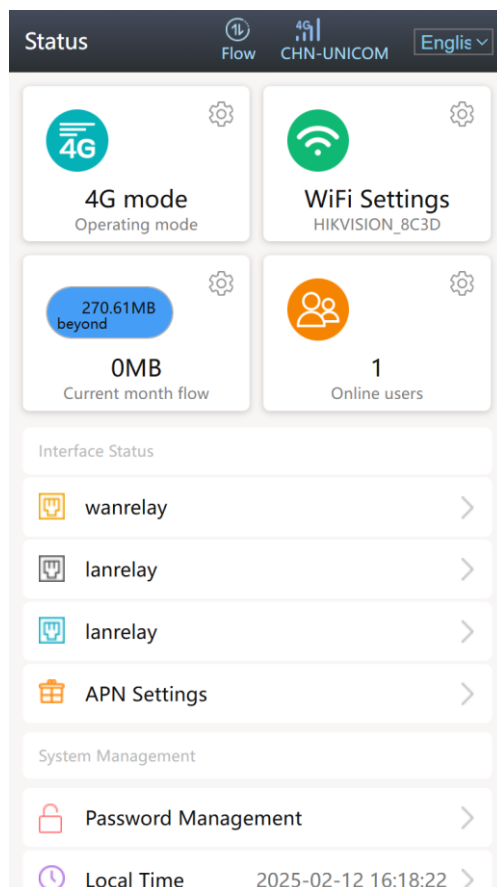


Figure 7

Step 2: Click the **【APN Settings】** button to enter the settings page (as shown in Figure 8 below). Turn on the "APN manual setting" switch. According to the APN information provided by your SIM card service provider, fill in the relevant details as prompted on the page. After filling in, click the **【Save】** button. The device will apply the new APN configuration and restart, then connect to the 4G LTE cellular network using the new APN configuration.

Explanation:

APN Settings:

- APN: This refers to the APN name.
- Auth Type: By default, it is set to "none". The available options are "none", "pap", "chap", and "pap/chap". If your SIM card service provider does not provide Auth Type information, please keep the authentication type as "none". If your SIM card service provider offers an authentication type, select the corresponding one. After selection, enter the Username and Password as prompted on the page.
- If your SIM card service provider indicates that Internet access is possible without

APN configuration, there is no need to configure the APN.

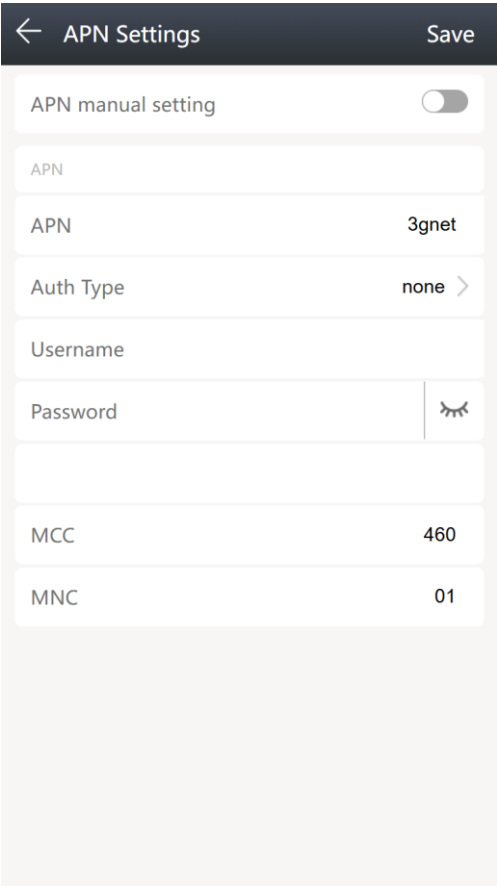


Figure 8

Chapter 2 Status

Note:

It is recommended to use a computer equipped with a wireless adapter to manage the device.

This chapter describes how to:

- View the system status
- View the 4G status
- View the interface status
- View the user list
- View and configure the blacklist

2.1 System Status

Log in to the device and enter the access password. The device will automatically redirect you to the Overview status page (as shown in Figure 9 below). The "System Status" section indicates the current system status of the device.



Figure 9

System Mode: The current operating mode of the device. The device modes include 4G, Router, and AP modes.

Model: The device system.

Version: The software version of the device.

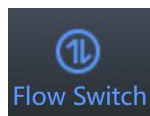
CPU: The current CPU utilization rate of the device.

Local Time: The local time of the device. After the device is connected to the Internet, the time will be automatically synchronized according to the time zone.

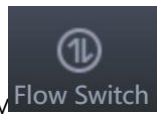
Memory: The current memory utilization rate of the device.

Uptime: The running time of the device.

Online Users: The current number of online users of the device.



Traffic Switch: It is turned on by default. Once turned off, the icon will



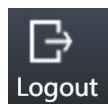
change to gray, and the cellular network will be disabled, making it impossible to access the Internet via cellular signals.



Cellular Network: After the device attaches to the network, the strength of the received cellular signal will be represented by the number of signal bars, and the characters indicate the current network attachment mode.



Language Switch: Supports Chinese, English, and Russian.



Logout: Clicking this option will log out the current user.

2.2 4G Status

Log in to the device and enter the access password. The device will automatically navigate to the Overview status page. The "4G Status" section shows the current 4G status of the device (as shown in Figure 10 below).

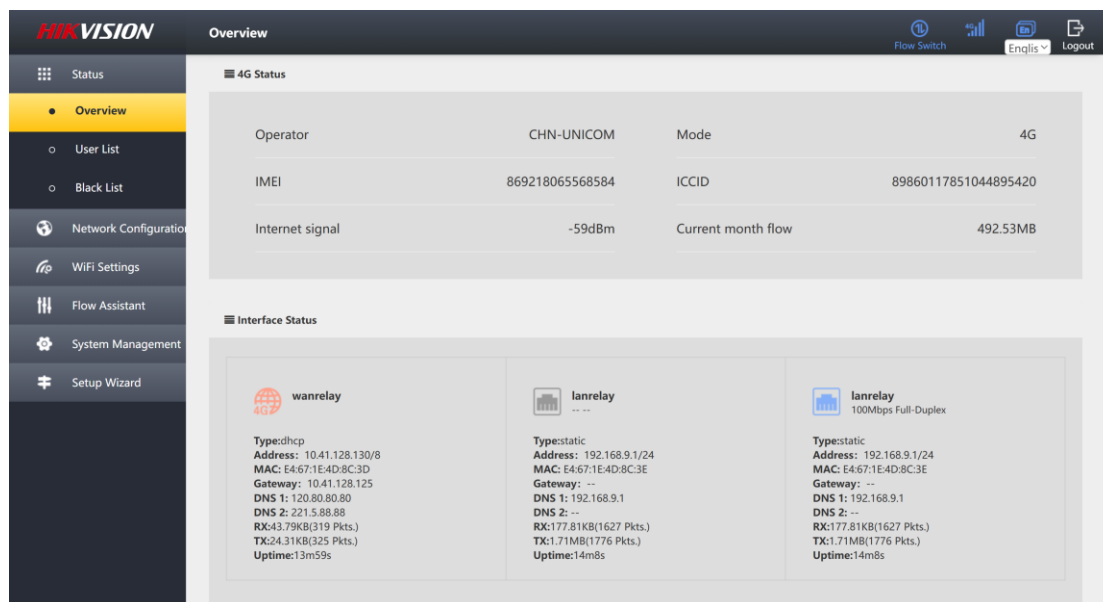


Figure 10

Operator: The service provider of the SIM card. If the device fails to recognize it, "--" will be displayed, which won't affect the device's normal use.

Mode: The current cellular network attachment mode of the device. If the device has not attached to the network yet, "--" will be shown.

IMEI: The IMEI identification number of the device's 4G module.

ICCID: The ICCID number of the SIM card. It will not be displayed if the device has not recognized the SIM card.

Internet Signal: The strength of the cellular network signal received by the device, usually displayed as a negative value. The smaller the number, the better the signal. If the device has not attached to the network yet, "--" will be displayed.

Current Month Flow: The data usage of the cellular network this month.

注意:

- 设备正常驻网后，4G Status 将显示设备蜂窝网络状态信息，在 Interface Status

wanrelay 接口位置 4G 图标将由灰色图标 变更为橙色图标 并显示 IP 地址信息。

- 设备正常驻网后，右上角的蜂窝信号图标由 变更为蓝色图标，信号格数将根据驻网后的网络信号变更，字符表示当前驻网模式。
- 设备驻网失败，网络信号、模式将显示"--"（如下图 11 所示），蜂窝信号图标变更为灰色，wanrelay 接口将变更为灰色且不显示 IP 地址信息（如下图 12 所示）。

Instructions:

- Once the device attaches to the network normally, the 4G Status will display the cellular network status information of the device. At the Interface Status wanrelay interface, the 4G icon will change from a gray icon to an orange one, and the IP address information will be shown.
- After the device attaches to the network successfully, the cellular signal icon in the upper right corner will change from [original icon] to a blue icon. The number of signal bars will change according to the network signal after attachment, and the characters represent the current network attachment mode.
- If the device fails to attach to the network, the network signal and mode will display "--" (as shown in Figure 11 below). The cellular signal icon will change to gray, and the wanrelay interface will turn gray and no IP address information will be displayed (as shown in Figure 12 below).

4G Status			
Operator		Mode	
--		--	
IMEI		ICCID	
869218065568584		89860117851044895420	
Internet signal		Current month flow	
--		495.66MB	

Figure 11

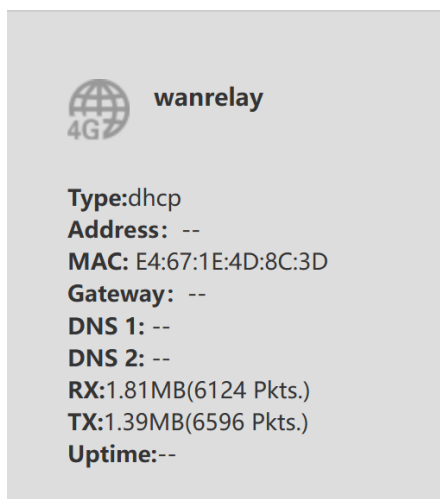


Figure 12

- When the device operates in Router/AP mode, the 4G status will not be displayed.

2.3 Interface Status

Log in to the device and enter the access password. The device will automatically redirect to the Overview status page. The "Interface Status" indicates the current interface status of the device (as shown in Figure 13 below).

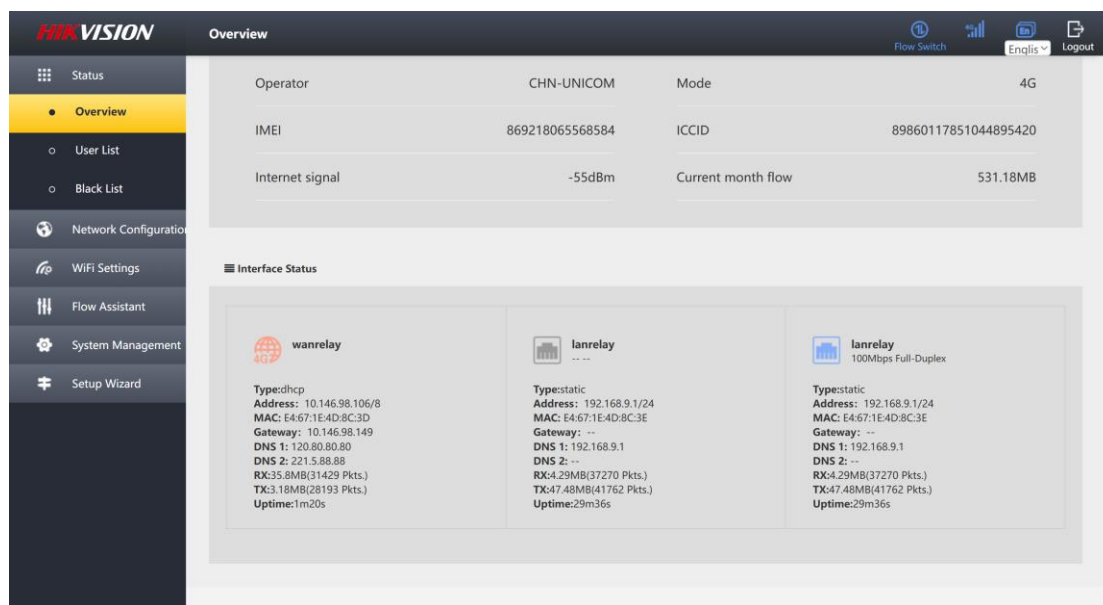


Figure 13

Notes:

- When the device is operating in 4G mode, the wanrelay interface serves as the module interface, and the physical WAN port of the device will be converted into a

LAN port. In Figure 13 above, the lanrelay in the middle position corresponds to the device's WAN interface, and the lanrelay on the far right corresponds to the device's LAN interface.

- When the device is operating in routing mode, the wanrelay interface corresponds to the device's WAN interface, and the lanrelay corresponds to the device's LAN interface (as shown in Figure 14 below).

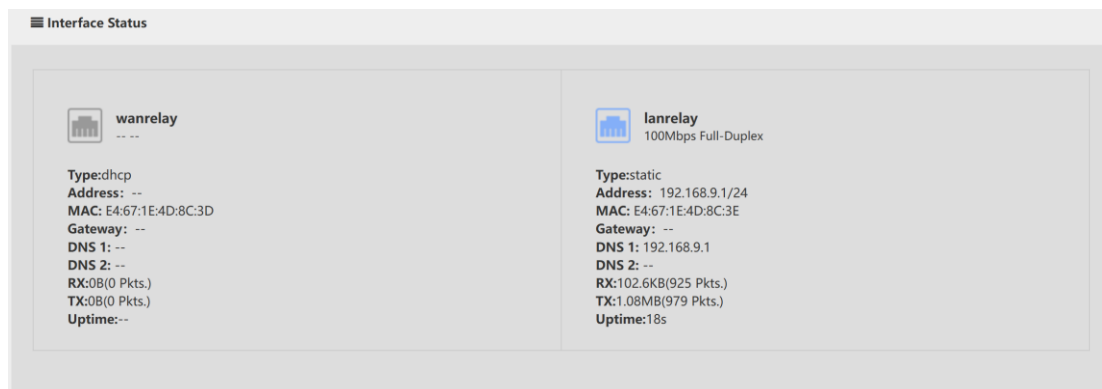


Figure 14

- When the device is operating in AP mode, both the WAN and LAN ports of the device will be converted to function as the lanrelay interface (as shown in Figure 15 below). In this mode, the device will not be assigned an IP address but will automatically obtain an IP address from the upstream device. If you need to log in to the device, it is recommended to press and hold the RESET button for 6 seconds and then release it to restore the factory settings.

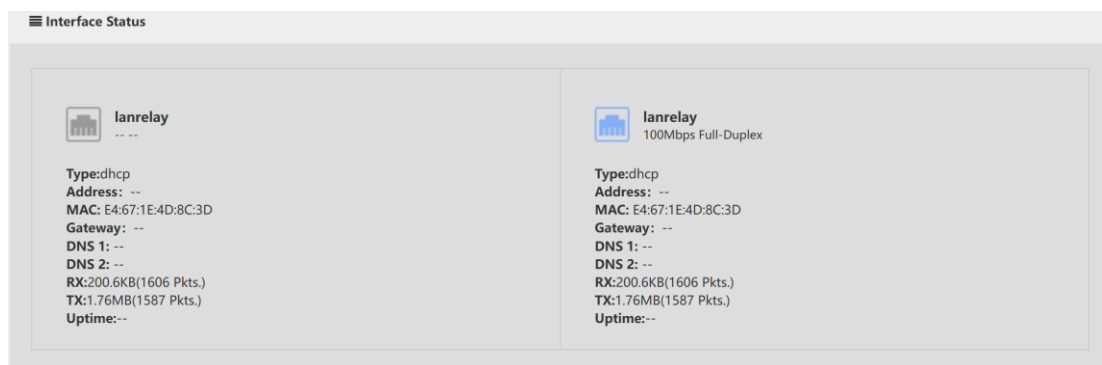


Figure 15

2.4 User List

Log in to the device by entering the access password. The device will automatically navigate to the Overview status page. Click the [User List] button on the left side to

jump to the User List page. This page will display information related to online users (as shown in Figure 16 below), as well as functions such as IP/MAC binding and access permission.

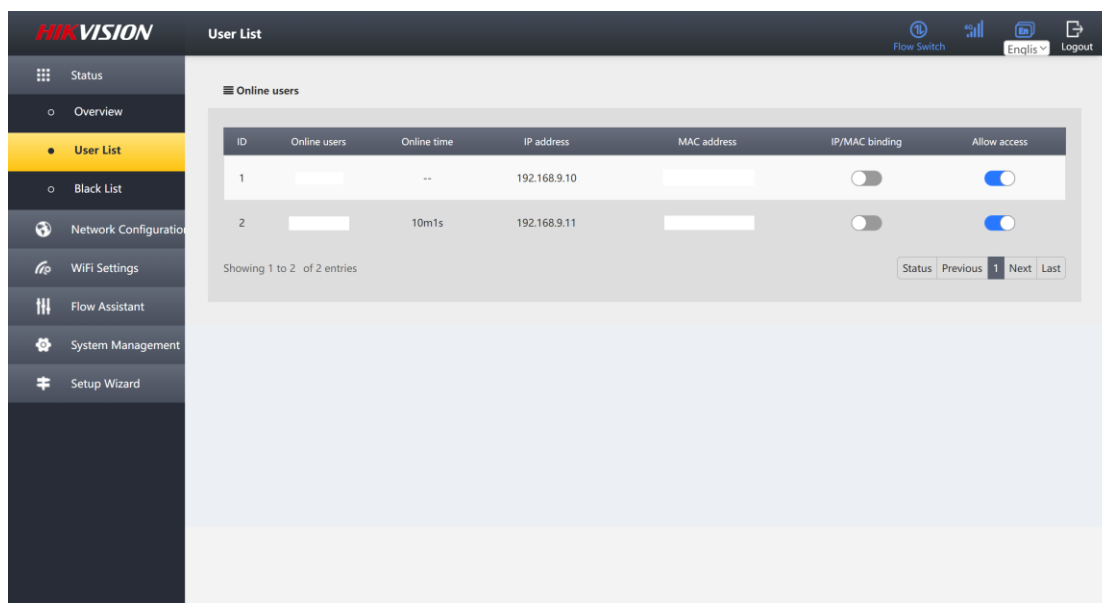


Figure 16

Notes:

- For wired users, the online duration will not be shown separately; it is the same as the device's uptime. However, the online duration of Wi-Fi users will be displayed normally.
- The user list only shows users to whom IP addresses are assigned via DHCP. Terminals with manually - set IP addresses will not be displayed in the user list.

2.4.1 IP/MAC Binding

Once IP/MAC binding is enabled, the IP address obtained by the terminal when connecting to the device will remain unchanged. To perform IP/MAC binding, locate the corresponding terminal in the online user list and turn on the IP/MAC binding switch.

2.4.2 Allow Access

When a terminal connects to the device, the access - allowed function is automatically enabled. If the access - allowed switch is turned off, the terminal will be removed from the online user list and automatically added to the blacklist, making it unable to connect to the Internet.

2.5 Black List

Log in to the device and enter the access password. The device will automatically redirect to the Overview status page. Click the [Black List] button on the left - hand side to navigate to the Black List page. This page will display information related to the users on the blacklist (as shown in Figure 17 below).

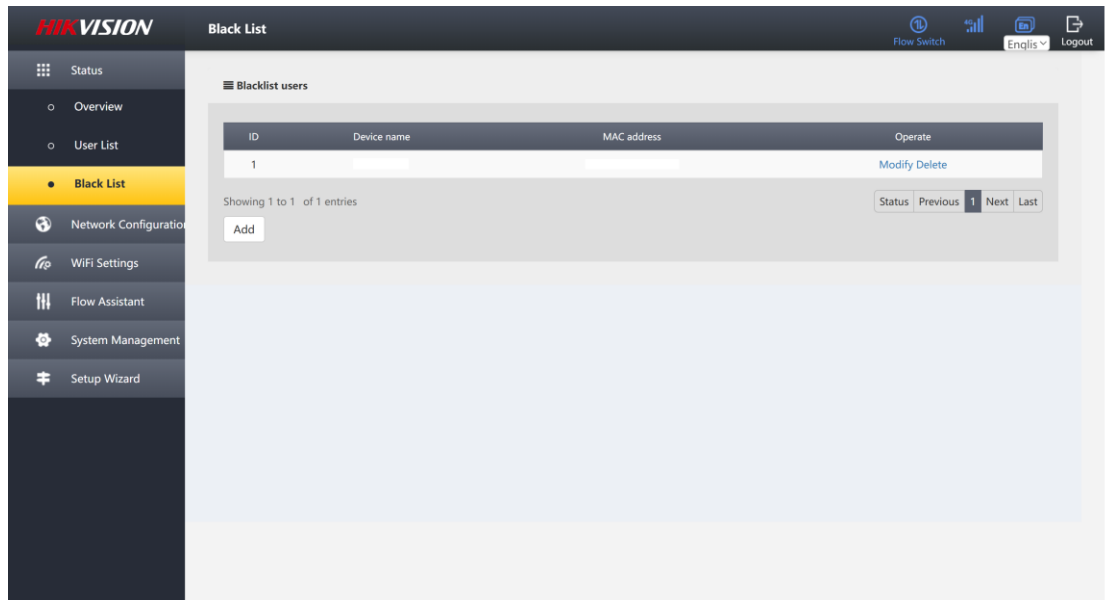


Figure 17

Modify: Modify the device name and MAC address information of a specified blacklisted device.

Delete: Remove the blacklisted device from the blacklist user list. After deletion, the blacklisted user will be automatically added to the online user list.

Add: Manually input the device name and MAC address information to add a new blacklisted device.

Instructions:

- When a blacklisted device is removed from the blacklist user list, it will be automatically added to the online user list.

Chapter 3 Network Configuration

Note:

It is recommended to use a computer equipped with a wireless adapter to manage the device.

This chapter describes how to:

- [Network Configuration](#)
- [APN Settings](#)

3.1 Network Configuration

Log in to the device by entering the access password. The device will automatically redirect to the Overview status page. Click the [Network Configuration] - [Network Configuration] button on the left side to enter the device's network configuration page (as shown in Figure 18 below).

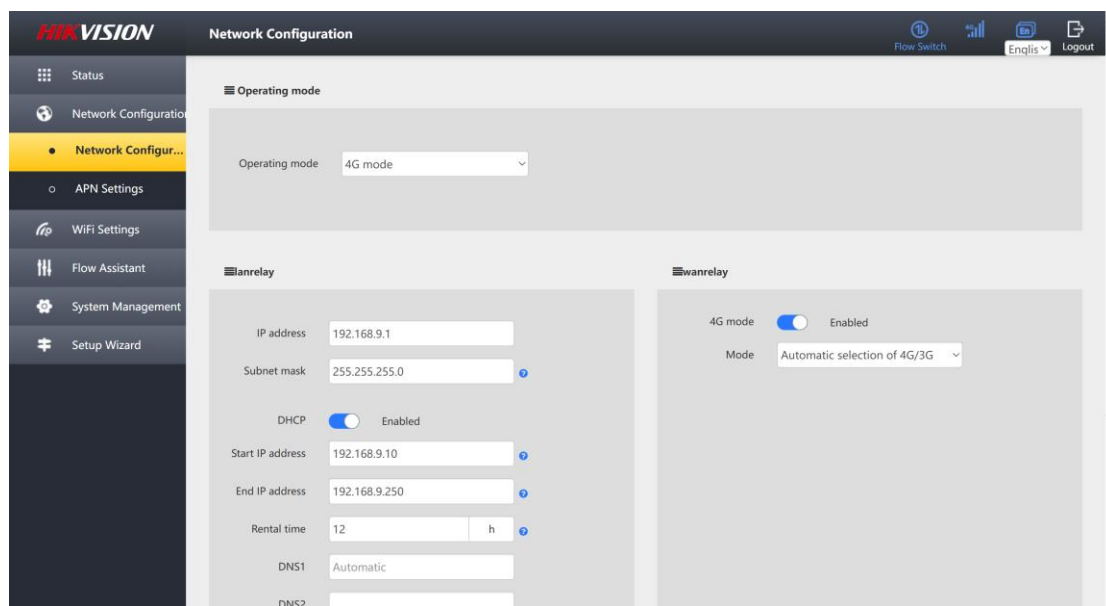


图 18

Operating mode: [Please refer to the description of the working modes in the Web UI setup wizard of your mobile browser.](#)

Lanrelay:

IP Address: The IP address of the device. It can be adjusted according to actual needs. After adjustment, the access address of the device will change to the modified IP address.

Subnet Mask: Used to distinguish between the network address and the host address in an IP address. Please adjust it according to actual requirements.

DHCP: The DHCP server switch. When turned on, the device will assign IP addresses to connected terminals. When turned off, connected terminals can only set IP addresses manually.

Start IP Address: The starting address of the IP address range assigned by the DHCP server.

End IP Address: The ending address of the IP address range assigned by the DHCP server.

Rental time: The valid period of the IP address assigned by the DHCP server, with a default of 12 hours.

DNS1/DNS2: The DNS server addresses assigned by the DHCP server, which are set to the device's IP address by default.

Notes:

- After changing the IP address, the starting and ending IP addresses assigned by the DHCP server need to be adjusted accordingly. Otherwise, the configuration cannot be saved.
- If the terminals connecting to the device are constantly changing, shorten the DHCP validity period. Otherwise, it may lead to the exhaustion of available IP addresses, causing terminals to be unable to obtain IP addresses.

wanrelay:

4G Mode: The device is set to the 4G mode by default. The WAN interface configuration illustrated in Figure 19 below.

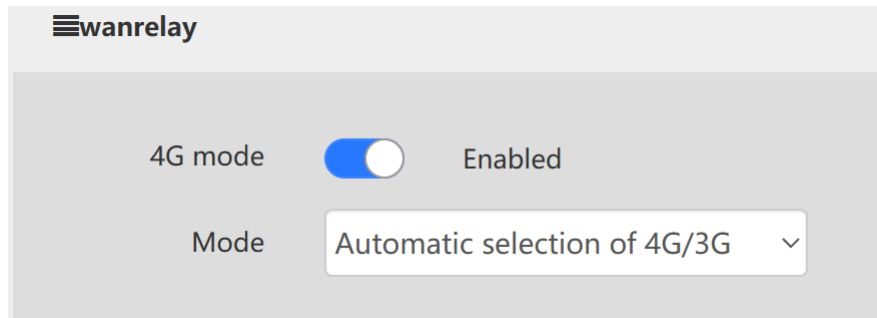


Figure 19

- **4G Mode Switch:** This is the 4G network switch. It is enabled by default. When turned off, the module will stop attaching to the network.
- **Mode:** The default is the automatic mode. The device will automatically attach to the 4G/3G network based on the cellular network conditions.

Router Mode: When the device switches to the wired - router mode, the cellular network module will stop working. The WAN interface is used to connect to the upstream wired network. The WAN interface configuration is illustrated in Figure 20 below.

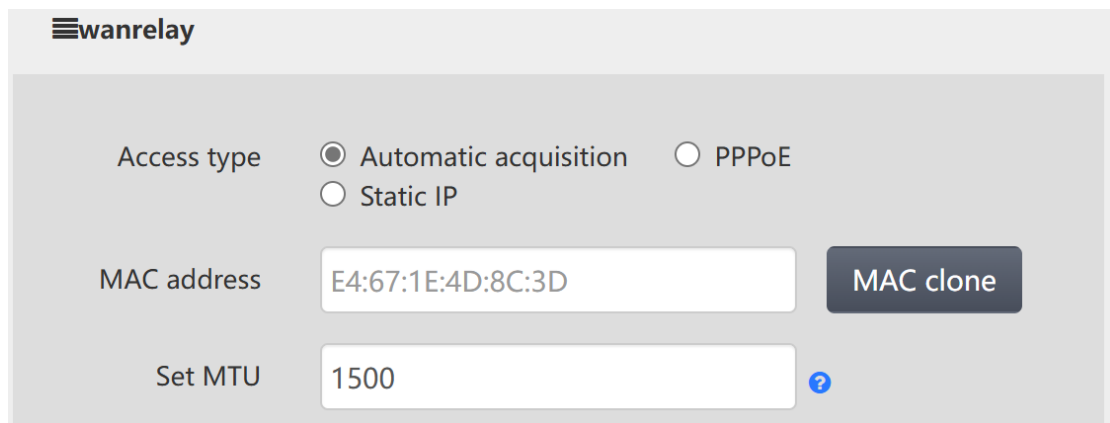


Figure 20

- **Access Type:** Please refer to the description of connection types in the Web UI setup wizard of the mobile browser.
- **MAC Address:** The MAC address of the WAN port. By default, the device's MAC address is used as the WAN port address. When a MAC address is manually entered, the device's WAN address will change to the input MAC address. After clicking the [MAC Clone] button, the MAC address will automatically copy the MAC address of the device currently connected to this device.
- **Set MTU:** The maximum packet size that can pass through the WAN port, with a default value of 1500.

AP Mode: In this mode, the device functions as a converter between a wired network and a Wi - Fi network. The WAN interface, LAN interface, and Wi - Fi are bridged together. It merely performs data forwarding, similar to a switch, without any additional processing. The network configuration page supports the configuration of the device management address, illustrated in Figure 21 below.

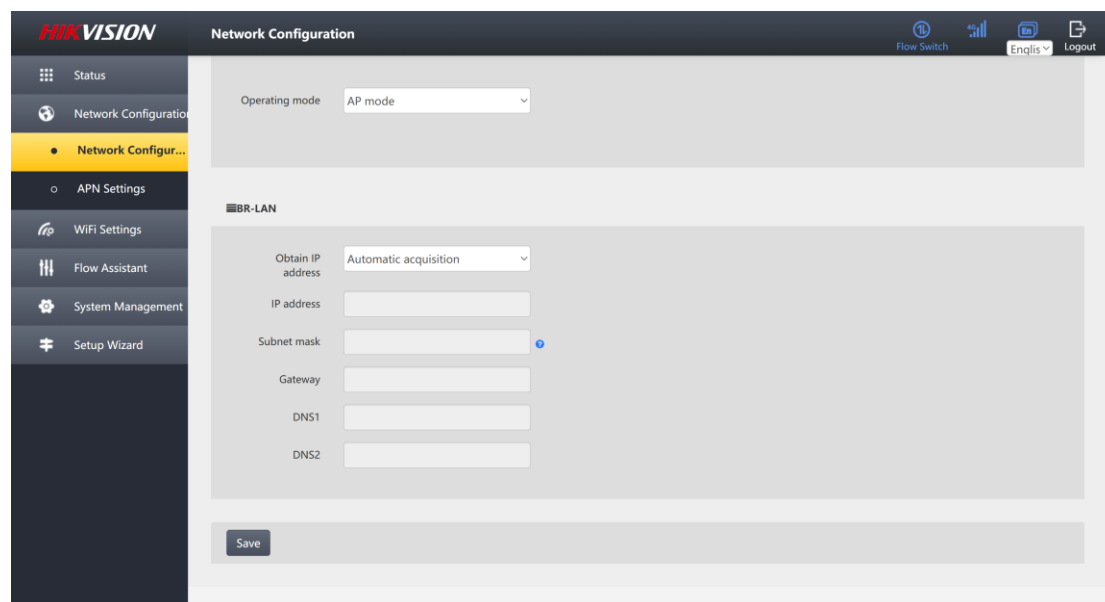


Figure 21

- Obtain IP address: Supports Automatic acquisition or static IP settings. By default, it is set to automatic acquisition, where the device obtains an IP address from the upstream network. The acquired IP address will serve as the device's management address. If the upstream network does not assign an IP address, the device will be in an unaddressed state. To log in to the device in such a case, reset the device. If changed to a static IP, the manually - set address will be the device's management address. To log in to the device, ensure that the IP address of the login terminal and the device's IP address are on the same network.
- For the IP address, subnet mask, gateway, DNS1, and DNS2, please contact the network administrator and fill in the information according to the actual network.

3.2 APN Settings

The APN configuration page is illustrated in Figure 22 below. This page is only displayed when the device is operating in 4G mode. For detailed instructions, [please refer to the APN settings in the Web UI of the mobile browser.](#)

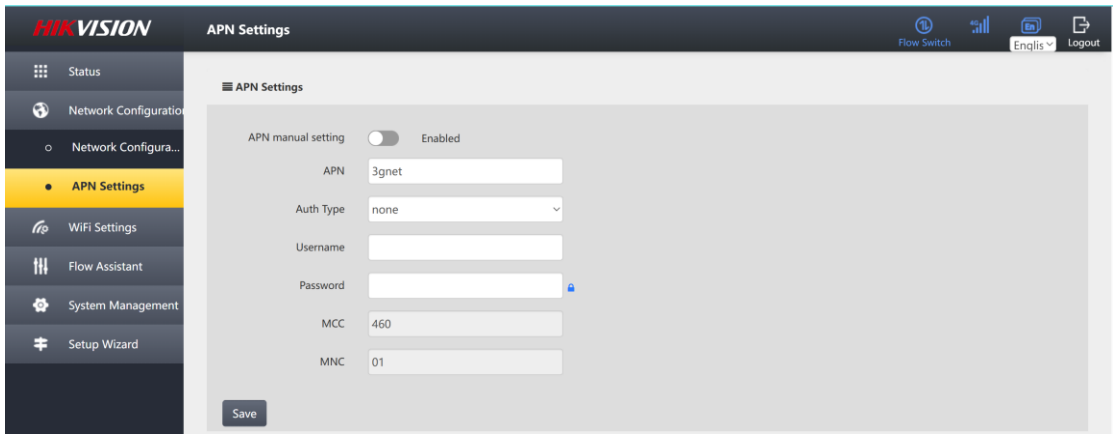


Figure 22

Chapter 4 WiFi Settings

Note:

For optimal performance, use a computer with a wireless adapter installed to manage the device.

This chapter explains how to:

- Configure Wi-Fi settings and examine key configuration parameters.

Log in to the device and enter the **access password**. The device will automatically redirect to the **Overview page**. From the left menu, click **[WiFi Settings]** > **[Wi-Fi Settings]** to access the device's Wi-Fi configuration page (as shown in Figure 23 below).

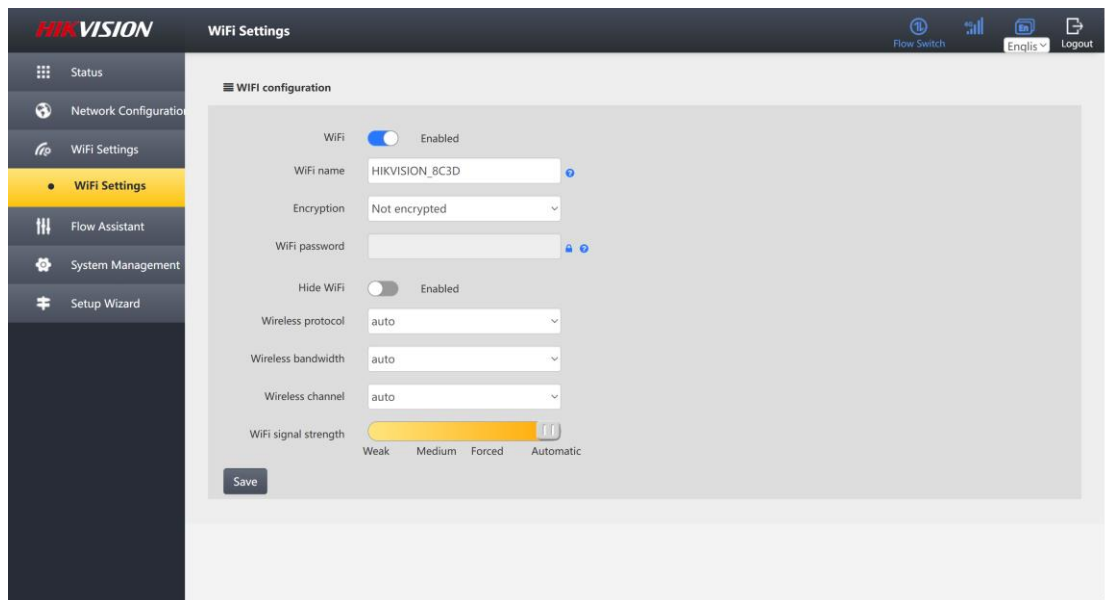


Figure 23

Wi-Fi Switch: Enabled by default. Turning it off disables all wireless functionality. Disable if Wi-Fi is not needed.

WiFi Name: SSID, the broadcasted network name (e.g., HIKVISION_XXXX, where XXXX = last four digits of the device's MAC address).

Encryption: Supports None/WPA-PSK/WPA2-PSK. None is default, but WPA2-PSK is recommended for data and network security.

WiFi password: Not set by default. Accepts 8–32 characters (numbers, letters, special

characters: /.!@#\$%^&*()_+ – no spaces).

Hide Wi-Fi: Hides the SSID from network scans. Clients must manually configure Wi-Fi to connect.

Wireless Protocol: Supports auto/b/g/n/bgn. Default auto enables backward compatibility with 2.4GHz b/g/n devices.

Wireless Bandwidth: Supports auto/20/40 MHz. Default auto uses 20MHz (higher bandwidth = faster speeds, lower interference resistance).

Wireless Channel: Supports auto/1–13. Default auto scans for optimal channel upon startup.

WiFi signal Strength: Supports Weak/Medium/Forced/Automatic. Default Automatic adjusts for maximum coverage.

Notes:

- The default Wi-Fi is unsecured. For network and device security, change the SSID name and set WPA2-PSK encryption with a strong password as prompted.
- If Wi-Fi is unused, disable the Wi-Fi feature to enhance security.
- To prevent the network from appearing in scans, hide the Wi-Fi network.
- Reduce Wi-Fi signal strength if coverage exceeds your intended area.

Chapter 5 Flow Assistant

Note:

For optimal performance, use a computer with a wireless adapter installed to manage the device.

This chapter explains how to:

- Core Features and Key Specifications Overview of Data Assistant。

Data Assistant:

The Data Assistant tracks cellular data usage on your device and manages cellular network access based on your configured monthly data plan limit. Once the monthly

limit is reached:

- Cellular data functionality will be disabled.
- The data toggle will turn off cellular connectivity, preventing internet access via cellular networks.

To restore network access:

- Adjust your monthly data plan limit in the settings and re-enable the data toggle.
- Disable the data control toggle entirely.
- Wait for the monthly cycle to reset automatically.

Log in to the device using the access password. The device will automatically redirect to the Overview page. From the left menu, click [Flow Assistant] > [Flow Assistant] to access the device's Flow Assistant configuration page (as shown in Figure 24 below).

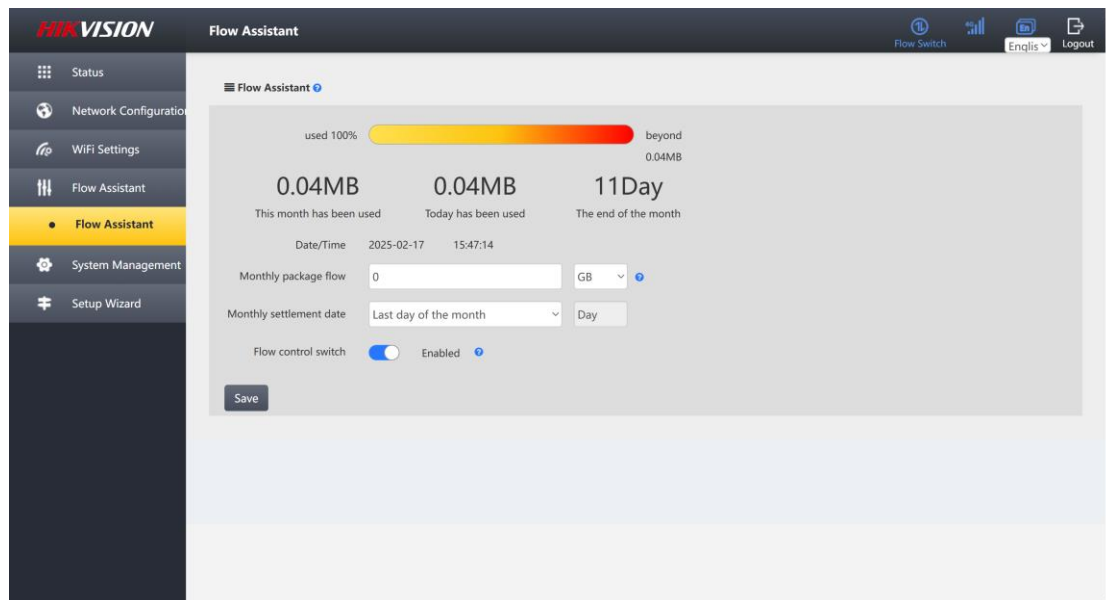


Figure 24

Used: Shows cellular data used as a percentage of your monthly data allowance and remaining data for the current billing cycle.

Beyond: Displays the amount of cellular data exceeding your monthly data limit.

This month has been used: Total cellular data consumed this month.

Today has been used: Cellular data used today.

The end of the month: Days remaining until your monthly data plan resets.

Date/Time: Displays the device's current date and time, automatically synchronized with NTP servers after internet connection. Ensure your device's time zone is correctly configured in system settings.

Monthly package flow: Maximum cellular data allowed per month (supports GB/MB units). Default: 0GB (unlimited).

Monthly settlement date: Day when your monthly data plan resets.

Flow control switch: Enables/disables cellular data management based on Flow Assistant settings. Enabled by default.

Chapter 6 System Management

Note:

For optimal performance, use a computer with a wireless adapter installed to manage the device.

This chapter explains how to:

- [Manage Device Login Password](#)
- [Local Time Settings & Time Zone Management](#)
- [Reset & Firmware Update & Configuration Upload/Download](#)
- [View System Logs](#)
- [Network Detection](#)
- [Reboot](#)

6.1 Manage Password

To change the device login password:

1. Log in to the device using the access password.
2. The device will automatically redirect to the Overview page.
3. From the left menu, click [System Management] > [Manage Password] to access the password configuration page (as shown in Figure 25 below).

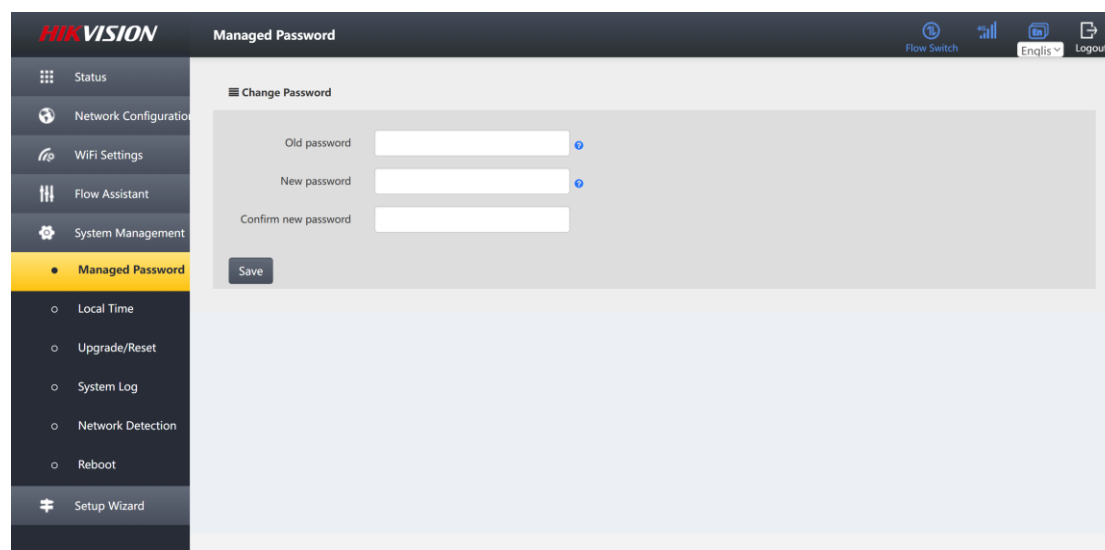


Figure 25

Notes:

- To change the login password, you must know the current password and enter the new password as prompted on the page.
- If you forget the login password:
 1. Press and hold the device's RESET button for 6 seconds until it resets to factory defaults.
 2. Re-log into the device and enter the activation password as prompted during setup. This will serve as the new login password.

6.2 Local Time

Time Synchronization:

The device supports internet time server synchronization and local time synchronization to ensure accurate timestamping for device status and logs.

To access time settings:

1. Log in to the device using the access password.
2. The device will automatically redirect to the Overview page.
3. From the left menu, click [System Management] > [Local Time] to configure system time and date settings (as shown in Figure 26 below).

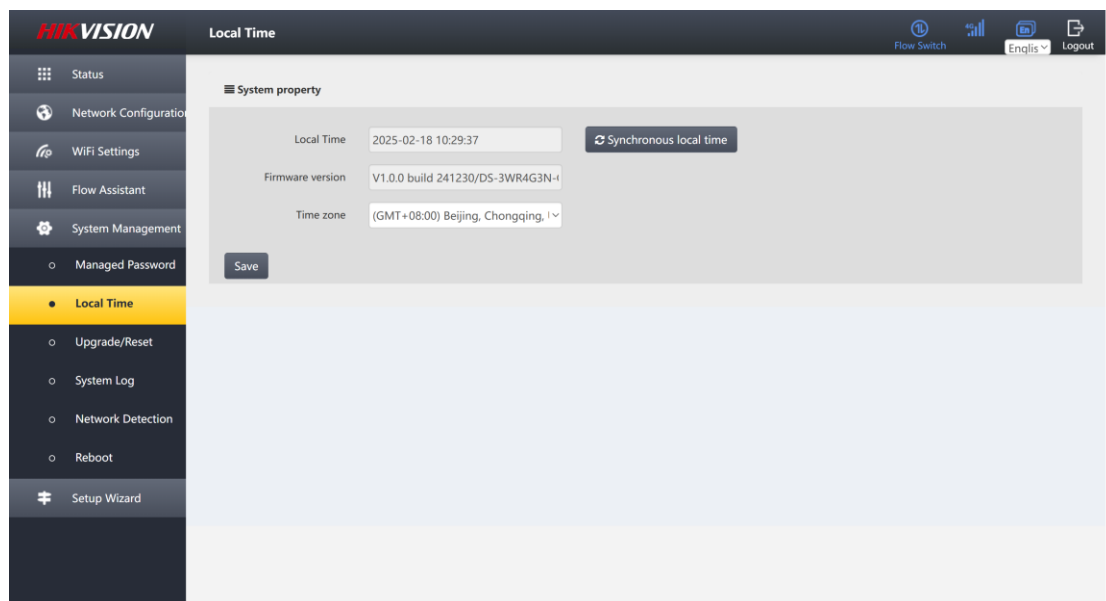


Figure 26

Local Time: Displays the device's current time, refreshes every 5 seconds.

Software Version: Shows the device's current firmware version and model number.

Time Zone Selection:

- Default: GMT+08:00 (Beijing, Chongqing).
- Adjust to your local time zone. The device will automatically synchronize with the time server after changes, ensuring accurate system time display.

6.3 Upgrade/Reset

Configuration Management & Software Upgrades:

This feature enables configuration management and software upgrades for the device.

To access upgrade/reset settings:

1. Log in to the device using the access password.
2. The device will automatically redirect to the Overview page.
3. From the left menu, click [System Management] > [Upgrade/Reset] to access the device's upgrade/reset configuration page (as shown in Figure 27 below).

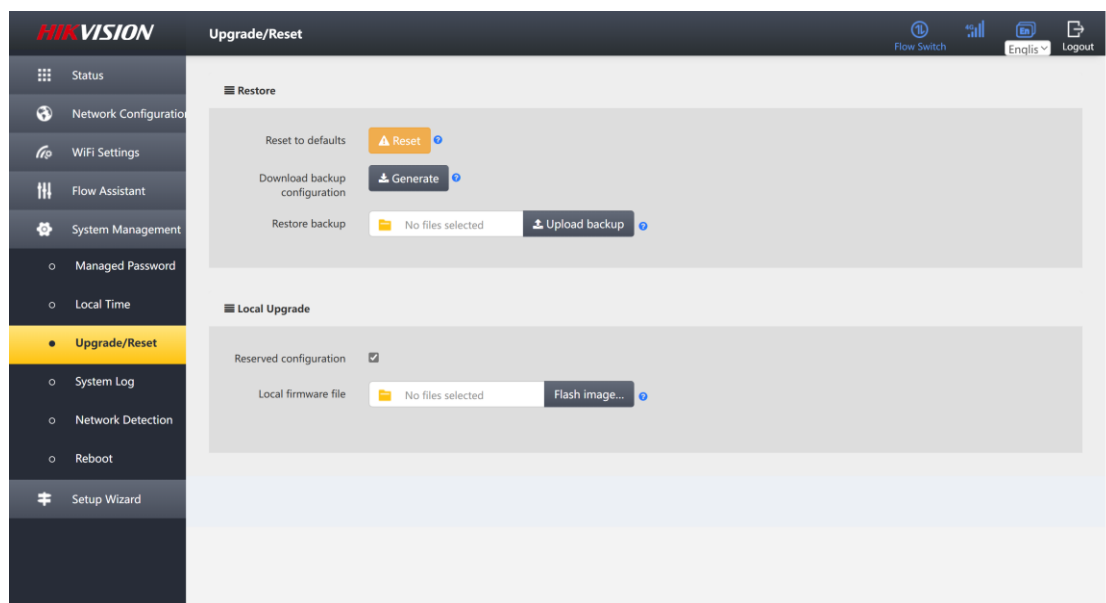


Figure 27

6.3.1 Reset

Factory Reset Procedure

1. Click [Reset] to initiate the reset process.

A dialog will prompt for authentication (Figure 28). Enter your login password and click [Confirm].

2. A warning message will appear (Figure 29). Click [Yes] to proceed.

The device will perform a factory reset and reboot (Figure 30).

3. After rebooting, the device will automatically redirect to the device activation page (Figure 31):

- Enter the activation password as prompted.
- Click [Active] to complete activation.

4. You will be redirected to the login page. Enter the activation password in the password field and click [Login] to access the device management interface.

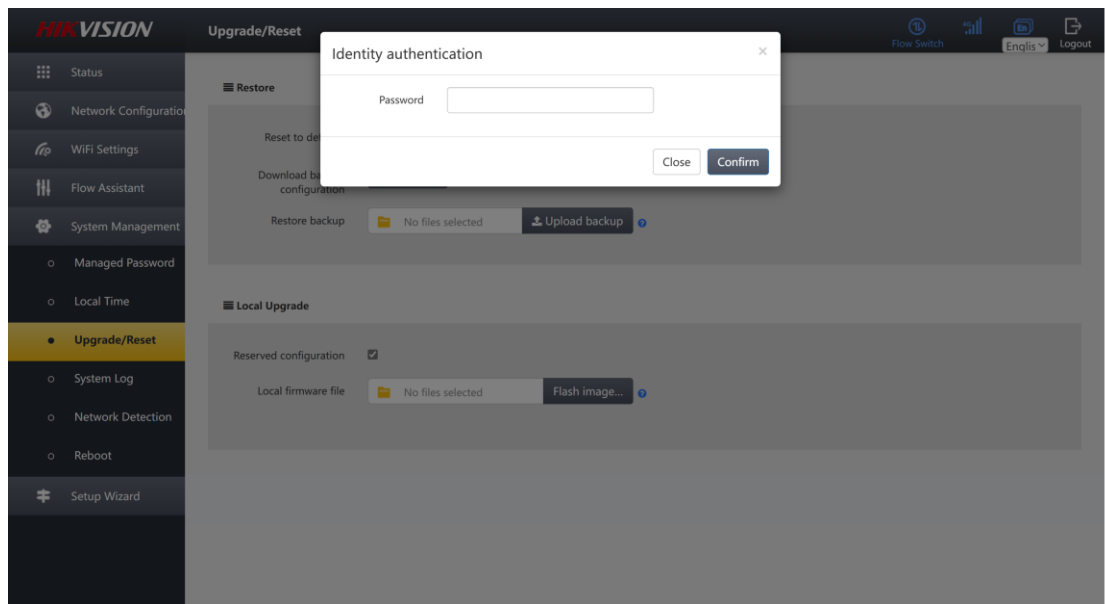


Figure 28

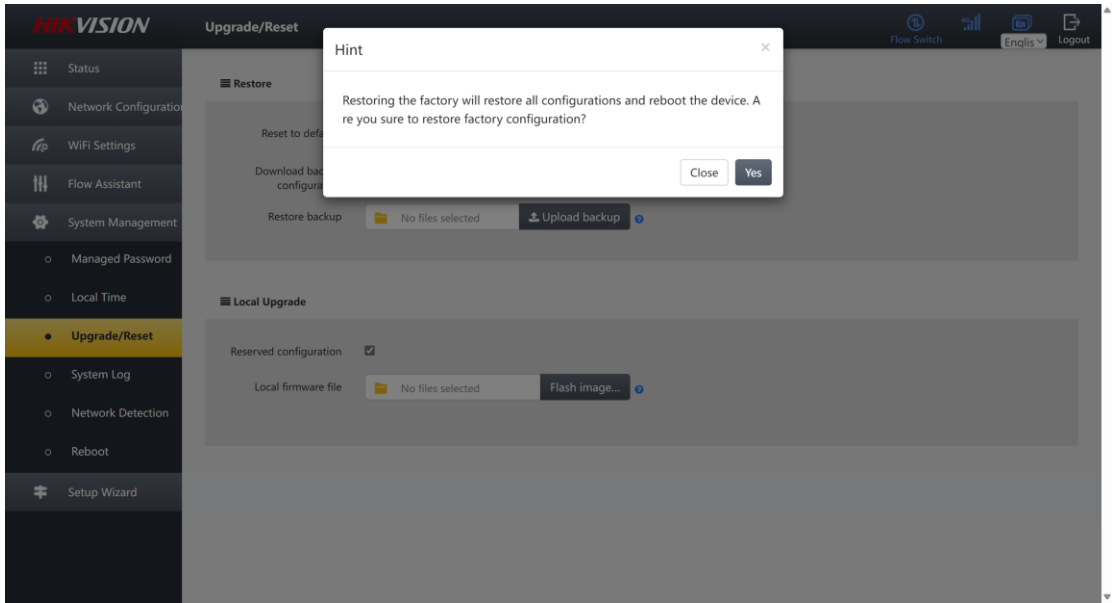


Figure 29

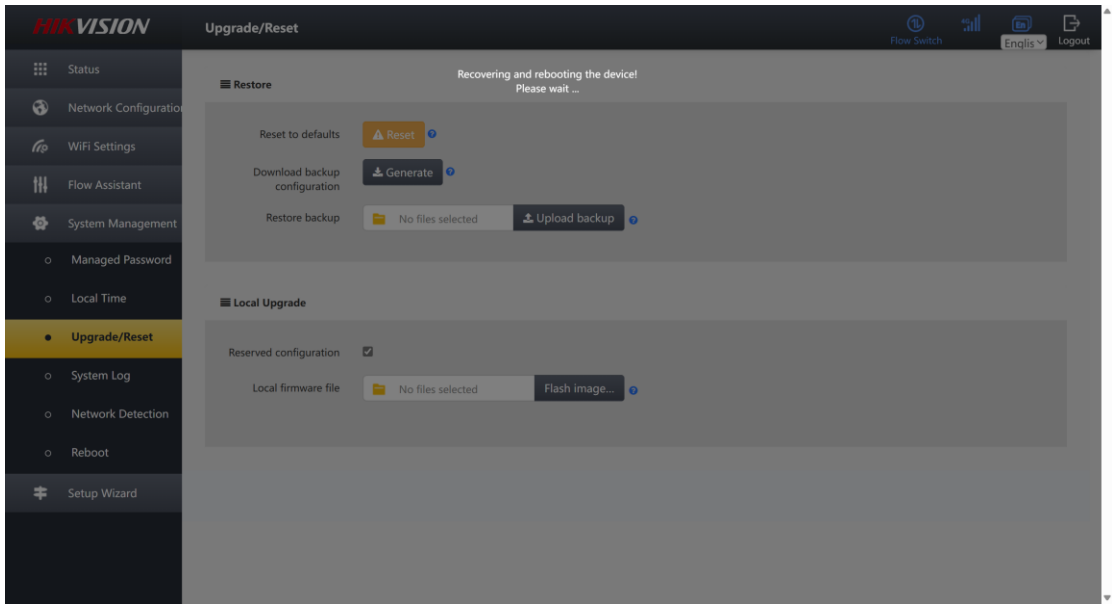
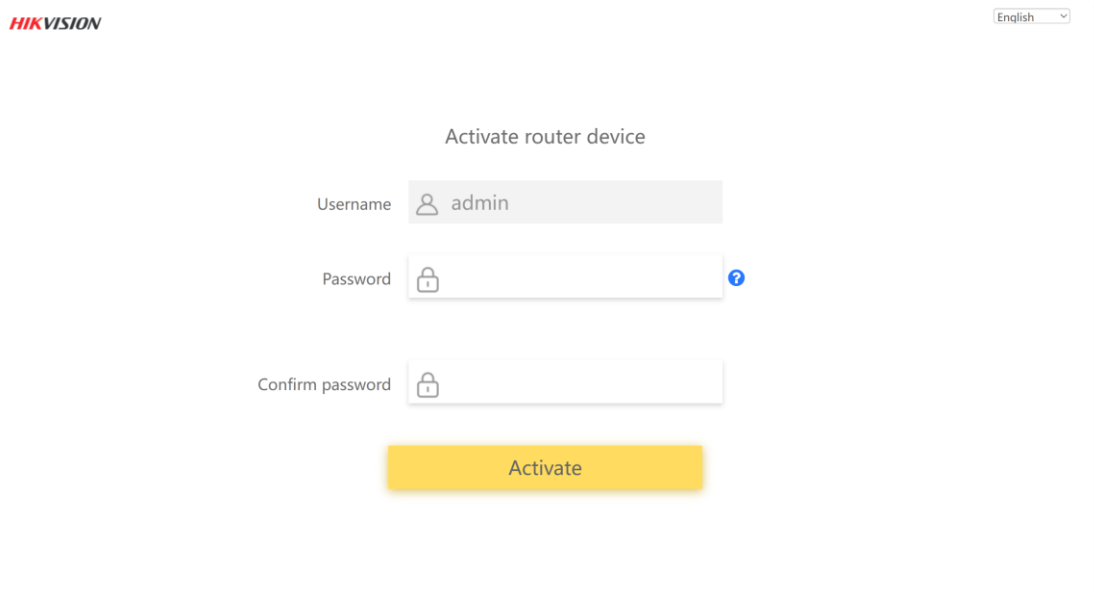
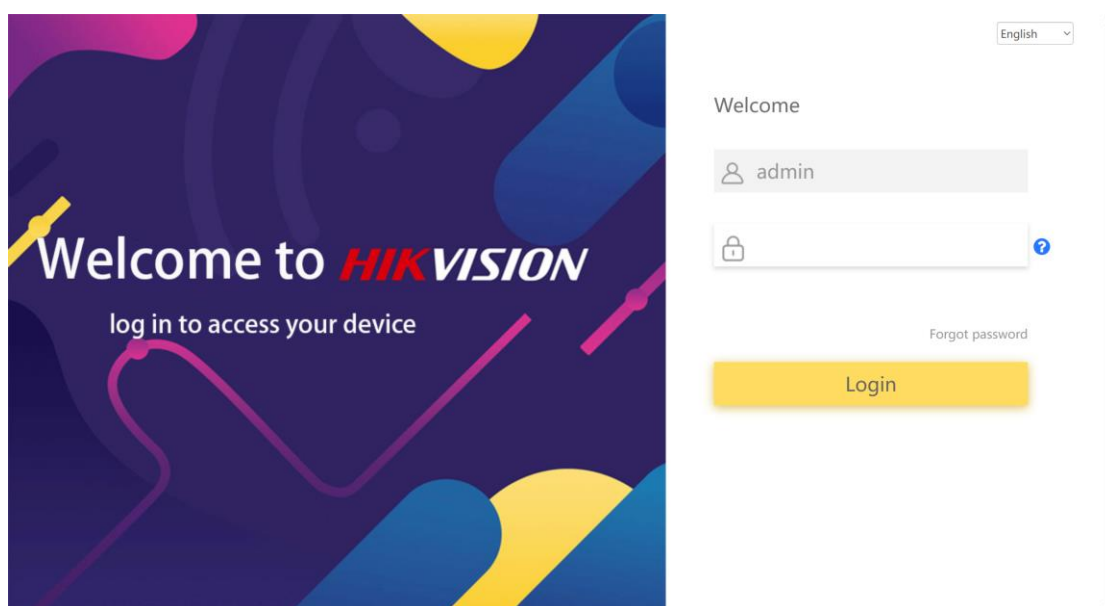


Figure 30



The screenshot shows the HIKVISION logo in the top left corner. In the top right corner, there is a language dropdown menu set to "English". The main heading is "Activate router device". Below this, there are three input fields: "Username" with a user icon and the text "admin", "Password" with a lock icon and a blue question mark icon, and "Confirm password" with a lock icon. At the bottom, there is a yellow "Activate" button.

Figure 31



The screenshot shows a login interface. On the left, there is a large graphic with the text "Welcome to HIKVISION" and "log in to access your device". On the right, there is a "Welcome" heading, followed by a "Username" field with a user icon and the text "admin", a "Password" field with a lock icon and a blue question mark icon, and a "Forgot password" link. At the bottom, there is a yellow "Login" button.

Figure 32

6.3.2 Download backup configuration

Export Configuration to File

To save the device's current configuration to a file and download it via your browser:

Click [Generate]. The device will export the configuration as a Profile.bin file and automatically download it to your local computer.

6.3.3 Restore backup

Restore Device Using Local Backup.

To restore the device with a locally saved configuration file:

1. Click [No files selected] (Figure 33).

Browse and select the configuration file from your local storage, then click [Upload backup].

2. A progress message will appear: "The configuration is in effect. Please wait..." (Figure 34).

The device will restore the configuration, reboot, and redirect to the login page.

3. Enter your login password to access the device management interface.

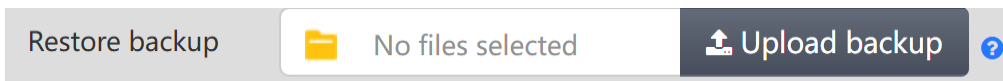


Figure 33

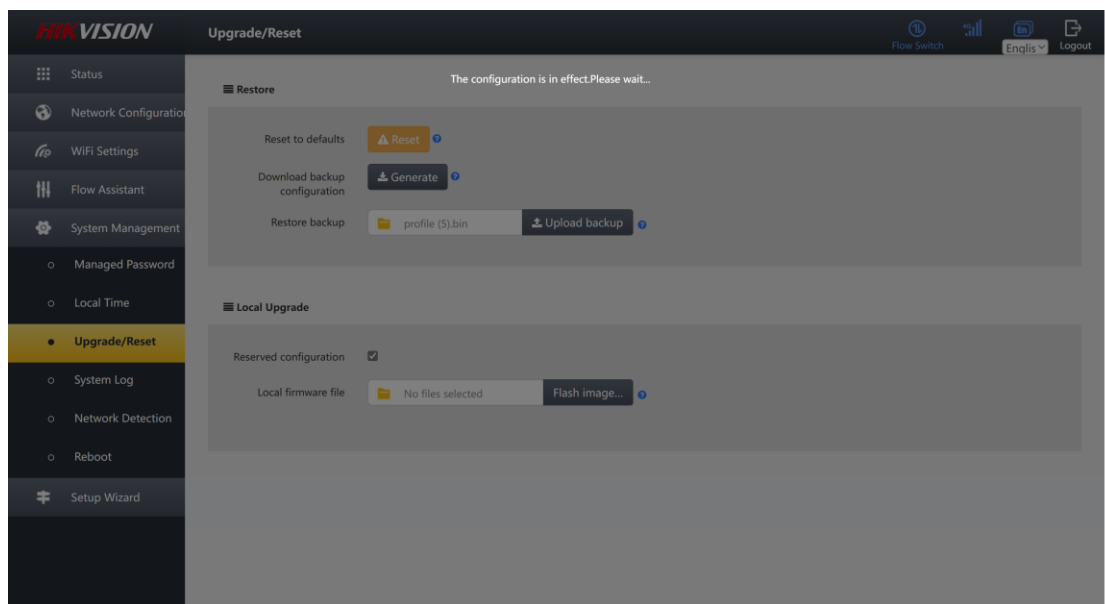


Figure 34

6.3.4 Local Upgrade

Firmware Upgrade:

Firmware upgrades add new features, enhance performance, and fix bugs. Use a computer to update the device with the latest firmware version.

Reserved configuration:

Checked: Retains current device settings during the upgrade.

Unchecked: Resets to Factory Defaults before upgrading.

Recommendation: For upgrades involving significant version gaps, uncheck this option to avoid potential compatibility issues.

Firmware Update Procedure

1. Click the [No files selected] icon (Figure 35):

Select the firmware file from your local storage and click [Flash image..].

2. A dialog will prompt for authentication (Figure 36):

Enter your login password and click [Confirm].

3. Progress messages will appear:

"Firmware is being updated! Please wait..."

"System is rebooting. Please wait..."

After rebooting, the device will redirect to the login page.

4. Enter your activation password in the password field and click [Login] to access the device management interface.

If "Preserve Configuration" is unchecked:

The device will automatically redirect to the device activation page after rebooting (Figure 31):

- 1) Enter the activation password as prompted.

- 2) Click [Active] to complete activation.

- 3) You will be redirected to the login page. Enter the activation password and click [Login] to proceed.

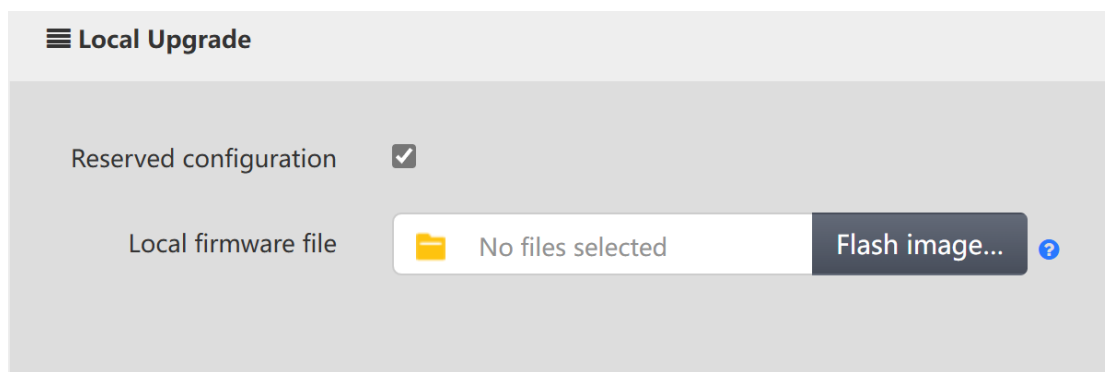


Figure 35

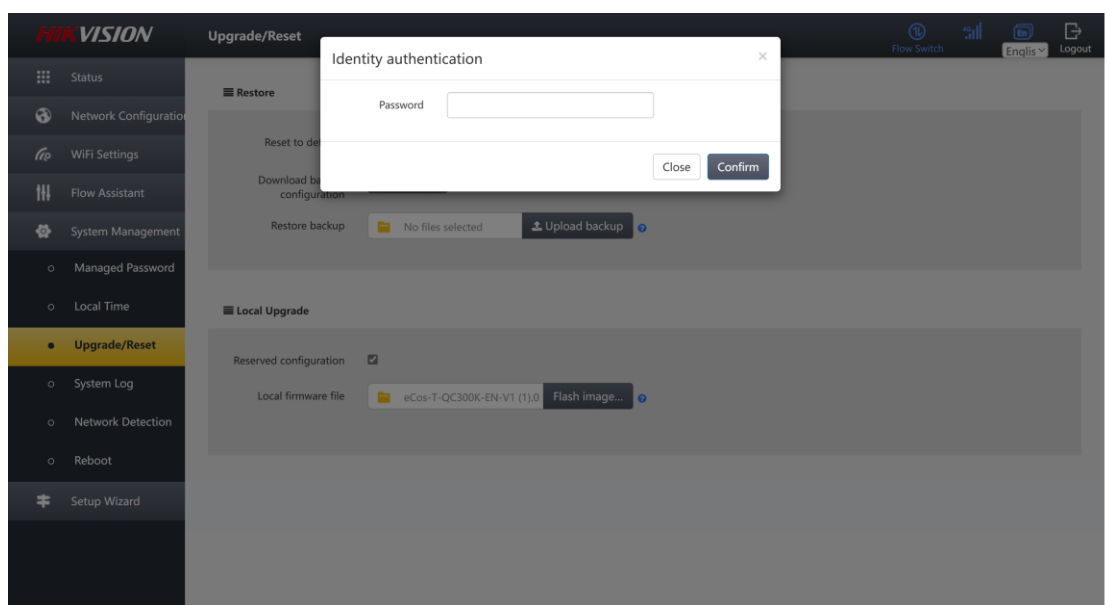


Figure 36

Notes:

- To ensure successful device upgrade, ensure the firmware used for upgrading is compatible with the device.
- Do not power off the device during the upgrade process.

6.4 System Log

The device logs system operational data to memory. Click the Refresh button to retrieve the current system logs, which display real-time device status. Use logs to:

- Monitor normal operation.
- Diagnose and resolve issues during abnormal situations.

Log in to the device using the access password. The device will automatically redirect to the Overview page. From the left menu, click [System Management] > [System Log] to access the system log page (as shown in Figure 37 below).

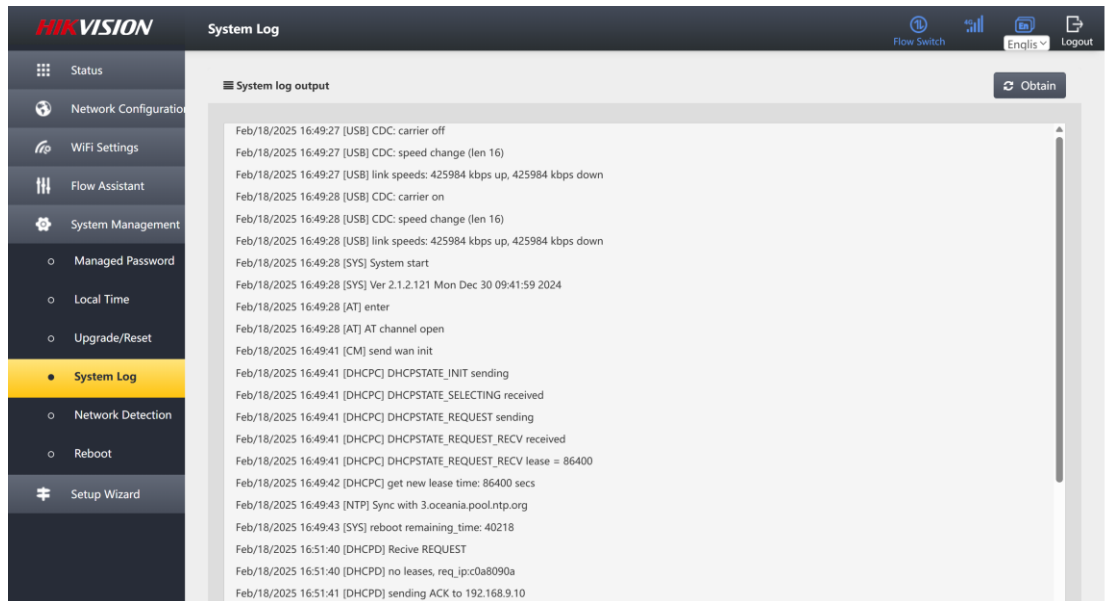


Figure 37

Notes:

- System logs are stored in volatile memory and not preserved through reboot, power off, or shut down. To retrieve logs:
 - Ensure the device remains powered on.
 - Log in to the management interface before initiating log retrieval.
- For unresolved network anomalies:
 - Click [Refresh] to capture approximately 15 minutes of recent system logs.
 - Send these logs to technical support to assist in troubleshooting.

6.5 Network Detection

The Network Detection function evaluates cellular network connectivity and automatically initiates network recovery mechanisms without user intervention. It pings four different IP addresses—if all fail, the device automatically restarts the 4G LTE module to restore cellular connectivity.

To access network detection settings:

1. Log in to the device using the access password.
2. The device will automatically redirect to the Overview page.

3. From the left menu, click [System Management] > [Network Detection] to configure network probing settings (as shown in Figure 38 below).

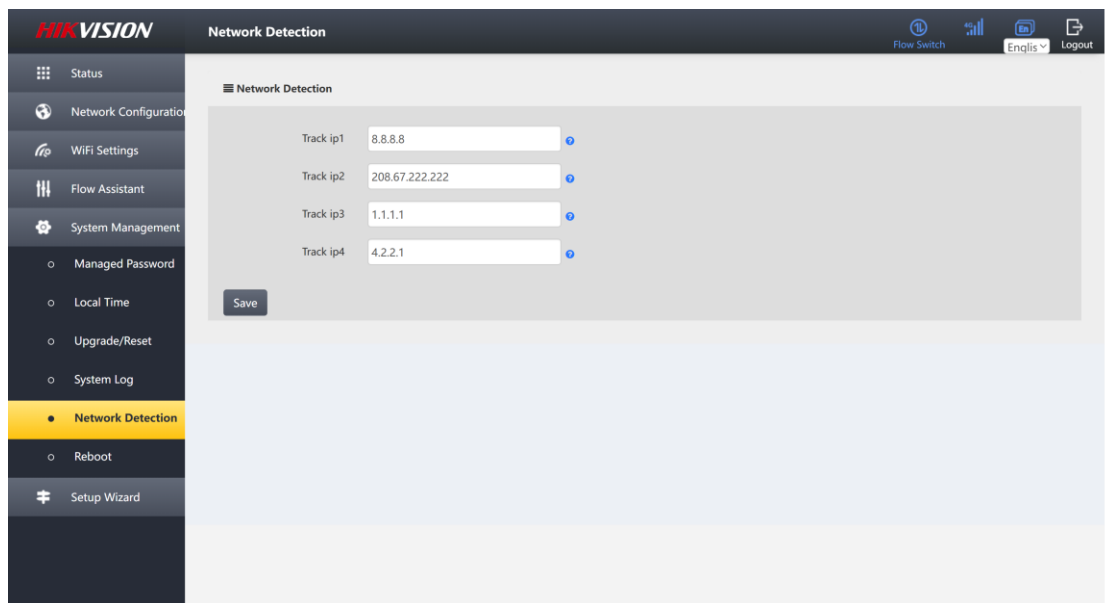


Figure 38

Note:

- The device's default probe addresses are public DNS addresses.
- In some regions, these default addresses may fail to respond, causing frequent network disconnections. Modify the probe addresses to reachable IP addresses specific to your location.
- It is recommended to maintain at least 2–3 pingable IP addresses to prevent unintended module restarts and disconnections due to a single unreachable address.

6.6 Reboot

The device supports immediate reboot and scheduled reboot via the settings page. By default, daily scheduled reboot is enabled at 04:00.

To access reboot settings:

1. Log in to the device using the access password.
2. The device will automatically redirect to the Overview page.
3. From the left menu, click [System Management] > [Reboot] to configure reboot settings (as shown in Figure 39 below).

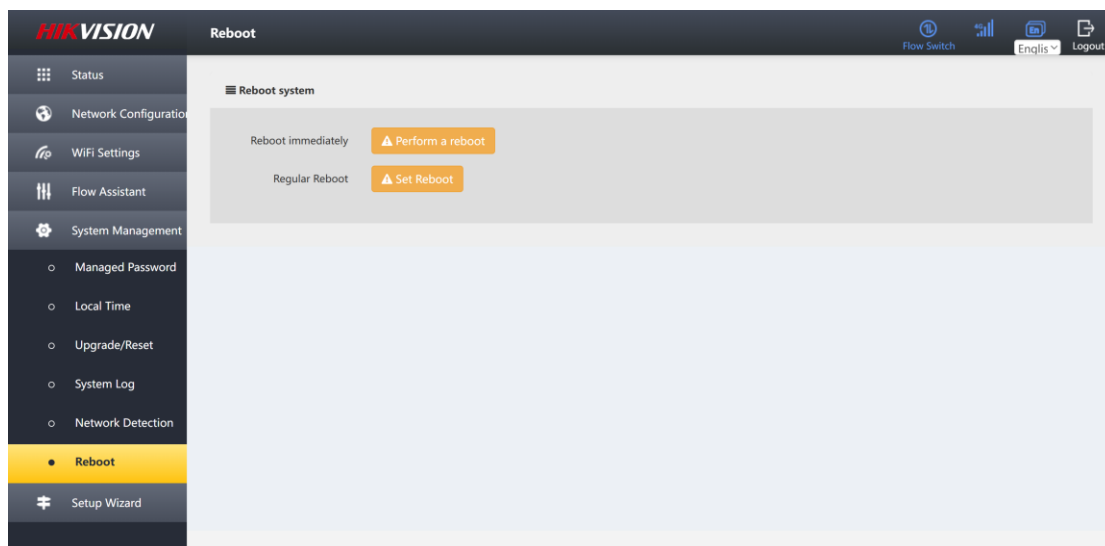


Figure 39

Reboot immediately:

Click [Perform a reboot]. A warning dialog will appear: "Confirm immediate reboot". Click [Yes] to restart the device instantly.

Regular Reboot:

The device will reboot at the specified time.

1. Click [Set Reboot] to access the scheduling configuration page (Figure 40).
2. Select a time with minimal or no operational impact based on your usage patterns.

The 'Regular Reboot' dialog box has a title bar with a close button (X). It contains three rows of scheduling options. The first row is 'Daily reboot time' with a time input set to '04:00' and a checked checkbox with a help icon. The second row is 'Weekly reboot time' with a day selector set to 'SUN', a time input set to '00:00', and an unchecked checkbox with a help icon. The third row is 'Monthly reboot time' with a day selector set to '01', a time input set to '00:00', and an unchecked checkbox with a help icon. At the bottom right are 'Close' and 'Save' buttons.

Regular Reboot			
Daily reboot time	04:00	☒	?
Weekly reboot time	SUN	00:00	☐ ?
Monthly reboot time	01	00:00	☐ ?
		Close	Save

Figure 40

Chapter 7 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:

- Use the included DC 12V/1A power adapter. Third-party adapters may cause compatibility issues.
- 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:

- 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:

Ensure the cellular data switch is enabled in the device's settings.

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.

Chapter 7 Indicators & Buttons

Label	Description
POWER	Power Indicator: Lights up green steadily when powered on; turns off when powered off.
LAN	LAN Port Indicator: Lights up green steadily when the LAN port connects to other network devices; turns off when disconnected.
WIFI	Wi-Fi Indicator: Lights up green steadily when Wi-Fi is enabled; blinks during data transmission; turns off when Wi-Fi is disabled.
WAN/LAN	WAN/LAN Port Indicator: Lights up green steadily when the WAN/LAN port connects to other network devices; turns off when disconnected.
4G/3G	4G/3G Indicator: Lights up green steadily when successfully camped on the cellular network; turns off when not camped on the network.
RESET	Factory Reset Button: When the device operates normally, press and hold for 6 seconds and release to restore the device to factory

	default settings.
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