

Frequently Asked Questions

Q1 What is the default login details for the router?

(if you didn't change the details in the setup wizard)

Username: admin Password: admin

Please note: it is a security risk to leave the default password as admin & admin. It is highly recommended to set your own unique password.

Q2 I only received 1 LAN cable in the box but I need 2 to do the setup. Am I missing a cable?

No. The Yellow LAN cable supplied with your router is to connect your computer/laptop to the router during setup. The ONT device should have come with a LAN cable for connecting it to the Blue WAN port on the back of the router. If you can't find a second LAN cable to connect your router to your laptop for the setup, you will need to do the setup over Wi-Fi. Please check **step 03** for more details.

Q3 What if the hardware connection keeps failing on step 1?

For 3G/4G: Please contact your ISP and verify that your SIM card is active

For Fibre: Please contact your ISP and verify that your ONT device and Fibre line is active

Q4 I did the setup over Wi-Fi but got disconnected on step 3 of the wizard. What do I do now?

If you changed your Wi-Fi username and password: Open your Wi-Fi settings on the device you used to setup the router. Select the new Wi-Fi name you set from the list of available networks and enter the password. Once connected reopen the webpage at 10.0.0.2 to complete the setup.

If you changed only your Wi-Fi password: Open your Wi-Fi settings on the device you used to setup the router. Select the router's Wi-Fi name and forget the network. Now reselect your router's Wi-Fi name and type in the new Wi-Fi password you set on step 3 of the wizard. Once connected reopen the webpage at 10.0.0.2 to complete the setup.

Q5 What do I do if while in the Router web interface my browser locks up / goes white / says undefined?

If this happens, please clear your browser cookies & cache and reload the page.

Q6 What is the difference between 2.4GHz and 5.8GHz Wi-Fi?

2.4GHz: Better Wi-Fi coverage but more interference. Compatible with all phones with Wi-Fi.

5.8GHz: Faster Wi-Fi speeds & less interference but less Wi-Fi coverage. Only visible to 5G capable phones.

Q7 How do I check my 3G/4G signal strength?

You can check your actual signal strength by opening the router's web interface and navigating to Status > WAN > 3G/4G. For any queries relating to your signal strength / speed, please phone your ISP and confirm you are within their **coverage area**.

Q8 How do I know what mobile speed I'm connected to? (LTE/3G)

📶 Blue light = LTE

📶 Green light = 3G

📶 Red light = No connection

Router Wall Mounting Guide

Drill Here (10 cm apart)
to mount your router to the wall

8 mm Use screws of up to 3.5mm (head radius)

DWR-957M

Quick Install Guide

Use this step-by-step guide to set up your router

Package Content



DWR-957M Router
(2x Detachable LTE Antennas)



Surge Protected Power Supply



RJ-45 Ethernet Cable
(Yellow)



Quick Install Guide

📶 Green light = CS

📶 Green Flashing light = VoLTE

📶 Blue light = SIP



Please contact your Internet Service Provider for assistance if:

📶 The Mobile connection light is Red
📶 The WAN light is off after connecting the ONT device to the WAN port on the router

Start Here

01

If you have a Fibre service

Connect the Ethernet cable supplied with your Fibre device (ONT) to a LAN port on the ONT. Then connect the other end of the cable to the blue WAN port on the back of the router.

02

Connect the power connector of the power supply to the power socket at the back of the router.

Plug the power supply into the wall outlet and the router on.

03

You can set up your router using Wi-Fi or Ethernet cable or APP.

04

If you are using an Ethernet cable / Wi-Fi to complete the setup: Launch an Internet browser (Google Chrome, Firefox, Internet Explorer, Safari, etc.) on your connected device. In the URL web address field, type **10.0.0.2** and press enter. The Quick Setup wizard will start automatically. Please follow the steps of the wizard to finish the configuration of the router.

01

If you have a LTE service

A. Flip the router upside down and open the flap at the bottom.

B. Press down and slide the SIM card holder to the right, then flip open the tray.

C. Slide the SIM card into the open tray with the gold contact points facing up.

D. Close the tray, press down and slide the SIM card holder to the left to lock it into place. Then restore the flap at the back of the router.

Ethernet cable: Connect the yellow RJ-45 Ethernet cable to any yellow LAN port at the back of the router and the other end into your PC LAN port.

Wi-Fi: Use the default Wi-Fi SSID and password (WPA Key) printed on the bottom of the router to connect your Wi-Fi enabled device to the router.

Quick Setup Wizard

If you have a Fibre service

05

Fibre setup

A. On **Step 1** of the Quick Setup Wizard select **ETH** from the drop down menu.

B. Click **Test** to verify that your Fibre is connected correctly.

C. If a green message confirms "Hardware interface connected properly" click **Next**.

Select Interface Type: **ETH**

Note: If a red message appears stating "Connection failure" please confirm that the cable from the LAN port on the Fibre ONT device has been inserted into the Blue WAN port on the back of the router.

Cancel Test **Next** **Continue to Step A1 or B1**

DHCP test passed!

A1

Wizard Step 2

The router will now run a test to determine which account type you have.

Select Mode: **DHCP**

Back Reset **Next**

Click Next to Proceed

If DHCP test passes, click Next to set your **Wi-Fi name & Password**.

PPPoE test passed!

B1

Wizard Step 2

The router will now run a test to determine which account type you have.

Select Mode: **PPPoE**

Back Reset **Next**

If PPPoE test passes, click Next to go to **step B2**

B2

Account Details

Your Internet Service Provider (ISP) Account Username & Password will be **supplied to you by your ISP (usually via SMS)** and will look something like this: **yourname@telkomsa.net**

Note: The Username & Password will never be Admin and Admin

ISP Account Username & Password

User Name:

Password:

Confirm Psw:

Back **Next**

Click Next to Proceed

06

Wizard Step 3

Set a Wi-Fi name (**SSID**) and Password (**WPA Preshare key**) for both the 2.4GHz and the 5GHz.

It is recommended to have a **different name** for the 2.4G & 5G band.

For the difference between 2.4G & 5.8G please refer to the FAQ.

Wi-Fi name & Password

SSID 2.4GHz:

2.4G WPA key:

SSID 5GHz:

5G WPA key:

Back **Next**

07

Wizard Step 4

Set an **AdminName** & **AdminPassword** for logging into the router.

These details allow you to log into the router if you want to change any settings.

Web login details

AdminName:

AdminPassword:

Confirm Password:

Back **Next**

08

Wizard Step 5

Please make sure to write down all the details on this page & keep it somewhere safe for you to refer back to later.

Web Login Name:

Web Login Password:

SSID 2.4GHz:

2.4G WPA Preshare key:

SSID 5GHz:

5G WPA Preshare key:

Back **Apply**

Be sure to Click Apply to Save

Continue to Step 6

If you have a LTE service

05

LTE setup

A. On **Step 1** of the Quick Setup Wizard select **3G/4G** from the drop down menu.

B. Click **Test** to verify that your SIM card is inserted correctly.

C. If a green message confirms "Hardware interface connected properly" click **Next**.

Select Interface Type: **3G/4G**

Cancel Test **Next**

Click Next & Proceed to step **06**

Note: If a red message appears stating "Connection failure" please confirm that your SIM card is inserted correctly and is activated, then restart the router.

06

Wizard Step 3

Set a Wi-Fi name (**SSID**) and Password (**WPA Preshare key**) for both the 2.4GHz and the 5GHz.

It is recommended to have a **different name** for the 2.4G & 5G band. For the difference between 2.4G & 5.8G please refer to the FAQ.

Wi-Fi name & Password

SSID 2.4GHz:

2.4G WPA key:

SSID 5GHz:

5G WPA key:

Back **Next**

07

Wizard Step 4

Set an **AdminName** & **AdminPassword** for logging into the router.

These details allow you to log into the router if you want to change any settings.

Web login details

AdminName:

AdminPassword:

Confirm Password:

Back **Next**

08

Wizard Step 5

Please make sure to write down all the details on this page & keep it somewhere safe for you to refer back to later.

Web Login Name:

Web Login Password:

SSID 2.4GHz:

2.4G WPA Preshare key:

SSID 5GHz:

5G WPA Preshare key:

Back **Apply**

Be sure to Click Apply to Save