



Quick Installation Guide

TEW-W960DAP (V1)

Table of Contents

1 English

1. Before You Start
2. Quick Reference
3. Hardware Installation
4. Configuration

14 Français

1. Avant de Commencer
2. Références Rapides
3. Installation du Matériel
4. Configuration

27 Español

1. Antes de Comenzar
2. Referencia Rápida
3. Instalación del Hardware
4. Configuración

<https://www.trendnet.com/qig/1800>



1. Before You Start

Package Contents

- TEW-W960DAP
- Quick Installation Guide
- Network cable (0.5m/1.64 ft.)
- Mounting plates

Minimum Requirements

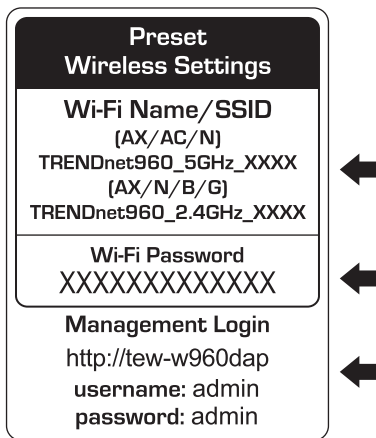
- A computer with an available network LAN port and web browser
- A PoE or PoE+ (dependent on AP model) Network with an available network LAN port connected to an existing network
- A single gang box for mounted installation

Optional Equipment

- Power drill and Phillips bit or Phillips screwdriver for mounting

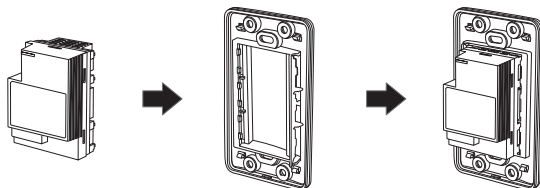
2. Quick Reference

By default, the wireless network name/SSID and wireless encryption settings have been pre-configured for your convenience and can be located on the included preset wireless sticker or on the device label located on the back of the access point. By default, the access point web management configuration page can be accessed using the URL <http://tew-w960dap> or using the default LAN IP address <http://192.168.10.100>. At default settings and initial setup, if the access point is connected to a network with a DHCP server providing IP address settings automatically, the access point will obtain IP address settings from the network DHCP server and if no DHCP server is available, the access point will use the default IP address settings 192.168.10.100 / 255.255.255.0. A network router is a typical DHCP server.

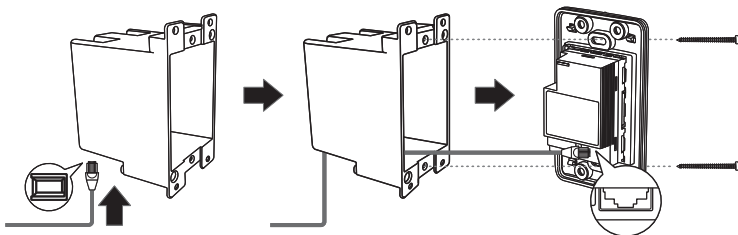


3. Hardware Installation

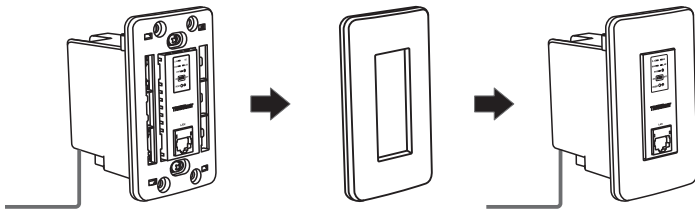
1. Attach TEW-W960DAP to the inner wall plate. You will hear a click sound when the device is secured to the inner wall plate.



2. Plug in the ethernet cable from the gang box to the back of the unit.
3. Align and screw the unit to the gang box for a secure install.



4. Install the outer wall plate onto the inner wall plate for a clean installation. You should hear a click when the outer wall plate is securely mounted onto the inner wall plate.



4. Configuration

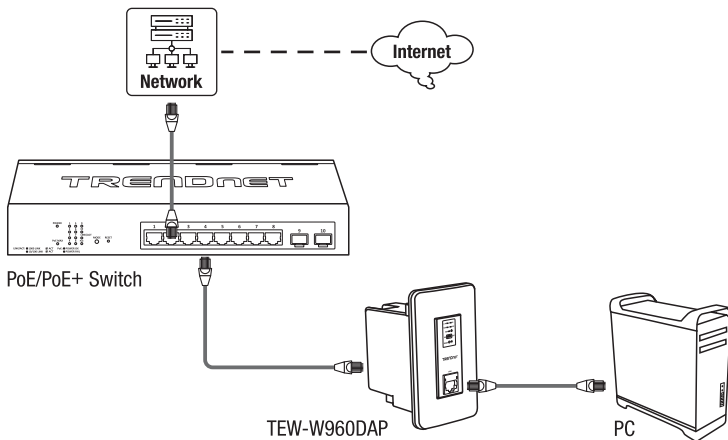
If you are configuring the access point to be managed from your existing TRENDnet Hive cloud account, please follow the steps in **SECTION A**. If you are configuring the access point for local network management only, please follow the steps in **SECTION B**.

SECTION A: Configuring the access point with TRENDnet Hive Cloud Management

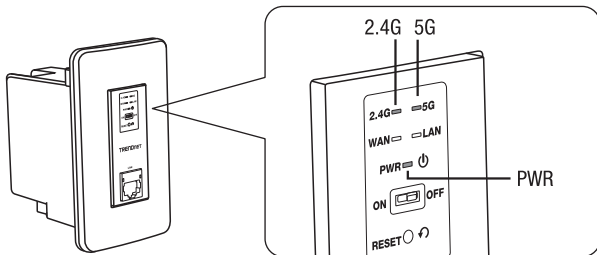
Configuration with TRENDnet Hive Cloud Management requires an existing network with Internet access and DHCP server for automatic IP addressing. The access point must be configured to reach the Internet in order to connect to your TRENDnet Hive Management account.

It is strongly recommended to configure the access point first before mounting.

1. Connect an Ethernet/network cable to your PoE/PoE+ switch and to your access point.
2. Connect an Ethernet/network cable to your computer and one of the PoE/PoE+ switch ports.
3. Connect another Ethernet/network cable to one of the PoE/PoE+ switch ports and your existing network with a Internet access and DHCP server for automatic IP addressing.

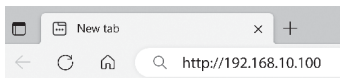
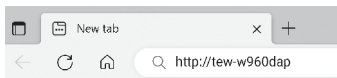


4. The power LED will turn blue to indicate that your access point is ready. The access point is ready when both the 2.4GHz and 5GHz LEDs are turned on.



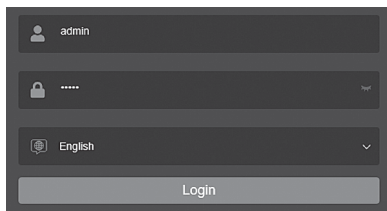
5. Open your web browser, type the default URL or IP address of the wireless access point in the address bar and then press **Enter**.

- Default URL: `http://<ap_model_number>`
(ex: `http://tew-w960dap`)
- Default IP Address: `http://192.168.10.100`



6. Select your language from the Language drop-down list and enter the **User name** and **Password**, and then click **Login**. By default:

- User Name: **admin**
- Password: **admin**



7. Click **Next** on the **Setup Wizard**. If the setup wizard does not appear, click the setup wizard button  in the top right section of the access point management page to access the setup wizard.

Setup Wizard

This wizard will guide you through a step-by-step process to configure your AP and connect to the Internet.

Next **Cancel**

8. You can change the access point administrator password by typing in the new password in the fields provided, then click **Next**. If entering a new password, please note that you will need to use the new password when logging into the access point management page for local access management moving forward.

Setup Wizard

Step 1: Change your login credentials

User Name

Password (Maximum length is 20)

Confirm Password

Previous **Next** **Cancel**

9. For the method of management, select **TRENDnet Hive**. After selecting **TRENDnet Hive**, click **Next**. Configuration with TRENDnet Hive Cloud Management requires an existing network with Internet access and DHCP server for automatic IP addressing. The access point must be configured to reach the Internet in order to connect to your TRENDnet Hive Cloud Management account. If the access point is unable to obtain IP address settings and DNS from the DHCP server and unable to reach the Internet, registration of the access point to your TRENDnet Hive cloud management account will fail.

Setup Wizard

Step 2: Select the method of management for this AP

☒ **TRENDnet Hive**: Choose this option if you would like to manage your AP through TRENDnet Cloud Management. This option will automatically apply a DHCP connection. Ensure the IP address to your AP. **Note:** You will need a TRENDnet Hive account with an Internet-enabled setup with this option. Choosing this option will prompt you to register to sign into the cloud management page.

☐ **Default Management**: Choose this option if you would like to manage your AP through local GUI. You may not be able to use TRENDnet Hive at a later date. Please note, by default the AP is configured to automatically obtain IP address settings from a DHCP server connected to your network. There is no DHCP server available, the IP address of the AP will be set to 192.168.15.100/24, 255.255.0.0.

Previous **Next**

10. Select your **Time Zone**, then click **Next**.

Setup Wizard

Step 3: DateTime Settings

System Time	Thu Sept, 18, 2025 10:28:38
Time Zone	(GMT-08:00) Pacific Time (US&Canada), Tijuana

Previous Next Cancel

11. Enter the user account credentials for your TRENDnet Hive Cloud Management account to register the access point with your account, then click **Next**.

Setup Wizard

Step 4: Input your Hive credentials to sync the AP to your Hive account.

Username	XXXXXXXXXX
Password	XXXXXXXXXXXX

Previous Next Cancel

12. The summary page will display all of the configuration settings that were applied through the setup wizard. Click **Apply** to complete the setup wizard. Please note the new password and IP settings for local access management to the access point.

Setup Wizard

System Information

Write down the below information and store it in a safe place. The below information are the current settings that will be applied to the AP. Click **Apply** below to finalize the settings.

System Time	Thu Sept, 18, 2025 10:38:48
Username	admin
Password	*****
IP Address	192.168.10.185
Subnet Mask	255.255.255.0
Gateway IP Address	192.168.10.254
DNS	192.168.1.249

Previous Apply Cancel

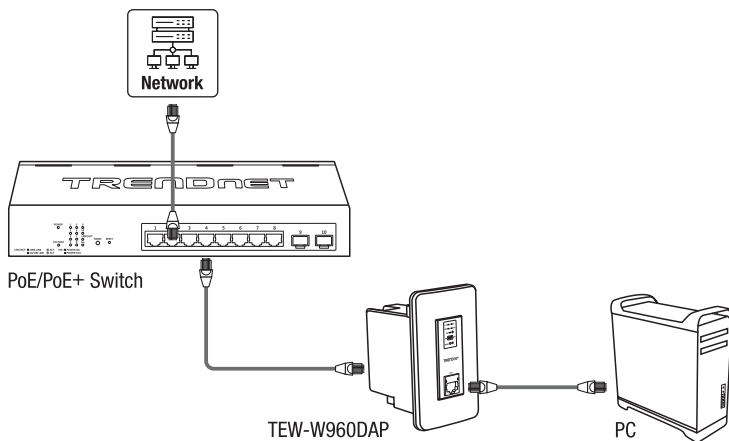
13. To verify the access point is now successfully registered with your TRENDnet Hive Cloud Management account, the Hive button in the top right will be green to indicate successful registration.



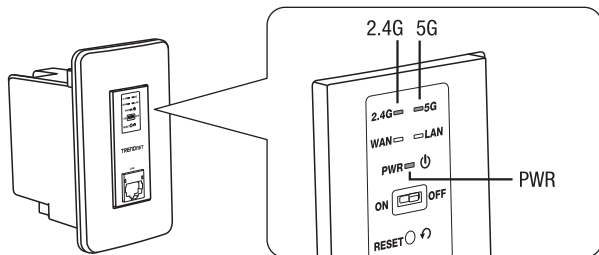
SECTION B: Configuring the access point for local network management

It is strongly recommended to configure the access point first before mounting.

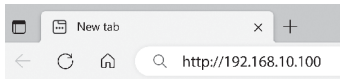
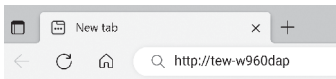
1. Connect a network cable from a PoE/PoE+ switch to your access point to your computer.



2. The power LED will turn blue to indicate that the access point is ready. The access point is ready when both the 2.4GHz and 5GHz LEDs are turned on.



3. Assign a static IP address to your computer's network adapter in the subnet of **192.168.10.x** (e.g. 192.168.10.25) and a subnet mask of **255.255.255.0**. For more information on assigning a static IP address to your computer's network adapter, please refer to item Q1 in the last section of the installation guide, Installation Tips and Troubleshooting.
4. Open your web browser, type the default URL or IP address of the wireless access point in the address bar and then press **Enter**.
 - Default URL: `http://<ap_model_number>`
(ex: `http://tew-w960dap`)
 - Default IP Address: `http://192.168.10.100`



5. Select your language from the Language drop-down list and enter the **User name** and **Password**, and then click **Login**. By default:
 - User Name: **admin**
 - Password: **admin**

 A screenshot of a login form. It has three input fields: the first is for a username with the text "admin" and a user icon; the second is for a password with masked characters "....." and a lock icon; the third is a language selection dropdown menu showing "English" with a language icon and a downward arrow. Below these fields is a wide button labeled "Login".

6. Click **Next** on the **Setup Wizard**. If the setup wizard does not appear, click the setup wizard button  in the top right section of the access point management page to access the setup wizard.

Setup Wizard

This wizard will guide you through a step-by-step process to configure your AP and connect to the Internet.

Next

Cancel

7. You can change the access point administrator password by typing in the new password in the fields provided, then click **Next**. If entering a new password, please note that you will need to use the new password when logging into the access point management page for local access management moving forward.

Setup Wizard

Step 1: Change your login credentials

User Name	admin	
Password	*****	(Maximum length is 20)
Confirm Password	*****	

Previous Next Cancel

8. For the method of management, select **Default Management**, click **Next**.

Setup Wizard

Step 2: Select the method of management for this AP

☐ **TRENDnet Web**: Choose this option if you would like to manage your AP through TRENDnet's Cloud Management. This option will automatically apply a DHCP connection (Dynamic IP Address) to your AP.
Note: You will need a TRENDnet Web account with a valid license to complete setup with this process. Choosing this option will prompt an installation to begin to the device management page.

☒ **Default Management**: Choose this option if you would like to manage your AP through the local GUI. This option will use TRENDnet's local static IP address. Please note, to install the AP's firmware to automatically obtain IP address settings from a DHCP server connected to your network. If there is no DHCP server available, the IP address of the AP will be set to 192.168.99.100/255.255.255.0.

Previous Next

9. Configure the access point date and time settings, then click **Next**.

Setup Wizard

Step 3: Date/Time Settings

System Time	Thu Sept, 18, 2025 10:38:48			
Date Settings	Year	Month	Day	
	2025	Sept	18	
Time Settings	Hour	Minutes	Second	
	10	38	48	

Previous Next Cancel

10. Configure the access point IP address, subnet mask, gateway IP address, and DNS settings to match the requirements of your existing network using the fields provided, then click **Next**.

11. This step will configure static IP address settings on your access point. If the access point IP address settings are changed to a different IP network subnet such as 192.168.1.x, 192.168.2.x, etc. your computer's network adapter settings will need to be changed to match the new IP address settings configured on the access point in order to access the access point management page.

Setup Wizard

Step 4: Input your IP settings in the fields below

IP Address	192.168.10.185
Subnet Mask	255.255.255.0
Gateway IP Address	192.168.10.254
DNS	192.168.1.249

Previous Next Cancel

12. The summary page will display all of the configuration settings that were applied through the setup wizard. Click **Apply** to complete the setup wizard. Please note the new password and IP settings for local access management to the access point.

Setup Wizard

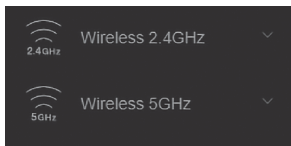
System Information

Write down the below information and store it in a safe place. The below information are the current settings that will be applied to the AP. Click **Apply** below to finalize the settings.

System time	Thu Sept 18, 2025 10:38:48
Username	admin
Password	*****
IP Address	192.168.10.185
Subnet Mask	255.255.255.0
Gateway IP Address	192.168.10.254
DNS	192.168.1.249

Previous Apply Cancel

13. To configure your wireless network name/SSID and wireless encryption settings, click the wireless band you like to configure **Wireless 2.4GHz** or **Wireless 5GHz** and click on **Wireless Network**. By default, the wireless network name/SSID and wireless encryption has been pre-configured for your convenience and can be located on the included wireless settings sticker or on the device label located on the back of the access point. If you are modifying the wireless settings, you will need to connect to the access point with your WiFi clients using the new settings.



14. In **Current Profiles**, in the first entry, you can enter a new **SSID**, change the **Security Mode** and **WiFi Password**. Click **Apply** at the bottom of the page.

Current Profiles				
Index	Status	SSID	Security Mode	Password
1	Enabled	TRENDnet_2.4GHz_BKYN	WPA2-PSK(AES)	*****

15. In the top right main menu, click on the Save button to commit the configuration changes.

Important Note: Configuration changes in the access point web management page are not applied until you click the **Save button** . This allows you to make multiple configuration changes and apply multiple changes all at the same. Additionally, you can click the **Save** button on the left side to view pending unsaved configuration changes.

16. After you have completed the access point configuration, reconfigure your computer's network adapter back to the original settings to obtain IP address settings automatically using DHCP, or enter the IP settings.

For more information on reconfiguring your computer's network adapter to obtain IP address settings automatically using DHCP, please refer to item Q2 in the last section of the installation guide, Installation Tips and Troubleshooting.

LED Indicator and Control Definitions

LEDs / Controls	Status	Definition
Power	Blue (Solid)	Device is powered on
	Off	Device is powered off
WAN	Green (Solid)	WAN port connected
	Green (Blinking)	Data Transmission
	Off	WAN port disconnected
LAN	Green (Solid)	LAN port connected
	Green (Blinking)	Data Transmission
	Off	LAN port disconnected
2.4G	Green (Solid)	2.4GHz radio is enabled
	Green (Blinking)	Data Transmission
	Off	2.4GHz radio is disabled
5G	Green (Solid)	5GHz radio is enabled
	Green (Blinking)	Data Transmission
	Off	5GHz radio is disabled
Power Switch	(—) On	Switch is on position and device is powered on
	(O) Off	Switch is in off position and device is powered off
Reset Button	N/A	Reset device to factory defaults (Hold for 10 sec. and release)

To download the latest version of the user's guide, please go to <https://www.trendnet.com/support> and select the **TEW-W960DAP** and hardware version from the Product Download drop-down list.

1. Avant de Commencer

Contenu de l'emballage

- TEW-W960DAP
- Guide d'installation rapide
- Câble réseau (0.5 m / 1.64 pieds)
- Plaque de montage

Préalables à l'installation

- Un ordinateur muni d'un port LAN réseau disponible et d'un navigateur
- Un réseau PoE ou PoE+ (selon le modèle de point d'accès) avec un port LAN disponible connecté à un réseau existant.
- Un boîtier de distribution un poste pour encastrement

Équipement optionnel

- Perceuse électrique/foreuse et un forêt ou un tournevis Phillips pour la fixation

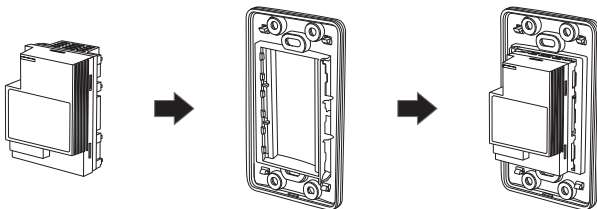
2. Référence Rapides

Par défaut, le nom du réseau sans fil/SSID et les paramètres de cryptage WiFi ont été préconfigurés pour votre commodité et se trouvent sur l'autocollant reprenant les paramètres WiFi préconfigurés ou sur l'étiquette de l'appareil située à l'arrière du point d'accès. Par défaut, la page de configuration de gestion des points d'accès est accessible via l'URL <http://tew-w960dap> ou via l'adresse IP LAN par défaut <http://192.168.10.100>. Aux paramètres par défaut et à la configuration initiale, si le point d'accès est connecté à un réseau avec un serveur DHCP fournissant automatiquement les paramètres d'adresse IP, le point d'accès obtiendra les paramètres d'adresse IP du serveur DHCP du réseau et si aucun serveur DHCP n'est disponible, le point d'accès utilisera les paramètres d'adresse IP par défaut 192.168.10.100 / 255.255.255.0. et vous devrez configurer manuellement votre point d'accès avec l'adresse IP et les paramètres du serveur DNS appropriés pour l'accès à Internet. A network router is a typical DHCP server.

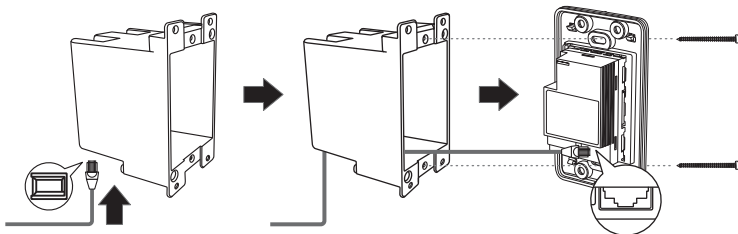
Preset Wireless Settings	
Wi-Fi Name/SSID [AX/AC/N] TRENDnet960_5GHz_XXXX [AX/N/B/G] TRENDnet960_2.4GHz_XXXX	←
Wi-Fi Password XXXXXXXXXXXXXX	←
Management Login http://tew-w960dap username: admin password: admin	←

3. Installation du Matériel

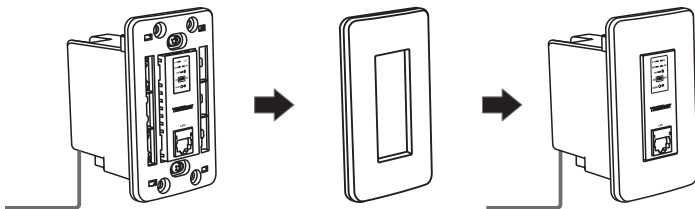
1. Fixez le TEW-W960DAP à la plaque murale intérieure. Vous entendrez un déclic lorsque le dispositif sera fixé à la plaque murale intérieure.



2. Branchez le câble Ethernet du boîtier de distribution à l'arrière de l'appareil.
3. Alignez et vissez le dispositif sur le boîtier de distribution pour une installation sécurisée.



4. Installez la plaque murale extérieure sur la plaque murale intérieure pour une installation propre. Vous devez entendre un clic lorsque la plaque murale extérieure est solidement fixée à la plaque murale intérieure.



4. Configuration

Si vous configurez le point d'accès pour qu'il soit géré à partir de votre compte cloud TRENDnet Hive existant, veuillez suivre les étapes de la **SECTION A**. Si vous configurez le point d'accès pour la gestion du réseau local uniquement, veuillez suivre les étapes de la **SECTION B**.

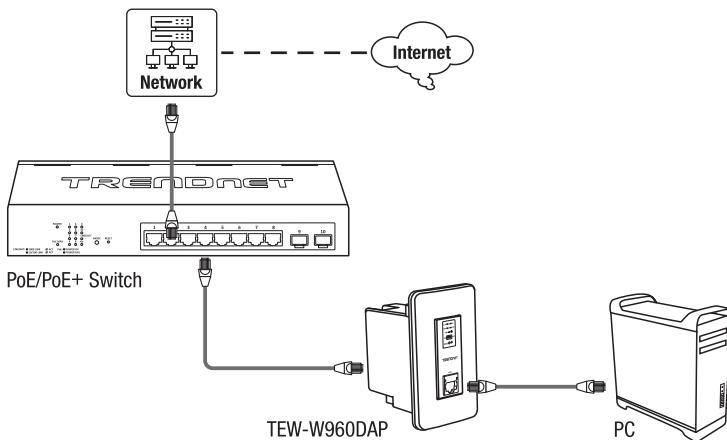
SECTION A: Configuration du point d'accès avec le système de gestion dans le cloud de TRENDnet Hive

La configuration avec le système de gestion dans le cloud de TRENDnet Hive nécessite un réseau existant avec un accès Internet et un serveur DHCP pour l'adressage IP automatique. Le point d'accès doit être configuré pour atteindre Internet afin de se connecter à votre compte de gestion TRENDnet Hive.

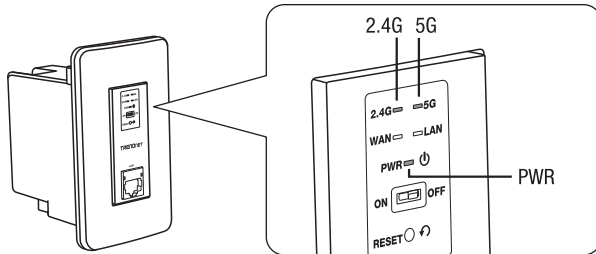
Il est fortement recommandé de configurer le point d'accès avant le montage.

Le point d'accès et le numéro de modèle de ce dernier peuvent être différents de ceux indiqués dans les schémas et les exemples.

1. Connectez un câble Ethernet/réseau à votre switch PoE/PoE+ et à votre point d'accès.
2. Connectez un câble Ethernet/réseau à votre ordinateur et à l'un des ports du switch PoE/PoE+.
3. Connectez un autre câble Ethernet/réseau à l'un des ports du switch PoE/PoE+ et à votre réseau existant avec un accès Internet et un serveur DHCP pour l'adressage IP automatique.

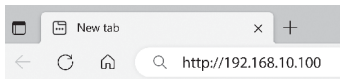
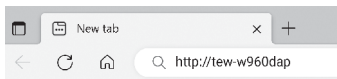


4. Le voyant d'alimentation LED deviendra bleue pour indiquer que votre point d'accès est prêt. Le point d'accès est prêt lorsque les voyants 2,4GHz et 5GHz sont allumés.



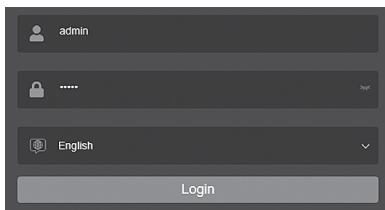
5. Ouvrez votre navigateur Internet, tapez l'URL par défaut du point d'accès WiFi dans la barre d'adresse, et appuyez sur **Enter**.

- URL par défaut: `http://<ap_model_number>`
(ex: `http://tew-w960dap`)
- Adresse IP par défaut: `http://192.168.10.100`



6. Sélectionnez votre langue dans la liste déroulante Langue et saisissez le **nom d'utilisateur** et le **mot de passe**, et cliquez sur **Login** (Identification). Par défaut:

- Nom d'utilisateur: **admin**
- Mot de passe: **admin**



7. Cliquez sur **Suivant** dans l'**Assistant de configuration**. Si celui-ci n'apparaît pas, cliquez sur le bouton de l'assistant de configuration  dans la partie supérieure droite de la page de gestion du point d'accès pour y accéder.

Setup Wizard

This wizard will guide you through a step-by-step process to configure your AP and connect to the Internet.

Next Cancel

8. Vous pouvez modifier le mot de passe administrateur du point d'accès en saisissant le nouveau mot de passe dans les champs prévus à cet effet, puis cliquez sur **Suivant**. Si vous saisissez un nouveau mot de passe, veuillez noter que vous devrez utiliser ce dernier lorsque vous vous connecterez à l'avenir à la page de gestion des points d'accès pour la gestion des accès locaux.

Setup Wizard

Step 1: Change your login credentials

User Name

Password (Maximum length is 20)

Confirm Password

FINISH Next Cancel

9. Pour la méthode de gestion, sélectionnez **TRENDnet Hive**. Après avoir sélectionné **TRENDnet Hive**, cliquez sur **Suivant**. La configuration avec le système de gestion dans le cloud de TRENDnet Hive nécessite un réseau existant avec un accès Internet et un serveur DHCP pour l'adressage IP automatique. Le point d'accès doit être configuré pour atteindre Internet afin de se connecter à votre compte de gestion TRENDnet Hive. Si le point d'accès ne parvient pas à obtenir les paramètres de l'adresse IP et du DNS à partir du serveur DHCP et à se connecter à Internet, l'enregistrement du point d'accès à votre compte de gestion dans le cloud TRENDnet Hive échouera.

Setup Wizard

Step 2: Select the method of management for this AP

☒ **TRENDnet Hive**: Choose this option if you would like to manage your AP through TRENDnet's Cloud Management. This option will automatically apply a DHCP connection. (Enter an IP address to your AP)
Note: You will need a TRENDnet Hive account with valid license to complete setup with this process. Choosing this option will prompt an immediate redirect to the device management page.

☐ **Default Management**: Choose this option if you would like to manage your AP through the local GUI. You may opt into use TRENDnet Hive at a later date. Please note, by default the AP is configured to automatically obtain IP address settings from a DHCP server connected to your network. If there is no DHCP server available, the IP address of the AP will be set to 192.168.12.109/255.255.255.0.

FINISH Next

10. Sélectionnez votre **Fuseau Horaire**, et cliquez ensuite sur **Suivant**.

Setup Wizard

Step 3: DateTime Settings

System Time	Thu Sept, 18, 2025 10:28:38
Time Zone	(GMT-08:00) Pacific Time (US&Canada), Tijuana

Previous Next Cancel

11. Saisissez les informations d'identification du compte utilisateur de votre compte de gestion dans le cloud TRENDnet Hive pour enregistrer le point d'accès avec votre compte, puis cliquez sur **Suivant**.

Setup Wizard

Step 4: Input your Hive credentials to sync the AP to your Hive account.

Username	XXXXXXXXXX
Password	XXXXXXXXXXXX

Previous Next Cancel

12. La page de résumé affiche tous les paramètres de configuration qui ont été appliqués par l'assistant de configuration. Cliquez sur **Appliquer** pour terminer l'installation. Veuillez noter le nouveau mot de passe et les paramètres IP pour la gestion de l'accès local au point d'accès.

Setup Wizard

System Information

Write down the below information and store it in a safe place. The below information are the current settings that will be applied to the AP. Click **Apply** below to finalize the settings.

System time	Thu Sept, 18, 2025 10:38:48
Username	admin
Password	XXXXXXXXXX
IP Address	192.168.10.185
Subnet Mask	255.255.255.0
Gateway IP Address	192.168.10.254
DNS	192.168.1.249

Previous Apply Cancel

13. Pour vérifier que le point d'accès est maintenant correctement enregistré dans votre compte de gestion dans le cloud TRENDnet Hive, le bouton Hive dans la partie supérieure droite sera vert afin d'indiquer que l'enregistrement a réussi.

