



DCS-960L



HD Ultra-Wide View Wi-Fi Camera
Quick Install Guide

D-Link®

Package Contents



DCS-960L HD Ultra-Wide View Wi-Fi Camera



Power Adapter



Mounting Hardware



Quick Install Guide

If any of the above items are missing, please contact your reseller.

Minimum Requirements

Mobile Device (to use mydlink Lite app)

- iPhone, iPad, Android smartphone or tablet, or Windows Phone 8/8.1
(Refer to the mobile app's store page to see if your device is compatible)

Network Device and Service

- A wireless router (802.11ac/n/g) with Internet service
- An e-mail account (required to create a mydlink® account)

** If you use a mobile device with the mydlink Lite app, a PC is not required for setup. Refer to Setting up Your Camera on page 4.*

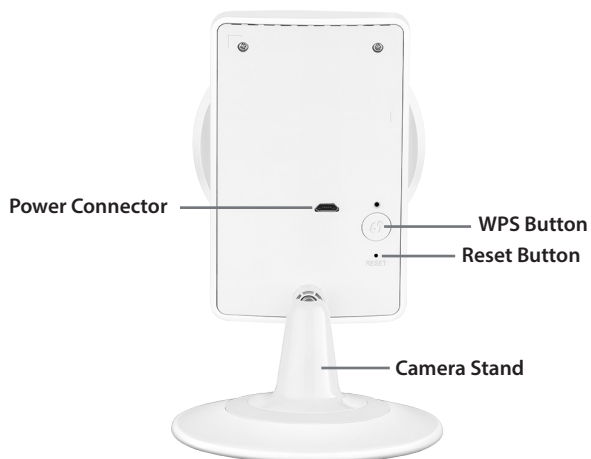
For warranty and regulatory information, please visit:
<http://support.dlink.com/download.ashx?type=w&file=DCS-960L>

Product Overview

Front



Back



Setting Up Your Camera

Note: If you experience issues registering this device with your mydlink account, or if you purchased an open box or resold unit, perform a hard reset by pressing and holding the reset button on the device for 10 seconds while the device is powered on. **If you are returning the device, please perform the hard reset procedure to clear the device of any personal data.**

To ensure your product has the latest security updates and operates at optimal performance, it is recommended you update your product to the latest firmware after installation and to periodically check for new firmware releases. Updates can be found by searching your model name at <http://support.dlink.com> or through the mydlink mobile apps for mydlink registered devices.

1

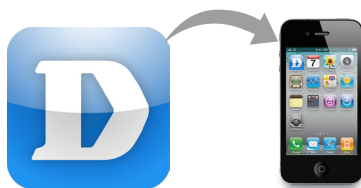
Download the free mydlink Lite app on your smartphone or tablet by scanning the QR code below, or by searching for **mydlink Lite** in the app store for your device.



System Requirements: Refer to the mydlink Lite app page on Apple App Store, Google Play or Windows Phone Store.

2

Launch the mydlink Lite app, then create a new account or log in to your existing account.



3

The app will guide you through the rest of the configuration process.

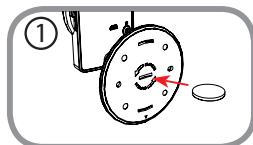
Mount the Camera

Please refer to the steps below to assist you with mounting the camera.

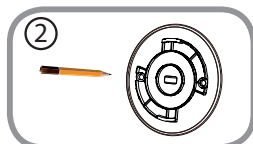


We suggest that you configure the camera before mounting.

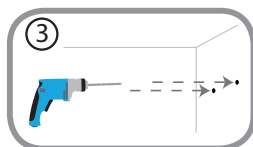
1. Turn the base plate on the bottom of the camera counterclockwise with a coin to remove it.



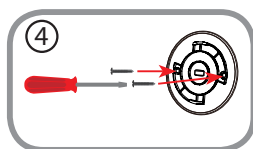
2. Place the base plate where you want to position the camera and use a pencil to mark the holes. Make sure the holes are lined up horizontally.



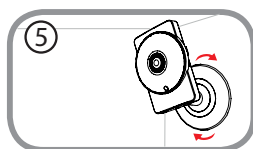
3. Depending on the material of the wall or ceiling, use proper tools to drill two holes 25mm deep with a 6mm drill bit where you marked. If the wall is made out of concrete, drill the holes first, then insert the plastic anchors to support the screws.



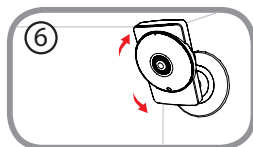
4. Place the base plate over the holes that are in the wall. Make sure to align the base plate holes with the holes in the wall. Use the supplied screws to attach the base plate to the surface of the wall. Do not overtighten screwheads as this may crack the mount.



5. Place the camera over the base plate and turn the camera clockwise to lock it in place.



6. Adjust the angle of the camera as desired.



FAQs

1. What is a mydlink No.? What is it used for?

Each camera has a unique eight-digit mydlink No. which will be shown on the label on the back of your camera. This eight-digit number identifies your device, and is required to add your device to your mydlink account.

2. What can I do if my DCS-960L is not working correctly?

- Reset the camera (see next step) and run the setup steps starting on page 4 again.
- To make sure your hardware is installed correctly, make sure that:
 - the power LED is green
 - your Internet connection is working
 - your router's LAN & WAN connections are working
 - your router supports UPnP®
 - your camera is on the same network as your mobile device
 - both your mobile device and camera have a working Internet connection
- If your camera is still not working, check your router and make sure it has the latest firmware.

3. What can I do if I forget my password?

If you forget your password, you must reset the camera. Unfortunately, this process will change your settings back to factory default. To reset the camera, locate the reset button on the back of the camera. With the camera powered on, use an unfolded paper clip to hold the button down for 10 seconds. Run the setup procedure located on page 4 once the camera restarts.



4. Why is there a white haze when viewing in night vision mode?

When viewing in night vision mode, the IR lights on the camera may be reflecting off a nearby surface. Try repositioning the camera in order to avoid glare from IR LEDs.

Technical Support

This guide is only for initial configuration. Please refer to the user manual to learn more or visit **<http://www.mydlink.com>** for more information. Also feel free to contact us. U.S. and Canadian customers can contact D-Link Technical Support through our website.

USA



<http://support.dlink.com>

Canada



<http://support.dlink.ca>

D-Link®

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