



Vigor 2910 Series Router Quick Start Guide

Version: 1.0

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Safety Instructions and Approval

Safety Instructions

- Read the installation guide thoroughly before you set up the router.
- The router is a complicated electronic unit that may be repaired only be authorized and qualified personnel. Do not try to open or repair the router yourself.
- Do not place the router in a damp or humid place, e.g. a bathroom.
- Do not stack the routers.
- The router should be used in a sheltered area, within a temperature range of +5 to +40 Celsius.
- Do not expose the router to direct sunlight or other heat sources. The housing and electronic components may be damaged by direct sunlight or heat sources.
- Do not deploy the cable for LAN connection outdoor to prevent electronic shock hazards.
- Keep the package out of reach of children.
- When you want to dispose of the router, please follow local regulations on conservation of the environment.

Warranty

We warrant to the original end user (purchaser) that the router will be free from any defects in workmanship or materials for a period of two (2) years from the date of purchase from the dealer. Please keep your purchase receipt in a safe place as it serves as proof of date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, we will, at our discretion, repair or replace the defective products or components, without charge for either parts or labor, to whatever extent we deem necessary to restore the product to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be offered solely at our discretion. This warranty will not apply if the product is modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions. The warranty does not cover the bundled or licensed software of other vendors. Defects which do not significantly affect the usability of the product will not be covered by the warranty. We reserve the right to revise the manual and online documentation and to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes.

Be a Registered Owner

Web registration is preferred. You can register your Vigor router via <http://www.draytek.com>. Alternatively, fill in the registration card and mail it to the address found on the reverse side of the card.

Firmware & Tools Updates

Due to the continuous evolution of DrayTek corporation, all routers will be regularly upgraded. Please consult the DrayTek web site for more information on newest firmware, tools and documents.

<http://www.draytek.com>

European Community Declarations

Manufacturer: DrayTek Corp.
Address: No. 26, Fu Shing Road, HuKou County, HsinChu Industrial Park, Hsin-Chu, Taiwan 303
Product: Vigor2910 Series Routers

DrayTek Corp. declares that Vigor2910 series of routers are in compliance with the following essential requirements and other relevant provisions of R&TTE Directive 1999/5/EEC.

The product conforms to the requirements of Electro-Magnetic Compatibility (EMC) Directive 89/336/EEC by complying with the requirements set forth in EN55022/Class B and EN55024/Class B.

The product conforms to the requirements of Low Voltage (LVD) Directive 73/23/EEC by complying with the requirements set forth in EN60950.

The **Vigor2910 Series** are designed for the WLAN 2.4GHz network throughput EC region, Switzerland, and the restrictions of France.

Regulatory Information

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the use is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device may accept any interference received, including interference that may cause undesired operation.

Taiwanese BSMI (Bureau of Standards, Metrology and Inspection) A Warning:

Warning: This device might cause interference of radio frequency under the environment of dwelling. In such condition, the users might be asked to adopt some proper strategies.

Please visit www.draytek.com/contact_us/WEEE.php.



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1. Introduction

The Vigor2910 series router provides Dual-WAN interface (which is a configuration second WAN) for Internet access to make the Internet connection more reliable. The wireless LAN supports more secure features and the transmission speed is up to 108Mbps (SuperG™). Object-oriented firewall is flexible and allows your network be safe. In addition, through VoIP function, the communication fee for you and remote people can be reduced.

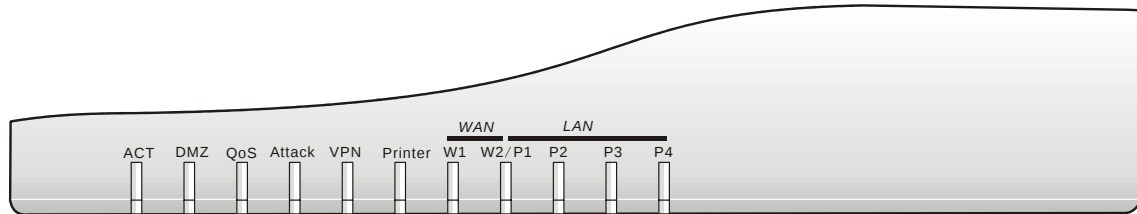
Characteristics

- Easy Internet-sharing of your broadband connection
- Configurable 2nd WAN for policy-based load-balancing and fail-over
- Flexible traffic management lets your bandwidth more optimized
- Robust firewall to help protect your network from external attacks
- Comprehensive VPN facilities provide deployment of linked branch offices and teleworkers
- Super G™ provides up to 108Mbps wireless bandwidth (G model)
- Voice over Internet capability (V model)

1.1 LED Indicators and Connectors

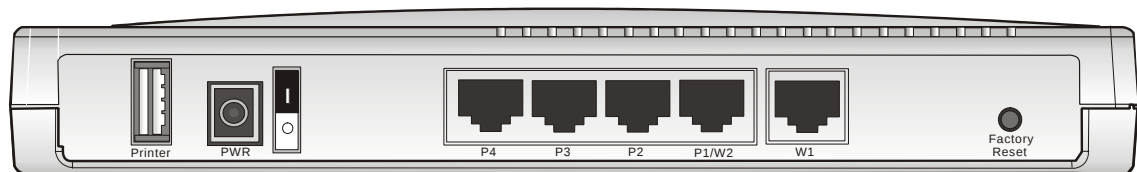
1.1.1 For Vigor2910

LED Explanation



LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running properly.
	Off	The router is powered off.
DMZ	On	DMZ Host is specified in certain site.
QoS	On	The QoS function is active.
	Off	The QoS function is inactive.
Attack	On	DoS Defense function is active.
	Blinking	An attack is detected.
VPN	On	The VPN tunnel is launched.
Printer	On	The USB interface printer is ready.
WAN(W1-W2)	Orange	A normal 10Mbps WAN link is ready.
	Green	A normal 100Mbps WAN link is ready.
	Blinking	Ethernet packets are transmitting.
LAN (P1, P2, P3, P4)	Orange	A normal 10Mbps connection is through its corresponding port.
	Green	A normal 100Mbps connection is through its corresponding port.
	Blinking	Ethernet packets are transmitting.

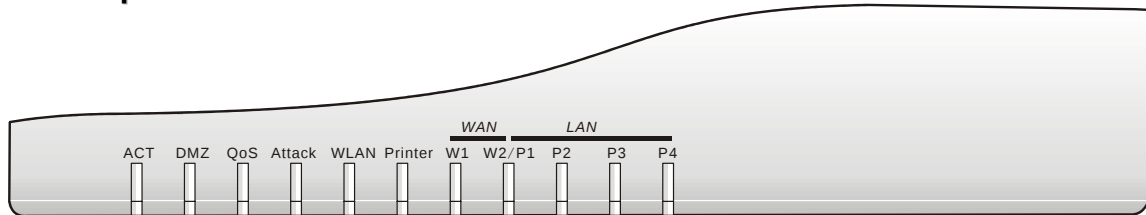
Connector Explanation



Interface	Description
Printer	Connector for a USB printer.
PWR	Connector for a power adapter with 12-15VDC.
ON/OFF	Power Switch.
LAN P4 – P1	Connectors for local networked devices.
W2/W1	Connector for accessing Internet with the ADSL,ADSL2/2+ line
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.

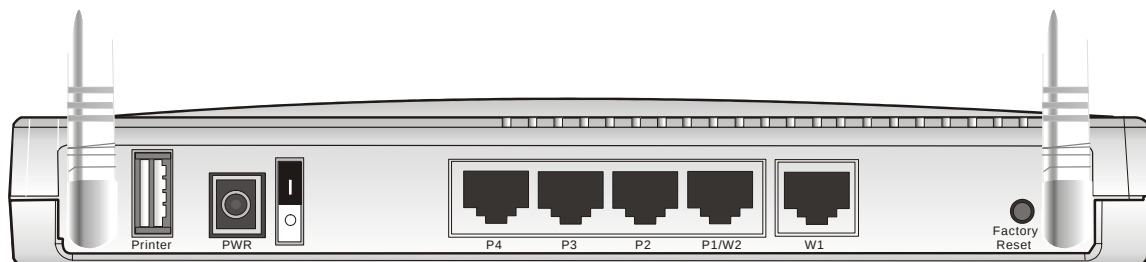
1.1.2 For Vigor2910G

LED Explanation



LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running properly.
	Off	The router is powered off.
DMZ	On	DMZ Host is specified in certain site.
QoS	On	The QoS function is active.
	Off	The QoS function is inactive.
Attack	On	DoS Defense function is active.
	Blinking	An attack is detected.
WLAN	On	Wireless access point is ready.
	Blinking	Wireless traffic goes through.
	Off	Wireless access point is turned off.
Printer	On	The USB interface printer is ready.
WAN(W1-W2)	Orange	A normal 10Mbps WAN link is ready.
	Green	A normal 100Mbps WAN link is ready.
	Blinking	Ethernet packets are transmitting.
LAN (P1, P2, P3, P4)	Orange	A normal 10Mbps connection is through its corresponding port.
	Green	A normal 100Mbps connection is through its corresponding port.
	Blinking	Ethernet packets are transmitting.

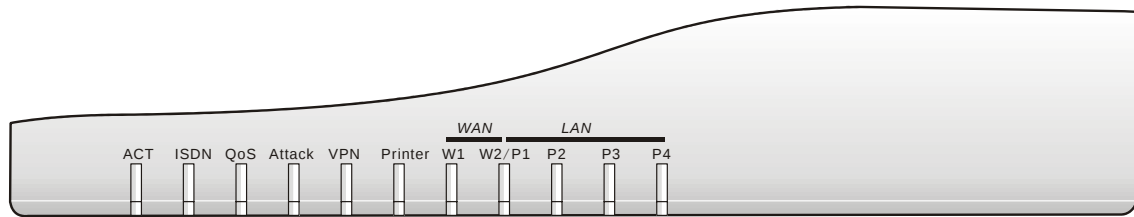
Connector Explanation



Interface	Description
Printer	Connector for a USB printer.
PWR	Connector for a power adapter with 12-15VDC.
ON/OFF	Power Switch.
LAN P4 – P1	Connectors for local networked devices.
W2/W1	Connector for accessing Internet with the ADSL,ADSL2/2+ line
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.

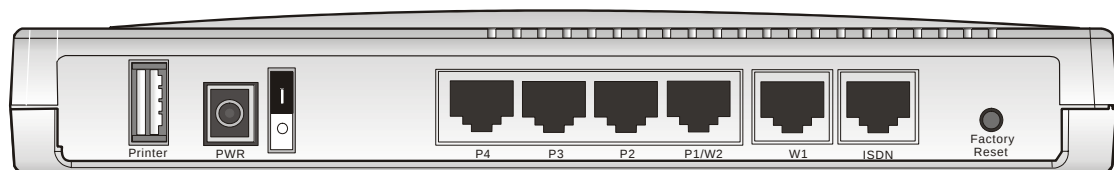
1.1.3 For Vigor2910i

LED Explanation



LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running properly.
	Off	The router is powered off.
ISDN	On	The ISDN network is correctly setup.
	Blinking	A successful connection on the ISDN BRI B1/B2 channel.
QoS	On	The QoS function is active.
	Off	The QoS function is inactive.
Attack	On	DoS Defense function is active.
	Blinking	An attack is detected.
VPN	On	The VPN tunnel is launched.
Printer	On	The USB interface printer is ready.
WAN(W1-W2)	Orange	A normal 10Mbps WAN link is ready.
	Green	A normal 100Mbps WAN link is ready.
	Blinking	Ethernet packets are transmitting.
LAN (P1, P2, P3, P4)	Orange	A normal 10Mbps connection is through its corresponding port.
	Green	A normal 100Mbps connection is through its corresponding port.
	Blinking	Ethernet packets are transmitting.

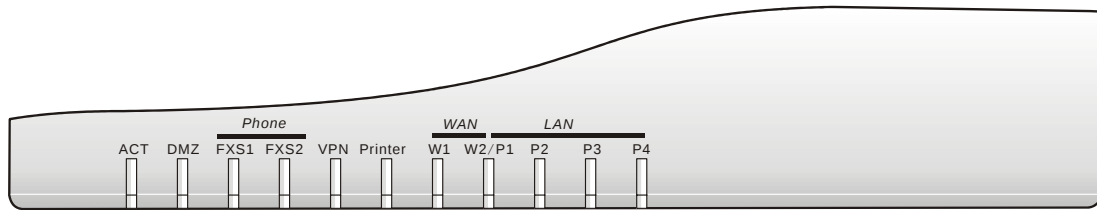
Connector Explanation



Interface	Description
Printer	Connector for a USB printer.
PWR	Connector for a power adapter with 12-15VDC.
ON/OFF	Power Switch.
LAN P4 – P1	Connectors for local networked devices.
W2/W1	Connector for accessing Internet with the ADSL,ADSL2/2+ line
ISDN	Connector for NT1 (or NT1+) box provided by ISDN service provider.
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.

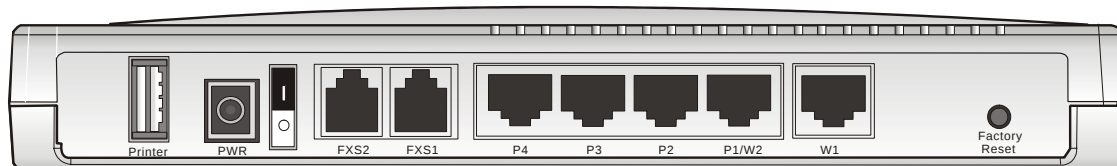
1.1.4 For Vigor2910V

LED Explanation



LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running properly.
	Off	The router is powered off.
DMZ	On	DMZ Host is specified in certain site.
FXS1/FXS2	On	The phone is off hook (the handset of phone is hanging).
	Blinking	A phone call is incoming or on-line.
VPN	On	The VPN tunnel is launched.
Printer	On	The USB interface printer is ready.
WAN(W1-W2)	Orange	A normal 10Mbps WAN link is ready.
	Green	A normal 100Mbps WAN link is ready.
	Blinking	Ethernet packets are transmitting.
LAN (P1, P2, P3, P4)	Orange	A normal 10Mbps connection is through its corresponding port.
	Green	A normal 100Mbps connection is through its corresponding port.
	Blinking	Ethernet packets are transmitting.

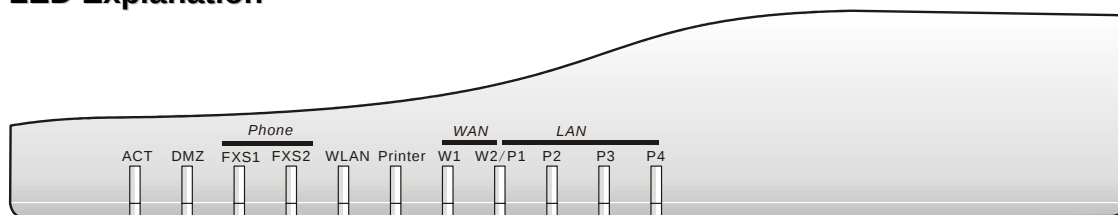
Connector Explanation



Interface	Description
Printer	Connector for a USB printer.
PWR	Connector for a power adapter with 12-15VDC.
ON/OFF	Power Switch.
FXS2 & FXS1	Connectors for telephone set and analog phone with VoIP communication.
LAN P4 – P1	Connectors for local networked devices.
W2/W1	Connector for accessing Internet with the ADSL,ADSL2/2+ line
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.

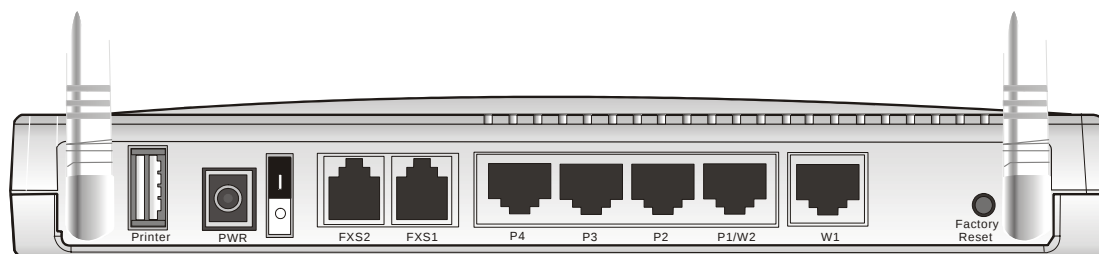
1.1.5 For Vigor2910VG

LED Explanation



LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running properly.
	Off	The router is powered off.
DMZ	On	DMZ Host is specified in certain site.
FXS1/FXS2	On	The phone is off hook (the handset of phone is hanging).
	Blinking	A phone call is incoming or on-line.
WLAN	On	Wireless access point is ready.
	Blinking	Wireless traffic goes through.
	Off	Wireless access point is turned off.
Printer	On	The USB interface printer is ready.
WAN(W1-W2)	Orange	A normal 10Mbps WAN link is ready.
	Green	A normal 100Mbps WAN link is ready.
	Blinking	Ethernet packets are transmitting.
LAN (P1, P2, P3, P4)	Orange	A normal 10Mbps connection is through its corresponding port.
	Green	A normal 100Mbps connection is through its corresponding port.
	Blinking	Ethernet packets are transmitting.

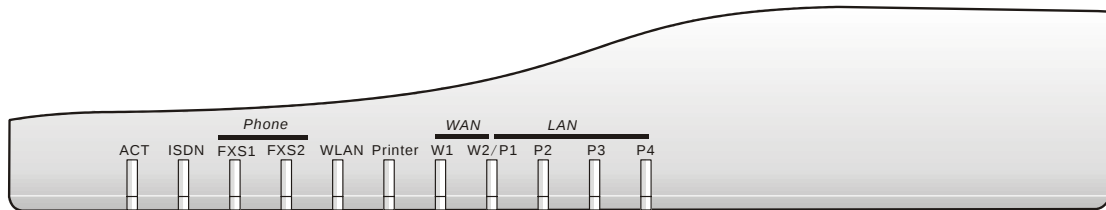
Connector Explanation



Interface	Description
Printer	Connector for a USB printer.
PWR	Connector for a power adapter with 12-15VDC.
ON/OFF	Power Switch.
FXS2 & FXS1	Connectors for telephone set and the analog phone with VoIP communication.
LAN P4 – P1	Connectors for local networked devices.
W2/W1	Connector for accessing Internet with the ADSL,ADSL2/2+ line
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.

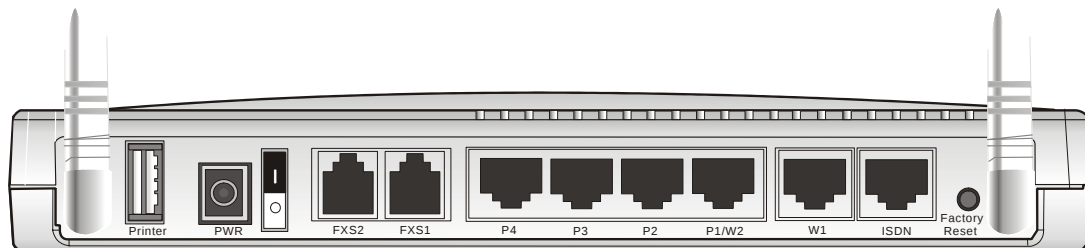
1.1.6 For Vigor2910VGi

LED Explanation



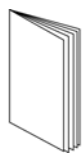
LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running properly.
	Off	The router is powered off.
ISDN	On	The ISDN network is correctly setup.
	Blinking	A successful connection on the ISDN BRI B1/B2 channel.
FXS1/FXS2	On	The phone is off hook (the handset of phone is hanging).
	Blinking	A phone call is incoming or on-line.
WLAN	On	Wireless access point is ready.
	Blinking	Wireless traffic goes through.
	Off	Wireless access point is turned off.
Printer	On	The USB interface printer is ready.
WAN(W1-W2)	Orange	A normal 10Mbps WAN link is ready.
	Green	A normal 100Mbps WAN link is ready.
	Blinking	Ethernet packets are transmitting.
LAN (P1, P2, P3, P4)	Orange	A normal 10Mbps connection is through its corresponding port.
	Green	A normal 100Mbps connection is through its corresponding port.
	Blinking	Ethernet packets are transmitting.

Connector Explanation

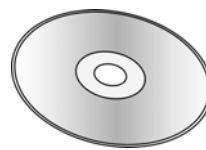


Interface	Description
Printer	Connector for a USB printer.
PWR	Connector for a power adapter with 12-15VDC.
ON/OFF	Power Switch.
FXS2 & FXS1	Connectors for telephone set and analog phone with VoIP communication.
LAN P4 – P1	Connectors for local networked devices.
W2/W1	Connector for accessing Internet with the ADSL,ADSL2/2+ line
ISDN	Connector for NT1 (or NT1+) box provided by ISDN service provider.
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.

1.2 Package Content



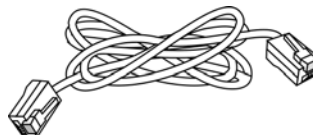
1 Quick Start Guide



2 CD



3 Antenna for G models

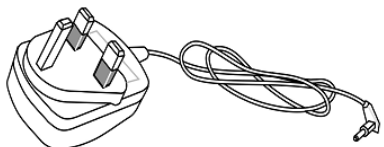


4 RJ-45 Cable (Ethernet)

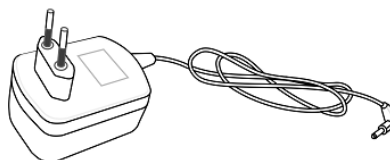


5 RJ-45 to RJ-45 Cable for *i* models

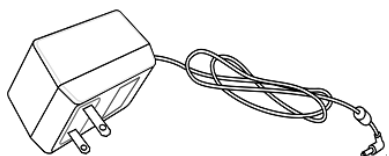
6 The type of the power adapter depends on the country that the router will be installed:



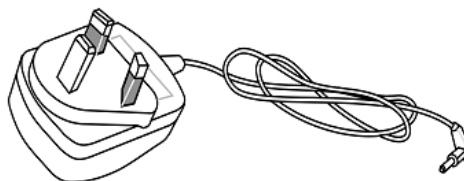
UK-type power adapter



EU-type power adapter



USA/Taiwan-type power adapter



AU/NZ-type power adapter

2. Installing Your Vigor Router

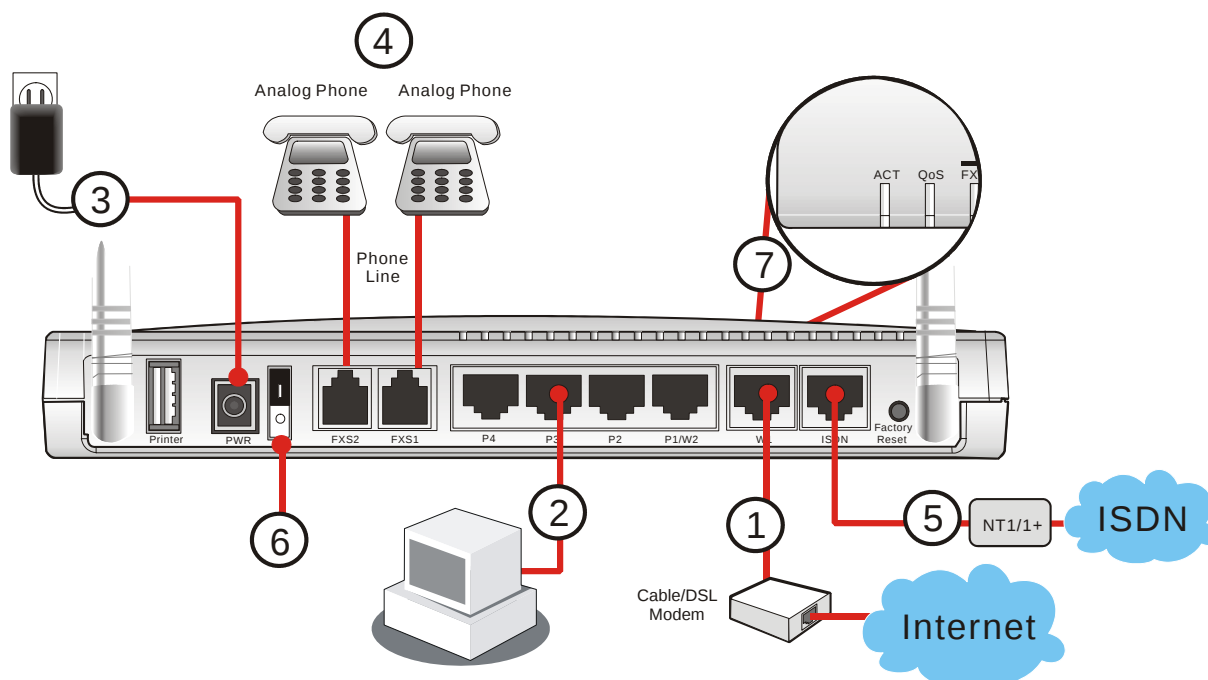
This section will guide you to install the router through hardware connection and configure the router's settings through web browser.

2.1 Hardware Installation

Before starting to configure the router, you have to connect your devices correctly.

1. Connect this device to a router/modem with an Ethernet cable.
2. Connect one port of 4-port switch to your computer with a RJ-45 cable. This device allows you to connect 4 PCs directly.
3. Connect one end of the power cord to the power port of this device. Connect the other end to the wall outlet of electricity.
4. Connect the telephone sets with phone lines (for using VoIP function). For the user of the model without VoIP ports, skip this step.
5. Connect the ISDN NT1/1+ box with ISDN cable. This connection is available for Europe only.
6. Power on the router.
7. Check the **ACT** LED to assure network connections.

(For the detailed information of LED status, please refer to section 1.1.)



Caution: Each of the FXS ports can be connected to an analog phone only. Do not connect the FXS ports to the telephone wall jack. This connection might damage your router.

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3. Configuring Web Pages

3.1 Basic Configuration

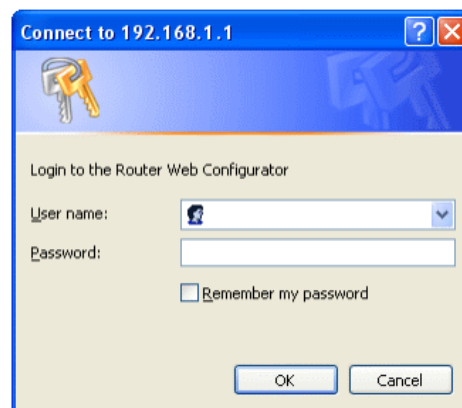
The **Quick Start Wizard** is designed for you to easily set up your router for Internet access. You can directly access the **Quick Start Wizard** via Web Configurator.

1. Make sure your PC connects to the router correctly.



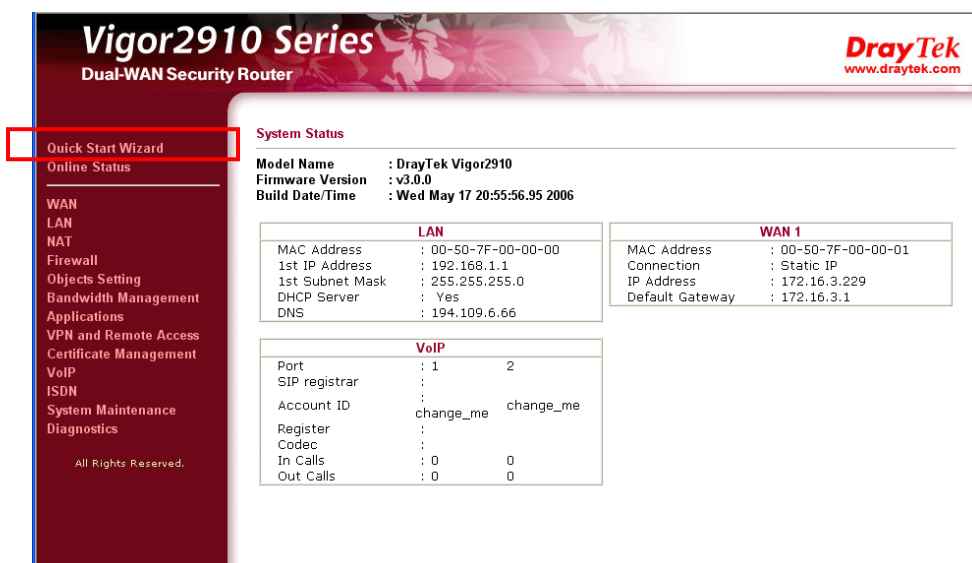
Notice: You may either simply set up your computer to get IP dynamically from the router or set up the IP address of the computer to be the same subnet as **the default IP address of Vigor router 192.168.1.1**. For the detailed information, please refer to the later section - Trouble Shooting of the guide.

2. Open a web browser on your PC and type **http://192.168.1.1**. A pop-up window will open to ask for username and password. Do not type any word on the window and click **OK** for next screen.



Notice: If you fail to access to the web configuration, please go to “Trouble Shooting” for detecting and solving your problem.

3. Now, the **Main Screen** will pop up. Click **Quick Start Wizard**.



4. Enter the login password on the field of **New Password** and retype it on the field of **Retype New Password**. Then click **Next** to continue.

Quick Start Wizard

Enter login password

Please enter an alpha-numeric string as your **Password** (Max 23 characters).

New Password

Confirm Password

< Back Next > Finish Cancel

5. On the next page as shown below, please select the WAN interface that you use. Choose **Auto negotiation** as the physical type for your router. Then click **Next** for next step.

Quick Start Wizard

Select WAN Interface

Select WAN Interface:

Display Name:

Physical Mode: Ethernet

Physical Type:

Auto negotiation
10M half duplex
10M full duplex
100M half duplex
100M full duplex

< Back Next > Finish Cancel

6. On the next page as shown below, please select the appropriate Internet access type according to the information from your ISP. For example, you should select PPPoE mode if the ISP provides you PPPoE interface. Then click **Next** for next step.

Quick Start Wizard

Connect to Internet

WAN 1

Select one of the following Internet Access type provided by your ISP. If you are not sure which one you should choose, please contact your ISP to get these information in detail.

☒ PPPoE
☐ PPTP
☐ Static IP
☐ DHCP

< Back Next > Finish Cancel

PPPoE: if you click PPPoE or PPPoA as the protocol, please manually enter the Username/Password provided by your ISP. Then click **Next**.

Quick Start Wizard

PPPoE Client Mode

WAN 1
Enter the user name and password provided by your ISP.

User Name	84005755@hinet.net
Password	•••••
Retype Password	•••••

< Back Next > Finish Cancel

PPTP: if you click PPTP, you will get the following page. Please type in all the information originally provided by your ISP. Then click **Next** for next step.

Quick Start Wizard

PPTP Client Mode

WAN 1
Enter the user name, password, WAN IP configurations and PPTP server IP provided by your ISP.

User Name	
Password	
Retype Password	
WAN IP Configurations	
☐ Obtain an IP address automatically	
☒ Specify an IP address	
IP Address	172.16.3.229
Subnet Mask	255.255.255.0
PPTP Server IP	

< Back Next > Finish Cancel

Static IP: if you click Static IP, you will get the following page. Please type in the IP address information originally provided by your ISP. Then click **Next** for next step.

Quick Start Wizard

Static IP Client Mode

WAN 1
Enter the Static IP configuration provided by your ISP.

WAN IP	172.16.3.229
Subnet Mask	255.255.255.0
Gateway	172.16.3.1
Primary DNS	168.95.1.1
Secondary DNS	(optional)

< Back Next > Finish Cancel

DHCP: if you click DHCP, you will get the following page. Simply click **Next** to continue.

Quick Start Wizard

DHCP Client Mode

WAN 1
If your ISP require you to enter a specific host name or specific MAC address, please enter it in.

Host Name (optional)

MAC (optional)

< Back Next > Finish Cancel

7. Now you can see the following screen. It indicates that the setup is complete. Different types of connection modes will have different summary. Click **Finish** and then restart the router. Afterward, you will enjoy surfing on the Internet.

Quick Start Wizard

Please confirm your settings:

WAN Interface:	WAN1
Physical Mode:	Ethernet
Physical Type:	Auto negotiation
Internet Access:	DHCP

Click **Back** to modify changes if necessary. Otherwise, click **Finish** to save the current settings and restart the Vigor router.

< Back Next > Finish Cancel

3.2 Wireless LAN Settings



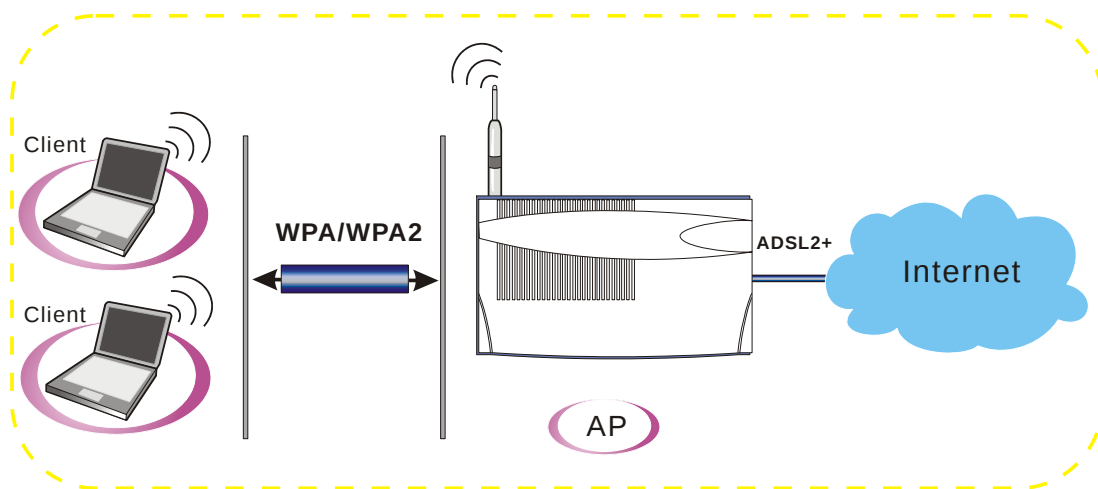
For the user of Vigor2910/2910V/2910i, please skip this section.

For operating Vigor2910G/VG/VGi well, it is necessary for you to set the wireless LAN settings for using wireless function. Please read the following section carefully for configuring the settings for this router.

(The default value of Frequency Domain was set by factory depends on the reselling region.)

3.2.1 Basic Wireless LAN Concept

In an Infrastructure Mode of wireless network, Vigor wireless router plays a role as an **Access Point (AP)** connecting to lots of wireless clients or Stations (STA). All the STAs will share the same Internet connection with other wired hosts via Vigor wireless router.



3.2.2 General Settings

1. On the **Wireless LAN** group, select **General Settings**. The following page will be shown.

Wireless LAN >> General Setup

General Setting (IEEE 802.11)

☒ Enable Wireless LAN

Mode : Mixed(11b+11g)

Index(1-15) in Schedule Setup: , , ,

SSID : default

Channel : Channel 6, 2437MHz

Note: If SuperG mode is enabled, channel is fixed at 6.

☐ Hide SSID

☐ Long Preamble

Hide SSID : prevent SSID from being scanned.

Long Preamble : necessary for some older 802.11b devices only (lowers performance).

OK Cancel

2. Check the box **Enable Wireless LAN** to enable the wireless function.
3. Select an appropriate wireless mode.

Mode :

Mixed(11b+11g)

Mixed(11b+11g+SuperG)

Mixed(11b+11g)

SuperG Only

11g Only

11b Only

Mixed (11b+11g+SuperG) The router can connect to IEEE802.11b, IEEE802.11g and SuperG stations simultaneously. Please choose this mode if your WAN clients have such features.

Mixed (11b+11g) The router can connect to IEEE802.11b and IEEE802.11g stations simultaneously. This is default settings. Choose this mode if you have no idea to change the mode.

SuperG only The router can connect to SuperG stations only.

11g-only The router can connect to IEEE802.11g stations only.

11b-only The router can connect to IEEE802.11b stations only.

4. Type in the name of the **SSID** and **Channel**. The default name for SSID is **default**. We suggest you change it to a particular name for your necessity.

SSID (service set identifier) It is used to name the wireless LAN for this router, and it must have the same content in client PC/notebook wireless card(s). SSID can be any text numbers or various special characters.

Channel It is a wireless channel for the router. The default channel is 6. You can change it to an appropriate one if the selected channel is under serious interference.

3.2.3 Security Settings

1. On the **Wireless LAN** group, select **Security Settings**.

Wireless LAN >> Security Settings

Security Settings

Mode : WEP Only

Set up **RADIUS Server** if 802.1x is enabled.

WPA:
Type: ☒ Mixed(WPA+WPA2) ☐ WPA2 Only
Pre-Shared Key(PSK)
Type 8~63 ASCII character or 64 Hexadecimal digits leading by "0x", for example "cfgs01a2..." or "0x655abcd....".

WEP:
Encryption Mode: 64-Bit
Use WEP Key
☐ Key 1 :
☒ Key 2 :
☐ Key 3 :
☐ Key 4 :

For 64 bit WEP key
Type 5 ASCII character or 10 Hexadecimal digits leading by "0x", for example "AB312" or "0x4142333132".

For 128 bit WEP key
Type 13 ASCII character or 26 Hexadecimal digits leading by "0x", for example "0123456789abc" or "0x30313233343536373839414243".

OK Cancel

2. Select an appropriate encryption mode to improve the security and privacy of your wireless data packets.

Mode :

WEP Only
Disable
WEP Only
WEP/802.1x Only
WEP or WPA/PSK
WEP/802.1x or WPA/802.1x
WPA/PSK Only
WPA/802.1x Only

Disable

Turn off the encryption mechanism. For the security of your router, please select any one of the encryption mode here.

WEP Only

Accepts only WEP clients and the encryption key should be entered in WEP Key.

WEP/802.1x Only

Accept WEP clients with 802.1x authentication. Since the key will be auto-negotiated during authentication, the field of key setting below will be not available for input.

WEP or WPA/PSK

Accepts WEP and WPA clients with legal key accordingly. Remember to select WPA type to define either Mixed or WPA2 only in the field below.

WEP/802.1x or WPA/802.1x	Accept WEP or WPA clients with 802.1x authentication. Remember to select WPA type to define either Mixed or WPA2 only in the field below. Since the key will be auto-negotiated during authentication, the field of key setting below will be not available for input.
WPA/PSK Only	Accepts WPA clients and the encryption key should be entered in PSK. Remember to select WPA type to define either Mixed or WPA2 only in the field below.
WPA/802.1x Only	Accept WPA clients with 802.1x authentication. Remember to select WPA type to define either Mixed or WPA2 only in the field below. Since the key will be auto-negotiated during authentication, the field of key setting below will be not available for input.

3. For **WPA** encryption, type in 8~63 ASCII characters or 64 Hexadecimal digits leading by 0x, for example "0123456789ABCD...." or "0x321253abcde....." on the field of **Pre-Shared Key (PSK)**. WPA encrypts each frame transmitted from the radio using the Pre-Shared Key (PSK) which entered from this panel.
4. As to **WEP** encryption, select 64-bit or 128-bit as the encryption mode. For 64bits WEP key, type in 5 ASCII characters or 10 hexadecimal digitals leading by 0x, for example, ABCDE or 0x4142434445. And for 128bits WEP key, type in 13 ASCII characters or 26 hexadecimal digits leading by 0x, for example, ABCDEFGHIJKLM or 0x4142434445464748494A4B4C4D. Only one WEP key can be selected and allows user to type in the characters.
5. Click **OK** to save settings.

Be aware that for the communication, all wireless devices must support the same encryption bit length and share the same key. If WEP mode is selected, only one of four preset keys can be selected at one time.

4. Trouble Shooting

This section will guide you to solve abnormal situations if you cannot access into the Internet after installing the router and finishing the web configuration. Please follow sections below to check your basic installation status stage by stage.

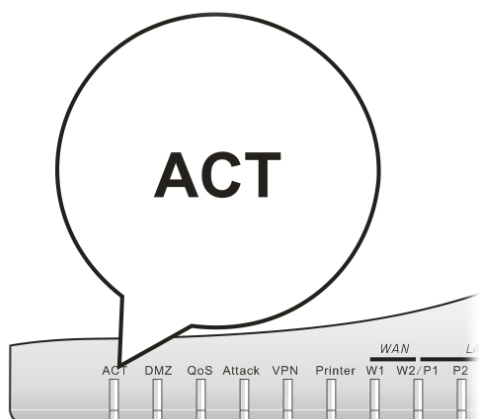
- Checking if the hardware status is OK or not.
- Checking if the network connection settings on your computer are OK or not.
- Pinging the router from your computer.
- Checking if the ISP settings are OK or not.
- Backing to factory default setting if necessary.

If all above stages are done and the router still cannot run normally, it is the time for you to contact your dealer for advanced help.

4.1 Checking If the Hardware Status Is OK or Not

Follow the steps below to verify the hardware status.

1. Check the power line and WLAN/LAN cable connections.
Refer to “**2.1 Hardware Installation**” for details.
2. Turn on the router. Make sure the **ACT LED** blink once per second and the correspondent **LAN LED** is bright.



3. If not, it means that there is something wrong with the hardware status. Simply back to “**2.1 Hardware Installation**” to execute the hardware installation again. And then, try again.

4.2 Checking If the Network Connection Settings on Your Computer Is OK or Not

Sometimes the link failure occurs due to the wrong network connection settings. After trying the above section, if the link is still failed, please do the steps listed below to make sure the network connection settings is OK.

For Windows

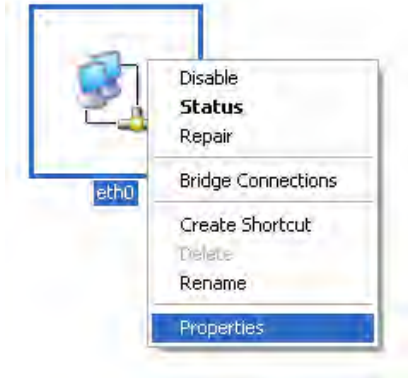


The example is based on Windows XP. As to the examples for other operation systems, please refer to the similar steps or find support notes in www.draytek.com.

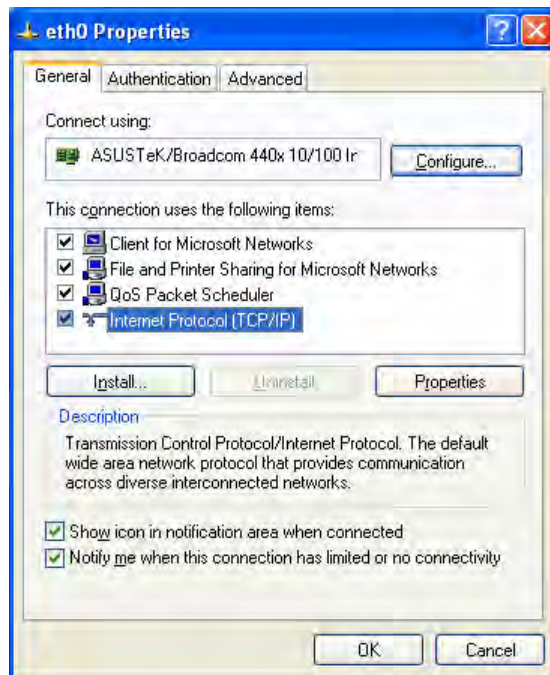
1. Go to **Control Panel** and then double-click on **Network Connections**.



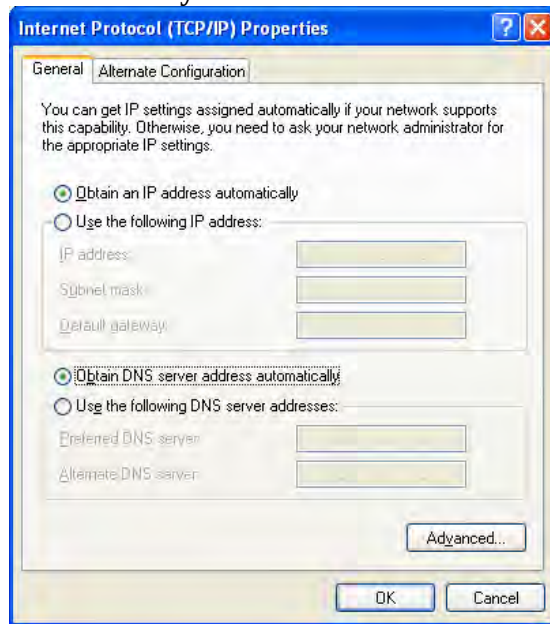
2. Right-click on **Local Area Connection** and click on **Properties**.



3. Select **Internet Protocol (TCP/IP)** and then click **Properties**.

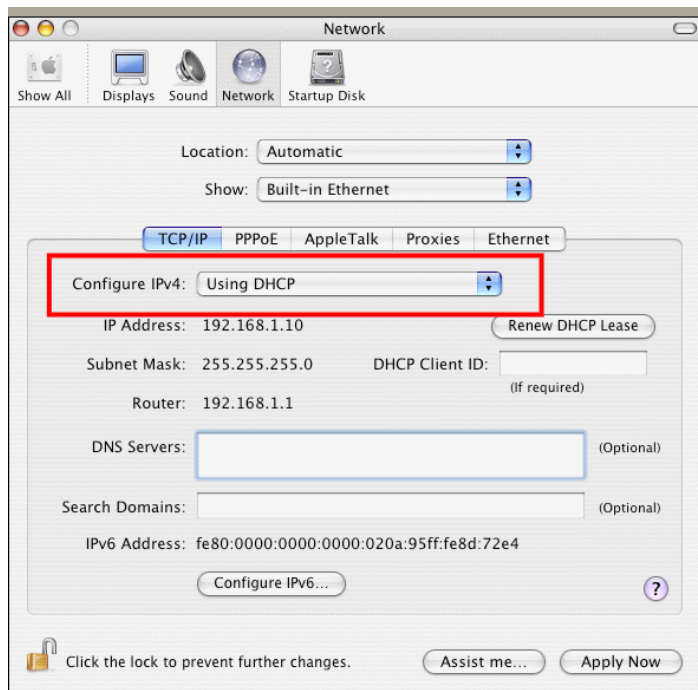


4. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



For MacOS

1. Double click on the current used MacOS on the desktop.
2. Open the **Application** folder and get into **Network**.
3. On the **Network** screen, select **Using DHCP** from the drop down list of Configure IPv4.



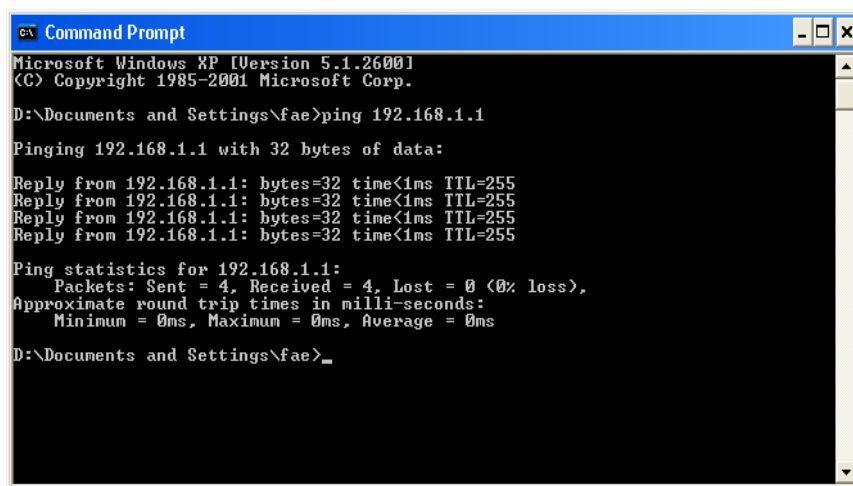
4.3 Pinging the Router from Your Computer

The default gateway IP address of the router is 192.168.1.1. For some reason, you might need to use “ping” command to check the link status of the router. **The most important thing is that the computer will receive a reply from 192.168.1.1.** If not, please check the IP address of your computer. We suggest you setting the network connection as **get IP automatically**. (Please refer to the section 4.2)

Please follow the steps below to ping the router correctly.

For Windows

1. Open the **Command Prompt** window (from **Start menu**> **Run**).
2. Type **command** (for Windows 95/98/ME) or **cmd** (for Windows NT/ 2000/XP). The DOS command dialog will appear.



```
C:\ Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

D:\Documents and Settings\fae>ping 192.168.1.1

Pinging 192.168.1.1 with 32 bytes of data:

Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

D:\Documents and Settings\fae>
```

3. Type **ping 192.168.1.1** and press [Enter]. If the link is OK, the line of “**Reply from 192.168.1.1:bytes=32 time<1ms TTL=255**” will appear.
4. If the line does not appear, please check the IP address setting of your computer.

For MacOS (Terminal)

1. Double click on the current used MacOS on the desktop.
2. Open the **Application** folder and get into **Utilities**.
3. Double click **Terminal**. The Terminal window will appear.
4. Type **ping 192.168.1.1** and press [Enter]. If the link is OK, the line of “**64 bytes from 192.168.1.1: icmp_seq=0 ttl=255 time=xxxx ms**” will appear.

```
Terminal - bash - 80x24
Last login: Sat Jan  3 02:24:18 on ttty1
Welcome to Darwin!
Vigor10:~ draytek$ ping 192.168.1.1
PING 192.168.1.1 (192.168.1.1): 56 data bytes
64 bytes from 192.168.1.1: icmp_seq=0 ttl=255 time=0.755 ms
64 bytes from 192.168.1.1: icmp_seq=1 ttl=255 time=0.697 ms
64 bytes from 192.168.1.1: icmp_seq=2 ttl=255 time=0.716 ms
64 bytes from 192.168.1.1: icmp_seq=3 ttl=255 time=0.731 ms
64 bytes from 192.168.1.1: icmp_seq=4 ttl=255 time=0.72 ms
^C
--- 192.168.1.1 ping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 0.697/0.723/0.755 ms
Vigor10:~ draytek$
```

4.4 Checking If the ISP Settings are OK or Not

Open **WAN >> Internet Access** page and then check whether the ISP settings are set correctly. Click **Details Page** to review the settings that you configured previously.

WAN >> Internet Access

Internet Access

Index	Display Name	Physical Mode	Access Mode	
WAN1		Ethernet	Static or Dynamic IP	Details Page
WAN2		Ethernet	None	Details Page
			PPPoE	
			Static or Dynamic IP	
			PPTP	

For PPPoE Users

1. Check if the **Enable** option is selected.
2. Check if **Username** and **Password** are entered with correct values that you **got from your ISP**.

WAN >> Internet Access

WAN 1

PPPoE Client Mode ☒ Enable ☐ Disable	PPP/MP Setup PPP Authentication: PAP or CHAP ☒ Always On Idle Timeout: -1 second(s)
ISP Access Setup Username: 84005755@hinet.net Password:	IP Address Assignment Method (IPCP) Fixed IP: ☐ Yes ☒ No (Dynamic IP) Fixed IP Address:
Index(1-15) in Schedule Setup: => , , ,	ISDN Dial Backup Setup Dial Backup Mode: None
	☒ Default MAC Address ☐ Specify a MAC Address MAC Address: 00 . 50 . 7F . 00 . 00 . 01

OK Cancel

For Static Users

1. Check if the **Enable** option for Broadband Access is selected.

WAN >> Internet Access

WAN 1

Static or Dynamic IP (DHCP Client) ☒ Enable ☐ Disable	WAN IP Network Settings ☐ Obtain an IP address automatically Router Name * Domain Name * * : Required for some ISPs ☒ Specify an IP address WAN IP Alias IP Address 172.16.3.229 Subnet Mask 255.255.255.0 Gateway IP Address 172.16.3.1
ISDN Dial Backup Setup Dial Backup Mode None	☒ Default MAC Address ☐ Specify a MAC Address MAC Address: 00 50 7F 00 00 01
Keep WAN Connection ☐ Enable PING to keep alive PING to the IP PING Interval 0 minute(s)	DNS Server IP Address Primary IP Address Secondary IP Address
RIP Protocol ☐ Enable RIP	

OK Cancel

2. Check if **WAN IP Network Settings** is set appropriately.
3. Check if **IP Address**, **Subnet Mask** and **Gateway** are set correctly (must identify with the values from your ISP) if you choose **Specify an IP address**.

For PPTP Users

1. Check if the **Enable** option for **PPTP Link** is selected.

WAN >> Internet Access

WAN 1

PPTP Client Mode ☒ Enable ☐ Disable PPTP Server 10.0.0.138 ISP Access Setup Username Password Index(1-15) in Schedule Setup: => , , ,	PPP Setup PPP Authentication PAP or CHAP ☒ Always On Idle Timeout -1 second(s) IP Address Assignment Method (IPCP) Fixed IP: ☐ Yes ☒ No (Dynamic IP) Fixed IP Address WAN IP Network Settings ☐ Obtain an IP address automatically ☒ Specify an IP address IP Address 10.0.0.150 Subnet Mask 255.0.0.0
---	---

OK Cancel

2. Check if **PPTP Server**, **Username**, and **Password** are set correctly (must identify with the values from your ISP).

3. Check if **WAN IP Network Settings** are set properly. If you select **Specify an IP address**, you have to type in the values of **IP Address** and **Subnet Mask** manually. Be sure the values that you type identify with the values from your ISP.

4.5 Backing to Factory Default Setting If Necessary

Sometimes, a wrong connection can be improved by returning to the default settings. Try to reset the router by software or hardware.



Warning: After pressing **factory default setting**, you will lose all settings you did before. Make sure you have recorded all useful settings before you pressing. The password of factory default is null.

Software Reset

You can reset the router to factory default via Web page.

Go to **System Maintenance** and choose **Reboot System** on the web page. The following screen will appear. Choose **Using factory default configuration** and click **OK**. After few seconds, the router will return all the settings to the factory settings.

System Maintenance >> Reboot System

Reboot System

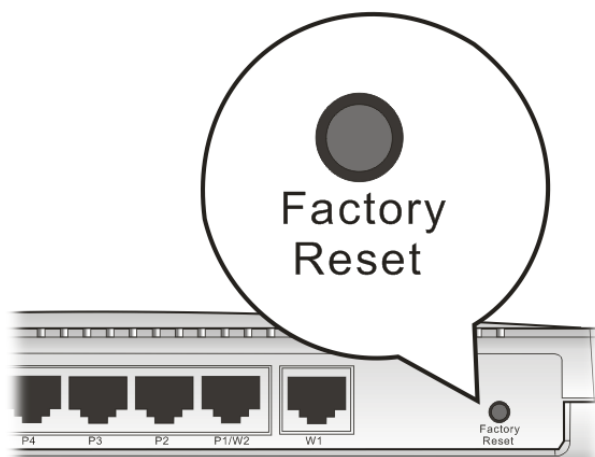
Do You want to reboot your router ?

- ☒ Using current configuration
- ☐ Using factory default configuration

OK

Hardware Reset

While the router is running (ACT LED blinking), press the **Factory Reset** button and hold for more than 5 seconds. When you see the **ACT** LED blinks rapidly, please release the button. Then, the router will restart with the default configuration.



After restore the factory default setting, you can configure the settings for the router again to fit your personal request.

4.6 Contacting Your Dealer

If the router still cannot work correctly after trying many efforts, please contact your dealer for further help right away. For any questions, please feel free to send e-mail to support@draytek.com.