DrayTek

Vigor3910 Series

Multi-WAN Security Router

Vigor3910 Series
Multi-WAN Security Router
Quick Start Guide

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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 tore-store 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.

DrayTek

CE

EU Declaration of Conformity

We DrayTek Corp. , office at No.26, Fu Shing Road, HuKou County, Hsin-Chu Industry Park, Hsinchu 300, Taiwan , R.O.C., declare under our sole responsibility that the product

- **Product name:** **Multi-WAN Security Appliance**
- **Model number:** **Vigor3910**
- **Manufacturer:** **DrayTek Corp.**
- **Address:** **No.26, Fu Shing Road, HuKou County, Hsin-Chu Industry Park, Hsinchu 300, Taiwan , R.O.C.**

is in conformity with the relevant Union harmonisation legislation:

EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU and RoHS 2011/65/EU with reference to the following standards

Standard	Version / Issue date
EN 55032	2012+AC:2013 class A
EN 61000-3-2	2014 Class A
EN 61000-3-3	2013
EN 55024	2010+A1:2015
EN 62368	2014+A11:2017
EC No. 1275/2008	2008

Calvin Ma

Hsinchu   **22nd June, 2019**   **Calvin Ma / President** .

(place)   (date)   (Legal Signature)

Regulatory Information

More update, please visit www.draytek.com.

USA Local Representative	Company name	ABP International Inc.		
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	ZIP Code	75234	E-mail	rmesser@abptech.com
	Contact Person	Mr. Robert Messer	Tel.	19728311600

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1. Introduction

Vigor3910 series router is a **Multi-WAN** Security Appliance which allows the connection to multiple ISPs and provides multiple VPN tunnels for connecting different devices.
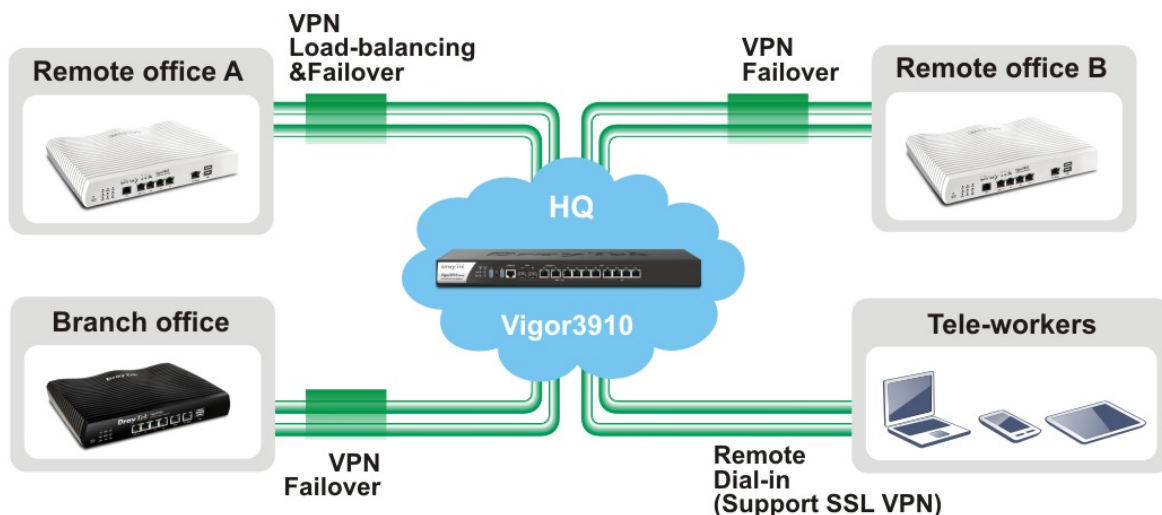
In addition, the router increases the performance of data transmission with highest speed which is more than 10Gbps.
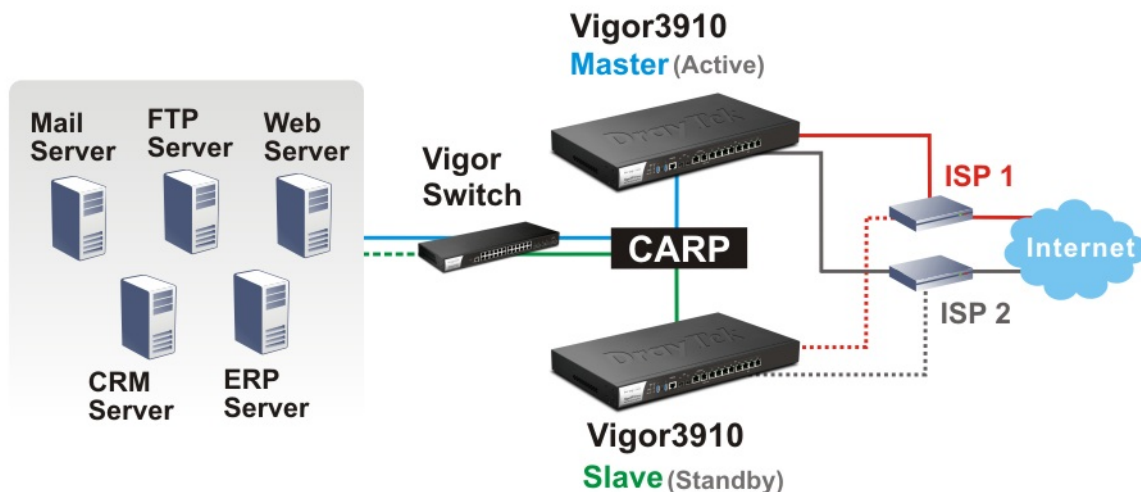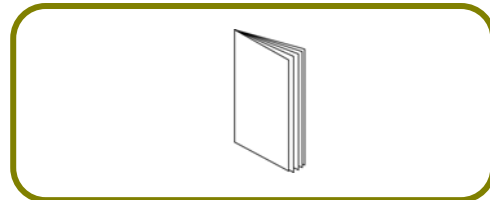
2. Package Content

Take a look at the package content. If there is anything missed or damaged, please contact DrayTek or dealer immediately.
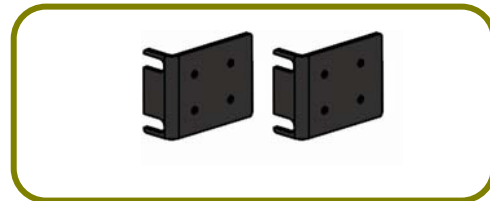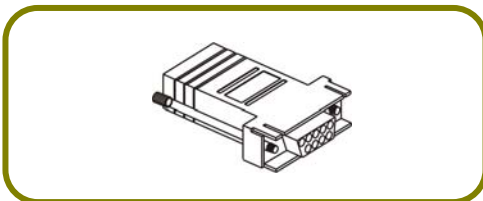
Vigor router
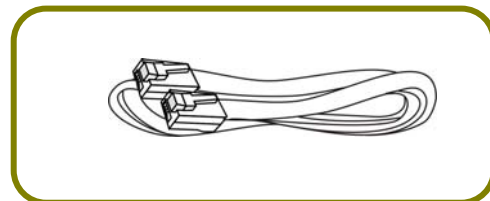
Quick Start Guide

RJ-45 Cable (Ethernet)
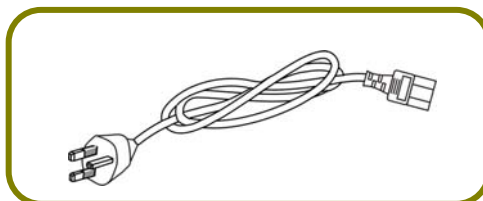
Rack mount kit (brackets)
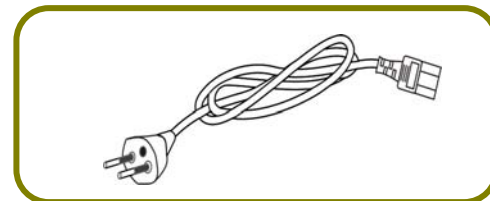
Console Connector

Console Flat Cable

The type of the power cord depends on the country that the router will be installed.
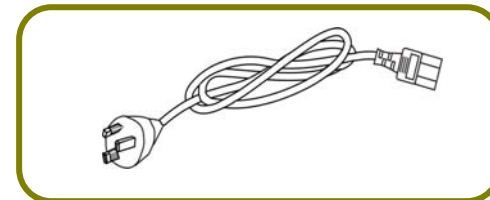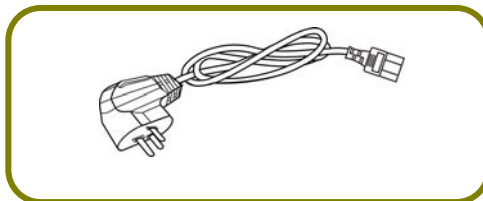
UK-type Power Cord

EU-type Power Cord

USA/Taiwan-type Power Cord
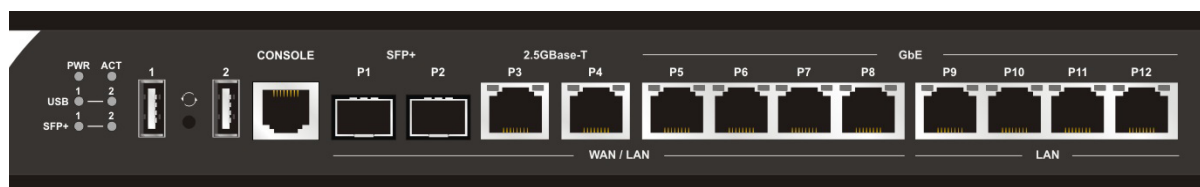
AU/NZ-type Power Cord

China-type Power Cord

3. Panel Explanation
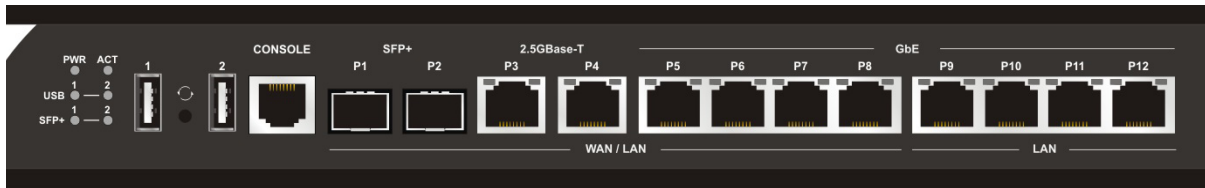
3.1 LED

LED		Status	Explanation
PWR		On	The router is powered on.
		Off	The router is powered off.
ACT		Blinking	The system is active.
		Off	The system is hanged.
USB		On	The USB device is installed and ready.
		Off	No USB device is installed.
SFP+		On	The fiber connection is established.
		Blinking	The data is transmitting.
		Off	No fiber connection is established or the system is hanged.
P3 ~P12	Left	On	The Ethernet link is established on corresponding port.
		Off	No Ethernet link is established.
		Blinking	The data is transmitting.
	Right	On	The Ethernet link is established on corresponding port with 1G Mbps or above.
		Off	The Ethernet link is established on corresponding port with less than 1G Mbps.

3.2 Connectors

| Interface	Description
USB1 / USB2	Connecter for the USB device.
Console	Provided for technician use.
SFP+ (P1~P2)	Connecter for SFP module with the rate of 10G/1G bps.
2.5GBase-T (P3~P4)	Connector for remote network devices or local network devices (WAN/LAN) with the rate of 2.5G/1G/100M/10M bps.
GbE P5~P8	Connectors for remote network devices or local network devices (WAN/LAN) with the rate of 1G/100M/10M bps.
GbE P9~P12	Connecter for local network devices (LAN) with the rate of 1G/100M/10M bps.
	The Factory Reset button is used to restore the default settings. 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.
	Connecter for a power cord. ON/OFF - Power switch.

4. Hardware Installation

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

4.1 Connecting Device

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

1. Connect a modem to any WAN port of Vigor3910 with Ethernet cable (RJ-45) to access Internet.

2. Connect the other end of the cable (RJ-45) to the Ethernet port on your computer (that device also can connect to other computers to form a small area network). The LAN LED for that port on the front panel will light up.

3. Connect a server/router (depends on your requirement) to any WAN port of Vigor3910 with Ethernet cable (RJ-45). The WAN LED will light up.

4. Connect the power cord to Vigor3910's power port on the rear panel, and the other side into a wall outlet.

5. Power on the device by pressing down the power switch on the rear panel. The PWR LED should be ON.

6. The system starts to initiate. After completing the system test, the ACT LED will light up and start blinking.

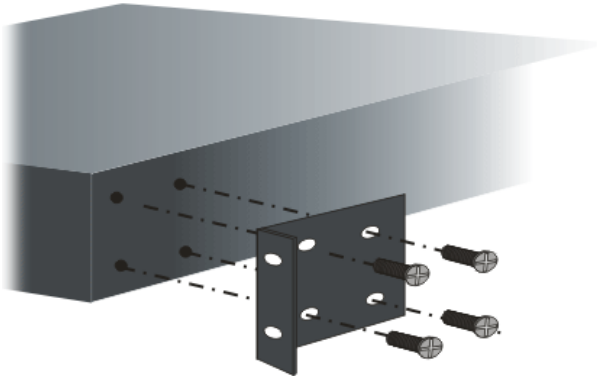   Below shows an outline of the hardware installation for your reference.
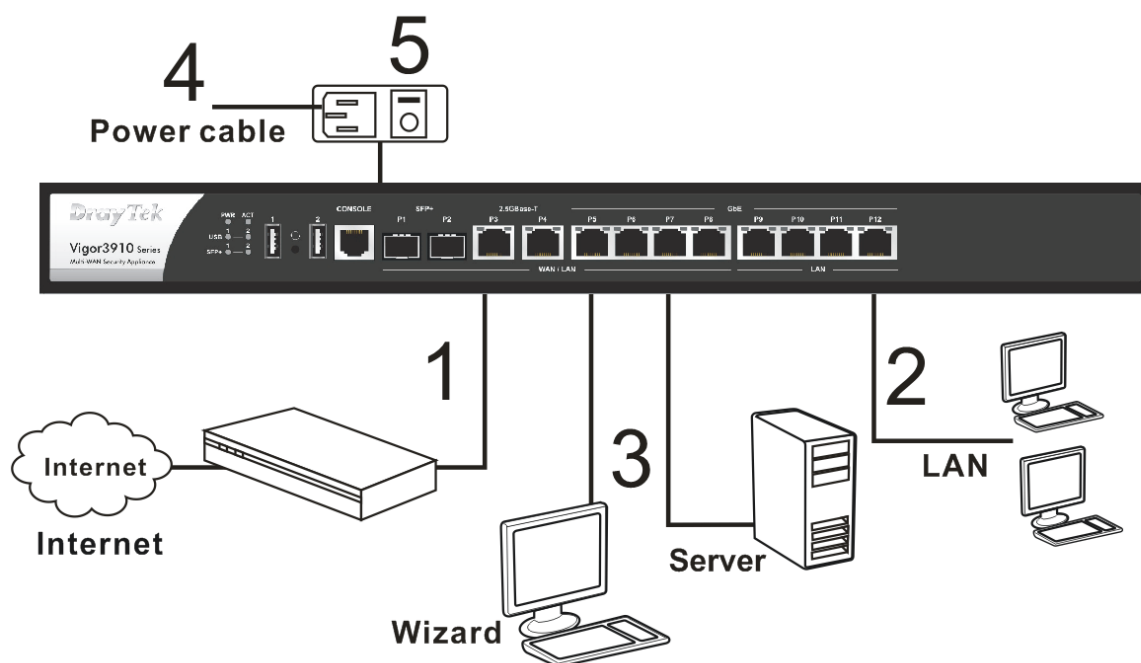
4.2 Rack-Mounted Installation

The Vigor3910 Series can be mounted on the shelf by using standard brackets shown below.
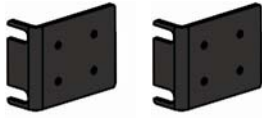
Attach the brackets to the chassis of a rack. The second bracket attaches the other side of the chassis.

After the bracket installation, the Vigor3910 Series chassis can be installed in a rack by using four screws for each side of the rack.

Desktop Type Installation

Rubber pads are included with the Vigor3910 Series. These rubber pads improve the air circulation and decrease unnecessary rubbing on the desktop.

5. Software Configuration

To access Internet, please finish basic configuration after completing the hardware installation.

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

Note	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 - Trouble Shooting of the user's 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. Please type "admin/admin" as the Username/Password and click **Login**.
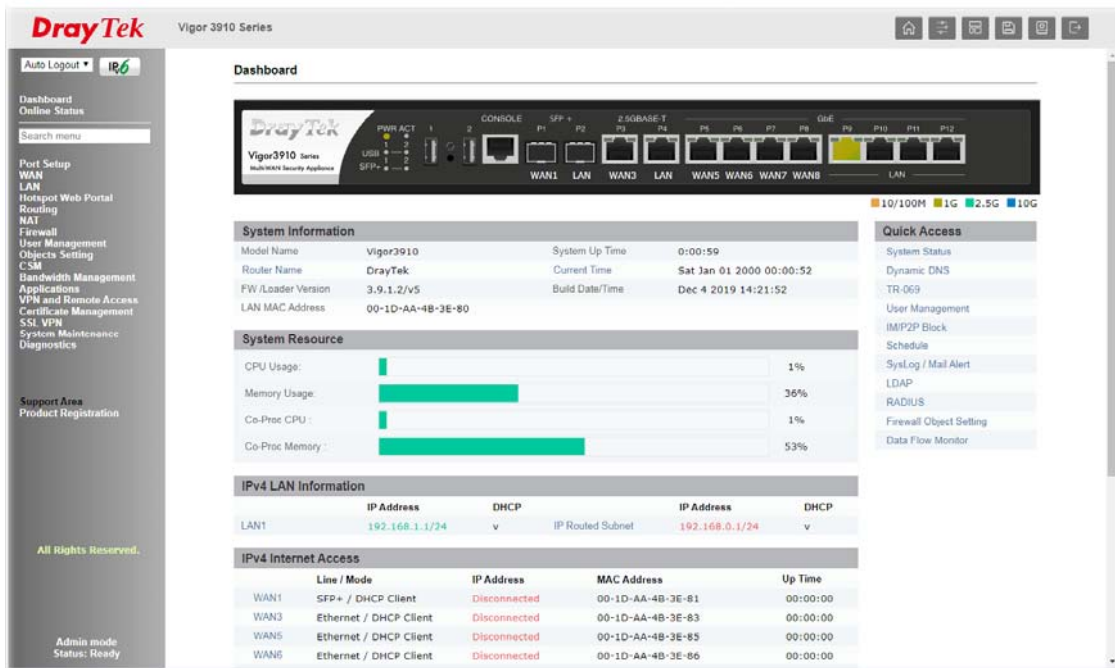
Note	If you fail to access to the web configuration, please go to "Trouble Shooting" on User's Guide for detecting and solving your problem.

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3. Now, the **Main Screen** will pop up.

4. Open **WAN>>Internet Access**. WAN1 is dedicated for SFP connection; WAN3 ~WAN8 are designed for Ethernet connection. When your ISP provides fiber connection, click **Details Page** of WAN1. If not, click **Details Page** of WAN3 ~ WAN8 according to the physical connection.

WAN >> Internet Access

Internet Access

Index	Display Name	Physical Mode / Port	Access Mode		
WAN1		SFP+ / P1	Static or Dynamic IP ▼	Details Page	IPv6
WAN3		Ethernet / P3	Static or Dynamic IP ▼	Details Page	IPv6
WAN5		Ethernet / P5	Static or Dynamic IP ▼	Details Page	IPv6
WAN6		Ethernet / P6	Static or Dynamic IP ▼	Details Page	IPv6
WAN7		Ethernet / P7	Static or Dynamic IP ▼	Details Page	IPv6
WAN8		Ethernet / P8	Static or Dynamic IP ▼	Details Page	IPv6

DHCP Client Option

Here, we take WAN3 as an example.

There are three access modes for you to configure. Choose **PPPoE**, **Static or Dynamic IP** or **PPTP/L2TP** according to the access mode offered by your ISP.

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PPPoE

1. Click **Details Page** of WAN3. When the following page appears, choose **PPPoE**.

WAN >> Internet Access

WAN 3

PPPoE	Static or Dynamic IP	IPv6

○ Enable   ○ Disable

PPP/MP Setup
PPP Authentication   PAP or CHAP ▼
Idle Timeout   -1   second(s)

ISP Access Setup
Username   Max: 63 characters
Password   Max: 62 characters
More Options ⊞

IP Assignment (IPCP)   ○ Static   ● Dynamic
Fixed IP Address
WAN IP Alias

WAN Connection Detection
Mode   PPP Detect ▼

Dial-Out Schedule
Index(1-15) in **Schedule** Setup:
None ▼ => None ▼
=> None ▼ => None ▼

MTU
1492   (Max:1492)   Path MTU Discovery

TTL
☑ Change the TTL value

● Default MAC Address
○ Use the following MAC Address
00 :1D :AA :4B :3E :83

OK   Cancel

2. After clicking **Enable** and entering the Username/Password provided by your ISP, click **OK** to get the following page.

System Maintenance >> Reboot System

Reboot System

The router needs to be rebooted for the WAN configuration changes to take effect.

OK
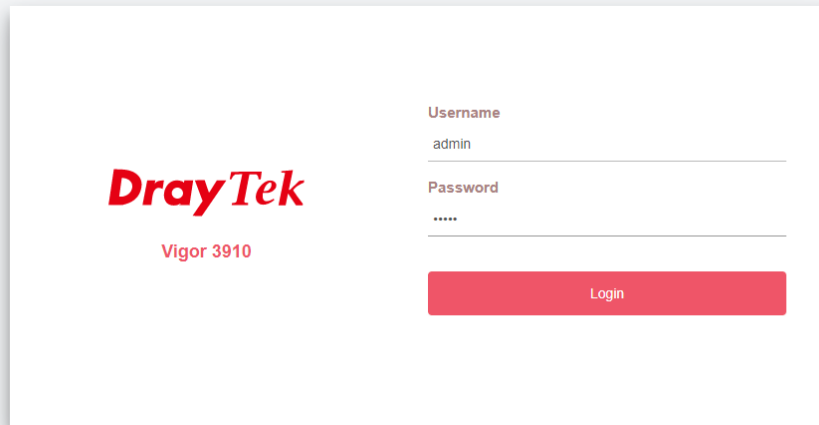
3. To reboot the system, click **OK** again.
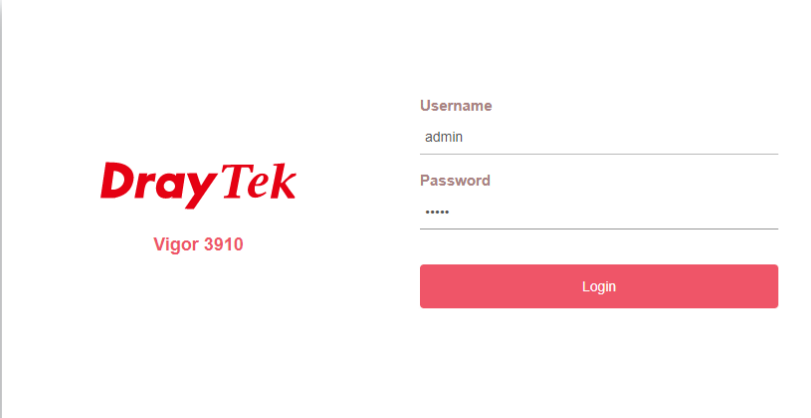
System Maintenance >> Reboot System

Reboot System

Router is restarting. Please wait for around **10 seconds**. After booting router, you could click the following URL
LAN 1:http://192.168.1.1:80
to connect to router's homepage again.

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4. Later, Vigor system will reboot. Please login Vigor router again.

5. Then, you can enjoy surfing on the Internet.

Static IP

1. Click **Details Page** of WAN3. When the following page appears, choose **Static or Dynamic IP**.

2. After clicking **Enable** and configuring the settings according to the data provided by your ISP, click **OK** to get the following page.

3. To reboot the system, click **OK** again.

4. Later, Vigor system will reboot. Please login Vigor router again.

5. Then, you can enjoy surfing on the Internet.

6. Customer Service

If the router 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.

Be a Registered Owner

Web registration is preferred. You can register your Vigor router via http://www.draytek.com.

Firmware & Tools Updates

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