

Vigor2962 Series 2.5G Security VPN Router



QUICK START GUIDE

V1.2

Vigor2962 Series 2.5G Security VPN Router Quick Start Guide

Version:1.2 Firmware Version: V3.9.6.3

(For future update, please visit DrayTek web site) Date: September 3, 2021

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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.



EU Declaration of Conformity

We DrayTek Corp., office at No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan, declare under our sole responsibility that the product

- Product name: 2.5G Security VPN Router
- Model number: Vigor2962, Vigor2962P
- Manufacturer: . DrayTek Corp.

Address: No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan

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	2015+AC:2016 class A
EN 61000-3-3	2013+A1:2019
EN 55035	2017
EN 62368-1	2014+A11:2017
EN IEC 63000:2018	2018

Hsinchu

.

9th September, 2020

(place)

(date)

Caluin Ma

Calvin Ma / President (Legal Signature)





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- 2.5G Security VPN Router Model number: Vigor2962, Vigor2962P
- . . Manufacturer: DrayTek Corp.
- Address:
- •

No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan. Importer: SEG, 11 Capital Business Park, Borehamwood, Herts, WD6 1GW

is in conformity with the relevant UK Statutory Instruments:

The Electromagnetic Compatibility Regulations 2016 (SI 2016 No.1091), The Electrical Equipment (Safety) Regulations 2016 (SI 2016 No.1101), and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (SI 2012 No. 3032) with reference to the following standards:

Standard	Version / Issue date	
EN 55032	2015+A1:2016 class A	
EN 61000-3-3	2013+A1:2019	
EN 55035	2017	
EN 62368-1	2014/A11:2017	
EN IEC 63000:2018	2018	

Calin Ma

Hsinchu

2nd August, 2021

(place)

(date)

Calvin Ma / President

(Legal Signature)

Regulatory Information

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class A 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 user 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.



More update, please visit www.draytek.com.

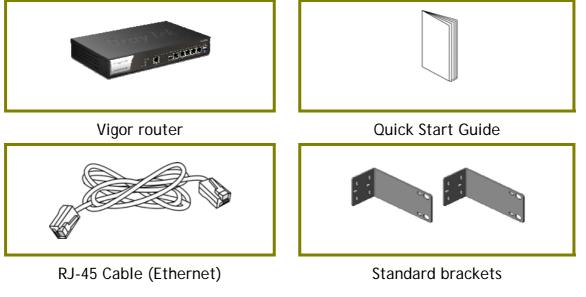
	Company name	ABP Internationa	I Inc.	
USA Local	Address	13988 Diplomat D	Drive Suite 1	80 Dallas TX 75234
Representative	ZIP Code	75234	E-mail	rmesser@abptech.com
	Contact Person	Mr. Robert Messer	Tel.	19728311600

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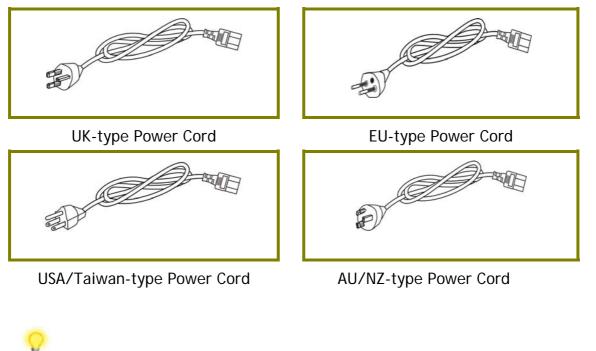
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1. Package Content

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



The type of the power cord depends on the country that the router will be installed.



Note

Input Rated for Vigor2962: 100~240V, 50/60Hz, 0.7A Input Rated for Vigor2962P: 100~240V, 50/60Hz, 1.5A

2. Panel Explanation

2.1 LED for Vigor2962 and Vigor2962P

Dray I Security VPN Ro		ACT MSG SFP Reset USB				
Dray 1 Security VPN Ro		ACT MSG SFP P1 Reset USB P5	Vigor2962			
LED ACT		Status Blinking Off	Explanation The router is powered on and running normally. The router is powered off.			
SFP		On Blinking Off	The fiber connection is established.The data is transmitting.No fiber connection is established or the system is hanged.			
USB		On Off	The USB device is installed and ready. No USB device is installed.			
MSG	On / MSG means this LED is user-defined. It will be SG Off / / blinking according to the rule defined on W Blinking					
		Power sourcing equipment for PoE is enabled. Power sourcing equipment for PoE is disabled.				
P1, P4, P5, P6 (for 2962P)		On Off	A PoE equipment is connected to port P1, P4, P5 or P No PoE equipment connected.			
Left C		On Off Blinking	The Ethernet link is established.No Ethernet link is established.The data is transmitting.			
	Right	On Off	The Ethernet link is established with 1/2.5Gbps. The Ethernet link is established with less than 1Gbps			
5.	Left	On Off Blinking	The Ethernet link is established on corresponding por No Ethernet link is established. The data is transmitting.			
P2 (Right) ~P6	Diabt	On	The Ethernet link is established on corresponding po with 1Gbps.			
	Right	Off	The Ethernet link is established on corresponding po with less than 1Gbps.			

2.2 Connectors for Vigor2962 and Vigor2962P

Droy Tek Security VPN Router	Vigor2962
Dray Tek Security VPN Router	Vigor2962P
Interface	Description
Reset	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.
P1	Connector for local network devices (LAN) or a modem for accessing Internet (WAN).
P2 (Left)	Connector for SFP module with the rate of 1G bps.
P2 (Right)~P4	Connectors for remote network devices or local network devices (WAN/LAN) with the rate of 1G/100M/10M bps. Or connector for a modem for accessing Internet (WAN).
P5~P6	Connectors for local network devices (LAN) with the rate of 1G/100M/10M bps.
USB1~2	Connector for the USB device.
	Connector for a power cord. ON/OFF - Power switch.

8	
Note 1	P1 to P4 port can be configurable as WAN / LAN interface. At least, up to two of them can be set as the WAN port at one time.
	For Vigor2962P, P1, P4, P5 and P6 also can be connected by PoE equipments.
Note 2	The PoE Power budget is up to 60W.

3. Hardware Installation

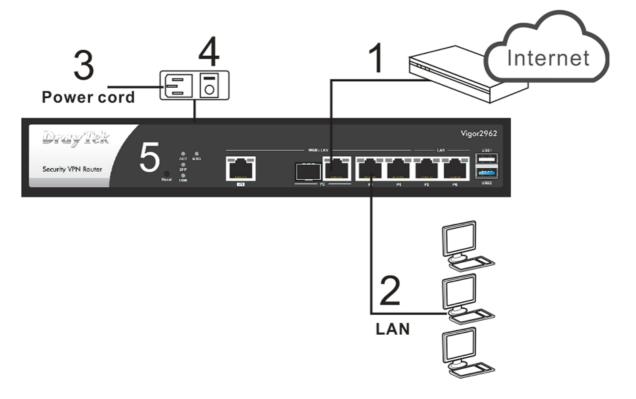
This section will guide you to install the router through hardware connection and configure the router's settings through web browser.

3.1 Connecting Device

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

- 1. Connect a modem to any WAN port of Vigor2962 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 the power cord to Vigor2962's power port on the rear panel, and the other side into a wall outlet.
- 4. Power on the device by pressing down the power switch on the rear panel. The PWR LED should be ON.
- 5. 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.



3.2 Wall-Mounted and Rack-Mounted Installation

The Vigor2962 Series can be mounted on the shelf or on the wall by using standard brackets shown below.

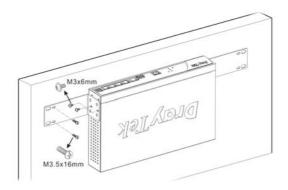


Wall-Mounted

- 1. Choose a flat surface (on the wall) which is suitable for placing the router. Make the screw holes on the short side of the bracket aim at the screw holes on the router. Next, fasten both the bracket and the router with two screws; and fasten both the wall and the bracket with another two screws. Refer to the following figure.
- 2. Then, continue to fasten the screws on the other side of the router and the wall with other screws.
- 3. When you finished about procedure, the router has been mounted on the wall firmly.

Rack-Mounted

- 1. Fasten the rack mount kit on both sides of the Vigor router using specific screws.
- Then, install the Vigor router (with rack mount kit) on the 19-inch chassis by using other four screws.

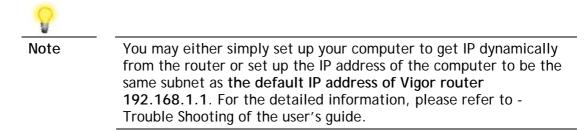




4. Software Configuration

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

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



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.

Vigor2962



If you fail to access to the web configuration, please go to "Trouble Shooting" on User's Guide for detecting and solving your problem.

3. Now, the Main Screen will pop up.

ray Tek	Vigor 2962 Series						A 20 10
~ IR6	Dashboard						
rd Latus Ienu	Dra Security V	y Tek Hi Radar Re	ACT MSG POE		WAN2	LAN LAN P3 P4	Vigor2962P Pet USB1 P5 P6 USB2
Web Portal	System Inf	ormation				_	Quick Access
lagement Setting	Model Name	Vigor2962P	System	n Up Time	0:24:04		System Status
h Management	Router Name	DrayTek			Thu Aug 26 2021	11:03:12	Dynamic DNS
Ans Remote Access Management	FW /Loader V	ersion 3.9.6.3 r924_604_2018b43	l/v16 Build		Aug 20 2021 12:5		TR-069 User Management
ication aintenance	LAN MAC Add	Iress 14-49-BC-10-71-7	0				IM/P2P Block
cs	System Re	source					Schedule
anagement	CPU Usage					10%	SysLog / Mail Alert
	Co-Proc CPL	la 📕				1%	LDAP RADIUS
levices	Memory Usa	je:				67%	Firewall Object Setting
rea							Data Flow Monitor
egistration atus	IPv4 LAN I						
		IP Address	DHCP		IP Address	DHCP	
	LAN1	192.168.41.1/24	v LAN2		192.168.42.1/24	v	
	IPv4 Intern	et Access					ĺ.
		Line / Mode	IP Address	MAC Address		Up Time	
	WAN1	Ethernet / PPPoE	111.251.231.166	14-49-BC-10-7	1-71	0:23:48	
	WAN2	Ethernet / DHCP Client	Disconnected	14-49-8C-10-7	1-72	00:00:00	
fmin mode	Interface						r

4. Open WAN>>Internet Access. Click Details Page of WAN1/WAN2.

WAN >> Internet Access

Index	Display Name	Physical Mode / Port	Access Mode	
WAN1		Ethernet / P1	Static or Dynamic IP	✓ Details Page IPv6
WAN2		Ethernet / P2	Static or Dynamic IP	✓ Details Page IPv6

DHCP Client Option

Here, we take WAN1 as an example.

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

PPPoE

1. Click **Details Page** of WAN1. When the following page appears, choose **PPPoE**.

VAN 1			
PPPoE	Static or	Dynamic IP	IPv6
Enable C ISP Access Setup Username Password More Options	Max: 63 characters Max: 62 characters	PPP/MP Setup PPP Authentication Idle Timeout IP Assignment (IPCP) Fixed IP Address WAN IP Alias	PAP or CHAP ✓ -1 second(s) ○ Static ● Dynamic
PPPoE Pass-through ¹ For Wired LAN WAN Connection Detect Mode MTU	etion PPP Detect ✔	Dial-Out Schedule Index(1-15) in Schedul None => Non => None => [TTL C changes the TTL value	e v None v
[1492 (Max:1492)	Path MTU Discovery	 Change the TTL value Default MAC Address Use the following MAG 14:49:BC:0B:15 	C Address

VPN feature may be affected when the value of MTU is changed, please also check your value of VPN mss by using "VPN mss set" command.

We recommend to put the same decreased value on VPN mss. For example, reducing the MTU from 1500 -> 1400, then it will need to reduct 100 from mss value.

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

System Maintenance >> Reboot System

Rebo	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: <u>http://192.168.1.1:80</u>
	to connect to router's homepage again.

- 4. Later, Vigor system will reboot. Please login Vigor router again.
- 5. Then, you can enjoy surfing on the Internet.

DHCP

WAN >> Internet Access

Click Details Page of WAN1. When the following page appears, choose Static 1. or Dynamic IP.

Connection		PPPoE
PING to keep alive the IP terval 0 minute(s) the TTL value RIP Bridge Mode Subnet LAN 1	PSS	 Enable D P Network Settings Obtain an IP address More Options Specify an IP addres Subnet Mask Gateway IP Address WAN IP Alias DNS Server IP Address Primary Server
s		Secondary Server
MAC Address	WAN Connection Detection	
following MAC Address	ARP Detect V	mode
	Mode ARP Detect	

Note:

1. VPN feature may be affected when the value of MTU is changed, please also check your value of VPN

mss by using "VPN mss set" command. We recommend to put the same decreased value on VPN mss. For example, reducing the MTU from 1500 -> 1400, then it will need to reduct 100 from mss value.

- 2. If enable firewall in bridge mode, IPv6 connection type would be change to DHCPv6 mode.
- 3. Bridge Subnet cannot be selected by Multi-WAN Interface at the same time.
- 4. If both Bridge Mode and Firewall are enabled, the settings under User Management will be ignored.
- 2. After clicking Enable, select Obtain an IP address automatically. 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

To reboot the system, click OK again. 3.

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: <u>http://192.168.1.1:80</u> to connect to router's homepage again.

- 4. Later, Vigor system will reboot. Please login Vigor router again.
- Then, you can enjoy surfing on the Internet. 5.

5. 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.

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