



VigorPro 5500 Series Unified Security Firewall Quick Start Guide

Version: 1.1

Date: 2006/11/21

Please visit www.draytek.com to get the newly updated manual at any time.

Copyright Information

Copyright Declarations

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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 by 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>.

Firmware & Tools Updates

Please consult the DrayTek web site for more information on newest firmware, tools and documents.

<http://www.draytek.com>



Parts of the anti-virus features are powered by Kaspersky Lab ZAO. For more detailed information, please refer to <http://www.kaspersky.com>.

European Community Declarations

Manufacturer: DrayTek Corp.
Address: No. 26, Fu Shing Road, HuKou County, HsinChu Industrial Park, Hsin-Chu, Taiwan 303
Product: VigorPro 5500

DrayTek Corp. declares that VigorPro 5500 Series is 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 A and EN55024/Class A.

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

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 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/about_us/Regulatory.php"



This product is designed for the 2.4 GHz WLAN network throughout the EC region and Switzerland with restrictions in France.



This is a class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

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1. Introduction

VigorPro 5500 Series is an all-in-one **Anti-Virus and Anti-Intrusion security appliance** for SOHO and branch office. VigorPro 5500 Series provides real-time network protection against viruses, worms and malicious programs via e-mail, FTP and web browser. The rule-based website content filtering blocks improper connection to internet in flexible way. With DrayTek's DrayOS™ as kernel, VigorPro 5500 Series provides robust and stable VPN, firewall and routing functionality as well.

Unlike legacy proxy-based anti-virus anti-intrusion solution, which stores data in files format prior to scan the content in streaming, the VigorPro 5500 equips with hardware-based scan engine. VigorPro 5500 Series scans packet stream go through it in real-time before those specious content get into the network without performance downgrade. Thus provides a protection of whole network against any intrusion and malicious program in real-time.

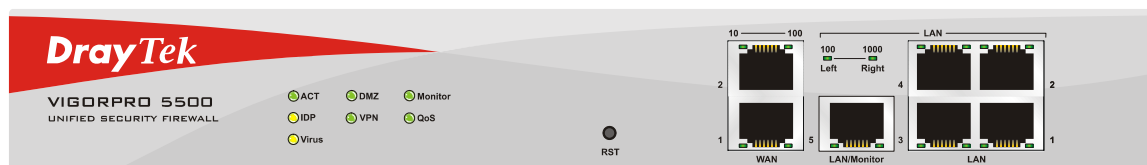
DrayTek provides customer free access to the latest virus/hacker signature for and information update for a period of time. Considering customer's needs to minimize supporting effort, DrayTek support team also provides "PUSH" service so the VigorPro 5500 Series automatically get the latest signature updated from DrayTek's server. The VigorPro 5500 Series family provides all-in-one function for option: printer server service is available for customer's alternative. The all-in-one design makes network management simple and easy.

Features for VigorPro 5500 Series

- Easy Internet-sharing of your broadband connection
- Unified Security Firewall to help protect your network from external viruses and intrusions
- Real-time virus/intrusion signature scanning with hardware-based scan engine to protect your network

1.1 Panel Explanation

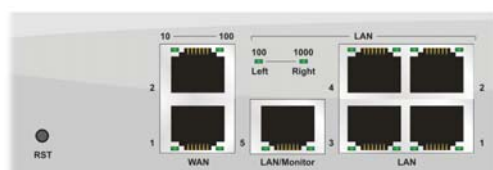
1.1.1 For VigorPro 5500





LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running normally.
	Off	The router is powered off.
Virus	On (Yellow)	The anti-virus function is enabled.
IDP (Intrusion Detection and Prevention)	On (Yellow)	The anti-intrusion function is enabled.
DMZ	On	DMZ Host is specified in certain site.
Monitor	On	LAN traffic monitor is active.
VPN	On	The VPN tunnel is launched.
	Off	The VPN tunnel is closed.
QoS	On	The QoS function is active.

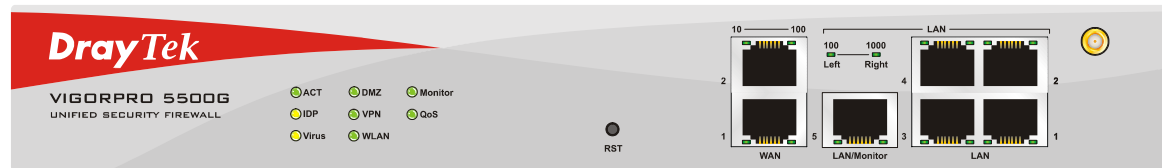
LED on Connector

WAN	10 (left LED)	On	The port is connected with 10Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	100 (right LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
LAN/Monitor LAN	100 (left LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	1000 (right LED)	On	The port is connected with 1000Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.



Interface	Description
RST (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.
WAN(1/2)	Connector for remote networked devices.
LAN/Monitor	Connector for local networked devices.
LAN (1-4)	Connector for local networked devices.
	Connector for a power cord with 100-240VAC (inlet).
	Power Switch. "1" is ON; "0" is OFF.

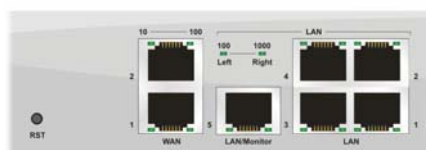
1.1.2 For VigorPro 5500G





LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running normally.
	Off	The router is powered off.
Virus	On (Yellow)	The anti-virus function is enabled.
IDP (Intrusion Detection and Prevention)	On (Yellow)	The anti-intrusion function is enabled.
DMZ	On	DMZ Host is specified in certain site.
Monitor	On	LAN traffic monitor is active.
VPN	On	The VPN tunnel is launched.
	Off	The VPN tunnel is closed.
QoS	On	The QoS function is active.
WLAN	On	Wireless access point is ready.
	Blinking	Ethernet packets are transmitting over wireless LAN.
	Off	The WLAN function is inactive.

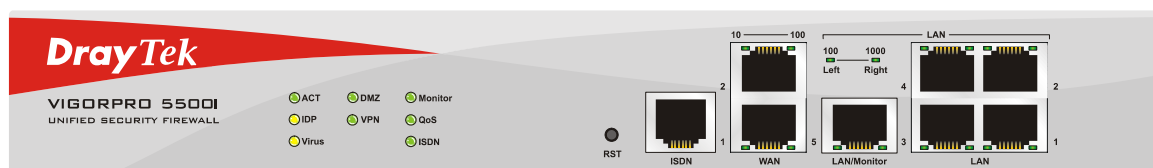
LED on Connector

WAN	10 (left LED)	On	The port is connected with 10Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	100 (right LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
LAN/Monitor LAN	100 (left LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	1000 (right LED)	On	The port is connected with 1000Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.



Interface	Description
RST (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.
WAN(1/2)	Connector for remote networked devices.
LAN/Monitor	Connector for local networked devices.
LAN (1-4)	Connector for local networked devices.
	Connector for a power cord with 100-240VAC (inlet).
	Power Switch. "1" is ON; "0" is OFF.

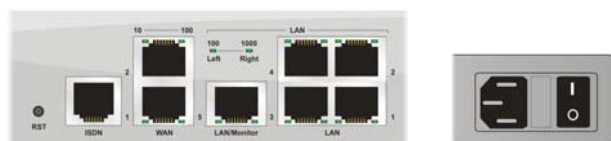
1.1.3 For VigorPro 5500i





LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running normally.
	Off	The router is powered off.
Virus	On (Yellow)	The anti-virus function is enabled.
IDP (Intrusion Detection and Prevention)	On (Yellow)	The anti-intrusion function is enabled.
DMZ	On	DMZ Host is specified in certain site.
Monitor	On	LAN traffic monitor is active.
VPN	On	The VPN tunnel is launched.
	Off	The VPN tunnel is closed.
QoS	On	The QoS function is active.
ISDN	On	The ISDN service function is active.
	Blinking	A successful connection on the ISDN BRI B1/B2 channel.

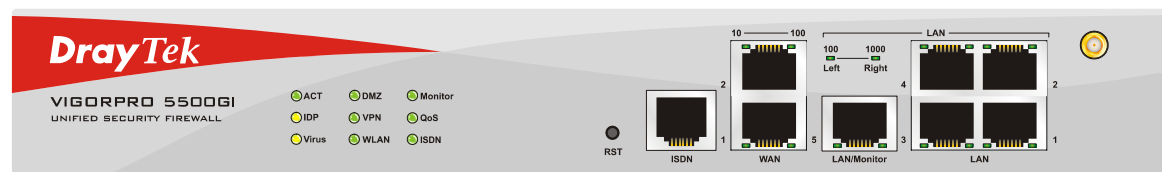
LED on Connector

WAN	10 (left LED)	On	The port is connected with 10Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	100 (right LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
LAN/Monitor LAN	100 (left LED)	Blinking	The data is transmitting.
		On	The port is connected with 100Mbps.
		Off	The port is disconnected.
	1000 (right LED)	Blinking	The data is transmitting.
		On	The port is connected with 1000Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.



Interface	Description
RST (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.
ISDN	Connect for NT1 (or NT1+) box provided by ISDN service provider.
WAN(1/2)	Connector for remote networked devices.
LAN/Monitor	Connector for local networked devices.
LAN (1- 4)	Connector for local networked devices.
	Connector for a power cord with 100-240VAC (inlet).
	Power Switch. "1" is ON; "0" is OFF.

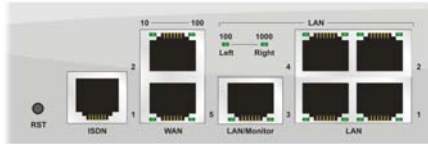
1.1.4 For VigorPro 5500Gi





LED	Status	Explanation
ACT (Activity)	Blinking	The router is powered on and running normally.
	Off	The router is powered off.
Virus	On (Yellow)	The anti-virus function is enabled.
IDP (Intrusion Detection and Prevention)	On (Yellow)	The anti-intrusion function is enabled.
DMZ	On	DMZ Host is specified in certain site.
Monitor	On	LAN traffic monitor is active.
VPN	On	The VPN tunnel is launched.
	Off	The VPN tunnel is closed.
QoS	On	The QoS function is active.
WLAN	On	Wireless access point is ready.
	Blinking	Ethernet packets are transmitting over wireless LAN.
	Off	The WLAN function is inactive.
ISDN	On	The ISDN service function is active.
	Blinking	A successful connection on the ISDN BRI B1/B2 channel.

LED on Connector

WAN	10 (left LED)	On	The port is connected with 10Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	100 (right LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
LAN/Monitor LAN	100 (left LED)	On	The port is connected with 100Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	1000 (right LED)	On	The port is connected with 1000Mbps.
		Off	The port is disconnected.
		Blinking	The data is transmitting.

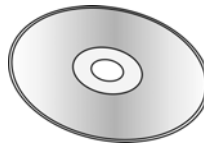


Interface	Description
RST (Factory Reset)	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.
ISDN	Connect for NT1 (or NT1+) box provided by ISDN service provider.
WAN(1/2)	Connector for remote networked devices.
LAN/Monitor	Connector for local networked devices.
LAN (1- 4)	Connector for local networked devices.
	Connector for a power cord with 100-240VAC (inlet).
	Power Switch. "1" is ON; "0" is OFF.

1.2 Package Content



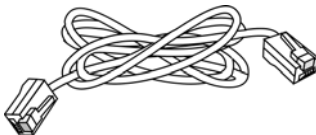
1 Quick Start Guide



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 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

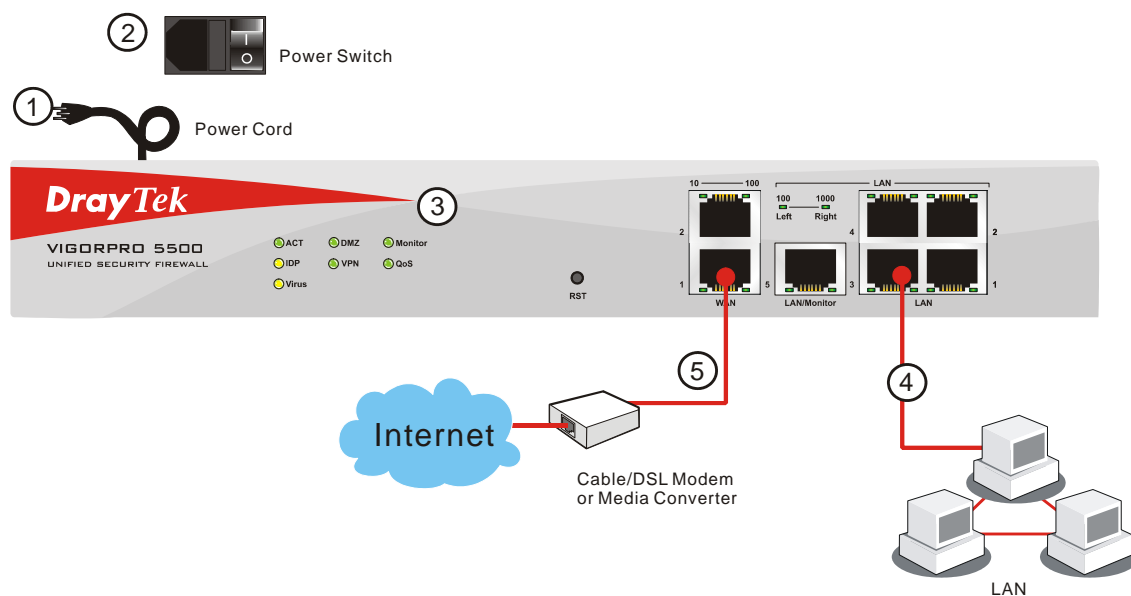
* The maximum power consumption is **12-15 Watt**.

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.

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

1. Connect the power cord to the router's power port on the rear panel, and the other side into a wall outlet.
2. Power on the device by pressing down the power switch on the rear panel.
3. The system starts to initiate. After completing the system test, the **ACT** LED will light up and start blinking.
4. Connect one end of an Ethernet cable (RJ-45) to one of the **LAN** ports of the router and the other end of the cable (RJ-45) into the Ethernet port on your computer (that device also can connect to other computers to form a small area network). The **LAN** LED will light up according to the network card feature (1 or 2) of the device that it connected.
5. Connect a modem/router (depends on your requirement) to any WAN port of router with Ethernet cable (RJ-45). The **WAN1** LED (down) will light up according to the network card feature (1 or 2) of the device that it connected.



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

This page is left blank for remark if necessary.

3. Configuring Web Pages

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.



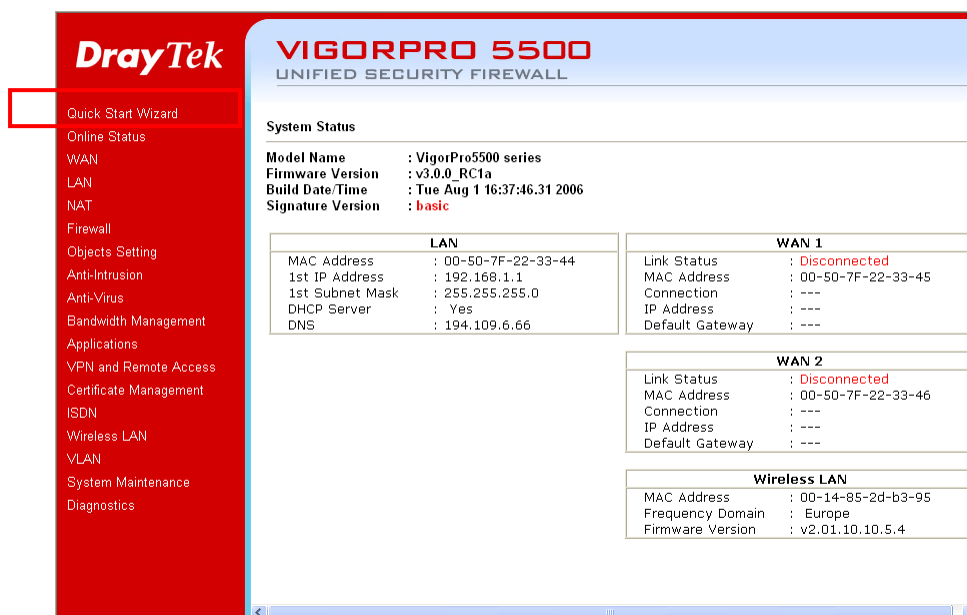
Notice: You may either simply set up your computer to get IP dynamically from the router or set up the IP address of the computer to be the same subnet as **the default IP address of Vigor router 192.168.1.1**. For the detailed information, please refer to the later section - Trouble Shooting of the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

WAN1

Display Name:

Physical Mode:

Ethernet

Physical Type:

Auto negotiation

< 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 types provided by your ISP.

- ☒ PPPoE
- ☐ PPTP
- ☐ Static IP
- ☐ DHCP

< Back

Next >

Finish

Cancel

PPPoE: if you click PPPoE 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	admin
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 configuration and PPTP server IP provided by your ISP.

User Name	admin
Password	•••••
Retype Password	•••••
WAN IP Configuration	
<input type="radio"/> Obtain an IP address automatically	
<input checked="" type="radio"/> 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 all the 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. Please type in all the information originally provided by your ISP. Then click **Next** for next step.

Quick Start Wizard

DHCP Client Mode

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

Host Name	<input type="text"/>	(optional)
MAC	<input type="text" value="00"/> - <input type="text" value="50"/> - <input type="text" value="7F"/> - <input type="text" value="22"/> - <input type="text" value="33"/> - <input type="text" value="45"/>	(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

4. Registration for the Router

Now you can surf on Internet freely. It is time to continue the registration and activation of your router for using the functions of anti-intrusion and anti-virus.

To use the anti-intrusion and anti-virus features of VigorPro series router, you have to create a new account, finish the registration for that account by using the router and complete the registration for the Vigor router. After finishing the registration of the router, you can download the newly update types and rules of anti-intrusion and anti-virus in the future.

There are two ways to create and activate new account. One is created by accessing www.vigorpro.com (refer to section 4.1), the other is from router's web configurator (refer to section 4.2).

After activating the new account, you have to register your router from router's web configurator (refer to section 4.3). Follow the steps listed below to finish the registration and activation.

4.1 Creating and Activating an Account from VigorPro Website

To activate anti-virus/anti-intrusion function, you need to register an account on www.vigorpro.com firstly. Please follow the steps below to create a new account.

1. Open your browser with URL: **www.vigorpro.com**. Find the line of **Not registered yet?**. Then, click the link **Click here!** to access into next page.



2. Check to confirm that you accept the Agreement and click **Accept**.

Register Search for this site

Create an account - Please enter personal profile.

1 Agreement

2 Personal Information

3 Preferences

4 Completion

VigorPro Agreement

1. Agreement

Draytek provides VgoPro(www.vigorpro.com) service according to this agreement. When you use vigorpro service, it means that you have read, understand and agree to accept the items listed in this agreement. Draytek can modify or change the content of the items without any reasons. It is suggested for you to notice the medications or changes at any time. If you still use vigorpro service after knowing the modifications and changes of this service, it means you have read, understand and agree to accept the modifications and changes. If you do not agree the content of this agreement, please stop using vigorpro service.

2. Registration

To use this service, you have to agree the following conditions:

(a) Provide your complete and correct information according to the registration steps of this service.

(b) If you provide any incorrect or fake information here, DrayTek has the right to pause or terminate

☐ I have read and understand the above Agreement. (Use the scroll bar to view the entire agreement)

<< Back

Accept >>

3. Type your personal information in this page and then click **Continue**.

Register Search for this site

Create an account - Please enter personal profile.

Fields marked by (*) are required

1 Agreement

2 Personal Information

3 Preferences

4 Completion

Account Information

UserName :*

carrie

(3 ~ 20 characters)

Password :*

••••••

(4 ~ 20 characters : Do not set the same as the username.)

Confirm Password :*

••••••

Personal Information

First Name :*

Carrie

Last Name :*

Ni

Company Name :

DrayTek

Email Address :*

carrie_ni@draytek.com

Please note that a valid E-mail address is required to receive the Subscription Code. You will need this code to activate your account.

Tel :

-

Country :*

TAIWAN

Career :*

Other

<< Back

Continue >>

4. Choose proper selection for your computer and click **Continue**.

The screenshot shows the 'Register' page with a search bar at the top right. Below the header, it says 'Create an account - Please enter personal profile.' On the left, there is a vertical list of steps: 1 Agreement, 2 Personal Information, 3 Preferences (highlighted in blue), and 4 Completion. To the right of the steps, there are two questions with dropdown menus and checkboxes. The first question is 'How did you find out about this website?' with 'Internet' selected. The second question is 'What kind of anti-virus do you use?' with 'ClamAV' selected. Below these, there are two checkboxes: 'I would like to subscribe to the vigorpro e-letter.' and 'I would like to receive DrayTek product news.', both of which are checked. At the bottom right, there are two buttons: '<< Back' and 'Continue >>'.

5. Now you have created an account successfully.

The screenshot shows the 'Register' page with the same search bar and header. Below the header, it says 'Create an account - Please enter personal profile.' On the left, the same vertical list of steps is shown, but now '4 Completion' is highlighted in blue. To the right of the steps, there is a large red box with a white border. Inside the box, the text reads: 'A confirmation email has been sent to carrie_ni@draytek.com. Please click on the activation link in the email to activate your account.' Below this text, the word 'START' is written in large, bold, blue letters.

6. Check to see the confirmation email with the title of **New Account Confirmation Letter from www.vigorpro.com**.

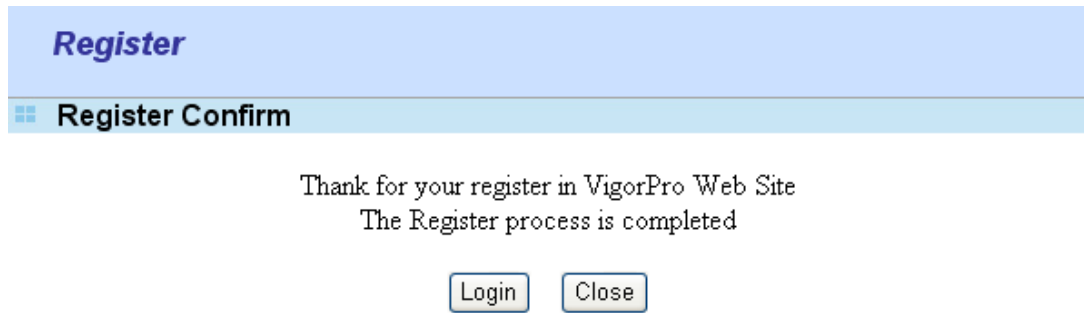
***** This is an automated message from www.vigorpro.com.*****

Thank you (**carrie**) for creating an account.

Please click on the activation link below to activate your account

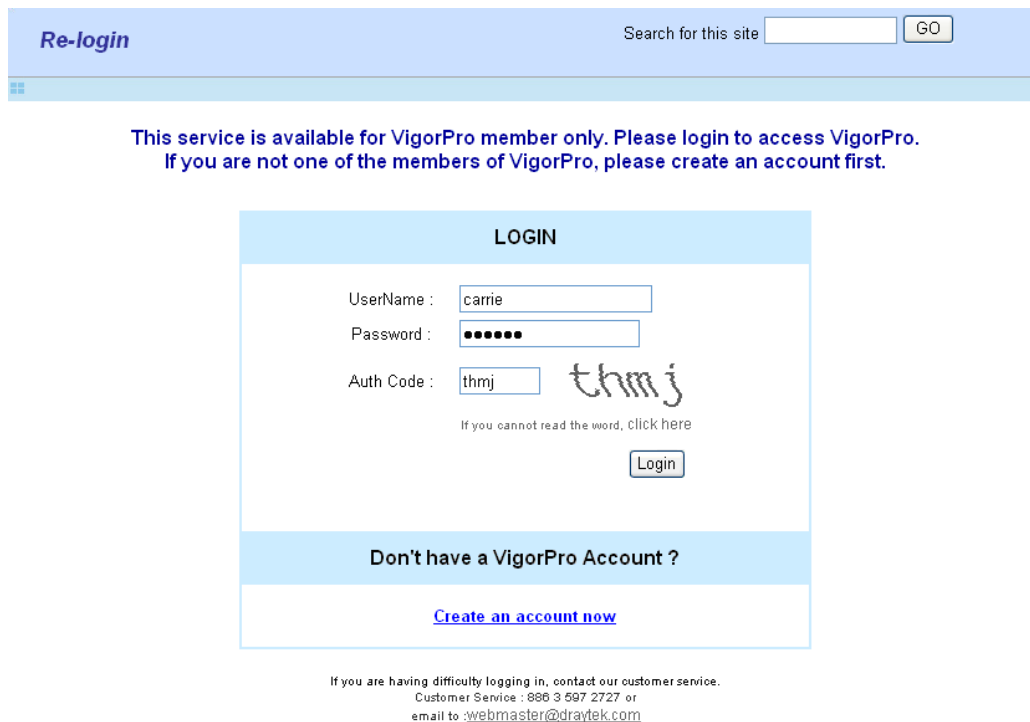
Link : [Activate my Account](#)

7. Click the **Activate my Account** link to enable the account that you created. The following screen will be shown to verify the register process is finished. Please click **Login**.



The screenshot shows a web page with a light blue header containing the word "Register" in a bold, italicized font. Below the header is a sub-header with a small icon and the text "Register Confirm". The main content area has a light blue background and contains the text "Thank for your register in VigorPro Web Site" and "The Register process is completed". At the bottom, there are two buttons: "Login" and "Close".

8. When you see the following page, please type in the account and password (that you just created) in the fields of **UserName** and **Password**. Then type the code in the box of AuthCode according to the value displayed on the right side of it.



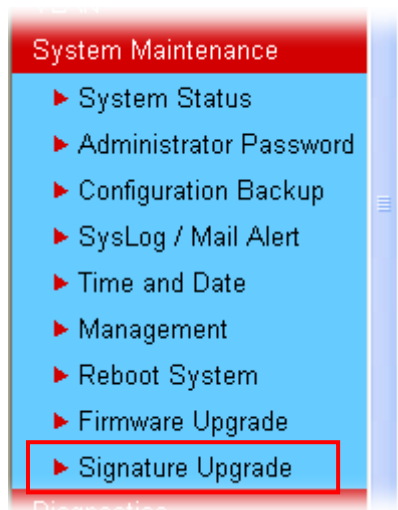
The screenshot shows a web page with a light blue header containing the text "Re-login" and a search bar with the text "Search for this site" and a "GO" button. Below the header is a sub-header with a small icon and the text "Re-login". The main content area has a light blue background and contains the text "This service is available for VigorPro member only. Please login to access VigorPro." and "If you are not one of the members of VigorPro, please create an account first." Below this is a login form with the title "LOGIN". The form has three input fields: "UserName" with the value "carrie", "Password" with masked characters, and "Auth Code" with the value "thmj". To the right of the "Auth Code" field is a CAPTCHA image showing the text "thmj". Below the input fields is a link "If you cannot read the word, click here" and a "Login" button. At the bottom of the form is a section titled "Don't have a VigorPro Account ?" with a link "Create an account now". Below the form is a footer with the text "If you are having difficulty logging in, contact our customer service." and "Customer Service : 886 3 597 2727 or email to : webmaster@draytek.com".

9. Now, click **Login**. Your account has been activated.

4.2 Creating and Activating an Account from Router Web Configurator

You, also can created and register a new account from the web configurator of the VigorPro router.

1. 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**.
2. From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



3. Click the **Activate** link from the **Signature Upgrade** web page.

System Maintenance >> Signature Upgrade

License [Status :Not Activated]

Service Activation	Activate
--------------------	-----------------

Signature Upgrade Setting [Signature Version : **basic**]
[Signature Build Date : **Tue Aug 12 9:16:25.0 2006**]

Setup download server	auto-selected	find more
Setup query server	auto-selected	find more

Signature authentication/download message:

Upgrade Manually

Upgrade Automatically

☐ Scheduled Update

<input checked="" type="radio"/> Every:	1	(hour)	00	(minutes after the hour)
<input type="radio"/> Daily:	0	(hour)	00	(minute)
<input type="radio"/> Weekly:	Sunday	(day)	0	(hour) 00 (minute)

4. A **Re-login** page will be shown on the screen.


Re-login Search for this site

**This service is available for VigorPro member only. Please login to access VigorPro.
If you are not one of the members of VigorPro, please create an account first.**

LOGIN

UserName :

Password :

Auth Code : 

If you cannot read the word, click here

Don't have a VigorPro Account ?

[Create an account now](#)

If you are having difficulty logging in, contact our customer service.
Customer Service : 886 3 597 2727 or
email to : webmaster@draytek.com

5. Locate and click **Create an account now link** on the bottom of this page. You will access into the following page. Check the box below to confirm that you accept the Agreement and click **Accept**.

Register Search for this site

Create an account - Please enter personal profile.

1 Agreement

2 Personal Information

3 Preferences

4 Completion

===== VigorPro Agreement =====

1. Agreement

Draytek provides VigorPro(www.vigorpro.com) service according to this agreement. When you use vigorpro service, it means that you have read, understand and agree to accept the items listed in this agreement. Draytek can modify or change the content of the items without any reasons. It is suggested for you to notice the modifications or changes at any time. If you still use vigorpro service after knowing the modifications and changes of this service, it means you have read, understand and agree to accept the modifications and changes. If you do not agree the content of this agreement, please stop using vigorpro service.

2. Registration

To use this service, you have to agree the following conditions:

(a) Provide your complete and correct information according to the registration steps of this service.

(b) If you provide any incorrect or fake information here, DrayTek has the right to pause or terminate

☐ I have read and understand the above Agreement. (Use the scroll bar to view the entire agreement)

6. Type your personal information in this page and then click **Continue**.

Register

Search for this site

GO

Create an account - Please enter personal profile.

Fields marked by (*) are required

1 Agreement

2 **Personal Information**

3 Preferences

4 Completion

Account Information

UserName :*

(3 ~ 20 characters)

Password :*

(4 ~ 20 characters : Do not set the same as the username.)

Confirm Password :*

Personal Information

First Name :*

Last Name :*

Company Name :

Email Address :*

Please note that a valid E-mail address is required to receive the Subscription Code. You will need this code to activate your account.

Tel :

-

Country :*

Career :*

<< Back

Continue >>

7. Choose proper selection for your computer and click **Continue**.

Register

Search for this site

GO

Create an account - Please enter personal profile.

1 Agreement

2 Personal Information

3 **Preferences**

4 Completion

How did you find out about this website?

What kind of anti-virus do you use?

I would like to subscribe to the vigorpro e-letter.☒

I would like to receive DrayTek product news.☒

<< Back

Continue >>

8. Now you have created an account successfully.

The screenshot shows a web interface for account registration. At the top, there is a light blue header bar with the word "Register" on the left and a search bar on the right containing the text "Search for this site" and a "GO" button. Below the header, the main content area has a title "Create an account - Please enter personal profile." On the left side, there is a vertical list of four steps: "1 Agreement", "2 Personal Information", "3 Preferences", and "4 Completion". The "4 Completion" step is highlighted with a blue background. To the right of this list is a large red-bordered box with a red header "Completion". Inside this box, the text reads: "A confirmation email has been sent to carrie_ni@draytek.com. Please click on the activation link in the email to activate your account." Below this text is a large blue button labeled "START".

9. Check to see the confirmation email with the title of **New Account Confirmation Letter from www.vigorpro.com**.

***** This is an automated message from www.vigorpro.com. *****

Thank you (**carrie**) for creating an account.

Please click on the activation link below to activate your account

Link : [Activate my Account](#)

10. Click the **Activate my Account** link to enable the account that you created. The following screen will be shown to verify the register process is finished. Please click **Login**.

The screenshot shows a confirmation screen. At the top, there is a light blue header bar with the word "Register" on the left. Below the header, there is a light blue bar with the text "Register Confirm". The main content area has the text: "Thank for your register in VigorPro Web Site" and "The Register process is completed". At the bottom, there are two buttons: "Login" and "Close".

11. When you see the following page, please type in the account and password (that you just created) in the fields of **UserName** and **Password**. Then type the code in the box of AuthCode according to the value displayed on the right side of it.

Re-login Search for this site

This service is available for VigorPro member only. Please login to access VigorPro.
If you are not one of the members of VigorPro, please create an account first.

LOGIN

UserName :
Password :
Auth Code : **thmj**

If you cannot read the word, click here

Don't have a VigorPro Account ?

[Create an account now](#)

If you are having difficulty logging in, contact our customer service.
Customer Service : 886 3 697 2727 or
email to : webmaster@draytek.com

12. Now, click **Login**. Your account has been activated. And the following page will be shown automatically.

My Product Search for this site

Device Registration

Welcome, carrie

Last Login Time : 2006-08-16 17:08:25

Last Login From : 218.174.234.195

Current Login Time : 2006-08-16 17:13:51

Current Login From : 218.174.234.195

RowNo : PageNo :

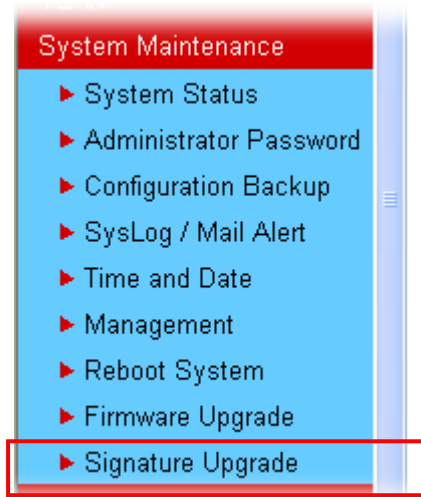


DrayTek will maintain a database of MAC address/serial number of shipped goods. Only products with shipping records can be registered. If your VigorPro 5500 cannot hook up to your account, please contact your reseller or DrayTek's technical support.

4.3 Registering Your Vigor Router

You have activated the new account for the router. Now, it is the time for you to register your vigor router.

1. 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**.
2. From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



3. Click the **Activate** link from the **Signature Upgrade** web page.

System Maintenance >> Signature Upgrade

License [Status :Not Activated]

Service Activation	Activate
--------------------	-----------------

Signature Upgrade Setting [Signature Version : **basic**]
[Signature Build Date : **Tue Aug 12 9:16:25.0 2006**]

Setup download server	auto-selected	find more
Setup query server	auto-selected	find more

Signature authentication/download message:

Upgrade Manually

Upgrade Automatically

☐ Scheduled Update

<input checked="" type="radio"/> Every:	1	(hour)	00	(minutes after the hour)
<input type="radio"/> Daily:	0	(hour)	00	(minute)
<input type="radio"/> Weekly:	Sunday	(day)	0	(hour) 00 (minute)

4. A **Re-login** page will be shown on the screen. Please type the account and password that you created previously. And click **Login**.

Re-login Search for this site

This service is available for VigorPro member only. Please login to access VigorPro.
If you are not one of the members of VigorPro, please create an account first.

LOGIN

UserName :
Password :
Auth Code : 

If you cannot read the word, click here

Don't have a VigorPro Account ?

[Create an account now](#)

If you are having difficulty logging in, contact our customer service.
Customer Service : 886 3 597 2727 or
email to : webmaster@draytek.com

5. The following page will be displayed after you logging in VigorPro server. From this page, please click **Add**.

My Product Search for this site

Device Registration

Welcome, **carrie**
Last Login Time : 2006-08-16 17:08:25
Last Login From : 218.174.234.195
Current Login Time : 2006-08-16 17:13:51
Current Login From : 218.174.234.195

RowNo : PageNo :

6. When the following page appears, please type in Nick Name (for the router) and choose the right purchase date from the popup calendar (it appears when you click on the box of Purchase Date).

My ProductSearch for this site

Device Add

Serial number: 999999999990

Nick Name:

Purchase Date:

August 2006

Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
31		1	2	3	4	5	6
32	7	8	9	10	11	12	13
33	14	15	16	17	18	19	20
34	21	22	23	24	25	26	27
35	28	29	30	31			

Today is Wed, 16 Aug 2006

7. After adding the basic information for the router, please click **Submit**.

My ProductSearch for this site

Device Add

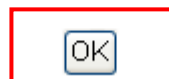
Serial number: 999999999990

Nick Name:

Purchase Date:

8. Now, your router information has been added to the database. Click **OK** to leave this web page and return to **My Product** web page.

Your device has been successfully added to the database.



9. On the web page of **My Product**, you can find a list of the devices that you add with the above steps. Currently, you just have added VigorPro 5500. Please click the serial number link.

My Product Search for this site

Device Registration

Welcome, carrie
Last Login Time : 2006-08-16 17:08:25
Last Login From : 218.174.234.195
Current Login Time : 2006-08-16 17:13:51
Current Login From : 218.174.234.195

RowNo : PageNo :

Your Devices			
Serial Number	Device Name	Model	Note
999999999999	carrie	VigorPro 5500	-

10. From the **Device's Service** section, click the **Activate** button for AI-AV (Anti-Intrusion & Anti-Virus) service.

My Product Search for this site

Device Information

Nick Name : carrie
Serial : 999999999999
Model : VigorPro 5500

Device's Service

Service	Action	Status	Start Date	Expired Date	Provider
AI-AV	<input type="button" value="Activate"/> <input type="button" value="Apply"/>	-	-	-	-

Action

Activate : It allows users to add service provider (DT-DT and DT-KL) to the router.

Apply : It allows users to adopt the selected service provider to the router.

11. In the following page, check the box of “**I have read and accept the above Agreement**”. The system will find out the date for you to activate this version of service. Then, click **Register**.

My Product

Search for this site

Try DrayTek's AV-AI application 30 days free of charge

STEP 1

Service Provider: ▶ DT-DT

STEP 2

☒ Join !!! Join the **Draytek** promotion plan

STEP 3

License Agreement PDF Format

DrayTek VigorPro Series End-User License Agreement

IMPORTANT :
 DrayTek IS WILLING TO LICENSE THE ENCLOSED SOFTWARE TO YOU ONLY UPON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS CONTAINED IN THIS LICENSE AGREEMENT. PLEASE READ THE TERMS CAREFULLY BEFORE COMPLETING THE INSTALLATION PROCESS AS INSTALLING THE SOFTWARE WILL INDICATE YOUR ASSENT TO THEM. IF YOU DO NOT AGREE TO THESE TERMS, THEN DrayTek IS UNWILLING TO LICENSE THE SOFTWARE TO YOU, IN WHICH EVENT YOU SHOULD RETURN THE

☒ I have read and accept the above Agreement. (Please check this box).

STEP 4

Activation Date(MM-DD-YYYY):

Tip : The above information will not be shown after you added and registered both types of license numbers to the database.

Note: DT-DT means you can acquire the anti-intrusion and anti-virus services from DrayTek Corporation.

12. Next, the DrayTek Service Activation screen will be shown as the following.

DrayTek Service Activation

Service Name	Start Date	Expire Date	Status
Anti-Virus	2006-08- 16	2007-08- 15	DT-DT

Copyright © DrayTek Corp. All Rights Reserved.

13. Click **Close**.

- Return to **Signature Upgrade** page of the router's web configurator. The start date and expire date for the license are shown in this page.

System Maintenance >> Signature Upgrade

License [Status : DT-DT] [Start Date: 2006-08-16 Expire Date: 2007-08-15]

Service Activation	Activate
--------------------	----------

Signature Upgrade Setting [Signature Version : basic]
[Signature Build Date : Tue Aug 12 9:16:25.0 2006]

Setup download server	auto-selected	find more
Setup query server	auto-selected	find more

Now, you have finished all the procedure for registering your router.

If you want to select DT-KL service additionally, repeat step 11 to step 14. Both services will be added into your router. You can apply any one of them for your router through the webpage.

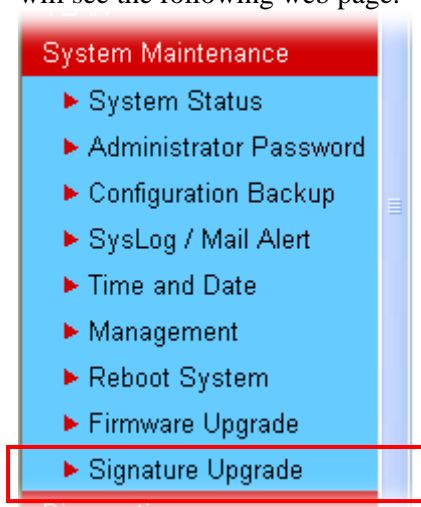


Note: You are allowed to use this version (with anti-intrusion and anti-virus features) for 12 months after you register for your router. In addition, you will be informed with an e-mail one month before the expiry of this version.

4.4 Backup and Upgrade Signature

You can get the most updated signature from DrayTek's server if the license key of anti-virus/anti-intrusion for the VigorPro 5500 is not expired. Before you upgrade the signature, please check the validation information either from WEB user interface of VigorPro 5500 or account information from www.vigorpro.com.

- 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**.
- From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



3. On **Signature Upgrade** web page, locate **Backup** and **Download Now!!!**.

System Maintenance >> Signature Upgrade

License [Status : DT-DT] [Start Date: 2006-08-16 Expire Date: 2007-08-15]

Service Activation	Activate
--------------------	----------

Signature Upgrade Setting [Signature Version : basic]
[Signature Build Date : Tue Aug 12 9:16:25.0 2006]

Setup download server	auto-selected	find more
Setup query server	auto-selected	find more

Signature authentication/download message:

Upgrade Manually	Import	Backup	Download Now !!!
------------------	------------------------	------------------------	----------------------------------

Upgrade Automatically			
<input type="checkbox"/> Scheduled Update			
<input checked="" type="radio"/> Every:	1	(hour)	00 (minutes after the hour)
<input type="radio"/> Daily:	0	(hour)	00 (minute)
<input type="radio"/> Weekly:	Sunday	(day)	0 (hour) 00 (minute)

[OK](#) [Cancel](#)

Time for Backup

Before changing other license, it is suggested for you to backup the original signature first. To backup current signature information with the filename **vigorpro.sig**, click **Backup**.

Time for Download

After changing other license, it is suggested for you to download newly update signature for your router. To download newly update anti-intrusion and anti-virus from VigorPro website, please click **Download Now!!!**.

Time for Import

Backup files can be imported whenever you want. To use a saved signature information, please click **Import**.

In addition, users can specify certain time for executing the upgrade automatically by the router. Remember to check the **Schedule Update** box and click **OK** to activate the time settings.

5. 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.

5.1 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.

5.2 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



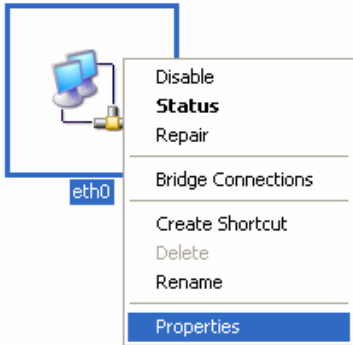
The example is based on Windows XP. As to the examples for other operation systems, please refer to the similar steps or find support notes in www.draytek.com.

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

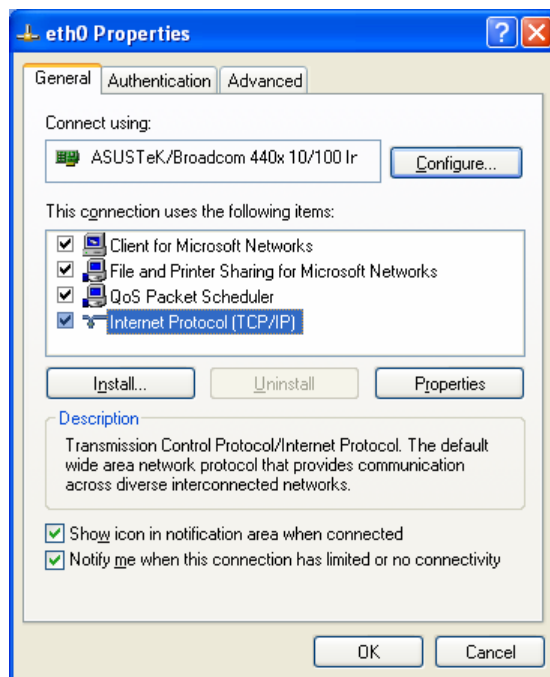


Network Connections

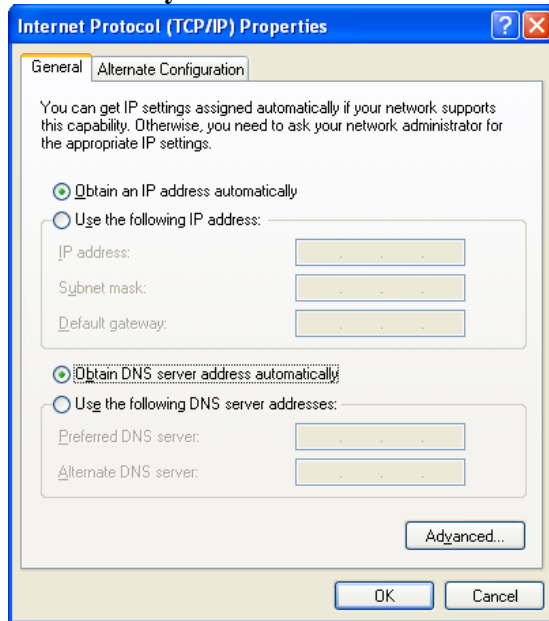
2. Right-click on **Local Area Connection** and click on **Properties**.



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

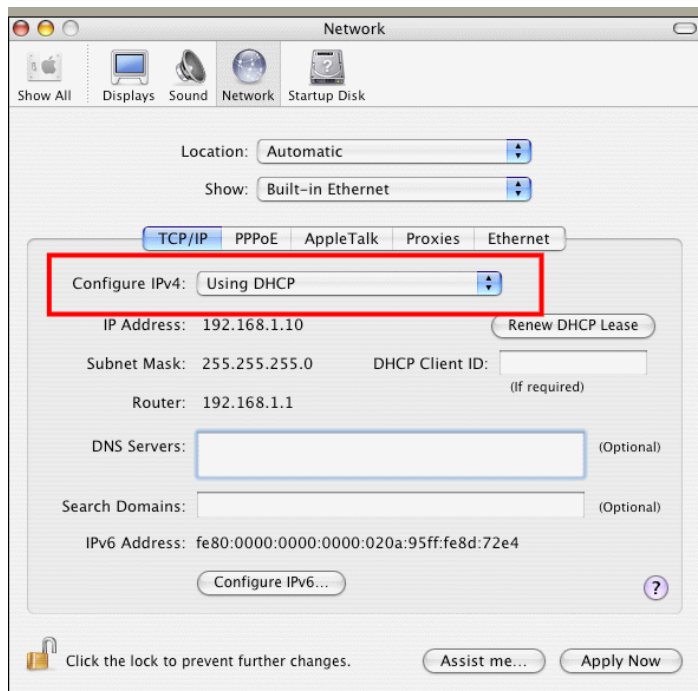


4. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



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.



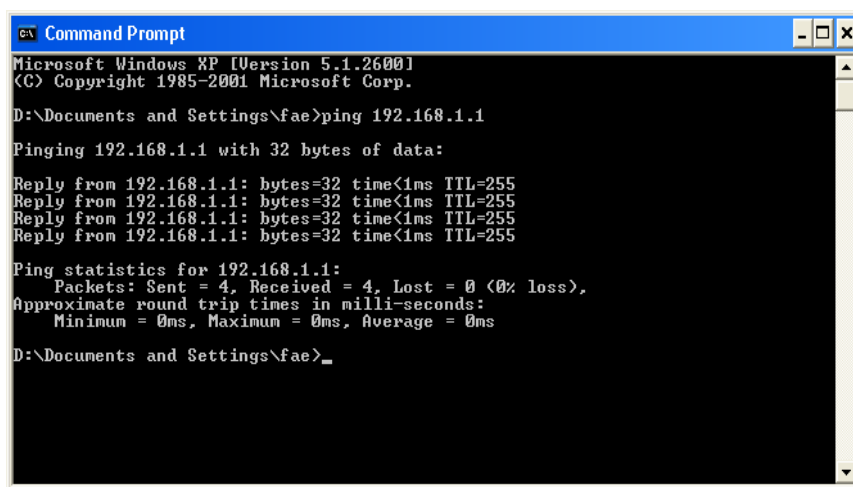
5.3 Pinging the Router from Your Computer

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 5.2)

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.



```
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$

```

5.4 Checking If the ISP Settings are OK or Not

Click **WAN>>Internet Access** group and then check whether the ISP settings are set correctly.

WAN >> Internet Access

Internet Access

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

For PPPoE Users

1. Check if the **Enable** option for PPPoE Link 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 <input checked="" type="radio"/> Enable <input type="radio"/> Disable		PPP/MP Setup PPP Authentication: PAP or CHAP Idle Timeout: -1 second(s)	
ISP Access Setup Username: admin Password: •••••		IP Address Assignment Method (ICP) <input checked="" type="radio"/> WAN IP Alias Fixed IP: <input type="radio"/> Yes <input checked="" type="radio"/> No (Dynamic IP) Fixed IP Address: <input type="text"/>	
Index(1-15) in Schedule Setup: => <input type="text"/> , <input type="text"/> , <input type="text"/> , <input type="text"/>		ISDN Dial Backup Setup Dial Backup Mode: None	
		<input checked="" type="radio"/> Default MAC Address <input type="radio"/> Specify a MAC Address MAC Address: 00 . 50 . 7F . 22 . 33 . 45	

OK Cancel

For Static IP/DHCP Users

1. Check if the **Enable** option for Static or Dynamic IP is selected.

WAN >> Internet Access

WAN 1

Static or Dynamic IP (DHCP Client) <input checked="" type="radio"/> Enable <input type="radio"/> Disable	WAN IP Network Settings WAN IP Alias <input type="radio"/> Obtain an IP address automatically Router Name <input type="text"/> * Domain Name <input type="text"/> * * : Required for some ISPs
ISDN Dial Backup Setup Dial Backup Mode <input type="text" value="None"/>	<input checked="" type="radio"/> Specify an IP address IP Address <input type="text" value="172.16.3.229"/> Subnet Mask <input type="text" value="255.255.255.0"/> Gateway IP Address <input type="text" value="172.16.3.1"/>
Keep WAN Connection <input type="checkbox"/> Enable PING to keep alive PING to the IP <input type="text"/> PING Interval <input type="text" value="0"/> minute(s)	<input checked="" type="radio"/> Default MAC Address <input type="radio"/> Specify a MAC Address MAC Address: <input type="text" value="00"/> <input type="text" value="50"/> <input type="text" value="7F"/> <input type="text" value="22"/> <input type="text" value="33"/> <input type="text" value="45"/>
RIP Protocol <input type="checkbox"/> Enable RIP	DNS Server IP Address Primary IP Address <input type="text"/> Secondary IP Address <input type="text"/>

OK Cancel

2. 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. And check the IP address for the PPTP Server.

WAN >> Internet Access

WAN 1

PPTP Client Mode <input checked="" type="radio"/> Enable <input type="radio"/> Disable PPTP Server <input type="text" value="10.0.0.138"/>	PPP Setup PPP Authentication <input type="text" value="PAP or CHAP"/> Idle Timeout <input type="text" value="-1"/> second(s)
ISP Access Setup Username <input type="text"/> Password <input type="text"/> Index(1-15) in Schedule Setup: => <input type="text"/> , <input type="text"/> , <input type="text"/> , <input type="text"/>	IP Address Assignment Method (IPCP) WAN IP Alias Fixed IP: <input type="radio"/> Yes <input checked="" type="radio"/> No (Dynamic IP) Fixed IP Address <input type="text"/>
ISDN Dial Backup Setup Dial Backup Mode <input type="text" value="None"/>	WAN IP Network Settings <input checked="" type="radio"/> Specify an IP address IP Address <input type="text" value="10.0.0.150"/> Subnet Mask <input type="text" value="255.0.0.0"/>

OK Cancel

2. Check if **IP Address** and **Subnet Mask** are set correctly (must identify with the values from your ISP) if you choose **Specify an IP address**.

5.5 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

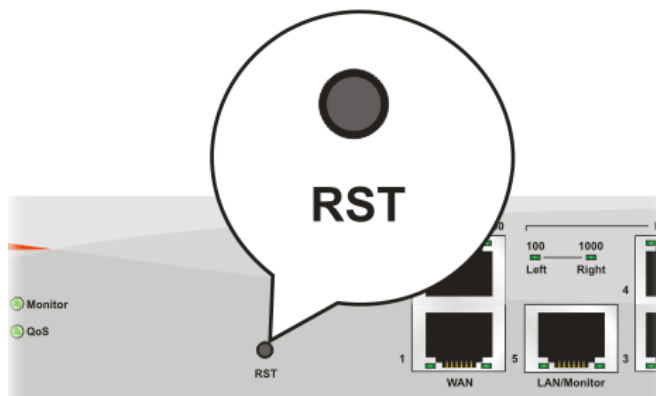
Do You want to reboot your router ?

- ☒ Using current configuration
- ☐ Using factory default configuration

OK

Hardware Reset

While the router is running (ACT LED blinking), press the **RST** 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.

5.6 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.