

DrayTek

Vigor2620 LTE Series

LTE Router



QUICK START GUIDE (RF MODEL)

V1.0

Vigor2620 LTE Series

LTE & ADSL/VDSL Router

Quick Start Guide

Guide Version: 1.0

Region: United Kingdom & Ireland

For updates and support, visit www.draytek.co.uk

March 2019 / Firmware V3.8.10 BT

Note: Product specification is subject to continuous evolution which may not always be reflected in current documentation. For the formal specification and details of the supported features of your product, please refer only to the web site at www.draytek.co.uk

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 a DrayTek authorized dealer in the UK/Ireland. 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 labour, 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 external factors, used with unapproved accessories or subjected to abnormal working conditions. Warranty applies to hardware only, not software or firmware. 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.

European Community Declarations

Manufacturer: DrayTek Corp.
Address: No. 26, Fu Shing Road, HuKou Township, HsinChu Industrial Park, Hsin-Chu, Taiwan 303
Product: Vigor 2620 Series

DrayTek Corp. declares that the Vigor2620 Series of routers are in compliance with the following essential requirements and other relevant provisions of RED 2014/53/EU, ErP 2009/125/EC and RoHS 2015/863/EU, Electro-Magnetic Compatibility (EMC) Directive 2014/30/EU by complying with the requirements set forth in EN55032/Class B, Low Voltage (LVD) Directive 2014/35/EU by complying with the requirements set forth in EN60950-1. Importer: SEG, 11 Capital Business Park, Borehamwood, Herts WD6 1GW. The Vigor 2620 series is designed for LTE, DSL and 2.4GHz WLAN network use in the UK & Ireland.



Join the UK mailing list

Users in the UK & Ireland can sign up to our mailing list which goes out approximately 4 times per year with products news, updates, hints & tips and offers. For details, please visit www.draytek.co.uk/list

Firmware & Tools Updates

Due to the continuous evolution of DrayTek technology and emerging risks, router firmware updates may be issued. Please consult the DrayTek web site for more information on newest firmware, tools and documents: www.draytek.co.uk (For UK/Ireland)

Regional and Network Compatibility

For all models, please check that you have been supplied with a device intended for your geographic region and networks. Hardware and software varies by region, as well as local support and warranty services. To be sure of compatibility and local support, ensure that you are buying the correct product through authorized channels. The outside of the product's box will state the region compatibility (e.g. "Applied Region: UK"). If you are unsure, check with DrayTek or your supplier. The use of unofficial components (e.g. PSUs) or adapting interfaces or the use of unauthorized software/firmware may cause malfunction, product damage or personal danger and invalidates your warranty and access to support services.

LTE network interface module

Cellular (3G/4G/LTE) networks operate in different bands with different technologies depending on the country or geographic area. If you have a 3G/3G/LTE enabled product (e.g. Vigor 2620Ln), ensure that you have been supplied with one intended for your region.

UK Models	LTE bands: 3, 7, 8 and 20
LTE bands	800MHz (band 20), 900MHz (band 8), 1800MHz (band 3) and 2600 MHz (band7)



Declaration of Conformity

Hereby, DrayTek Corporation declares that the radio equipment type Vigor2620 is in compliance with Directive 2014/53/EU.

The full text of the EU Declaration of Conformity is available at the following internet address:

www.draytek.com.tw/ftp/Vigor2620/Document/CE/

Manufacturer: DrayTek Corp.

Address: No. 26, Fu Shing Road, HuKou Township, HsinChu Industrial Park, Hsin-Chu County, Taiwan 303

Product: Vigor2620 Series

Frequency Information for Europe area


2.4G WLAN	2412MHz - 2472 MHz, max. TX power: 19.98dBm
LTE 4G	B1[1920-1980 MHz (TX); 2110-2170 MHz (RX)]; B3[1710-1785 MHz (TX); 1805-1880 MHz (RX)]; B7[2500-2570 MHz (TX); 2620-2690 MHz (RX)]; B8[880-915 MHz (TX); 925-960 MHz (RX)]; B20[832-862 MHz (TX); 791-821 MHz (RX)];
3G	B1[1920-1980 MHz (TX); 2110-2170 MHz (RX)]; B8[880-915 MHz (TX); 925-960 MHz (RX)]
2G	900[880-915 MHz (TX); 925-960 MHz (RX)]; 1900[1710-1785 MHz (TX); 1805-1880 MHz (RX)]
	Requirements in AT/BE/BG/CZ/DZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MT/NL/NO/PL/PT/RO/SI/SK/TR/FI/SE/CH/UK/HR. 5150MHz~5350MHz is for indoor use only.

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1. Introduction

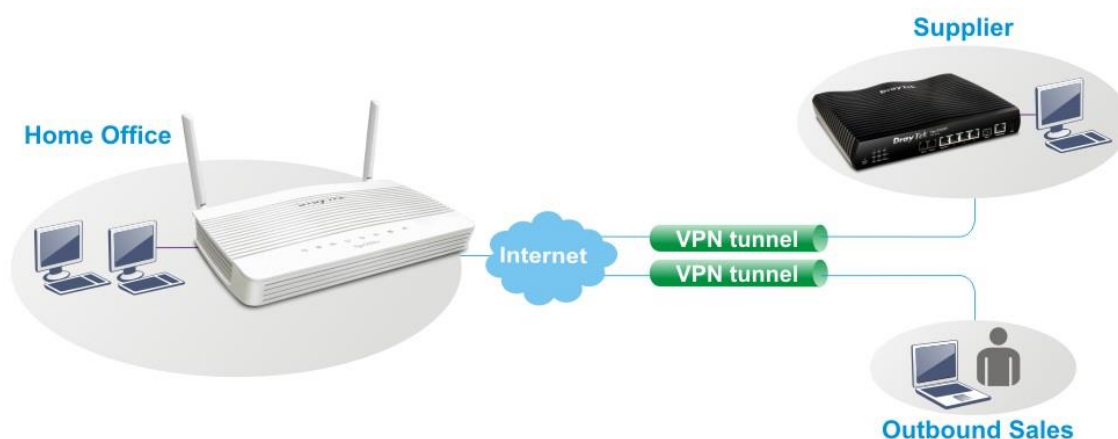
The Vigor2620 LTE series is an LTE, ADSL/VDSL2 or Ethernet router / firewall with multi-subnet capability. Each WAN type can be used as the main Internet connection or as a backup. If the router's Internet connection goes offline, the backup interface is activated to resume Internet connectivity.

Use the integrated 3G/4G LTE modem with dual SIM slots (SIM1 main & SIM2 backup) to ensure continuous connectivity for your network at all times.



Compatible with all UK variants of ADSL (including ADSL2+ and Annex M), VDSL2 (BT Infinity™/FTTC). Connect the Vigor 2620 to a cable-modem, leased line or EFM with its Gigabit Ethernet WAN port (shared with LAN port P2).

2 Gigabit Ethernet LAN ports provide a high speed uplink to a larger Ethernet switch, with 802.1Q VLAN tagging to separate network segments. Comprehensive security features include content filtering, web application controls and an object based firewall management system. A free 30-day trial of the GlobalView Web Content Filter service is included with your new router.

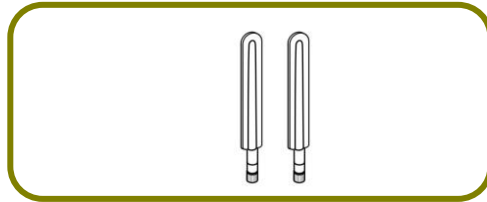


The router's hardware accelerated IPsec/SSL/L2TP VPN (Virtual Private Networking) functionality can dial-out quickly and securely to an office VPN server for teleworking. The SSL VPN server allows you to connect your computer, phone or tablet into your home network from anywhere, with access to network storage and secure Internet connectivity through the SSL VPN tunnel.

2. Package Contents



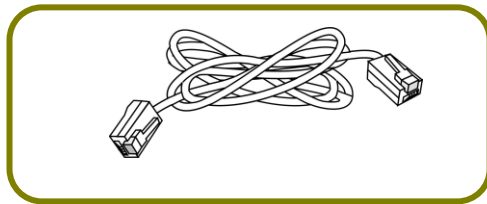
DrayTek Vigor 2620 Series Router



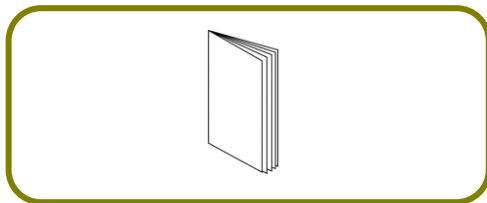
LTE Antenna



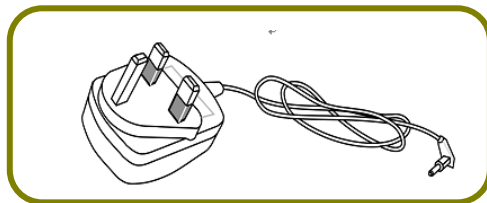
RJ-11 to RJ-11 Cable
(Connects to your DSL line)



RJ-45 Cable (Ethernet)
(Connects to your PC or Switch)



Quick Start Guide



UK Power Adapter

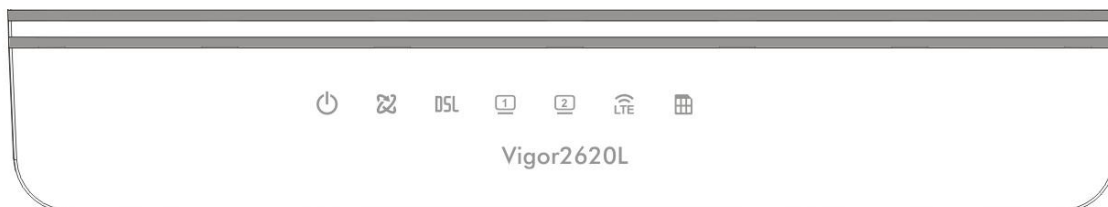









Important Note

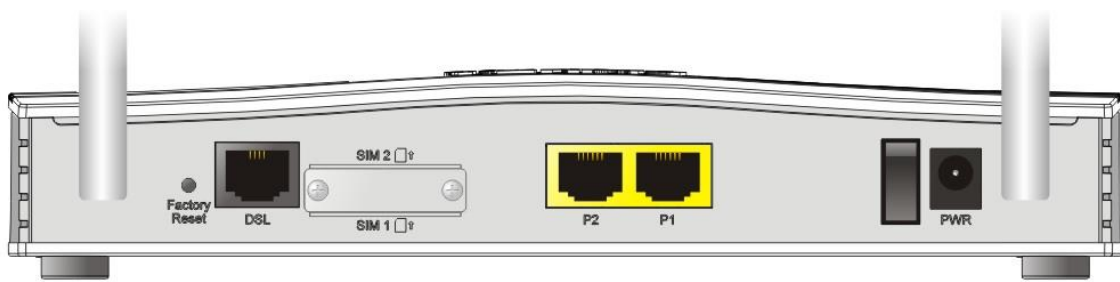
Remove the protective film from the router before use to ensure ventilation.

3. Panel Explanation

3.1 Vigor2620L

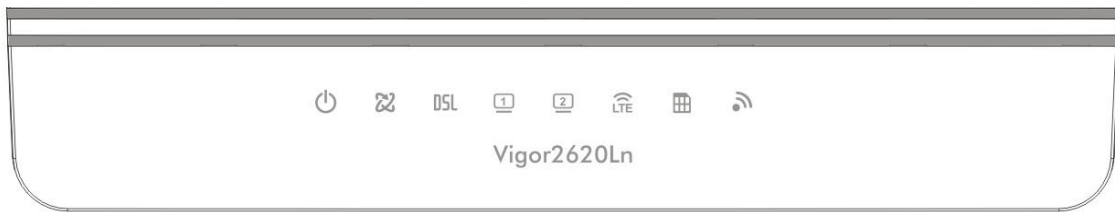










LED	Status	Explanation
	Off	The router is powered off
	Blinking	The router is powered on and running normally
	On	The router is ready to access Internet
	Off	The router is not ready to access Internet
	Blinking	Slowly: DSL not currently synchronizing or not detected Quickly: DSL connection is synchronizing
	On	DSL connection synchronised
	Blinking	DSL connection is synchronising
 	On	Ethernet LAN (RJ45) is connected
	Blinking	Data is transmitting (sending/receiving)
	Off	Ethernet LAN is disconnected
	On	LTE internet is connected and ready for use
	Off	LTE modem is not detected, or has serious problem (e.g., no SIM card, SIM pin error, SIM deactivated, etc.)
	Blinking	LTE modem is connecting
	On	SIM card is inserted into the slot and ready for use
	Blinking	No SIM card detected

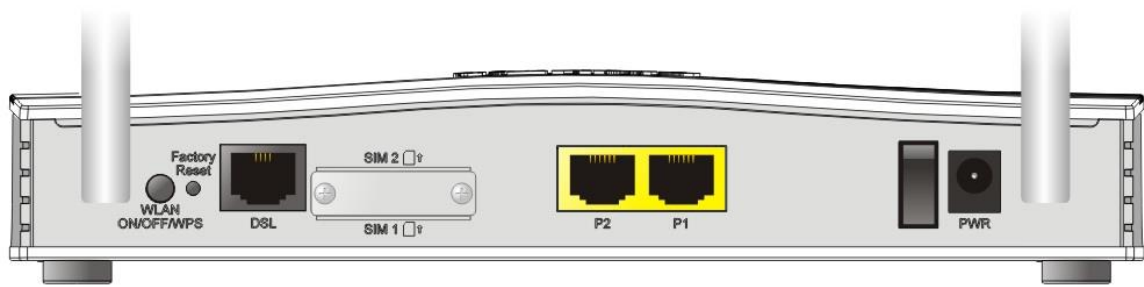


Interface	Description
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press gently and hold for more than 5 seconds. When the ACT LED blinks rapidly, release the button and the router will restart with its factory default configuration.
DSL	RJ-11 connector for ADSL or VDSL line
SIM2/SIM1	SIM card slot(s) Standard size SIM card slot - Mini or Micro SIMs will require a SIM card adapter (not included) to fit
P2-P1	RJ-45 Gigabit Ethernet connectors for local network devices. Port P2 can be configured as the Ethernet WAN port, see Section 5.3 for details
ON/OFF	Power Switch. Turns the unit on (I) or off (O)
PWR	Connector for a power adapter

3.2 Vigor2620Ln



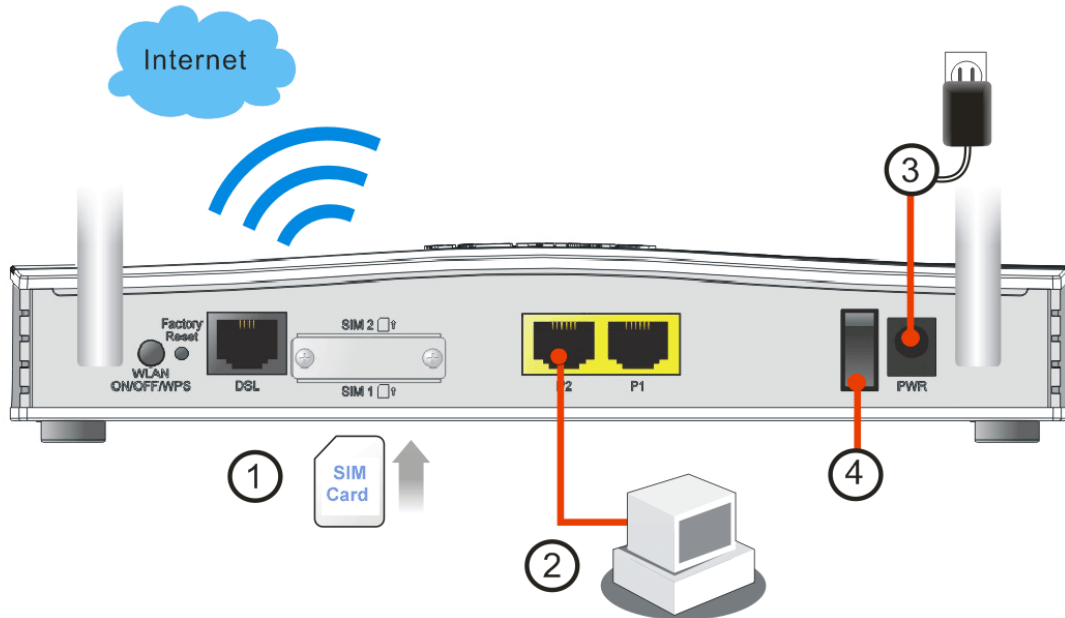
LED	Status	Explanation
	Off	The router is powered off
	Blinking	The router is powered on and running normally
	On	The router is ready to access Internet
	Off	The router is not ready to access Internet
	Blinking	Slowly: DSL not currently synchronizing or not detected Quickly: DSL connection is synchronizing
	On	DSL connection synchronised
	Blinking	DSL connection is synchronising
 	On	Ethernet LAN (RJ45) is connected
	Blinking	Data is transmitting (sending/receiving)
	Off	Ethernet LAN is disconnected
	On	LTE internet is connected and ready for use
	Off	LTE modem is not detected, or has serious problem (e.g., no SIM card, SIM pin error, SIM deactivated, etc.)
	Blinking	LTE modem is connecting
	On	SIM card is inserted into the slot and ready for use
	Blinking	No SIM card in detected
	On	2.4GHz Access Point is active
	Off	2.4GHz Access Point is turned off
	Blinking	Data is being transmitted on the router's 2.4 GHz wireless interface
	Blinking in unison with (Activity)	WPS pairing mode is active for two minutes



Interface	Description
Wireless LAN ON/OFF/WPS	<p>WLAN On - Press the button and release it within 2 seconds. When the wireless function is enabled, the green LED will be on</p> <p>WLAN Off - Press the button and release it within 2 seconds to turn off the WLAN function. When the wireless function is not enabled, the LED will be off</p> <p>When WPS is enabled in the router's web interface, press this button for more than 2 seconds to enable WPS pairing mode</p>
Factory Reset	<p>Restore the default settings.</p> <p>Usage: Turn on the router (ACT LED is blinking). Press gently and hold for more than 5 seconds. When the ACT LED blinks rapidly, release the button and the router will restart with its factory default configuration.</p>
DSL	RJ-11 connector for ADSL or VDSL line
SIM2/SIM1	<p>SIM card slot(s)</p> <p>Standard size SIM card slot - Mini or Micro SIMs will require a SIM card adapter (not included) to fit</p>
P2-P1	<p>RJ-45 Gigabit Ethernet connectors for local network devices.</p> <p>Port P2 can be configured as the Ethernet WAN port, see Section 5.3 for details</p>
ON/OFF	Power Switch. Turns the unit on (I) or off (O)
PWR	Connector for the power adapter

4. Installing your Vigor 2620 router

4.1 Network Connection via LTE



1. Before installing the SIM cards, turn the router off. Do not attempt installation while the router is powered on. Unscrew the SIM card cover plate and keep it aside for reinstallation. When installing SIM cards, ensure that the SIM card contacts are facing downwards, with the notch on the left side:



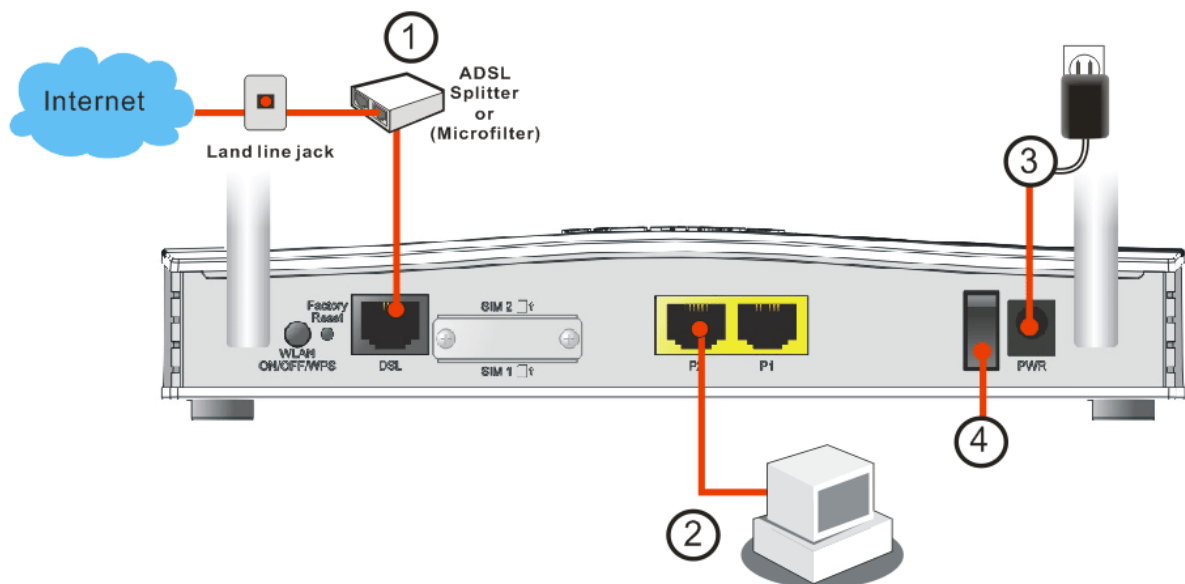
The SIM card slots are designed for Standard size SIM cards only, fitting a Mini or Micro SIM without a Standard size SIM card adapter could result in damage to the SIM card slot.

Reinstall the SIM card slot cover plate

2. **LAN Connections:** Connect a LAN port of the router to your computer or switch.

3. **Power Supply:** Connect the power adapter to the Vigor 2620's PWR socket on the rear and plug the power adapter into a suitable mains socket. Turn the Vigor 2620 on using its power switch.
4. The router will start up. After completing the system test, the **ACT** LED will light up and start blinking once per second to indicate that it is ready for use. (For more detailed information of LED status, please refer to section 3. Panel Explanation)
5. **LTE Antennas:** Screw the LTE antennas into place to allow for LTE connectivity. If the Vigor 2620 will be installed in a shielded location such as a cabinet, it is recommended to install LTE extension cables

4.2 Network Connection via ADSL/VDSL

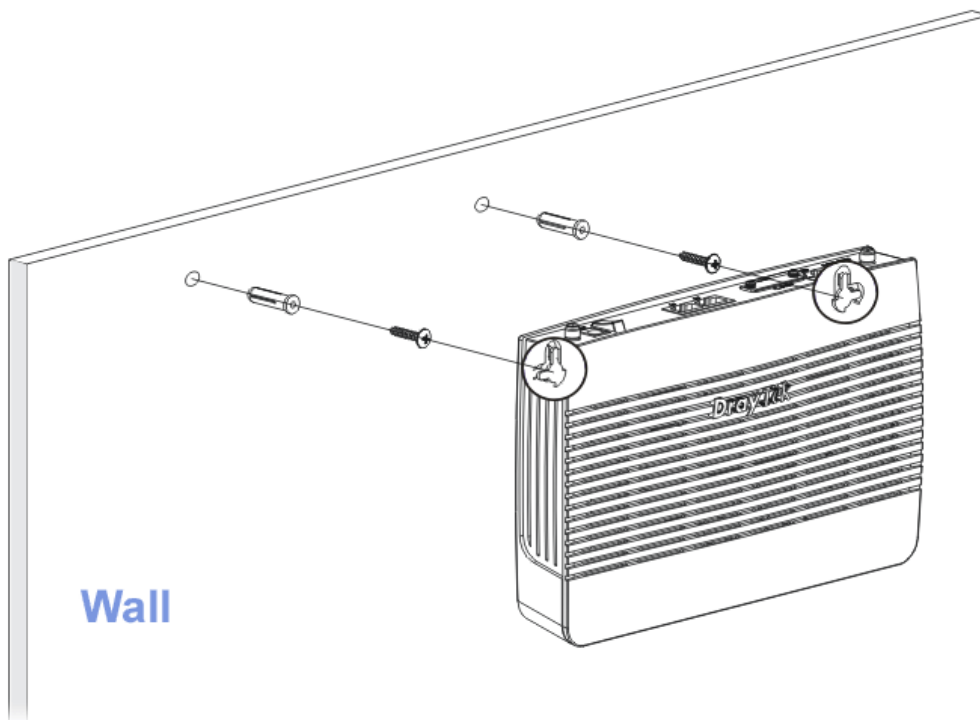


1. **ADSL/VDSL Connections:** Connect the **DSL** port to the **Modem** or **DSL** port of the external splitter/microfilter (not supplied) with the RJ-11 line cable. In some cases, your RJ-11 DSL socket will be built-into your phone line socket on the wall and you won't have a separate microfilter/splitter.
2. **LAN Connections:** Connect a LAN port of the router to your computer or switch.
3. **Power Supply:** Connect the power adapter to the Vigor 2620's **PWR** socket on the rear and plug the power adapter into a suitable mains socket. Turn the Vigor 2620 on using its power switch.
4. The router will start up. After completing the system test, the **ACT** LED will light up and start blinking once per second to indicate that it is ready for use. For more detailed information of LED status, please refer to section 3.1 Panel Overview.

5. **Ethernet-based Internet Connections:** The LAN port **P2** can be switched to operate as the Ethernet WAN port. This must be configured in the router's web interface before it can operate in this mode - Section **5.3.1** of this Quick Start Guide details how to do that.
With the P2 port configured for Ethernet WAN mode, connect the cable Modem/DSL Modem/Media Converter to the WAN port of the router with Ethernet cable (RJ-45).

4.3 Wall-Mounted Installation

DrayTek Vigor 2620 series routers have keyhole type mounting slots on the underside to hang the router on, using screws attached to a wall or other surface.



1. A template is provided in the Vigor router packaging box to enable you to space the screws correctly on the wall
2. Place the template on the wall in the desired position and drill holes through the cardboard template at the marked points
3. Fit screws into the wall using the appropriate type of wall plug
4. With the screws installed, the router can be slotted into place



Note

The recommended drill diameter shall be 6.5mm (1/4").

5. Setup & Configuration

This section provides examples of how to initially access the router and configure internet access for the most common types of Internet connection in the UK. If the instructions in this quick start guide do not allow you to get online with your ISP or type of Internet connection, there are additional Support Articles available from www.draytek.co.uk .

5.1 Accessing the Router Web Interface



Note

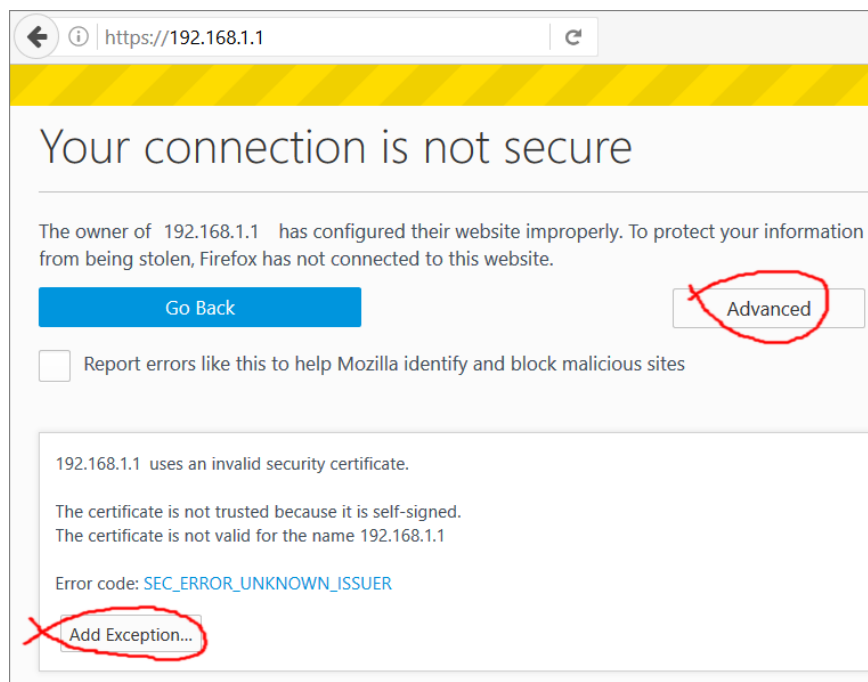
To access the router, your PC will need to either get its IP address using DHCP or have an IP address in the 192.168.1.x range. For details on how to change this, please refer to the “Trouble Shooting” section in the User Guide.

Open a web browser on your PC and type **https://192.168.1.1**.

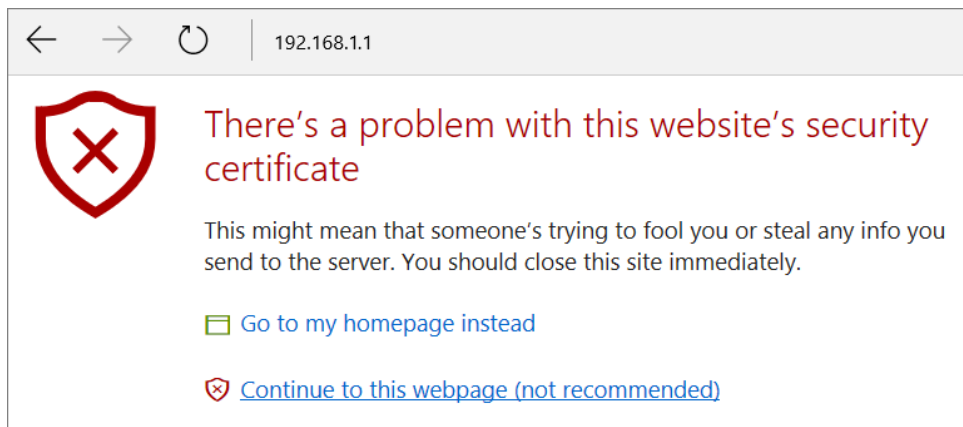
The https:// prefix ensures that your connection is encrypted using SSL so that your session data cannot be intercepted. Without that prefix, your data passes in clear text.

You may get a warning from your browser (IE, Chrome, Edge, Safari etc.) about your server (the router) having an invalid certificate. Your browser will demand further confirmation or exception before allowing access. The warnings will look something like these examples.

This is from Mozilla Firefox:



This is from Microsoft Edge:



Most other browsers will present equivalent warnings. In each case, following the prompts/links will allow you to access the router's web interface. It is still encrypted with SSL/TLS.



Note

This warning appears because the router's default certificate is 'self-signed' rather than issued to you by a certificate authority who has verified your identity. A self-signed certificate means that you cannot verify the identity of the server, but as it's your own local router, that shouldn't be an issue - your connection is still encrypted.

The router login prompt will display ask for username and password.

The default login details are:

Username: admin

Password: admin





Note

If you cannot access the web interface, please go to the “Trouble Shooting” section in the User Guide to determine the cause of and solve your problem.

Upon successful login, the router will display the **Dashboard**, which shows a summary of the router model, WAN status, front panel port status and other information:

DrayTek Vigor2620 Series

Auto Logout | IPv6 | Dashboard

Dashboard
Wizards
Online Status

WAN
LAN
Routing
NAT
Firewall
Objects Setting
CSM
Bandwidth Management
Applications
VPN and Remote Access
Certificate Management
LTE
Wireless LAN
SSL VPN
System Maintenance
Diagnostics

Central Management
AP

All Rights Reserved.

System Information

Model Name	Vigor2620Ln	System Up Time	0:0:16
Router Name	DrayTek	Current Time	2000 Jan 1 Sat 0:0:9
Firmware Version	3.8.10	Build Date/Time	Jan 4 2019 14:47:58
DSL Version	548006_A/B/C HW: A	LAN MAC Address	00-1D-AA

IPv4 LAN Information

	IP Address	DHCP		IP Address	DHCP
LAN1	192.168.1.1/24	v	LAN2	192.168.2.1/24	v
IP Routed Subnet	192.168.0.1/24	v			

IPv4 Internet Access

Line / Mode	IP Address	MAC Address	Up Time
WAN1 ADSL / PPPoA	Disconnected	00-1D-AA-DD-74-C9	00:00:00
WAN2 Ethernet / ---	Disconnected	00-1D-AA-DD-74-CA	00:00:00
LTE USB / DHCP Client	10.16.245.70	00-1E-10-1F-AB-D2	0:09:10

IPv6 Internet Access

Mode	Address	Scope	Up Time
LAN RADVD / DHCPv6	FE80::21D:AAFF:FE93:9F3C/64	Link	

Interface

DSL	Connected : Down Stream : 0Kbps / Up Stream : 0Kbps
WAN	Connected : 0, WAN1 WAN2 LTE
LAN	Connected : 0, Port1 Port2
WLAN	Connected : 0

Status

Operational
Access Tech
LTE
Band
E-UTRA Op Band 20
Operator
voda UK
Signal
-83 dBm
New SMS
4

Quick Access

- System Status
- Dynamic DNS
- TR-069
- IM/PP2P Block
- Schedule
- SysLog / Mail Alert
- RADIUS
- Firewall Object Setting
- Data Flow Monitor



Note

We recommend configuring a secure password when first logging in to the router’s administration interface.

The router’s administration password can be changed from **[System Maintenance] > [Administrator Password]**

5.2 WAN1 - ADSL and VDSL2 Connection Setup

The WAN1 interface of the Vigor 2620 router can connect to either an ADSL / ADSL2+ connection or a VDSL2 connection.

If your Internet connection uses VDSL2 and your ISP has supplied you with a Username and Password to connect to the Internet, go to section

5.2.1 PPPoE connection with FTTC VDSL2

If your Internet connection uses VDSL2 and your ISP does not supply or require a Username and Password to connect to the Internet, go to section

5.2.2 DHCP / Static IP connection with FTTC VDSL2

If your Internet connection uses ADSL or ADSL2+ and your ISP has supplied you with a Username and Password to connect to the Internet, go to section

5.2.3 PPPoA connection with ADSL / ADSL2+

5.2.1 PPPoE connection with FTTC VDSL2

1. Go to [WAN] > [General Setup] and click on the WAN1 link:

DrayTek Vigor2620 Series

Auto Logout | IPv6

Dashboard
Wizards
Online Status

WAN
General Setup
Internet Access
Multi-PVC/VLAN

LAN
Routing
NAT
Firewall
Objects Setting
CSM

WAN >> General Setup

Index	Enable	Physical Mode/Type	Active Mode
<u>WAN1</u>	<input type="checkbox"/>	ADSL/-	Always On
WAN2	<input checked="" type="checkbox"/>	Ethernet/Auto negotiation	Failover
LTE	<input checked="" type="checkbox"/>	USB/-	Failover

Note:
One WAN interface can be active at any one time. Setting either WAN interface to "Always On" will set the other interface to operate as the "Failover" WAN connection.

OK Cancel

2. On the settings page:

WAN >> General Setup

WAN 1

Enable:	Yes ▾	
Display Name:	<input type="text"/>	
Physical Mode:	ADSL	
DSL Mode:	Auto ▾	
DSL Modem Code:	Default ▾	
Active Mode:	Always On ▾	
VLAN Tag insertion	Service	Customer
ADSL		Disable ▾ Tag value Priority <input type="text"/> <input type="text"/> (0~4095) (0~7)
VDSL2	Enable ▾ Tag value Priority <input type="text"/> <input type="text"/> (0~4095) (0~7)	Disable ▾ Tag value Priority <input type="text"/> <input type="text"/> (0~4095) (0~7)

- Set the Enable option to Yes to activate the WAN1 connection
- Set the Active Mode to Always On
- **Enable the Service - VLAN Tag insertion**
- Set the Tag value setting to 101
- DSL mode can be set to “VDSL2 only” but this is not required



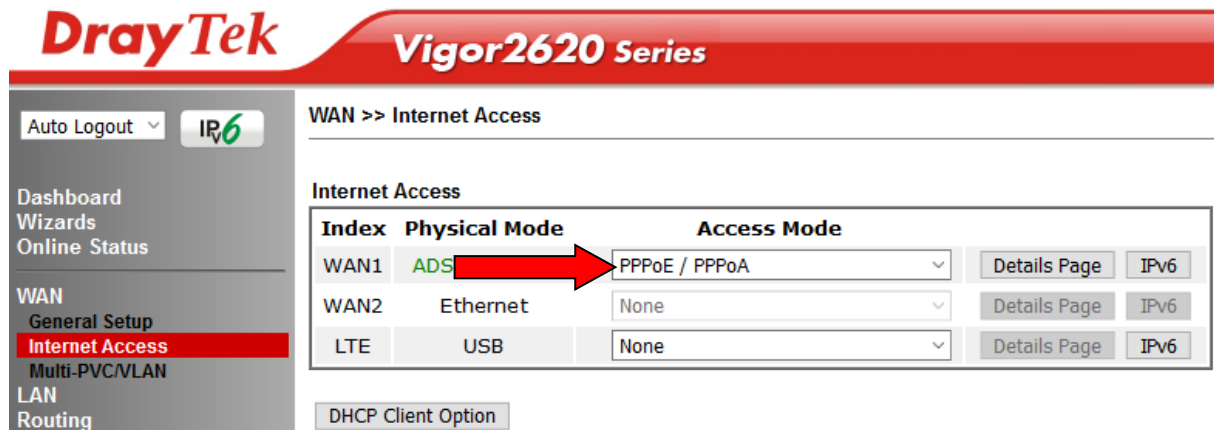
Note

Please note that this value is correct for ISPs that operate over the Openreach VDSL2 network, if your ISP operates on a different VDSL2 network, this tag value may differ; please check with your ISP or the DrayTek UK Knowledgebase for ISP specific guides.

Click **OK** on that page to apply the changes.

3. Go to [WAN] > [Internet Access]

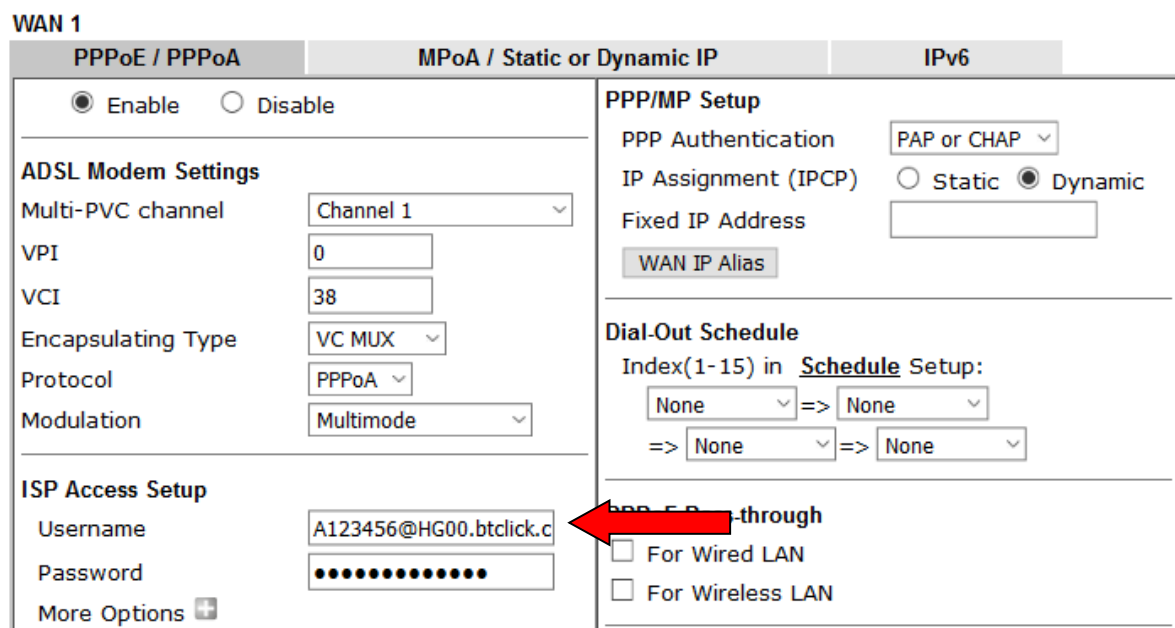
Firstly set the WAN1 Access Mode to PPPoE / PPPoA, then click the **Details Page** button to proceed:



4. On the PPPoE / PPPoA settings tab:

- Select the **Enable** radio button at the top of the page to ensure that the PPPoE interface is enabled.
- Input the username into the **Username** field and password in the **Password** field, as required.
- The Service Name does not need to be specified.
- If your ISP has provided a static IP address, that can be specified by setting the **Fixed IP** setting to **Yes** and entering the IP in the **Fixed IP Address** field.

WAN >> Internet Access



Click **OK** on this page to apply the changes and the router will then prompt to restart. Click the **OK** button to restart the router.

- Once the router has restarted, the **[Online Status] > [Physical Connection]** page will display the VDSL information and PPP connection status, if the WAN1 section shows an IP address, it has connected to the internet successfully:

Auto Logout IPv6

Dashboard
Quick Start Wizard
Online Status
Physical Connection
Virtual WAN

WAN
LAN
NAT
Firewall
User Management
Objects Setting
CSM
Bandwidth Management
Applications
VPN and Remote Access
Certificate Management
Wireless LAN
SSL VPN
USB Application
System Maintenance
Diagnostics
External Devices

Support Area
Product Registration

Online Status

Physical Connection System Uptime: 0:8:44

IPv4		IPv6			
LAN Status		Primary DNS: 194.72.0.98		Secondary DNS: 213.120.234.26	
IP Address	TX Packets	RX Packets			
192.168.1.1	0	0			

WAN 1 Status >> Drop PPPoA

Enable	Line	Name	Mode	Up Time		
Yes	VDSL2		PPPoE	0:07:41		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
217.34.6.35	217.42.145.215	224580	805	339568	963	

WAN 2 Status

Enable	Line	Name	Mode	Up Time		
Yes	Ethernet		---	00:00:00		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	

WAN 3 Status

Enable	Line	Name	Mode	Up Time	Signal
Yes	USB		---	00:00:00	-
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0

VDSL2 Information (VDSL2 Firmware Version: 05-04-08-00-00-06)

Profile	State	UP Speed	Down Speed	SNR Upstream	SNR Downstream
17A	SHOWTIME	20000 (Kbps)	80000 (Kbps)	15 (0.1dB)	6 (0.1dB)



Note

If the WAN 1 IP address displayed begins with 172.16.x.x, it's possible that the ISP has not accepted the supplied Username and Password for the Internet connection.

Check that the ISP Access Setup - Username and Password match the details supplied by your ISP.

5.2.2 DHCP / Static IP connection with FTTC VDSL2

1. Go to [WAN] > [General Setup] and click on the WAN1 link:

DrayTek Vigor2620 Series

WAN >> General Setup

Index	Enable	Physical Mode/Type	Active Mode
WAN1	<input type="checkbox"/>	ADSL/-	Always On
WAN2	<input checked="" type="checkbox"/>	Ethernet/Auto negotiation	Failover
LTE	<input checked="" type="checkbox"/>	USB/-	Failover

2. On the settings page:

Vigor2620 Series

WAN >> General Setup

WAN 1

Enable: Yes

Display Name:

Physical Mode: ADSL

DSL Mode: Auto

DSL Modem Code: Default

VLAN Tag insertion (ADSL): Disable (for channel 1)

Tag value: 0 (0~4095)

Priority: 0 (0~7)

VLAN Tag insertion (VDSL2): Enable

Tag value: 101 (0~4095)

Priority: 0 (0~7)

Active Mode: Always On

- Set the Enable option to Yes to activate the WAN1 connection
- Set the Active Mode to Always On
- Enable the Service - VLAN Tag insertion
- Set the Tag value setting to 101
- DSL mode can be set to “VDSL2 only” but this is not required



Note

Please note that this value is correct for ISPs that operate over the Openreach VDSL2 network, if your ISP operates on a different VDSL2 network, this tag value may differ; please check with your ISP or the DrayTek UK Knowledgebase for ISP specific guides.

Click **OK** on that page to apply the changes.

3. Go to [WAN] > [Internet Access]

Firstly set the WAN1 Access Mode to **MPoA / Static or Dynamic IP**, then click the **Details Page** button to proceed:

DrayTek Vigor2620 Series

WAN >> Internet Access

Internet Access

Index	Physical Mode	Access Mode		
WAN1	ADSL	MPoA / Static or Dynamic IP	Details Page	IPv6
WAN2	Ethernet	None	Details Page	IPv6
LTE	USB	None	Details Page	IPv6

DHCP Client Option

4. In the MPoA / Static or Dynamic IP settings:

Select the **Enable** option and select **Obtain an IP address automatically** which will obtain an IP from the ISP using DHCP.

If your ISP has provided a static IP range, with a Network address and a Subnet Mask, specify that with the **Specify an IP address** option.

PPPoE / PPPoA | **MPoA / Static or Dy**

Enable Disable

ADSL Modem Settings

Multi-PVC channel: Channel 2

Encapsulation: 1483 Bridged IP LLC

VPI: 0

VCI: 38

Modulation: Multimode

IP Network Settings

Obtain an IP address automatically

More Options +

Specify an IP address

IP Address: []

Subnet Mask: []

Gateway IP Address: []

WAN IP Alias

DNS Server IP Address

Primary Server: 8.8.8.8

Secondary Server: 8.8.4.4

Click **OK** on this page to apply the changes and the router will then prompt to restart.

Click the **OK** button to restart the router and apply the changes.

- Once the router has restarted, the [Online Status] > [Physical Connection] page will display the VDSL information and DHCP connection status, if the WAN1 section shows an IP address, it has connected to the internet successfully:

Auto Logout IP6

Dashboard
Quick Start Wizard
Online Status
Physical Connection
Virtual WAN

WAN
LAN
NAT
Firewall
User Management
Objects Setting
CSM
Bandwidth Management
Applications
VPN and Remote Access
Certificate Management
Wireless LAN
SSL VPN
USB Application
System Maintenance
Diagnostics
External Devices

Support Area
Product Registration

Online Status

Physical Connection System Uptime: 0:8:44

IPv4		IPv6				
LAN Status						
IP Address	TX Packets	RX Packets				
192.168.1.1	0	0				
Primary DNS: 194.72.0.98		Secondary DNS: 213.120.234.26				
WAN 1 Status >> Release						
Enable	Line	Name	Mode	Up Time		
Yes	VDSL2		DHCP Client	0:06:58		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
217.34.6.35	217.42.145.215	224580	805	339568	963	
WAN 2 Status						
Enable	Line	Name	Mode	Up Time		
Yes	Ethernet		---	00:00:00		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	
WAN 3 Status						
Enable	Line	Name	Mode	Up Time	Signal	
Yes	USB		---	00:00:00	-	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	
VDSL2 Information (VDSL2 Firmware Version: 05-04-08-00-00-06)						
Profile	State	UP Speed	Down Speed	SNR Upstream	SNR Downstream	
17A	SHOWTIME	20000 (Kbps)	80000 (Kbps)	15 (0.1dB)	6 (0.1dB)	

5.2.3 PPPoA connection with ADSL / ADSL2+

- Go to [WAN] > [Internet Access]

Firstly set the WAN1 Access Mode to PPPoE / PPPoA, then click the Details Page button to proceed:

Auto Logout IP6

Dashboard
Wizards
Online Status

WAN
General Setup
Internet Access
Multi-PVC/LAN
LAN
Routing

WAN >> Internet Access

Internet Access

Index	Physical Mode	Access Mode		
WAN1	ADSL	PPPoE / PPPoA	Details Page	IPv6
WAN2	Ethernet	None	Details Page	IPv6
LTE	USB	None	Details Page	IPv6

DHCP Client Option

2. On the PPPoE / PPPoA settings tab:

- The details for the **VPI** and **VCI** settings for ADSL should be correct for UK usage, with **0** and **38** being the defaults. In most cases, it will not be necessary to change these.
- The **Modulation** setting can be left on its default of Multimode which will auto-detect the correct ADSL type to use.
- Select the **Enable** radio button at the top of the page to ensure that the PPPoA interface is enabled.
- Input the username into the **Username** field and password in the **Password** field, as required.
- The Service Name does not need to be specified.
- If your ISP has provided a static IP address, that can be specified by setting the **Fixed IP** setting to **Yes** and entering the IP in the **Fixed IP Address** field.


WAN >> Internet Access

WAN 1

PPPoE / PPPoA	MPoA / Static or Dynamic IP	IPv6	
<input checked="" type="radio"/> Enable <input type="radio"/> Disable			
ADSL Modem Settings			
Multi-PVC channel	Channel 1		
VPI	0		
VCI	38		
Encapsulating Type	VC MUX		
Protocol	PPPoA		
Modulation	Multimode		
ISP Access Setup			
Username	A123456@HG00.btclick.c		
Password	●●●●●●●●●●		
More Options			
PPP/MP Setup			
PPP Authentication	PAP or CHAP		
IP Assignment (IPCP)	<input type="radio"/> Static <input checked="" type="radio"/> Dynamic		
Fixed IP Address			
WAN IP Alias			
Dial-Out Schedule			
Index(1-15) in <u>Schedule</u> Setup:			
None	=>	None	
=>	None	=>	None
PPPoE Pass-through			
<input type="checkbox"/> For Wired LAN			
<input type="checkbox"/> For Wireless LAN			

Click **OK** on this page to apply the changes and the router will then prompt to restart. Click the OK button to restart the router.

3. Once the router has restarted, the **[Online Status] > [Physical Connection]** page will display the ADSL information and PPP connection status, if the WAN1 section shows an IP address, it has connected to the internet successfully:

Auto Logout  Dashboard Quick Start Wizard Online Status Physical Connection Virtual WAN WAN LAN NAT Firewall User Management Objects Setting CSM Bandwidth Management Applications VPN and Remote Access Certificate Management Wireless LAN SSL VPN USB Application System Maintenance Diagnostics External Devices Support Area Product Registration	Online Status					
	Physical Connection					System Uptime: 0:8:44
	IPv4			IPv6		
	LAN Status		Primary DNS: 194.72.0.98		Secondary DNS: 213.120.234.26	
	IP Address	TX Packets	RX Packets			
	192.168.1.1	0	0			
	WAN 1 Status >> Drop PPPoA					
	Enable	Line	Name	Mode	Up Time	
	Yes	VDSL2		PPPoE	0:07:41	
	IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
217.34.6.35	217.42.145.215	224580	805	339568	963	
WAN 2 Status						
Enable	Line	Name	Mode	Up Time		
Yes	Ethernet		---	00:00:00		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	
WAN 3 Status						
Enable	Line	Name	Mode	Up Time	Signal	
Yes	USB		---	00:00:00	-	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	
VDSL2 Information (VDSL2 Firmware Version: 05-04-08-00-00-06)						
Profile	State	UP Speed	Down Speed	SNR Upstream	SNR Downstream	
17A	SHOWTIME	20000 (Kbps)	80000 (Kbps)	15 (0.1dB)	6 (0.1dB)	



Note

If the WAN 1 IP address displayed begins with 172.16.x.x, it's possible that the ISP has not accepted the supplied Username and Password for the Internet connection.

Check that the ISP Access Setup - Username and Password match the details supplied by your ISP.

5.3 WAN2 – Ethernet Connection Setup

The WAN2 interface of the Vigor 2620 router can connect to a cable modem, an ISP supplied router or another network with an Internet connection.

The Ethernet WAN port is shared with the P2 port and must be configured to operate in WAN mode as shown in section 5.3.1 Enabling the Ethernet WAN Port

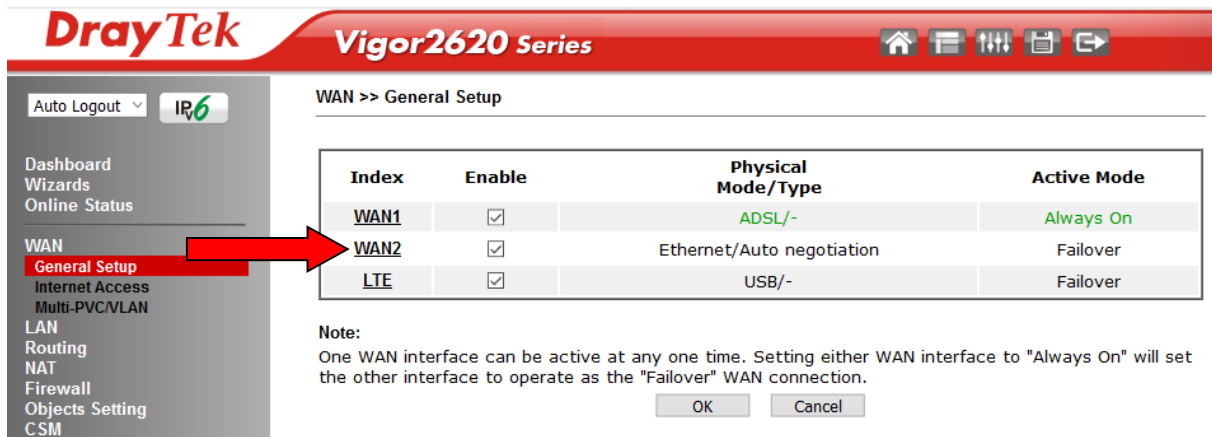
If you are using a modem and your ISP has supplied you with a Username and Password to connect to the Internet, go to section 5.3.2 PPPoE

If the router is connected to a modem and the ISP does not supply or require a Username and Password to connect to the Internet, or you are connecting the WAN2 connection to another router or network go to section 5.3.3 Static or Dynamic IP

5.3.1 Enabling the Ethernet WAN Port

The Vigor 2620 router uses the P2 port to connect to an Ethernet based Internet connection. In its default state, the P2 port operates as a standard LAN port and the WAN2 (Ethernet WAN) options cannot be selected in the router's web interface.

To enable the router's Ethernet WAN port on port P2 instead of LAN mode:



The screenshot shows the DrayTek Vigor2620 Series web interface. The left sidebar contains navigation options: Dashboard, Wizards, Online Status, WAN (selected), General Setup (highlighted with a red arrow), Internet Access, Multi-PVC/VLAN, LAN, Routing, NAT, Firewall, Objects Setting, and CSM. The main content area is titled "WAN >> General Setup" and contains a table with the following data:

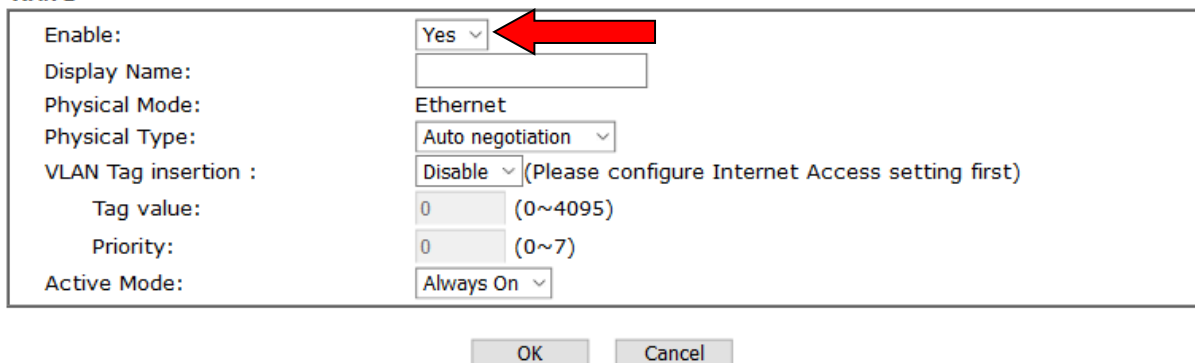
Index	Enable	Physical Mode/Type	Active Mode
WAN1	<input checked="" type="checkbox"/>	ADSL/-	Always On
WAN2	<input checked="" type="checkbox"/>	Ethernet/Auto negotiation	Failover
LTE	<input checked="" type="checkbox"/>	USB/-	Failover

Below the table is a "Note:" section: "One WAN interface can be active at any one time. Setting either WAN interface to "Always On" will set the other interface to operate as the "Failover" WAN connection." At the bottom of the page are "OK" and "Cancel" buttons.

1. Go to [WAN] > [General Setup] and click WAN2

WAN >> General Setup

WAN 2



The screenshot shows the WAN 2 configuration page. The "Enable" dropdown menu is set to "Yes" and is highlighted with a red arrow. Other fields include: Display Name (empty), Physical Mode (Ethernet), Physical Type (Auto negotiation), VLAN Tag insertion (Disable), Tag value (0), Priority (0), and Active Mode (Always On). At the bottom are "OK" and "Cancel" buttons.

2. In its default state, the **Enable** option is set to **No**, which allows the P2 port to be used as a standard LAN port.
3. Set the **Enable** option for WAN2 to **Yes**, this enables the other options on this page.
Set the **Active Mode** to **Always On** to make the Ethernet port the active Internet connection.
4. Click OK to apply the change and the router will prompt to restart. Click OK to restart the router.

Reboot System

Do you want to reboot your router ?

Using current configuration
 Using factory default configuration

OK

Once the router has restarted, the WAN2 - Ethernet WAN interface can be configured on the router, which is demonstrated in the following two sections.



Note

To reconfigure the P2 port for LAN use, go to **[WAN] > [General Setup] > [WAN2]** and set the **Enable** option to **No**.

Once the router has been restarted to apply the change, the port will operate in LAN mode.

5.3.2 PPPoE

This connection method will typically be used with a modem such as the Vigor 130 VDSL2 modem, which passes through the PPPoE connection from the ISP to the router.

1. Go to [WAN] > [Internet Access]

Firstly set the WAN2 Access Mode to PPPoE, then click the **Details Page** button to proceed:

DrayTek Vigor2620 Series

WAN >> Internet Access

Internet Access

Index	Physical Mode	Access Mode	Details Page	IPv6
WAN1	ADSL / VDSL2	None	Details Page	IPv6
WAN2	Ethernet	PPPoE	Details Page	IPv6
LTE	USB	None	Details Page	IPv6

DHCP Client Option

2. In the PPPoE settings tab:

- Select the **Enable** radio button at the top of the page to ensure that the PPPoE interface is enabled.
- Input the username into the **Username** field and password in the **Password** field, as required.
- The Service Name does not need to be specified.
- If your ISP has provided a static IP address, that can be specified by setting the **Fixed IP** setting to **Yes** and entering the IP in the **Fixed IP Address** field.

WAN >> Internet Access

WAN 2

PPPoE Static or Dynamic IP PPTP IPv6

Enable Disable

ISP Access Setup

Service Name (Optional) Max: 23 characters

Username A123456@HG00.btclick.c ias

Password ●●●●●●●●

Index(1-15) in Schedule Setup:
=> [] , [] , [] , []

PPP/MP Setup

PPP Authentication PAP or CHAP

Idle Timeout 180 second(s)

IP Address Assignment Method (IPCP)

Fixed IP: Yes No (Dynamic IP)

Fixed IP Address []

Default MAC Address

Click **OK** on that page to save the settings and the router will then prompt to restart, allow it to restart to properly apply the changes.

Once the router has restarted, log back into the web interface and select [Online Status] > [Physical connection], if it has connected, the relevant WAN Interface status text will be in green along with an IP address which indicates that the connection is active and ready for use.

5.3.3 Static or Dynamic IP

1. Go to [WAN] > [Internet Access]

Firstly set the WAN2 Access Mode to Static or Dynamic IP, then click the Details Page button to proceed:

DrayTek Vigor2620 Series

Auto Logout IPv6

Dashboard
Wizards
Online Status

WAN
General Setup
Internet Access
Multi-PVC/VLAN
LAN
Routing

WAN >> Internet Access

Internet Access

Index	Physical Mode	Access Mode	Details Page	IPv6
WAN1	ADSL / VDSL2	None	Details Page	IPv6
WAN2	Ethernet	Static or Dynamic IP	Details Page	IPv6
LTE	USB	None	Details Page	IPv6

DHCP Client Option

2. In the Static or Dynamic IP settings:

- Select the **Enable** option to enable Static or Dynamic IP mode
- Select **Obtain an IP address automatically** which will obtain an IP from the ISP with DHCP
- If your ISP has provided a static IP range, with a Network address and a Subnet Mask, specify that with the **Specify an IP address** option.

WAN 2

PPPoE	Static or Dynamic IP	PPTP	IPv6
<input checked="" type="radio"/> Enable <input type="radio"/> Disable			
Keep WAN Connection <input type="checkbox"/> Enable PING to keep alive PING to the IP <input type="text"/> PING Interval <input type="text"/> minute(s)		WAN IP Network Settings <input type="button" value="WAN IP Alias"/>	
WAN Connection Detection Mode <input type="text" value="ARP Detect"/> Ping IP <input type="text"/> TTL: <input type="text"/>		<input checked="" type="radio"/> Obtain an IP address automatically Router Name <input type="text" value="Max: 39 characters"/> * Domain Name <input type="text" value="Max: 39 characters"/> * <input type="radio"/> Specify an IP address IP Address <input type="text"/> Subnet Mask <input type="text"/> Gateway IP Address <input type="text"/>	
MTU <input type="text" value="1492"/> (Max:1500) Path MTU Discovery <input type="button" value="Detect"/>		<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="1D"/> · <input type="text" value="AA"/> : <input type="text" value="92"/> · <input type="text" value="6F"/> · <input type="text" value="9A"/>	
RIP Protocol <input type="checkbox"/> Enable RIP		DNS Server IP Address Primary IP Address <input type="text" value="8.8.8.8"/> Secondary IP Address <input type="text" value="8.8.4.4"/>	
TTL Change the TTL value <input type="text" value="Enable"/>			

Click **OK** on this page to apply the changes and the router will then prompt to restart. Click to restart the router.

Once the router has restarted, log back into the web interface and select **[Online Status] > [Physical connection]**, if it has connected, the relevant **WAN Interface** status text will be in green along with an IP address which indicates that the connection is active and ready for use.

5.4 LTE WAN Configuration

The LTE WAN interface of the Vigor 2620Ln router can connect directly to a mobile broadband network and operate as either a main internet connection or a backup internet connection. The modem is integrated into the router instead of using a separate USB modem and requires a SIM card to connect to the mobile broadband network required.

The settings for the mobile broadband network will vary by provider, some will require the **APN (Access Point Name)** while others may require that and a username and password. If those details are not set, the mobile network may reject the connection attempts of the Vigor LTE router, which will result in the router showing no signal / no IP address.

To configure the LTE WAN interface on the router, it is first of all necessary to fit the SIM card in the router, refer to section 4.1 for details of SIM card and antenna installation.

After the SIM card has been installed, power on the router, access the router's web interface and go to **[WAN] > [General Setup]** to confirm the LTE WAN options, by clicking the **LTE** link:

DrayTek Vigor2620 Series

WAN >> General Setup

Index	Enable	Physical Mode/Type	Active Mode
WAN1	<input checked="" type="checkbox"/>	ADSL/-	Always On
WAN2	<input checked="" type="checkbox"/>	Ethernet/Auto negotiation	Failover
LTE	<input checked="" type="checkbox"/>	USB/-	Failover

Note:
One WAN interface can be active at any one time. Setting either WAN interface to "Always On" will set the other interface to operate as the "Failover" WAN connection.

OK Cancel

In the LTE General Setup options, ensure that the connection is **Enabled** and set the **Active Mode** as required:

DrayTek Vigor2620 Series

WAN >> General Setup

LTE

Enable: Yes

Display Name:

Physical Mode: USB

Active Mode: Failover

OK Cancel

If the 4G / LTE internet connection will be used as the primary connection, set the **Active Mode** to **Always On**

If the connection will be used as a backup internet connection to the DSL / Ethernet connection, set the **Active Mode** to **Failover**

Click **OK** to save those changes.

Go to **[WAN] > [Internet Access]**, set the **Access Mode** to **3G/4G LTE Modem (DHCP Mode)** and click the **Details Page** button:

DrayTek Vigor2620 Series

WAN >> Internet Access

Internet Access

Index	Physical Mode	Access Mode	Details Page	IPv6
WAN1	ADSL / VDSL2	None	Details Page	IPv6
WAN2	Ethernet	None	Details Page	IPv6
LTE		3G/4G LTE Modem(DHCP mode)	Details Page	IPv6

DHCP Client Option

On the **Details Page** for the LTE WAN interface, configure the settings for SIM1 & SIM2, the SIM1 slot is used as the primary SIM, SIM2 is used as a backup if SIM1 is unable to connect:

3G/4G LTE Modem(DHCP mode) IPv6

Enable Disable

LTE hardware version V1.0.0

WAN Connection Detection

Mode

MTU (Default:1470)

Path MTU Discovery

SIM1 Settings

SIM PIN code

Network Mode (Default:4G/3G)

APN Name

Keep WAN Connection

Enable PING to keep alive (Timeout: 10 secs.)

PING to the IP

Connection Latency Check

Latency ms

Latency Duration seconds

Authentication

Username (Optional)

Password (Optional)

SIM2 Settings

SIM PIN code

Network Mode (Default:4G/3G)

APN Name

Keep WAN Connection

Enable PING to keep alive (Timeout: 10 secs.)

PING to the IP

Authentication

Username (Optional)

Password (Optional)

- Set the **3G/4G USB Modem(DHCP mode)** setting to **Enable**
- Set the **SIM PIN** code only if there is a PIN configured on the sim, otherwise leave this field **blank**
- **Network Mode** defaults to **4G/3G** which will auto-select the network type to connect to and will use whichever mode the base station recommends. Setting this to a specific mode will force that connection type, for instance **4G Only** will connect using 4G specifically. If there is no 4G network available, it will not be able to connect to the mobile network
- Set the **APN Name** as required by the mobile provider, please note this may vary by plan / SIM type, check with your provider
- Set the Username and Password if required by the ISP; most 4G connections use DHCP which does not require a username or password configured
- If a Username and Password are required, set the **Authentication** to **PAP or CHAP**
- The WAN Connection Detection's default mode of **ARP Detect** will check connection to the gateway
- Tick **Enable PING to keep alive** to ensure the connection stays active, please be aware this will use mobile data to send pings to the specified IP address

Click **OK** to save and apply those settings.

Go to the [**Dashboard**] to check the connection status in the **LTE Status** section:

The screenshot shows the web interface of a DrayTek Vigor2620Ln router. At the top, there's a red header with the model name and navigation icons. Below the header is a 'Dashboard' section featuring a 3D rendering of the router with its status LEDs. The main content area is divided into several sections:

- System Information:** A table with fields like Model Name (Vigor2620Ln), Router Name (DrayTek), Firmware Version (3.8.10), and DSL Version (548006_A/B/C HW: A).
- IPv4 LAN Information:** A table showing IP addresses and DHCP status for LAN1 and LAN2.
- IPv4 Internet Access:** A table showing WAN1 (ADSL / PPPoA), WAN2 (Ethernet / ---), and LTE (USB / DHCP Client) with their respective IP addresses, MAC addresses, and up times.
- LTE Status:** A vertical sidebar on the right showing the LTE connection status as 'Operational', along with details like Access Tech (LTE), Band (E-UTRA Op Band 20), Operator (voda UK), and Signal strength (-83 dBm).


A red arrow points from the 'Current Time' field in the System Information table to the 'Operational' status in the LTE Status sidebar.


[Online Status] > [Physical Connection] displays active connection details for the LTE WAN interface.

If the details are displayed in red text, the LTE internet connection is down.


When the LTE details text shows in green, the router will be able to use that WAN interface for internet access.

If the LTE WAN is configured to operate as a backup, the router will keep this internet connection offline unless the active WAN connection is unable to connect, at which point the LTE WAN will activate:

Physical Connection  System Uptime: 0day 0:4:0

IPv4		IPv6			
LAN Status		Primary DNS: 109.249.185.224		Secondary DNS: 109.249.190.32	
IP Address	TX Packets	RX Packets			
192.168.1.1	27778	17184			
WAN 1 Status					>> Dial PPPoA
Enable	Line	Name	Mode	Up Time	
Yes	ADSL		PPPoA	00:00:00	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0
WAN 2 Status					
Enable	Line	Name	Mode	Up Time	
Yes	Ethernet		---	00:00:00	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0
LTE Status					>> Release
Enable	Line	Name	Mode	Up Time	
Yes	USB		DHCP Client	0:01:30	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
100.98.21.12	100.98.21.13	15455	47204	26241	31698
USB Modem	Status	Base Station ID	Signal Strength(RSSI)	Signal Quality(CINR)	NetWork Mode
Device Exists	Operational	00:A0:C6:00:01:55	-64 dBm	36 dB (99%) 	4G/3G/2G

Additional details on the LTE modem status can be found under [LTE] > [Status]:

Auto Logout 

Dashboard
Wizards
Online Status

WAN
LAN
Load-Balance/Route Policy
NAT
Hardware Acceleration
Firewall
User Management
Objects Setting
CSM
Bandwidth Management
Applications
VPN and Remote Access
Certificate Management
Central VPN Management
Central AP Management
LTE
 General Settings
 SMS Inbox
 Send SMS
 Router Commands
 Status
Wireless LAN
SSL VPN
USB Application

LTE >> Status

LTE Modem

Status:	Operational
IMEI:	████████████████████
IMSI:	████████████████████
Access Tech:	LTE
Band:	E-UTRA Op Band 7
Operator:	EE
Mobile Country Code:	234
Mobile Network Code:	30
Location Area Code:	65534
Cell ID:	3036423
Signal:	-66 dBm
Active Channel:	3350
Interference with 2.4GHz WLAN:	Yes (2.4GHz Channels Channels 1 - 11 Only)
Max Channel TX Rate:	50 Mbps
Max Channel RX Rate:	100 Mbps

LTE SMS

SMS Centre Number:	+44795██████████
SMS Service Status:	Ready
SMS Loading:	Ready
New SMS:	0

6. Getting Further Help

If the router does not appear to be operating correctly or you cannot get online to the Internet, please visit our web site for further troubleshooting advice or to contact our support technicians. Always have your serial number to hand.

Users in the UK/Ireland using qualifying products should visit [www.draytek.com/support](#) for support options including email support, telephone support, our help knowledgebase and access to the UK user support forums.

If you are **outside** of the UK/Ireland, please contact your own local supplier, email to support@draytek.com or visit www.draytek.com/support

For warranty service, in the first instance, please contact the support services, as listed above, for help in diagnosing or eliminating the problem or issue. The support department can arrange repair or service if then deemed necessary.

The standard Vigor 2620 series warranty is 'Return to base' (RTB) unless you have VigorCare which provides enhanced services (see www.draytek.co.uk/vigorcare).

You should keep your proof of purchase (original invoice) safely in case warranty or other service is ever required.

7. Additional Feature Setup

This is a quick setup guide to get you online with your new router. Your Vigor 2620 series router is capable of very much more and has a plethora of other features. These are covered in the main user manual (available on the Downloads page) and also the online knowledgebase.

8. Keep up to date with our mailing list

Now that you have your DrayTek product, you should keep up to date with product updates (firmware), security advisories and other product news, advice or special offers. Users in the UK/Ireland can subscribe to our mailing list. For details and to subscribe, please visit [www.draytek.com/subscribe](#)

In other countries or regions, please contact your local distributor/supplier for local options.

9. Firmware Updates

It is strongly recommended that you keep your router firmware up to date with the latest version in order to have all of the latest security and feature improvements.

Always obtain firmware from official sources, i.e. (for UK/Ireland users).

There are two firmware file types:

.all - upgrade retaining all previous settings

.rst - upgrade and reset to factory default

It is recommended to take a configuration backup prior to upgrading the firmware.

10. Security & Router Best Practice

Your router is the gateway to an entire business network and data. Even the best security equipment requires correct usage in order to ensure that its features are effective.

There are many simple practices that every router user should adopt to help reduce the risk to their network or business as well as some very common and simple mistakes that people habitually make - simple mistakes which could then be exploited by others.

We've produced our free guide "**Router Best Practice**" which contains essential information for anyone installing, configuring or using a broadband router or wireless LAN.

Available to download: <https://www.draytek.co.uk/best>