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 tore-store the product to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be offered solely at our discretion. This warranty will not apply if the product is modified, misused, tampered with, damaged by 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.

CE

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

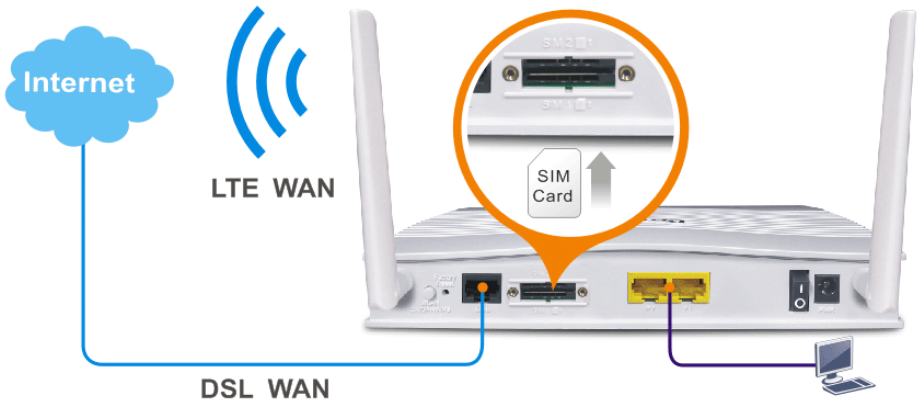
2.4G WLAN	2412MHz - 2472 MHz, max. TX power: 19.98dBm
LTE 4G	B1[1920-1980 MHz (TX); 2110-2170 MHz (RX)]; B3[1710-1785 MHz (TX); 1805-1880 MHz (RX)]; B7[2500-2570 MHz (TX); 2620-2690 MHz (RX)]; B8[880-915 MHz (TX); 925-960 MHz (RX)]; B20[832-862 MHz (TX); 791-821 MHz (RX)];
3G	B1[1920-1980 MHz (TX); 2110-2170 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.

Table of Contents

1. Introduction

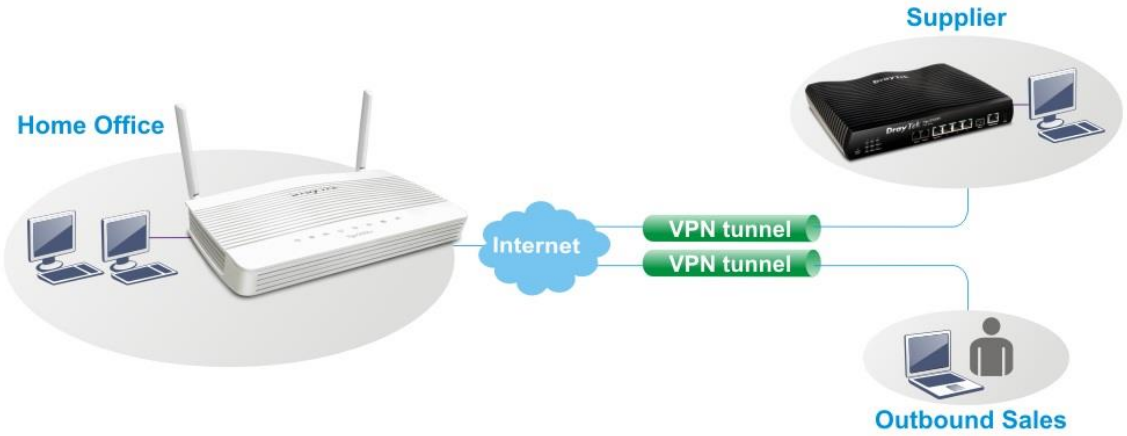
The Vigor2620 LTE series is an LTE, ADSL/VDSL2 or Ethernet router / firewall with multi-subnet capability. Each WAN type can be used as the main Internet connection or as a backup. If the router's Internet connection goes offline, the backup interface is activated to resume Internet connectivity.

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).

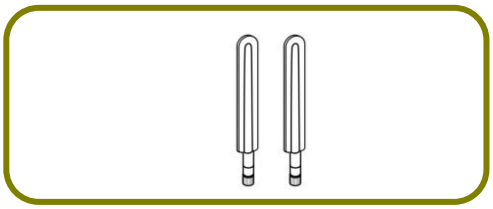
2 Gigabit Ethernet LAN ports provide a high speed uplink to a larger Ethernet switch, with 802.1Q VLAN tagging to separate network segments. Comprehensive security features include content filtering, web application controls and an object based firewall management system. A free 30-day trial of the GlobalView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



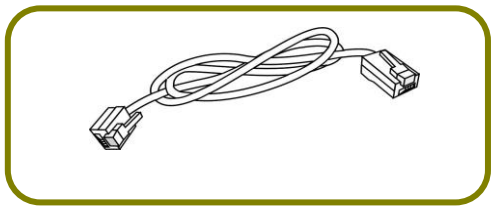
The router's hardware accelerated IPSec/SSL/L2TP VPN (Virtual Private Networking) functionality can dial-out quickly and securely to an office VPN server for teleworking. The SSL VPN server allows you to connect your computer, phone or tablet into your home network from anywhere, with access to network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

2. Package Contents

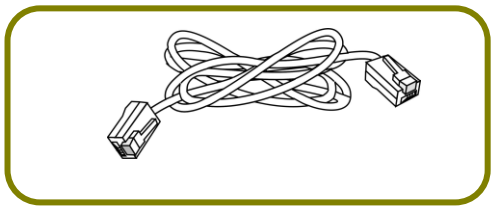
DrayTek Vigor 2620 Series Router



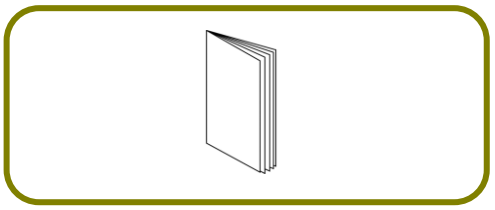
LTE Antenna



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



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



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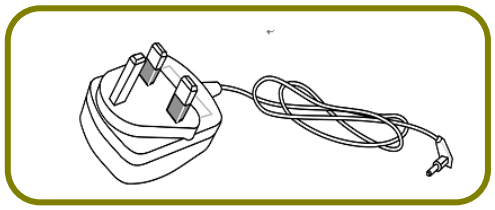


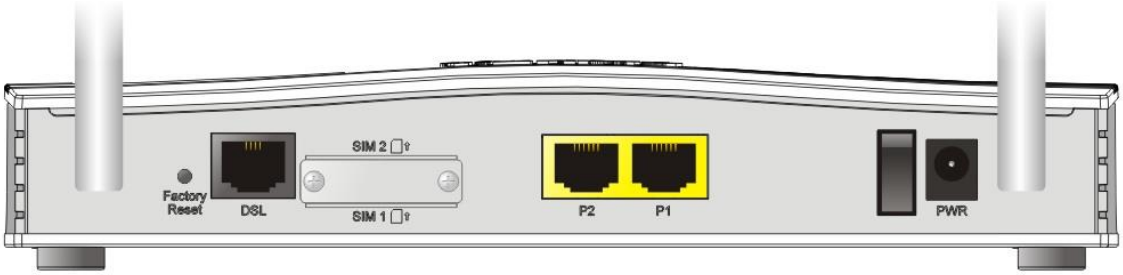
UK Power Adapter

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

3. Panel Explanation

3.1 Vigor2620L

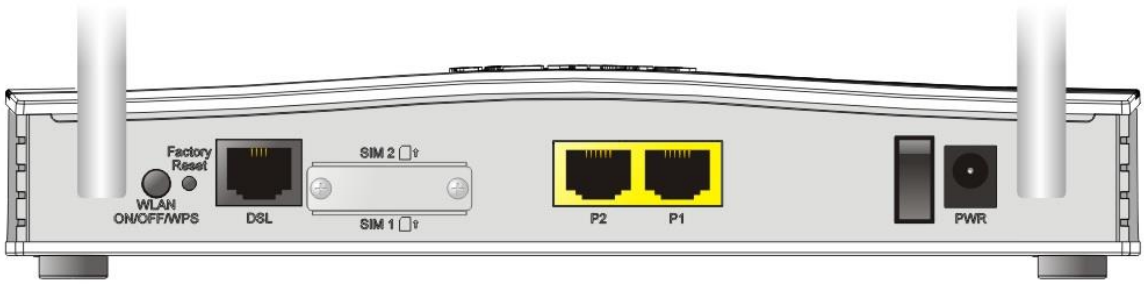
LED	Status	Explanation
	Off	The router is powered off
	Blinking	The router is powered on and running normally
	On	The router is ready to access Internet
	Off	The router is not ready to access Internet
	Blinking	Slowly: DSL not currently synchronizing or not detected Quickly: DSL connection is synchronizing
DSL	On	DSL connection synchronised
	Blinking	DSL connection is synchronising
1 2	On	Ethernet LAN (RJ45) is connected
	Blinking	Data is transmitting (sending/receiving)
	Off	Ethernet LAN is disconnected
LTE	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	Connecter for a power adapter

3.2 Vigor2620Ln

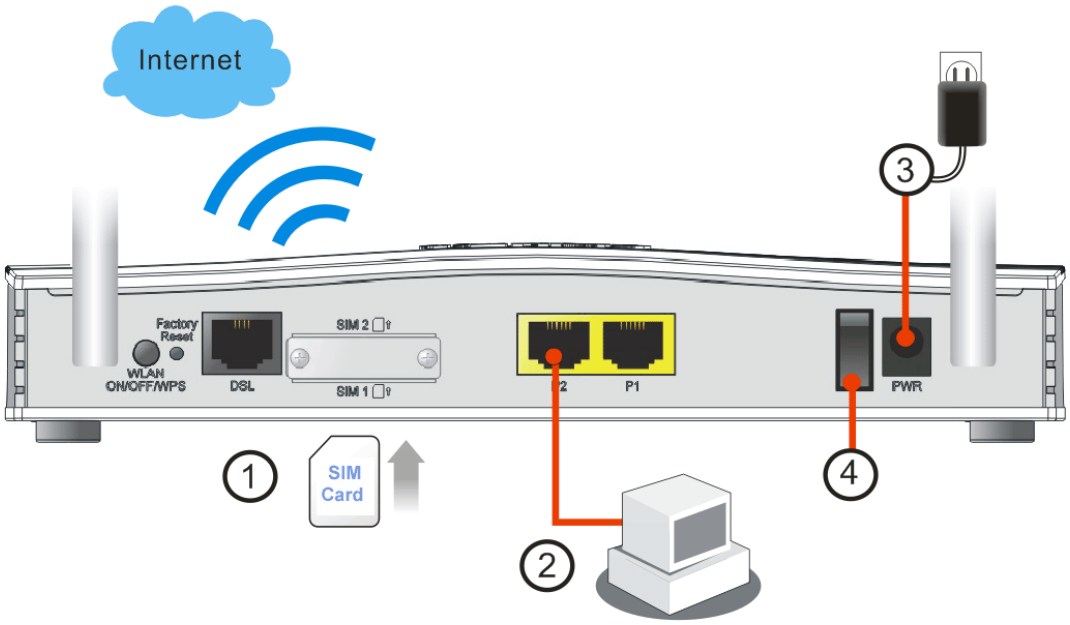
LED	Status	Explanation
	Off	The router is powered off
	Blinking	The router is powered on and running normally
	On	The router is ready to access Internet
	Off	The router is not ready to access Internet
	Blinking	Slowly: DSL not currently synchronizing or not detected Quickly: DSL connection is synchronizing
DSL	On	DSL connection synchronised
	Blinking	DSL connection is synchronising
1 2	On	Ethernet LAN (RJ45) is connected
	Blinking	Data is transmitting (sending/receiving)
	Off	Ethernet LAN is disconnected
LTE	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	WLAN On - Press the button and release it within 2 seconds. When the wireless function is enabled, the green LED will be on 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 When WPS is enabled in the router's web interface, press this button for more than 2 seconds to enable WPS pairing mode
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 the power adapter

4. Installing your Vigor 2620 router

4.1 Network Connection via LTE



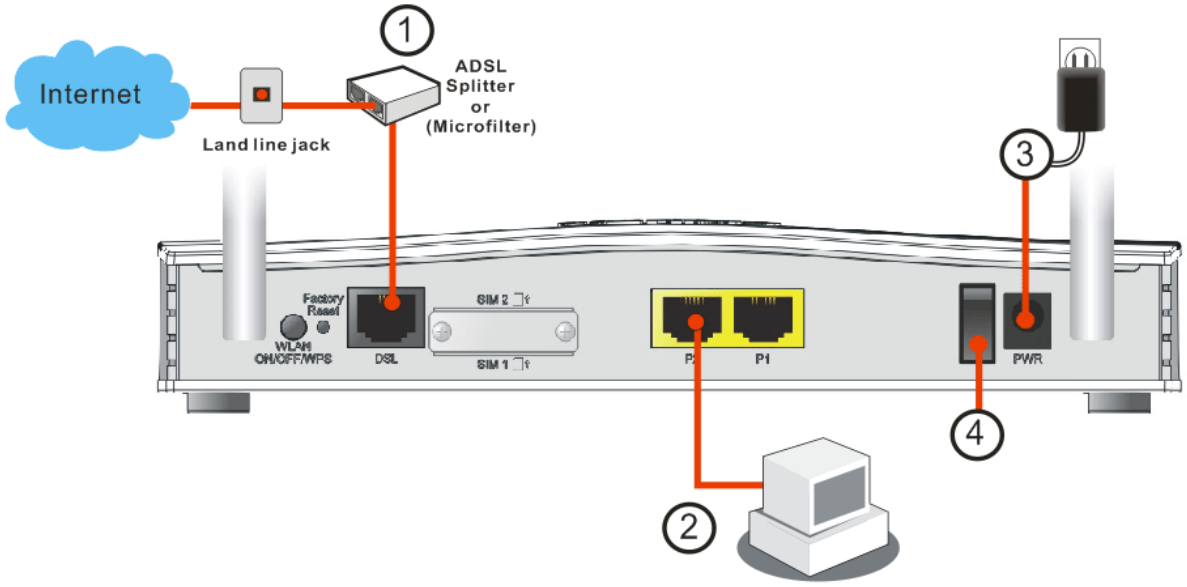
1. Before installing the SIM cards, turn the router off. Do not attempt installation while the router is powered on. Unscrew the SIM card cover plate and keep it aside for reinstallation.
   When installing SIM cards, ensure that the SIM card contacts are facing downwards, with the notch on the left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

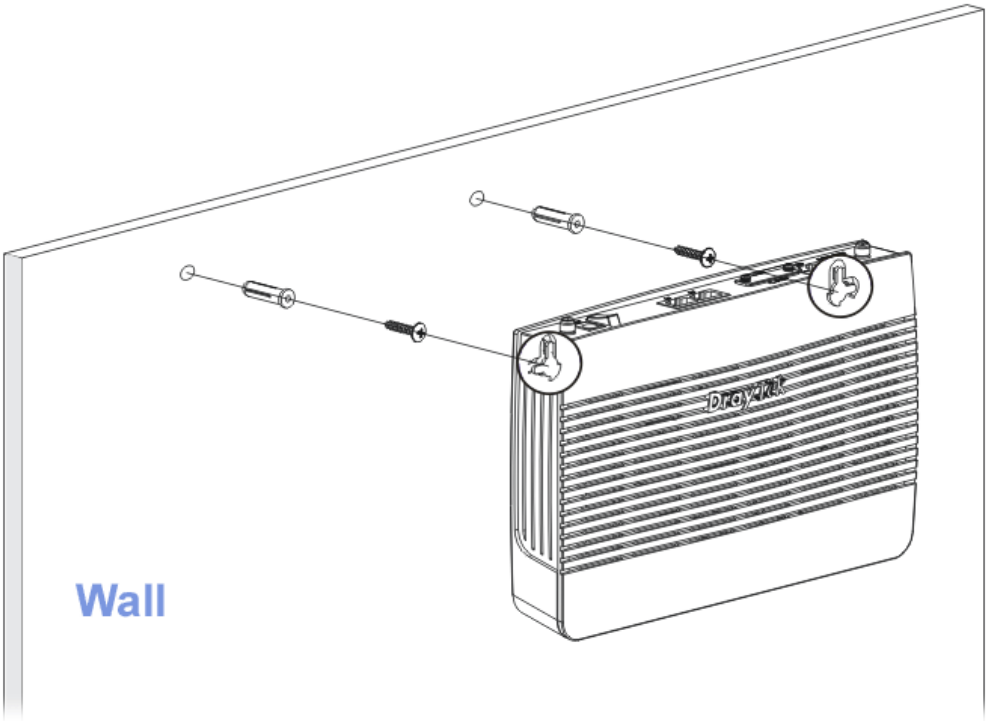


1. **ADSL/VDSL Connections:** Connect the **DSL** port to the **Modem** or **DSL** port of the external splitter/microfilter (not supplied) with the RJ-11 line cable. In some cases, your RJ-11 DSL socket will be built-into your phone line socket on the wall and you won't have a separate microfilter/splitter.
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

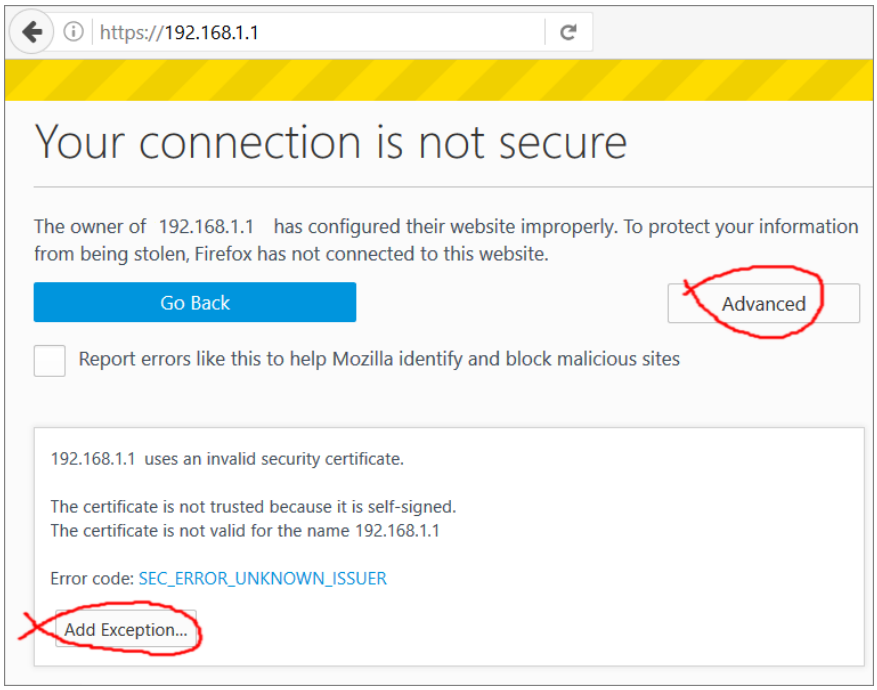
Note	To access the router, your PC will need to either get its IP address using DHCP or have an IP address in the 192.168.1.x range. For details on how to change this, please refer to the "Trouble Shooting" section in the User Guide.

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

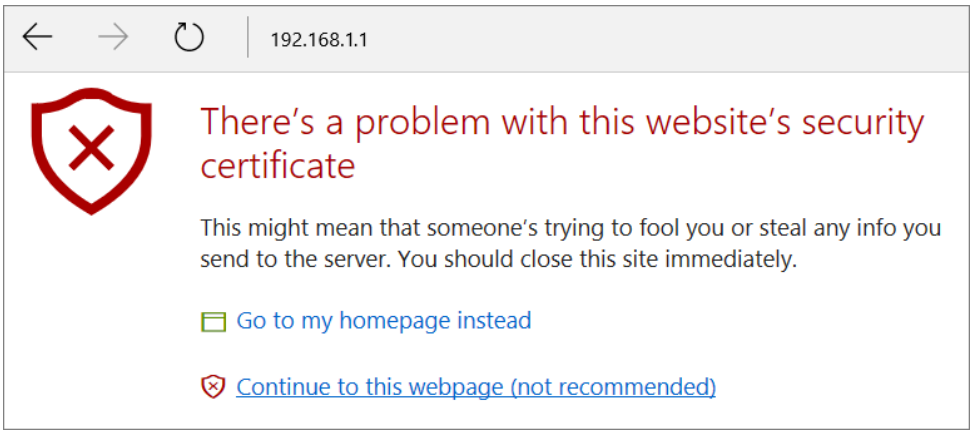
The https:// prefix ensures that your connection is encrypted using SSL so that your session data cannot be intercepted. Without that prefix, your data passes in clear text.

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.

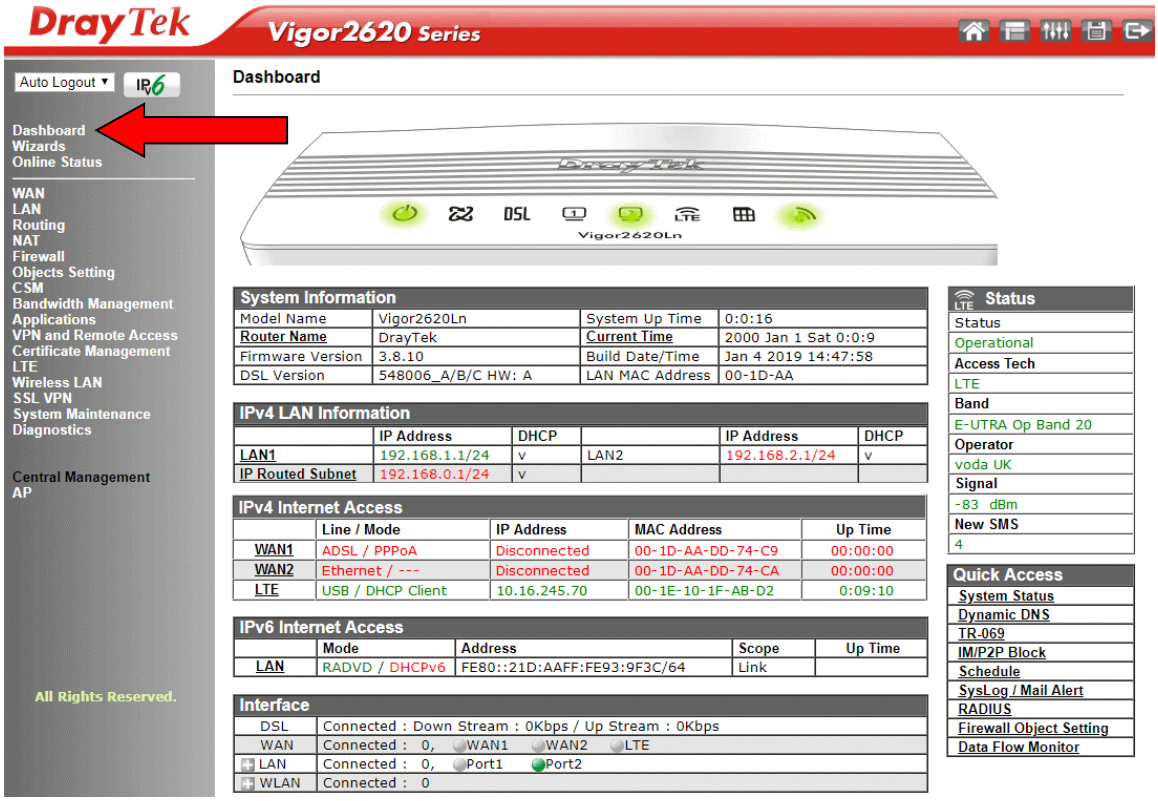
The default login details are:

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:



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.

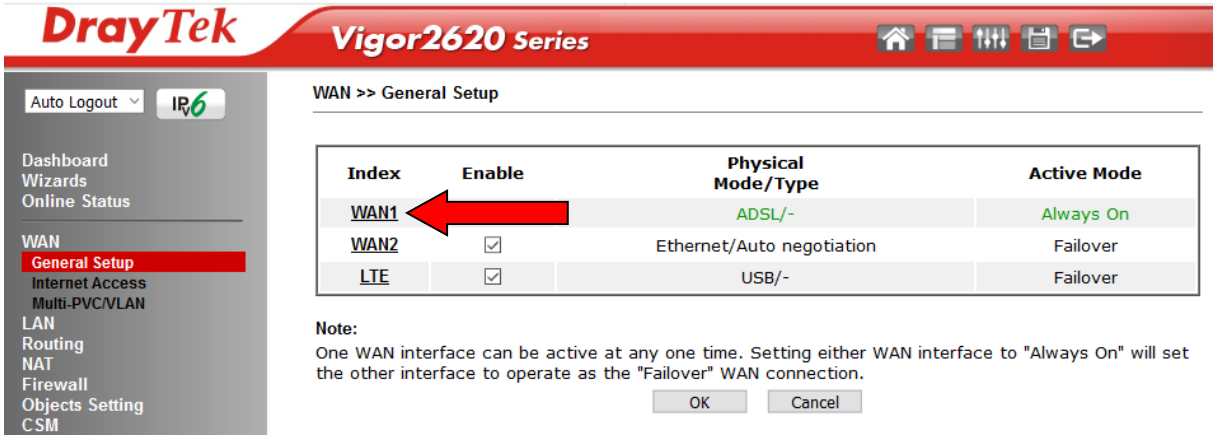
If your Internet connection uses VDSL2 and your ISP has supplied you with a Username and Password to connect to the Internet, go to section
5.2.1 PPPoE connection with FTTC VDSL2

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

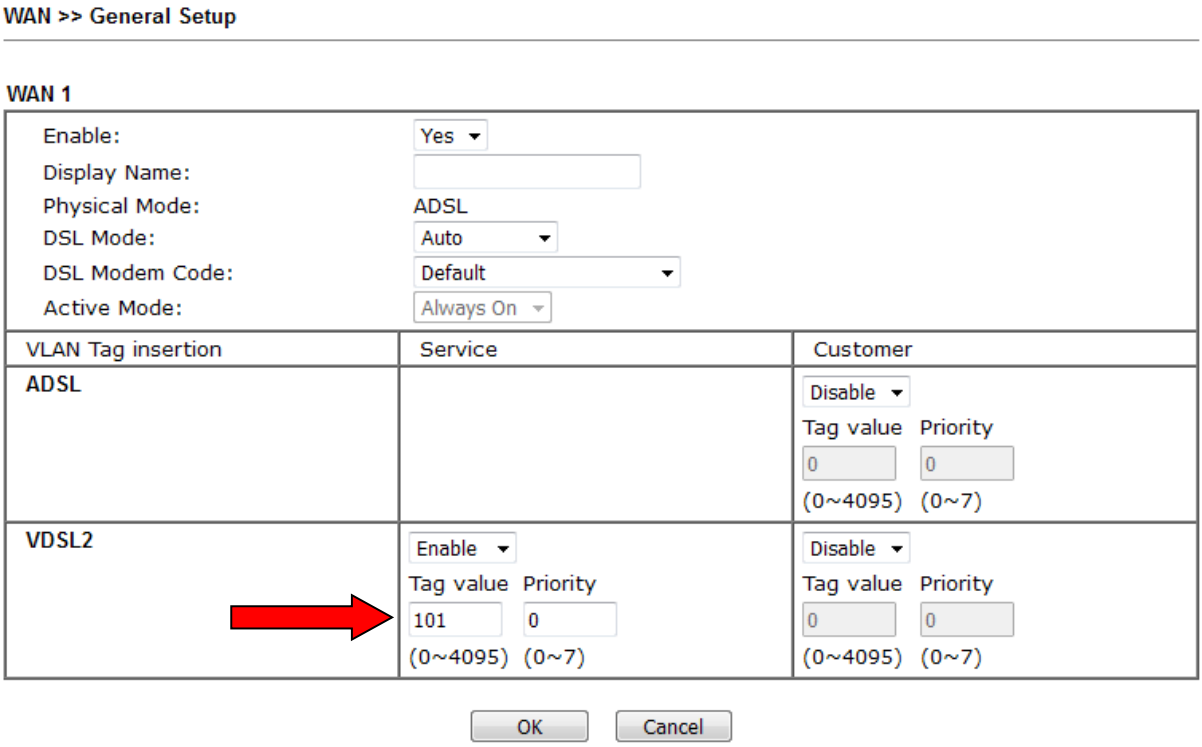
If your Internet connection uses ADSL or ADSL2+ and your ISP has supplied you with a Username and Password to connect to the Internet, go to section
5.2.3 PPPoA connection with ADSL / ADSL2+

5.2.1 PPPoE connection with FTTC VDSL2

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



2. On the settings page:



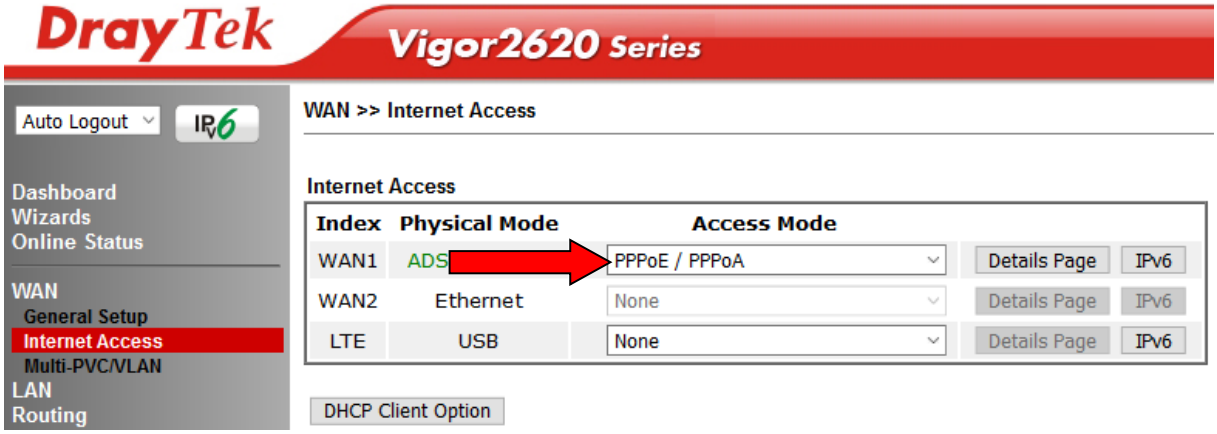
- Set the Enable option to Yes to activate the WAN1 connection
- Set the Active Mode to Always On
- **Enable** the **Service – VLAN Tag insertion**
- Set the **Tag value** setting to **101**
- DSL mode can be set to “VDSL2 only” but this is not required

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.

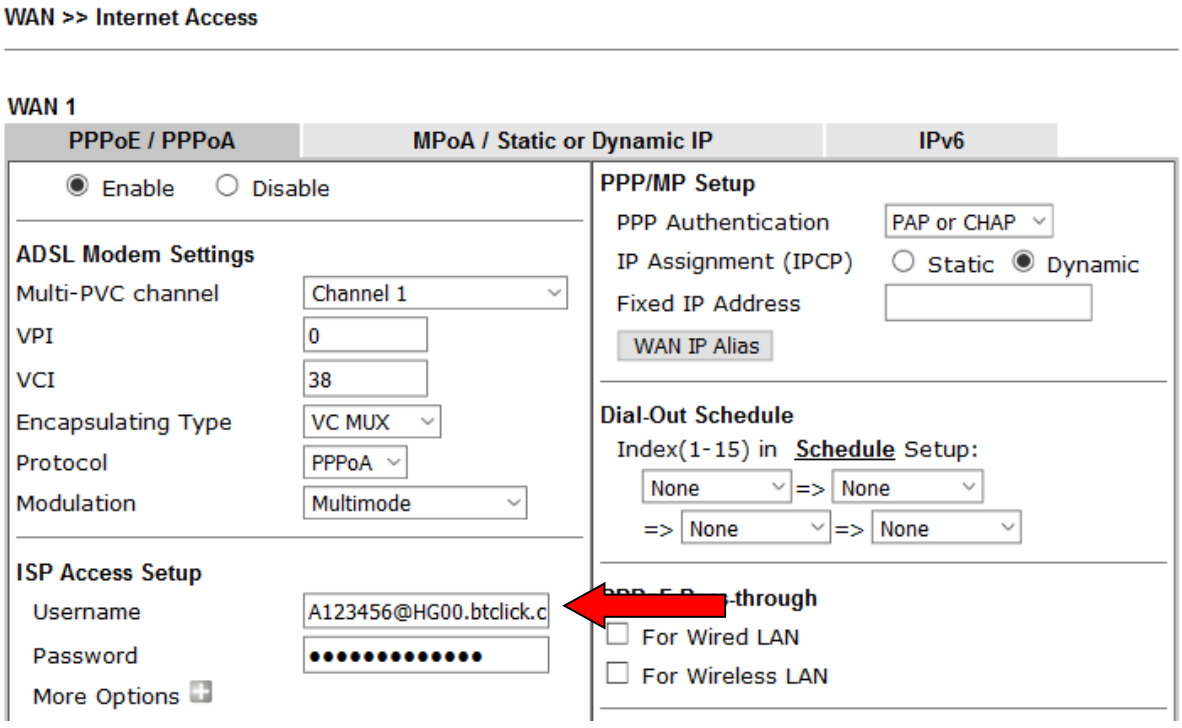
3. Go to **[WAN] > [Internet Access]**

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



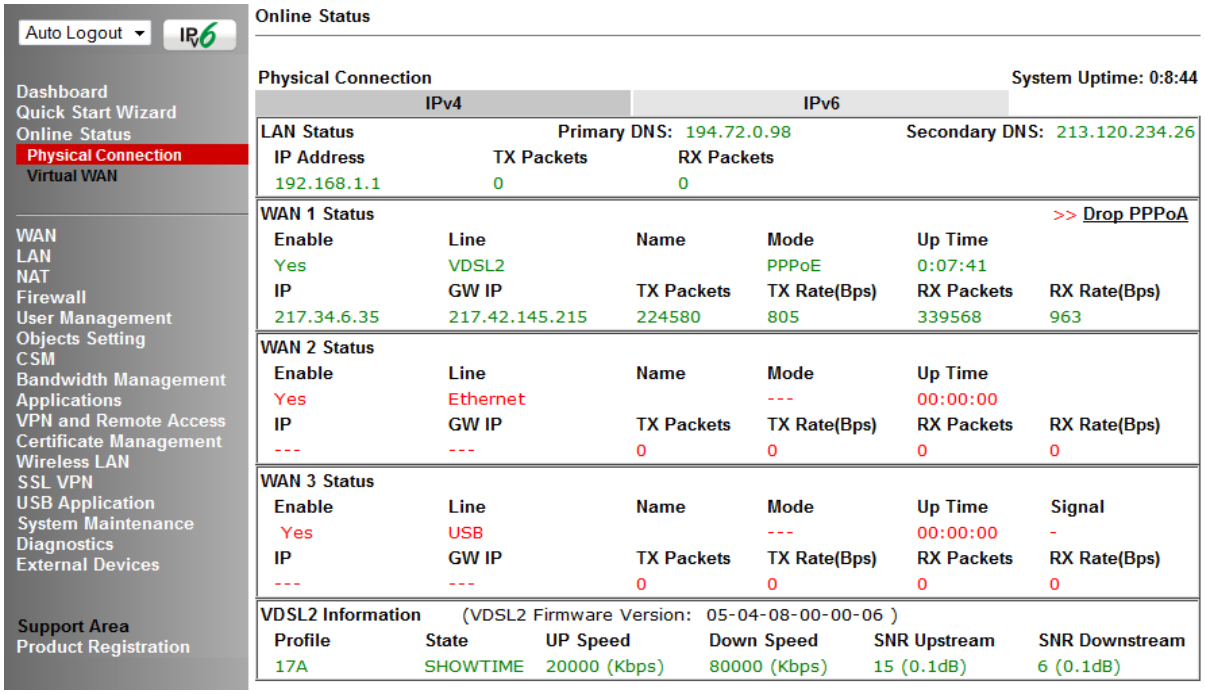
4. On the PPPoE / PPPoA settings tab:

- 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.



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.

5. 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:



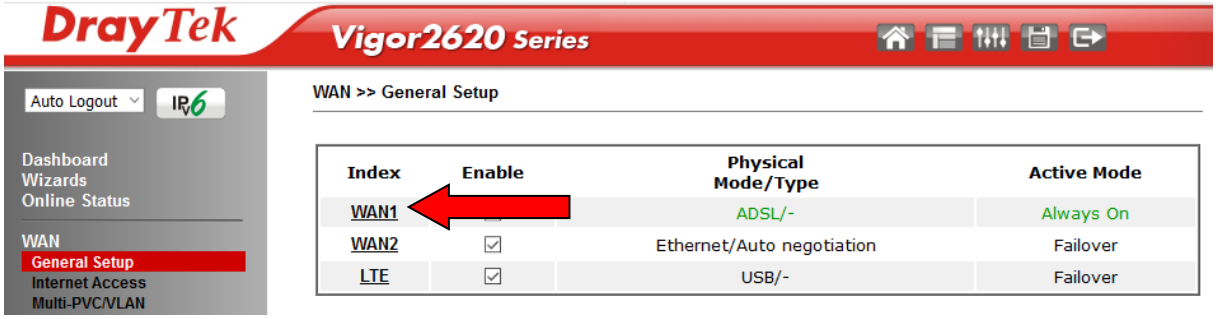
Note

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.

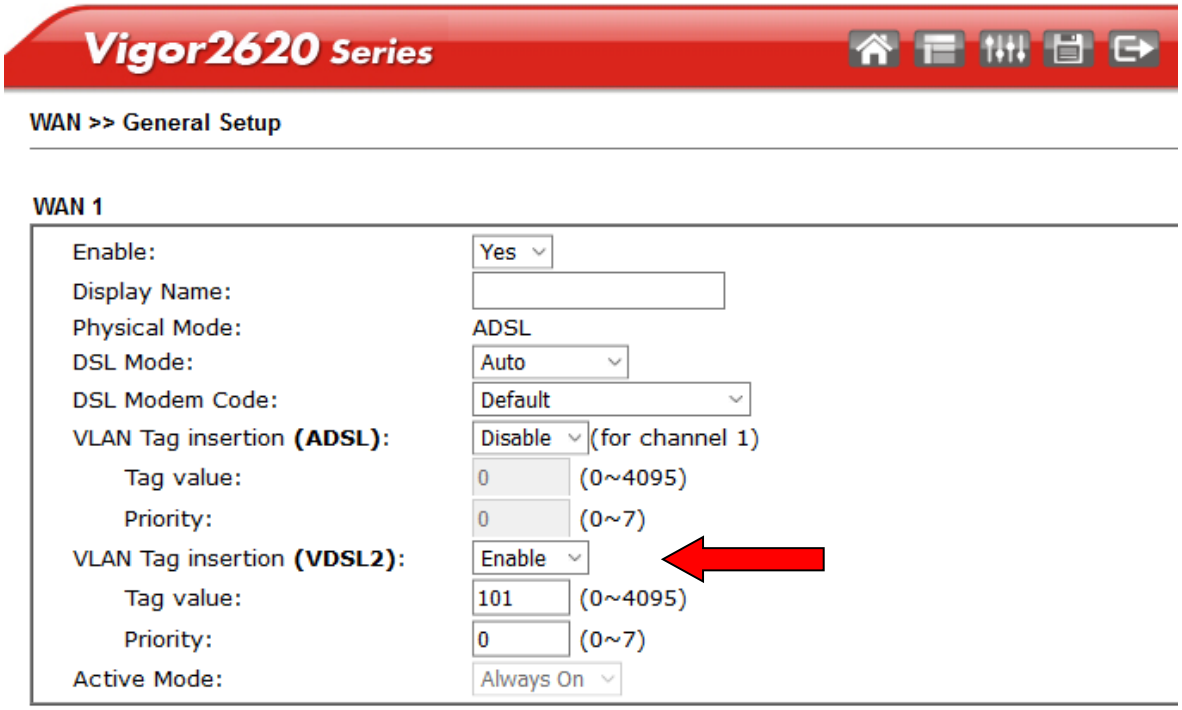
Check that the ISP Access Setup - Username and Password match the details supplied by your ISP.

5.2.2 DHCP / Static IP connection with FTTC VDSL2

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



2. On the settings page:



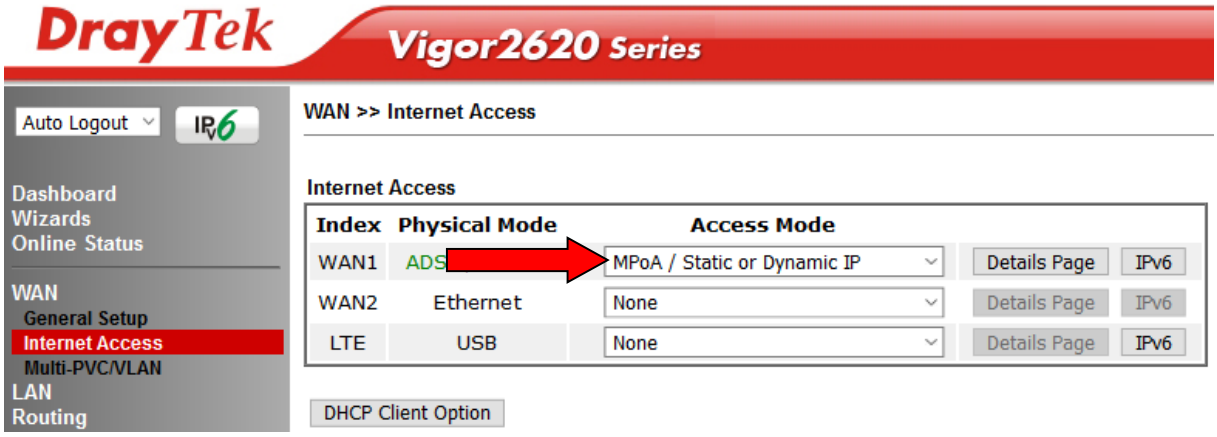
- Set the Enable option to Yes to activate the WAN1 connection
- Set the Active Mode to Always On
- **Enable** the **Service - VLAN Tag insertion**
- Set the **Tag value** setting to **101**
- DSL mode can be set to "VDSL2 only" but this is not required

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]**

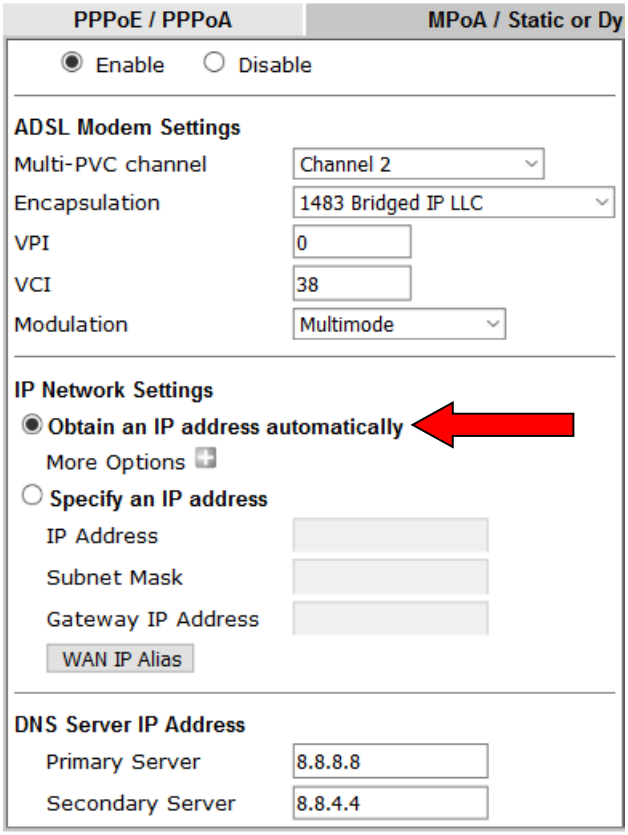
Firstly set the **WAN1 Access Mode** to **MPoA / Static or Dynamic IP**, then click the **Details Page** button to proceed:



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.

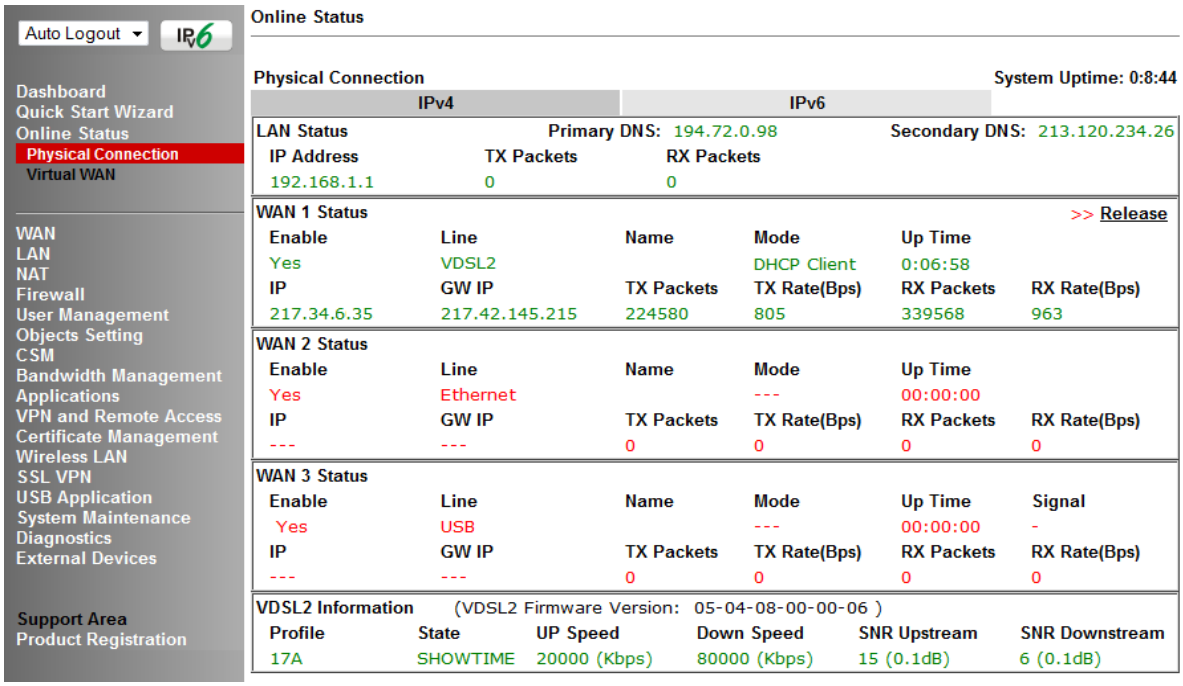
If your ISP has provided a static IP range, with a Network address and a Subnet Mask, specify that with the **Specify an IP address** option.



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.

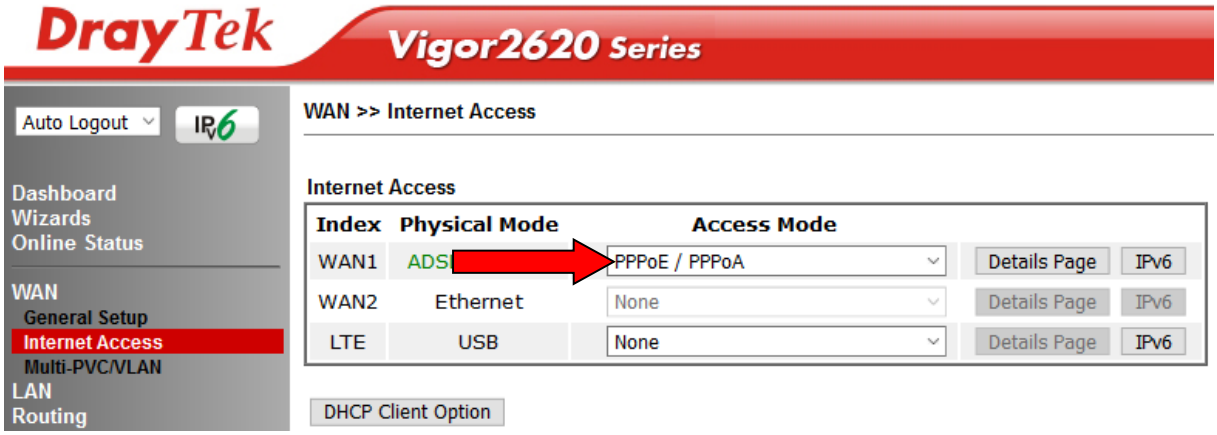
5. Once the router has restarted, the **[Online Status] > [Physical Connection]** page will display the VDSL information and DHCP connection status, if the WAN1 section shows an IP address, it has connected to the internet successfully:



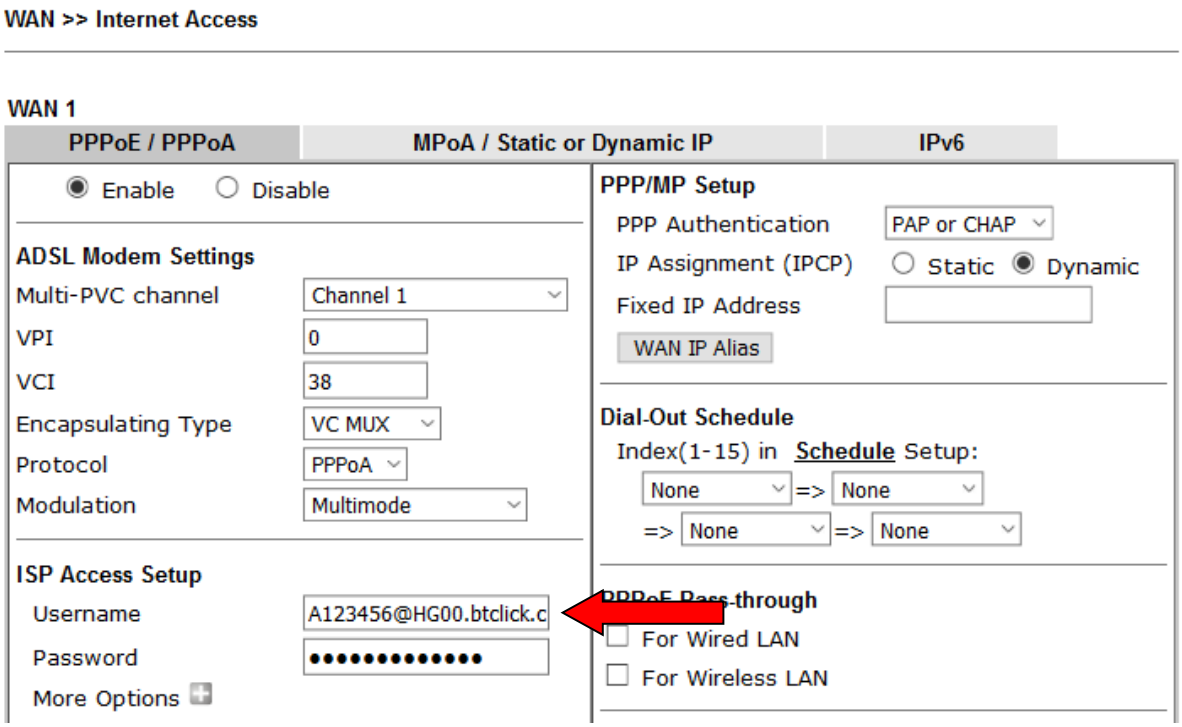
5.2.3 PPPoA connection with ADSL / ADSL2+

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

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

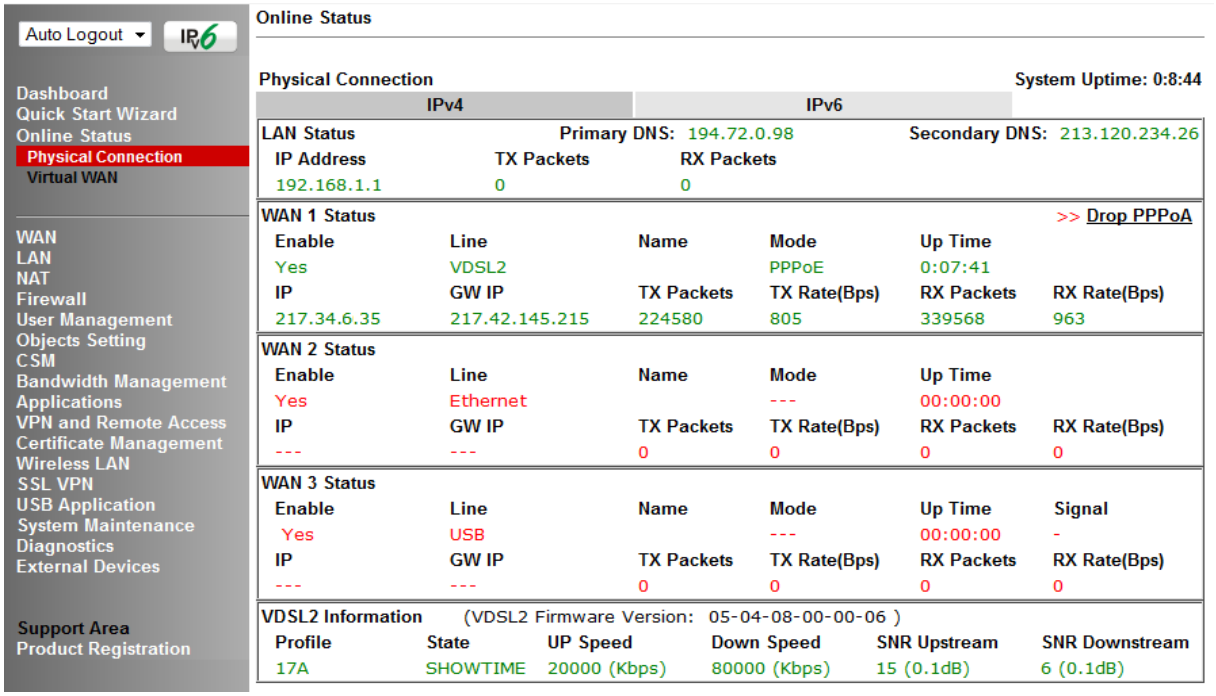


2. On the PPPoE / PPPoA settings tab:
   - The details for the **VPI** and **VCI** settings for ADSL should be correct for UK usage, with **0** and **38** being the defaults. In most cases, it will not be necessary to change these.
   - The **Modulation** setting can be left on its default of Multimode 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.



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:



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**

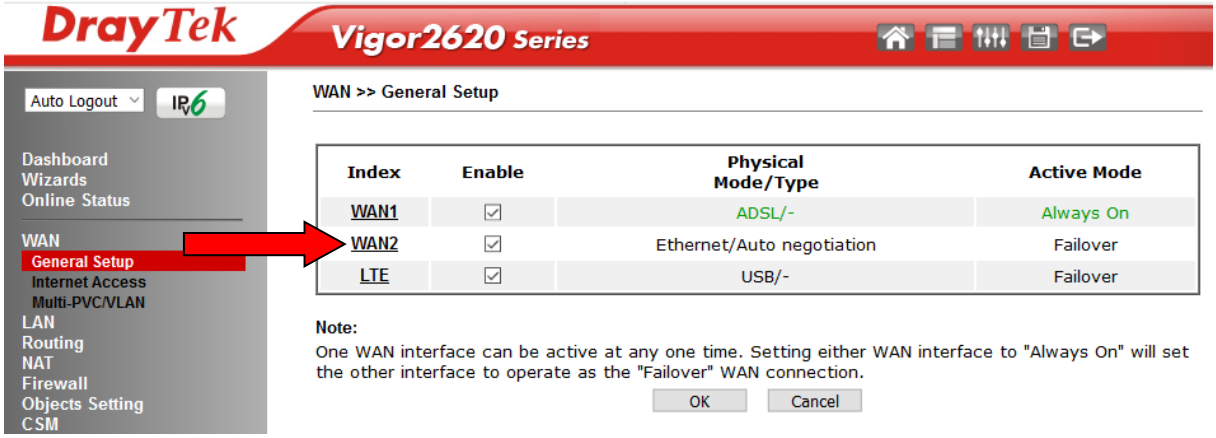
If you are using a modem and your ISP has supplied you with a Username and Password to connect to the Internet, go to section **5.3.2 PPPoE**

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**

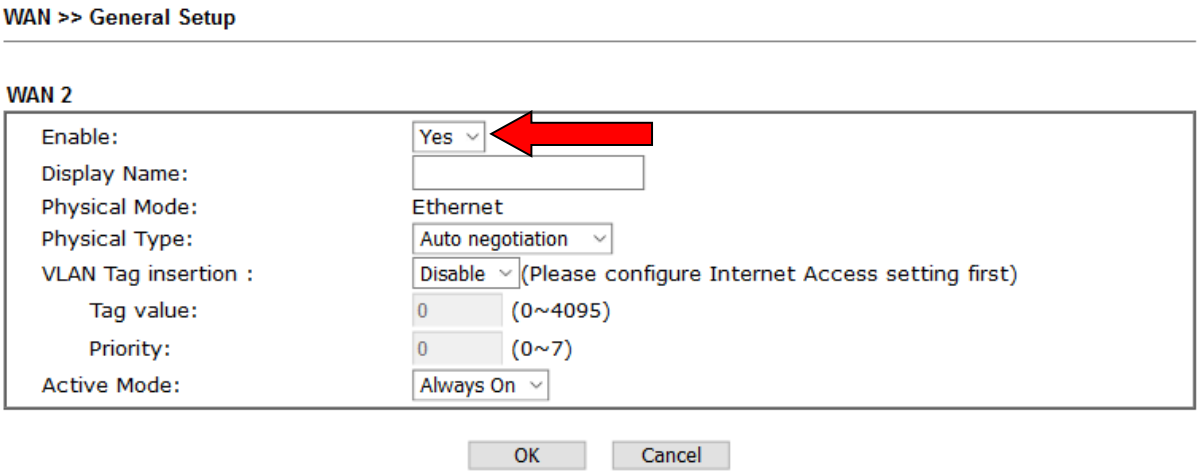
5.3.1 Enabling the Ethernet WAN Port

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.

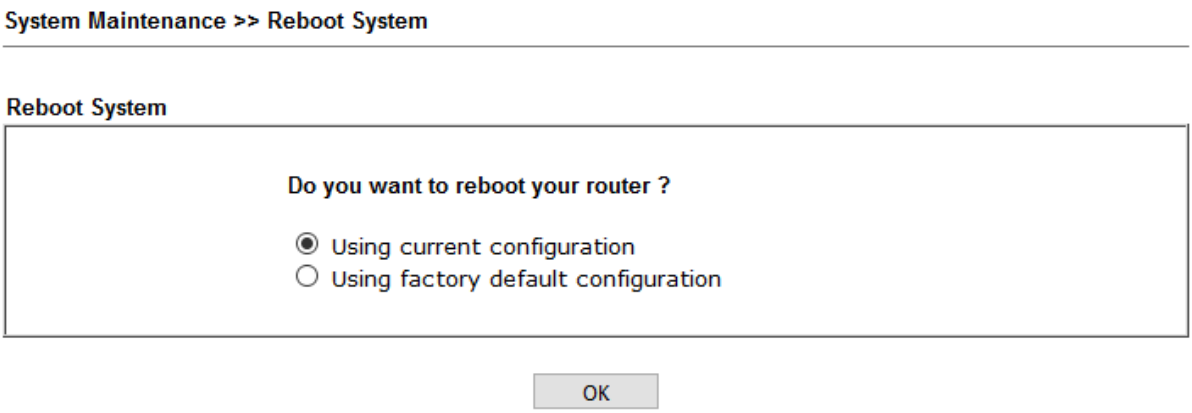
To enable the router's Ethernet WAN port on port P2 instead of LAN mode:



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



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.



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

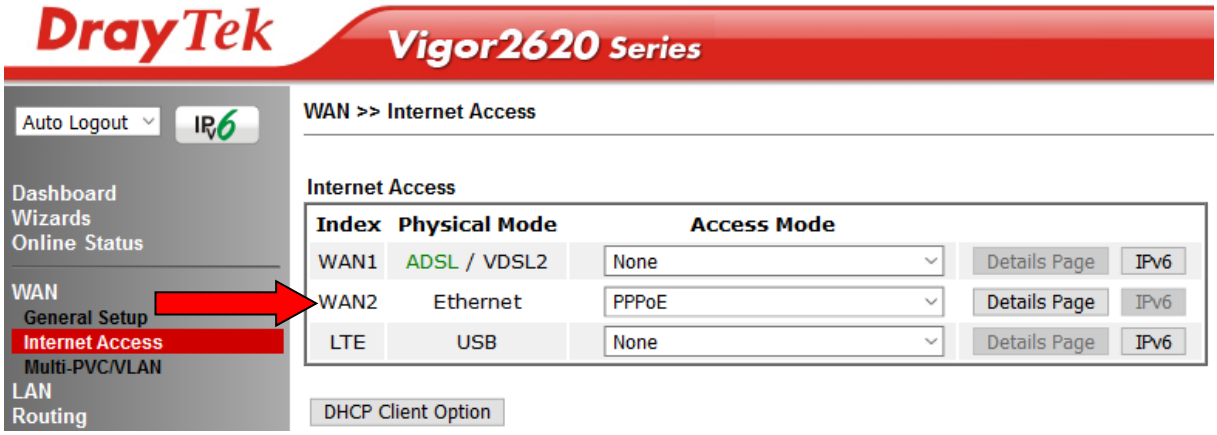
Note	To reconfigure the P2 port for LAN use, go to **[WAN] > [General Setup] > [WAN2]** and set the **Enable** option to **No**. Once the router has been restarted to apply the change, the port will operate in LAN mode.

5.3.2 PPPoE

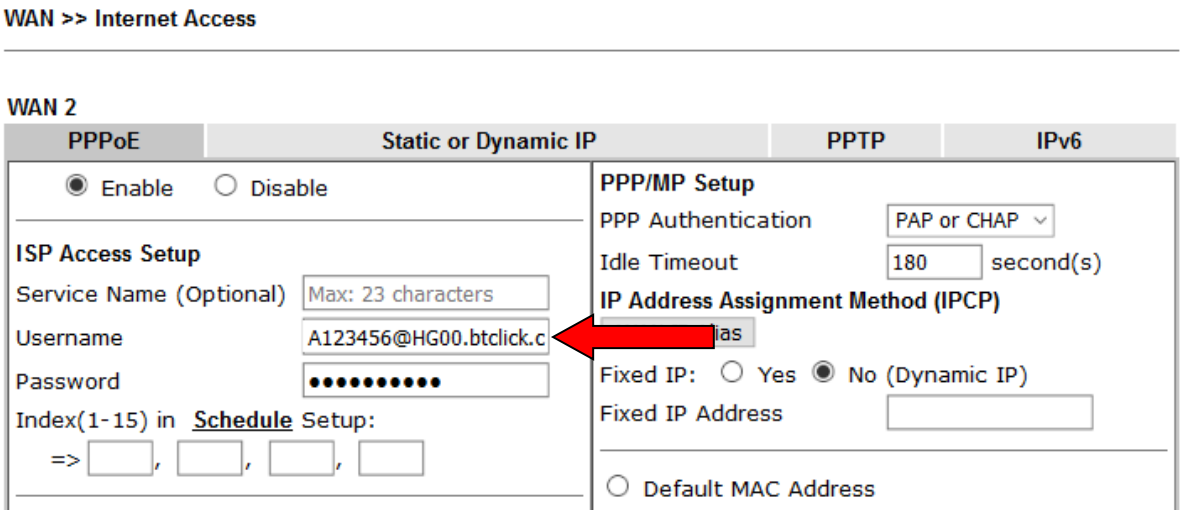
This connection method will typically be used with a modem such as the Vigor 130 VDSL2 modem, which passes through the PPPoE connection from the ISP to the router.

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

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



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.



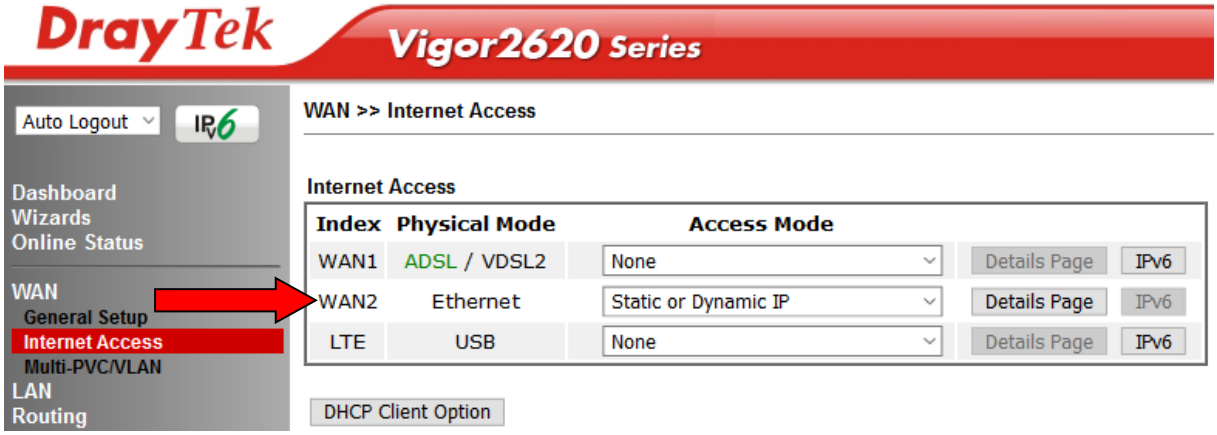
Click **OK** on that page to save the settings and the router will then prompt to restart, allow it to restart to properly apply the changes.

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.

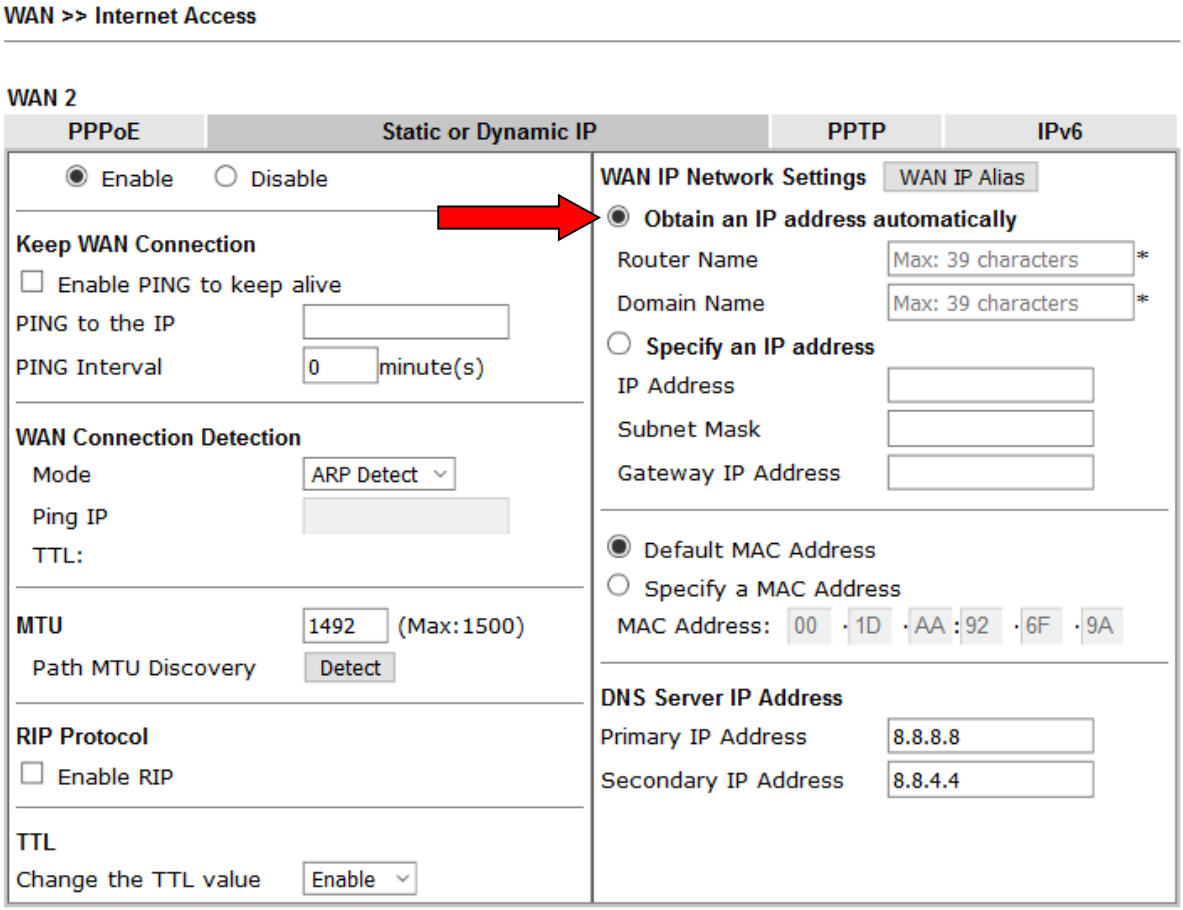
5.3.3 Static or Dynamic IP

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:



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.



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.

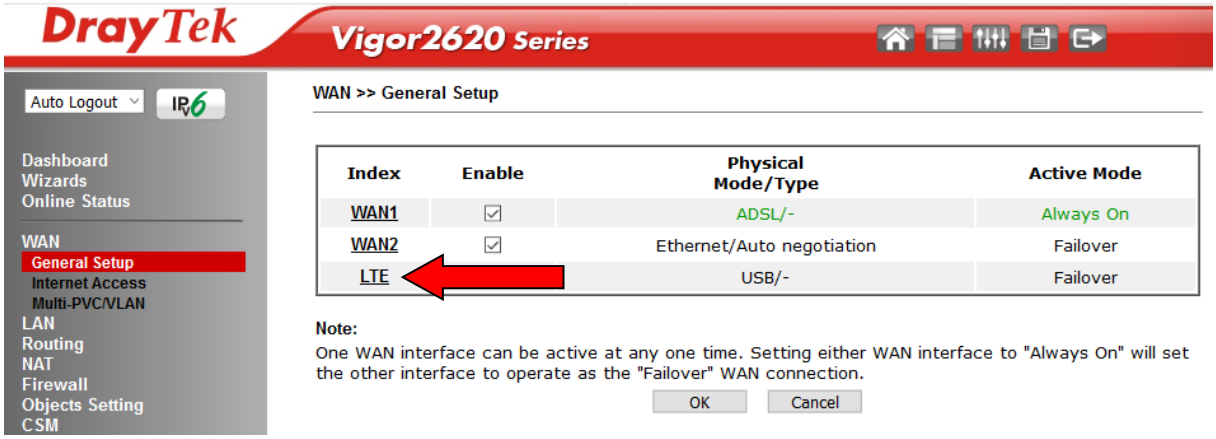
5.4 LTE WAN Configuration

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.

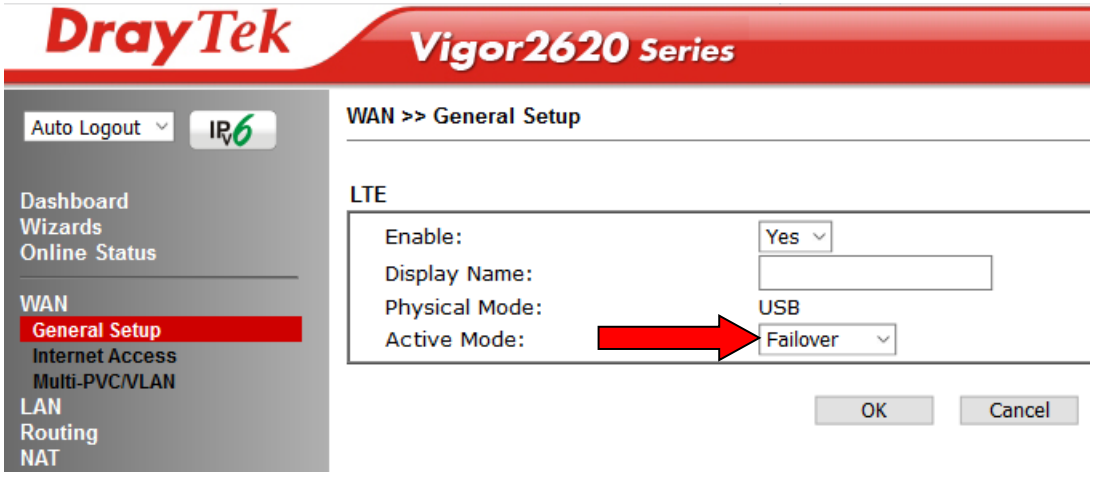
The settings for the mobile broadband network will vary by provider, some will require the **APN** (**A**ccess **P**oint **N**ame) while others may require that and a username and password. If those details are not set, the mobile network may reject the connection attempts of the Vigor LTE router, which 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:



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

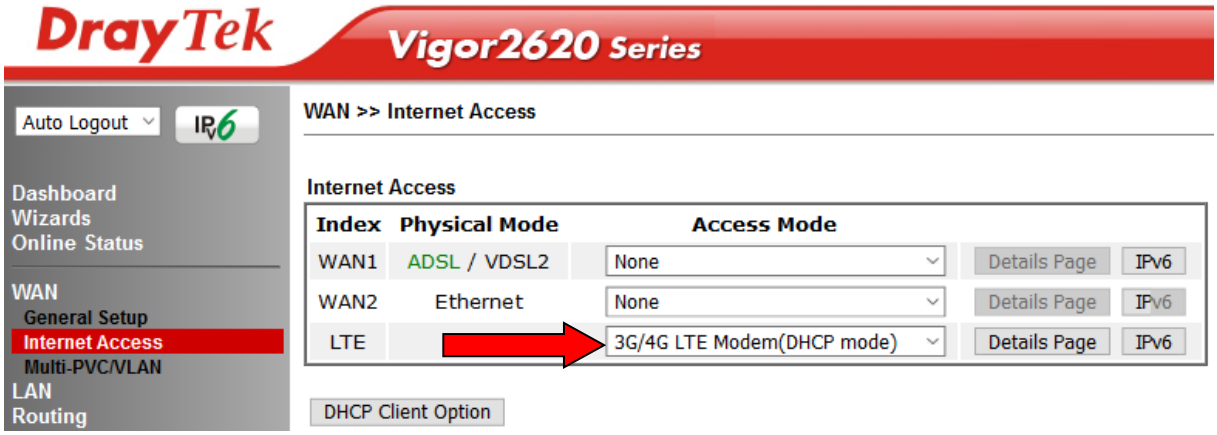


If the 4G / LTE internet connection will be used as the primary connection, set the **Active Mode** to **Always On**

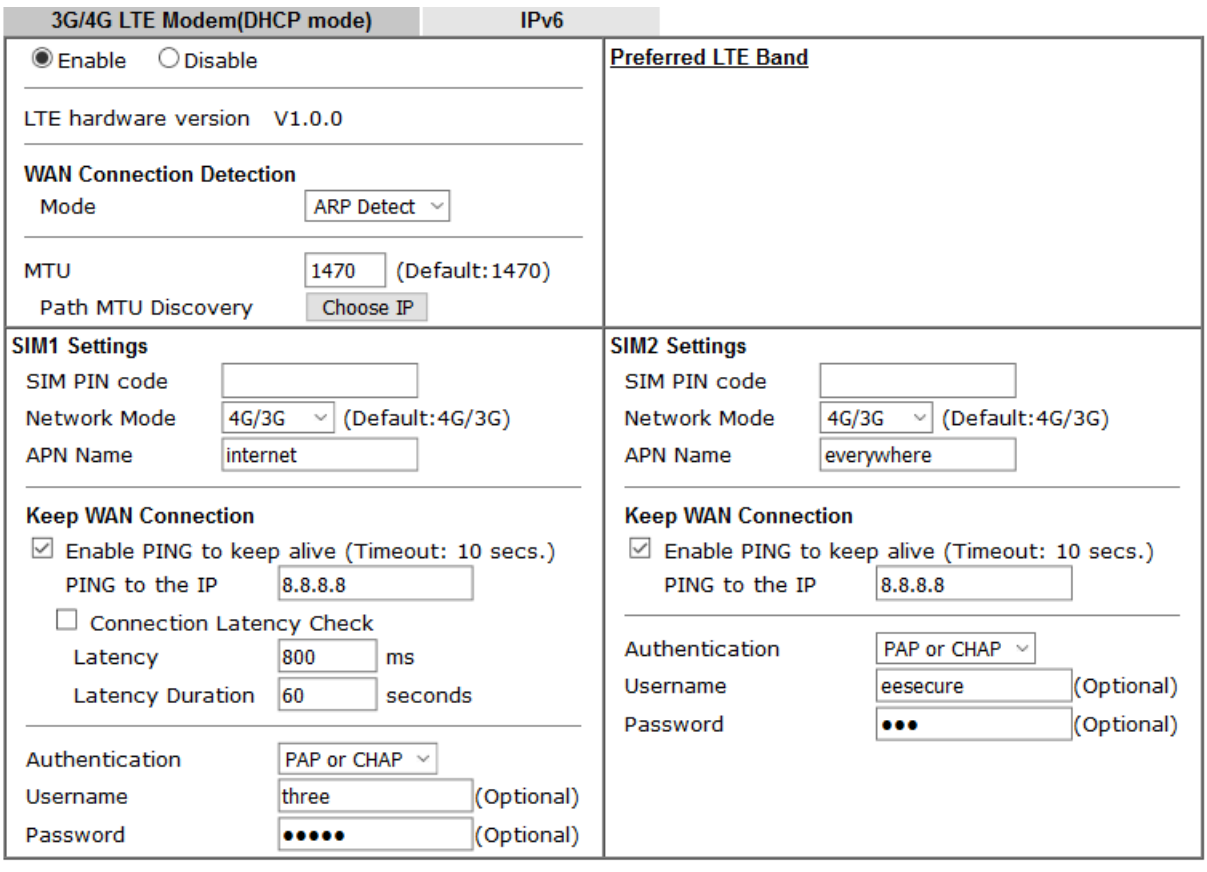
If the connection will be used as a backup internet connection to the DSL / Ethernet connection, set the **Active Mode** to **Failover**

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:



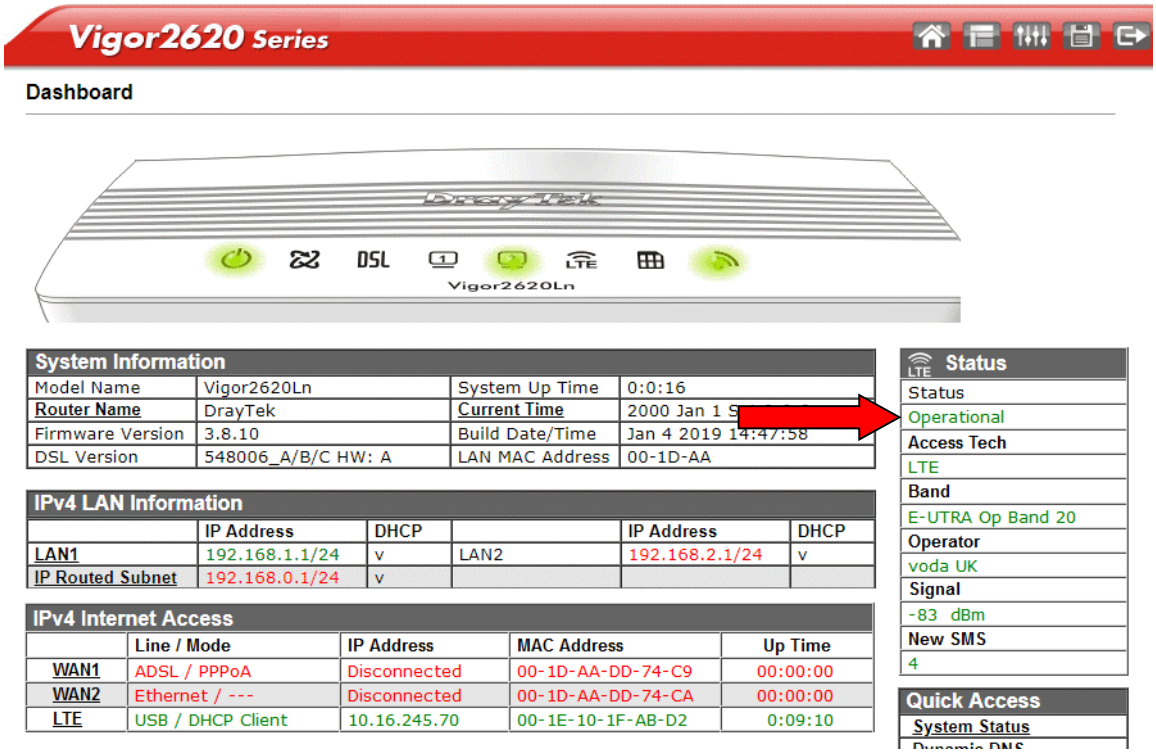
On the **Details Page** for the LTE WAN interface, configure the settings for SIM1 & SIM2, the SIM1 slot is used as the primary SIM, SIM2 is used as a backup if SIM1 is unable to connect:



- 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:

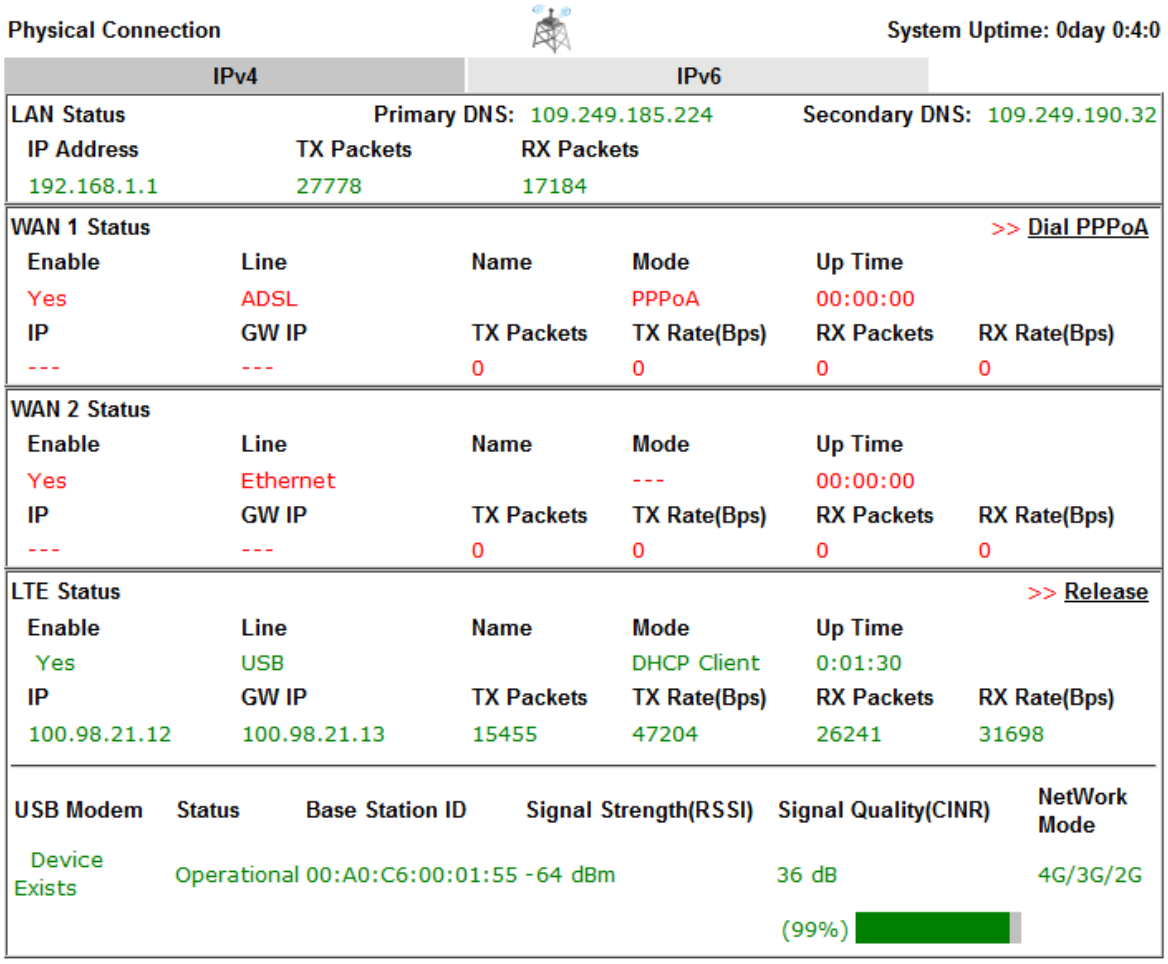


[Online Status] > [Physical Connection] displays active connection details for the LTE WAN interface.

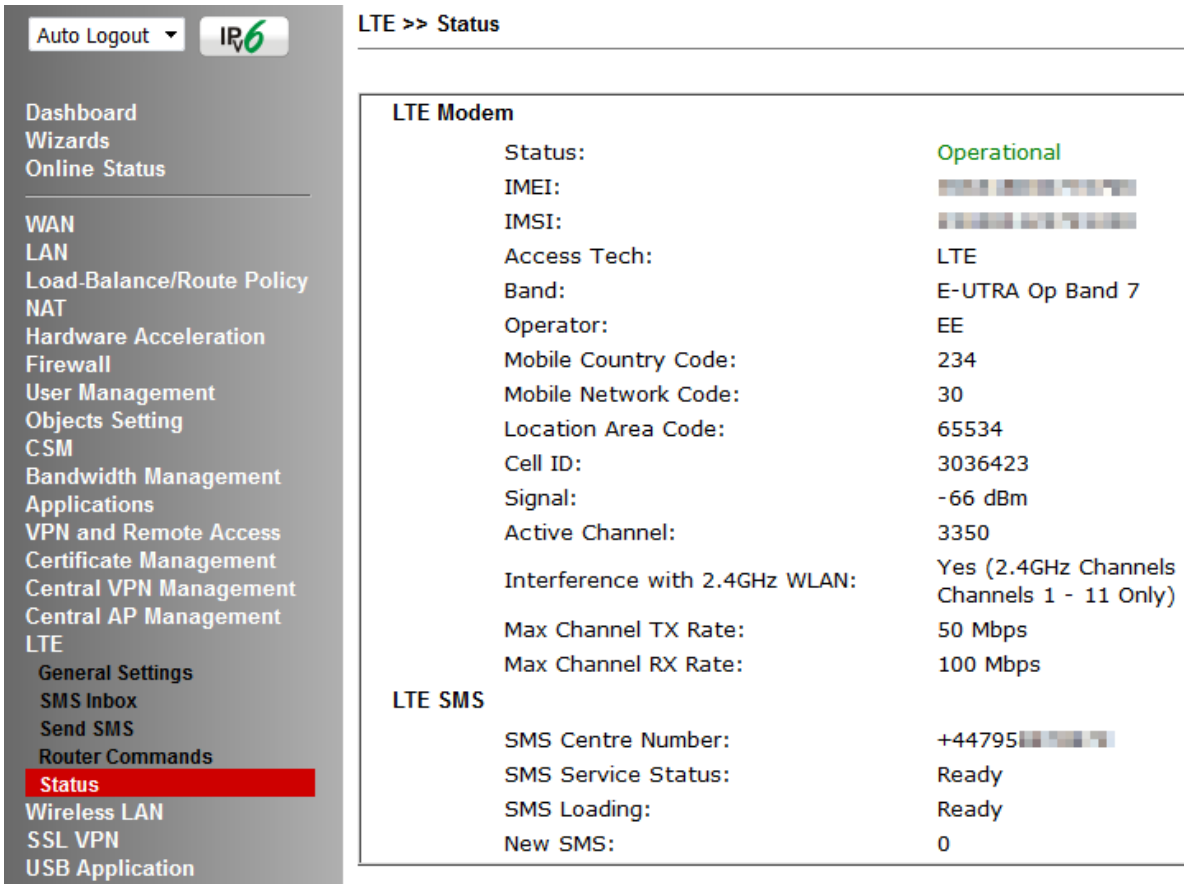
If the details are displayed in red text, the LTE internet connection is down.

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:



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



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 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

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