

# Vigor3912 Series Security VPN Router Quick Start Guide

Version: 1.1

Firmware Version: V4.3.6

(For future update, please visit DrayTek web site)

Date: June 19, 2024

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## Safety Instructions and Approval

### Safety Instructions

- Read the installation guide thoroughly before you set up the router.
- The router is a complicated electronic unit that may be repaired only by authorized and qualified personnel. Do not try to open or repair the router yourself.
- Do not place the router in a damp or humid place, e.g. a bathroom.
- Do not stack the routers.
- The router should be used in a sheltered area, within a temperature range of +0 to +45 Celsius.
- Do not expose the router to direct sunlight or other heat sources. The housing and electronic components may be damaged by direct sunlight or heat sources.
- Do not deploy the cable for LAN connection outdoor to prevent electronic shock hazards.
- Do not power off the device when saving configurations or firmware upgrades. It may damage the data in a flash. Please disconnect the Internet connection on the device before powering it off when a TR-069/ACS server manages the device.
- Keep the package out of reach of children.
- When you want to dispose of the router, please follow local regulations on conservation of the environment.

### Warranty

We warrant to the original end user (purchaser) that the router will be free from any defects in workmanship or materials for a period of two (2) years from the date of purchase from the dealer. Please keep your purchase receipt in a safe place as it serves as proof of date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, we will, at our discretion, repair or replace the defective products or components, without charge for either parts or labor, to whatever extent we deem necessary to restore the product to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be offered solely at our discretion. This warranty will not apply if the product is modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions. The warranty does not cover the bundled or licensed software of other vendors. Defects which do not significantly affect the usability of the product will not be covered by the warranty. We reserve the right to revise the manual and online documentation and to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes.



### EU Declaration of Conformity

Hereby, DrayTek Corporation declares that the equipment type Vigor3912 is in compliance with EU EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU and RoHS 2011/65/EU.

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

<https://fw.draytek.com.tw/Vigor3912/Document/CE/>

- Product name: Security VPN Router
- Model number: Vigor3912, Vigor3912S
- Manufacturer: DrayTek Corp.
- Address: No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan.



### Declaration of Conformity

Hereby, DrayTek Corporation declares that the equipment type Vigor3912 is in compliance with The Electromagnetic Compatibility Regulations 2016 (SI 2016 No.1091), The Electrical Equipment (Safety) Regulations 2016 (SI 2016 No.1101), and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (SI 2012 No. 3032).

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

<https://fw.draytek.com.tw/Vigor3912/Document/CE/>

- Product name: Security VPN Router
- Model number: Vigor3912, Vigor3912S
- Manufacturer: DrayTek Corp.
- Address: No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan.



### UK PSTI STATEMENT OF COMPLIANCE

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

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

<https://fw.draytek.com.tw/UK/PSTI/>

- Product name: Security VPN Router
- Model number: Vigor3912, Vigor3912S
- Manufacturer: DrayTek Corp.
- Address: No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan

is in conformity with the relevant UK Statutory Instruments: The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 ("Security Requirements").

Standard	Version
The Product Security and Telecommunications Infrastructure Regulations	2023 Schedule 1
Support Period	5 years after the EOL notification

Please note that this statement of compliance, including the Defined Support Period stated herein, is only applicable to products sold in the UK.

This Statement of Compliance is retained by DrayTek for 10 years after date of issue.

Hsinchu  
(place)

25th Mar., 2024  
(date)

Alan Wen  
General Manager Office, VP  
(Legal Signature)



## Regulatory Information

### Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device may accept any interference received, including interference that may cause undesired operation.



More update, please visit [www.draytek.com](http://www.draytek.com).

USA Local Representative	Company name	ABP International Inc.		
	Address	13988 Diplomat Drive Suite 180 Dallas TX 75234		
	ZIP Code	75234	E-mail	itadmin@abptech.com
	Contact Person	Mr. Henry N Castillo	Tel.	(972)831-1600 140

## ***Table of Contents***

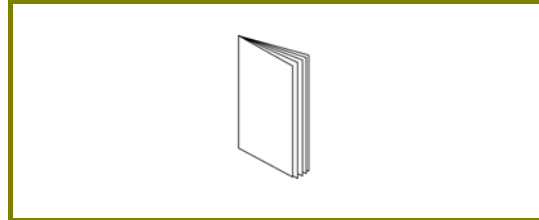
<b>1. Package Content .....</b>	<b>1</b>
<b>2. Panel Explanation.....</b>	<b>2</b>
2.1 LED .....	2
2.2 Connectors .....	3
<b>3. Hardware Installation .....</b>	<b>4</b>
3.1 Connecting Device .....	4
3.2 Rack-Mounted Installation.....	5
<b>4. Software Configuration .....</b>	<b>6</b>
4.1 Quick Start Wizard for Network Connection.....	6
<b>5. Customer Service .....</b>	<b>13</b>

# 1. Package Content

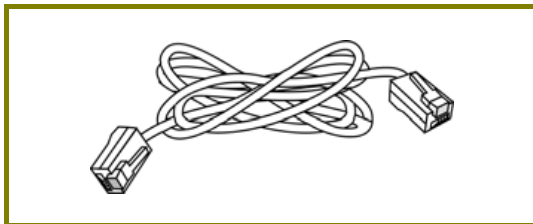
Take a look at the package content. If there is anything missed or damaged, please contact DrayTek or dealer immediately.



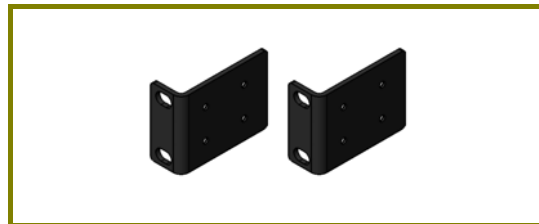
**Vigor router**



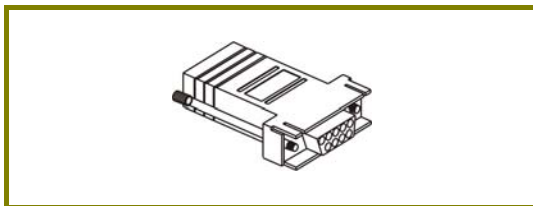
**Quick Start Guide**



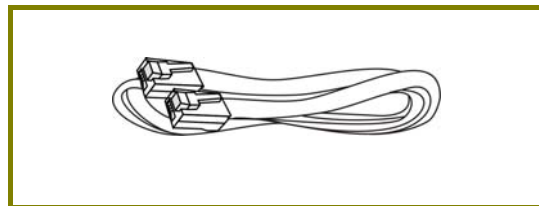
**RJ-45 Cable (Ethernet)**



**Rack mount kit (brackets)**

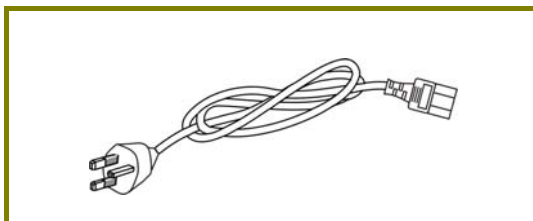


**Console Connector**

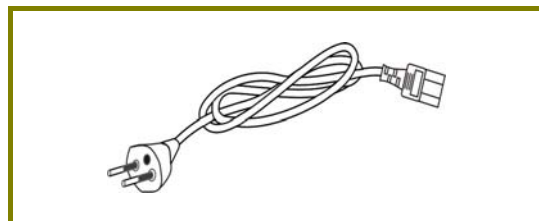


**Console Flat Cable**

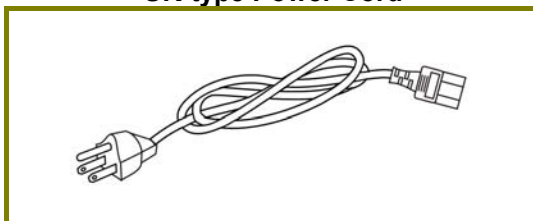
The type of the power cord depends on the country that the router will be installed.



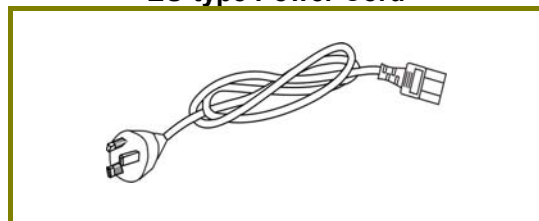
**UK-type Power Cord**



**EU-type Power Cord**



**USA/Taiwan-type Power Cord**



**AU/NZ-type Power Cord**

## 2. Panel Explanation



### 2.1 LED



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

## 2.2 Connectors



Interface	Description
USB1 / USB2	Connector for the USB device.
Console	Provided for technician use.
SFP+ P1~P2	Connector for SFP module with the rate of 10G/1G bps.
2.5GBase-T (P3~P4)	Connector for remote network devices or local network devices (WAN/LAN) with the rate of 2.5G/1G/100M/10M bps.
GbE P5~P8	Connectors for remote network devices or local network devices (WAN/LAN) with the rate of 1G/100M/10M bps.
GbE P9~P12	Connector for local network devices (LAN) with the rate of 1G/100M/10M bps.
	The Factory Reset button is used to restore the default settings. Turn on the router ( <b>ACT</b> LED is blinking). Press the hole and keep for more than 5 seconds. When you see the <b>ACT</b> LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.
	Connector for a power cord. ON/OFF - Power switch.



## 3. Hardware Installation

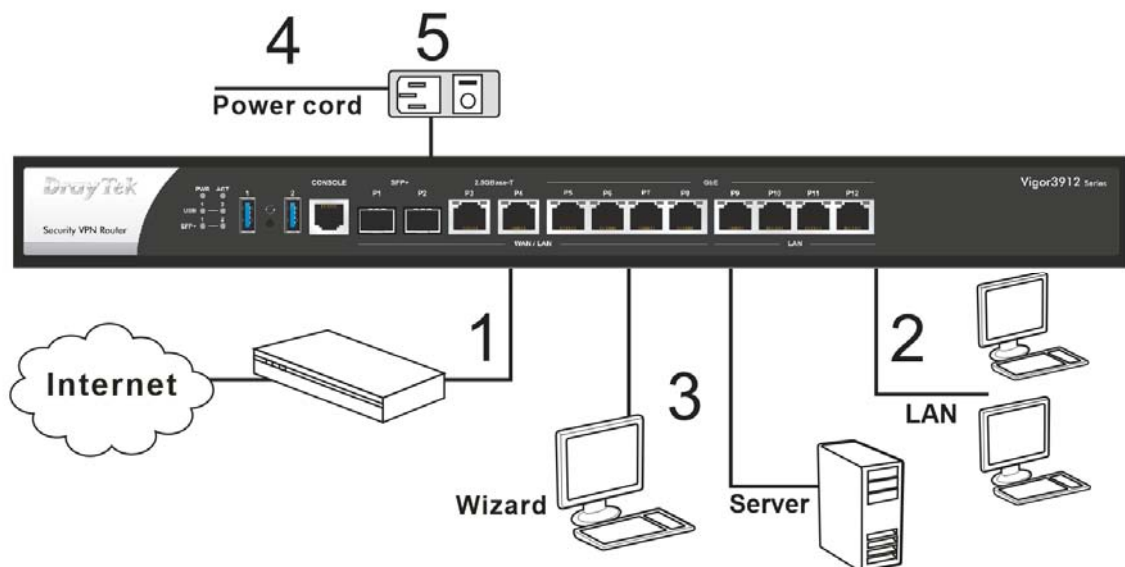
This section will guide you to install the router through hardware connection and configure the router's settings through web browser.

### 3.1 Connecting Device

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

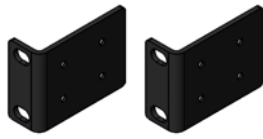
1. Connect a modem to any WAN port of Vigor3912 with Ethernet cable (RJ-45) to access Internet.
2. Connect the other end of the cable (RJ-45) to the Ethernet port on your computer (that device also can connect to other computers to form a small area network). The LAN LED for that port on the front panel will light up.
3. Connect a server/router (depends on your requirement) to any WAN port of Vigor3912 with Ethernet cable (RJ-45). The WAN LED will light up.
4. Connect the power cord to Vigor3912's power port on the rear panel, and the other side into a wall outlet.
5. Power on the device by pressing down the power switch on the rear panel. The PWR LED should be ON.
6. The system starts to initiate. After completing the system test, the ACT LED will light up and start blinking.

Below shows an outline of the hardware installation for your reference.

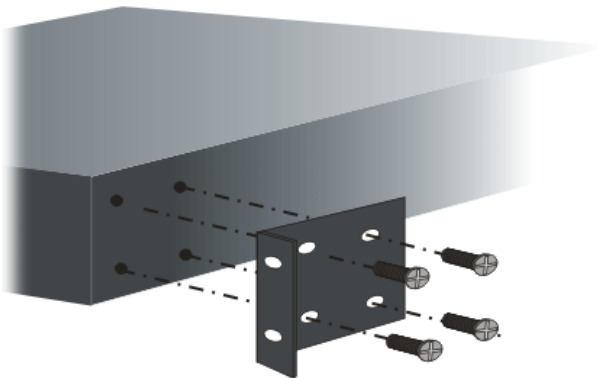


## 3.2 Rack-Mounted Installation

The Vigor3912 Series can be mounted on the shelf by using standard brackets shown below.



1. Fasten the rack mount kit on both sides of the Vigor router using specific screws.



2. Then, install the Vigor router (with rack mount kit) on the 19-inch chassis by using other four screws.



## 4. Software Configuration

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

### 4.1 Change the Login Password



#### Note

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

Open a web browser on your PC and type **http://192.168.1.1**. A pop-up window will open to ask for username and password. Please enter the default values, "admin/admin" as the Username/Password and click **Login**.

Next, the page will appear to guide you change the login password. You **MUST** change the login password before accessing the web user interface. Please set a password with the highest level of strength for network security.

**For security reason, please change user password before proceeding to the router webpage**

#### User Password

Password	<input type="password"/>	(Max. 31 characters allowed)
Confirm Password	<input type="password"/>	(Max. 31 characters allowed)

Note: 1.Password can contain only a-z A-Z 0-9 , ; : . " < > \* + = \ | ? @ # ^ ! ( )  
2.Password can't be only \*.Example: '\*\*' or '\*\*\*' or '\*\*\*\*' is illegal, but '\*123\*' or '\*45\*' is OK.

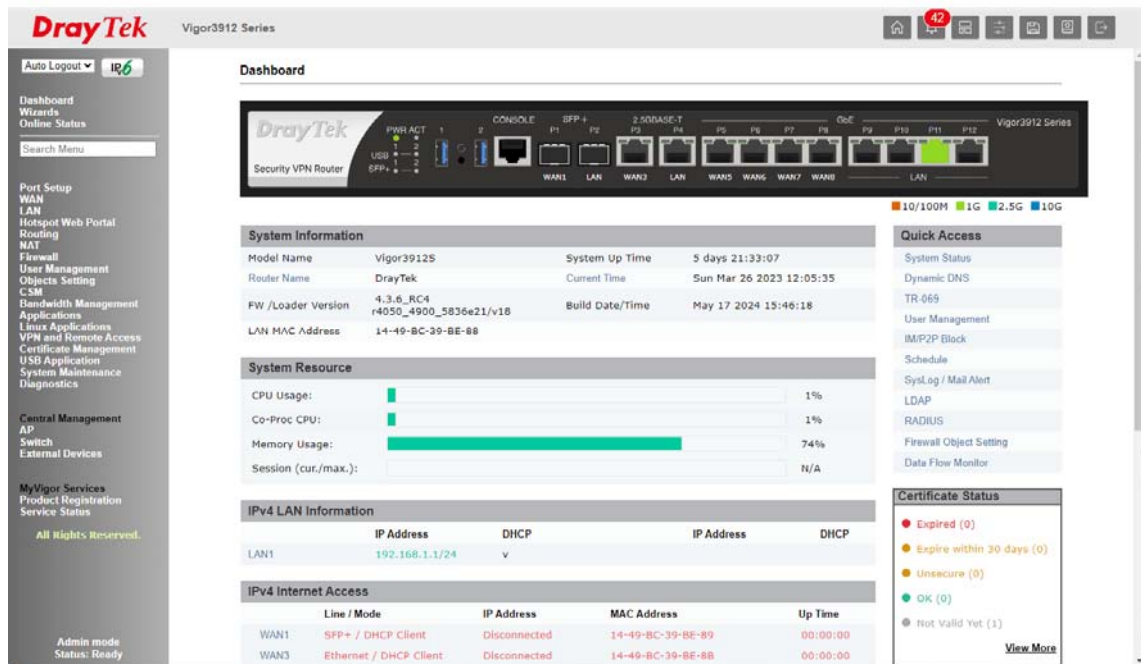
Password Strength:  Weak  Medium  Strong

Strong password requirements:

1. Minimal length is 8 characters.
2. Must use at least 1 Upper and 1 lower character.
3. Must use at least 1 numeric or special character.
4. The Password cannot contain only the character "\*" .

OK

Click **OK**. Later, the **Main Screen** will pop up.



## 4.2 Quick Start Wizard for Network Connection

The **Quick Start Wizard** is designed for you to easily set up your router for Internet access. Open **Wizards>>Quick Start Wizard** from the main screen.

The first screen of the Quick Start Wizard is entering the login password (had been changed by 4.1 Change the Login Password). After entering the old password and new password, please click **Next**.

### Quick Start Wizard

#### Enter login password

Please enter an alpha-numeric string as your **Password** (Max 83 characters)

Old Password

New Password

Confirm Password

Password Strength: Weak Medium Strong

Strong password requirements:

1. Have at least one upper-case letter and one lower-case letter.
2. Including non-alphanumeric characters is a plus.

Hint: If you want to keep the password unchanged, leave the password blank and press "Next" button to skip this process.

On the next page as shown below, please select the WAN interface that you use. Then click **Next** for next step.

Wizards >> Quick Start Wizard

#### Select WAN Interface

Select WAN Interface:

Display Name:

Physical Mode:

Physical Type:

WAN1  
WAN3  
WAN5  
WAN6  
WAN7  
WAN8

< Back   Next >   Finish   Cancel



#### Note

The number of WAN interfaces is related to the port setup configuration. Only available WAN interfaces will be shown in this field.

You have to select the appropriate Internet access type (PPPoE, Static IP or DHCP) according to the information from your ISP.

Here we take PPPoE and DHCP modes for WAN connection as examples.

## For PPPoE Connection

1. Choose **WAN1** as WAN Interface and click the **Next** button; you will get the following page.

Quick Start Wizard

---

Connect to Internet

**WAN 1**  
Select one of the following Internet Access types provided by your ISP.

PPPoE  
 Static IP  
 DHCP

< Back   Next >   Finish   Cancel

2. Select **PPPoE** and click **Next** to get the following page.

Quick Start Wizard

---

PPPoE Client Mode

**WAN 1**  
Enter the user name and password provided by your ISP.

Service Name (optional)	<input type="text"/>
Username	<input type="text" value="84005657@hinet.net"/>
Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>

< Back   Next >   Finish   Cancel

3. Enter the Username/Password provided by your ISP. Then click **Next** for viewing the summary of such connection.

Wizards >> Quick Start Wizard

---

Please confirm your settings:

WAN Interface:	WAN1
Physical Mode:	SFP+
Internet Access:	PPPoE

Click **Back** to modify changes if necessary. Otherwise, click **Finish** to save the current settings and restart the Vigor router.

< Back

Next >

Finish

Cancel

4. Click **Finish**. A page of **Quick Start Wizard Setup OK!!!** will appear. Then, the system status of this protocol will be shown.

**Quick Start Wizard Setup OK!**

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

## For DHCP Connection

1. Choose **WAN1** as WAN Interface and click the **Next** button; you will get the following page.

Quick Start Wizard

---

Connect to Internet

**WAN 1**  
Select one of the following Internet Access types provided by your ISP.

PPPoE  
 Static IP  
 DHCP

< Back   Next >   Finish   Cancel

2. Select **DHCP** and click **Next** to get the following page.

Quick Start Wizard

---

DHCP Client Mode

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

Host Name     (optional)  
MAC           -  -  -  -  -  (optional)

< Back   Next >   Finish   Cancel



3. Enter the hostname and / or MAC address provided by your ISP. Then click **Next** for viewing summary of such connection.

Wizards >> Quick Start Wizard

---

Please confirm your settings:

WAN Interface:	WAN1
Physical Mode:	SFP+
Internet Access:	DHCP

Click **Back** to modify changes if necessary. Otherwise, click **Finish** to save the current settings and restart the Vigor router.

< Back

Next >

Finish

Cancel

4. Click **Finish**. A page of **Quick Start Wizard Setup OK!!!** will appear. Then, the system status of this protocol will be shown.

**Quick Start Wizard Setup OK!**

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

## 5. Customer Service

If the router cannot work correctly after trying many efforts, please contact your dealer for further help right away. For any questions, please feel free to send e-mail to [support@draytek.com](mailto:support@draytek.com).

### Be a Registered Owner

Web registration is preferred. You can register your Vigor router via <https://myvigor.draytek.com>.

### Firmware & Tools Updates

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

<https://www.draytek.com>

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Version 2, June 1991

For any question, please feel free to contact DrayTek technical support at [support@draytek.com](mailto:support@draytek.com) for further information.