DrayTek Vigor 3910 Series Multi-Wan Security Router Owner's Manual

Vigor3910 series
Multi-WAN Security Router
Quick Start Guide
Version:1.1
Firmware Version: V3.9.6.3
(For future updates, please visit the DrayTek website)
Date: August 10, 2021

Contents

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Safety Instructions and Approval

Safety Instructions

- Read the installation guide thoroughly before you set up the router.
- The router is a complicated electronic unit that may be repaired only be authorized and qualified personnel. Do not try to open or repair the router yourself.
- Do not place the router in a damp or humid place, e.g. a bathroom.
- Do not stack the routers.
- The router should be used in a sheltered area, within a temperature range of +5 to +40 Celsius.
- Do not expose the router to direct sunlight or other heat sources. The housing and electronic components may be damaged by direct sunlight or heat sources.
- Do not deploy the cable for LAN connection outdoor to prevent electronic shock hazards.
- Keep the package out of reach of children.
- When you want to dispose of the router, please follow local regulations on the conservation of the environment.

Warranty

We warrant to the original end-user (purchaser) that the router will be free from any defects in workmanship or materials for a period of two (2) years from the date of purchase from the dealer. Please keep your purchase

receipt in a safe place as it serves as proof of date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, we will, at our discretion, repair or replace the defective products or components, without charge for either parts or labor, to whatever extent we deem necessary tore-store the product to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be offered solely at our discretion. This warranty will not apply if the product is modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions. The warranty does not cover the bundled or licensed software of other vendors. Defects that 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.

CE

EU Declaration of Conformity

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

- Product name: Multi-WAN Security Appliance
- Model number: Vigor3910
- Manufacturer: DrayTek Corp
- Address: No.26, Flushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan.

is in conformity with the relevant Union harmonization legislation:
EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU, and RoHS 2011/65/EU with reference to the following standards

Standard	**Version / Issue date**
EN 55032	2015+AC:2016 class A
EN 61000-3-2	2014 Class A
EN 61000-3-3	2013
EN 55024	2010+A1:2015
EN 62368-1	2014/AC:2015
EN IEC 63000:2018	2018

Hsinchu (place)	22nd June 2019 (date)	

UK CA **Declaration of Conformity**

We DrayTek Corp., office at No.26, Fishing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan, declare

under our sole the responsibility that the product

- Product name: Multi-WAN Security Appliance
- Model number: Vigor3910
- Manufacturer: DrayTek Corp.
- Address: No.26, Fishing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan.
- Importer: SEG, 11 Capital Business Park, Borehamwood, Herts, WD6 1GW

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

Standard	**Version / Issue date**
EN 55032	2015+A1:2016 class A
EN 61000-3-2	2014
EN 61000-3-3	2013
EN 55024	2010+A1:2015
EN 62368-1	2014/AC:2015
EN IEC 63000:2018	2018

Hsinchu (place)	2nd August 2021 (date)	—

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.

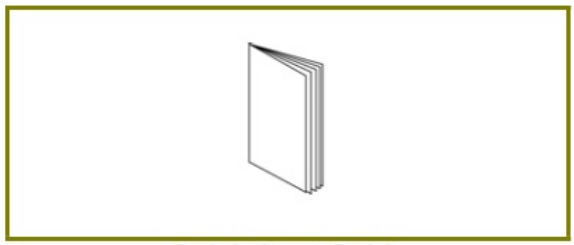
For more updates, please visit **www.draytek.com**.

USA Local Representative	Company name	P International Inc.		
	Address	13988 Diplomat Drive Suite 180 Dallas TX 75234		
	ZIP Code	75234	E-mail	rmesser@abptech.com
	ContactPerson	RobertMesser	Tel.	19728311600

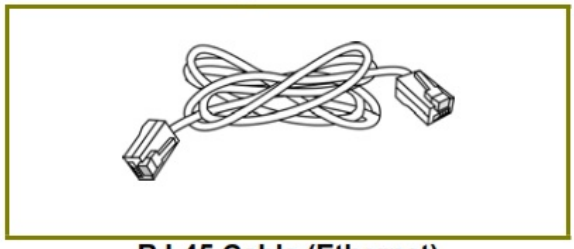
Package Content

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

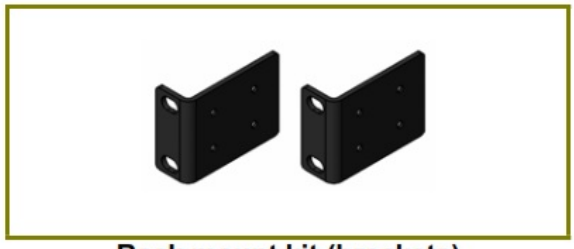
Vigor router



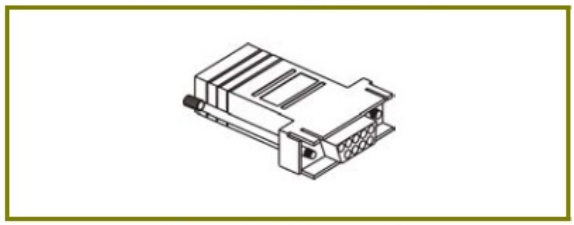
Quick Start Guide



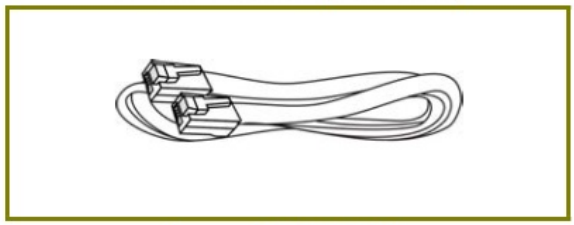
RJ-45 Cable (Ethernet)



Rack mount kit (brackets)

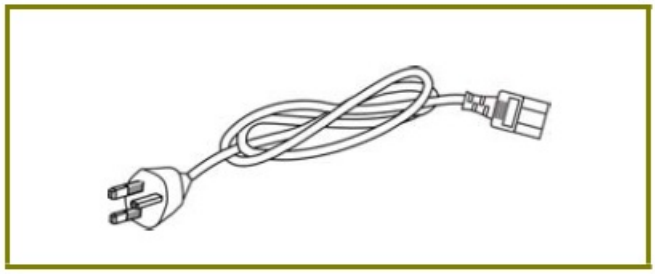


Console Connector

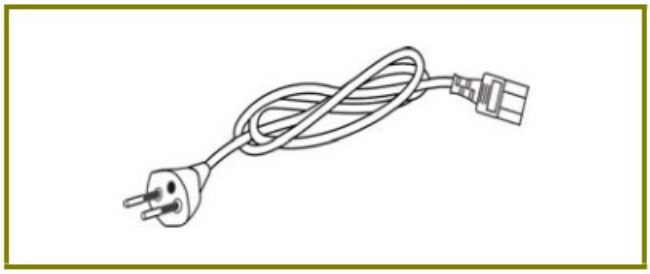


Console Flat Cable

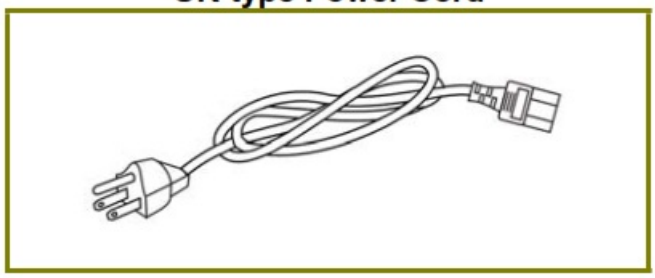
The type of the power cord depends on the country in which the router will be installed.



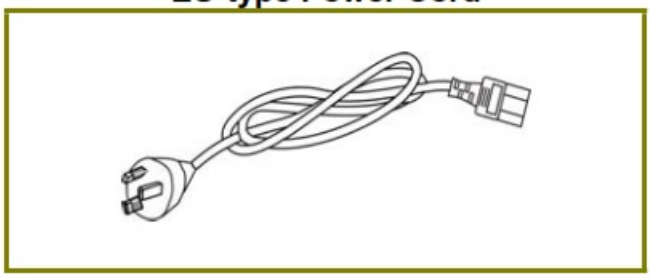
UK-type Power Cord



EU-type Power Cord

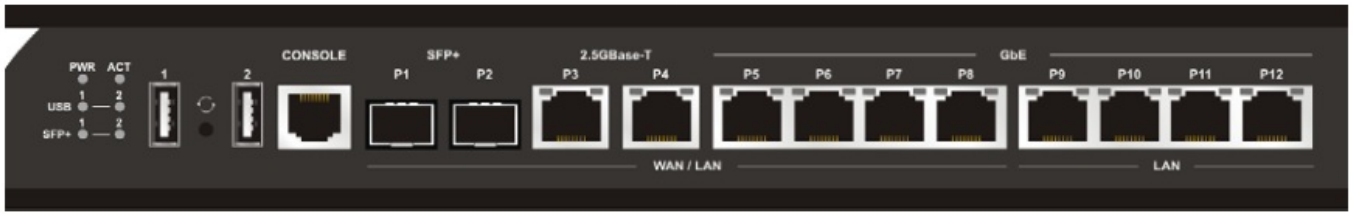


USA/Taiwan-type Power Cord



AU/NZ-type Power Cord

panel Explanation



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.
		Blinking	The data is transmitted.
		Off	No fiber connection is established or the system is hanged.
P3 – P12	Left	On	The Ethernet link is established on the corresponding port.
		Off	No Ethernet link is established.
		Blinking	The data is transmitted.
	Right	On	The Ethernet link is established on the corresponding port with 1G Mbps or above.
		Off	The Ethernet link is established on the corresponding port with less than 1G Mbps.

2.2 CONNECTORS

Interface	Description
USB1 / USB2	Connecter for the USB device.
Console	Provided for technician use.
SFP+ (P1-P2)	Connecter 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 rat e of 2.5G/1G/100M/10M bps.
GbE P5-P8	Connectors for remote network devices or local network devices (WAN/LAN) with the ra te of 1G/100M/10M bps.
GbE P9-P12	Connecter 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 (ACT LED is blinking). Press the hole and keep it for more than 5 seconds. When you see the ACT LED begin to blink more rapidly than usual, release the button. Then the router will restart with the factory default configuration.
	Connecter for a power cord. ON/OFF – Power switch.

Hardware Installation

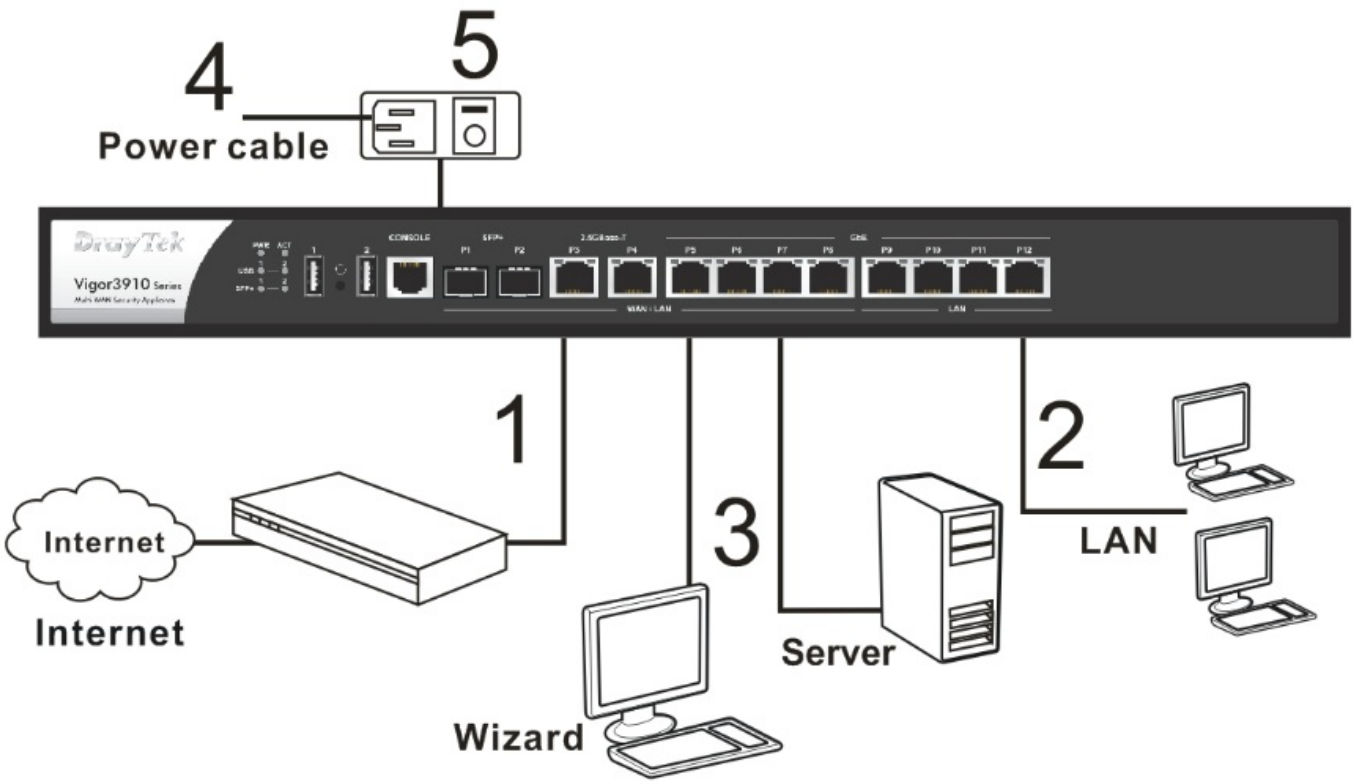
This section will guide you to install the router through a hardware connection and configure the router's settings through a web browser.

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 Vigor3910 with an Ethernet cable (RJ-45) to access the 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 (depending on your requirement) to any WAN port of Vigor3910 with an Ethernet cable (RJ-45). The WAN LED will light up.
4. Connect the power cord to Vigor3910's power port on the rear panel, and the other side into a wall outlet.
5. Power 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.

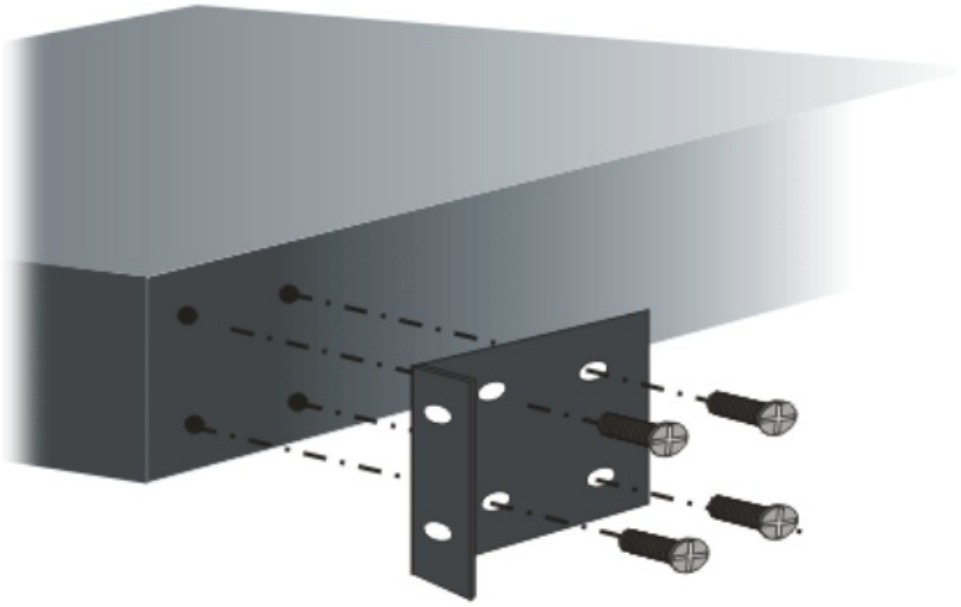
   Below shows an outline of the hardware installation for your reference.



3.2 **Rack-Mounted Installation**

The Vigor3910 Series can be mounted on the shelf by using the 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 the other four screws.

Software configuration

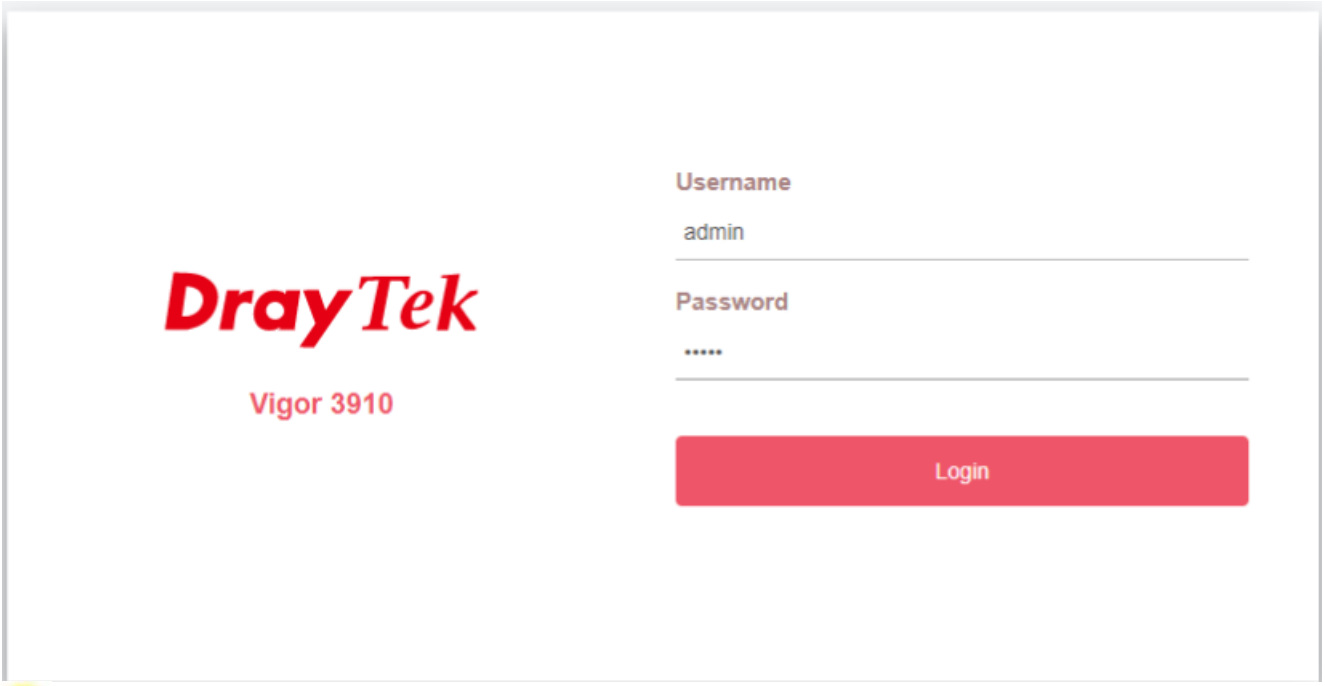
To access the Internet, please finish the basic configuration after completing the hardware installation.

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

   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 the Vigor router 192.168.1.1. For detailed information, please refer to – Trouble Shooting of the user's guide.

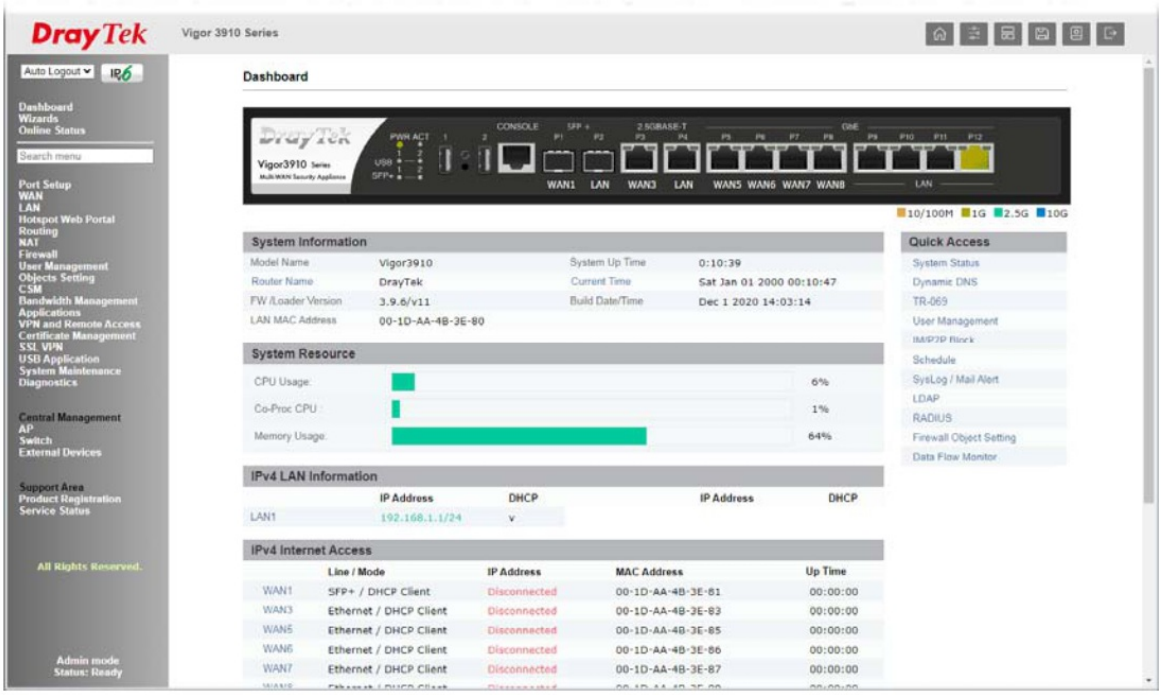
2. Open a web browser on your PC and type http://192.168.1.1. A pop-up window will open to ask for a username and password. Please type "admin/admin" as the Username/Password and click Login.



   Note

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

3. **Now, the Main Screen will pop up.**



4. Open WAN>>Internet Access. WAN1 is dedicated to SFP connection; WAN3 ~WAN8 is designed for Ethernet connection. When your ISP provides a fiber connection, click the Details Page of WAN1. If not, click the Details Page of WAN3 ~WAN8 according to the physical connection.

WAN >> Internet Access

Internet Access

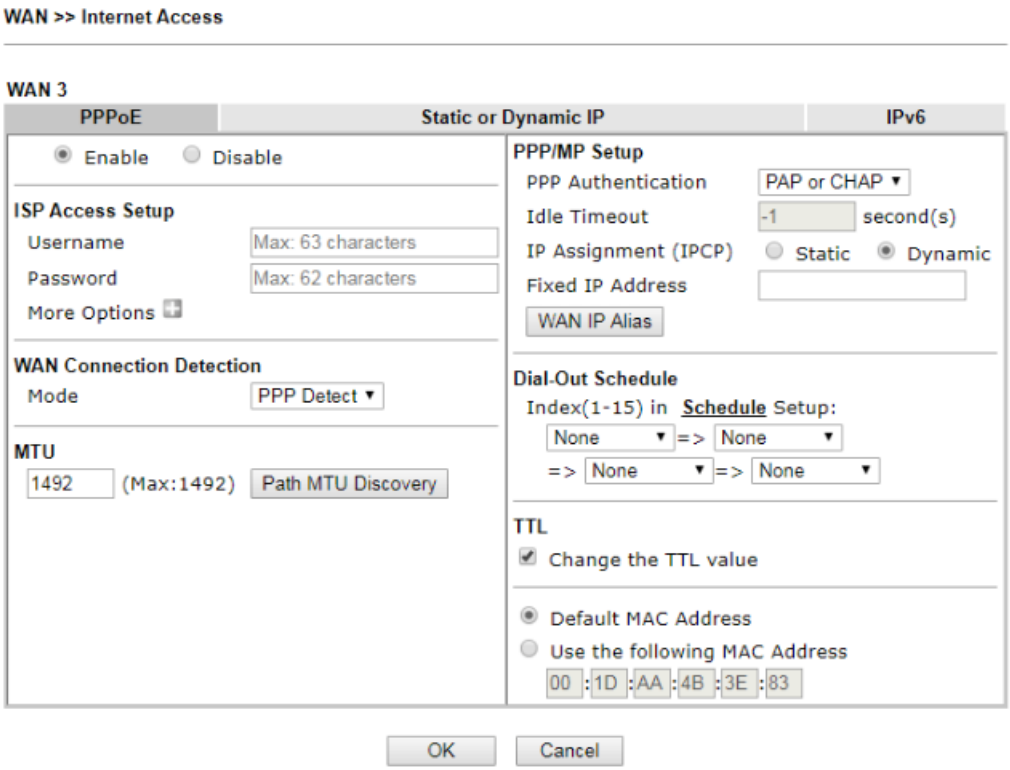
Index	Display Name	Physical Mode / Port	Access Mode		
WAN1		SFP+ / P1	Static or Dynamic IP	Details Page	IPv6
WAN3		Ethernet / P3	Static or Dynamic IP	Details Page	IPv6
WAN5		Ethernet / P5	Static or Dynamic IP	Details Page	IPv6
WAN6		Ethernet / P6	Static or Dynamic IP	Details Page	IPv6
WAN7		Ethernet / P7	Static or Dynamic IP	Details Page	IPv6
WAN8		Ethernet / P8	Static or Dynamic IP	Details Page	IPv6

Here, we take WAN3 as an example.

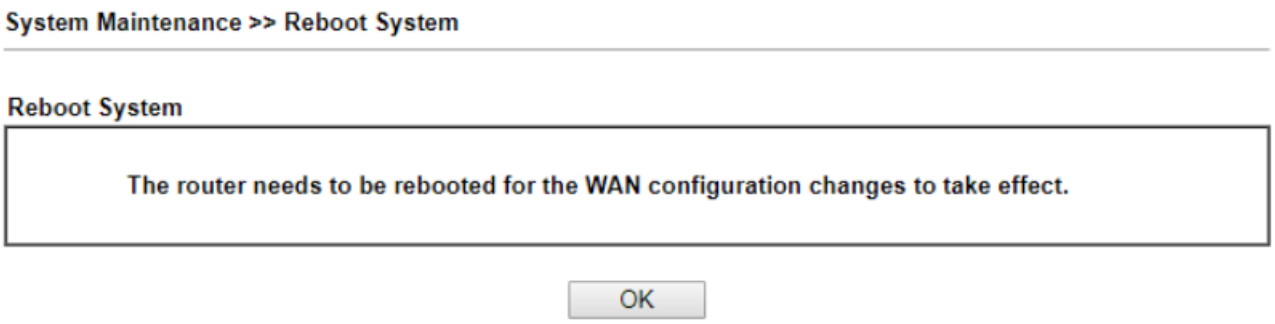
There are three access modes for you to configure. Choose PPPoE, Static or Dynamic IP or PPTP/L2TP according to the access mode offered by your ISP.

PPPoE

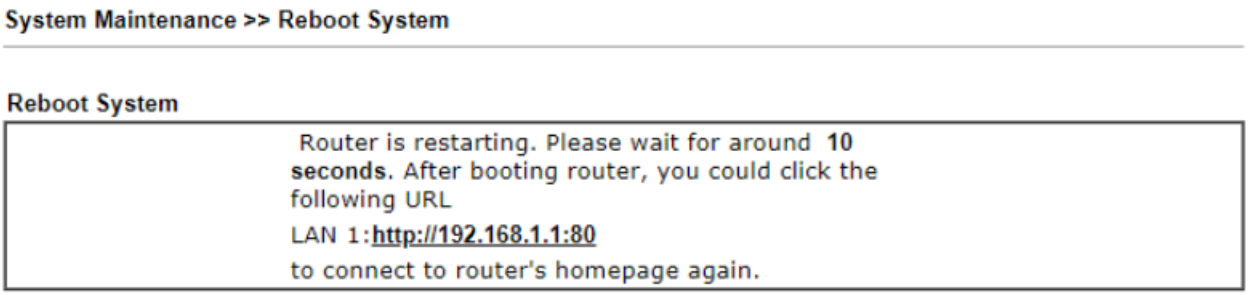
1. Click the Details Page of WAN3. When the following page appears, choose PPPoE.



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



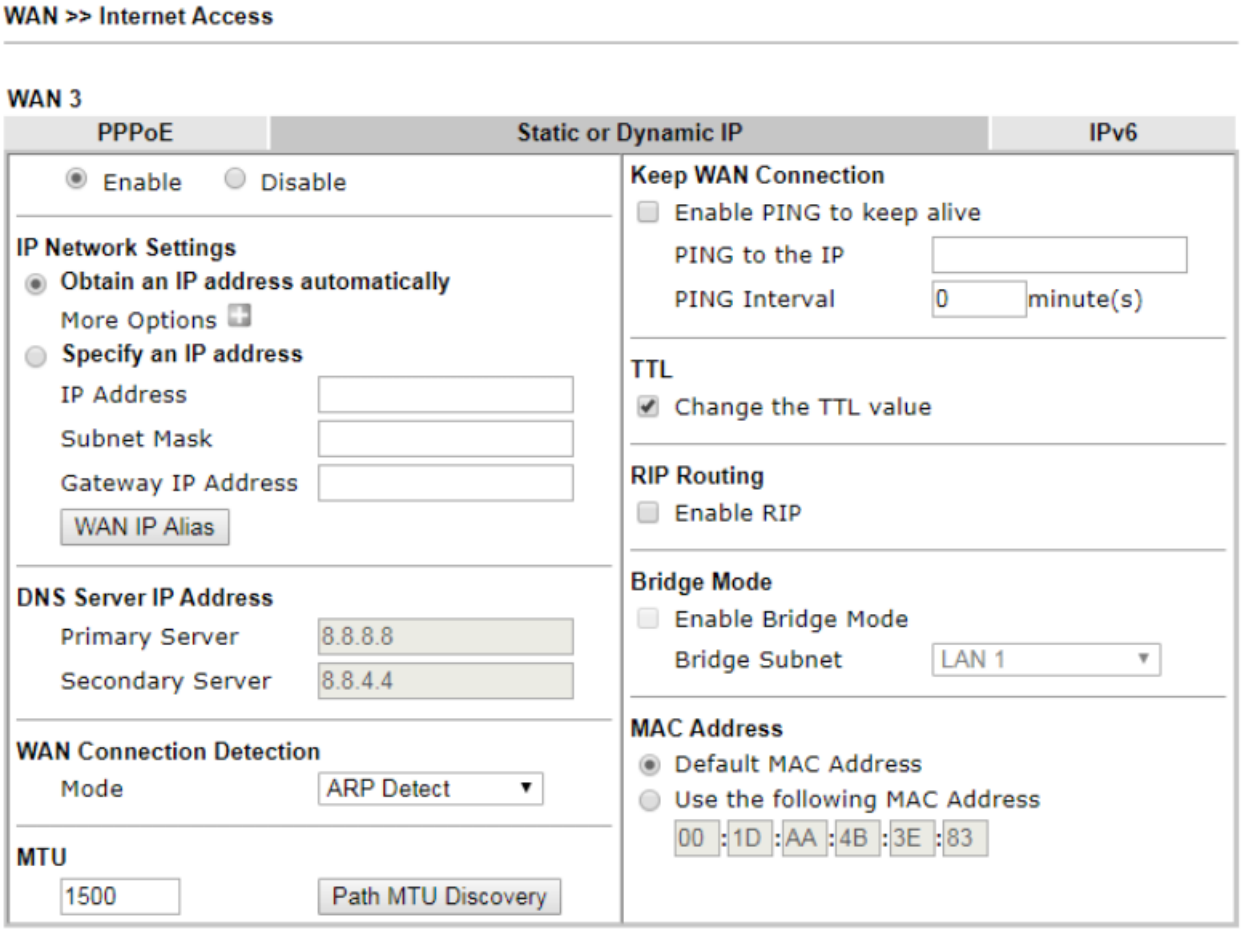
3. To reboot the system, click OK again.



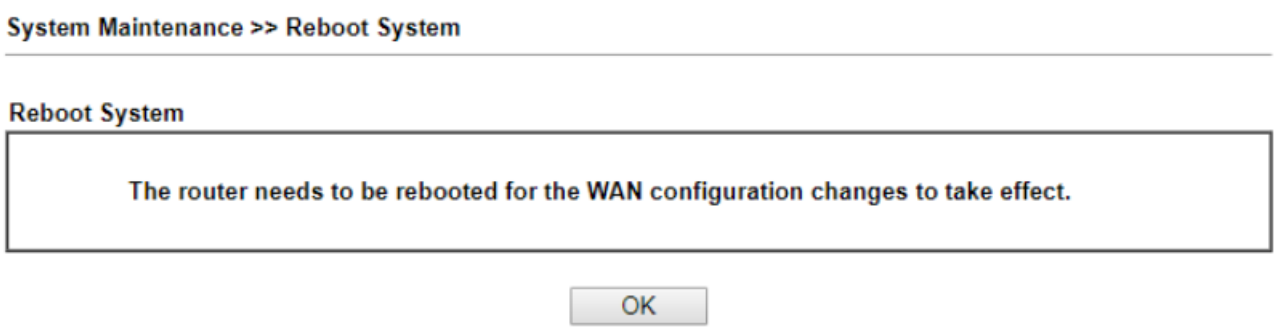
4. Later, the Vigor system will reboot.
5. Then, you can enjoy surfing the Internet.

StaticIP

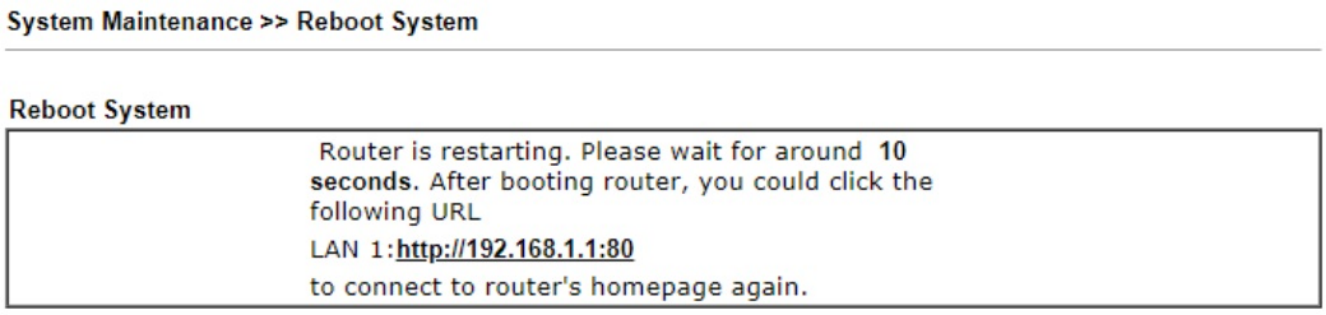
1. Click the Details Page of WAN3. When the following page appears, choose Static or Dynamic IP.



2. After clicking Enable and configuring the settings according to the data provided by your ISP, click OK to get the following page.



3. To reboot the system, click OK again.



4. Later, the Vigor system will reboot.
5. Then, you can enjoy surfing the Internet.

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 an e-mail to 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 website for more information on the newest firmware, tools, and documents.
https://www.draytek.com

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Version 2, June 1991
For any questions, please feel free to contact DrayTek technical support at support@draytek.com for further information.

Documents / Resources

	DrayTek Vigor 3910 Series Multi-Wan Security Router [pdf] Owner's Manual Vigor 3910 Series Multi-Wan Security Router, Multi-Wan Security Router, Security Router

References

- DrayTek File Server
- Home | DrayTek
- GNU General Public License v2.0 - GNU Project - Free Software Foundation
- MyVigor - DrayTek
- Home | DrayTek