



PLANET VGW Series Port SIP VoIP Gateway Installation Guide

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PLANET VGW Series Port SIP VoIP Gateway



Product Information

Specifications:

- Model: VGW Series
- Supported Operation: SIP VoIP Gateway
- Supported Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox
- Default WAN IP: 172.16.0.1
- Default Subnet Mask: 255.255.0.0
- Default Gateway: 172.16.0.254
- Default LAN IP: 192.168.0.1
- Default Login User Name: admin
- Default Login Password: admin

Product Usage Instructions

Verify the Contents Inside the Package Box

The package should contain the following items:

- Quick Installation Guide x 1
- Power Adapter x 1
- RJ11 Cable x 1
- RJ45 Cable x 1

Basic Operation

The VGW SIP VoIP Gateway series supports basic operation through a standard analog phone set. Use the service codes to maintain the gateway as listed in the manual.

Basic System Configurations

To install the VGW series:

1. Connect a computer to a LAN port on the VGW series with IP set to 192.168.0.X.
2. Open a web browser (Google Chrome, Microsoft Edge, or Mozilla Firefox).
3. Enter default IP address of the VGW series: <http://192.168.0.1>.

Logging in to Web screen

Enter default user name and password and click Login to access the Web-based user interface.

Logging on to Console

Enter default user name and password to access the console interface.

Installation Check

Before powering on the unit, ensure all cable and power connections are secure.

Frequently Asked Questions (FAQ)

- **Q: What should I do if any items are missing from the package?**
A: Contact your dealer immediately if any items are damaged or missing from the package.
- **Q: How can I check the LAN and WAN port IP addresses?**
A: Use the service codes provided in the manual to check LAN and WAN port IP addresses.

Verify the Contents Inside the Package Box

The package should contain one of PLANET SIP VoIP Gateway series and the items shown below:

Model	Package Description
	Quick Installation Guide x 1
VGW-420FS/420FO	Power Adapter x 1
VGW-820FS/820FO	RJ11 Cable x 1
	RJ45 Cable x 1
	Quick Installation Guide x 1
	Power Cord x 1
VGW-1620FS VGW-2420FS VGW-3220FS	<ul style="list-style-type: none">• RJ11 Cable x 1• RJ45 Cable x 1• RJ45 to RS232 Cable x 1
	Ground Wire x 1
	Rack-mounting Brackets with Attachment Screws x 1

Note

If any of the above items are damaged or missing, please contact your dealer immediately.

Basic Operation

PLANET VGW SIP VoIP Gateway series supports basic operation through a standard analog phone set. With an analog phone set, the users can dial the service codes to maintain their gateway. The service code list is shown below:

Service Code	Operation Notice
*158#	Check LAN port IP address
*159#	Check WAN port IP address
*114#	Check port account
*115#	Check port group account
*160*1#	Enable Web access through WAN port
*165*000000#	Restore to factory default values of Web login Username/ Password and WAN/LAN port IP addresses
*166*000000#	Restore to default factory settings
*111#	Restart device

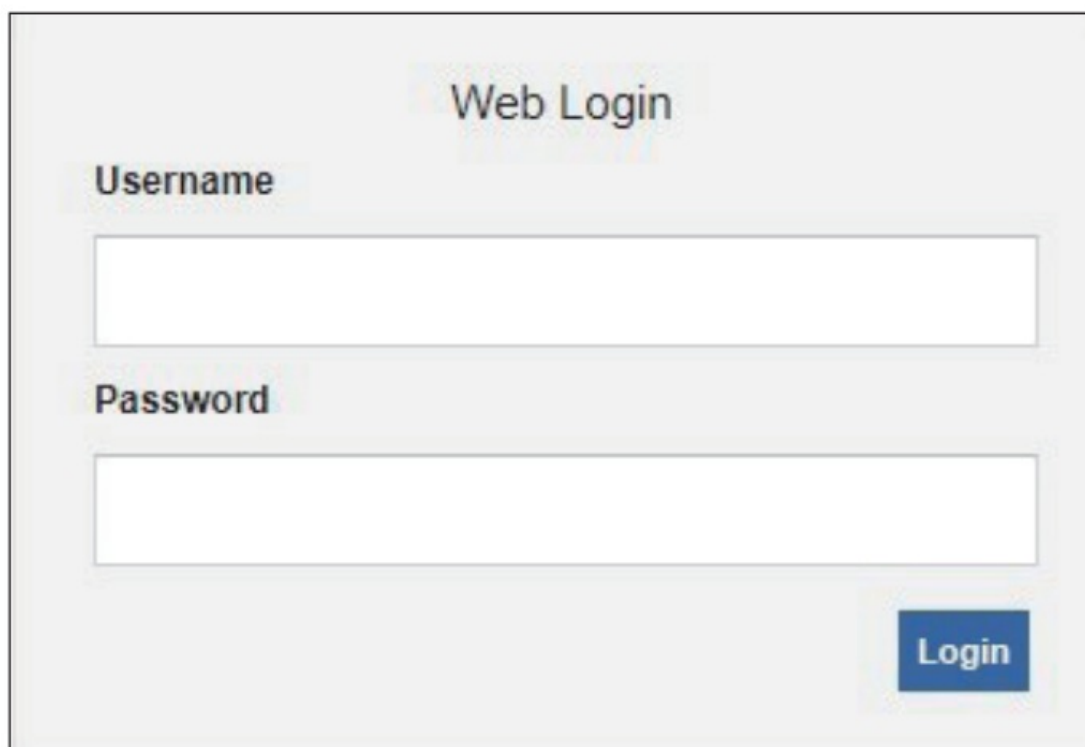
Basic System Configurations

The VGW series is easy to install by following the steps below.

- **Step 1:** Connect a computer to a LAN port on the VGW series. Your PC must be set to 192.168.0.X, the same domain as that of the VGW series.
- **Step 2:** Start a web browser. To use the user interface, you need a PC with Google Chrome, Microsoft Edge or Mozilla Firefox.
- **Step 3:** Enter the default IP address of the VGW series: http://192.168.0.1 into the URL address box.

Default WAN IP	172.16.0.1
Default Subnet Mask	255.255.0.0
Default Gateway	172.16.0.254
Default LAN IP	192.168.0.1
Default Subnet Mask	255.255.255.0
Default Login User Name	admin
Default Login Password	admin

Logging in to Web screen

A screenshot of a web login interface. At the top, the text "Web Login" is centered. Below it, the label "Username" is positioned to the left of a white rectangular input field. Further down, the label "Password" is positioned to the left of another white rectangular input field. In the bottom right corner of the form, there is a blue rectangular button with the word "Login" in white text.

- Enter the default user name admin and the default password admin and then click Login to enter Web-based user interface.
- After logging in, you will be prompted to change the initial password to a permanent one.
- The password must contain 8-18 characters, including upper case, lower case, numerals, and other symbols. Please note spaces (blanks) are not accepted.

Logging on to Console

```
Username: admin
Password:
Changing password for admin
New password:
Retype password:
```

- Enter the default user name admin and the default password admin@123#.
- After logging in, you will be prompted to change the initial password to a permanent one.
- The password must contain 8-18 characters, including upper case, lower case, numerals, and other symbols. Please note, spaces (blanks) are not accepted.

Installation Check

- Before the unit's power is on, make sure the cable connection, power connection, etc. are in place. The following steps are to be referred:
- Turn the device's power on, and check whether the power indicator (PWR) is on or not. If not, check the connection of the power plug or power adaptor.
- Check Ethernet port (WAN/LAN) LED status. When the port LED is blinking, it indicates that the network is activated. Otherwise, check the network connection.
- Check the phone port status LED. When the device's (Line) LED is blinking at the time you pick up the phone and the phone port LED is on, it indicates the telephone port is activated; otherwise, check the telephone connection.

Further Information


For more information, please refer to the VGW series user manual.

<https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=VGW&view=3#list>



If you have any other question, please contact the dealer where you purchased this product or you can contact PLANET directly at the following email address: support@planet.com.tw

Documents / Resources

	<p>PLANET VGW Series Port SIP VoIP Gateway [pdf] Installation Guide VGW Series Port SIP VoIP Gateway, VGW Series, Port SIP VoIP Gateway, SIP VoIP Gateway, VoIP Gateway, Gateway</p>
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References

- [User Manual](#)

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