VigorPro 5300 Series
Unified Security Firewall

Quick Start Guide

For

Anti-Virus
Anti-Intrusion
Anti-Spam
Service

Version: 1.0

Date: 2007/06/04

Please visit www.draytek.com to get the newly updated manual at any time.

Copyright Information

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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.
- 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 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 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.

Be a Registered Owner

Web registration is preferred. You can register your Vigor router via http://www.draytek.com.

Firmware & Tools Updates

Please consult the DrayTek web site for more information on newest firmware, tools and documents. For more detailed information, please refer to http://www.draytek.com.

Parts of the anti-virus features are powered by Kaspersky Lab ZAO. For more detailed information, please refer to http://www.kaspersky.com.

European Community Declarations

Manufacturer: DrayTek Corp.
Address: No. 26, Fu Shing Road, HuKou County, HsinChu Industrial Park, Hsin-Chu, Taiwan 303
Product: VigorPro 5300

DrayTek Corp. declares that VigorPro 5300 Series is in compliance with the following essential requirements and other relevant provisions of R&TTE Directive 1999/5/EEC.

The product conforms to the requirements of Electro-Magnetic Compatibility (EMC) Directive 89/336/EEC by complying with the requirements set forth in EN55022/Class A and EN55024/Class B.

The product conforms to the requirements of Low Voltage (LVD) Directive 73/23/EEC by complying with the requirements set forth in EN60950.

Regulatory Information

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B 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 use 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 form 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.

Taiwanese BSMI (Bureau of Standards, Metrology and Inspection) A Warning:

Warning: This device might cause interference of radio frequency under the environment of dwelling. In such condition, the users might be asked to adopt some proper strategies.

Please visit “www.draytek.com/about_us/Regulatory.php”

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1. Introduction

VigorPro 5300 Series is an all-in-one **Anti-Virus and Anti-Intrusion security appliance** for SOHO and branch office. VigorPro 5300 Series provides real-time network protection against viruses, worms and malicious programs via e-mail, FTP and web browser. The rule-based website content filtering blocks improper connection to internet in flexible way. With DrayTek's DrayOS™ as kernel, VigorPro 5300 Series provides robust and stable VPN, firewall and routing functionality as well.

Unlike legacy proxy-based anti-virus anti-intrusion solution, which stores data in files format prior to scan the content in streaming, the VigorPro 5300 equips with hardware-based scan engine. VigorPro 5300 Series scans packet stream go through it in real-time before those specious content get into the network without performance downgrade. Thus provides a protection of whole network against any intrusion and malicious program in real-time.

DrayTek provides customer free access to the latest virus/hacker signature for and information update for a period of time. Considering customer's needs to minimize supporting effort, DrayTek support team also provides service for VigorPro 5300 Series to get the latest signature updated from DrayTek's server automatically. The all-in-one design makes network management simple and easy.

Features for VigorPro 5300 Series

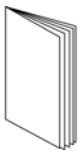
- Easy Internet-sharing of your broadband connection
- Unified Security Firewall to help protect your network from external viruses and intrusions
- Real-time virus/intrusion signature scanning with hardware-based scan engine to protect your network

1.1 Panel Explanation

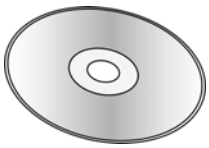
LED		Status	Explanation
ACT (Activity)		Blinking	The router is powered on and running normally.
		Off	The router is powered off.
IDP (Intrusion Detection and Prevention)		On (Yellow)	The anti-intrusion function is enabled.
Virus		On (Yellow)	The anti-virus function is enabled.
CPA		On	The web content filter function is enabled.
WAN1/2		On	The WAN1 or WAN2 port is connected.
		Blinking	It will blink while transmitting data.
MGMT		On	The router is managed (handled) by Telnet.
		Blinking	It will blink while being managed by IE browser.
VPN		On	The VPN tunnel is launched.
		Off	The VPN tunnel is closed.
QoS		On	The QoS function is active.
LED on Connector			
WAN 1/2	Left LED	On	The port is connected.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	Right LED	On	The port is connected with 100Mbps.
		Off	The port is connected with 10Mbps
LAN 1/2/3/4	Left LED	On	The port is connected.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	Right LED	On	The port is connected with 100Mbps.
		Off	The port is connected with 10Mbps

Interface	Description
RST (Factory Reset)	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.
Restart	Restart the router forcefully.
WAN(1/2)	Connecters for remote networked devices.
LAN (1-4)	Connecters for local networked devices.
PWR	Connecter for a power adapter.
ON/OFF	Power Switch.

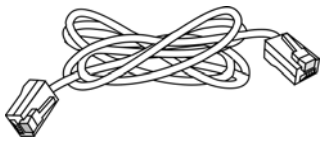
1.2 Package Content



❶ **Quick Start Guide**

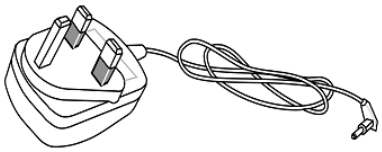


❷ **CD**

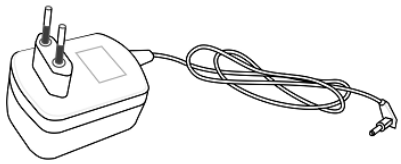


❸ **RJ-45 Cable (Ethernet)**

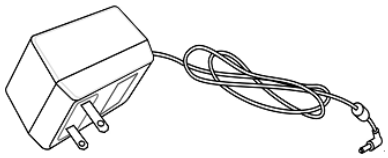
❹ The type of the power cord depends on the country that the router will be installed:



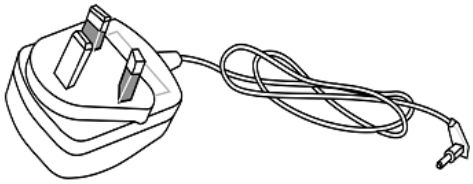
UK-type Power Adapter



EU-type Power Adapter



USA/Taiwan-type Power Adapter



AU/NZ-type Power Adapter

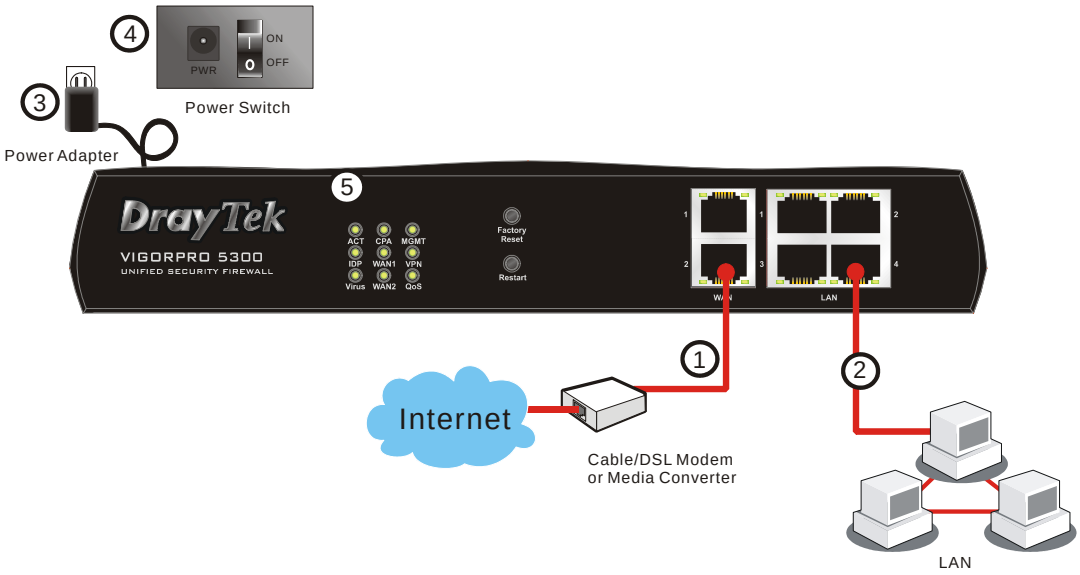
* The maximum power consumption is ***17-23 Watt***.

2. Installing Your Vigor Router

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

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

1. Connect a cable Modem/DSL Modem/Media Converter (depends on your requirement) to any WAN port of router with Ethernet cable (RJ-45). The **WAN1/WAN2** LED (Right) will light up according to the network speed (100 or 10) of the device that it connected.
2. Connect one end of an Ethernet cable (RJ-45) to one of the **LAN** ports of the router and the other end of the cable (RJ-45) into the Ethernet port on your computer. The **LAN** LED (Right) will light up according to the network speed (100 or 10) of the device that it connected.
3. Connect one end of the power adapter to the router's power port on the rear panel, and the other side into a wall outlet.
4. Power on the device by pressing down the power switch on the rear panel.
5. The system starts to initiate. After completing the system test, the **ACT** LED will light up and start blinking.



(For the detailed information of LED status, please refer to section 1.1.)

This page is left blank for remark if necessary.

3. Configuring Web Pages

The **Quick Start Wizard** is designed for you to easily set up your router for Internet access. You can directly access the **Quick Start Wizard** via Web Configurator.

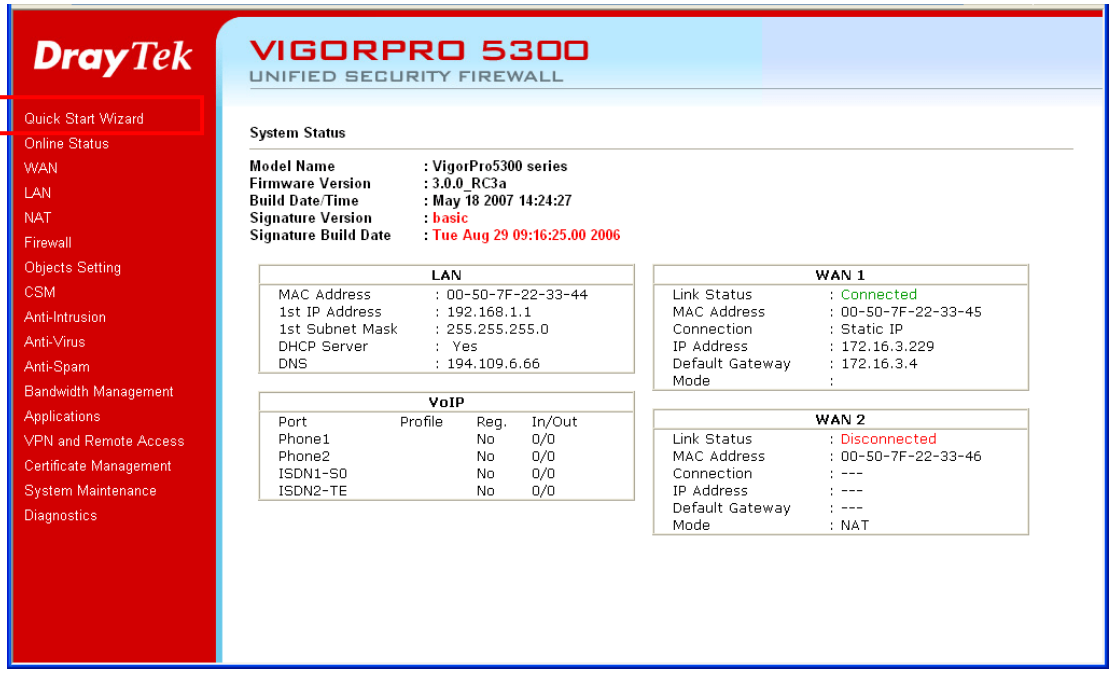
1. Make sure your PC connects to the router correctly.

> Notice: 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 the later section - Trouble Shooting of the 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 username and password. Do not type any word on the window and click **OK** for next screen.

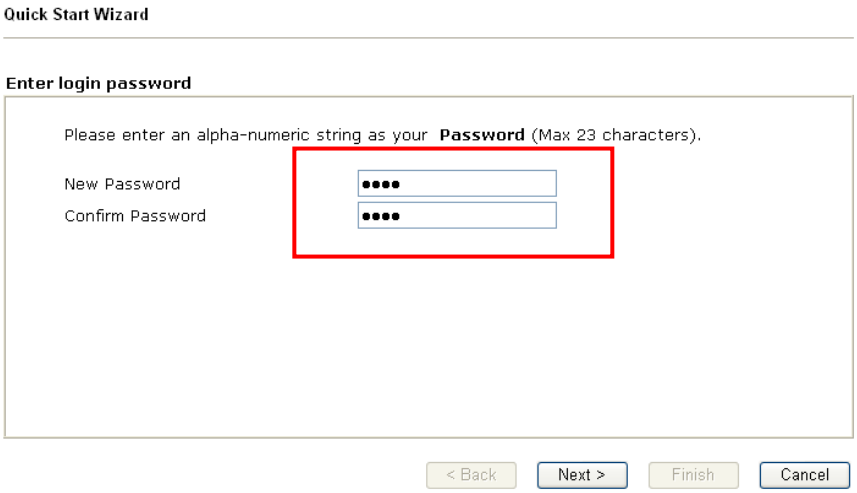
> Notice: If you fail to access to the web configuration, please go to “Trouble Shooting” for detecting and solving your problem.

3. Now, the **Main Screen** will pop up. Click **Quick Start Wizard**.

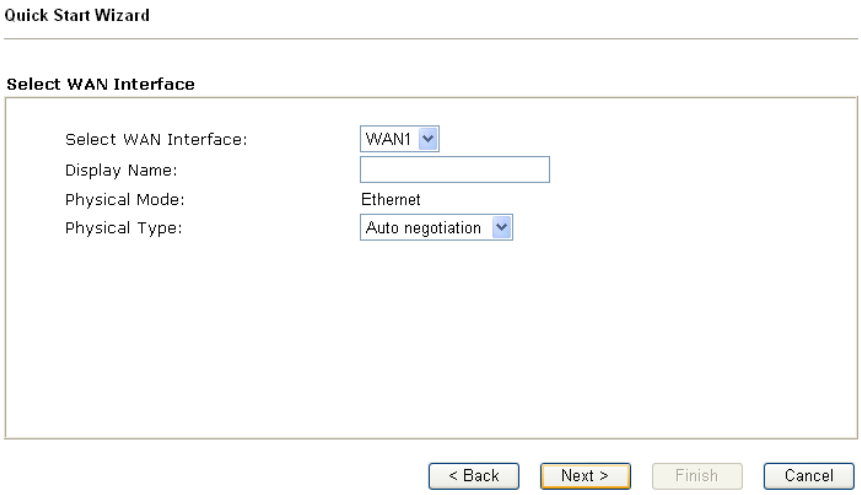


Note: The home page will change slightly in accordance with the router you have.

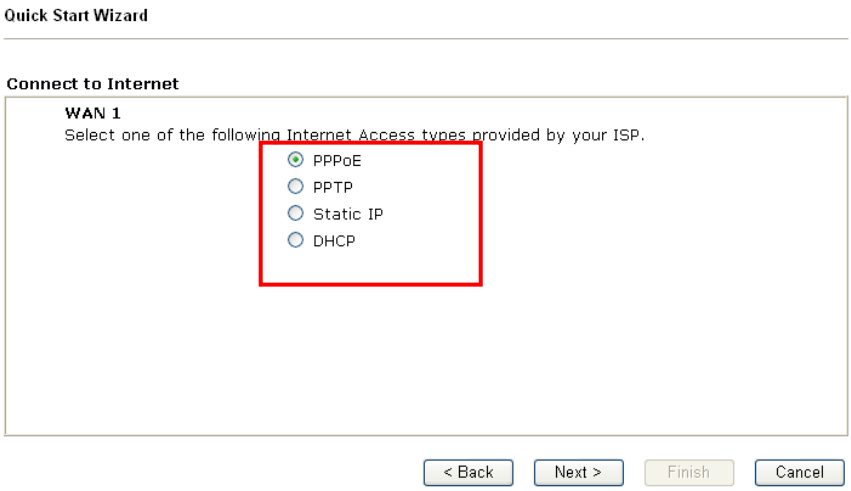
4. Enter the login password on the field of **New Password** and retype it on the field of **Confirm Password**. Then click **Next** to continue.



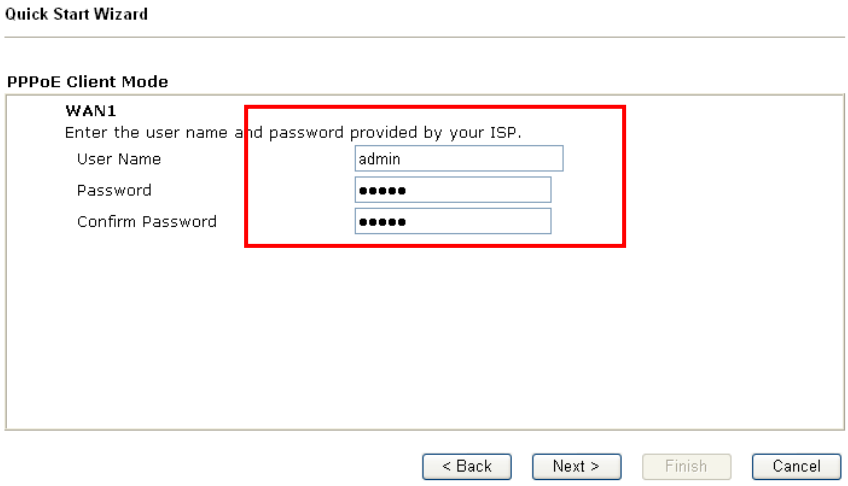
5. On the next page as shown below, please select the WAN interface that you use. Choose **Auto negotiation** as the physical type for your router. Then click **Next** for next step.



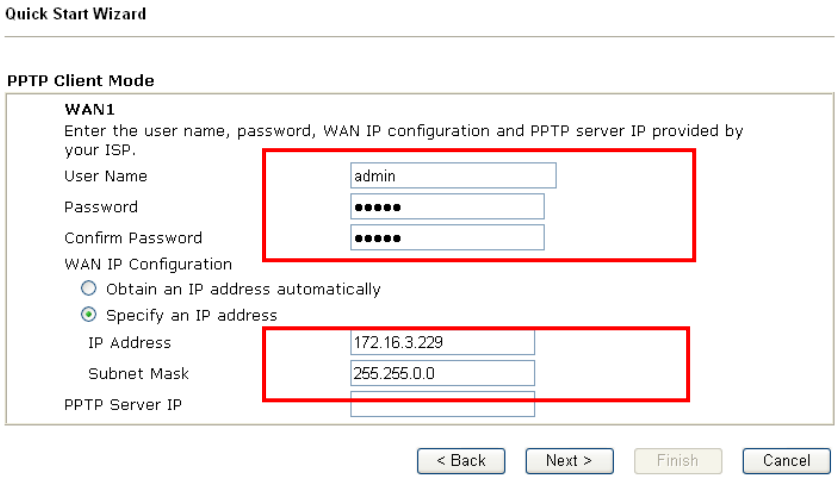
6. On the next page as shown below, please select the appropriate Internet access type according to the information from your ISP. For example, you should select PPPoE mode if the ISP provides you PPPoE interface. Then click **Next** for next step.



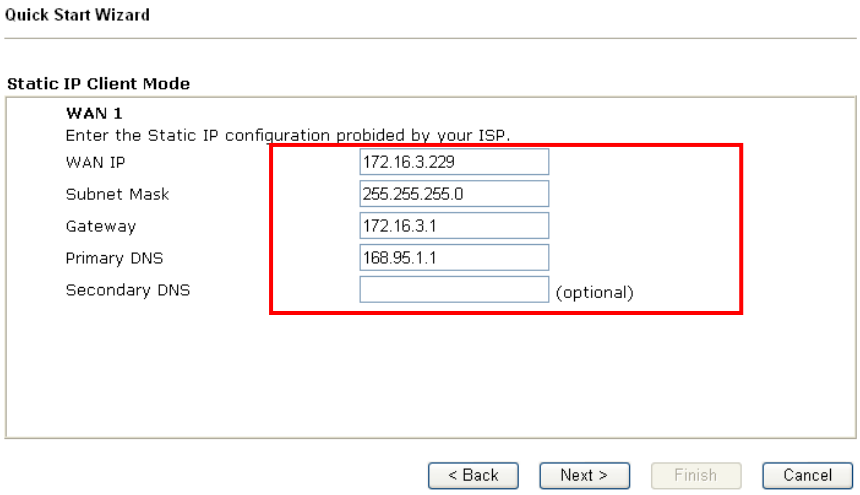
PPPoE: if you click PPPoE as the protocol, please manually enter the Username/Password provided by your ISP. Then click **Next**.



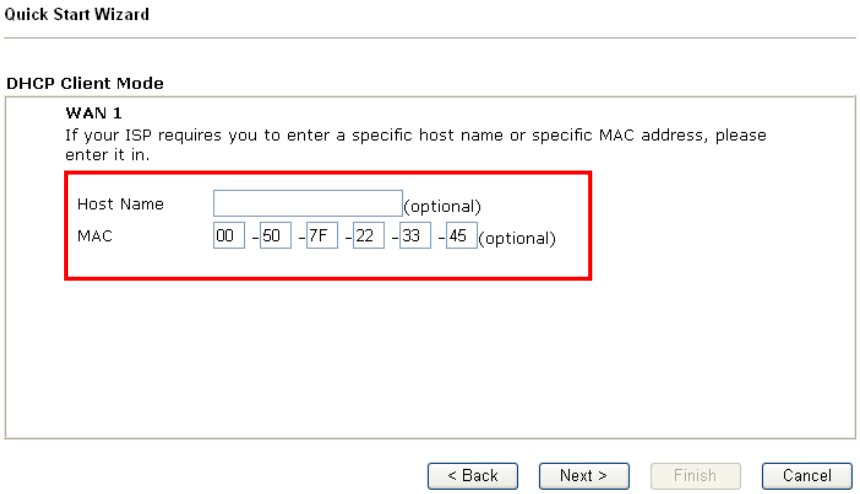
PPTP: if you click PPTP, you will get the following page. Please type in all the information originally provided by your ISP. Then click **Next** for next step.



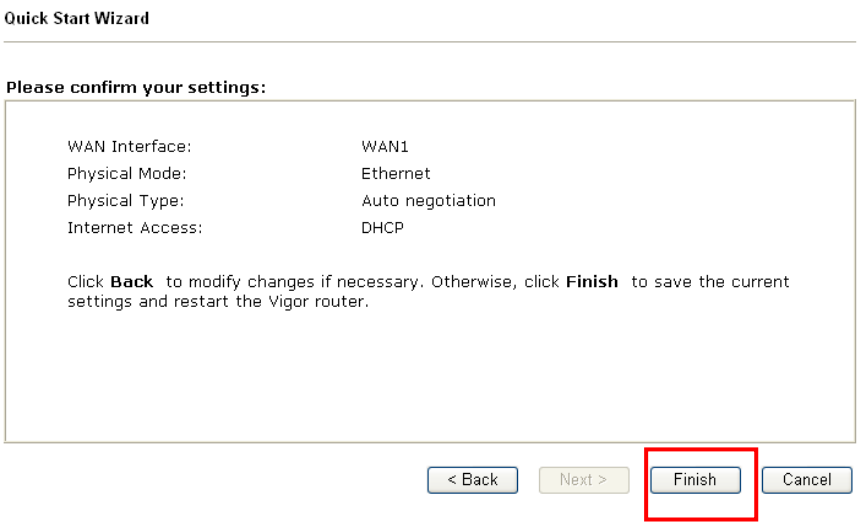
Static IP: if you click Static IP, you will get the following page. Please type in all the information originally provided by your ISP. Then click **Next** for next step.



DHCP: if you click DHCP, you will get the following page. Please type in all the information originally provided by your ISP. Then click **Next** for next step.



7. Now you can see the following screen. It indicates that the setup is complete. Different types of connection modes will have different summary. Click **Finish** and then restart the router. Afterward, you will enjoy surfing on the Internet.



4. Registration for the Router

Now you can surf on Internet freely. It is time to continue the registration and activation of your router for using the functions of anti-intrusion, anti-virus and anti-spam.

To use the anti-intrusion, anti-virus and anti-spam features of VigorPro series router, you have to create a new account, finish the registration for that account by using the router and complete the registration for the Vigor router. After finishing the registration of the router, you can download the newly update types and rules of anti-intrusion and anti-virus during the valid time of the license key you purchased.

There are two ways to create and activate new account. One is created by accessing www.vigorpro.com (refer to section 4.1), the other is from router's web configurator (refer to section 4.2).

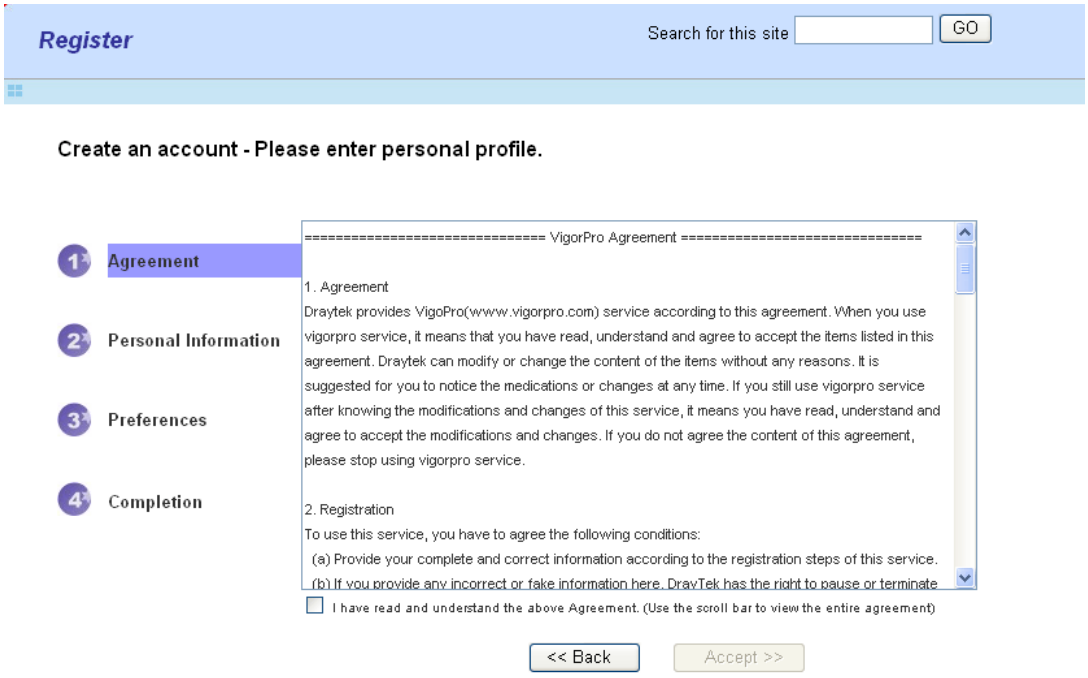
After activating the new account, you have to register your router from router's web configurator (refer to section 4.3). Follow the steps listed below to finish the registration and activation.

4.1 Creating and Activating an Account from VigorPro Website

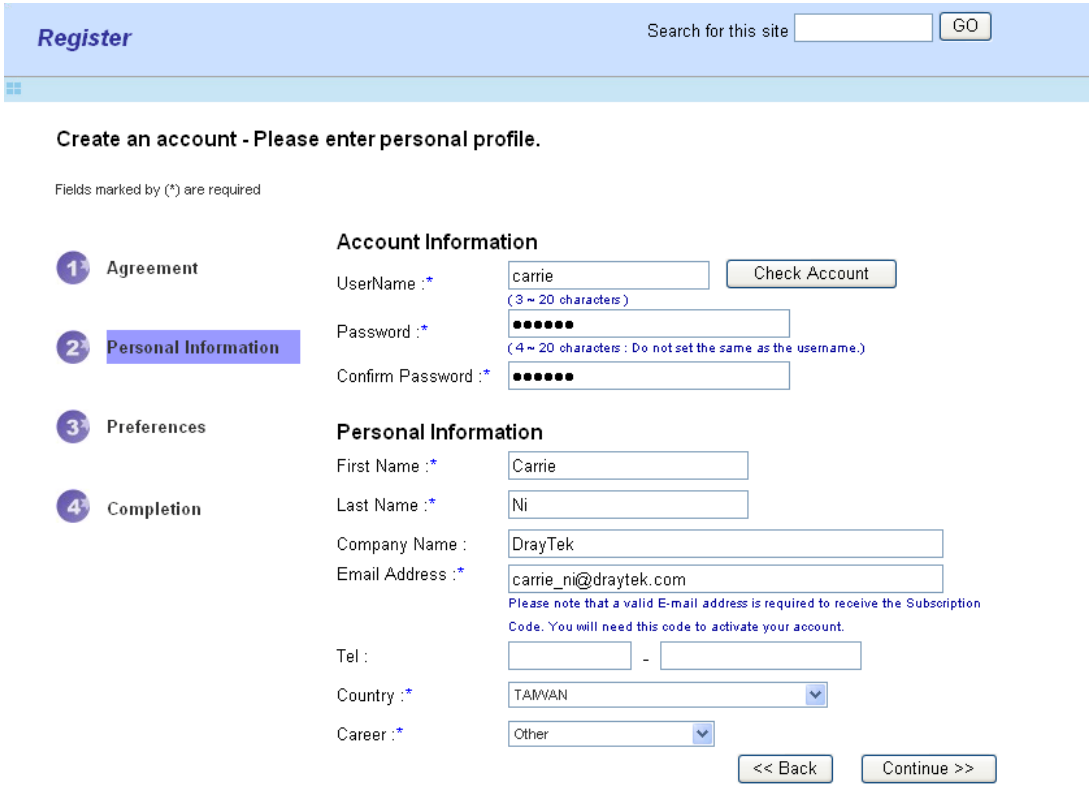
To activate anti-virus/anti-intrusion/anti-spam function, you need to register an account on www.vigorpro.com firstly. Please follow the steps below to create a new account.

1. Open your browser with URL: **www.vigorpro.com**. Find the line of **Not registered yet?**. Then, click the link **Click here!** to access into next page.

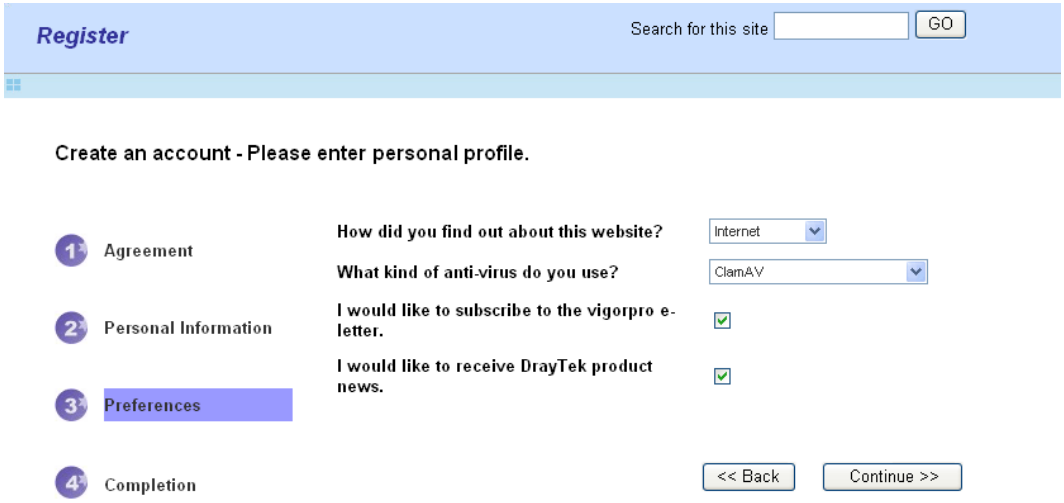
2. Check to confirm that you accept the Agreement and click **Accept**.



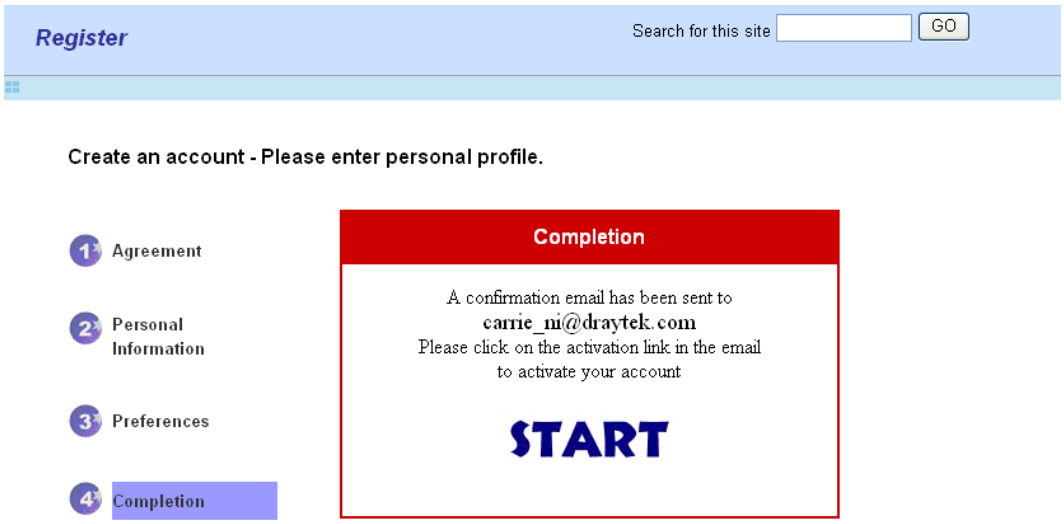
3. Type your personal information in this page and then click **Continue**.



4. Choose proper selection for your computer and click **Continue**.



5. Now you have created an account successfully.



6. Check to see the confirmation email with the title of **New Account Confirmation Letter from www.vigorpro.com**.

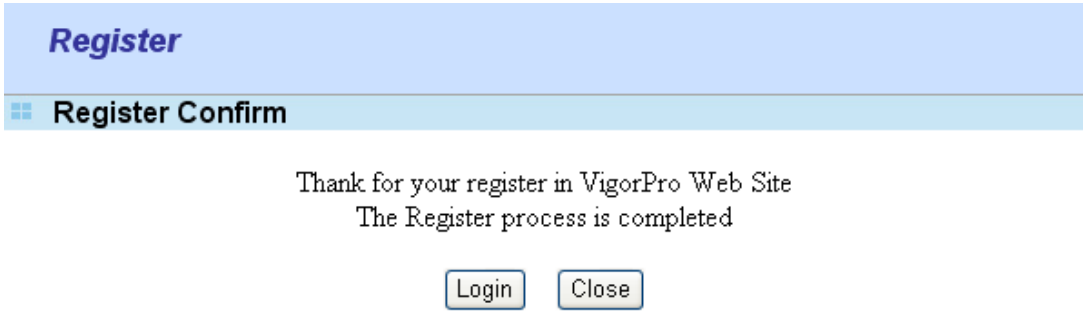
***** This is an automated message from www.vigorpro.com.*****

Thank you (**carrie**) for creating an account.

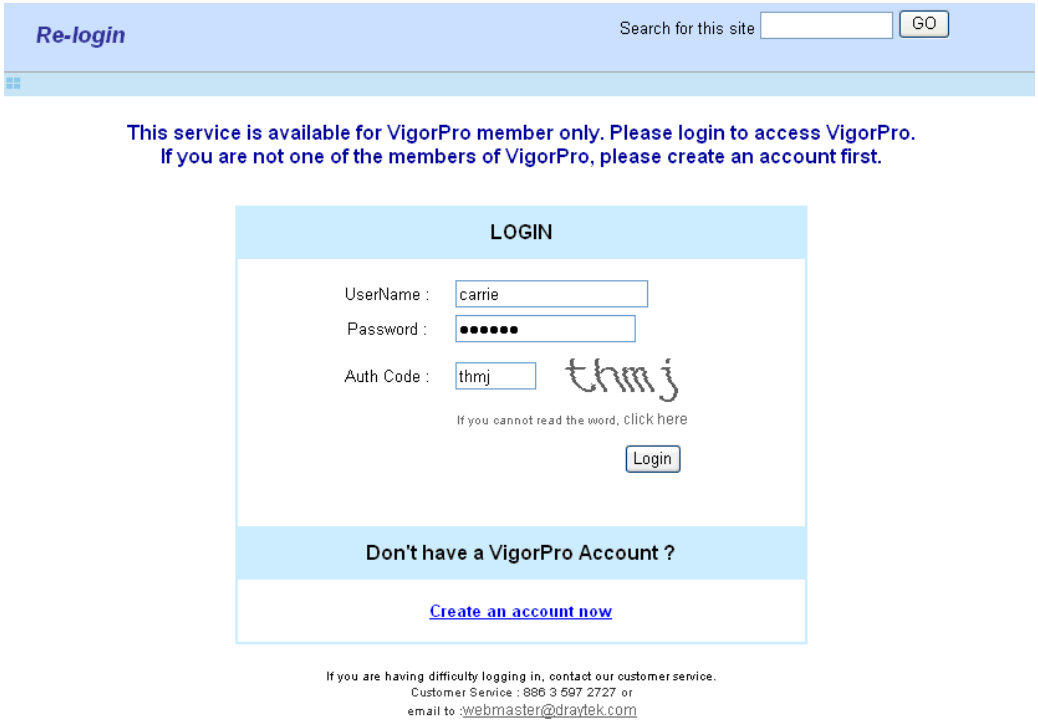
Please click on the activation link below to activate your account

Link : Activate my Account

7. Click the **Activate my Account** link to enable the account that you created. The following screen will be shown to verify the register process is finished. Please click **Login**.



8. When you see the following page, please type in the account and password (that you just created) in the fields of **UserName** and **Password**. Then type the code in the box of AuthCode according to the value displayed on the right side of it.

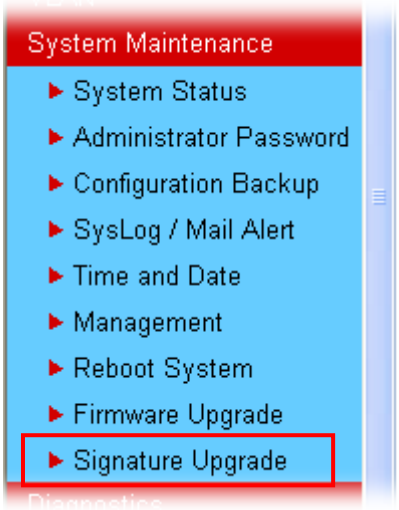


9. Now, click **Login**. Your account has been activated.

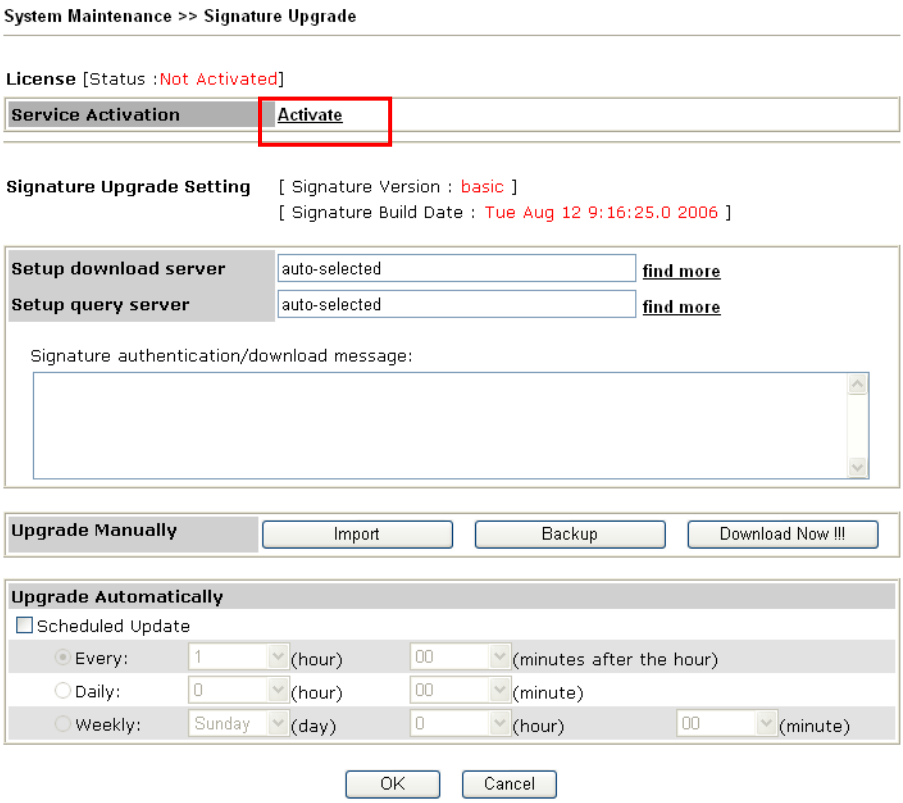
4.2 Creating and Activating an Account from Router Web Configurator

You, also can created and register a new account from the web configurator of the VigorPro router.

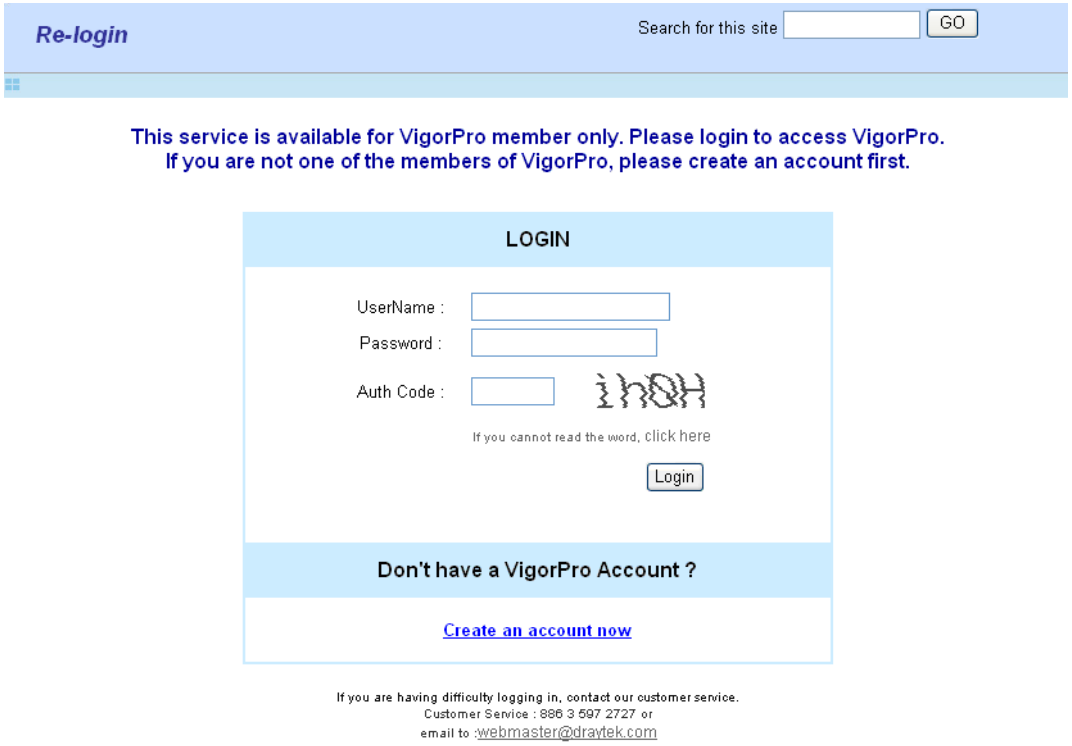
1. Open a web browser on your PC and type **http://192.168.1.1.** A pop-up window will open to ask for username and password. Do not type any word on the window and click **OK**.
2. From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



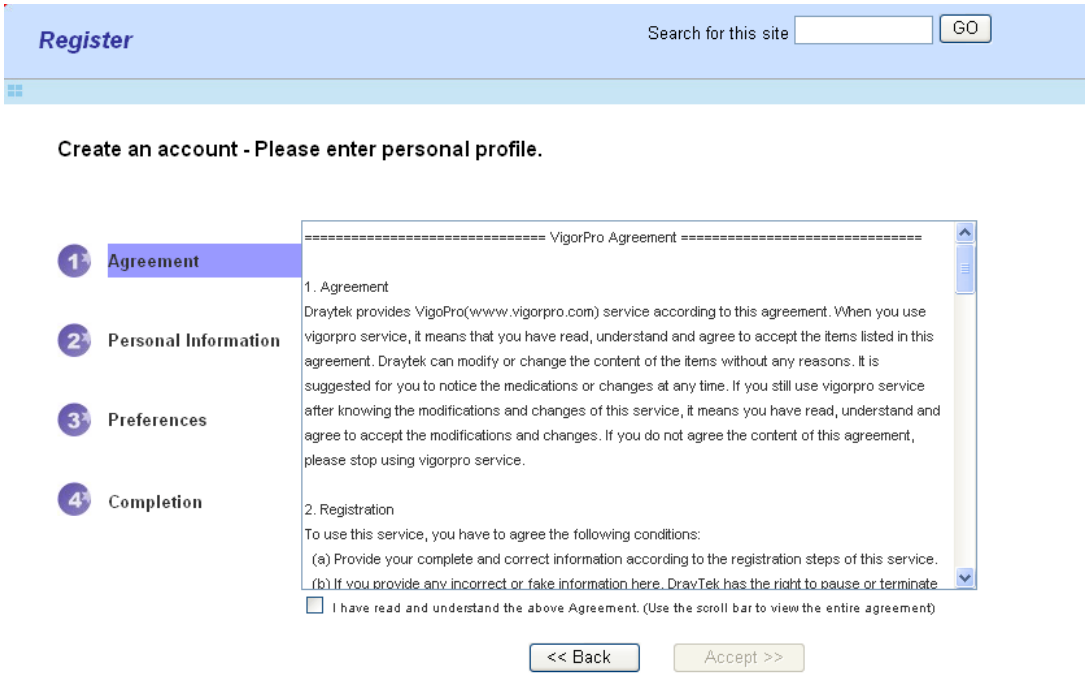
3. Click the **Activate** link from the **Signature Upgrade** web page.



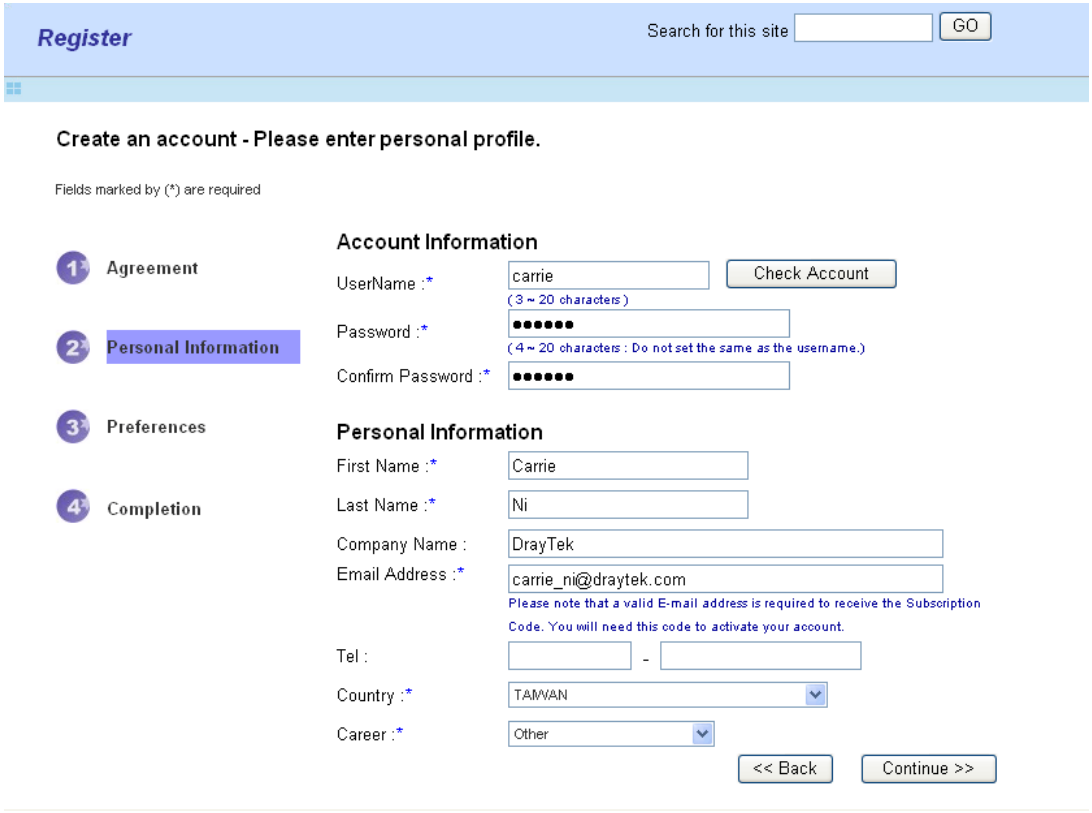
4. A **Re-login** page will be shown on the screen.



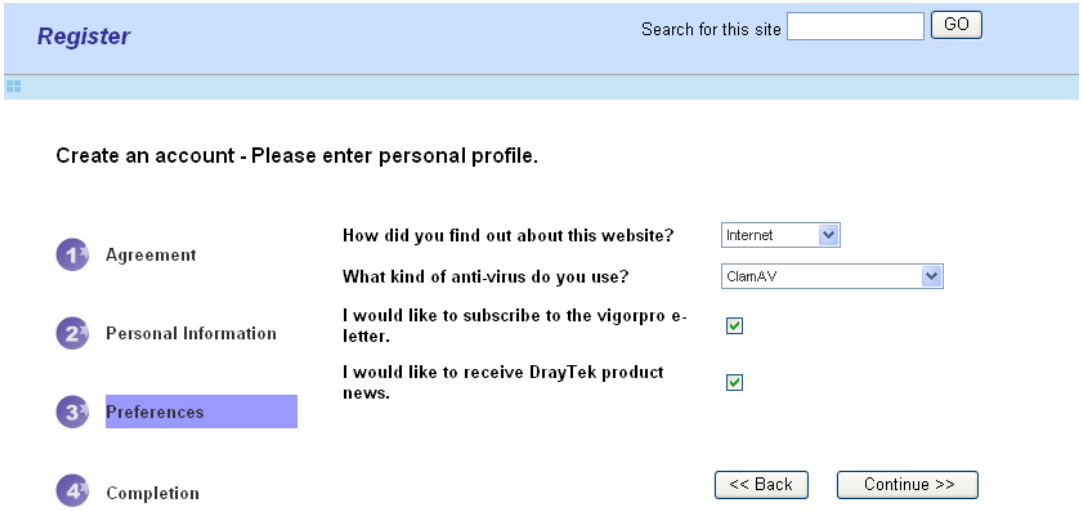
5. Locate and click **Create an account now link** on the bottom of this page. You will access into the following page. Check the box below to confirm that you accept the Agreement and click **Accept**.



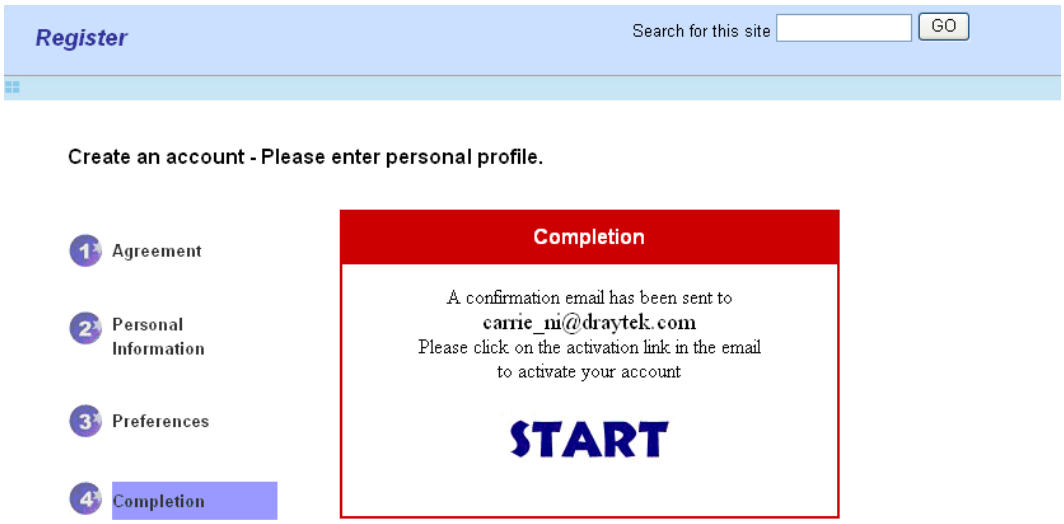
6. Type your personal information in this page and then click **Continue**.



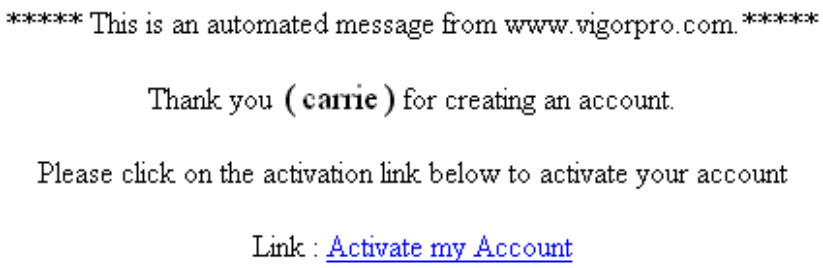
7. Choose proper selection for your computer and click **Continue**.



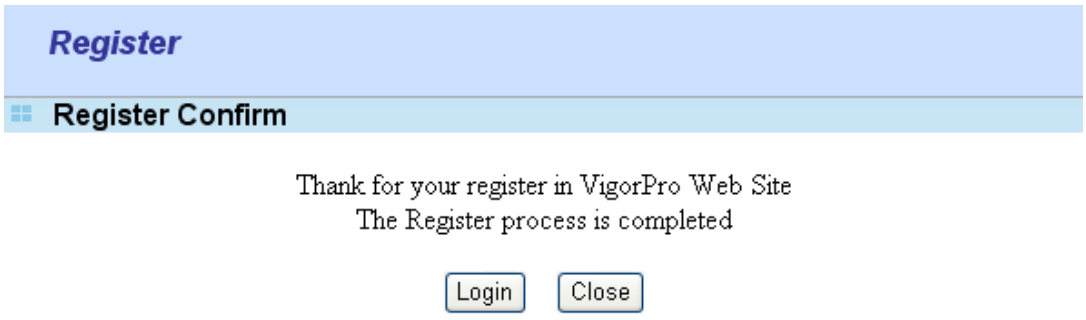
8. Now you have created an account successfully.



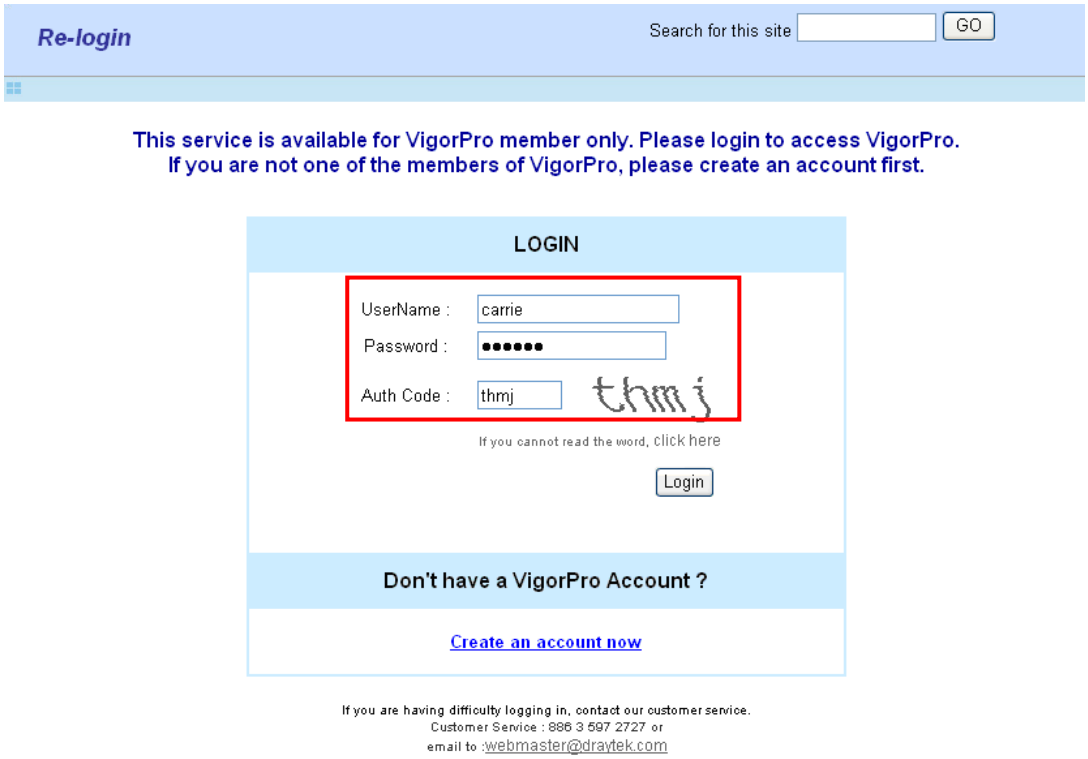
9. Check to see the confirmation email with the title of **New Account Confirmation Letter from www.vigorpro.com**.



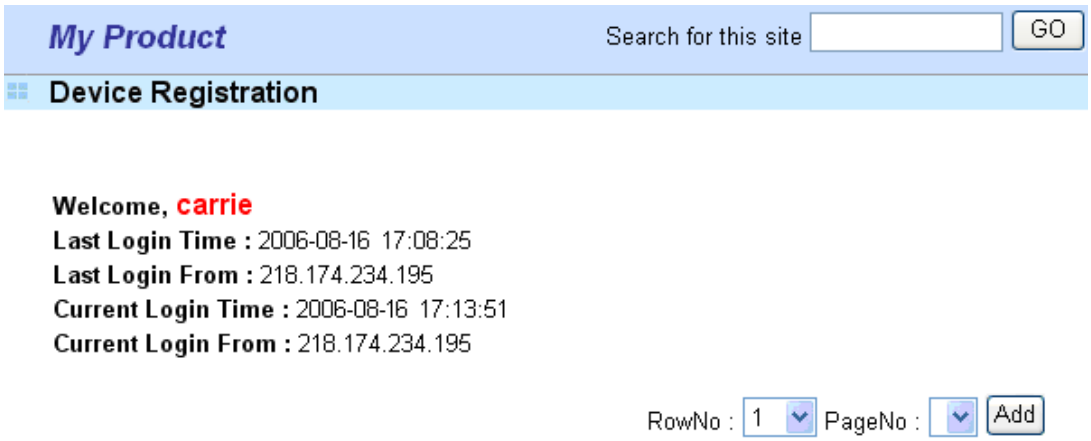
10. Click the **Activate my Account** link to enable the account that you created. The following screen will be shown to verify the register process is finished. Please click **Login**.



11. When you see the following page, please type in the account and password (that you just created) in the fields of **UserName** and **Password**. Then type the code in the box of AuthCode according to the value displayed on the right side of it.



12. Now, click **Login**. Your account has been activated. And the following page will be shown automatically.



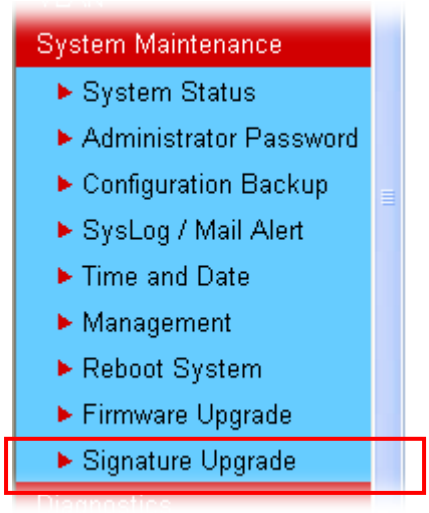
DrayTek will maintain a database of MAC address/serial number of shipped goods. Only products with shipping records can be registered. If your VigorPro 5500 cannot hook up to your account, please contact your reseller or DrayTek's technical support.

4.3 Registering Your Vigor Router

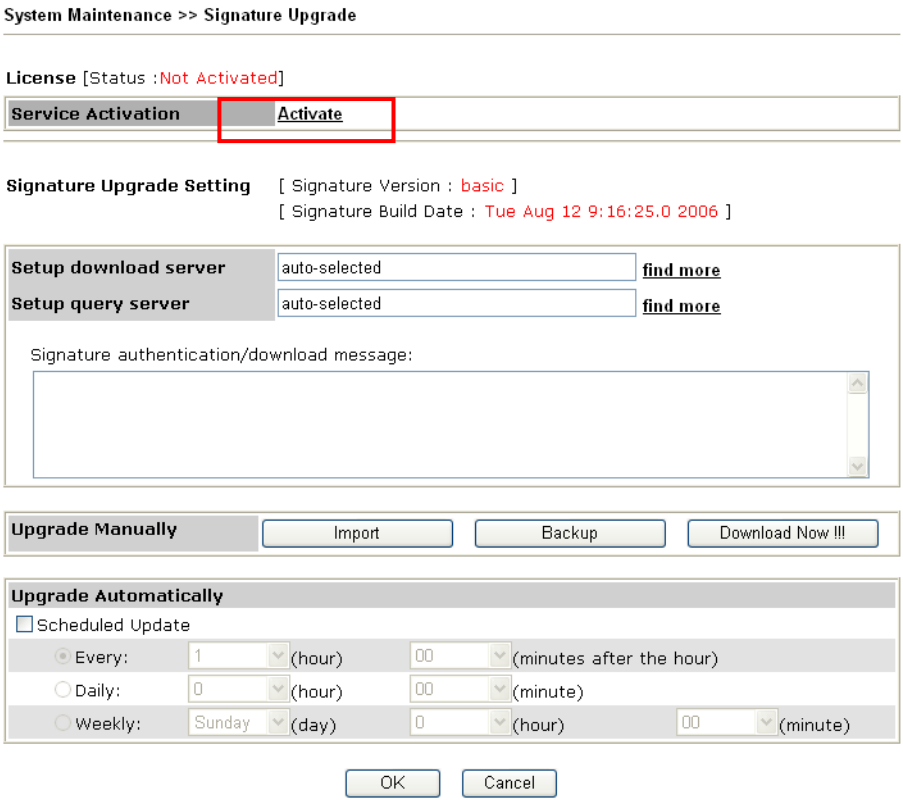
You have activated the new account for the router. Now, it is the time for you to register your vigor router. There are two ways to register your vigor router. One is to register by opening **System Maintenance >>Signature Upgrade**; the other is to register by using **Anti-Spam>>Profile Setting**. Registering Vigor router should be done just for once. **If the router has been registered previously, the system will not allow you to register the router again.** After finishing the router registration, you can activate Anti-Virus, Anti-Intrusion and Anti-Spam respectively.

From System Maintenance >>Signature Upgrade

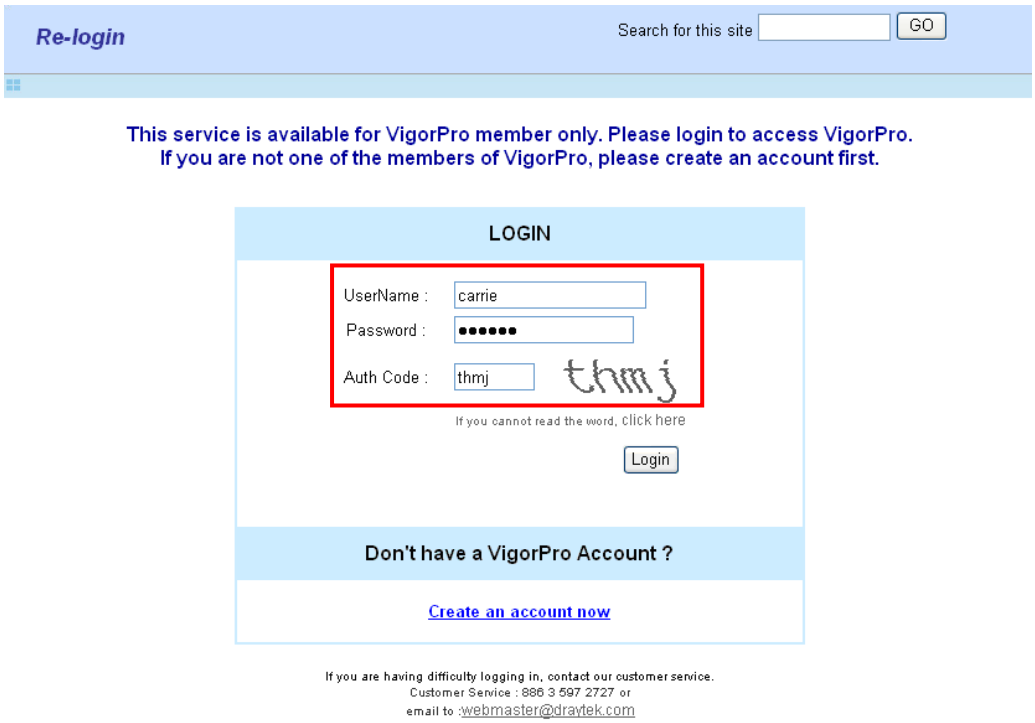
1. Open a web browser on your PC and type **http://192.168.1.1.** A pop-up window will open to ask for username and password.
2. From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



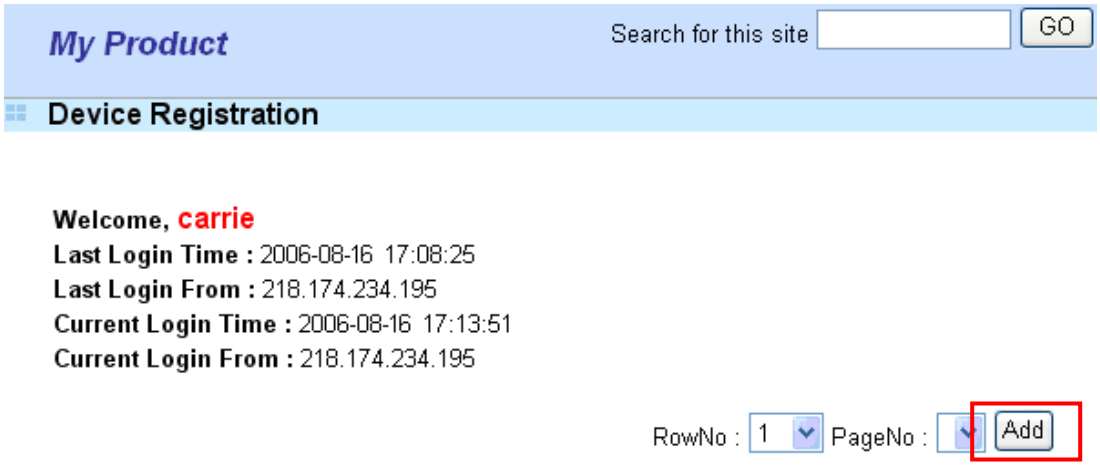
3. Click the **Activate** link from the **Signature Upgrade** web page.



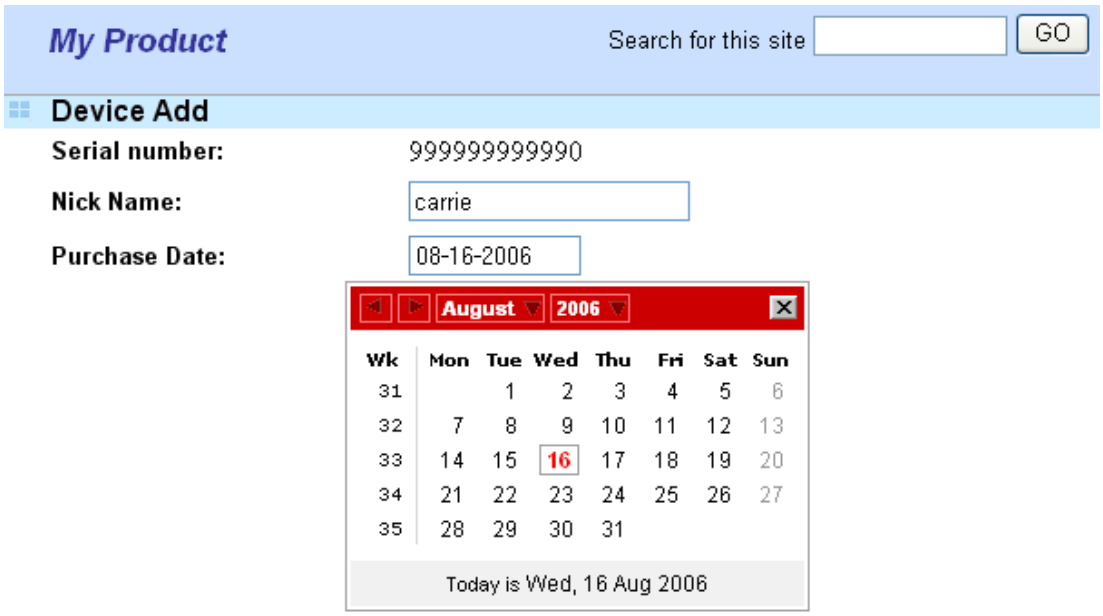
4. A **Re-login** page will be shown on the screen. Please type the account and password that you created previously. And click **Login**.



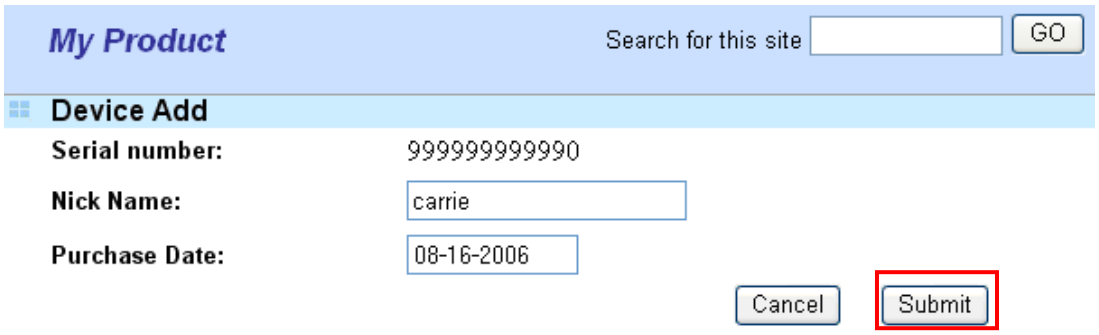
5. The following page will be displayed after you logging in VigorPro server. From this page, please click **Add**.



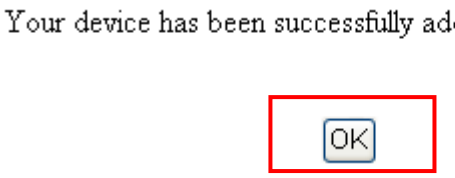
6. When the following page appears, please type in Nick Name (for the router) and choose the right purchase date from the popup calendar (it appears when you click on the box of Purchase Date).



7. After adding the basic information for the router, please click **Submit**.



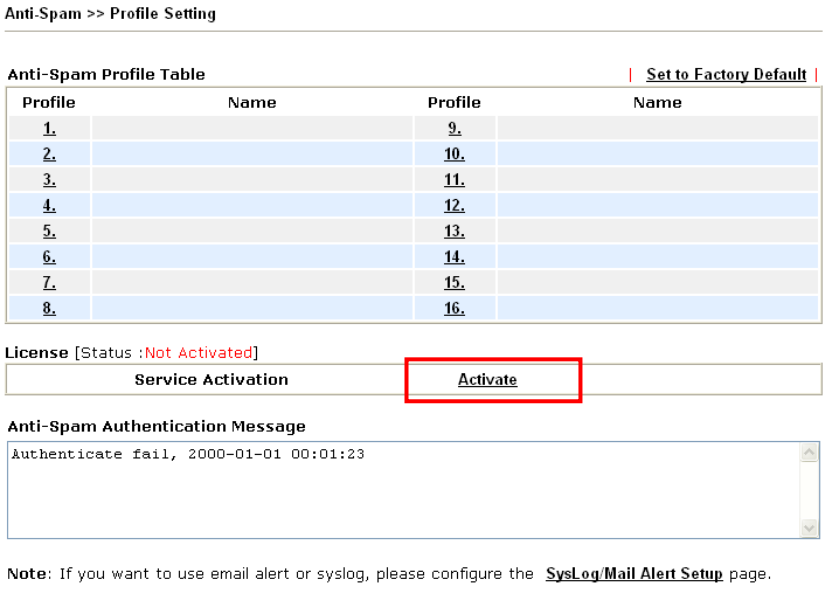
8. Now, your router information has been added to the database. Click **OK** to leave this web page and return to **My Product** web page.



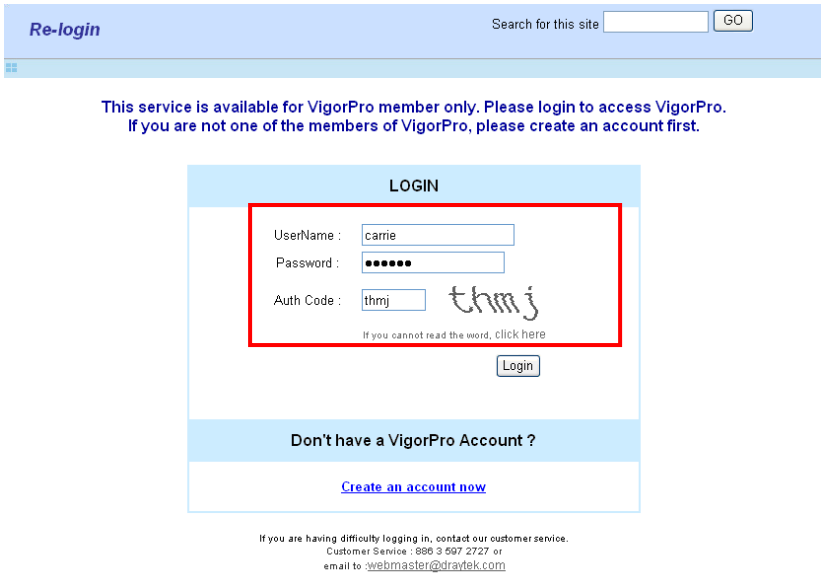
From Anti-Spam>>Profile Setting

1. 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.
2. From the router's web page, please open **Anti-Spam>>Profile Setting.** You will see the following web page.

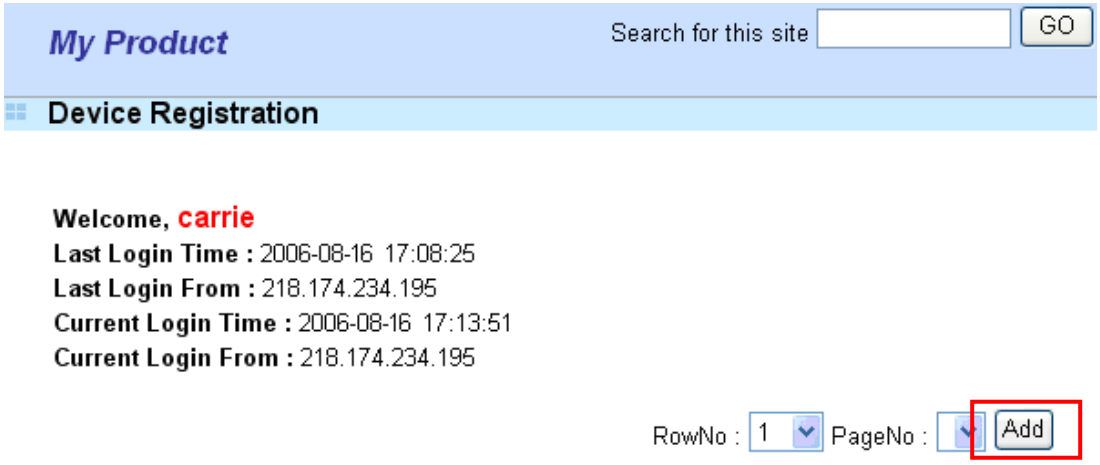
3. Click the **Activate** link from the **Profile Setting** web page.



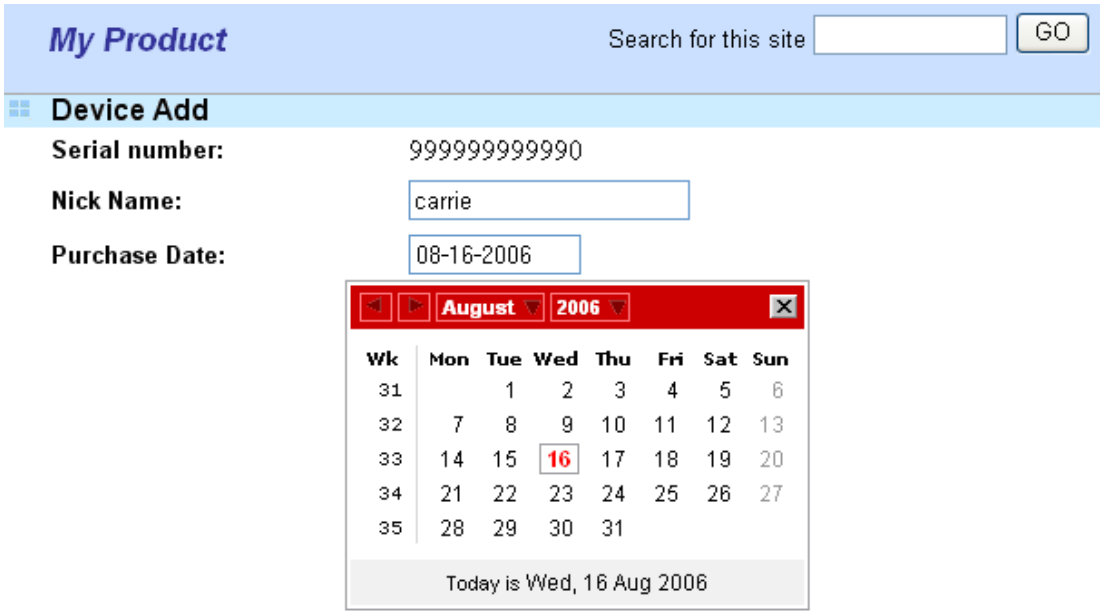
4. A **Re-login** page will be shown on the screen. Please type the account and password that you created previously. And click **Login**.



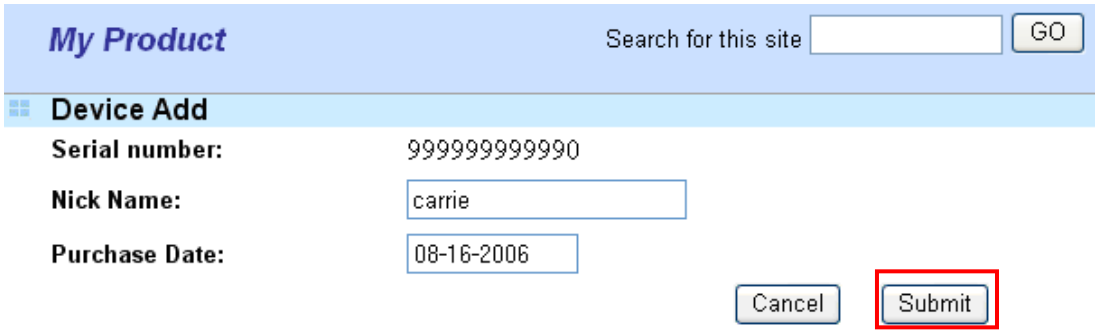
5. The following page will be displayed after you logging in VigorPro server. From this page, please click **Add**.



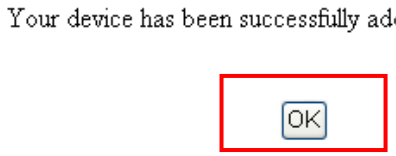
6. When the following page appears, please type in Nick Name (for the router) and choose the right purchase date from the popup calendar (it appears when you click on the box of Purchase Date).



7. After adding the basic information for the router, please click **Submit**.



8. Now, your router information has been added to the database. Click **OK** to leave this web page and return to **My Product** web page.



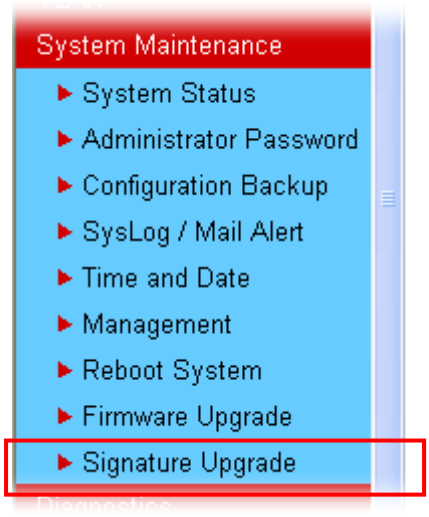
4.4 Activating Anti-Virus/Anti-Intrusion/Anti-Spam Service

After registering your vigor router, you have to follow the steps listed below to activate anti-virus/anti-intrusion/anti-spam service to obtain full security for your computer.

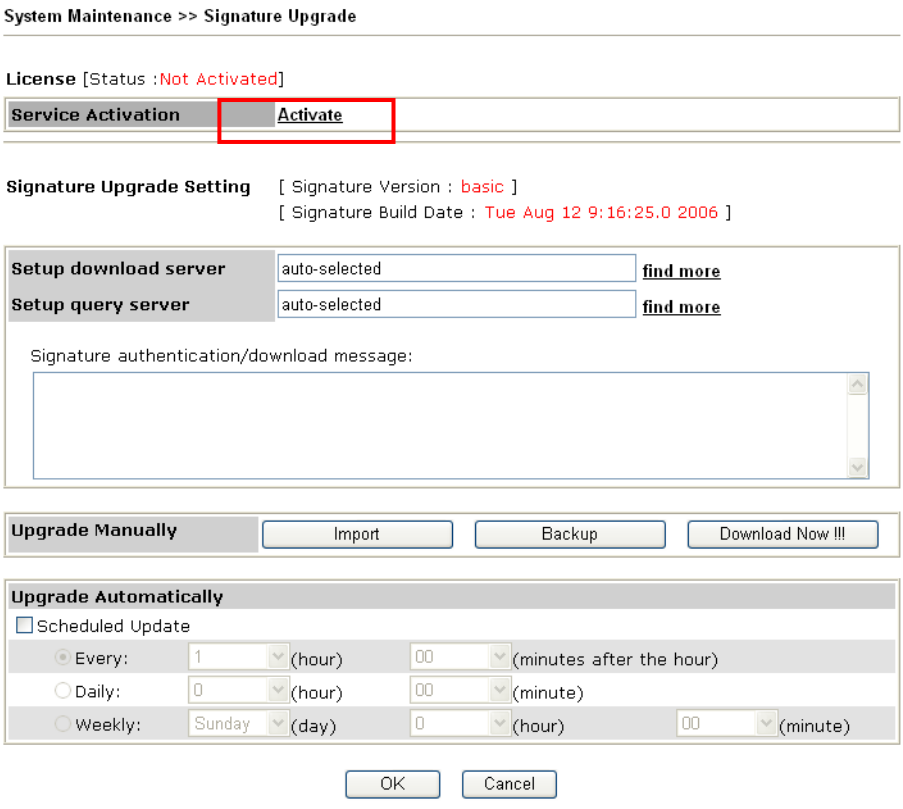
4.3.1 For Anti-Virus and Anti-Intrusion Service

1. 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..

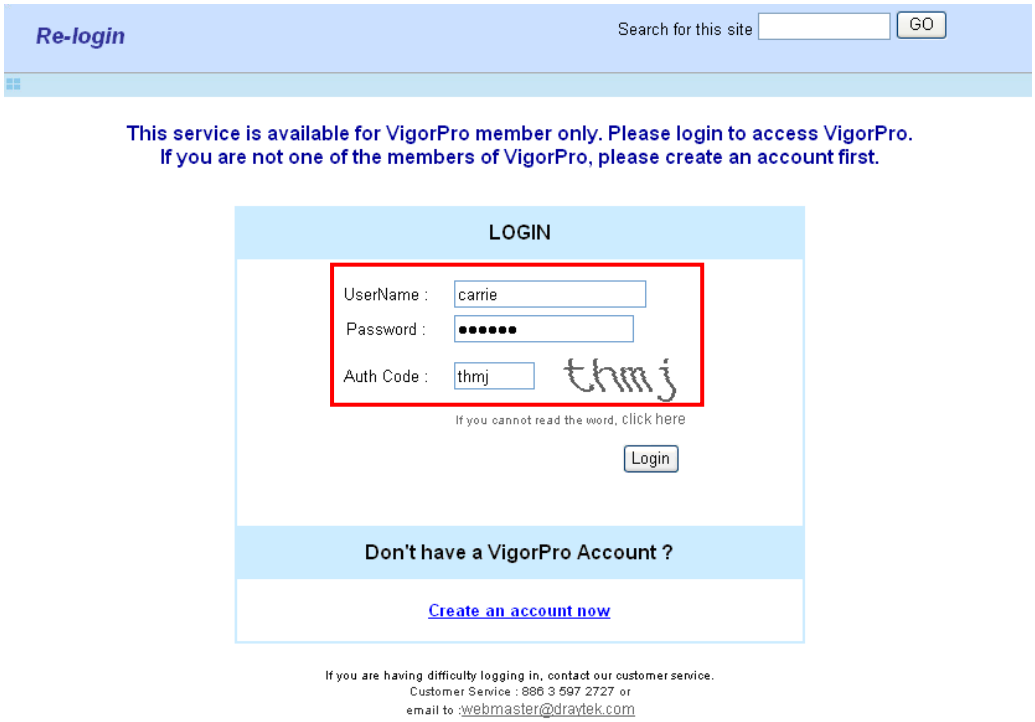
2. From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



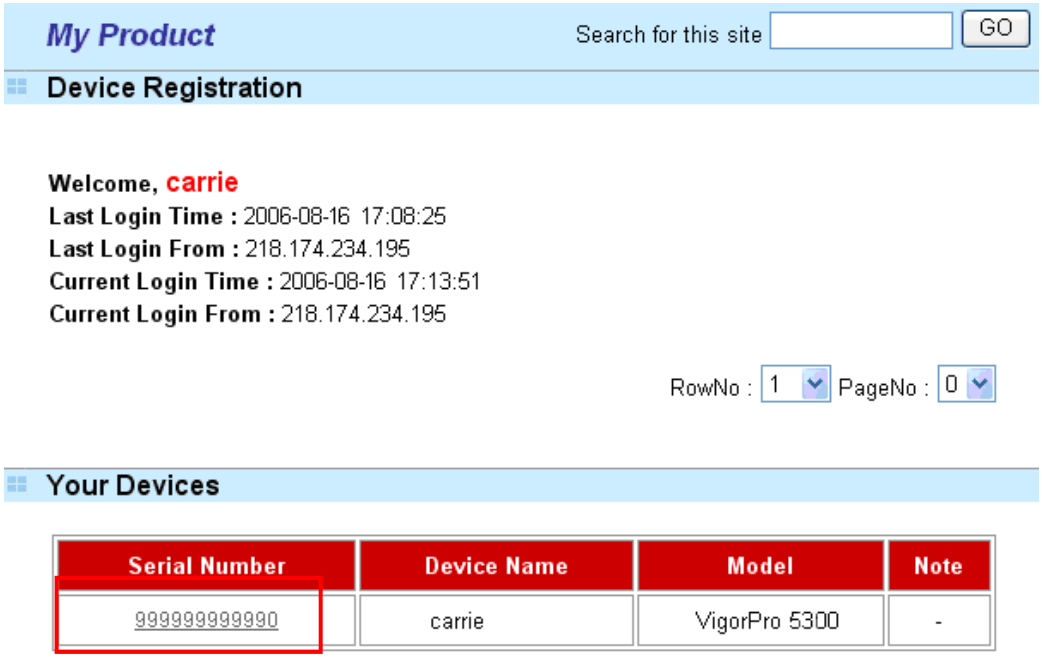
3. Click the **Activate** link from the **Signature Upgrade** web page.



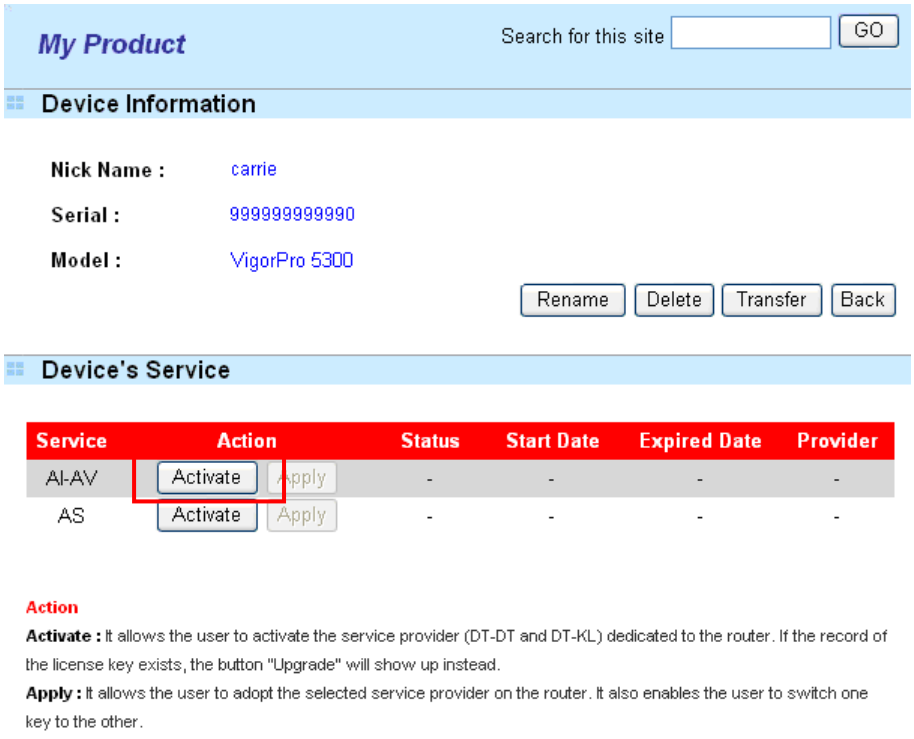
4. A **Re-login** page will be shown on the screen. Please type the account and password that you created previously. And click **Login**.



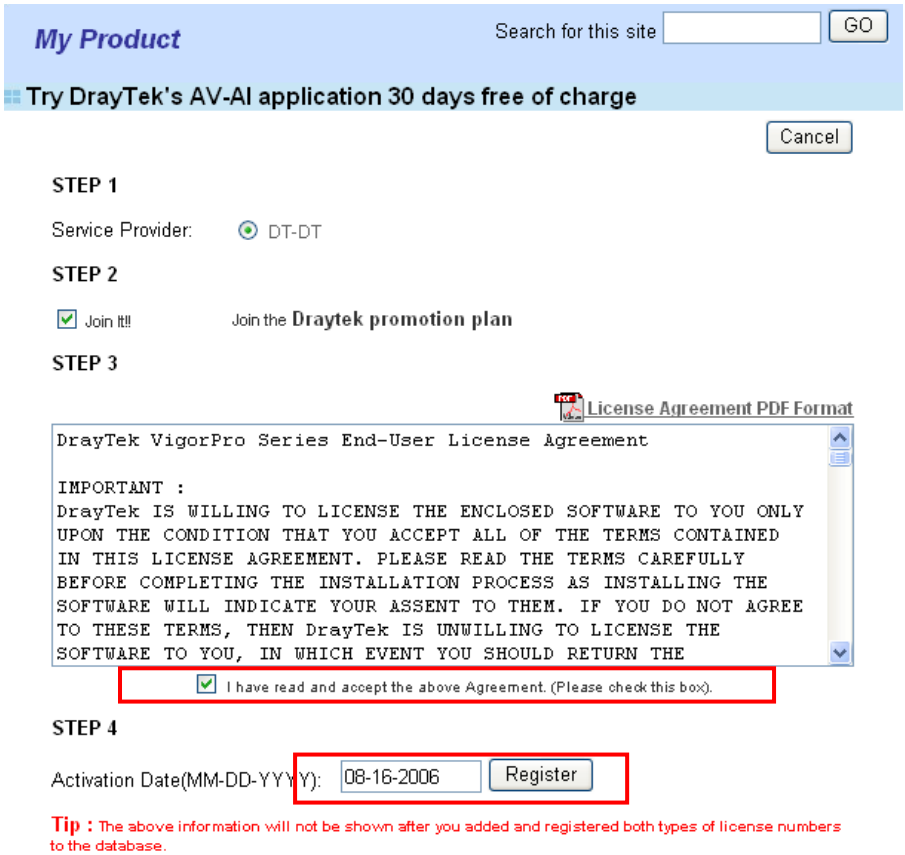
5. On the web page of **My Product**, you can find a list of the devices that you add with the above steps. Currently, you just have added VigorPro 5500. Please click the serial number link.



6. From the **Device's Service** section, click the **Activate** button for AI-AV (Anti-Intrusion & Anti-Virus) service.



7. In this page, check the box of "**I have read and accept the above Agreement**". The system will find out the date for you to activate this version of service. Then, click **Register**.



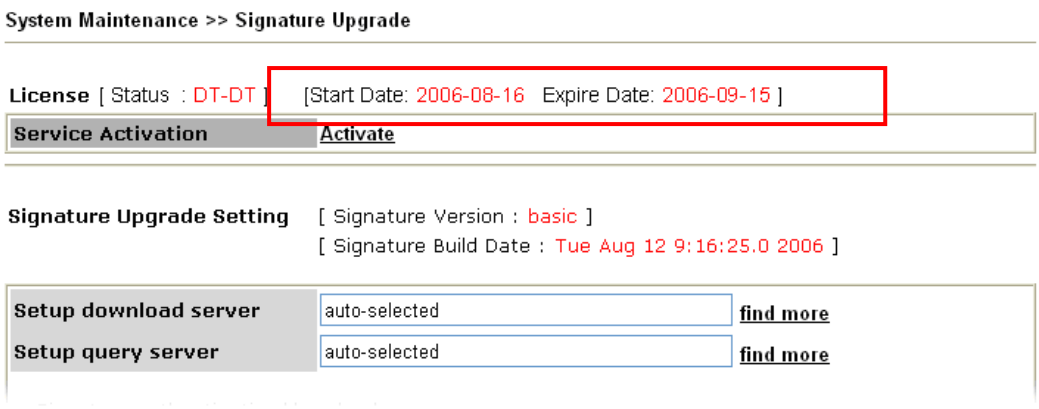
Note: DT-DT means you can acquire the anti-intrusion and anti-virus services from DrayTek Corporation.

8. Next, the DrayTek Service Activation screen will be shown as the following.

(Above figure supposes you have not activated Anti-Spam yet.)

9. Click **Close**.

10. Return to **Signature Upgrade** page of the router's web configurator. The start date and expire date for the license are shown in this page.



Now, you have finished all the procedure for activating Anti-Intrusion/Anti-Virus service for your router.

If you want to select DT-KL service additionally, repeat step 11 to step 14. Both services will be added into your router. You can apply any one of them for your router through the webpage.

Note: You are allowed to use this version (with anti-intrusion/anti-virus features) for 30 days after you register for your router. In addition, you will be informed with an e-mail before expire date of this version.

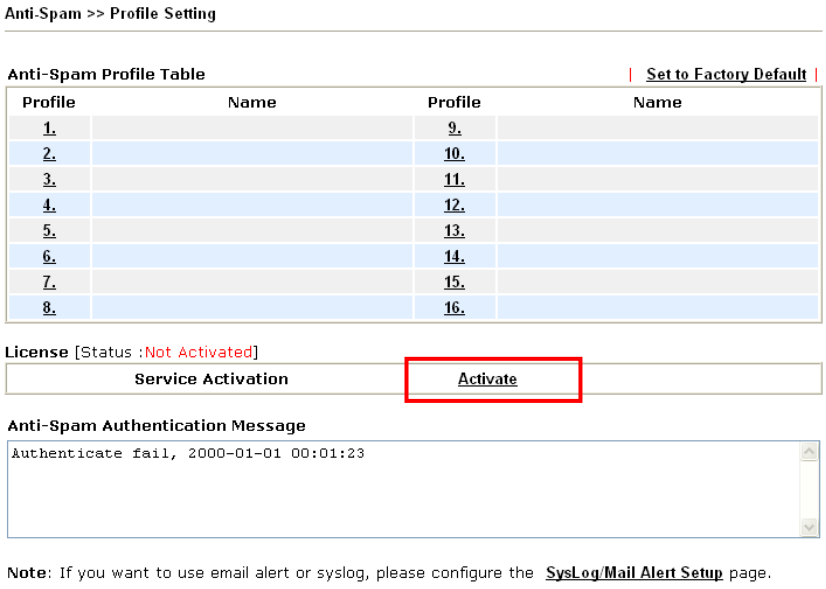
4.4.2 For Anti-Spam Service

Please follow the steps below to activate Anti-Spam Service for your system.

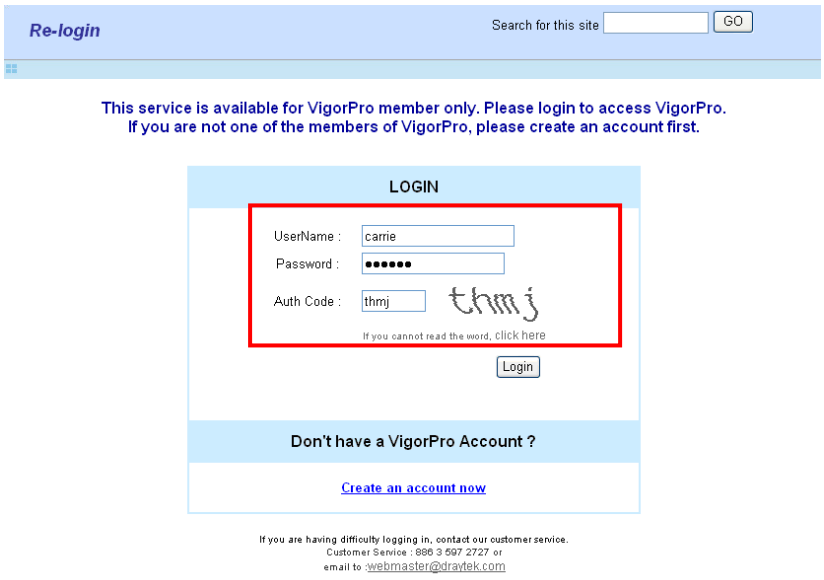
Getting 30 Days of Free Charge

1. 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.
2. From the router's web page, please open **Anti-Spam>>Profile Setting.** You will see the following web page.

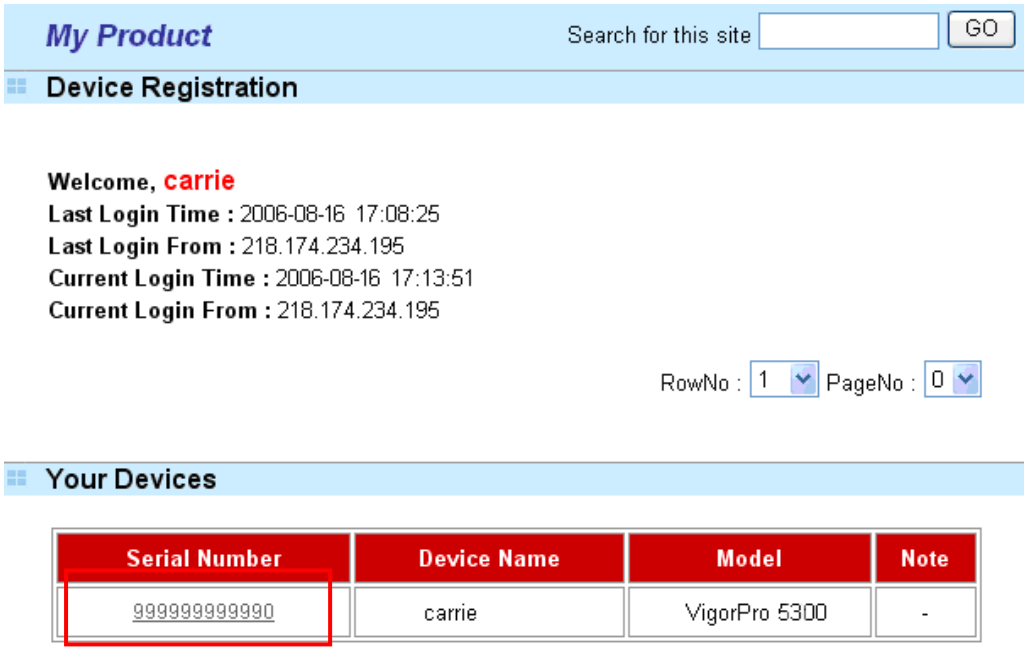
3. Click the **Activate** link from the **Profile Setting** web page.



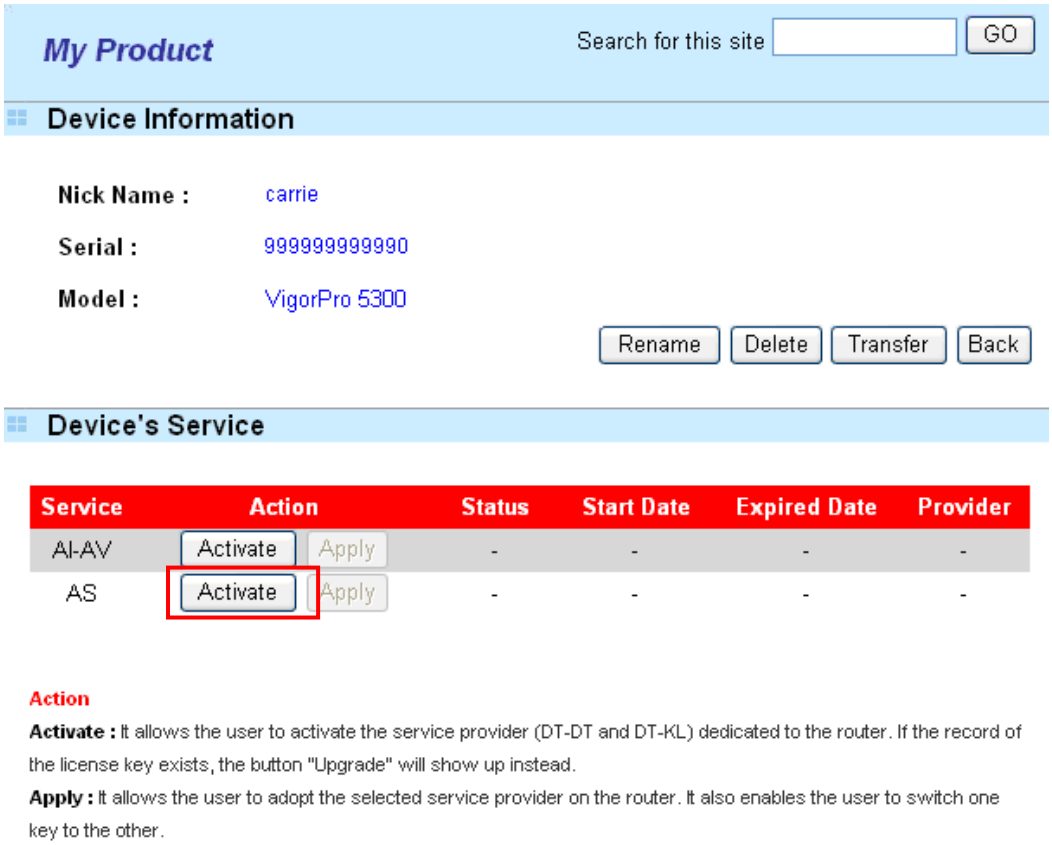
4. A **Re-login** page will be shown on the screen. Please type the account and password that you created previously. And click **Login**.



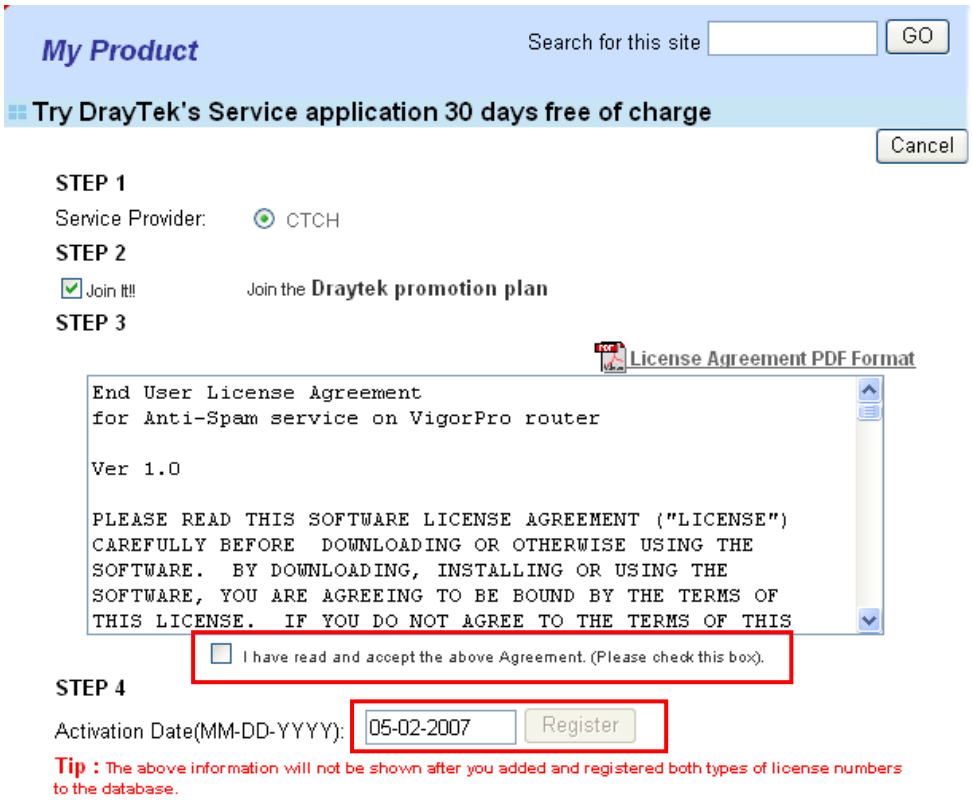
5. On the web page of **My Product**, you can find a list of the devices that you add with the above steps. Currently, you just have added VigorPro 5500. Please click the serial number link.



6. From the **Device's Service** section, click the **Activate** buttons for AS (Anti-Spam) service.

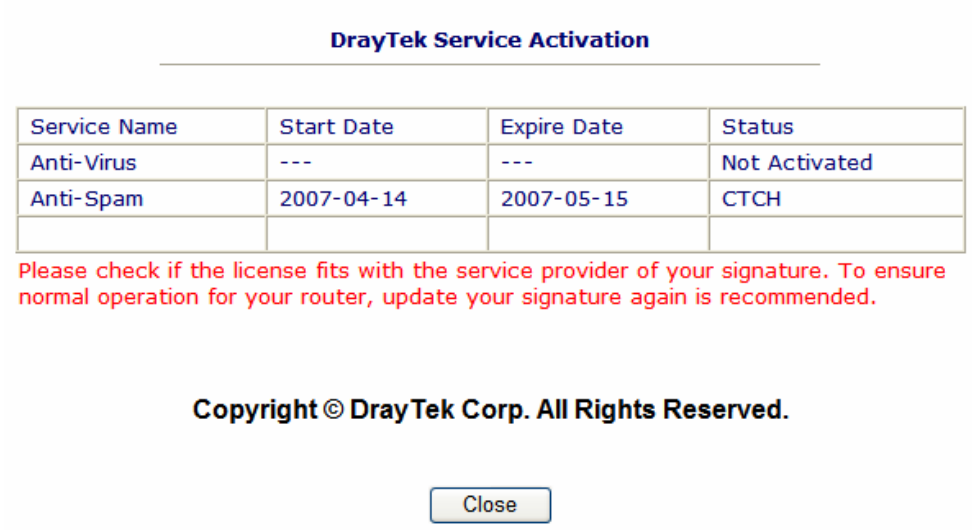


7. In this page, check the box of "**I have read and accept the above Agreement**". The system will find out the date for you to activate this version of service. Then, click **Register**.



Note: CTCH means you can acquire anti-spam service from Commtouch.

8. Next, the DrayTek Service Activation screen will be shown as the following.



(Above figure supposes you have not activated Anti-Virus yet.)

9. Click **Close**.

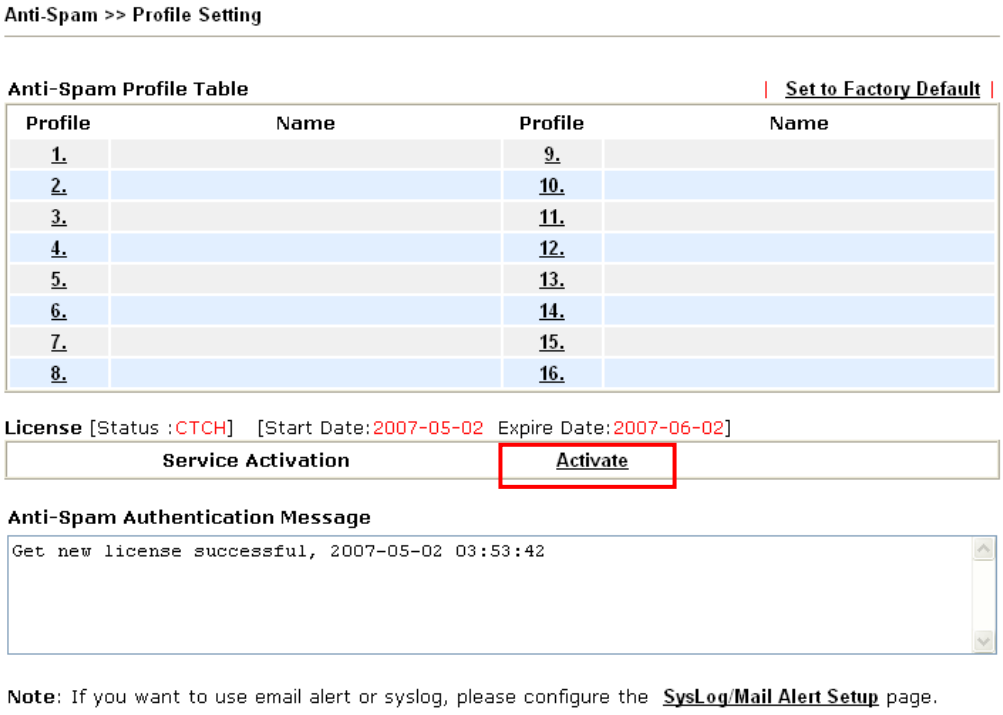
Now, you have finished all the procedure for activating Anti-Spam service for your router.

Note: You are allowed to use this version (with anti-spam feature) for 30 days after registration for your router. In addition, you will be informed with an e-mail before expire date of this version.

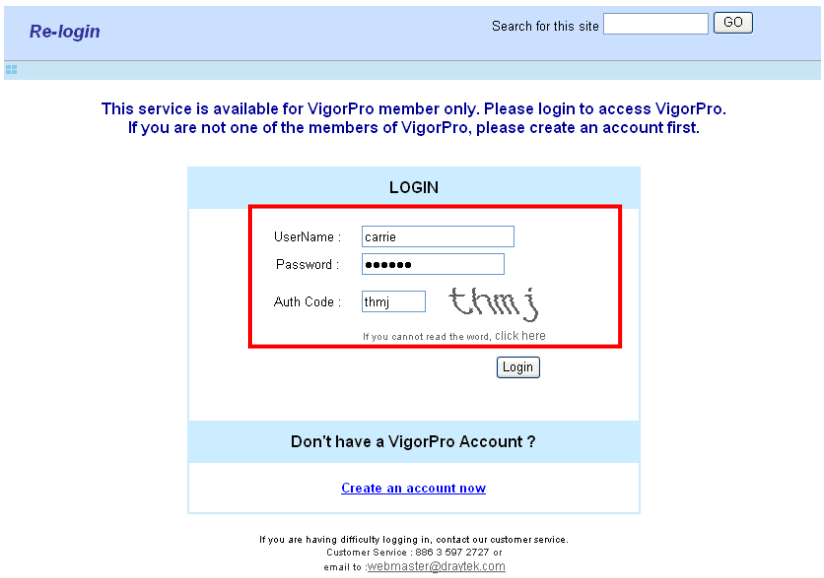
Upgrade License for Anti-Spam

1. 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.
2. From the router's web page, please open **Anti-Spam>>Profile Setting.** You will see the following web page.

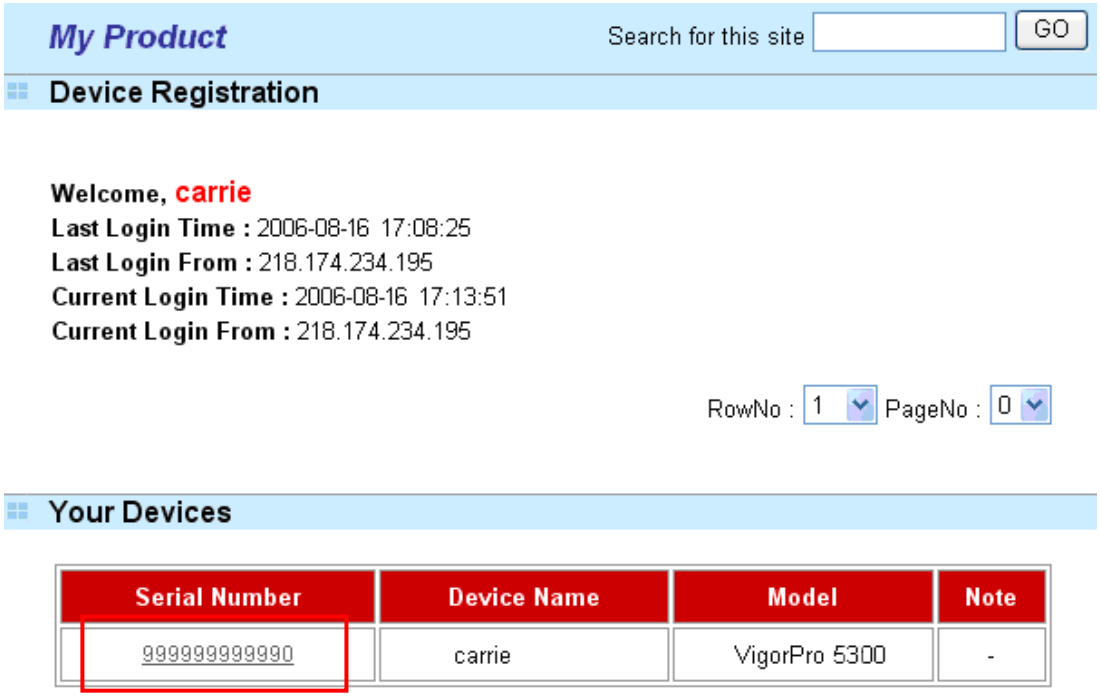
3. Click the **Activate** link from the **Profile Setting** web page.



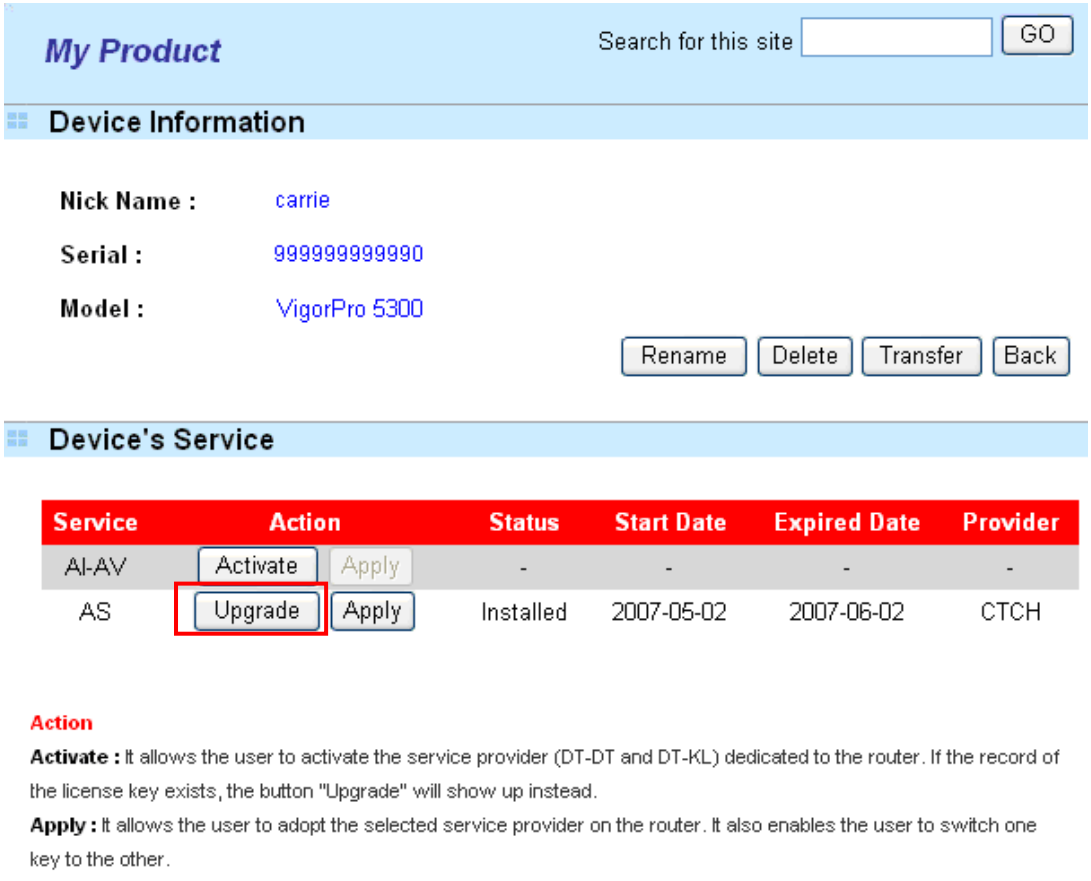
4. A **Re-login** page will be shown on the screen. Please type the account and password that you created previously. And click **Login**.



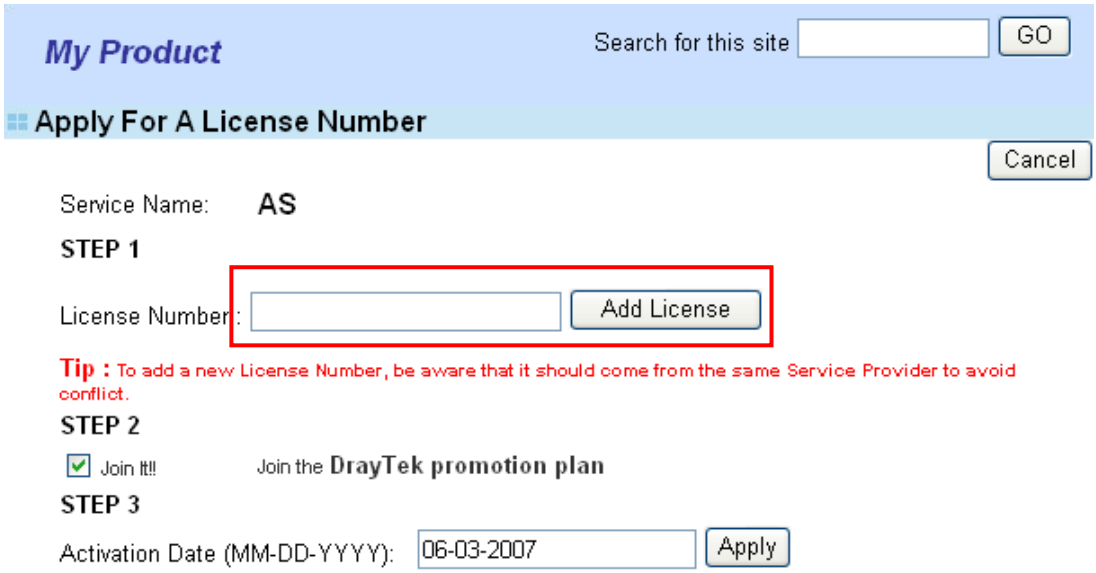
5. On the web page of **My Product**, you can find a list of the devices that you add with the above steps. Currently, you just have added VigorPro 5500. Please click the serial number link.



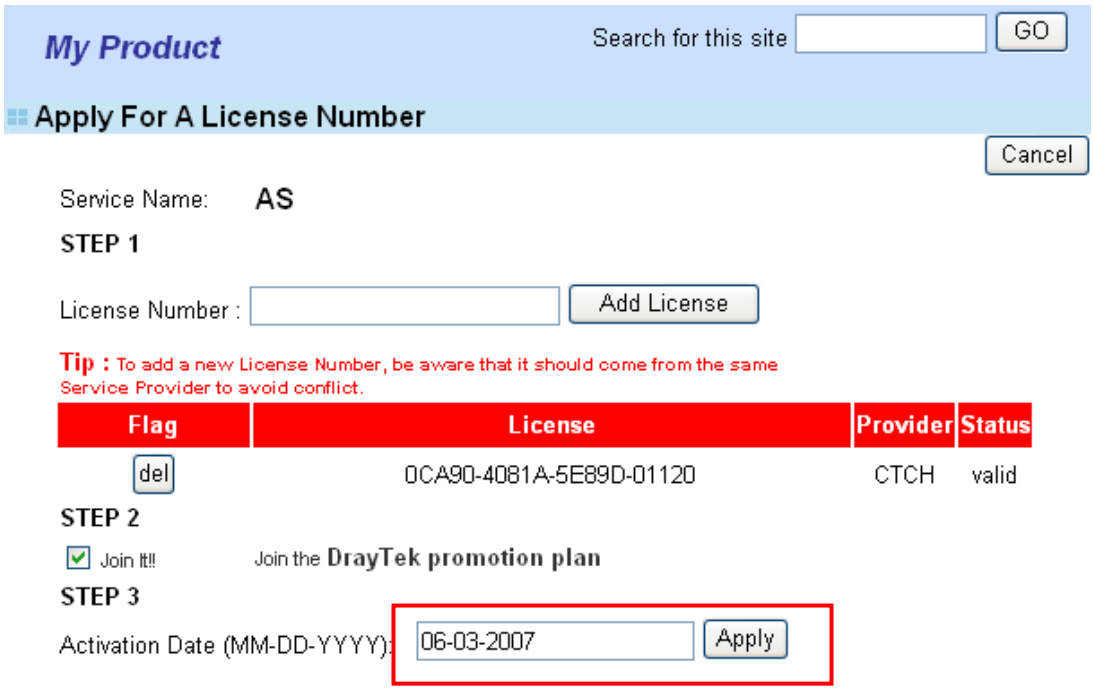
6. From the **Device's Service** section, click the **Upgrade** buttons for AS (Anti-Spam) service.



7. In this page, type the License Number stated on the Anti-Spam license card in the field of **License Number**. Then, click **Add License**.



8. Now, the license number will be displayed on the page immediately. Click **Apply**.



9. In this page, check the box of "**I have read and accept the above Agreement**". The system will find out the date for you to activate this version of service. Then, click **Comfirm**.

10. Next, the DrayTek Service Activation screen will be shown as the following.

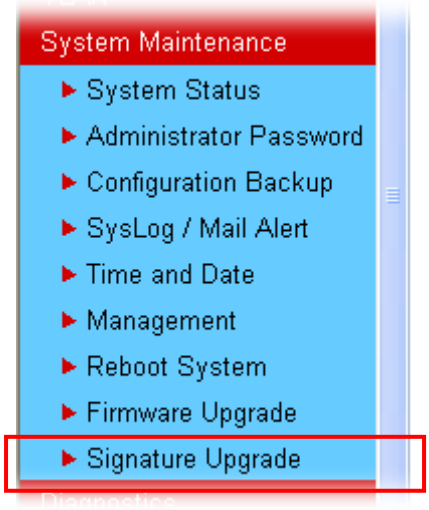
(Above figure supposes you have not activated Anti-Virus yet.)

11. Click **Close** to exit.

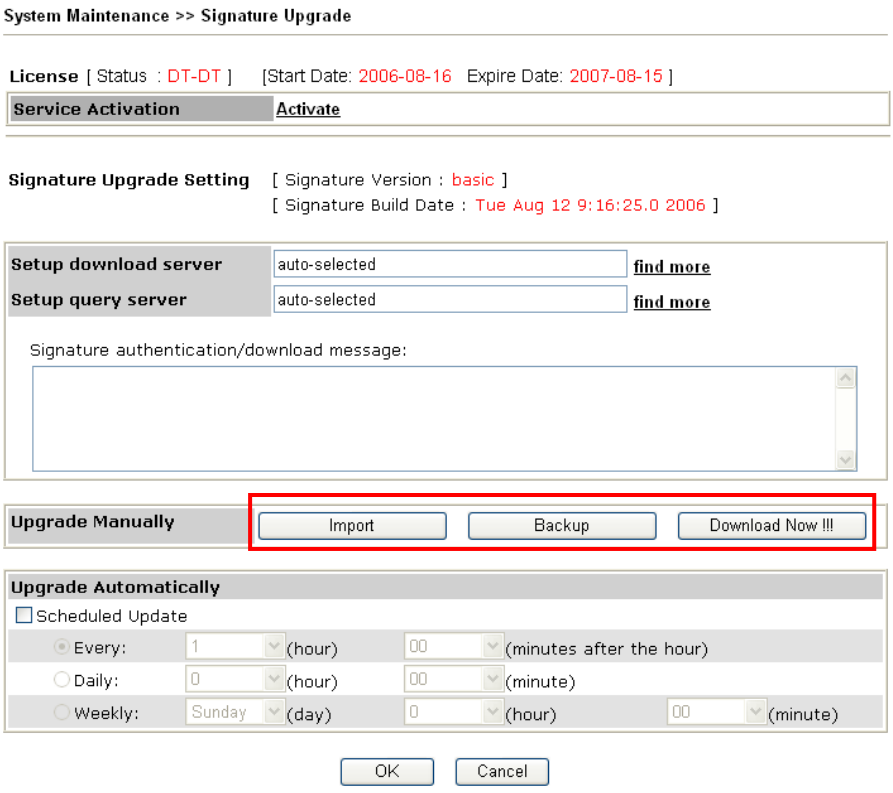
4.5 Backup and Upgrade Signature for Anti-Intrusion/Anti-Virus

You can get the most updated signature from DrayTek's server if the license key of anti-virus/anti-intrusion for the VigorPro 5500 is not expired. Before you upgrade the signature, please check the validation information either from WEB user interface of VigorPro 5500 or account information from www.vigorpro.com.

1. 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. Do not type any word on the window and click **OK**.
2. From the router's web page, please open **System Maintenance >>Signature Upgrade**. You will see the following web page.



3. On **Signature Upgrade** web page, locate **Backup** and **Download Now!!!**.



Time for Backup

Before changing other license, it is suggested for you to backup the original signature first. To backup current signature information with the filename vigorpro.sig, click **Backup**.

Time for Download

After changing other license, it is suggested for you to download newly update signature for your router. To download newly update anti-intrusion and anti-virus from VigorPro website, please click **Download Now!!!**.

Time for Import

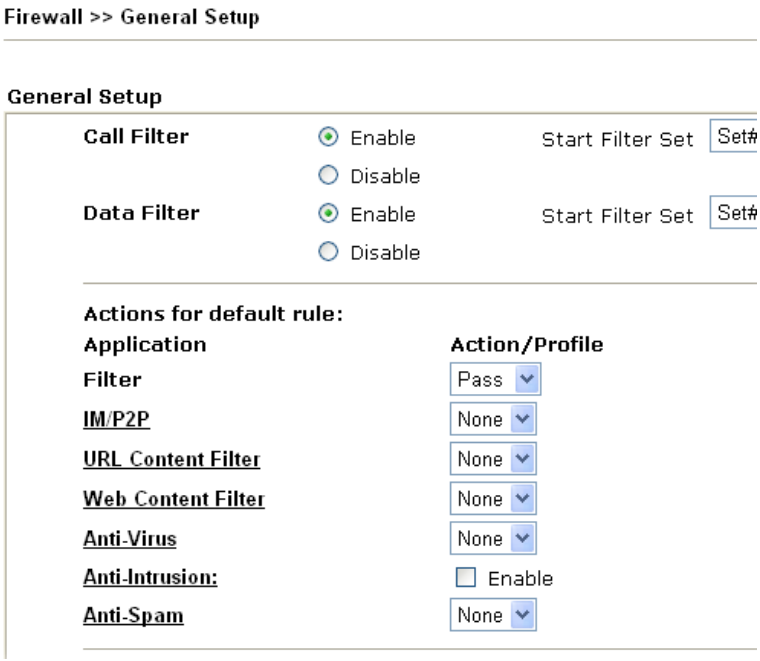
Backup files can be imported whenever you want. To use a saved signature information, please click **Import**.

In addition, users can specify certain time for executing the upgrade automatically by the router. Remember to check the **Schedule Update** box and click **OK** to activate the time settings.

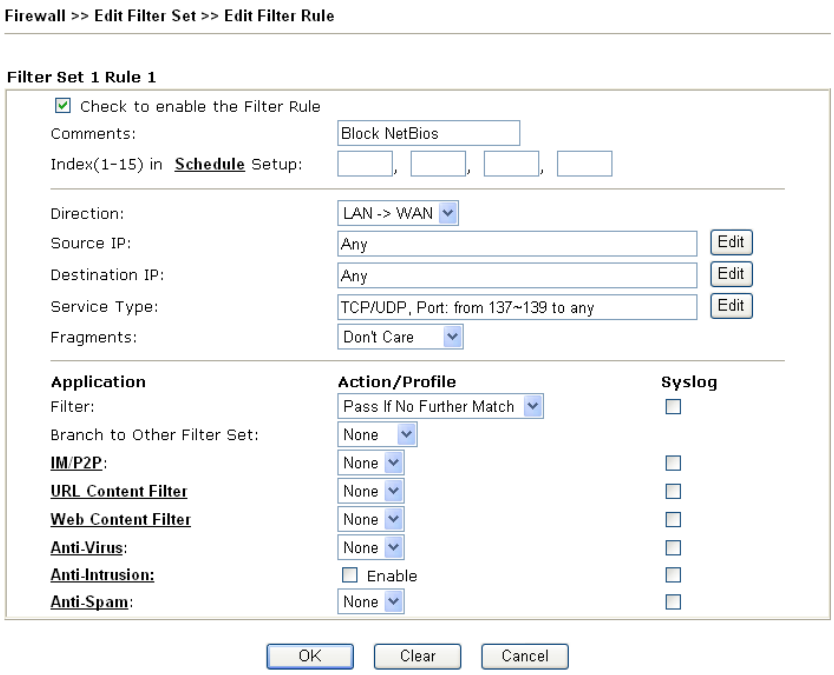
4.6 Enabling Anti-Virus/Anti-Intrusion/Anti-Spam

After applying an account, registering your account and router, you have to access into the web page of Vigor router to enable Anti-Virus/Anti-Intrusion/Anti-Spam functions. There are two ways to enable it.

A. For the default rule of firewall, please open **Firewall>>General Setup** page. Check the box of **Enable** for Anti-Intrusion and choose proper action (profile) from the drop down list of Anti-Virus and Anti-Spam. Next, click **OK** to finish the procedure of activation.



B. For specified filter rule (there are twelve filter sets in Firewall, and each set is allowed to set seven filter rules), please check the box of **Enable** for Anti-Intrusion and choose proper action (profile) from the drop down list of Anti-Virus/Anti-Spam. Next, click **OK** to finish the procedure of activation.



If you **do not** check the Anti-Intrusion box and choose a proper profile for Anti-Virus/Anti-Spam, you still **cannot use** the Anti-Intrusion/Anti-Virus/Anti-Spam function even if you finished all the relational profiles configuration.

This page is left blank for remark if necessary.

5. Trouble Shooting

This section will guide you to solve abnormal situations if you cannot access into the Internet after installing the router and finishing the web configuration. Please follow sections below to check your basic installation status stage by stage.

- Checking if the hardware status is OK or not.
- Checking if the network connection settings on your computer are OK or not.
- Pinging the router from your computer.
- Checking if the ISP settings are OK or not.
- Backing to factory default setting if necessary.

If all above stages are done and the router still cannot run normally, it is the time for you to contact your dealer for advanced help.

5.1 Checking If the Hardware Status Is OK or Not

Follow the steps below to verify the hardware status.

1. Check the power line and WLAN/LAN cable connections.
   Refer to "**2.1 Hardware Installation"** for details.
2. Turn on the router. Make sure the **ACT LED** blink once per second and the correspondent **LAN LED** is bright.

3. If not, it means that there is something wrong with the hardware status. Simply back to **"2.1 Hardware Installation"** to execute the hardware installation again. And then, try again.

5.2 Checking If the Network Connection Settings on Your Computer Is OK or Not

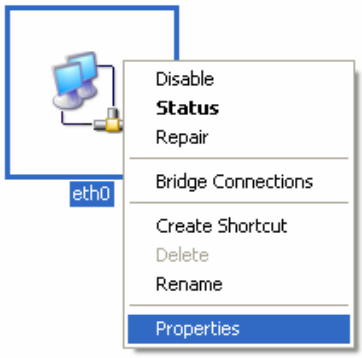
Sometimes the link failure occurs due to the wrong network connection settings. After trying the above section, if the link is stilled failed, please do the steps listed below to make sure the network connection settings is OK.

For Windows

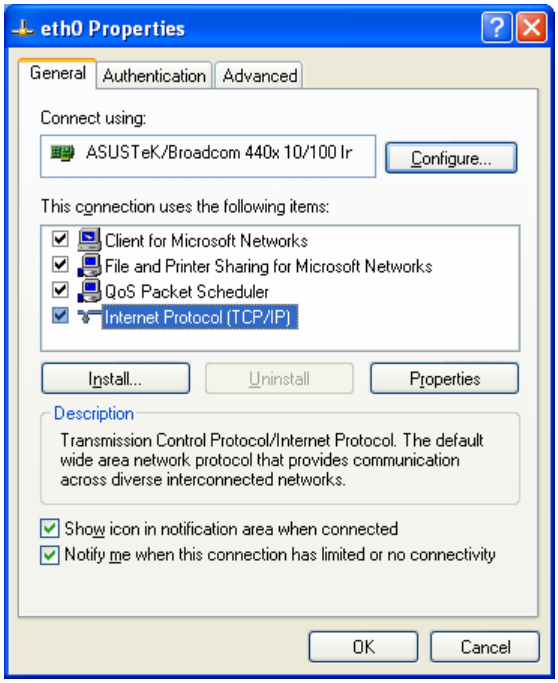
The example is based on Windows XP. As to the examples for other operation systems, please refer to the similar steps or find support notes in **www.draytek.com**.

1. Go to **Control Panel** and then double-click on **Network Connections.**

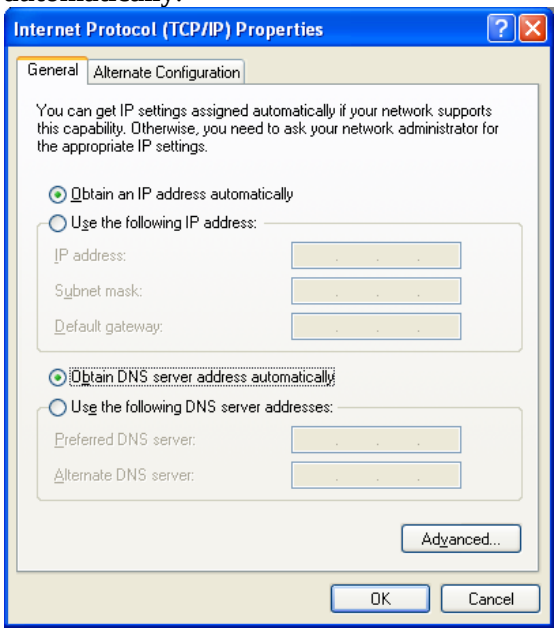
2. Right-click on **Local Area Connection** and click on **Properties**.



3. Select **Internet Protocol (TCP/IP)** and then click **Properties**.

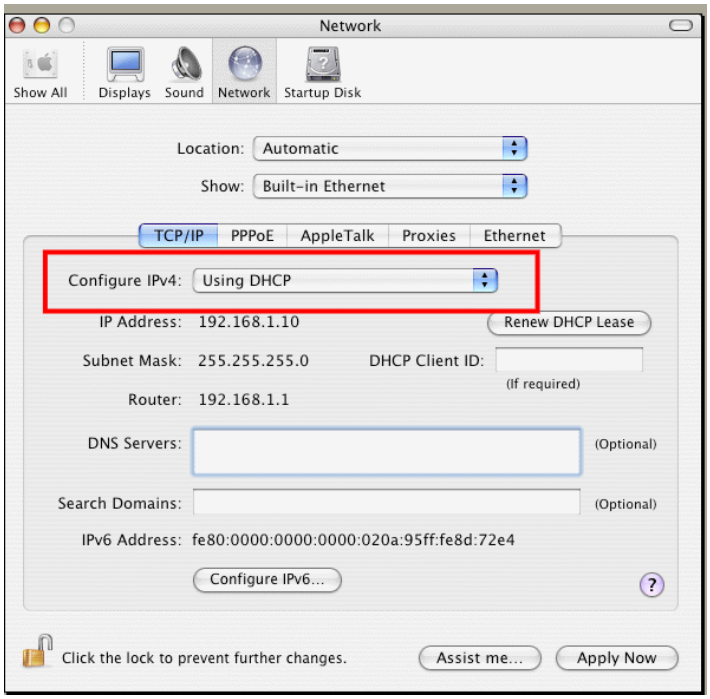


4. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



For MacOs

1. Double click on the current used MacOs on the desktop.
2. Open the **Application** folder and get into **Network**.
3. On the **Network** screen, select **Using DHCP** from the drop down list of Configure IPv4.



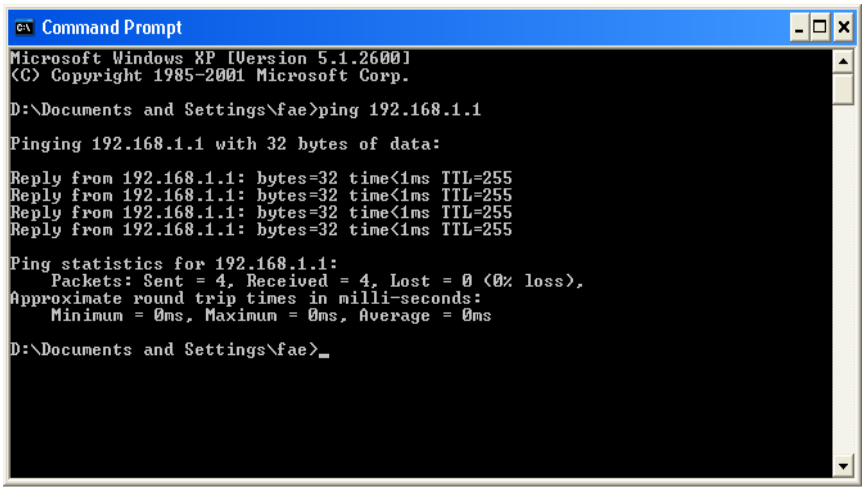
5.3 Pinging the Router from Your Computer

The default gateway IP address of the router is 192.168.1.1. For some reason, you might need to use “ping” command to check the link status of the router. **The most important thing is that the computer will receive a reply from 192.168.1.1.** If not, please check the IP address of your computer. We suggest you setting the network connection as **get IP automatically**. (Please refer to the section 5.2)

Please follow the steps below to ping the router correctly.

For Windows

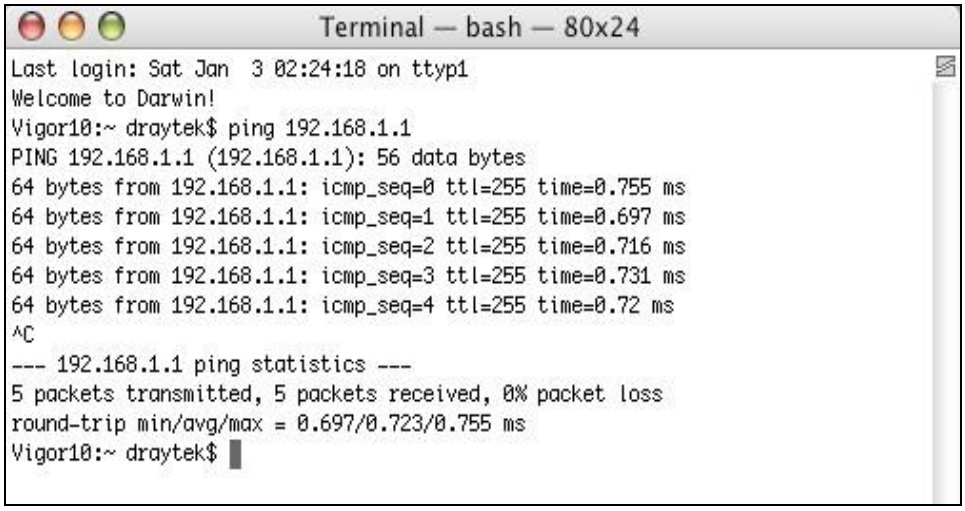
1. Open the **Command** Prompt window (from **Start menu> Run**).
2. Type **command** (for Windows 95/98/ME) or **cmd** (for Windows NT/ 2000/XP). The DOS command dialog will appear.



3. Type **ping 192.168.1.1** and press [Enter]. It the link is OK, the line of “**Reply from 192.168.1.1:bytes=32 time<1ms TTL=255**” will appear.
4. If the line does not appear, please check the IP address setting of your computer.

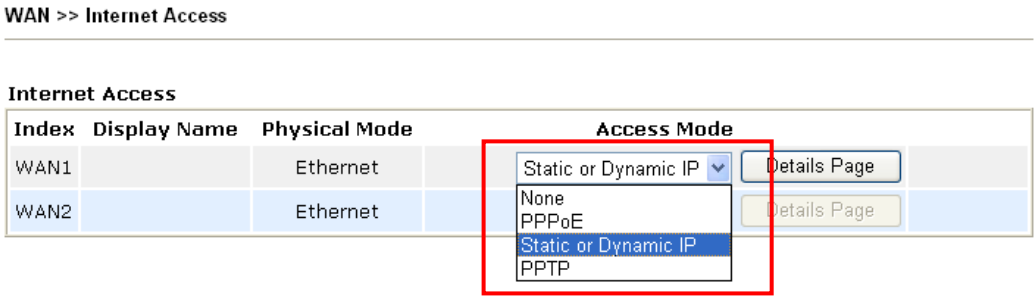
For MacOs (Terminal)

1. Double click on the current used MacOs on the desktop.
2. Open the **Application** folder and get into **Utilities**.
3. Double click **Terminal**. The Terminal window will appear.
4. Type **ping 192.168.1.1** and press [Enter]. It the link is OK, the line of **“64 bytes from 192.168.1.1: icmp_seq=0 ttl=255 time=xxxx ms**” will appear.



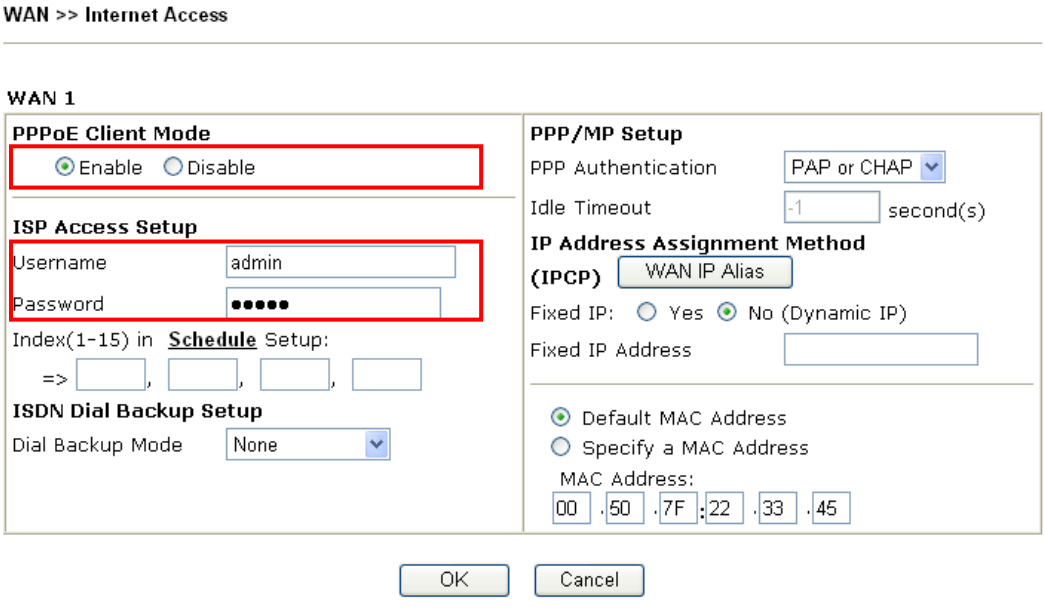
5.4 Checking If the ISP Settings are OK or Not

Click **WAN>>Internet Access** group and then check whether the ISP settings are set correctly.



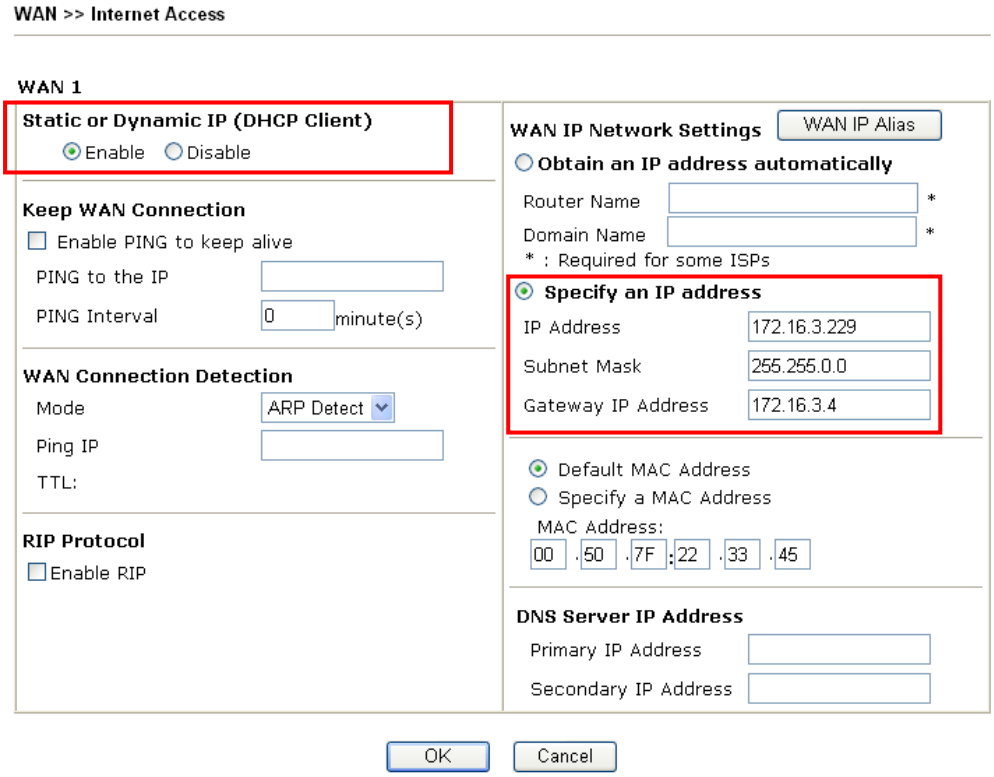
For PPPoE Users

1. Check if the **Enable** option for PPPoE Link is selected.
2. Check if **Username** and **Password** are entered with correct values that you **got from** your **ISP**.



For Static IP/DHCP Users

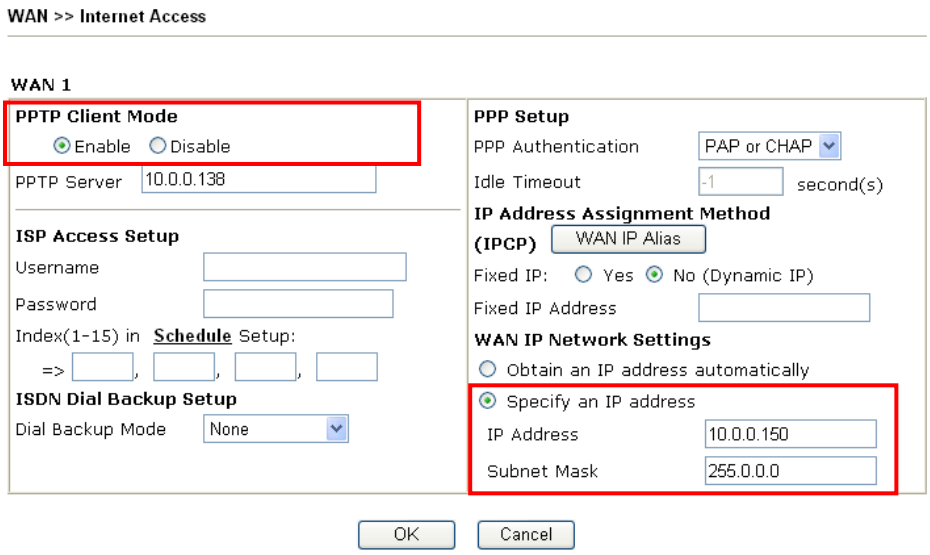
1. Check if the **Enable** option for Static or Dynamic IP is selected.



2. Check if **IP Address, Subnet Mask** and **Gateway** are set correctly (must identify with the values from your ISP) if you choose **Specify an IP address**.

For PPTP Users

1. Check if the **Enable** option for PPTP Link is selected. And check the IP address for the PPTP Server.



2. Check if **IP Address** and **Subnet Mask** are set correctly (must identify with the values from your ISP) if you choose **Specify an IP address**.

5.5 Backing to Factory Default Setting If Necessary

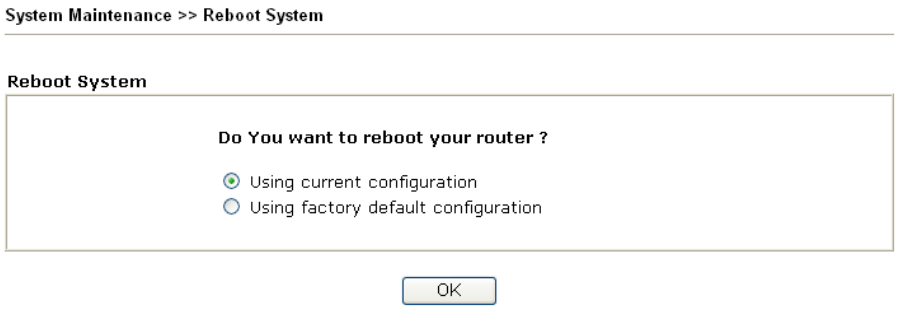
Sometimes, a wrong connection can be improved by returning to the default settings. Try to reset the router by software or hardware.

Warning: After pressing **factory default setting**, you will loose all settings you did before. Make sure you have recorded all useful settings before you pressing. The password of factory default is null.

Software Reset

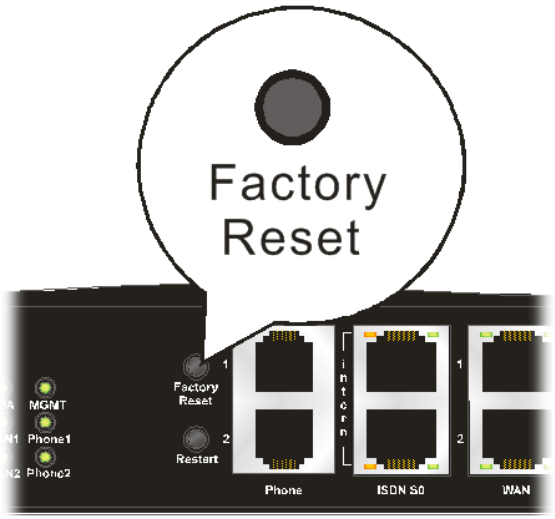
You can reset the router to factory default via Web page.

Go to **System Maintenance** and choose **Reboot System** on the web page. The following screen will appear. Choose **Using factory default configuration** and click **OK**. After few seconds, the router will return all the settings to the factory settings.



Hardware Reset

While the router is running (ACT LED blinking), press the **RST** button and hold for more than 5 seconds. When you see the **ACT** LED blinks rapidly, please release the button. Then, the router will restart with the default configuration.



After restore the factory default setting, you can configure the settings for the router again to fit your personal request.

5.6 Contacting Your Dealer

If the router still 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.