Vigor 2763
VDSL2 Security Router
Quick Start Guide

(Wired model)

Safety and Warranty Information

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 0 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 a DrayTek authorized dealer in the UK/Ireland. Please keep your purchase receipt in a safe place as it serves as proof of date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, we will, at our discretion, repair or replace the defective products or components, without charge for either parts or labour, to whatever extent we deem necessary tore-store the product to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be offered solely at our discretion. This warranty will not apply if the product is modified, misused, tampered with, damaged by external factors, used with unapproved accessories or subjected to abnormal working conditions. Warranty applies to hardware only, not software or firmware. Defects which do not significantly affect the usability of the product will not be covered by the warranty. We reserve the right to revise the manual and online documentation and to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes.

External Power Supply (Power Adapter) Information

		1	2	3	4	5	6	7	8	9
A	Manufacturer	CWT	CWT	CWT	CWT	CWT	APD	APD	APD	APD
B	Address	No. 222, Sec. 2, Nankan Rd., Lujhu Township, Taoyuan County 338, Taiwan	No. 222, Sec. 2, Nankan Rd., Lujhu Township, Taoyuan County 338, Taiwan	No. 222, Sec. 2, Nankan Rd., Lujhu Township, Taoyuan County 338, Taiwan	No. 222, Sec. 2, Nankan Rd., Lujhu Township, Taoyuan County 338, Taiwan	No. 222, Sec. 2, Nankan Rd., Lujhu Township, Taoyuan County 338, Taiwan	No.5, Lane 83, Lung-Sou St., Taoyuan City 330, Taiwan	No.5, Lane 83, Lung-Sou St., Taoyuan City 330, Taiwan	No.5, Lane 83, Lung-Sou St., Taoyuan City 330, Taiwan	No.5, Lane 83, Lung-Sou St., Taoyuan City 330, Taiwan
C	Model identifier	2ABB012F UK 2ABB012F EU	2ABB018F UK 2ABB018F EU	2ABL024F UK 2ABL024F EU	2ABL030F UK 2ABL030F EU	2ABN036F UK 2ABN036F EU	WA-12M12FG WA-12M12FK	WB-18D12FG WB-18D12FK	WA-24Q12FG WA-24Q12FK	WA-36A12FG WA-36A12FK
D	Input voltage	100-240V	100-240V	100-240V	100-240V	100-240V	100-240V	100-240V	100-240V	100-240V
E	Input AC frequency	50/60Hz	50/60Hz	50/60Hz	50/60Hz	50/60Hz	50/60Hz	50/60Hz	50/60Hz	50/60Hz
	Output voltage DC	12.0V	12.0V	12.0V	12.0V	12.0V	12.0V	12.0V	12.0V	12.0V
F	Output current	1.0A	1.5A	2.0A	2.5A	3.0A	1.0A	1.5A	2.0A	3.0A
G	Output power	12.0W	18.0W	24.0W	30.0W	36.0W	12.0W	18.0W	24.0W	36.0W
H	Average active efficiency	84.9%	86.2%	87.6%	87.8%	89.8%	83.7%	85.4%	88.6%	88.2%
I	Efficiency at low load 10%	73.6%	78.0%	81.3%	83.3%	83.7%	74.5%	80.5%	86.4%	85.4%
J	No-load power consumption	0.07W	0.07W	0.07W	0.07W	0.07W	0.07W	0.10W	0.07W	0.10W

For more updates & information, please visit www.draytek.com. The external power supply used for each product will be model dependent.

	CE UKCA
Join the UK mailing list	Users in the UK & Ireland can sign up to our mailing list which goes out approximately 4 times per year with products news, updates, hints & tips and offers. For details, please visit **www.draytek.co.uk/list**
Firmware & Tools Updates	Due to the continuous evolution of DrayTek technology and emerging risks, router firmware updates may be issued. Please consult the DrayTek web site for more information on newest firmware, tools and documents: www.draytek.co.uk (For UK/Ireland) www.draytek.com (For other countries)

CE

EU Declaration of Conformity

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

- **Product name:** **VDSL2 Security Router**
- **Model number:** **Vigor2763 Series**
- **Manufacturer:** **DrayTek Corp.**
- **Address:** **No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan**

is in conformity with the relevant Union harmonisation legislation:

EMC Directive 2014/30/EU , Low Voltage Directive 2014/35/EU , ErP 2009/125/EC and RoHS

2011/65/EU with reference to the following standards

Standard	Version / Issue date
EN 55032	2012+AC:2013 class B
EN 61000-3-2	2014 Class A
EN 61000-3-3	2013
EN 55024	2010+A1:2015
EN 62368-1	2014/A11:2017
EN IEC 63000:2018	2018
EC No. 1275/2008	2008

Calvin Ma

Hsinchu   **March 2, 2022**   **Calvin Ma / President**

(place)   (date)   (Legal Signature)

UK CA

Declaration of Conformity

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- **Product name:** **VDSL2 Security Router**
- **Model number:** **Vigor2763 Series**
- **Manufacturer:** **DrayTek Corp.**
- **Address:** **No.26, Fushing 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), The Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019 (SI 2019 No.539) 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 B
EN 61000-3-2	2014
EN 61000-3-3	2013
EN 55024	2010+A1:2015
EN 62368-1	2014/A11:2017
EN IEC 63000:2018	2018
SI 2019 No.539	2019

Calvin Ma

Hsinchu   **2nd March, 2022**   **Calvin Ma / President**

(place)   (date)   (Legal Signature)

Table of Contents

1. Package Contents

DrayTek Vigor Router
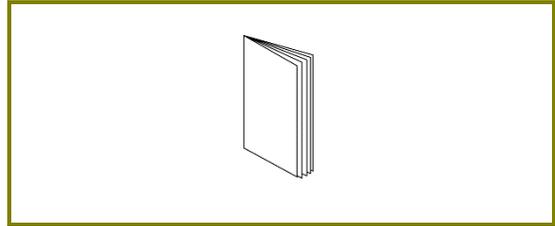
Quick Start Guide
(This document)
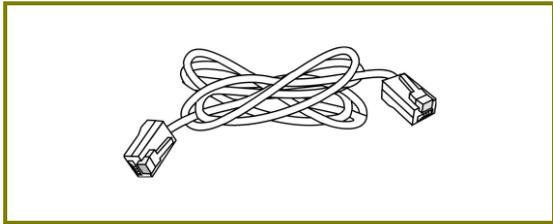
RJ-45 Cable (Ethernet)
(Connects to your PC or Switch)
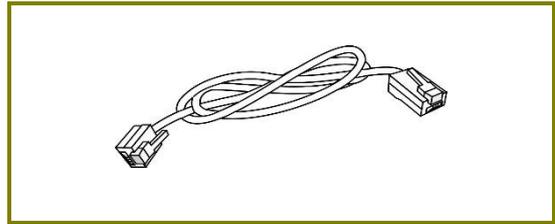
RJ-11 to RJ-11 Cable
(Connects to your DSL line)
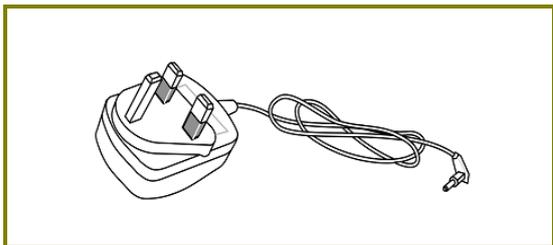
UK Power Adapter

The maximum power consumption is *15 Watts*.

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

2. Panel Explanation for Vigor 2763
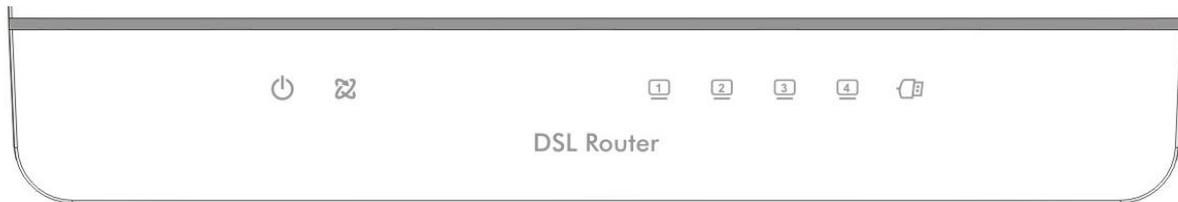
LED	Status	Explanation
(Activity)	Blinking	The router is ready and operating normally
	Off	The router is powered off
(DSL)	On	DSL connection synchronised
	Blinking (Slowly)	DSL connection not currently synchronizing or not detected
	Blinking (Quickly)	DSL connection is synchronising
~ (LAN1/2/3/4)	On	Ethernet LAN (RJ45) is connected
	Blinking	Data is transmitting (sending/receiving)
	Off	Ethernet LAN is disconnected
(USB)	On	USB device is connected and ready for use
	Blinking	Data is being transmitted over USB
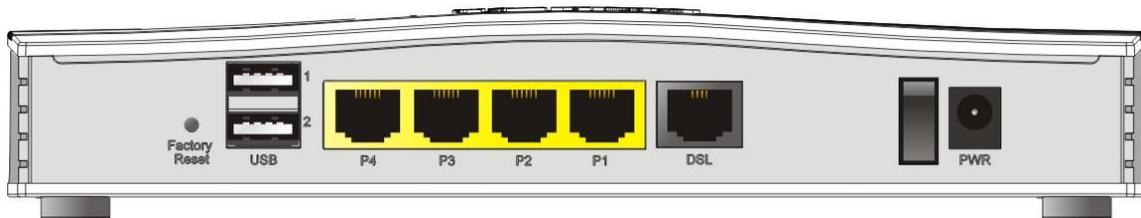
Interface	Description
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press gently and hold for more than 5 seconds. When the ACT LED blinks rapidly, release the button. Then the router will restart with the factory default configuration
USB1~USB2	Connector for a USB 3G/4G modem, storage, printer or USB Thermometer
P1~P4	RJ-45 Gigabit Ethernet connectors for local network devices. LAN port P4 can be configured as the Ethernet WAN port, see: https://www.draytek.co.uk/support/guides/kb-ethernetwan-enable
DSL	RJ-11 connector for ADSL or VDSL line
I / O	Power Switch. Turns the unit on (I) or off (O)
PWR	Connector for the power adapter

3. Hardware Installation

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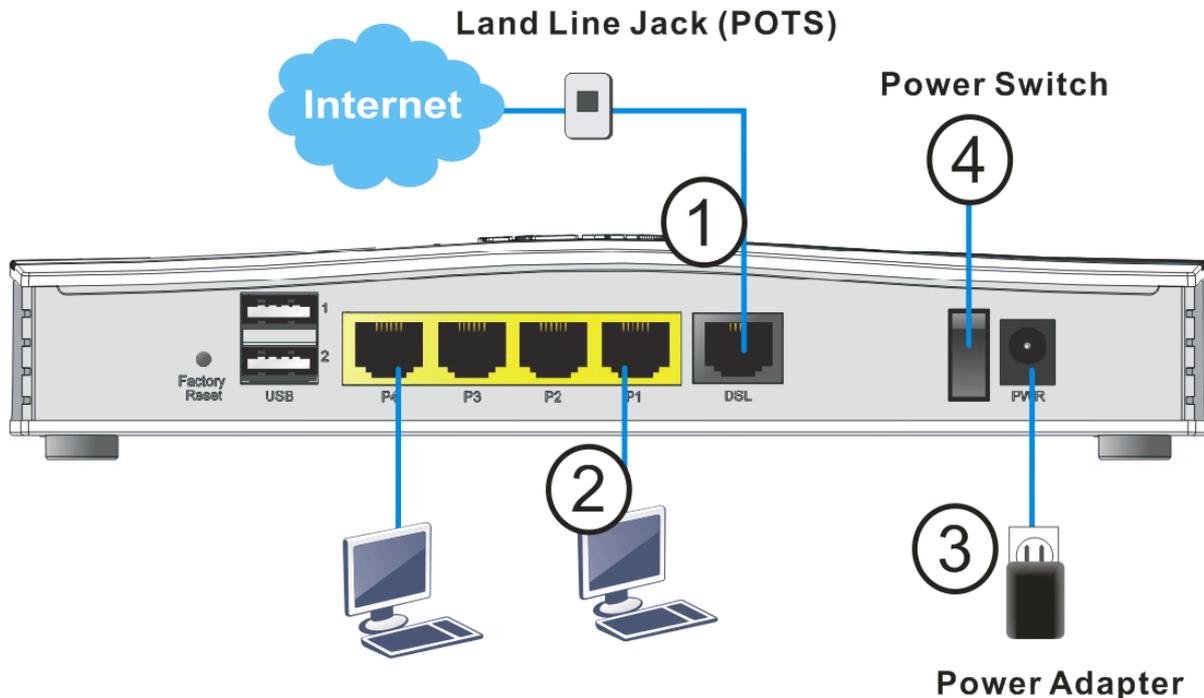
1. **ADSL/VDSL Connections:** Connect the **DSL** port to the **Modem** or **DSL** port of the external splitter/microfilter (not supplied) with the RJ-11 line cable. In some cases, your RJ-11 DSL socket will be built-into your phone line socket on the wall and you won't have a separate microfilter/splitter.

2. **LAN Connections:** Connect a LAN port of the router to your computer or switch.

3. **Power Supply:** Connect the power adapter to the Vigor 2763's **PWR** socket on the rear and plug the power adapter into a suitable mains socket.

   Turn the Vigor 2763 on using its power switch.

4. The router will start up. After completing the system test, the **ACT** LED will light up and start blinking once per second to indicate that it is ready for use.

   For more detailed information of LED status, please refer to section 2 Panel Explanation for Vigor2763.

3.2 Wall-Mounting the Vigor Router

DrayTek Vigor 2763 series routers have keyhole type mounting slots on the underside to hang the router on, using screws attached to a wall or other surface.

1. Drill two holes on the wall. The distance between the holes shall be 168mm.

2. Fit screws into the wall using the appropriate type of wall plug.

3. With the screws installed, the router can be slotted into place.
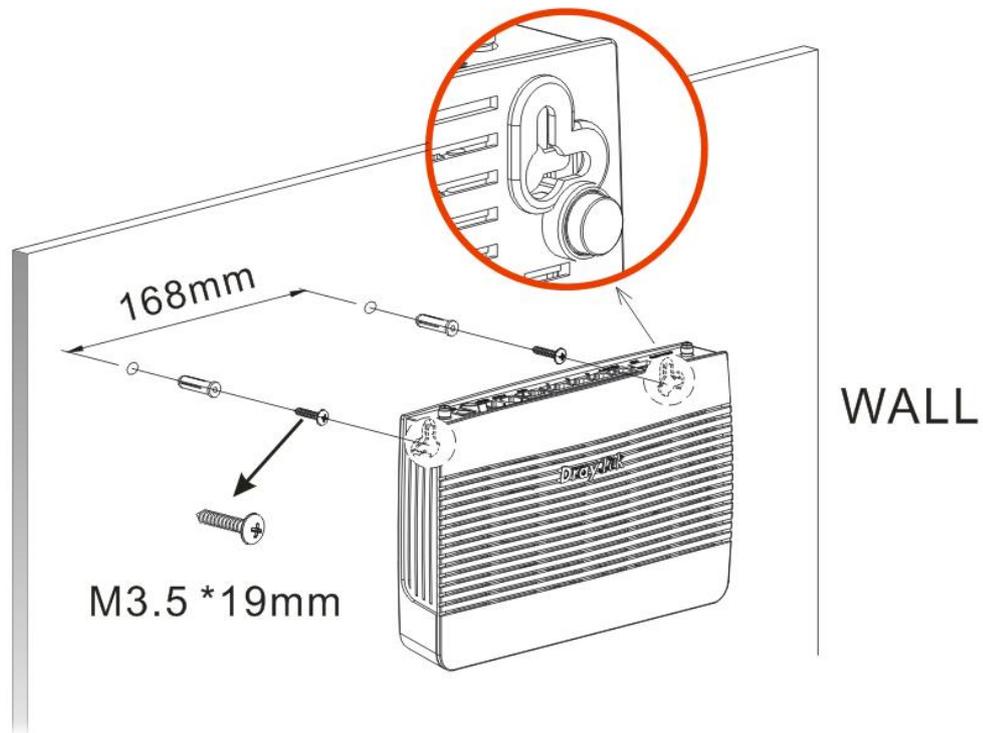
Note	The recommended drill diameter is 6.5mm (1/4").

4. Setup & Configuration

This section provides examples of how to initially access the router and configure internet access for the most common types of Internet connection in the UK.

If the instructions in this quick start guide do not allow you to get online with your ISP or type of Internet connection, contact your dealer for advanced information.

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

4.1 Accessing the Router Web Interface

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

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

You may get a warning from your browser (IE, Chrome, Edge, Safari etc.) about your server (the router) having an invalid certificate. Your browser will demand further confirmation or exception before allowing access. The warnings will look something like these examples.

An example of how to access the router via HTTPS with Mozilla Firefox:
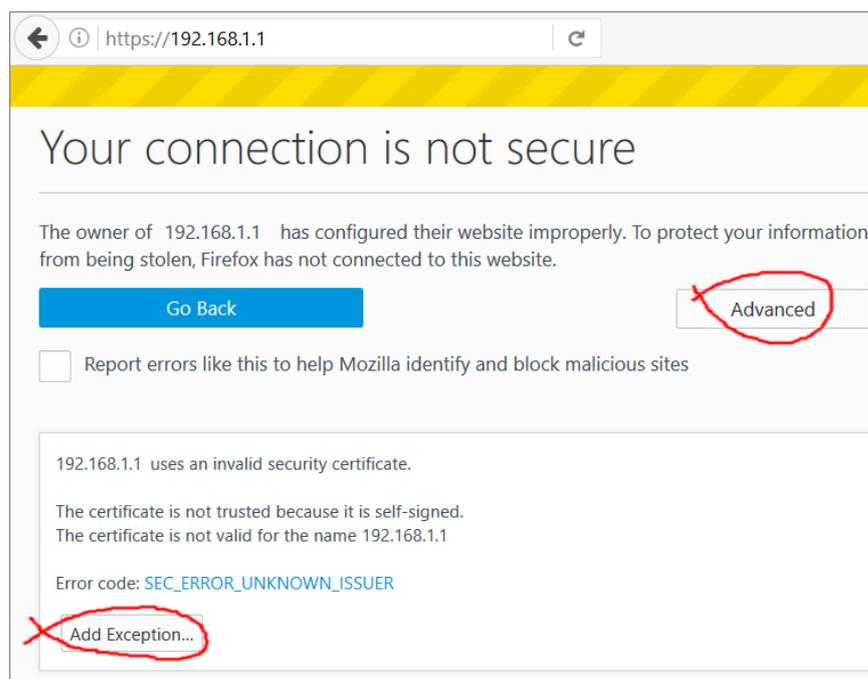
An example from Microsoft Edge, click "Continue to this webpage" to proceed:
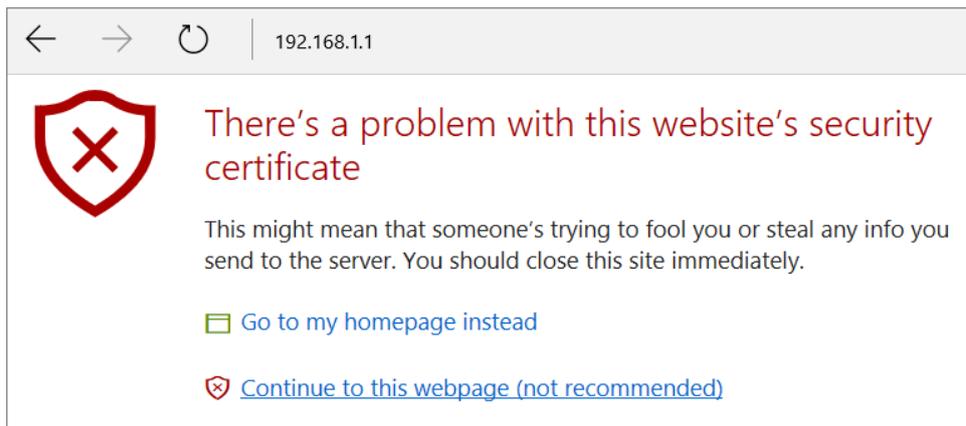
Most other browsers will present equivalent warnings. In each case, following the prompts/links will allow you to access the router's web interface. It is still encrypted with SSL/TLS.

| Note | This warning appears because the router's default certificate is 'self-signed' rather than issued to you by a certificate authority who has verified your identity. |
| | A self-signed certificate means that you cannot verify the identity of the server, but as it's your own local router, that shouldn't be an issue - your connection is still encrypted. |

The router login prompt will then request a username and password to allow access.

The factory default login details are:

Username: admin
Password: admin

| Note | If you cannot access the web interface, please go to the "Trouble Shooting" section in the User Guide to determine the cause of and solve your problem. |

Upon successful login, the router will display the **Dashboard**, which shows a summary of the router model, WAN status, front panel port status and other information:

| Note | We recommend configuring a secure password when first logging in to the router's administration interface.

The router's administration password can be changed from **[System Maintenance] > [Administrator Password]** |

4.2 WAN1 – ADSL & VDSL Connection Setup

The WAN1 interface of the Vigor2763 router can connect to VDSL2 and ADSL2+ lines.

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

If your Internet connection uses VDSL2 and your ISP does not supply or require a Username and Password to connect to the Internet, go to section
4.2.2 DHCP / Static IP connection with FTTC VDSL2

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

4.2.1 PPPoE connection with FTTC VDSL2

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

2.   On the settings page:

*   Set the Enable option to Yes to activate the WAN1 connection

*   Set the Active Mode to Always On

*   **Enable** the **Service – VLAN Tag insertion**

*   Set the **Tag value** setting to **101**

Note	The VLAN tag value of 101(UK only) is required to connect to ISPs that operate on the Openreach VDSL2 network, if your ISP operates on a different VDSL2 network, this tag value may differ.
	Please check with your ISP.

WAN 1

Enable:	Yes ∨
Display Name:	[ ]
Physical Mode:	VDSL2
DSL Mode:	Auto ∨
DSL Modem Code:	AnnexA_779517_773F01 ∨
Line Speed(Kbps):	
DownLink	0
UpLink	0
Active Mode:	Always On ∨

VLAN Tag insertion	Customer	Service
ADSL	Disable ∨ Tag value Priority 0 0 (0~4095) (0~7)	
VDSL2	Disable ∨ Tag value Priority 0 0 (0~4095) (0~7)	Enable ∨ Tag value Priority 101 0 (0~4095) (0~7)

Click **OK** on that page to apply the changes.

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

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

4. On the PPPoE / PPPoA settings tab:

Select the **Enable** radio button at the top of the page to ensure that the PPPoE interface is enabled.

In the **ISP Access Setup** section, input the ISP username into the **Username** field and password in the **Password** field.

If your ISP has provided a static IP address, that can be specified by setting the **Fixed IP** setting to **Yes** and entering the IP in the **Fixed IP Address** field.

WAN >> Internet Access

WAN 1

| PPPoE / PPPoA | MPoA / Static or Dynamic IP | IPv6 |

◉ Enable   ○ Disable

ADSL Modem Settings

Multi-PVC channel	Channel 1
VPI	0
VCI	38
Encapsulating Type	VC MUX
Protocol	PPPoA
Modulation	Multimode

ISP Access Setup

Username	23456@HG01.btclick.com
Password	••••••••••••••
More Options ⊞	

PPP/MP Setup

PPP Authentication   PAP or CHAP
IP Assignment (IPCP)   ○ Static ◉ Dynamic
Fixed IP Address   [   ]
[WAN IP Alias]

Dial-Out Schedule

Index(1-15) in **Schedule** Setup:
None => None
=> None => None

PPPoE Pass-through

☐ For Wired LAN[2]
☐ For Wireless LAN

Click **OK** on this page to apply the changes and the router will then prompt to restart. Click the OK button to restart the router.

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

Online Status

| Auto Logout ▾ | IP_v6 |

Dashboard
Quick Start Wizard
Online Status
Physical Connection
Virtual WAN

WAN
LAN
NAT
Firewall
User Management
Objects Setting
CSM
Bandwidth Management
Applications
VPN and Remote Access
Certificate Management
Wireless LAN
SSL VPN
USB Application
System Maintenance
Diagnostics
External Devices

Support Area
Product Registration

Physical Connection   System Uptime: 0:8:44

| IPv4 | IPv6 |

LAN Status   Primary DNS: 194.72.0.98   Secondary DNS: 213.120.234.26

IP Address	TX Packets	RX Packets
192.168.1.1	0	0

WAN 1 Status   >> Drop PPPoA

Enable	Line	Name	Mode	Up Time	
Yes	VDSL2		PPPoE	0:07:41	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
217.34.6.35	217.42.145.215	224580	805	339568	963

WAN 2 Status

Enable	Line	Name	Mode	Up Time	
Yes	Ethernet		---	00:00:00	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0

WAN 3 Status

Enable	Line	Name	Mode	Up Time	Signal
Yes	USB		---	00:00:00	-
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0

VDSL2 Information   (VDSL2 Firmware Version: 8B0F07_A/B/C)

Profile	State	UP Speed	Down Speed	SNR Upstream	SNR Downstream
17A	SHOWTIME	20000 (Kbps)	80000 (Kbps)	15 (0.1dB)	6 (0.1dB)

Note	If the WAN 1 IP address displayed begins with 172.16.x.x, it's possible that the ISP has not accepted the supplied Username and Password for the Internet connection.

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

4.2.2 DHCP / Static IP connection with FTTC VDSL2

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

Auto Logout ⌄ IPv6

Dashboard
Wizards
Online Status

Search menu

WAN
General Setup
Internet Access

WAN >> General Setup

Index	Enable	Physical Mode/Type	Active Mode
WAN1	☑	VDSL2/-	Always On
WAN2	☐	LAN Port 4	Failover
WAN3	☑	USB/-	Failover

2.   On the settings page:

● Set the Enable option to Yes to activate the WAN1 connection

● Set the Active Mode to Always On

● **Enable** the **Service – VLAN Tag insertion**

● Set the **Tag value** setting to **101**

Note	The VLAN tag value of 101(UK only) is required to connect to ISPs that operate on the Openreach VDSL2 network, if your ISP operates on a different VDSL2 network, this tag value may differ.

Please check with your ISP. |

WAN 1

Enable:	Yes ∨	
Display Name:		
Physical Mode:	VDSL2	
DSL Mode:	Auto ∨	
DSL Modem Code:	AnnexA_779517_773F01 ∨	
Line Speed(Kbps):		
DownLink	0	
UpLink	0	
Active Mode:	Always On ∨	

VLAN Tag insertion	Customer	Service
ADSL	Disable ∨ Tag value Priority 0 0 (0~4095) (0~7)	
VDSL2	Disable ∨ Tag value Priority 0 0 (0~4095) (0~7)	Enable ∨ Tag value Priority 101 0 (0~4095) (0~7)

Click **OK** on that page to apply the changes.

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

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

4. In the MPoA / Static or Dynamic IP settings:

    Select the **Enable** option and select **Obtain an IP address automatically** which will obtain an IP from the ISP using DHCP.

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

WAN >> Internet Access

WAN 1

PPPoE / PPPoA	MPoA / Static or Dynamic IP	IPv6

○ Enable   ◉ Disable

ADSL Modem Settings

Multi-PVC channel	Channel 2
Encapsulation	1483 Bridged IP LLC
VPI	0
VCI	101
Modulation	Multimode

IP Network Settings
◉ Obtain an IP address automatically
　More Options ⊞
○ Specify an IP address
　IP Address
　Subnet Mask

WAN Connection Detection
Mode　ARP Detect

MTU
1492　(Max:1500)　Path MTU Discovery

RIP Routing
☐ Enable RIP

Bridge Mode
☐ Enable Bridge Mode
☐ Enable Full Bridge Mode
　Bridge Subnet　LAN 1

MAC Address
◉ Default MAC Address

Click **OK** on this page to apply the changes and the router will then prompt to restart. Click the OK button to restart the router.

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

Online Status

Physical Connection　　　　　　　　　　　　　　　　　　System Uptime: 0:8:44

IPv4	IPv6

LAN Status　　Primary DNS: 194.72.0.98　　Secondary DNS: 213.120.234.26

IP Address	TX Packets	RX Packets
192.168.1.1	0	0

WAN 1 Status　　　　　　　　　　　　　　　　　　　　　>> Release

Enable	Line	Name	Mode	Up Time	
Yes	VDSL2		DHCP Client	0:06:58	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
217.34.6.35	217.42.145.215	224580	805	339568	963

WAN 2 Status

Enable	Line	Name	Mode	Up Time	
Yes	Ethernet		---	00:00:00	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0

WAN 3 Status

Enable	Line	Name	Mode	Up Time	Signal
Yes	USB		---	00:00:00	-
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)
---	---	0	0	0	0

VDSL2 Information　　(VDSL2 Firmware Version: 8B0F07_A/B/C)

Profile	State	UP Speed	Down Speed	SNR Upstream	SNR Downstream
17A	SHOWTIME	20000 (Kbps)	80000 (Kbps)	15 (0.1dB)	6 (0.1dB)

Menu items:
Auto Logout　IPv6
Dashboard
Quick Start Wizard
Online Status
Physical Connection
Virtual WAN
WAN
LAN
NAT
Firewall
User Management
Objects Setting
CSM
Bandwidth Management
Applications
VPN and Remote Access
Certificate Management
Wireless LAN
SSL VPN
USB Application
System Maintenance
Diagnostics
External Devices
Support Area
Product Registration

4.2.3 PPPoA connection with ADSL / ADSL2+

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

    Set the **WAN1 Access Mode** to **PPPoE / PPPoA** and click the **Details Page** button to proceed:

2. On the PPPoE / PPPoA settings tab:

    The details for the **VPI** and **VCI** settings for ADSL should be correct for UK usage, with **0** and **38** being the defaults. In most cases, it will not be necessary to change these.

    The **Modulation** setting can be left on its default of Multimode which will auto-detect the correct ADSL type to use.

    Select the **Enable** radio button at the top of the page to ensure that the PPPoA interface is enabled.

    Enter the ISP credentials into the **Username** and **Password** fields.

    If your ISP has provided a static IP address, that can be specified by setting the **Fixed IP** setting to **Yes** and entering the IP in the **Fixed IP Address** field.

Click **OK** on this page to apply the changes and the router will then prompt to restart. Click the OK button to restart the router.

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

Online Status						
Physical Connection						**System Uptime: 0:8:44**
	IPv4			**IPv6**		
LAN Status		Primary DNS: 194.72.0.98			Secondary DNS: 213.120.234.26	
IP Address		TX Packets	RX Packets			
192.168.1.1		0	0			
WAN 1 Status						>> Drop PPPoA
Enable	Line	Name	Mode	Up Time		
Yes	VDSL2		PPPoE	0:07:41		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
217.34.6.35	217.42.145.215	224580	805	339568	963	
WAN 2 Status						
Enable	Line	Name	Mode	Up Time		
Yes	Ethernet		---	00:00:00		
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	
WAN 3 Status						
Enable	Line	Name	Mode	Up Time	Signal	
Yes	USB		---	00:00:00	-	
IP	GW IP	TX Packets	TX Rate(Bps)	RX Packets	RX Rate(Bps)	
---	---	0	0	0	0	
VDSL2 Information	(VDSL2 Firmware Version: 8B0F07_A/B/C)					
Profile	State	UP Speed	Down Speed	SNR Upstream	SNR Downstream	
17A	SHOWTIME	20000 (Kbps)	80000 (Kbps)	15 (0.1dB)	6 (0.1dB)	

Sidebar navigation:
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Note	If the WAN 1 IP address displayed begins with 172.16.x.x, it's possible that the ISP has not accepted the supplied Username and Password for the Internet connection.
	Check that the ISP Access Setup - Username and Password match the details supplied by your ISP.

5. Getting Further Help

If the router does not appear to be operating correctly or you cannot get online to the Internet, please visit our web site for further troubleshooting advice or to contact our support technicians. Always have your serial number to hand.

For warranty service, in the first instance, please contact the support services, as listed above, for help in diagnosing or eliminating the problem or issue. The support department can arrange repair or service if then deemed necessary.

You should keep your proof of purchase (original invoice) safely in case warranty or other service is ever required.

5.1 Additional Feature Setup

This is a quick setup guide to get you online with your new router. Your Vigor 2763 router is capable of very much more and has a plethora of other features.

These are covered in the main user manual.

5.2 Keep up to date with our mailing list

Now that you have your DrayTek product, you should keep up to date with product updates (firmware), security advisories and other product news, advice or special offers.

In other countries or regions, please contact your local distributor/supplier for local options.

5.3 Firmware Updates

It is strongly recommended that you keep your router firmware up to date with the latest version in order to have all of the latest security and feature improvements.

Always obtain firmware from official sources.

There are two firmware file types:

.all - upgrade retaining all previous settings

.rst - upgrade and reset to factory default

It is recommended to take a configuration backup prior to upgrading the firmware.