

# ***Vigor 3300 Series Trouble Shooting Guide***

**V1.0**

## History Table

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# Table of Contents

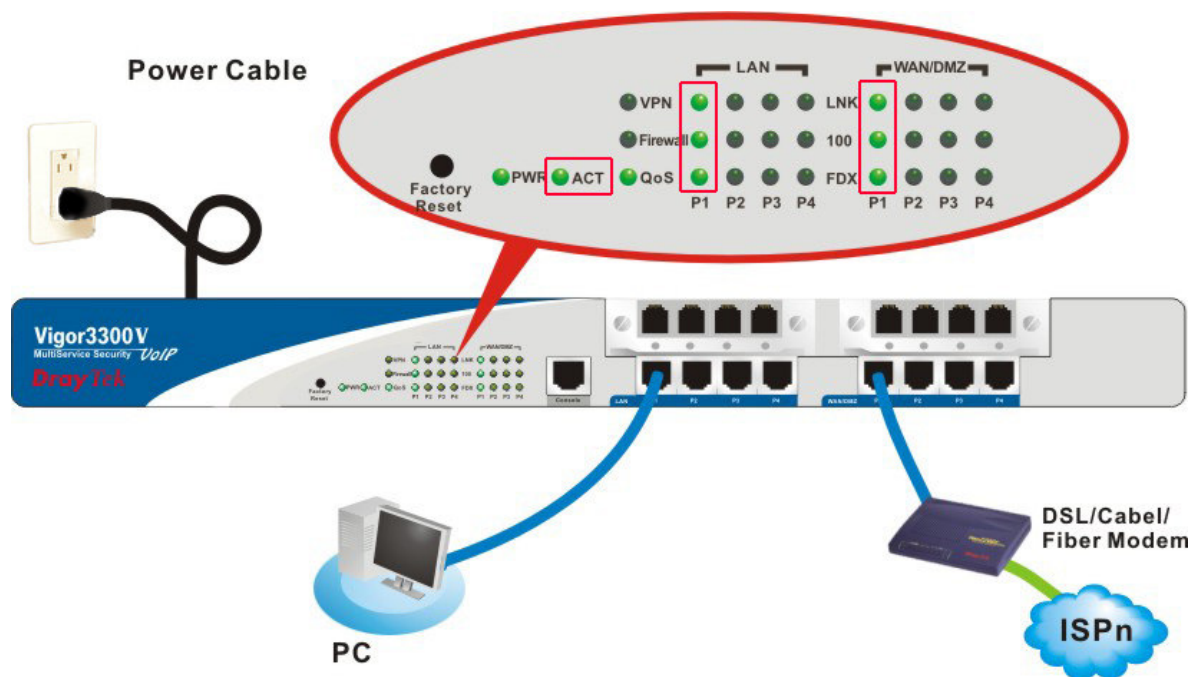
<b>VIGOR 3300 SERIES .....</b>	<b>1</b>
<b>TROUBLE SHOOTING GUIDE .....</b>	<b>1</b>
<b>HISTORY TABLE.....</b>	<b>2</b>
<b>TABLE OF CONTENTS.....</b>	<b>3</b>
<b>CHAPTER 1.....</b>	<b>4</b>
<b>HARDWARE STATUS .....</b>	<b>4</b>
<b>CHAPTER 2.....</b>	<b>5</b>
<b>NETWORK CONNECTION SETTINGS ON PC .....</b>	<b>5</b>
<b>CHAPTER 3.....</b>	<b>7</b>
<b>PING THE ROUTER FROM PC.....</b>	<b>7</b>
<b>CHAPTER 4.....</b>	<b>9</b>
<b>ISP SETTINGS ON ROUTER.....</b>	<b>9</b>
<b>CHAPTER 5.....</b>	<b>12</b>
<b>REPORT TO ISP AND DEALER FOR FURTHER TECHNICAL SUPPORT.....</b>	<b>12</b>

# CHAPTER 1

## Hardware Status

This chapter shows how to shoot troubles on abnormal hardware situations.

1. Check that if the **POWER** line and WAN/LAN cables are connected correctly.
2. Turn on the router, check if the **ACT LED** blink once per second and the correspondent **WAN/LAN LED** is bright.

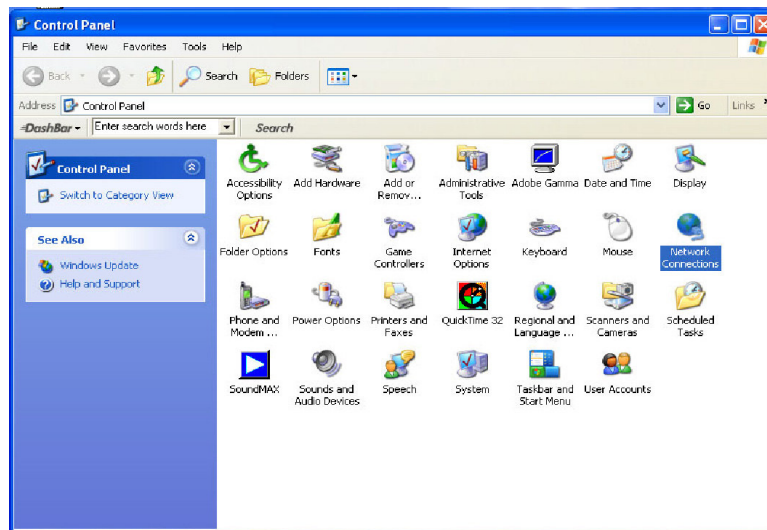


## CHAPTER 2

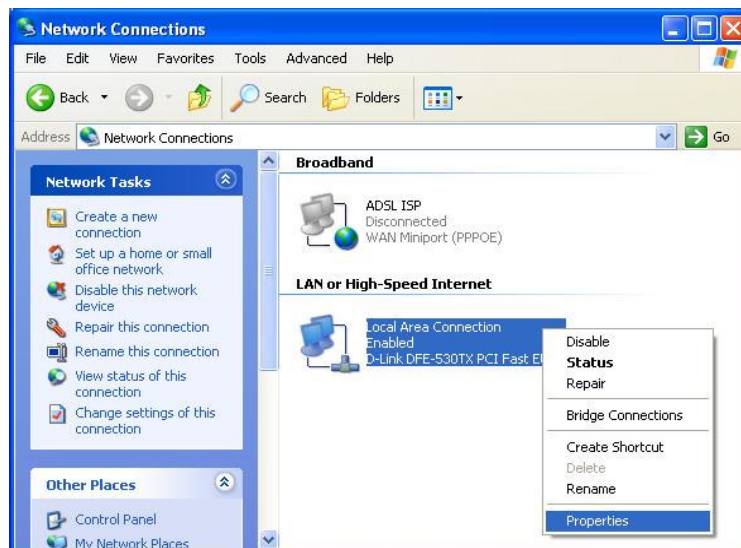
# Network Connection Settings on PC

The following example is based on Windows XP case, regarding the other OS examples, please refer to the similar steps or support notes in [www.draytek.com](http://www.draytek.com).

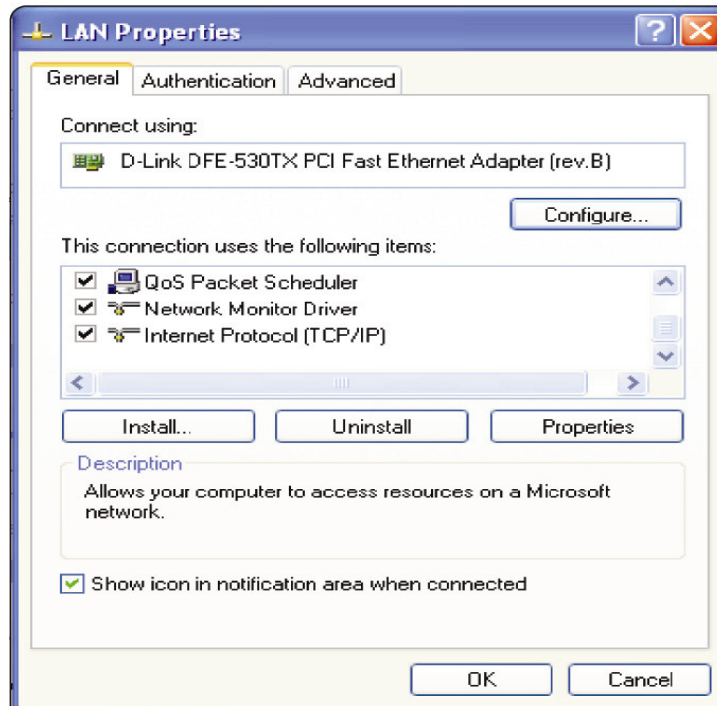
1. Go to **Control Panel** and then double-click on **Network Connections**.



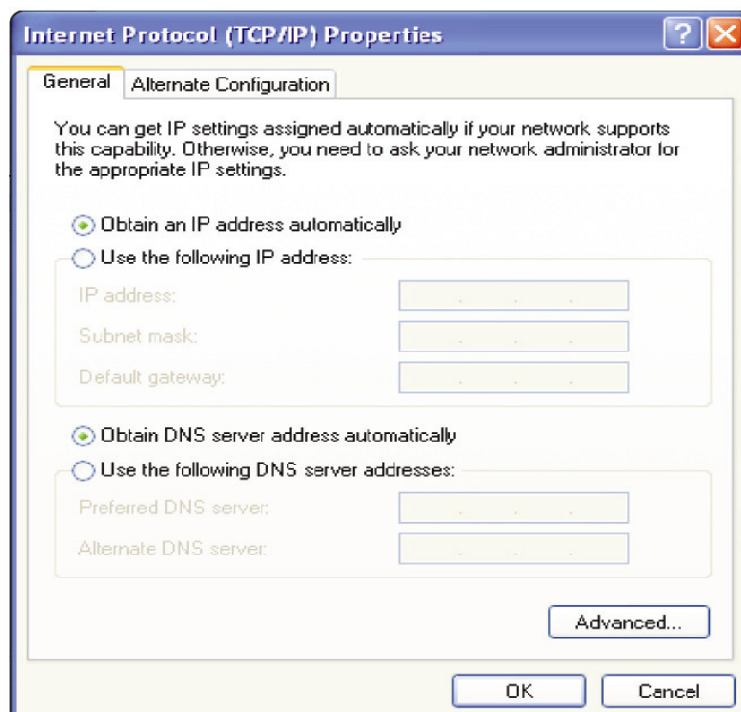
2. Right-click on **Local Area Connection** and click on **Properties**.



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



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



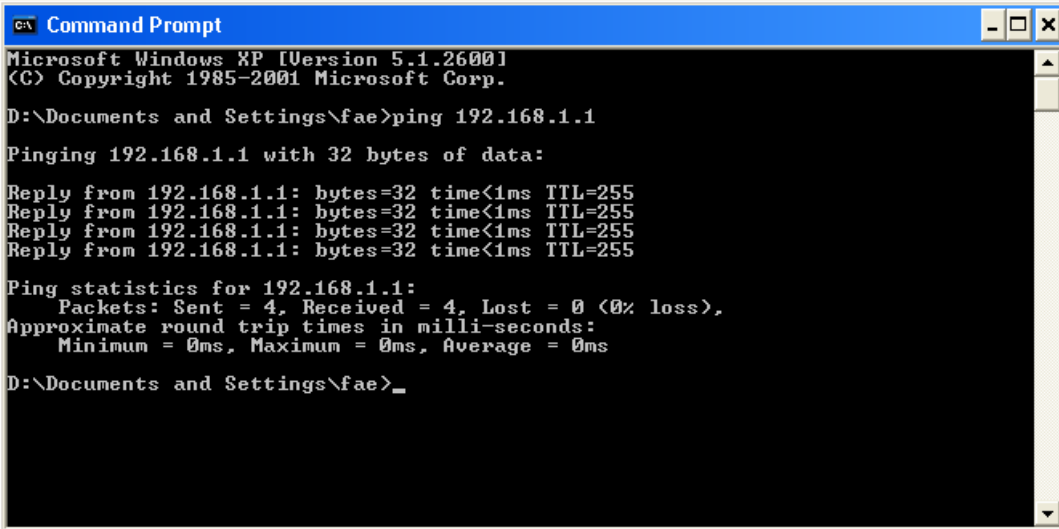
## CHAPTER 3

# Ping the Router from PC

This chapter shows how to execute a communication between PC to router. The default gateway IP of the router is **192.168.1.1**. Please check that if you can ping the router correctly.

### A. 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).
3. Type **ping 192.168.1.1** and press [Enter].



```
C:\ Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

D:\Documents and Settings\fae>ping 192.168.1.1

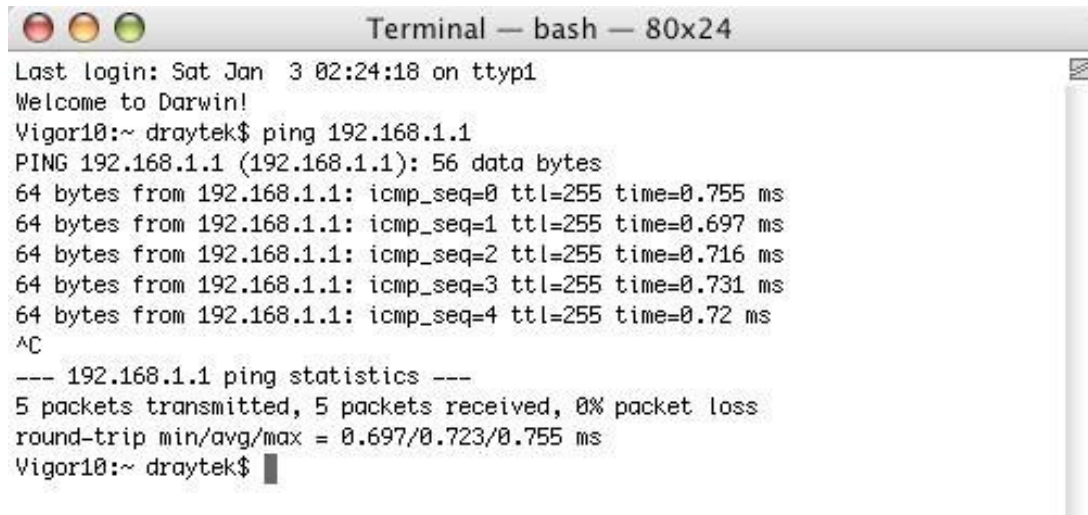
Pinging 192.168.1.1 with 32 bytes of data:

Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

D:\Documents and Settings\fae>
```

## B. For Mac (Terminal)



```
Terminal — bash — 80x24
Last login: Sat Jan  3 02:24:18 on ttty1
Welcome to Darwin!
Vigor10:~ draytek$ ping 192.168.1.1
PING 192.168.1.1 (192.168.1.1): 56 data bytes
64 bytes from 192.168.1.1: icmp_seq=0 ttl=255 time=0.755 ms
64 bytes from 192.168.1.1: icmp_seq=1 ttl=255 time=0.697 ms
64 bytes from 192.168.1.1: icmp_seq=2 ttl=255 time=0.716 ms
64 bytes from 192.168.1.1: icmp_seq=3 ttl=255 time=0.731 ms
64 bytes from 192.168.1.1: icmp_seq=4 ttl=255 time=0.72 ms
^C
--- 192.168.1.1 ping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 0.697/0.723/0.755 ms
Vigor10:~ draytek$
```

The computer should receive a reply from 192.168.1.1. If not, please check the IP address of your PC. We suggest that you set the network connection as getting IP automatically.











## CHAPTER 4

# ISP Settings on Router

This chapter shows how to check related settings about ISP site.

1. Go to the web configuration GUI (<http://192.168.1.1>), click **Network** -> **WAN** to check your ISP settings.
2. Make sure the **Active** check box has been selected.

### Network - WAN

Load Balance :		<input checked="" type="radio"/> Disable	<input type="radio"/> Enable ( <input type="checkbox"/> Auto Weight	
Backup :		<input checked="" type="radio"/> Disable	<input type="radio"/> Enable	
#	Edit	IP Mode	Active	Defat
WAN1		PPPoE	<input checked="" type="checkbox"/>	
WAN2		Not Set	<input type="checkbox"/>	
WAN3		Not Set	<input type="checkbox"/>	
WAN4		Not Set	<input type="checkbox"/>	

3. Click the icon  to check WAN settings.

## A. For PPPoE Users

1. Make sure the **Username** and **Password** are correct.
2. Make sure the **Authentication** is correct, you may need to try both **PAP** and **CHAP**.
3. **Service Name** (optional) is required by some ISPs.

The screenshot shows the 'IP Mode' configuration page. At the top, there are four radio buttons: 'Static', 'DHCP', 'PPPoE' (which is selected and highlighted with a dashed box), and 'PPTP'. Below this, there are two tabs: 'Static/DHCP Configuration' and 'PPPoE/PPTP Configuration' (which is active and highlighted in orange). The 'PPPoE/PPTP Configuration' section contains the following fields:

- User Name : [Redacted]
- Password : [Redacted]
- Authentication : PAP (selected in a dropdown menu)
- Service Name : [Empty]
- PPTP Local Address : [Empty]
- PPTP Subnet Mask : [Empty]
- PPTP Remote Address : [Empty]

## B. For Static Users

1. Make Sure **IP Address**, **Subnet Mask**, **Gateway IP Address** and **Primary DNS** are correct.

The screenshot shows the 'IP Mode' configuration page. At the top, there are four radio buttons: 'Static' (which is selected and highlighted with a dashed box), 'DHCP', 'PPPoE', and 'PPTP'. Below this, there are two tabs: 'Static/DHCP Configuration' (which is active and highlighted in orange) and 'PPPoE/PPTP Configuration'. The 'Static/DHCP Configuration' section contains the following fields:

- IP Address : 210.212.37.38
- Subnet Mask : 255.255.255.240
- Default Gateway : 210.212.37.46
- Primary DNS : 210.81.3.238
- Secondary DNS : [Empty]

## C. For DHCP Users

1. **Host Name** (optional) and **Domain Name** (optional) are required for some ISPs.

IP Mode : ☐ Static ☒ DHCP ☐ PPPoE ☐ PPTP

Static/DHCP Configuration	PPPoE/PPTP Configuration
IP Address : <input type="text"/>	Host Name : <input type="text"/>
Subnet Mask : <input type="text"/>	Domain Name : <input type="text"/>
Default Gateway : <input type="text"/>	(Host Name and Domain Name are required for some ISPs.)
Primary DNS : <input type="text"/>	
Secondary DNS : <input type="text"/>	

## D. For PPTP Users

1. Make sure the **Username** and **Password** are correct.
2. Make sure the **Authentication** is correct, you may need to try both **PAP** and **CHAP**.
3. Make sure **PPTP Local Address**, **PPTP Subnet Mask**, **PPTP Remote Address** are correct.

IP Mode : ☐ Static ☐ DHCP ☐ PPPoE ☒ PPTP

Static/DHCP Configuration	PPPoE/PPTP Configuration
User Name : <input type="text"/>	<input type="text"/>
Password : <input type="text"/>	<input type="text"/>
Authentication : <input type="text"/>	<input type="text"/>
Service Name : <input type="text"/>	<input type="text"/>
PPTP Local Address : <input type="text"/>	<input type="text"/>
PPTP Subnet Mask : <input type="text"/>	<input type="text"/>
PPTP Remote Address : <input type="text"/>	<input type="text"/>

## **CHAPTER 5**

# **Report to ISP and Dealer for Further Technical Support**

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This chapter shows how to report your questions to ISP or Dealer to solve possible questions. There are two ways as followings.

1. If the router settings are correct at all, and the router still does not connect, please contact your ISP technical support representative to help you for configuration.
2. If the router does not work correctly, please contact your dealer for help. For any further questions, please send e-mail to **[support@draytek.com](mailto:support@draytek.com)**