Router Quick Start Guide   ZyXEL VMG1312-B10D

Plugging in:
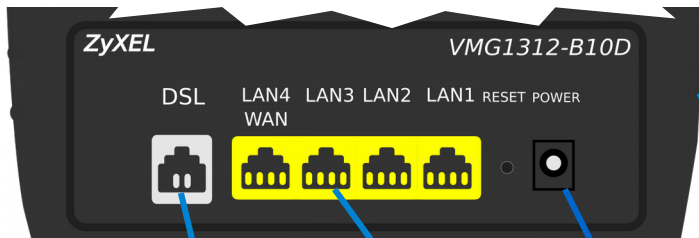
View of the rear

1 Connect DSL port to the phone socket via a splitter (optional) and the supplied 'grey' cable. DSL light should go orange or green

2 Connect your computers or your network to these ports

3 Plug in the supplied power cable

4 Switch router on. Power light flashes then goes steady

5 The router will be sent its configuration once it has logged in for the first time, wait a few minutes...

6 See your Infopack or router card for further details, such as WiFi password etc.

Initial configuration Information:

The ZyXEL will be posted to you in a 'default' state. It will have a WiFi name of 'Connect router to line'. In most cases, once your service is live and the ZyXEL has logged in for the first time, it will be configured in the correct way for your service – the plastic card on the router will also describe your specific configuration and how it needs to be connected. The configuration of the router can be modified via the Control Pages but feel free to talk to staff for further help or information. Until your service is live, and the router has configured itself, the credentials and IP details on the card will not match. It will have an IP address of 192.168.1.1 and an admin user with a password of 1234.

The details above describe the most common configuration for this router – where you are simply connecting the ZyXEL router to your phone line and using its built in wifi and network ports for your Internet access.

There are situations where the ZyXEL is configured in a different way. For example, plugged in to an Openreach supplied modem (such as the case of all FTTP lines and FTTC lines that were installed before June 2015). Alternatively, you may have your own PPPoE router (eg a FireBrick) and you want to use the ZyXEL as a simple 'modem bridge' between your phone line and your own router. See below for further information regarding these two cases:

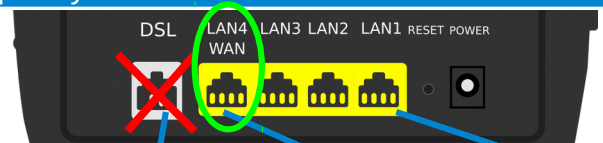## You have your own PPPoE router:
Using the ZyXEL as a bridge/Modem
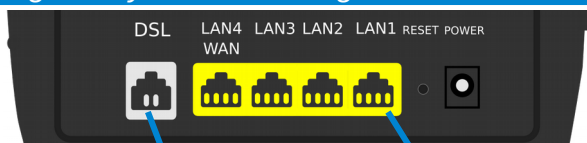
1 Connect DSL port to the phone socket via a splitter (optional) and the supplied 'grey' cable

2 Connexct your own PPPoE router to one of the other ports; the rest of your LAN then connects to your router

You have an Openreach modem:
Typically FTTP or older FTTC circuits

1 The DSL port won't be used if you have an Openreach supplied modem
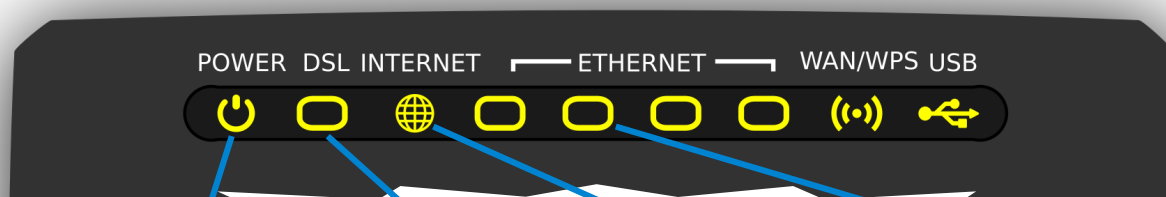
2 Port 4 becomes the 'WAN' port. Connect port 4 to the Openreach modem

3 Connect your computers or exiting network to ports 1,2 & 3

Further information on our Support Site: https://support.aa.net.uk/B10D

LED Status:

View of the top

Power Light

Steady Green:
Ready

Blinking Green:
Booting up

Steady Red:
Router malfunction

Off:
No power, try the power switch on the side...

DSL Light

Steady Green:
DSL line is up (in sync)

Blinking Green:
Initialising

Steady Red:
Connection tried but failed

Off:
Not connected, problem, or router in PPPoE mode

Internet Light

Steady Green:
Connected

Blinking Green:
IP Traffic is being sent or received

Off:
No internet connection or router is in bridge mode

Ethernet Light

Steady Green:
Device connected

Blinking Green:
Traffic/activity

Off:
No device plugged in, or that device is off

Help! It's not working

⏻ Configuration
Don't forget that the router will receive its configuration once it has come online for the first time. This will cause the router to restart. The router should have received its configuration and have restarted within about six minutes of being online.

⌨ No Sync?
When using the DSL socket, the DSL light should be green or orange. If this light is blinking or off then the router is not in sync with the Exchange or Cabinet equipment. Here are some checks:
- If your telephone socket has two sockets and one is more square than rectangle, plug the router in to the square socket (no need for the splitter in this case, as your socket has a built in splitter)
- If you have multiple phone sockets for the phone line in the building, try using your master socket – the one nearest to where the phone line enters the building
- Test that the phone line is working by plugging in a telephone

⏻ Factory Reset
If required, holding in the reset button for about five seconds, until the power light goes red, will revert the configuration to our default settings. In this state the router will try to get online and obtain its own configuration for your line. The configuration settings can be set on our Control Pages. For example, from the Control Pages, can you set the router to be a bridge. There are other settings there too, eg WiFi, passwords and so on.

Control Pages
Our Control Page system can be accessed from: https://control.aa.net.uk

This products makes use of GPL software: www.zyxel.com/uk/en/support/support_gpl_oss.shtml