

Vigor2928
Dual-WAN Security Router
Quick Start Guide
(for Wired Model)

Version: 1.0

Firmware Version: V5.4.1

(For future update, please visit DrayTek web site)

Date: 8 April 2026

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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 by 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.
- Do not power off the router when saving configurations or firmware upgrades. It may damage the data in a flash. Please disconnect the Internet connection on the router before powering it off when a TR-069/ ACS server manages the router.
- 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 to restore 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.



EU Declaration of Conformity

Hereby, DrayTek Corporation declares that the equipment type Vigor2928 is in compliance with EU EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU and RoHS 2011/65/EU.

The full text of the EU Declaration of Conformity is available at the following internet address:

<https://fw.draytek.com.tw/Vigor2928/Document/CE/>

- Product name: Dual-WAN Security Router
- Model number: Vigor2928
- Manufacturer: DrayTek Corp.
- Address: No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan.



Declaration of Conformity

Hereby, DrayTek Corporation declares that the equipment type Vigor2928 is in compliance with The Electromagnetic Compatibility Regulations 2016 (SI 2016 No.1091), The Electrical Equipment (Safety) Regulations 2016 (SI 2016 No.1101), and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (SI 2012 No. 3032).

The full text of the UKCA Declaration of Conformity is available at the following internet address:

<https://fw.draytek.com.tw/Vigor2928/Document/CE/>

- Product name: Dual-WAN Security Router
- Model number: Vigor2928
- Manufacturer: DrayTek Corp.
- Address: No.26, Fushing Rd., Hukou, Hsinchu Industrial Park, Hsinchu 303, Taiwan
- Importer: CMS Distribution Ltd: Bohola Road, Kiltimagh, Co Mayo, Ireland



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 user 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 from 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.

USA Local Representative	Company name	ABP International Inc.		
	Address	13988 Diplomat Drive Suite 180 Dallas TX 75234		
	ZIP Code	75234	E-mail	henry@abptech.com
	Contact Person	Mr. Henry N Castillo	Tel.	(972)831-1600 140

Caution

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

The antenna/transmitter should be kept at least 20 cm away from human body.



External Power Supply ErP Information

*The external power supply used for each product will be model dependent.

		1	2	3	4	5	6	7	8	9	10	11	12
A	Manufacturer	CWT	CWT	CWT	CWT	CWT	APD	APD	APD	APD	MOSO	MOSO	MOSO
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	Xiaobaimang Road, Nanshan District, 518108 Shenzhen, Guangdong, China	Xiaobaimang Road, Nanshan District, 518108 Shenzhen, Guangdong, China	Xiaobaimang Road, Nanshan District, 518108 Shenzhen, Guangdong, China
C	Model identifier	2ABB012F UK	2ABB018F UK	2ABL024F UK	2ABL030F UK	2ABN036F UK	WA-12M12F G	WB-18D12F G	WA-24Q12F G	WA-36A12F G	MS-V2000R120-024Q0-GB	MSS-V2500WR120-030E0-GB	V30-V3000R120-0-036T0-GB
		2ABB012F EU	2ABB018F EU	2ABL024F EU	2ABL030F EU	2ABN036F EU	WA-12M12F K	WB-18D12FK	WA-24Q12F K	WA-36A12F K	MS-V2000R120-024Q0-DE	MSS-V2500WR120-030E0-DE	V30-V3000R120-0-036T0-DE
D	Input voltage	100-240V	100-240V	100-240V	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	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	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	2.0A	2.5A	3.0A
G	Output power	12.0W	18.0W	24.0W	30.0W	36.0W	12.0W	18.0W	24.0W	36.0W	24.0W	30.0W	36.0W
H	Average active efficiency	84.9%	86.2%	87.6%	87.8%	89.8%	83.7%	85.4%	88.6%	88.2%	87.8%	89.5%	89.3%
I	Efficiency at low load 10%	73.6%	78.0%	81.3%	83.3%	83.7%	74.5%	80.5%	86.4%	85.4%	85.4%	84.7%	87.7%
J	No-load power consumption	0.07W	0.07W	0.07W	0.07W	0.07W	0.07W	0.10W	0.07W	0.10W	0.10W	0.08W	0.10W

For more update, please visit www.draytek.com.

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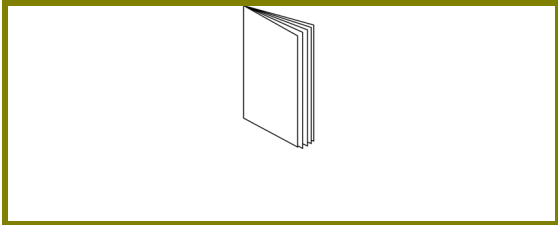
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1. Package Content

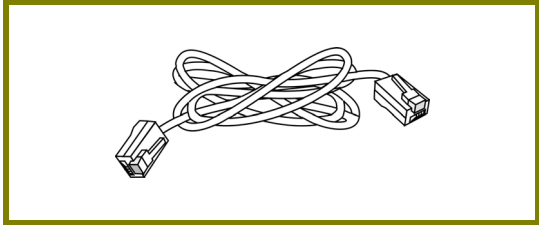
Take a look at the package content. If there is anything missed or damaged, please contact DrayTek or dealer immediately. Besides, the content is subject to the real package.



Vigor Router

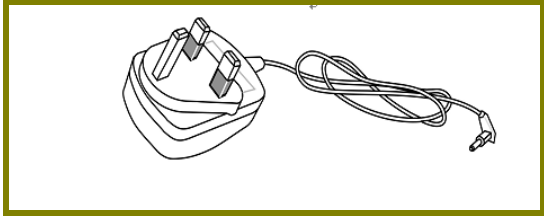


Quick Start Guide

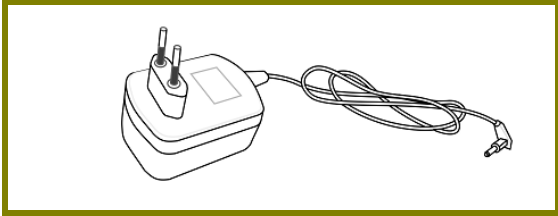


RJ-45 Cable (Ethernet)

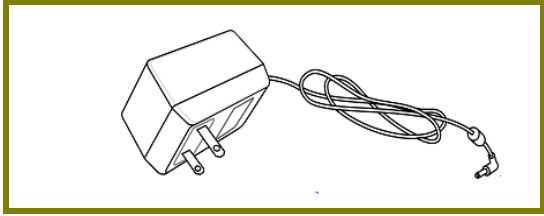
The type of the power adapter depends on the country that the router will be installed.



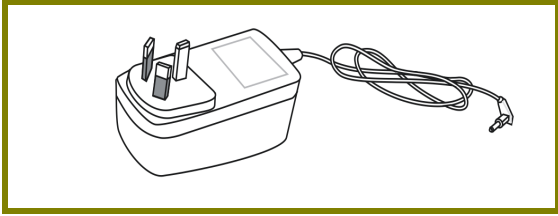
UK-type Power Adapter



EU-type Power Adapter



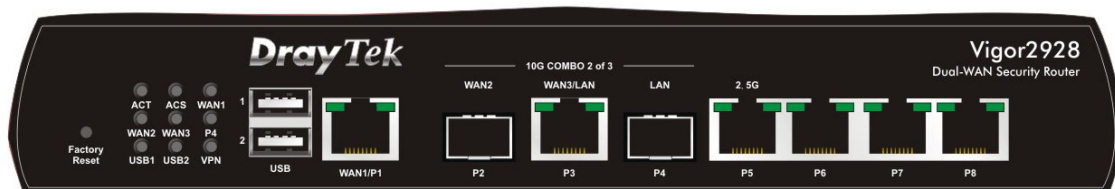
USA/Taiwan-type Power Adapter



AU/NZ-type Power Adapter

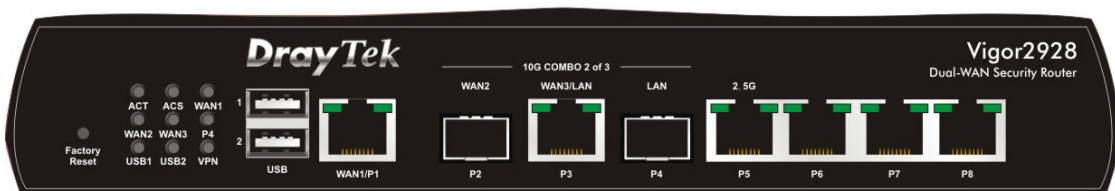
2. Panel Explanation

2.1 Vigor2928



LED	Status	Explanation
ACT	Off	The router is powered off.
	Blinking	The router is powered on and running normally.
ACS	On	The router has registered and connected to VigorACS server.
	Off	The router has not connected to VigorACS server.
WAN1~3	On	The interface is enabled on Configuration>>WAN Connections.
	Off	Internet connection is not ready.
	Blinking	The data is transmitting.
USB1~2	On	The interface is enabled on Configuration>>WAN Connections.
	Off	No USB device is connected.
	Blinking	The data is transmitting.
P4	On	The LAN port is connected.
	Off	The LAN port is disconnected.
	Blinking	The data is transmitting.
VPN	On	The VPN tunnel is active.
	Off	VPN services are disabled
	Blinking	Traffic is passing through VPN tunnel.
WAN1/P1		
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 1000 Mbps.
	Off	The port is connected with 10/100 Mbps.
WAN3/LAN/P3		
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 2.5/5/10 Gbps.
	Off	The port is connected with 100/1000 Mbps.
LAN P5		

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 2.5 Gbps.
	Off	The port is connected with 100/1000 Mbps
LAN P6-P8		
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 1000 Mbps.
	Off	The port is connected with 10/100 Mbps



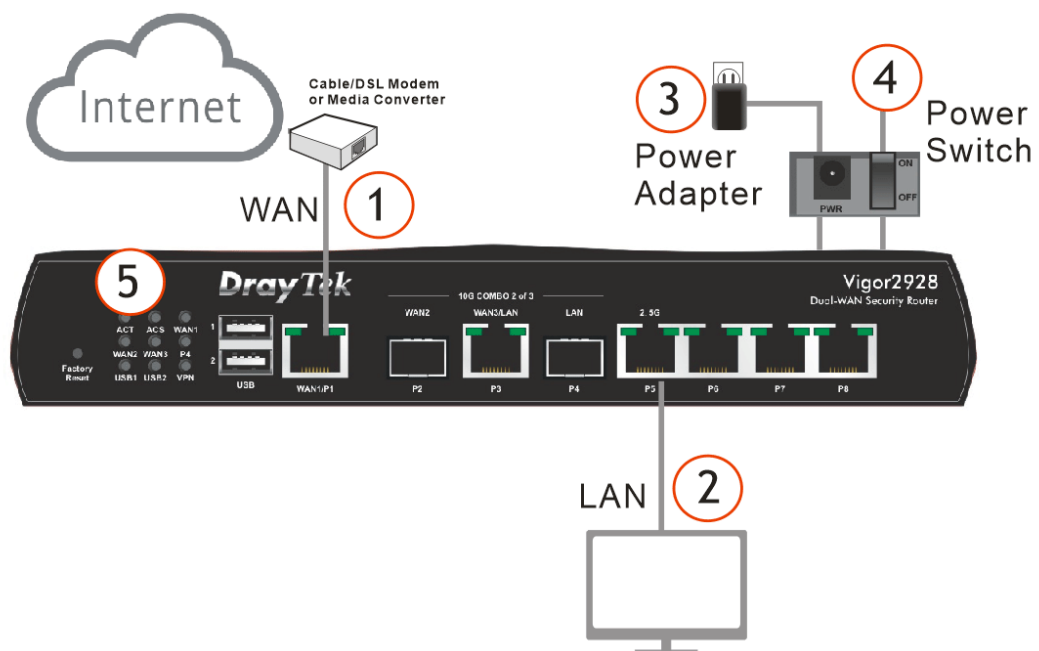
Interface	Description
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.
USB1~2	Connector for a USB device (for 3G/4G USB Modem or printer).
WAN1 / P1	Connector for the modem for accessing the Internet.
10G COMBO 2 of 3	Select any two ports to be the WAN port (either SPF+ or Ethernet) and the LAN port. In this configuration, P2(SPF+) is designated as the WAN port, and P4(SPF+) is designated as the LAN port. Only P3 is a switchable Ethernet port, which can be used for either WAN or LAN connections. For example, Selecting P2/P3: P2 is WAN2 port; P3 is LAN port. Selecting P3/P4: P3 is WAN3 port; P4 is LAN port. WAN# - Connector for a modem for accessing the Internet. LAN - Connector for the local network device.
LAN P5~P8	Connectors for the local network devices. In which, only P5 is available for 2.5G connection.
PWR	Connector for a power adapter.
ON/OFF	Power Switch.

3. Hardware Installation

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

3.1 Network Connection

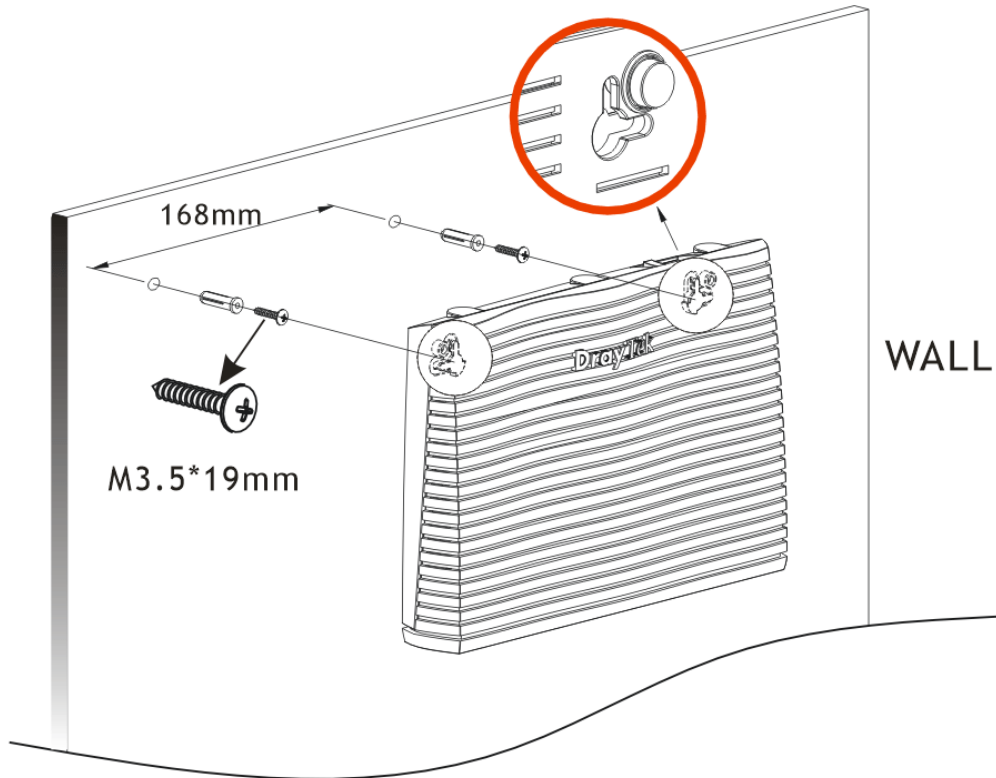
1. Connect the cable Modem/DSL Modem/Media Converter to any WAN port of router with Ethernet cable (RJ-45).
2. Connect one end of an Ethernet cable (RJ-45) to one of the LAN ports of the router and the other end of the cable (RJ-45) into the Ethernet port on your computer.
3. Connect one end of the power 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 2. Panel Explanation)



3.2 Wall-Mounted Installation

Vigor router has keyhole type mounting slots on the underside.

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

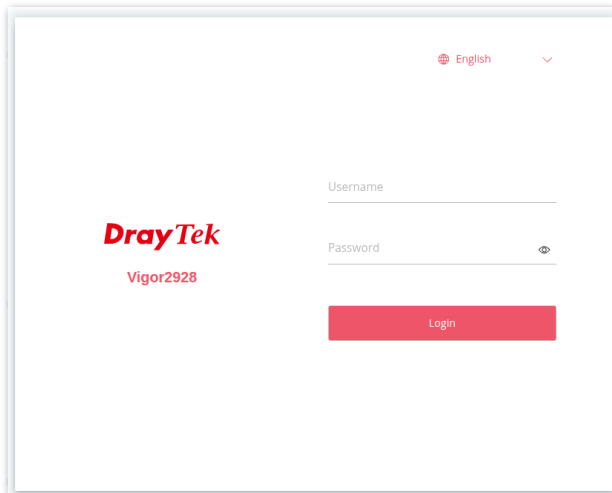
The recommended drill diameter shall be 6.5mm (1/4").

4. When you finished about procedure, the router has been mounted on the wall firmly.

4. Software Configuration

By default, you can access the Internet if you finish the hardware installation. However, you might need to access the web user interface of the Vigor router for some reason; for this, follow the steps listed below.

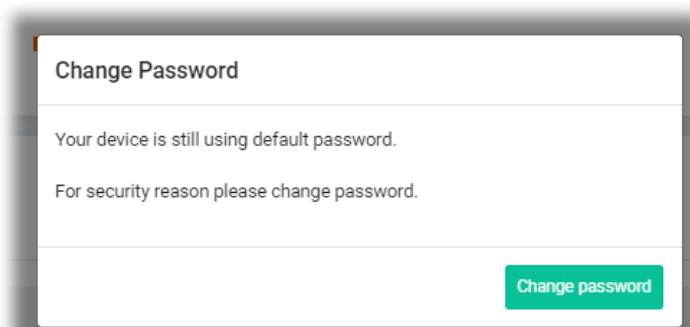
1. Make sure your PC connects to the router correctly.
2. Open a web browser on your PC and type **https://192.168.1.1**. A pop-up window will open to ask for username and password. Please enter "admin/admin" as the Username/Password and click **Login**.



Note

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 - Trouble Shooting of the user's guide.

3. Next, the page will appear to guide you change the login password.



4. You **MUST** change the login password before accessing the web user interface. Please set a new password for network security.

admin / Set Password

Account admin

Current Password

New Password

Confirm New Password

- ✓ At least 8 characters
- ✓ Uppercase characters
- ✓ Lowercase characters
- ✓ Numbers or Special characters ~!@#\$%^&*()_=/?[]{}<>\

5. After clicking **Apply**, the Main Screen will pop up.

DrayTek Vigor2928

DrayTek-9069D0
System Time: 2021-11-24 07:02:02

admin

Dashboard

PORT STATUS

10G COMBO 2 of 3

WAN1 WAN2 WAN3/LAN LAN 2.5G

USB P1 P2 P3 P4 P5 P6 P7 P8

10/100M 1G 2.5G 10G

WAN STATUS

IPv4 IPv6

Name	MAC Address	Connection Type	IP Address	Gateway	Primary DNS	Secondary DNS	Uptime
[WAN] WAN1	14-49-BC-90-69-D1	DHCP			8.8.8.8	8.8.4.4	00:00:00
[WAN] WAN2	14-49-BC-90-69-D2	DHCP			8.8.8.8	8.8.4.4	00:00:00

LAN STATUS

IPv4 IPv6

Name	IP Address	Subnet Mask	DHCP	Primary DNS	Secondary DNS
------	------------	-------------	------	-------------	---------------

SYSTEM

Device Name: DrayTek-9069D0
LAN MAC: 14-49-BC-90-69-D0
System Uptime: 1d 0h: 11m: 23s
Firmware: 5.4.1

Remote Management Server

ACS Server: ●

SFP INFORMATION

SFP WAN
Vendor Name: ---
Vendor PN: ---

SFP LAN
Vendor Name: ---

5. Customer Service

If the router 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.

Be a Registered Owner

Web registration is preferred. You can register your Vigor router via <https://myvigor.draytek.com>.

Firmware & Tools Updates

Due to the continuous evolution of DrayTek technology, all routers will be regularly upgraded. Please consult the DrayTek web site for more information on newest firmware, tools and documents.

<https://www.draytek.com>

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To download source codes please visit:

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Version 2, June 1991

For any question, please feel free to contact DrayTek technical support at support@draytek.com for further information.