

DrayTek

VigorConnect

The Management Software Connects Your Vigor Devices

USER'S GUIDE

V1.1

VigorConnect

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User's Guide

Version: 1.1

Firmware Version: V1.2.0

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Safety Instructions and Approval

Safety Instructions

- Read the installation guide thoroughly before you set up the modem.
- The modem is a complicated electronic unit that may be repaired only be authorized and qualified personnel. Do not try to open or repair the modem yourself.
- Do not place the modem in a damp or humid place, e.g. a bathroom.
- The modem should be used in a sheltered area, within a temperature range of +5 to +40 Celsius.
- Do not expose the modem 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 modem, please follow local regulations on conservation of the environment.

Warranty

We warrant to the original end user (purchaser) that the modem will be free from any defects in workmanship or materials for a period of one (1) year 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.

Be a Registered Owner

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

Firmware & Tools Updates

Due to the continuous evolution of DrayTek technology, all modems will be regularly upgraded. Please consult the DrayTek web site for more information on newest firmware, tools and documents. <http://www.draytek.com>

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Part I Introduction

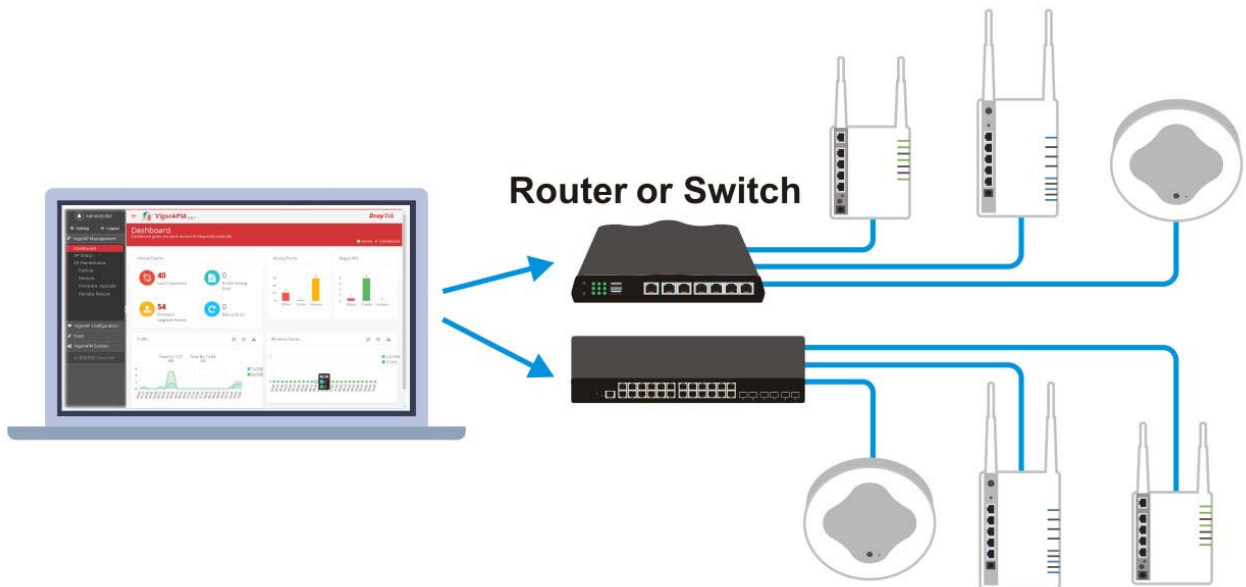


I-1 Introduction

This is a generic International version of the user guide. Specification, compatibility and features vary by region. For specific user guides suitable for your region or product, please contact local distributor.

VigorConnect, a central AP management software, is able to manage VigorAPs connected to Switch/Router. With VigorConnect, an administrator can modify the wireless settings, perform firmware upgrade, backup / restore settings related to VigorAP via a PC easily without accessing into the web page of VigorAPs one by one.

The following figure shows how VigorConnect manages VigorAPs via switch or router:



VigorConnect can manage VigorAP up to 100 devices.

System Requirements for VigorConnect Server

- OS: Windows 7 and later
- CPU: 1.2GHz Quad Core 64 bits CPU
- Memory: 2GB memory (DDR4)
- HDD: 1GB storage
- Browser: Firefox, Chrome, Opera, Safari, IE, Edge

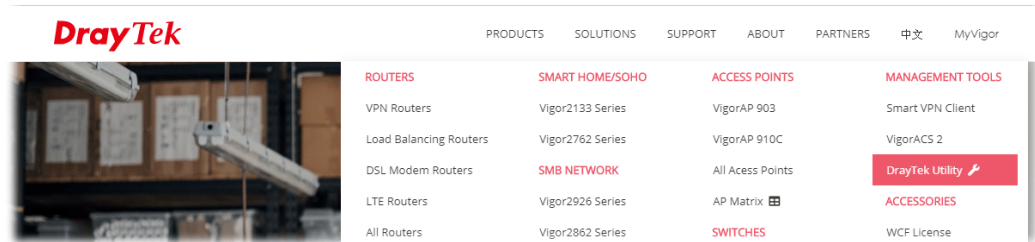
System Requirements for VigorConnect Client

- OS: Windows 7 and later
- Browser: Firefox, Chrome, Opera, Safari, IE, Edge

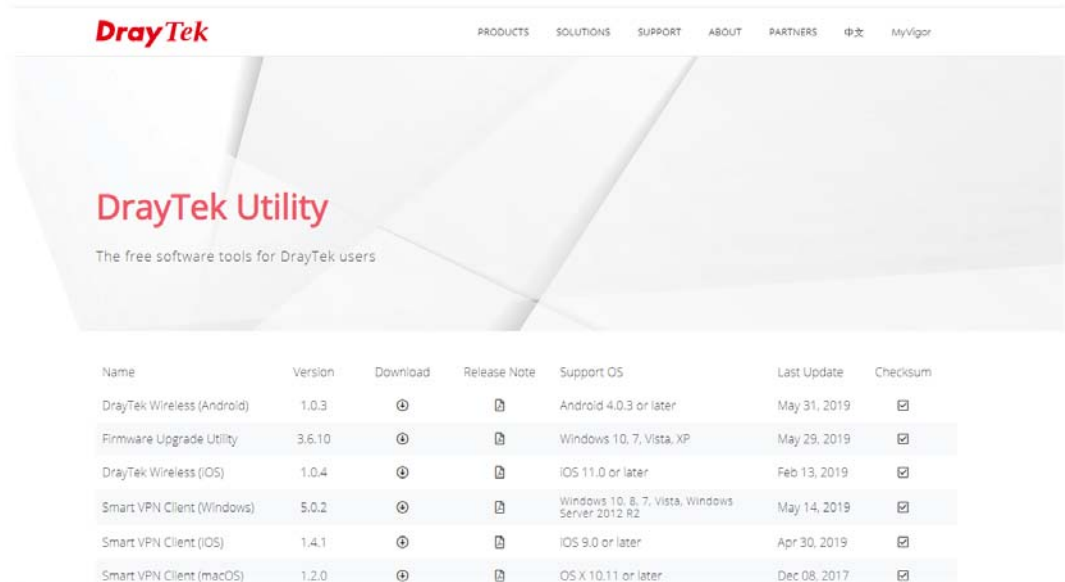
I-2 Installation

Follow the steps below.

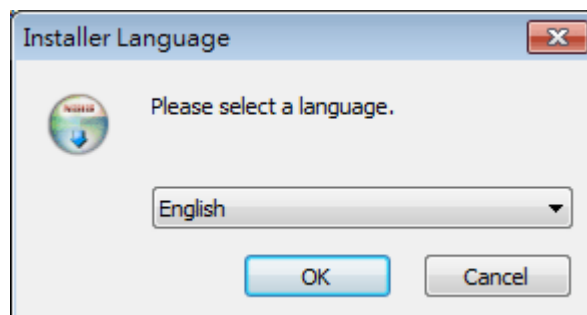
1. Visit www.draytek.com.
2. Open **Products>>Management Tools>>DrayTek Utility**.



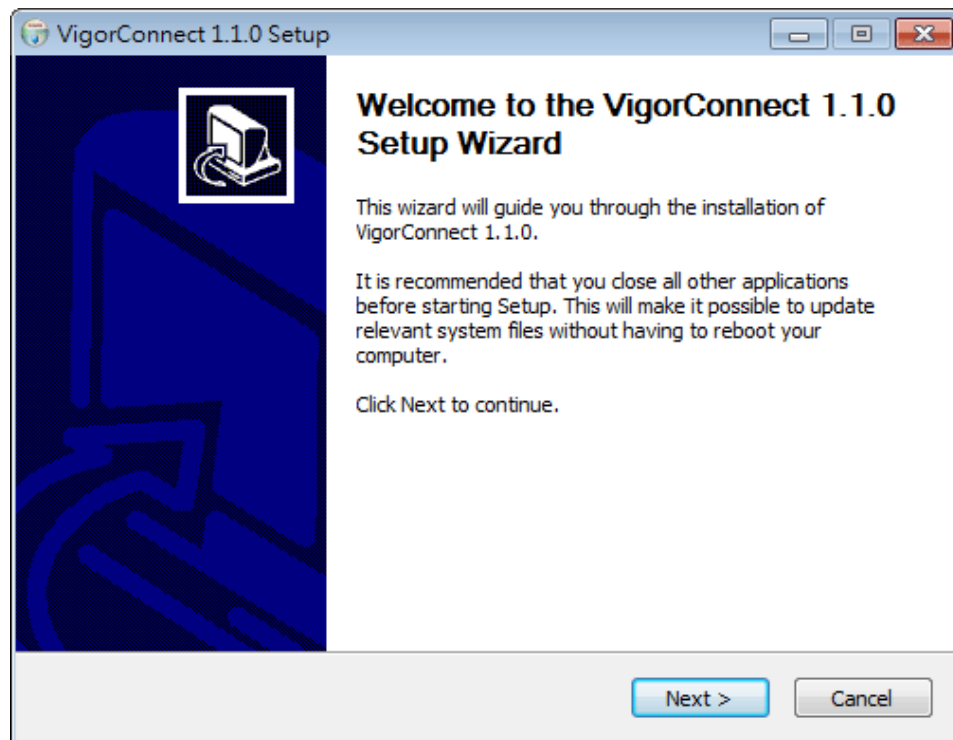
3. Locate **VigorConnect**.



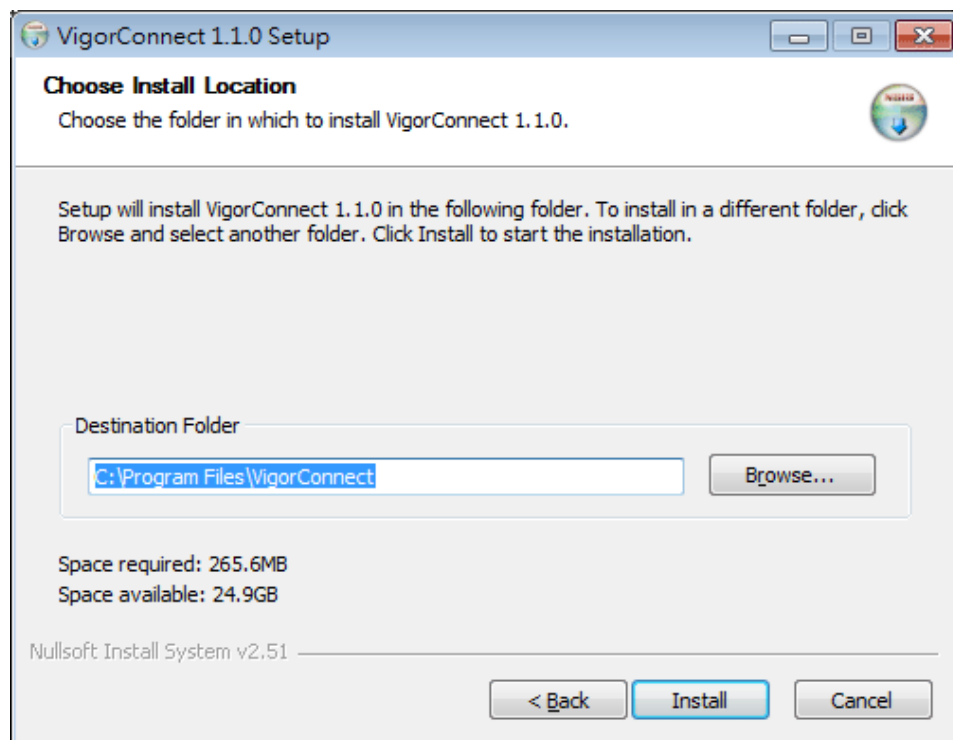
4. Download **VigorConnect** onto your computer.
5. Run the installer. Specify the language you want.



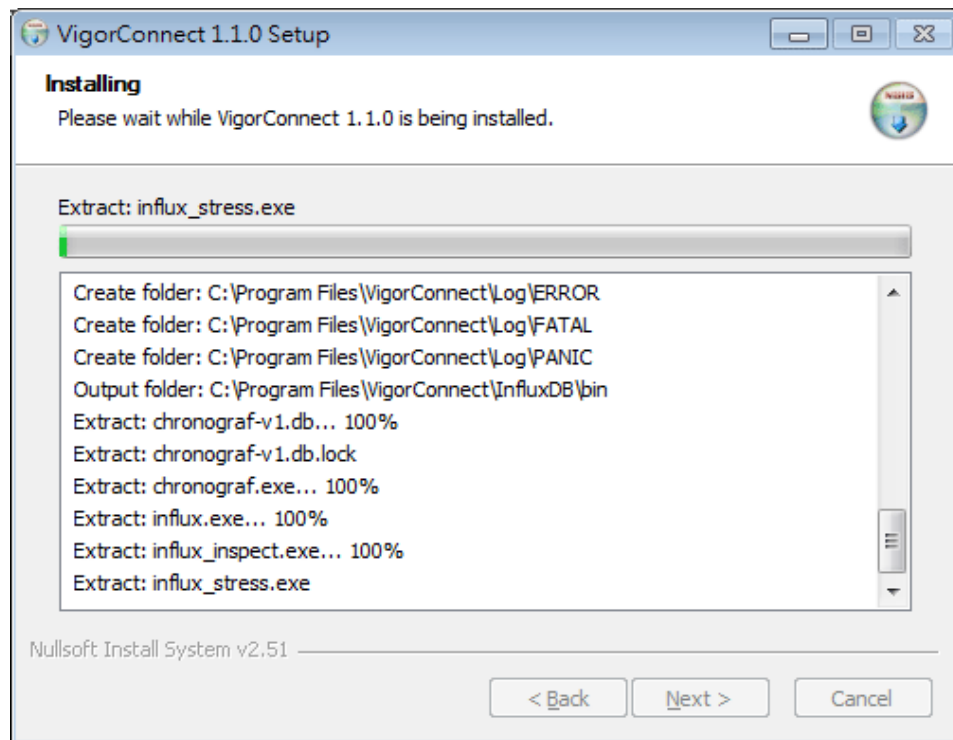
- When the following dialog appears, click **Next**.



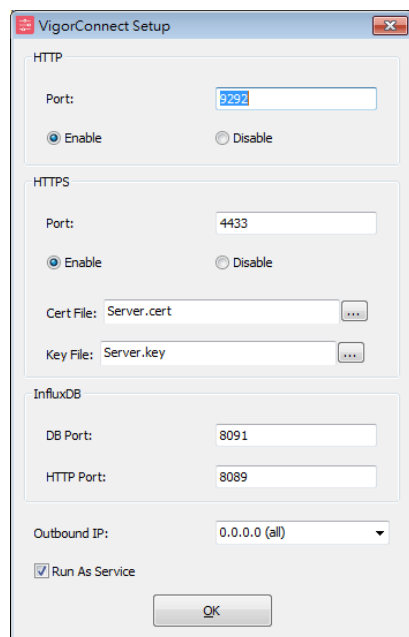
- Specify the destination folder and click **Install**.



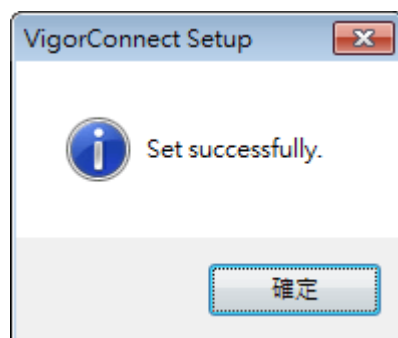
8. Wait for required files installing onto your computer.



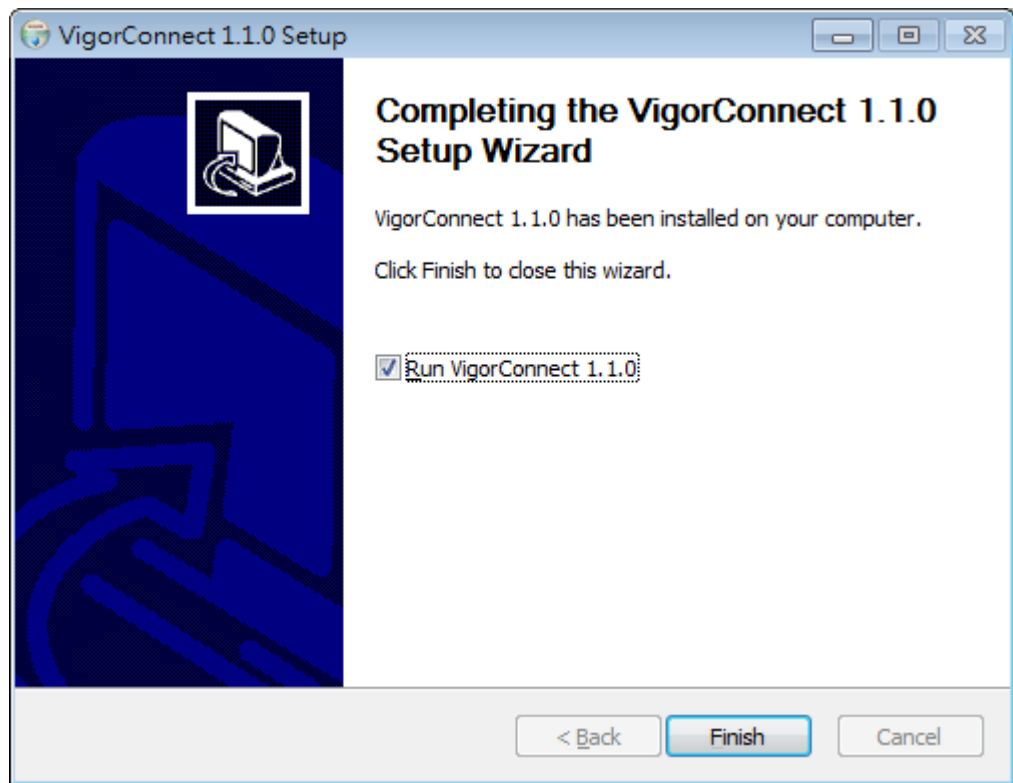
9. Then, the setup dialog with default values will appear. Click **OK**.



10. When the following dialog appears, simply click **OK**.



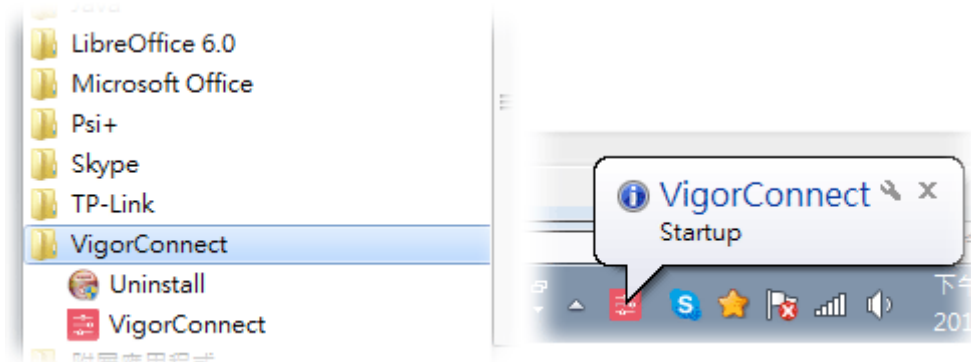
11. Check the box of Run VigorConnect and click **Finish**.



I-3 Accessing to Web User Interface

All functions and settings of this access point must be configured via web user interface. Please start your web browser (e.g., Firefox).

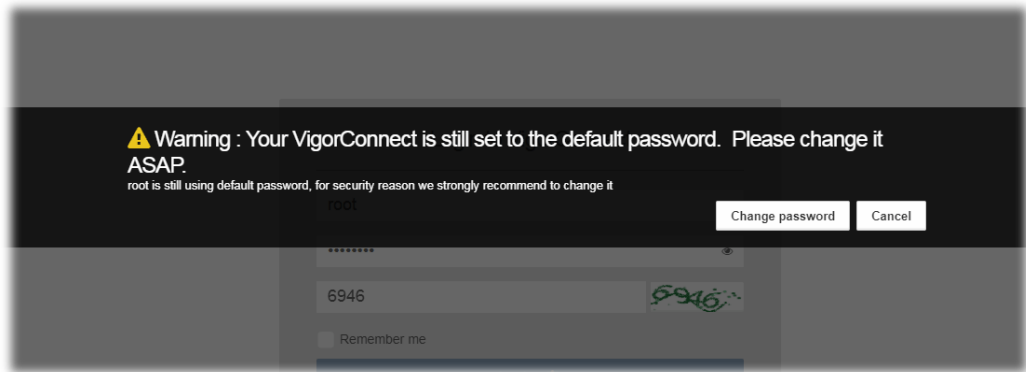
1. Double click the **VigorConnect** icon on the desktop or open **Programs >> VigorConnect>> VigorConnect**.



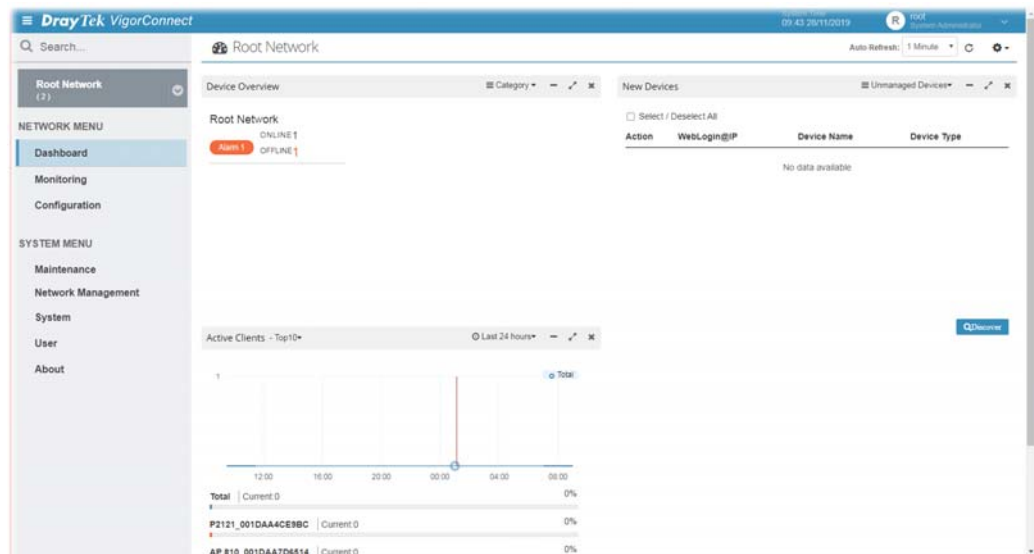
2. Please enter "root/admin123" as the Username/Password and enter validation code. Then, click **Login**.

A screenshot of the DrayTek VigorConnect web user interface. The page has a blue header with the 'DrayTek VigorConnect' logo and a language dropdown set to 'EN'. The main content area is white and contains a 'Login to VigorConnect' form. The form has three input fields: 'User Name', 'Password', and 'Validation Code'. The 'Validation Code' field contains the handwritten number '4572'. Below the fields is a 'Remember me' checkbox and a blue 'Login' button. At the bottom of the form, there is a small copyright notice: 'Copyright © 2017-2019 DrayTek Corp. All Rights Reserved.'

3. For the first time to access into VigorConnect, Vigor system will ask you to change the login password. If you want to use the default password, simply click **Cancel** to access into the main screen.



4. Now, the **Main Screen** will appear.



5. The web page can be logged out by clicking **Log Out** on the top right of the web page. Or, logout the web user interface according to the chosen condition. The default setting is **Auto Logout**, which means the web configuration system will logout after 5 minutes without any operation. Change the setting of auto logout if you want.

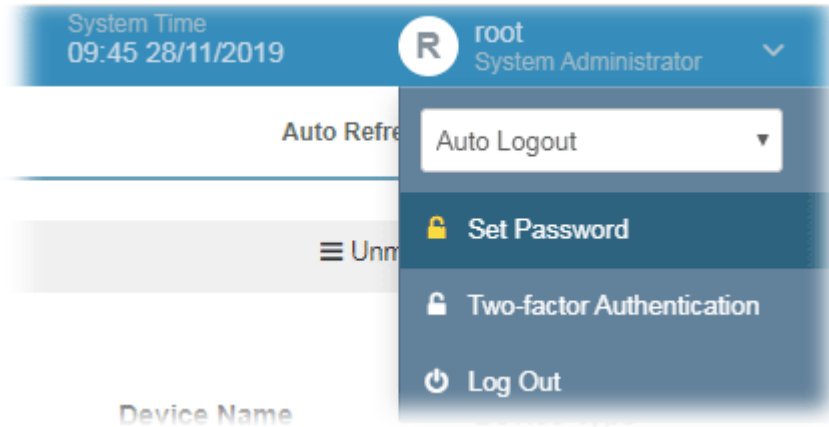
i Note:

If you fail to access the web configuration, please go to the section "Trouble Shooting" for detecting and solving your problem.

For using the device properly, it is necessary for you to change the password of web configuration for security and adjust primary basic settings.

I-4 Changing Password

1. Please change the password for enhancing the security.
2. Click the top-right corner to list the drop down menu. Choose **Set Password**.



3. A Set Password page is shown as follows. Enter a new password and re-enter the password to confirm the setting.

Set Password

Account :

New Password

medium

Confirm Password

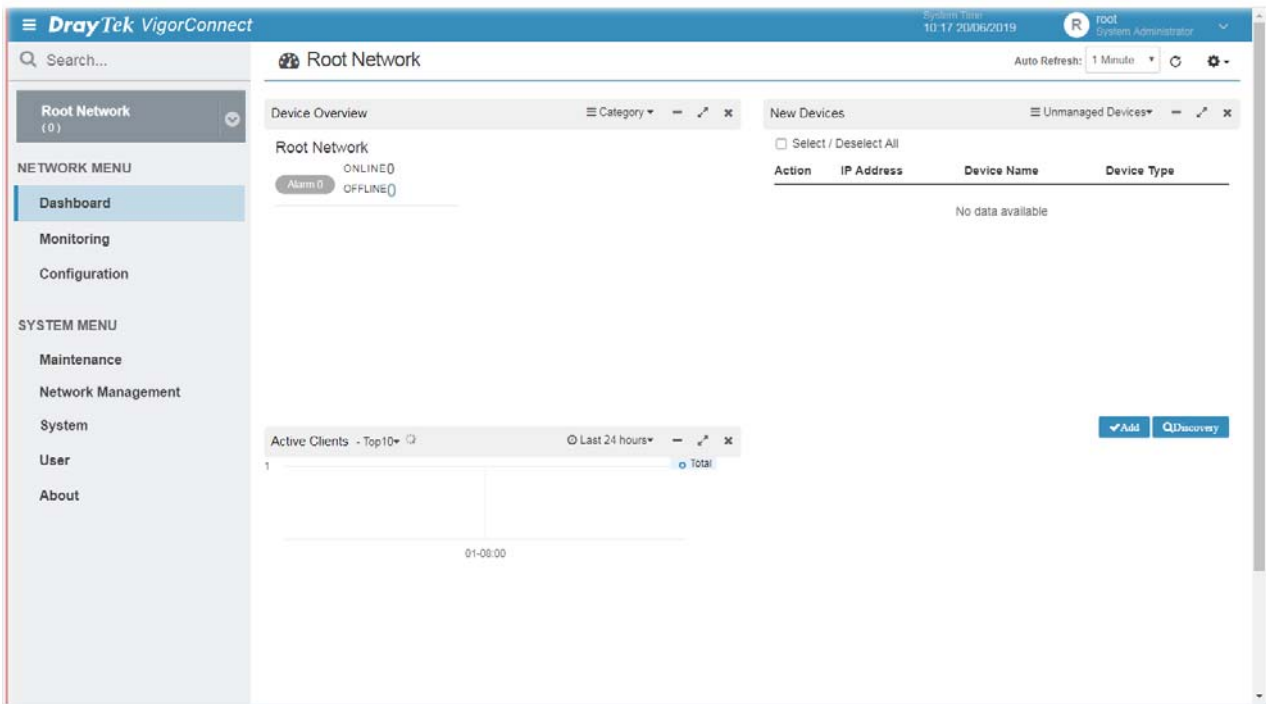
Save

4. Click **Save**.
5. Now, the password has been changed. Next time, use the new password to access the Web User Interface of VigorConnect.

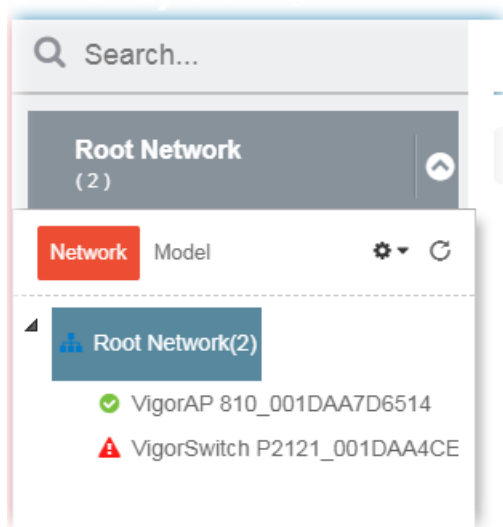
I-5 Dashboard

Dashboard shows the statistics of unread events, access points, rogue APs, traffic and wireless clients.

Click **NETWORK MENU>>Dashboard** from the main menu on the left side of the main page.

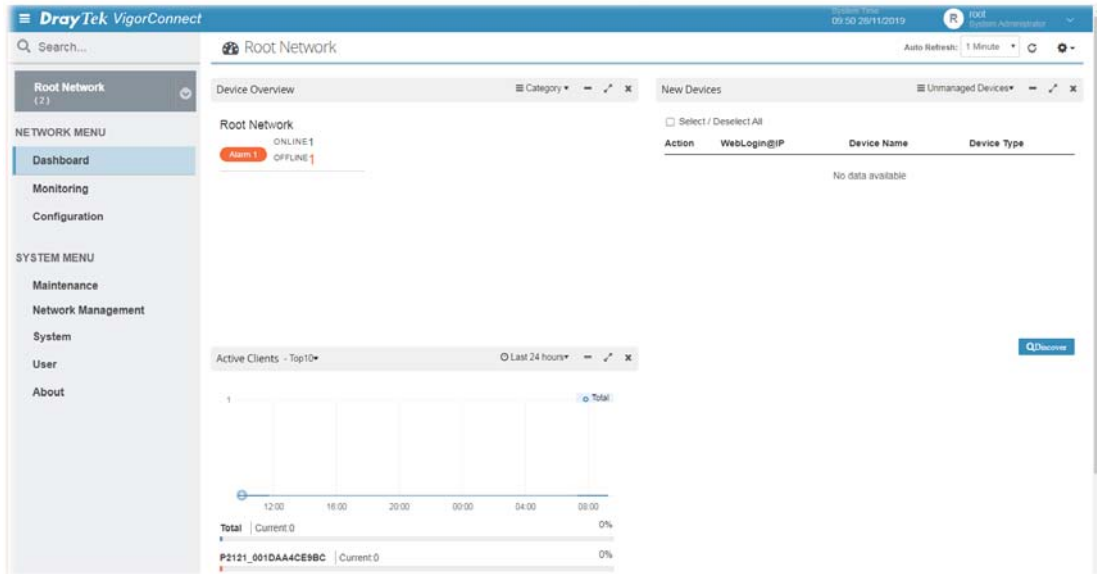


The information displayed on dashboard will be changed based on the network, group or device selected. To switch the dashboard among network, group and device, simply click **Root Network** on the home page to expand the tree view.

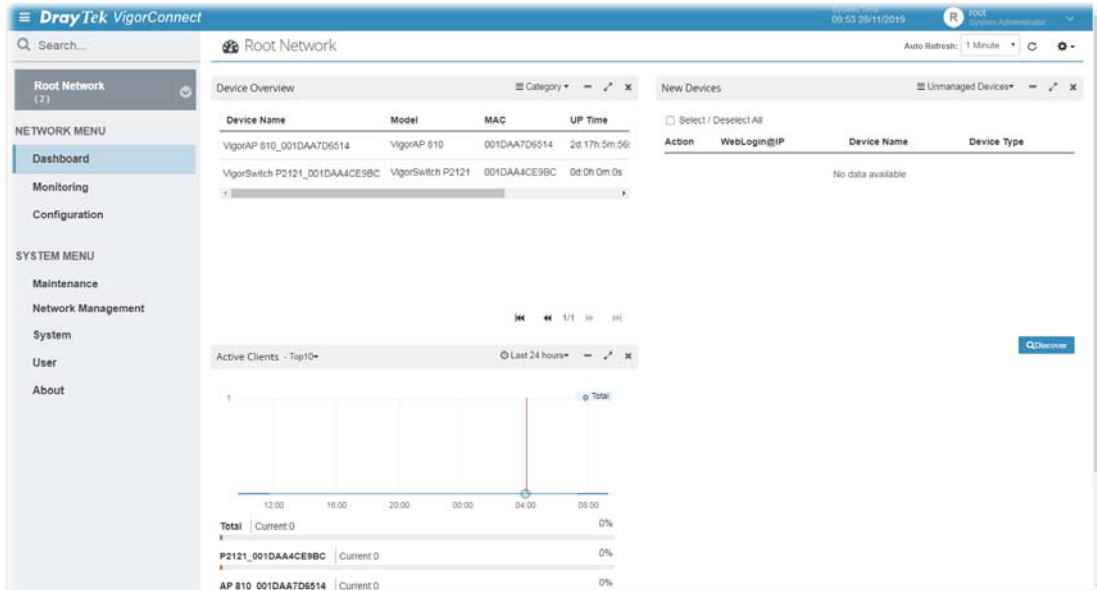


I-5-1 Dashboard for Network (Root Network)

The dashboard displays brief and quick overview information for the devices (Access Point *or/and* *VigorSwitch*) managed by VigorConnect.



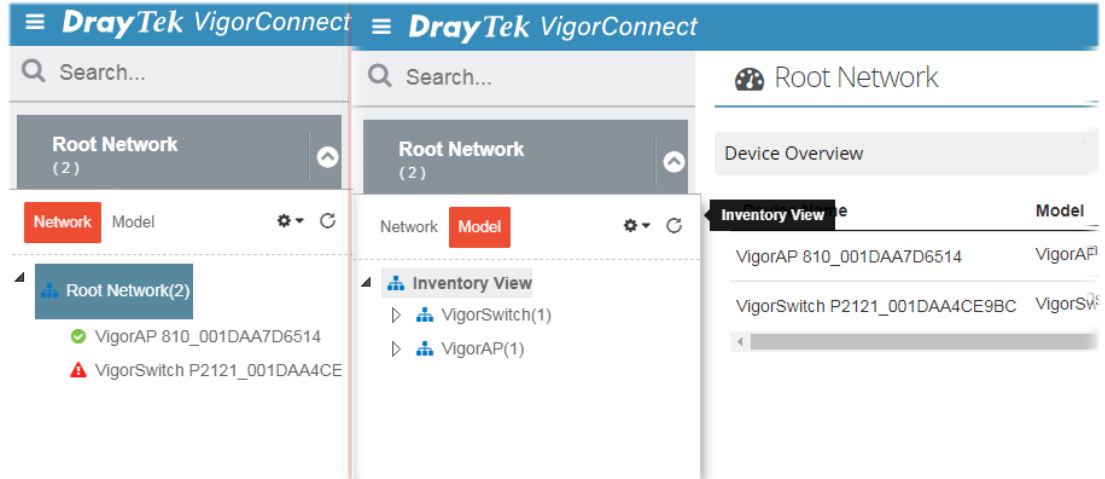
This page offers information about device overview (including device name, model, MAC, Up Time, Firmware Version), top 10 clients, new devices, and traffic top 10 for the selected group.



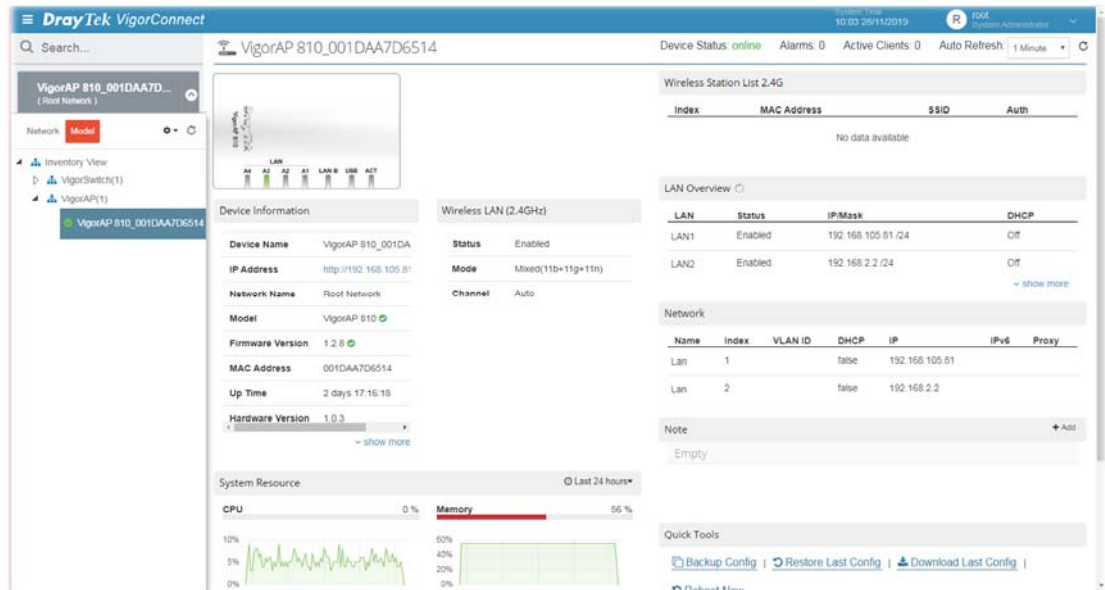
I-5-2 Dashboard for Device (Inventory View)

Root Network shows a tree view for all of the managed devices (Access Point) grouped under different networks.

Inventory view allows the devices to be divided and categorized with the model series, such as VigorAP 810, VigorAP 902, and so on.

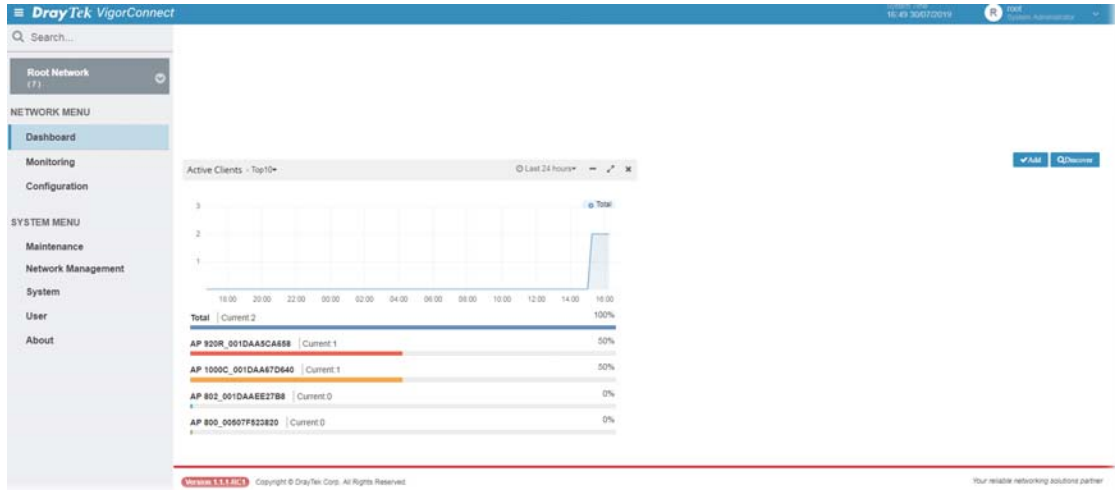


Click **Network** to display Root Network view; click **Model** to display the Inventory view.





I-5-3 Top 10 for Clients

This area displays the top 10 clients or top 10 clients accessing into VigorConnect during the last 24 hours, 7 days or 30 days.



I-5-4 Icons Used in VigorConnect

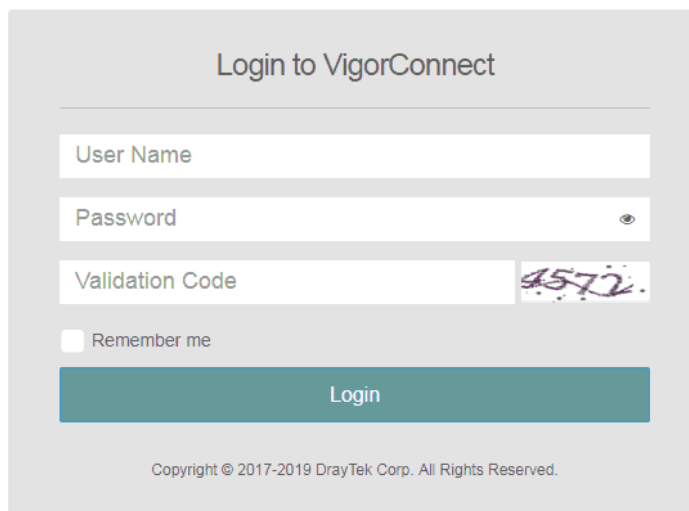
Item	Description
	Add a new device.
	Hide the page / Display the page in fullscreen.
	Delete the selected widget.
	Switch these two icons by click the mouse cursor on it.  - means "Enable".  - means "Disable".

I-6 Two-factor Authentication

Usually, the system administrator can access into VigorConnect by using user account and password. If network security is highly concerned, two-factor authentication will be strongly recommended.

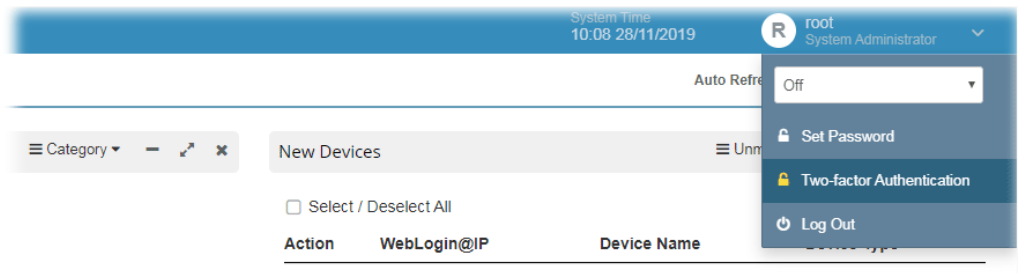
For using two-factor authentication for accessing VigorConnect;

1. Get and install **Google Authenticator** (iOS/Android) first.
2. Login VigorConnect by using the user account and password.



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3. Open **Root>>Two-factor Authentication**.



4. Enable the button of **Enable two-factor authentication**.

Two-factor authentication

Account : root


Enable two-factor authentication

Note:

- Turn on Two Factor Authentication please follow the instructions below.
- Get and install Google Authenticator (iOS/Android)
- Scan a barcode or manual input secret key
- Click save button to verify code which generated from APPs
- Recommendation: You should backup secret key or barcode

Description: root@VigorConnect
Display in App: root@VigorConnect.

QR-Code




Manual Input: H3FWF3KA3ZU3JQ4V

Verification Code

5. Use your cell phone to scan the QR-Code shown on the page or enter the secret key displayed on the box of **Manual Input**.

QR-Code



Manual Input: H3FWF3KA3ZU3JQ4V

Verification Code

6. A key will be created randomly on the cell phone. Enter that key on the box of Verification Code and click the **Save** button.

Verification Code

7. Logout VigorConnect.
8. Re-login VigorConnect. The first login web page requires you to enter the original user account and password. After clicking the Login button, the **second** login web page appears. Please enter the authentication code (created randomly) obtained from the APP (Google Authenticator) on your cell phone and click the Verify Code button.

Login to VigorConnect

Two-factor Authentication code

Verify Code

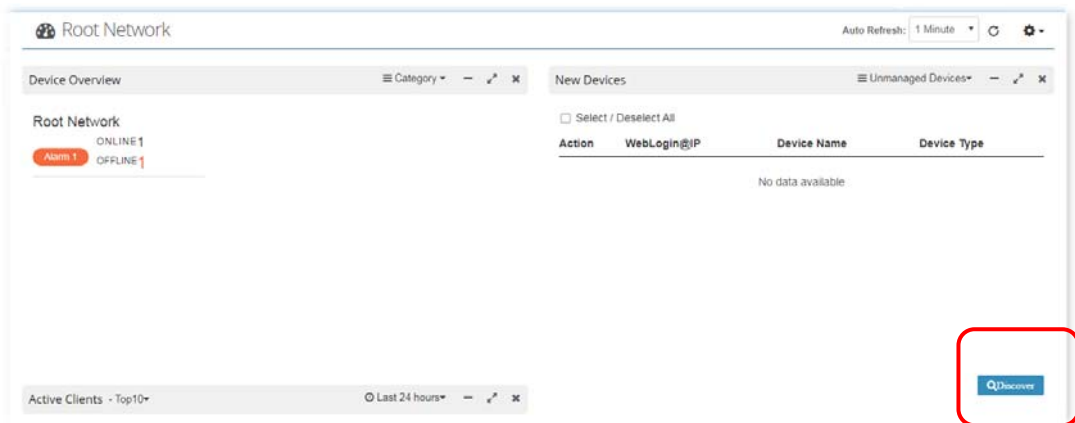
Abort

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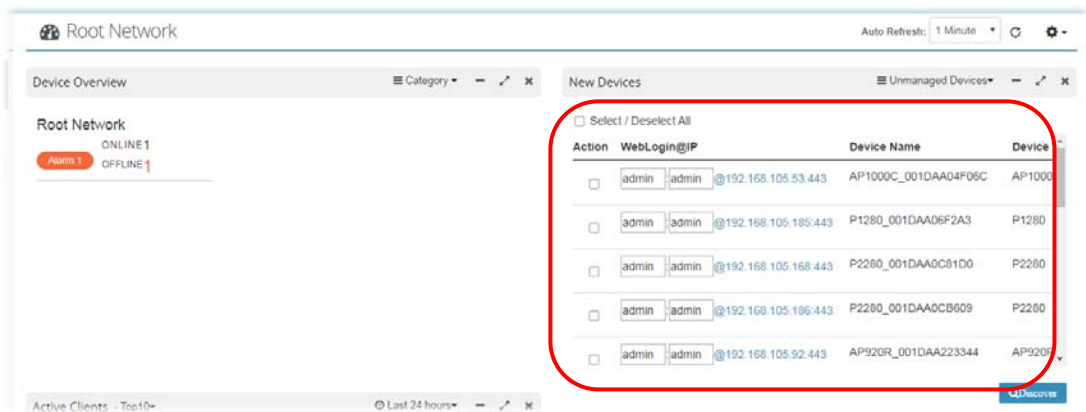
I-7 Discover LAN AP Devices

AP devices on LAN can be managed by VigorConnect.

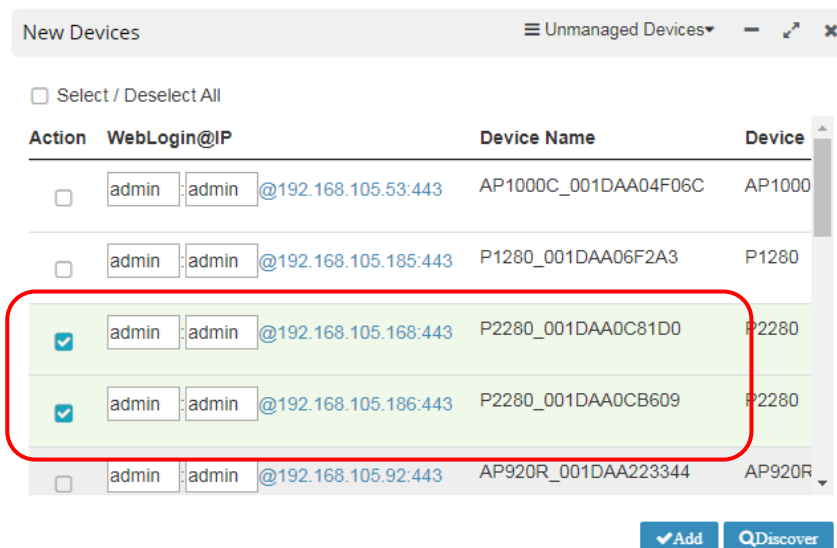
1. On the dashboard, click **Discover** under the field of New Devices. Vigor system will search nearby AP and display the device(s) on this page.



2. Later, scanned AP devices will be shown under the field of New Devices.

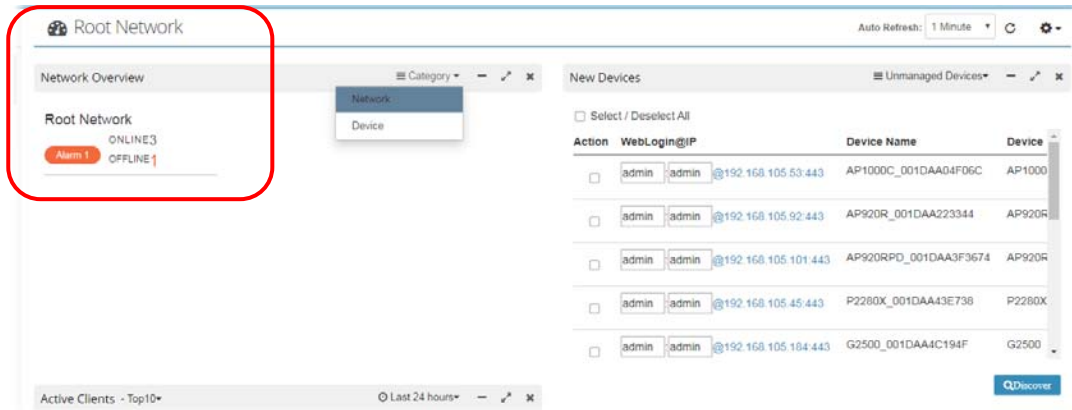


3. Check the one(s) which will be managed by VigorConnect and click **Add**.

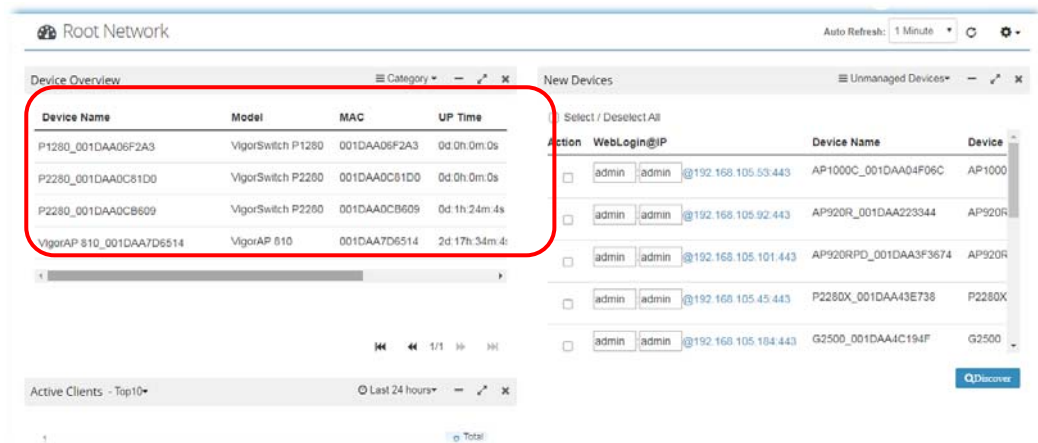


4. Then, the selected devices will be shown under **Device Overview**.

Categorized by network:



Categorized by Device:



i Note:

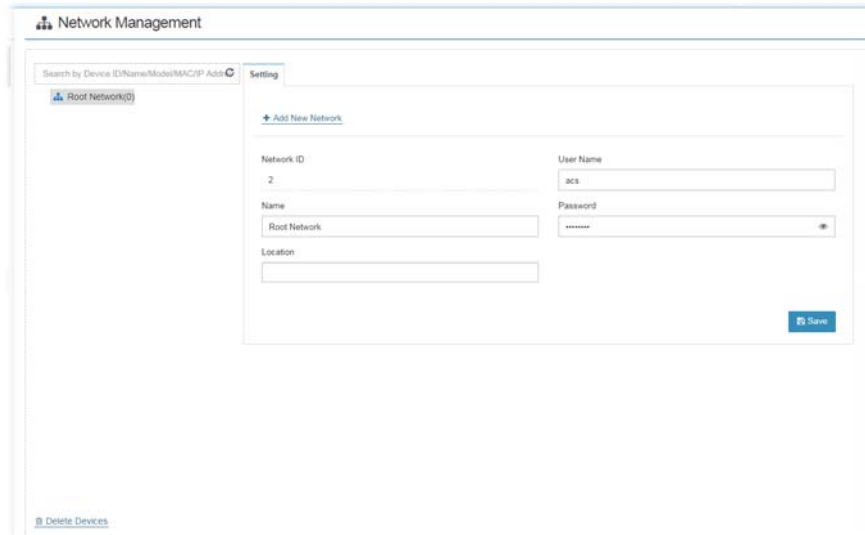
To prevent management conflict occurred between Vigor device and VigorConnect, when VigorAP is installed behind a Vigor router, remember to disable the AP Management function on router end.

Applications

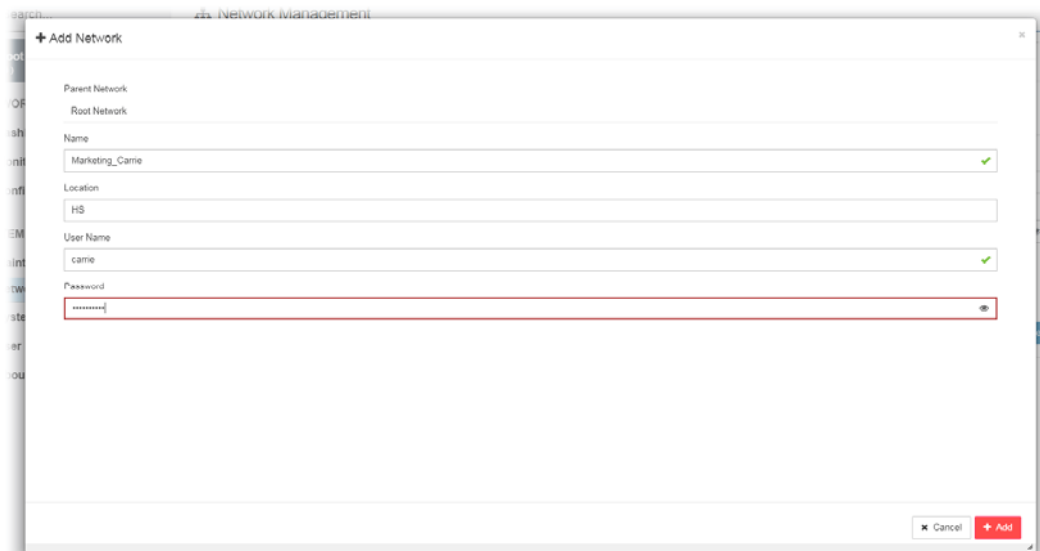
A-1 How to Create a New Network?

VigorConnect allows the administrator to build several networks (and sub-network) for different devices under the *root network*.

1. From the **SYSTEM MENU**, click **Network Management**.
2. When the following page appears, click the link of **+Add New Network**.



3. A pop-up window appears. Type the required information.



Name - Enter a new name of the network.

Location - Define the location of such network.

User Name - Enter a user name for such network.

Password - Enter a password for such network.

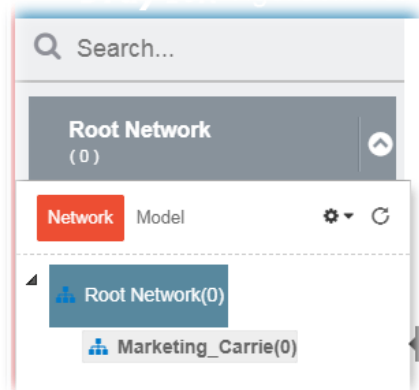
4. Click **Add** to save the settings. The new created network will be seen under the Root Network.

The screenshot displays the 'Network Management' interface. At the top, there is a search bar labeled 'Search by Device ID/Name/Model/MAC/IP Addr' with a refresh icon. Below the search bar is a tree view showing a hierarchy: 'Root Network(0)' is expanded to show 'Marketing_Carrie(0)'. To the right of the tree view is a 'Setting' panel. This panel contains a '+ Add New Network' button. Below the button are three input fields: 'Network ID' with the value '2', 'Name' with the value 'Root Network', and 'Location' which is currently empty.

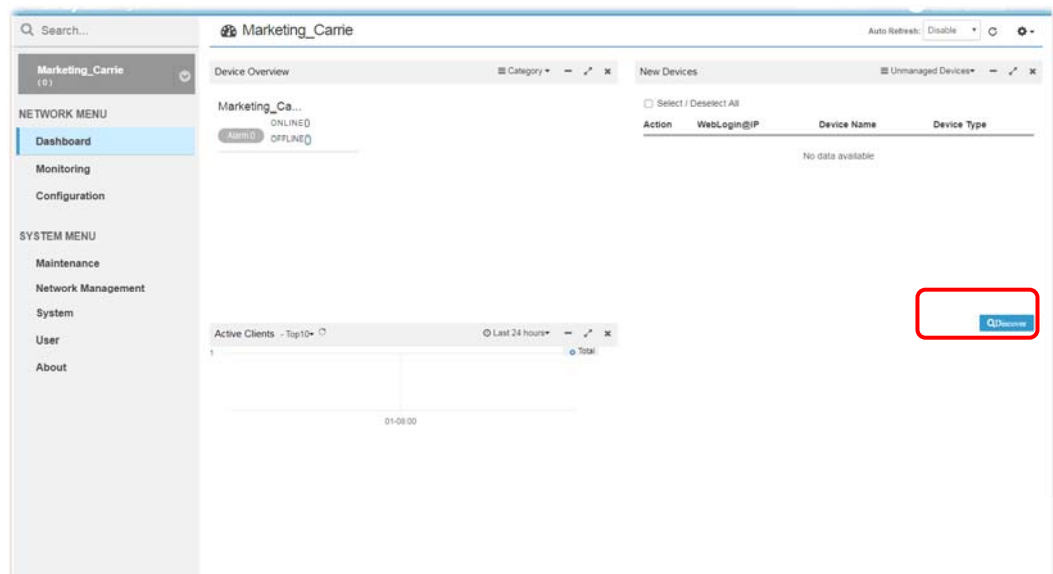
A-2 How to Assign a New Added AP to a Network?

New added device can be grouped under Network. If no assignment, the new device will be grouped under Root Network in default.

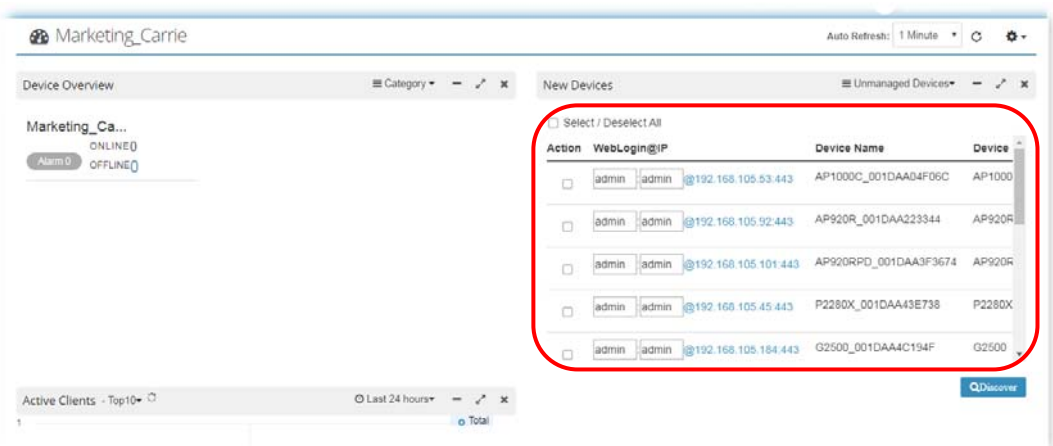
1. Open the dashboard of the network (e.g., Marketing_Carrie) created in A-1.



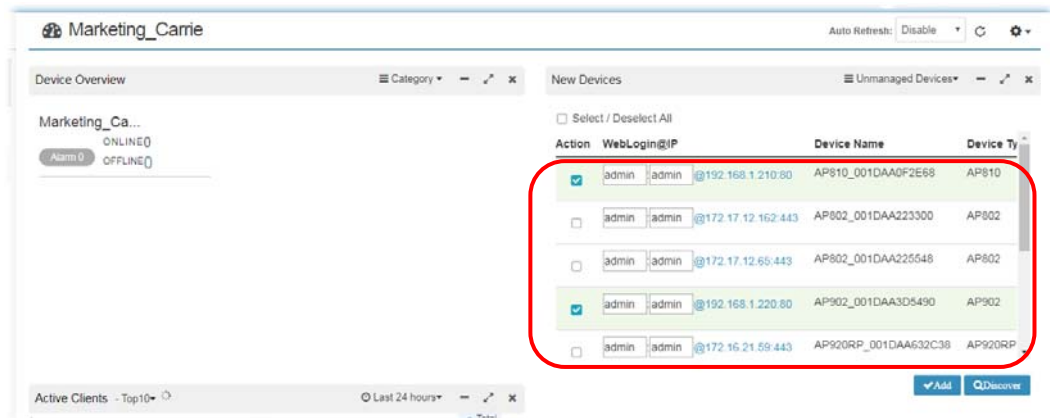
2. On the dashboard, click **Discover** under the field of New Devices. Vigor system will search nearby AP and display the device(s) on this page.



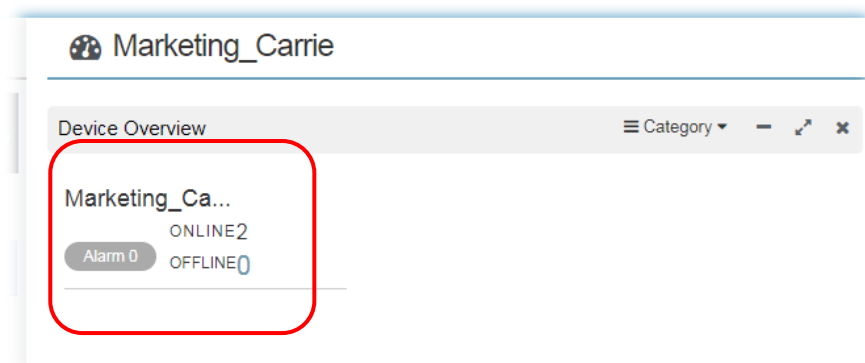
3. Later, scanned AP devices will be shown under the field of New Devices.



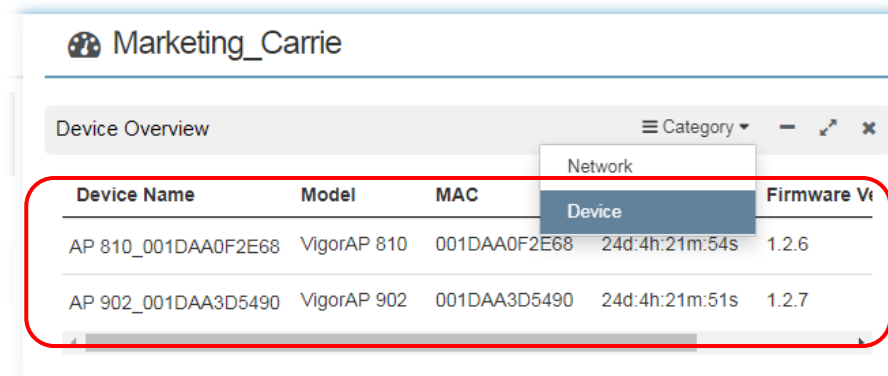
4. Check the one(s) which will be managed under the specified network (e.g., Marketing_Carrie) and click **Add**.



5. Then, the selected devices will be shown under **Device Overview**.
Categorized by Network:



Categorized by Device:



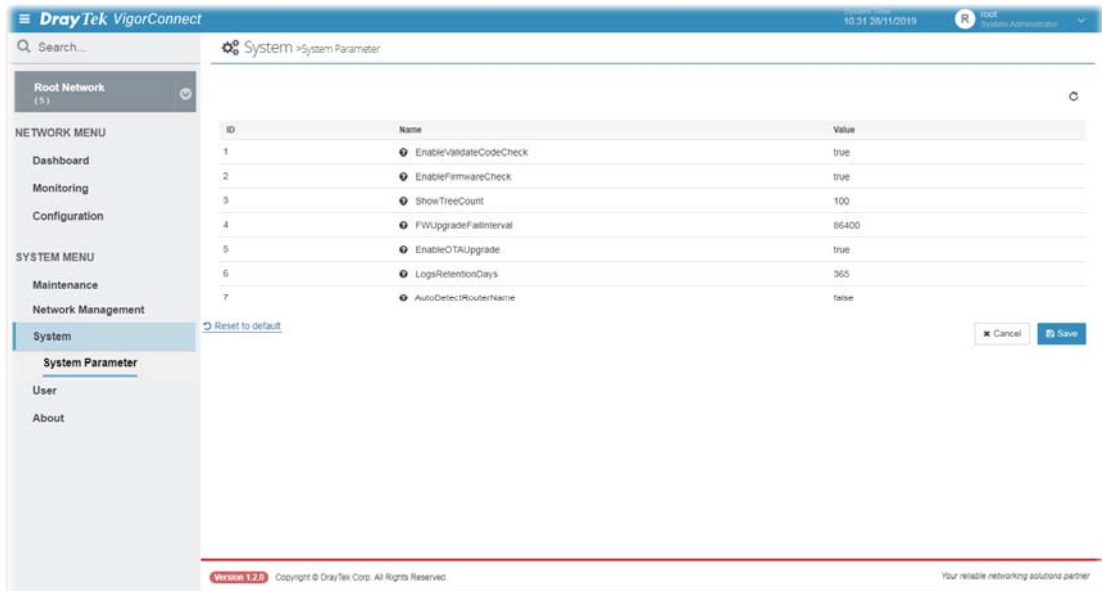
Part II SYSTEM MENU, System and User Settings Management



II-1 System

II-1-1 System Parameter

Open **SYSTEM MENU>>System** and click **System Parameter** to get the following web page:



Available settings are explained as follows:

ID No.	Description
	<p><u>Reset to default</u></p> <p>Click the link to reset all of the system parameters with factory default values.</p>
1	<p>EnableValidateCodeCheck</p> <p>True – Enable the function of validating code check on the login page. False – Disable the function. It is the default value.</p>
2	<p>EnableFirmwareCheck</p> <p>True - VigorConnect will compare current firmware of the device with the file version detected from DrayTek website. Therefore, while viewing the Firmware Version on the dashboard of the selected device, a pop-up window with current firmware version detected will appear if both firmware versions are different.</p>
3	<p>ShowTreeCount</p> <p>Set how many devices will be shown on the home device tree. Default value is 100.</p>
4	<p>FWUpgradeFailInterval</p> <p>If the firmware upgrade failed, the next firmware upgrade will execute after the time interval configured here. Default value is 86400 seconds.</p>
5	<p>EnableOTAUpgrade</p> <p>If enabled (choosing true), the system will check for the new update once at 3:00 a.m. every day and download the file if it is available.</p>
6	<p>LogsRetentionDays</p> <p>VigorConnect will store the log for a while (the number of days defined here).</p>

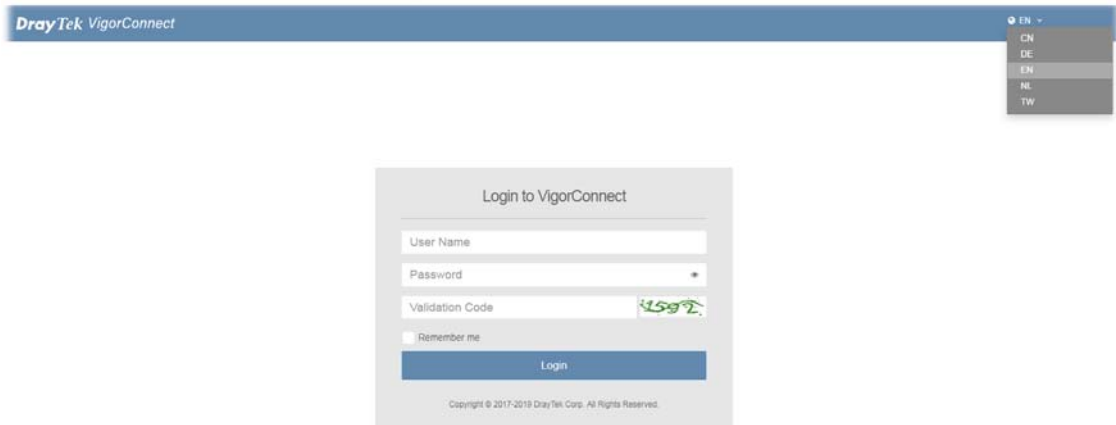
7

AutoDetectRouterName

If enabled (choosing true), the system will detect the name of the device automatically while allowing the registration from the device or doing the VigorConnect online check.

II-1-2 Language

VigorConnect can be displayed and operated with different language texts. Choose the language system from the top-right of the login page. Later, VigorConnect will be shown with the language you want.



II-2 User

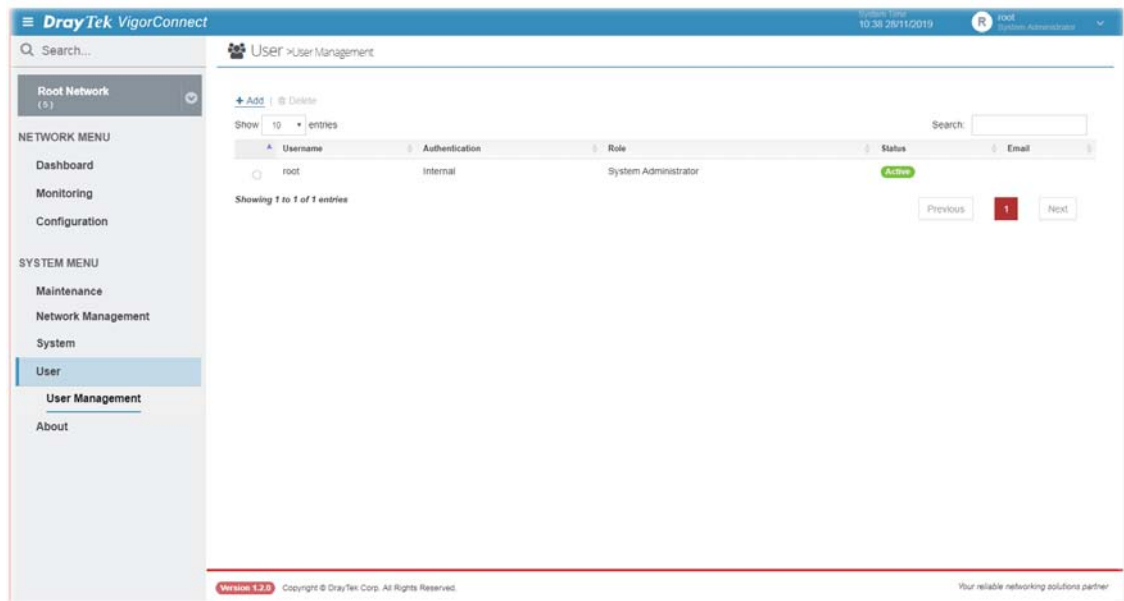
II-2-1 User Management

VigorConnect allows a user to manage AP devices through VigorConnect server. However, the user has to type specific name and password defined in this page. Different users must use different names and passwords for accessing VigorConnect.

This chapter will guide you to define users. It can be set with different roles (at present, only System Administrator is allowed); each role has different administration authority.

The user management function allows a user to set name, password, and e-mail address as identification in VigorConnect system.

To add, delete a user or check information for a user, open **SYSTEM MENU>>User** and choose **User Management**. This page displays basic information including username, authentication, role, status (active, inactive), mail notify (yes or no), SMS notify (yes or no), email address for the user.



Available settings are explained as follows:

Item	Description
+Add	Click it to add a user.
Delete	Click it to remove the selected user.

The following setting page appears when **+Add** is clicked.

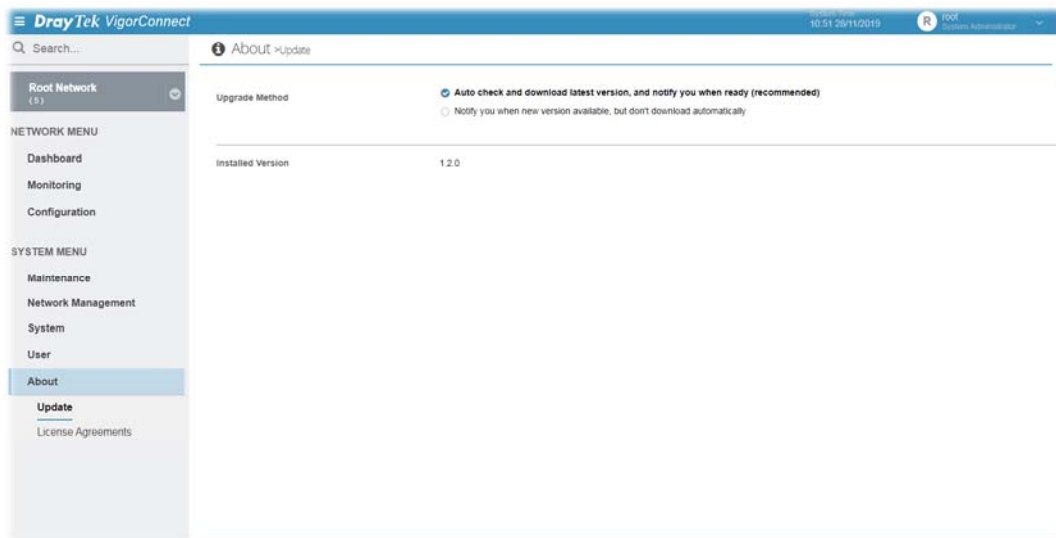
Available settings are listed as follows:

Item	Description
Enable	Click it to enable the user profile.
Username	Enter a name for the new user.
Password	Type the password for the user.
Role	Choose the role for the selected user . Different role represents different authority that the user group will have. The great the authority is, the more functions the user can have. System Administrator – Have the highest authority.
Email	Type the email for communication between the user and VigorConnect server.
Telephone	Type the telephone number for receiving the SMS notification.
Description	Enter a brief description for the user.
Cancel	Discard current settings.
Create	Click it to create a new user profile and exit the page.

II-3 About

II-3-1 Update

This page offers information for the newest version of VigorConnect.



Available settings are listed as follows:

Item	Description
Upgrade Method	Auto check... - After clicking it, you will be notified when the latest version is available. Notify you... - After clicking it, the system will display the newest version available for you to download and upgrade for VigorConnect.
Installed Version	Display the current software version installed.
Available Version	Display the newest and available software version allowed to be download for the update. Click the download link to download the newest version. Later, update VigorConnect with the newest version.

II-3-2 License Agreements

This page displays license information related to Apache, MIT, BSD 3-clause, BSD, ISC and zlib.

The screenshot shows a web application interface with a sidebar menu on the left and a main content area titled 'License Agreements'. The sidebar menu includes sections for 'Root Network (3)', 'NETWORK MENU' (Dashboard, Monitoring, Configuration), 'SYSTEM MENU' (Maintenance, Network Management, System, User), and 'About' (Update, License Agreements). The main content area displays three tables of license information:

Apache License, Version 2.0		
Name	Author	Web Site
ini.v1		🔗
Bleego	astaxie	🔗
Ctp	Paul Querna	🔗
Go-http-auth	Lev Shamardin	🔗

MIT		
Name	Author	Web Site
Cron.v2	Rob Figueiredo	🔗
Capcha	Dimitry Chestnykh	🔗
Go-humanize	Dustin Sallings	🔗
Go-sqite3	math	🔗
Influxdb/client.v2		🔗
Lane	Théo Crevon	🔗
Ishell	Abiola Ibrahim	🔗

BSD 3-clause License		
Name	Author	Web Site
Xorm		🔗
Excelize		🔗
gorm	weizli	🔗

BSD license		
Name	Author	Web Site
CryptGgo	Andre Burgaud	🔗
Handlers		🔗
Walk	Alexander Neumann	🔗
Win	Alexander Neumann	🔗

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Part III SYSTEM MENU, General Settings for Managing Device



III-1 Network Management

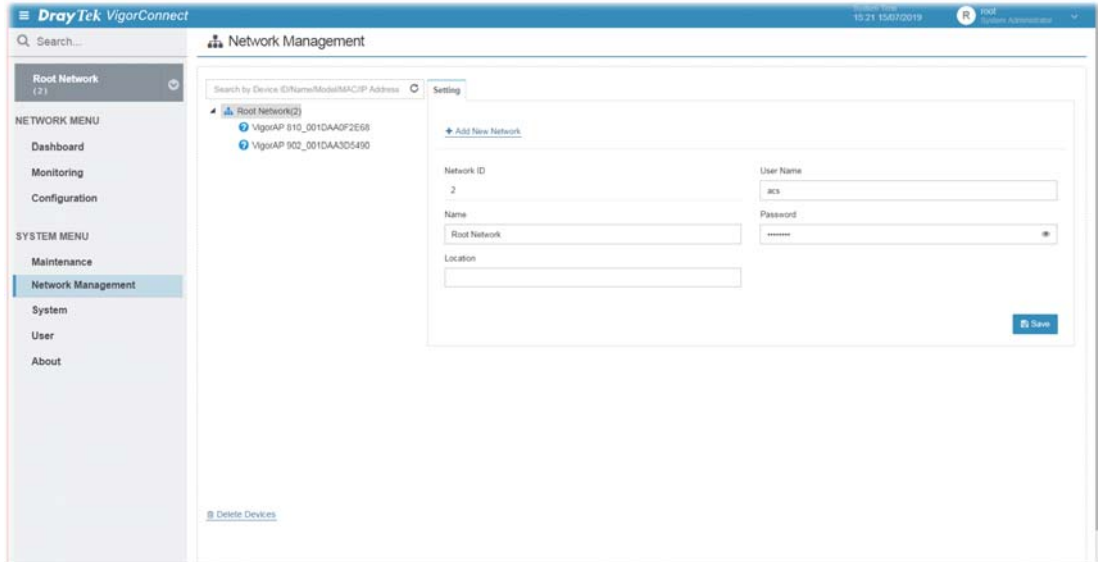
Network Management allows you to modify the information for Networks and Devices.

It can

- Add new network (s) for new client which will be managed by VigorConnect.
- Delete existed network if the client will not be managed by VigorConnect.
- Modify the name and location of the network for management.

III-1-1 Settings for Network

To add, change or delete a network, please open **SYSTEM MENU >> Network Management**. Click **Root Network** or sub-network to get the following web page.



Available settings are listed as follows:

Item	Description
Search by Device ID/Name/Model/MAC / IP Address	Enter the ID, name, model or MAC address of the device you want to locate.
+Add New Network	Click it to add a new network.
Network ID	Display a number which is given by VigorConnect randomly for the selected network.
Name	Display the name of the parent network. You can modify it if required.
Location	Type the location (e.g., HsinChu, New York) for such network.
User Name	Display the name of the selected network. Change it if required.
Password	Display the password of the selected network. Change it if required.
Save	Click it to save the change.

The following setting page appears when **+Add New Network** is clicked.

Available settings are listed as follows:

Item	Description
Parent Network	Display the name of the root network. New created network will be the sub-network of the parent network. In default, Root Network is the parent network for any new created network.
Name	Enter a name for the new network.
Location	Type the location for the new network. Later, you can locate such network on the web page of SYSTEM MENU >> Network Management>>Map .
User Name	Enter a login name (e.g., carrie) for the new network which will be used for communication between Vigor device and VigorACS.
Password	Enter a password (e.g., admin123) for such new network. If you are going to group several devices under such network, please open System Maintenance>>TR-069 in the web configuration page of CPE. Then, type the user name and password defined in this page (e.g., in this case, they are <i>carrie</i> and <i>admin123</i>) in the corresponding fields.
Cancel	Discard current settings.
+Add	Click it to create a new network profile and exit the page.

III-1-2 Settings for Device

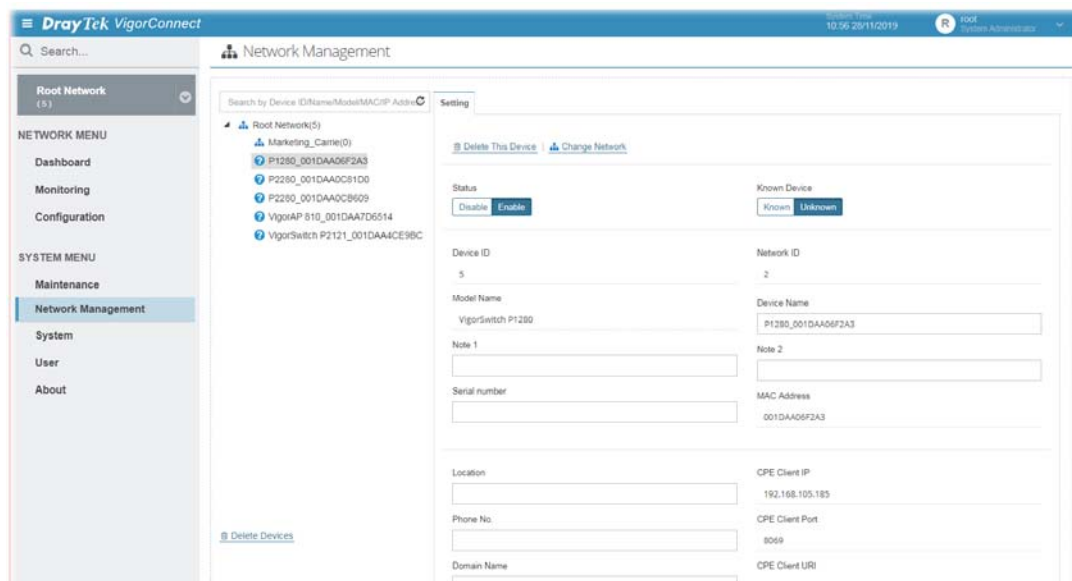
The administrator can create several sub networks for different devices. Also, the administrator can change the network for the devices.

Open **SYSTEM MENU >> Network Management**. This web page allows to:

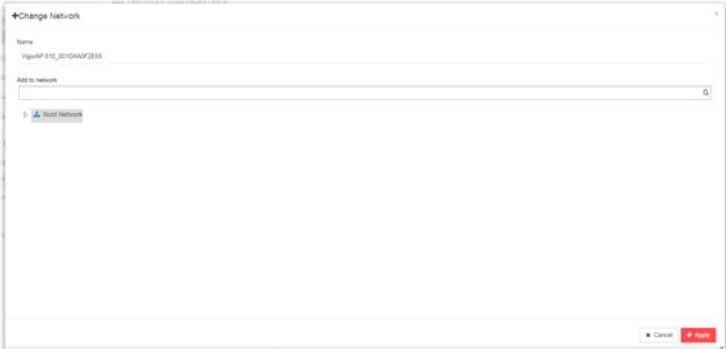
- Modify the name of the device for easy identification and management by VigorConnect.
- Modify the user name/password of certain device (non-DrayTek CPE) to be managed by VigorConnect
- Enable or disable the management of the device for VigorConnect.

- Select certain protocol (e.g., TR-069) for the device for management.

Choose and click any one of the CPE displayed on **Root Network** tree view to get the following web page.



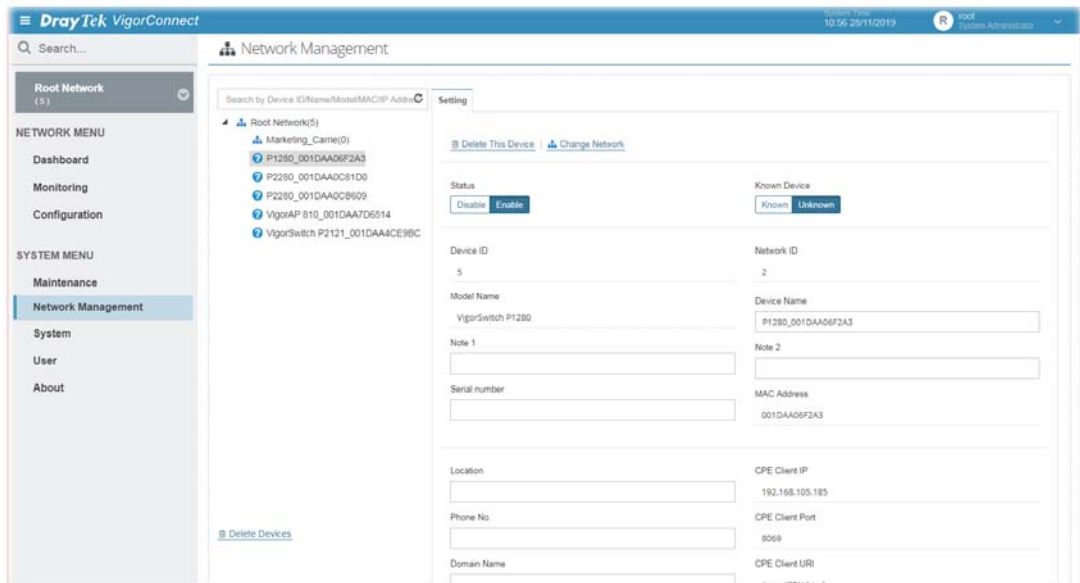
Available settings are listed as follows:

Item	Description
Delete This Device	Click it to remove the selected device from current group.
Change Network	Click it to change the network / group for the selected device. 
Status	Disable – The selected device will be hidden on the tree view. Enable – The selected device can be displayed on the tree view.
Known Device	Known – The selected device is known (👤) to VigorConnect. Unknown – If the selected device is new added device, it will be identified as Unknown (❓).
Device ID / Network ID	Device ID – Display the number of that device which is given by VigorConnect randomly. Network ID – Display the ID number of the network that selected device is grouped under.
Model Name / Device Name	Model Name – Display the model name of the selected device. Model name cannot be changed. Device Name – Display the name of the device for identification. It can be changed if required.

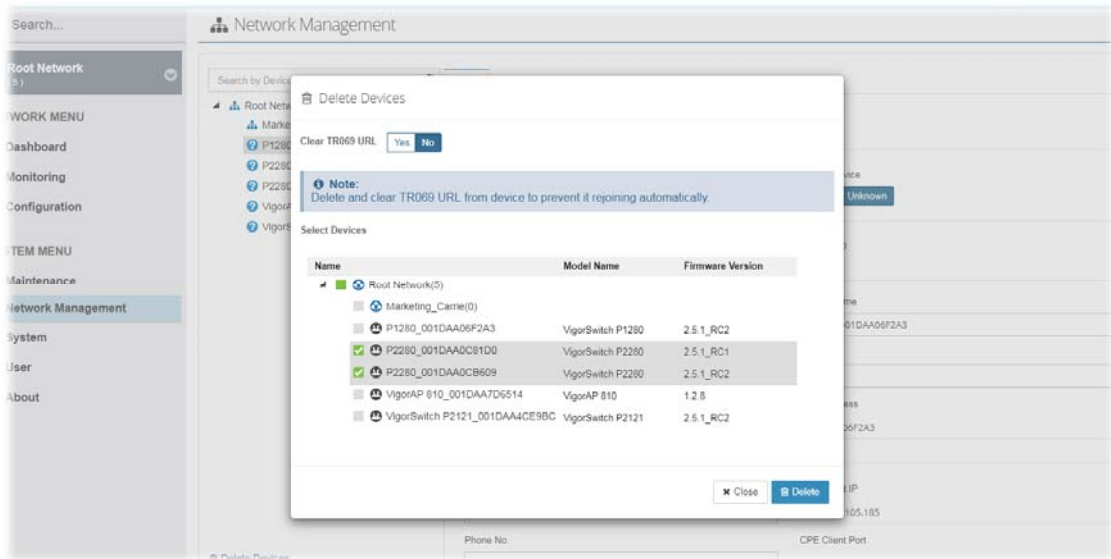
Note 1 / Note 2	Note 1 – Display brief description for the selected device. Note 2 – Display brief description for the network.
Serial number / MAC Address	Serial number – Enter a number for identification of the device. MAC Address – Display the MAC address of the device.
Location	Display the position of the device.
Phone No.	It is optional and is used to offer additional information for reference. If required, Enter a phone number for such device.
Domain Name	Enter a domain name for a device. Later, simply click the domain name to access into the CPE.
Management Protocol	Choose HTTPS or HTTP.
Management Port	Enter a port number which will be used for accessing into web user interface of the device.
IP / Port / URI	Display the IP address, port number and URI.
User Name / Password	Display the username and password that VigorConnect can use to access into such device.

III-1-3 Delete Devices

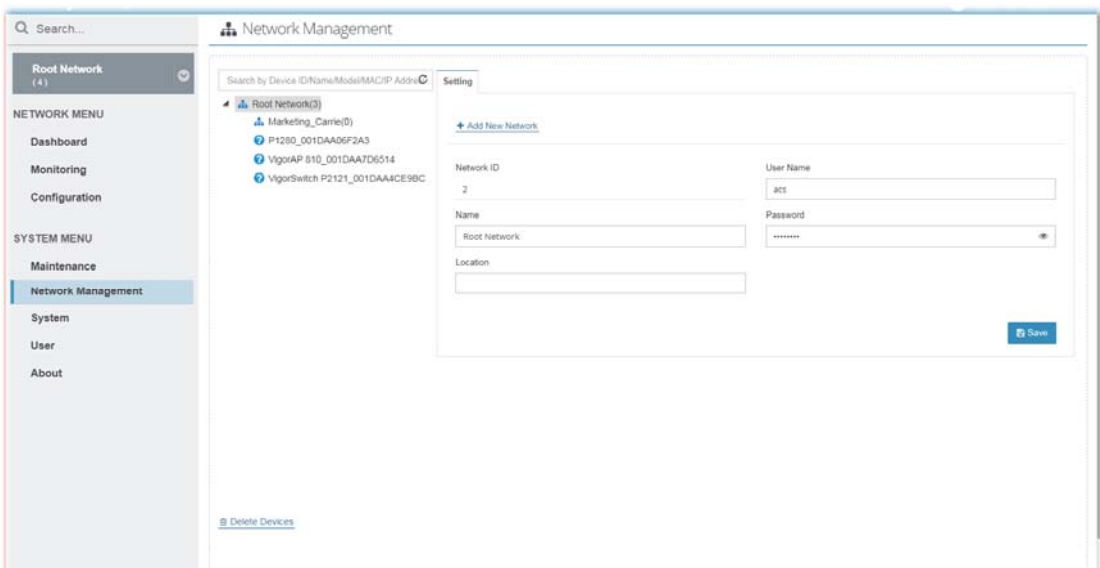
To delete devices under certain network (e.g., root network), please open **SYSTEM MENU >> Network Management**.



Click **Delete Devices**. A pop-up dialog will appear as follows.



Select the device (e.g., P2280) to be removed from a network by checking the box in the front of the entry. Then click **Delete**.



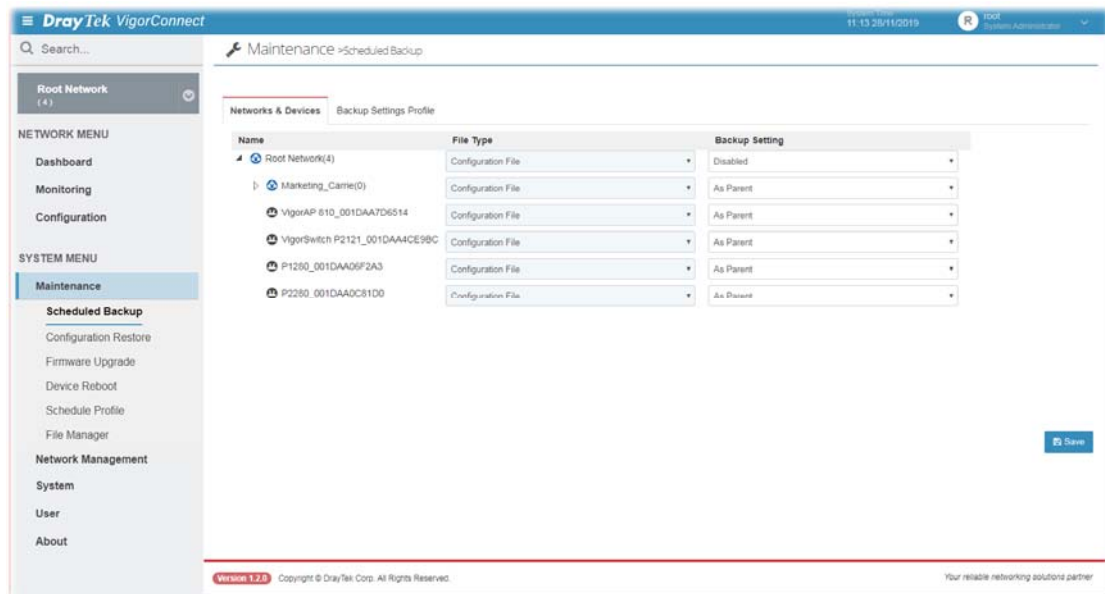
III-2 Maintenance

Options in Maintenance are configured and applied onto numerous TR-069 devices instead of configuring settings for each device one by one.

III-2-1 Scheduled Backup

III-2-1-1 Network & Devices

Such page is used to specify a backup profile for the device / network. Later, the configuration backup for the device/network will be executed automatically by VigorConnect.



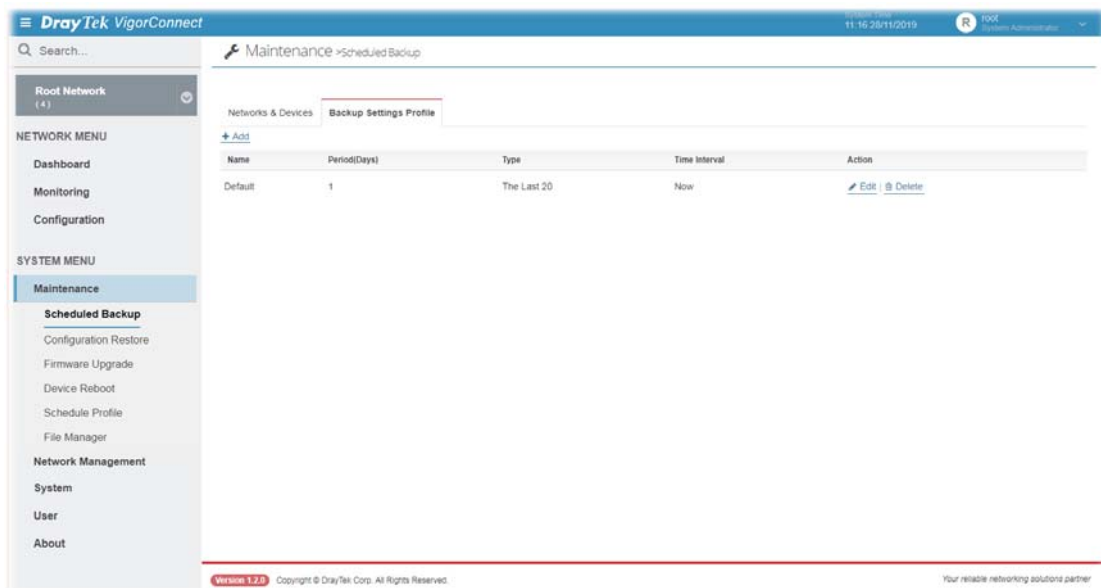
Available settings are explained as follows:

Item	Description
Name	Specify a user group for applying the backup settings profile. Each user group can be configured with different backup settings profiles.
File Type	Display the file type used for the device.
Backup Setting	Choose a profile defined in Backup Settings Profile for applying onto the selected device.
Save	Save the current settings.

Click **Save** to save these settings.

III-2-1-2 Backup Settings Profile

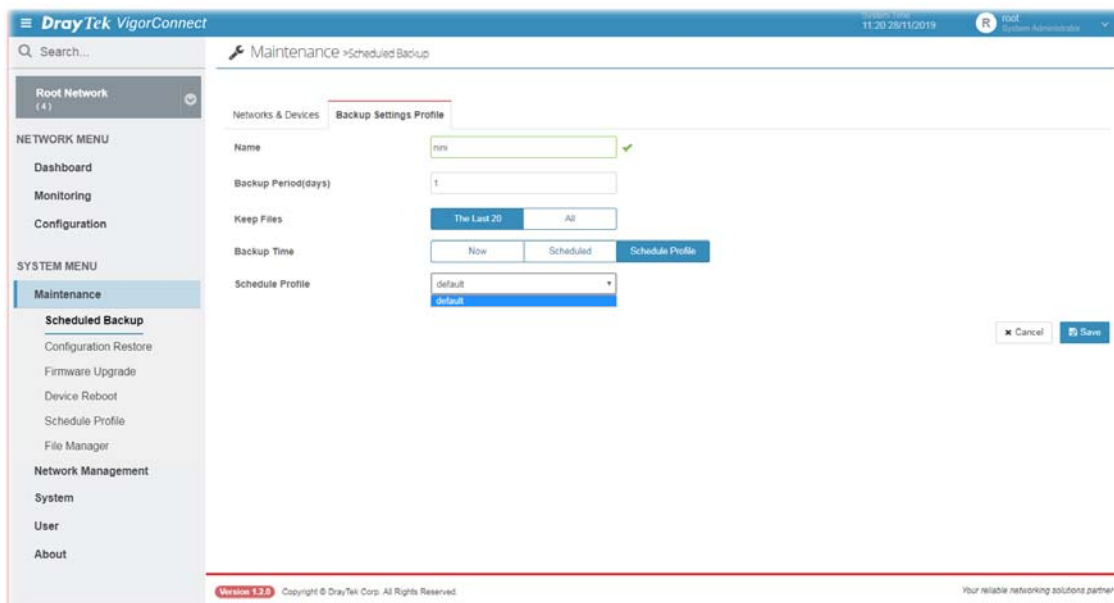
Such page determines the trigger time and method for firmware backup.



Available settings are explained as follows:

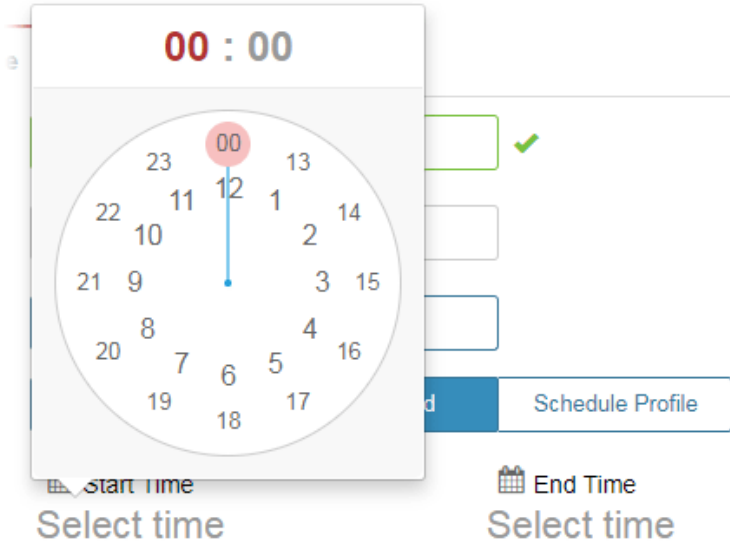
Item	Description
+Add	Click it to create a new profile.
Name	Display the name of the profile.
Period(Days)	Display the interval for the backup executed.
Type	Display the type (The Last 20 / All) selected for the profile.
Time Interval	Display the time interval setting for the profile.
Action	Edit - Click it to modify, change the selected profile. Delete - Click it to delete the selected profile.

The following setting page appears when **+Add** is clicked.



Available settings are explained as follows:

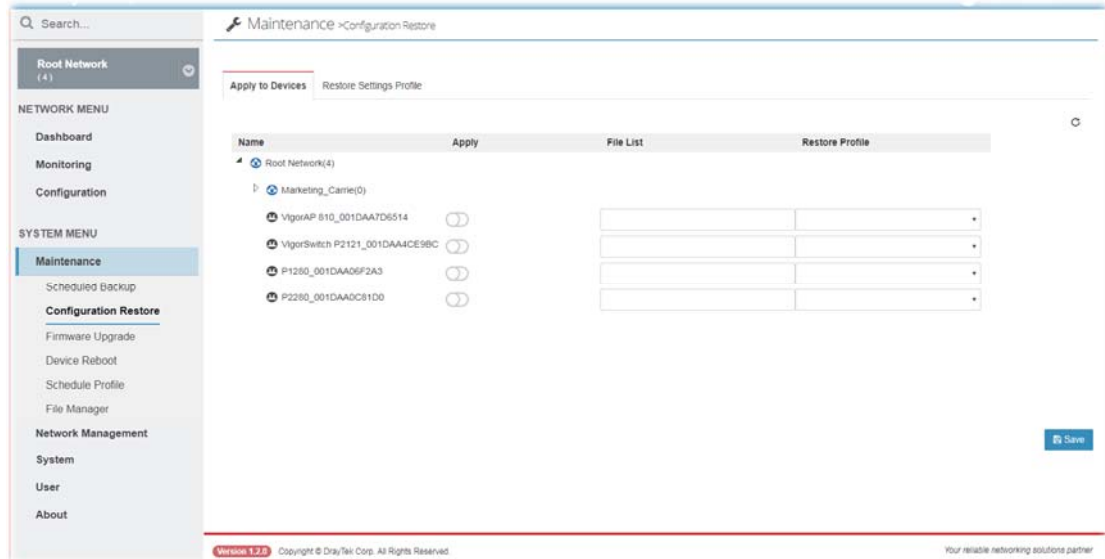
Item	Description
Name	Enter a name of the backup profile.
Backup Period(days)	The number entered here determines the frequency for the backup executed by VigorConnect. The default value is 1 day. The unit is "day". If you type 1, that means the backup will be executed one time by one day.
Keep Files	Choose to keep all of the files (router's configuration files) or the last 20 files.
Backup Time	Set a time interval for executing the backup work for networks and devices. <ul style="list-style-type: none"> ● Now ● Scheduled ● Schedule Profile
Start Time / End Time	It is available when Scheduled is selected as the Backup Time . Click Select time to display a clock. Set the hour and minutes by clicking the number on the clock.

	
<p>Specify Start Date</p>	<p>It is available when Scheduled is selected as the Backup Time. Click it to enable the time setting.</p> <p>Date – Click it to pop up a calendar to choose a date as the starting date.</p>
<p>Schedule Profile</p>	<p>It is available when Scheduled Profile is selected as the Backup Time.</p> <p>Choose a trigger profile from the drop down list. In which, VigorConnect offers default schedule profile.</p>

III-2-2 Configuration Restore

III-2-2-1 Apply to Devices

The user can apply the configuration file (for system restoration) to the VigorAP managed by VigorConnect immediately or within a scheduled time.

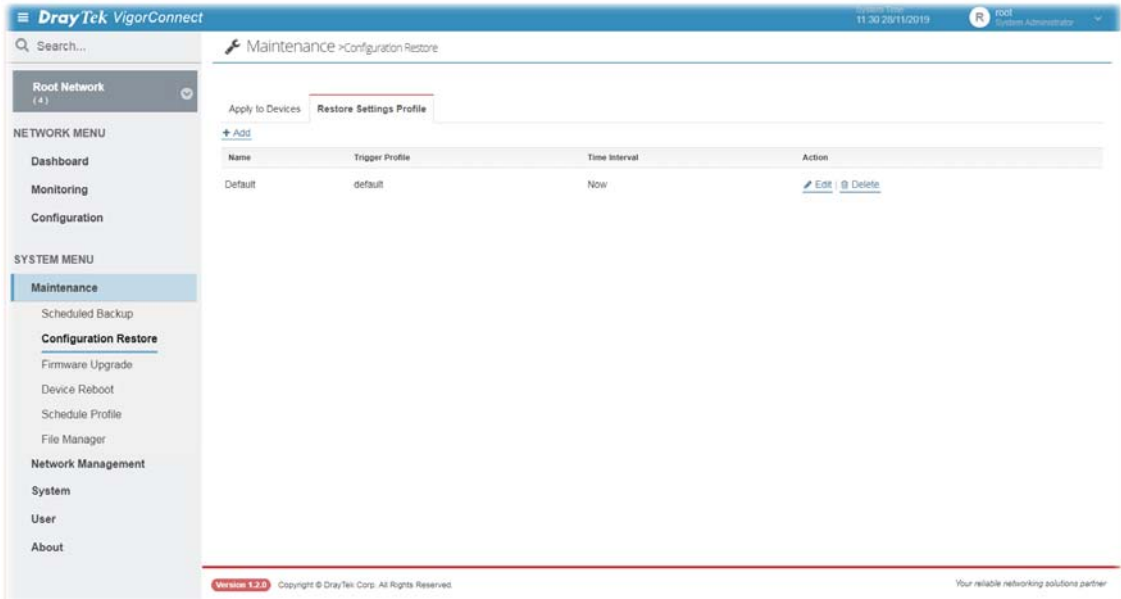


Available settings are explained as follows:

Item	Description
Name	Display the name of the network, group and managed device(s).
Apply	Click the toggle to activate the configuration restoration for the selected AP device by using the Restore Profile .
File List	Click it to open the following page. Choose a configuration file related to the selected AP device and click Close . <div data-bbox="651 1375 1396 1771" data-label="Image"> </div>
Restore Profile	Choose a schedule profile (defined in Restore Settings Profile) from the drop down list for applying onto the device.
Save	Save the current settings.

III-2-2-2 Restore Settings Profile

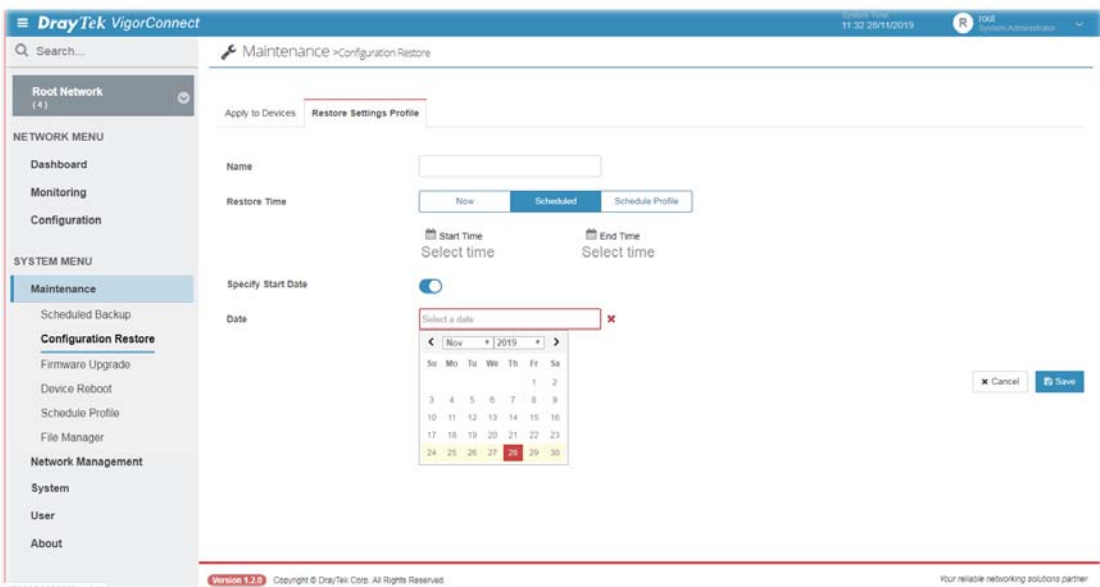
The user can define several profiles for executing the restoration job at specified date and time.



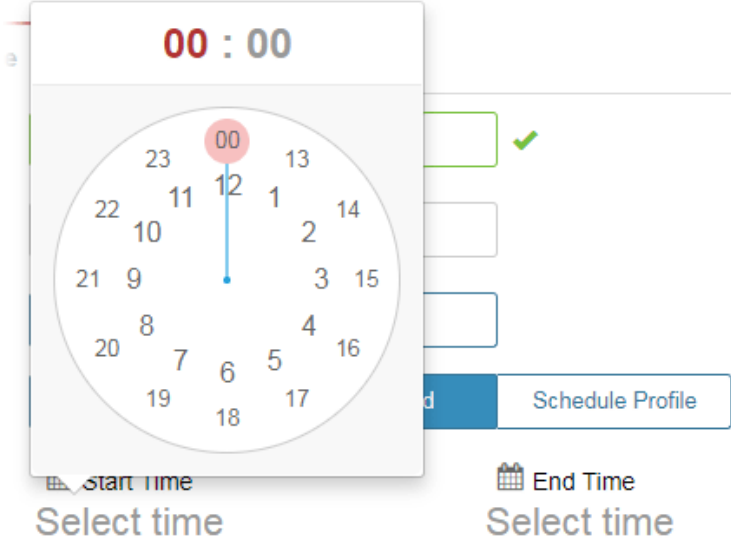
Available settings are explained as follows:

Item	Description
+Add	Click it to create a new profile.
Name	Display the name of the restoration profile.
Trigger Profile	Display the schedule profile used by the restoration profile.
Time Interval	Display the type (e.g., Now, Scheduled or Schedule Profile) of time interval.
Action	Edit - Click it to modify the content of the restore setting profile. Delete - Click it to remove the setting profile.

The following setting page appears when **+Add** is clicked.

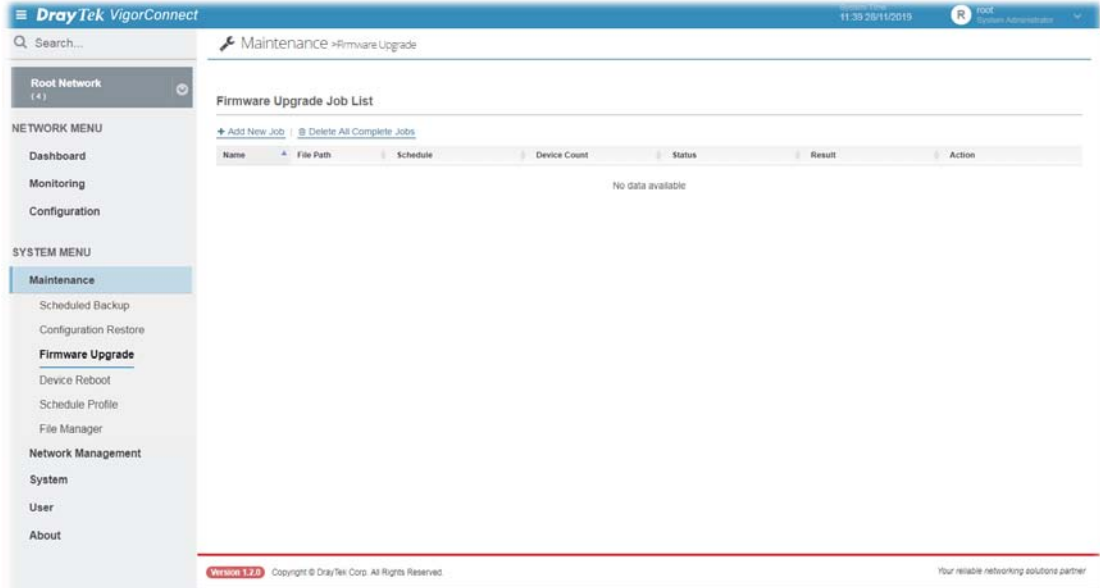


Available settings are explained as follows:

Item	Description
Name	Enter a name of the restore profile.
Restore Time	Set a time interval for executing the restore work for networks and devices. <ul style="list-style-type: none"> ● Now ● Scheduled ● Schedule Profile
Start Time / End Time	It is available when Scheduled is selected as the Restore Time . Click Select time to display a clock. Set the hour and minutes by clicking the number on the clock. 
Specify Start Date	It is available when Scheduled is selected as the Restore Time . Click it to pop up a calendar to choose a date as the starting date. Click it to enable the date setting. Date - Click it to pop up a calendar to choose a date as the starting date.
Trigger Profile	It is available when Schedule Profile is selected as the Restore Time . Choose a profile from the drop-down list (profiles defined in Maintenance>>Schedule Profile) to perform the configuration restoration. In general, VigorConnect offers a default schedule profile.
Save	Save the current settings.

III-2-3 Firmware Upgrade

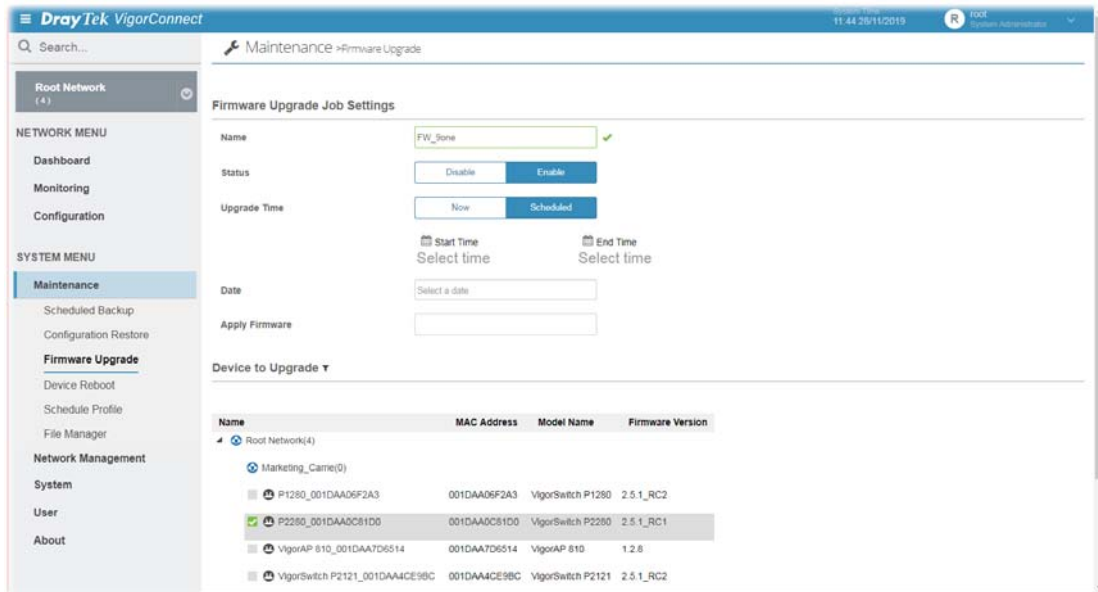
The user can perform the firmware upgrade for managed VigorAP devices easily through VigorConnect.



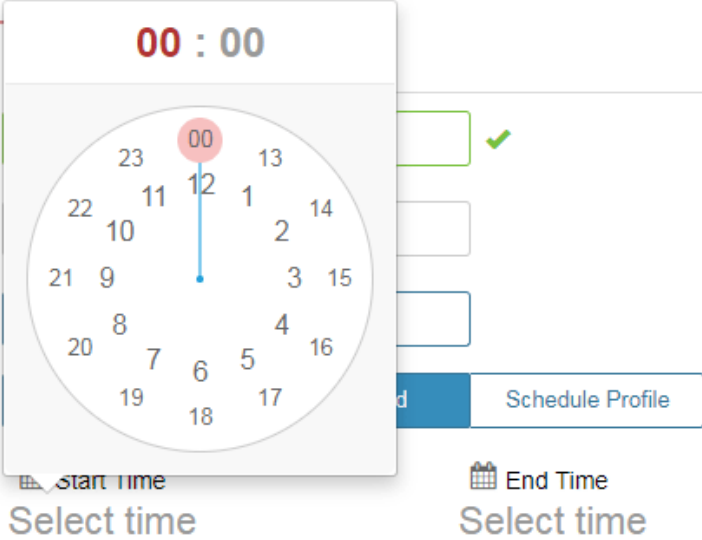
Available settings are explained as follows:

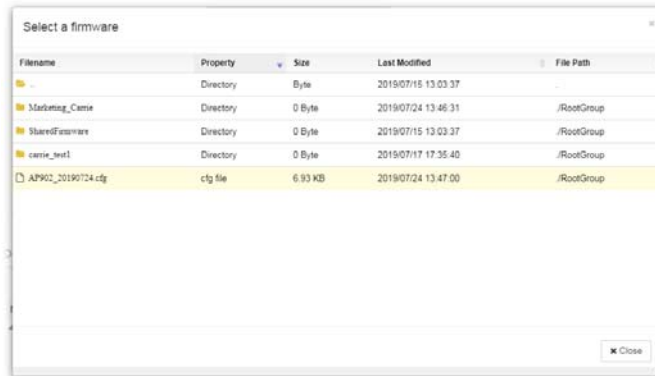
Item	Description
+Add New Job	Click it to create a new profile.
Delete All Complete Jobs	Click it to remove all jobs.
Name	Display the name of the firmware upgrade job profile.
File Path	Display the file path of the firmware on VigorConnect database.
Schedule	Display the name of the selected schedule profile or the period of time for executing upgrade job.
Device Count	Display the execution times of the firmware upgrade job.
Status	Display the status of the firmware upgrade job.
Result	Display the result of the firmware upgrade job.
Action	Edit - Click it to modify the content of the firmware upgrade profile. Delete - Click it to remove the profile.

The following setting page appears when **+Add New Job** is clicked.



Available settings are explained as follows:

Item	Description
Name	Enter the name of the firmware upgrade profile.
Status	<ul style="list-style-type: none"> ● Disable - Disable the function of firmware upgrade. ● Enable - Enable the function of firmware upgrade.
Upgrade Time	<p>Set a time interval for executing the upgrade work for networks and devices.</p> <ul style="list-style-type: none"> ● Now ● Scheduled
Start Time / End Time	<p>It is available when Scheduled is selected as the Upgrade Time. Click Select time to display a clock. Set the hour and minutes by clicking the number on the clock.</p> 
Apply Firmware	Click it to open the following page. Choose the firmware you want and click Close .



Corresponding firmware shall be uploaded from your PC to VigorConnect database before selecting.

Device to Upgrade

Click the filter icon on the right side of **Device to Upgrade** to open the following page. Only the device matched with the conditions will be upgraded with new firmware version.

Device to Upgrade

Filter

Device Name

MAC Address

Model

Firmware Version

Save

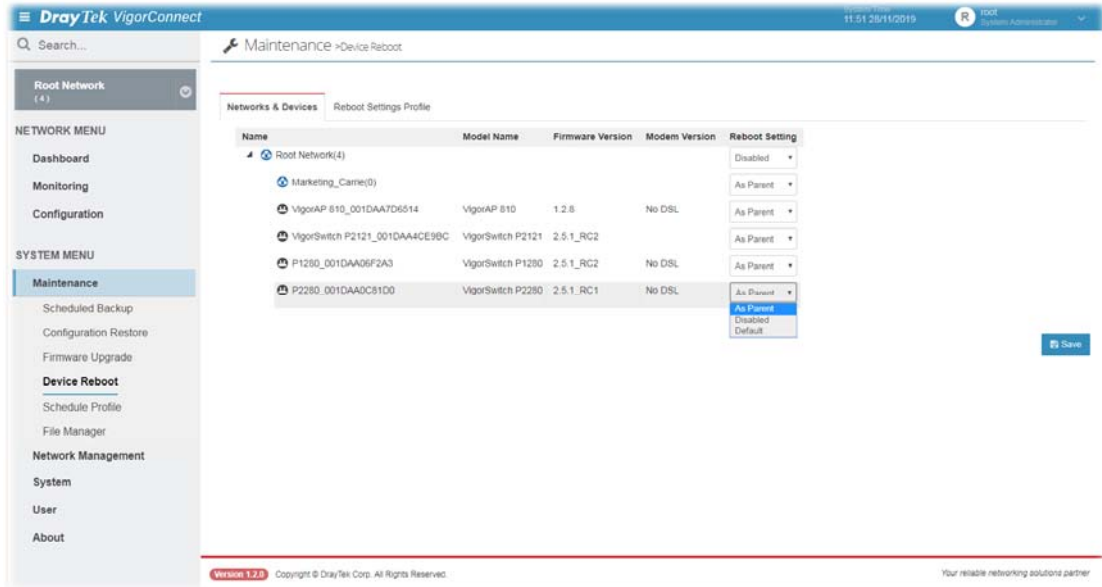
Save the current settings.

III-2-4 Device Reboot

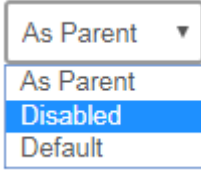
The system administrator can reboot the device managed by VigorConnect directly.

III-2-4-1 Networks & Devices

This page allows you to configure reboot settings applying on a device, devices, or network.

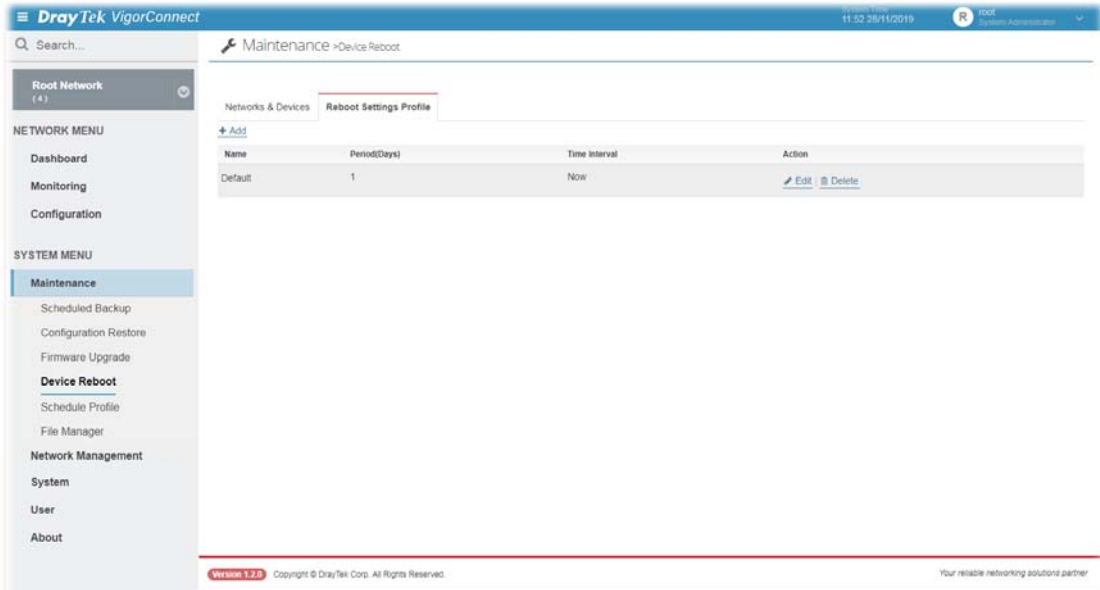


Available settings are explained as follows:

Item	Description
Name	Display the name of the network, group and managed device(s).
Model Name	Display the model name of the device.
Firmware Version	Display the firmware version of the device.
Modem Version	Display if the selected device has the DSL interface or note.
Reboot Setting	<p>As Parent - Apply the profile/setting listed on the top to the selected AP.</p>  <p>Disabled - No action will be performed.</p> <p>Default - Apply the default settings to the selected device.</p>
Save	Save the current settings.

III-2-4-2 Reboot Settings Profile

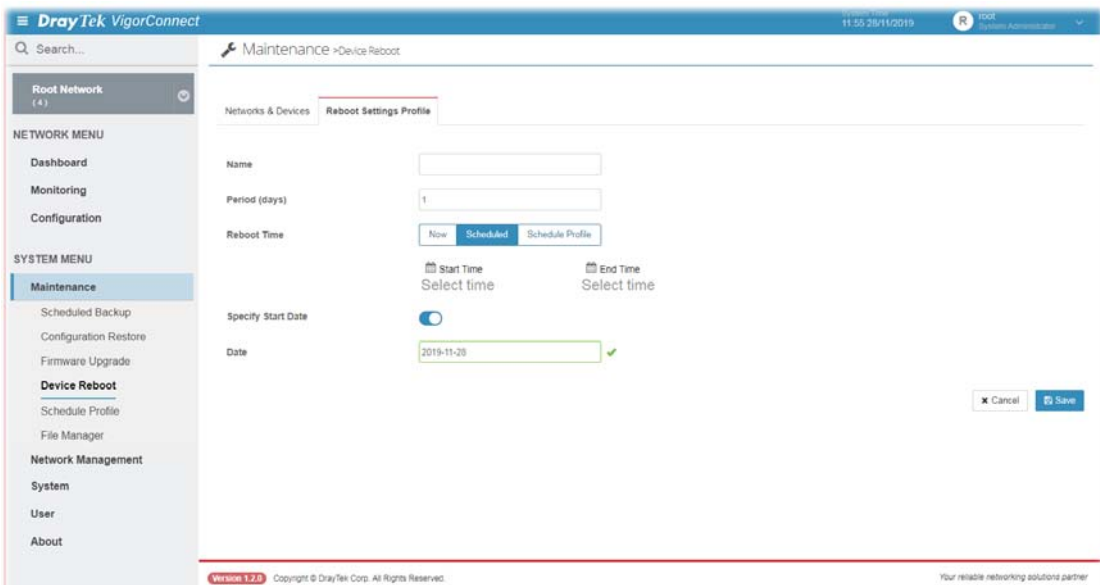
You can define the time schedule for rebooting the selected device(s) automatically by VigorConnect. Open **SYSTEM MENU>>Maintenance>>Device Reboot** to display the following page.



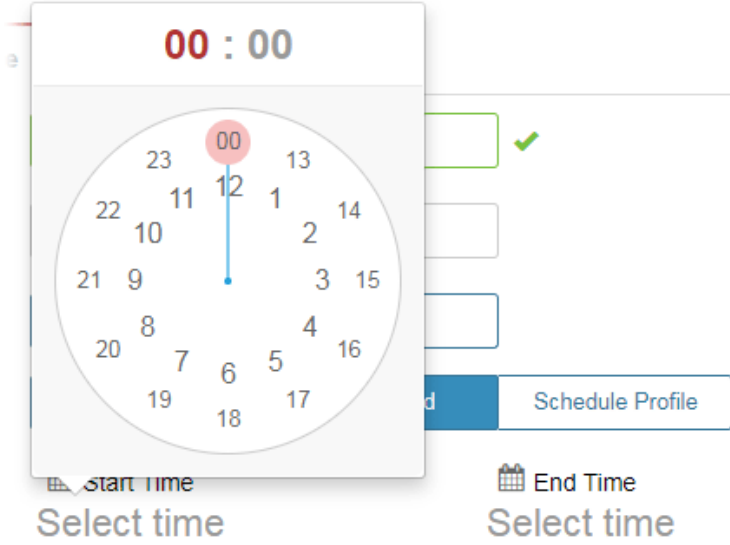
Available settings are explained as follows:

Item	Description
+Add	Click it to create a new reboot settings profile.
Name	Display the name of the profile.
Period(days)	Display the interval for the reboot executed.
Time Interval	Display the type (e.g., Now, Scheduled or Schedule Profile) of time interval.
Action	Edit - Click it to modify the content of the reboot settings profile. Delete - Click it to remove the profile.

The following setting page appears when **+Add** is clicked.

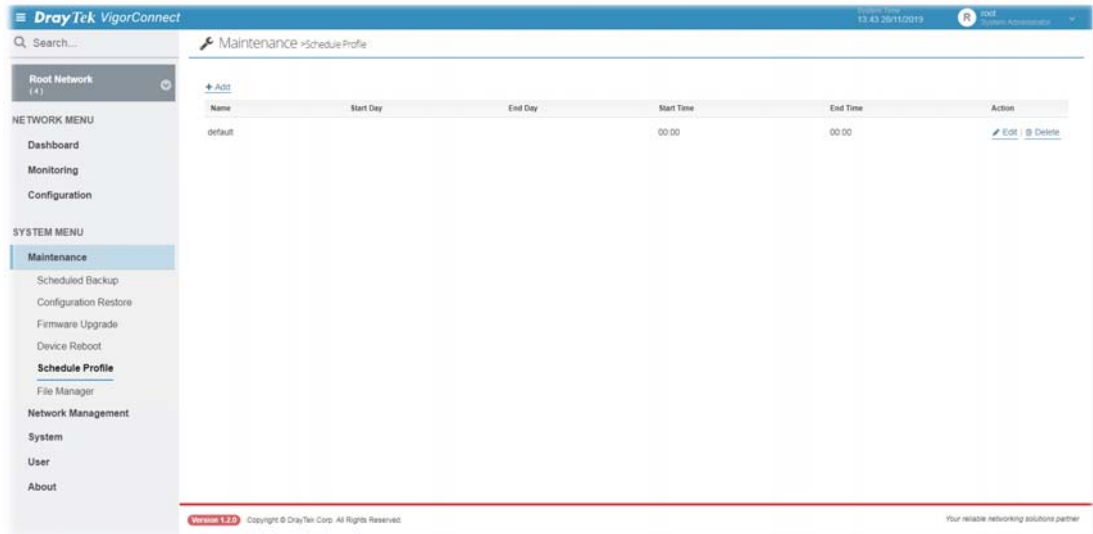


Available settings are explained as follows:

Item	Description
Name	Enter the name of the reboot settings profile.
Period(days)	The number entered here determines the frequency for the device reboot by VigorConnect. The default value is 1 day. The unit is "day". If you type 1, that means the reboot will be executed one time by one day.
Reboot Time	Set a time interval for executing the reboot work for networks and devices. <ul style="list-style-type: none"> ● Now ● Scheduled ● Schedule Profile
Start Time / End Time	It is available when Scheduled is selected as the Upgrade Time . Click Select time to display a clock. Set the hour and minutes by clicking the number on the clock. 
Specify Start Date	Click it to enable the date configuration. Date - Click it to pop up a calendar to choose a date as the starting date.
Save	Save the current settings.

III-2-5 Schedule Profile

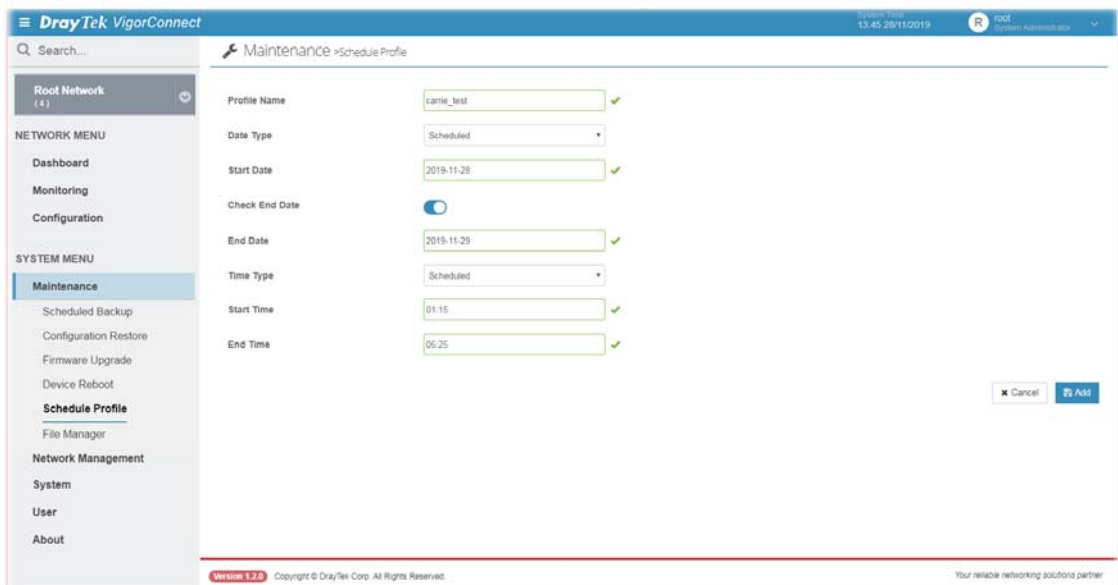
The profiles can be applied for configuration backup, configuration restore and firmware upgrade.



Available settings are explained as follows:

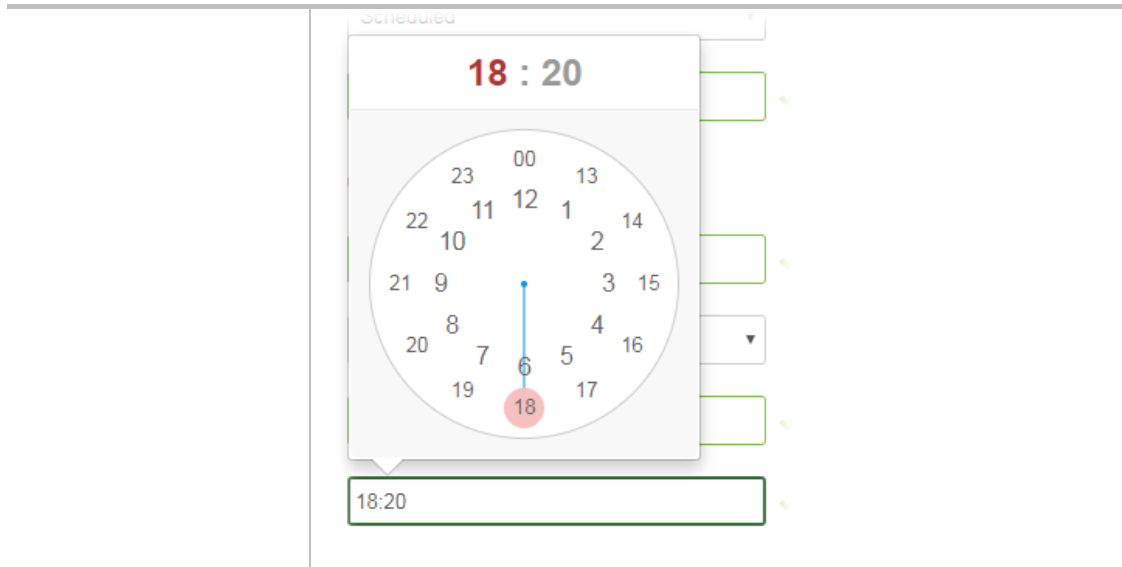
Item	Description
+Add	Click it to create a new profile.
Name	Display the name of the schedule profile.
Start Day	Display the starting date of the schedule profile.
End Day	Display the ending date of the schedule profile.
Start Time	Display the starting time of the schedule profile.
End Time	Display the ending time of the schedule profile.
Action	Edit - Click it to modify the content of the profile. Delete - Click it to remove the schedule profile.

The following setting page appears when **+Add** is clicked.



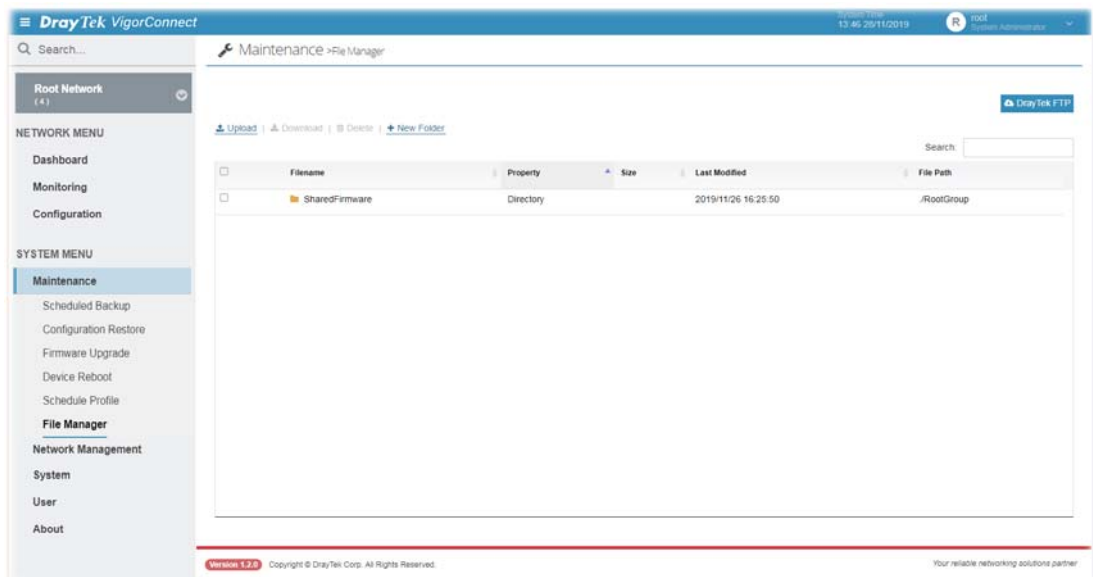
Available settings are explained as follows:

Item	Description
Profile Name	Enter the name of the schedule profile.
Date Type	Set a date type for executing certain job for networks and devices. <ul style="list-style-type: none"> ● Now ● Scheduled
Start Date	It is available when Scheduled is selected as the Date Type . Click the entry box to display a calendar. Specify the date you want by clicking on it. <div data-bbox="667 618 1086 976" data-label="Image"> </div>
Check End Date	It is available when Scheduled is selected as the Date Type . Click the toggle to enable / disable the end date setting.
End Date	It is available when Check End Date is enabled. Click the entry box to display a calendar. Specify the date you want by clicking on it. <div data-bbox="667 1249 1086 1608" data-label="Image"> </div>
Time Type	Set a time type for executing certain job for networks and devices. <ul style="list-style-type: none"> ● Now ● Scheduled
Start Time / End Time	It is available when Scheduled is selected as the Time Type . Click the entry box to display a clock. Set the hour and minutes by clicking the number on the clock.



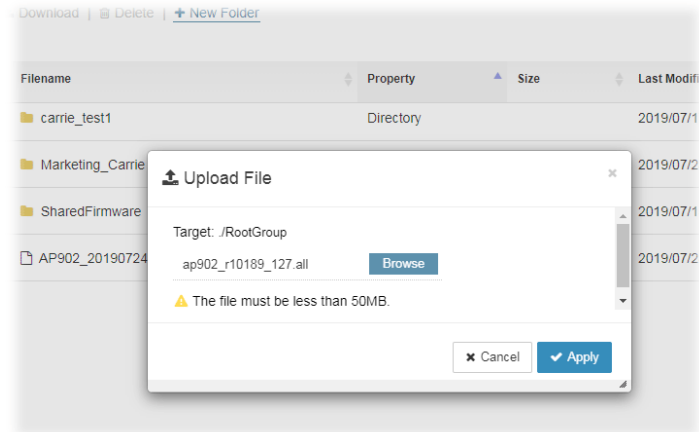
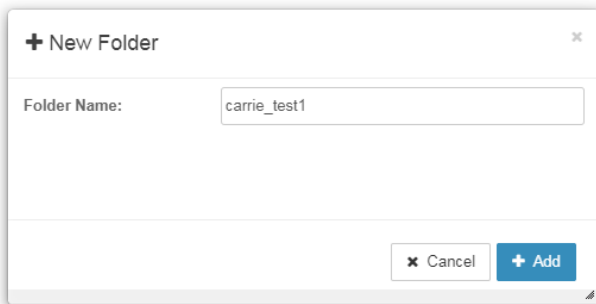
III-2-6 File Manager

VigorConnect database is a place which can store the configuration file, firmware and so on. This page allows the user to upload file(s) stored on other places to VigorConnect database, or download the file from VigorConnect to a specified host.

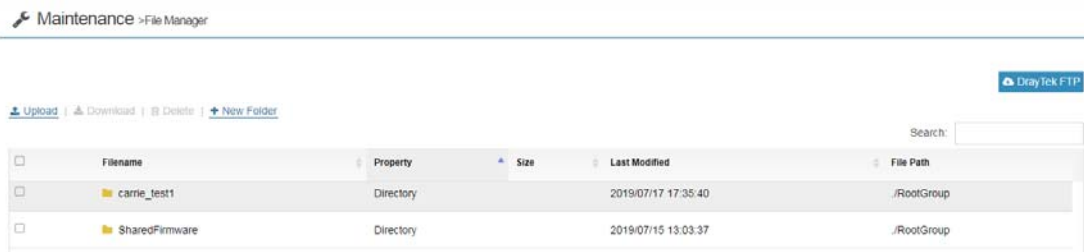


Available settings are explained as follows:

Item	Description
DrayTek FTP	Click it to open the DrayTek FTP cloud.
Search	Enter a string for searching and displaying on the page.
Upload	Click it to upload a configuration file or firmware from the host to VigorConnect database.

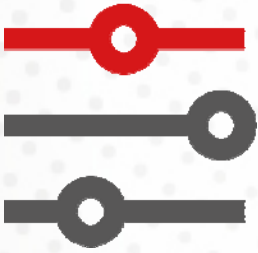
	
Download	Click it to download a configuration file or firmware from VigorConnect database to a specified host.
Delete	Remove the selected folder or file.
+New Folder	Click it to create a new folder for storing files with different properties. 
Filename	Display the name of the folder.
Property	Display the property (directory, *.all file, or *.cfg file) of the file/folder.
Size	Display the file size of *.all file/*.cfg file.
Last Modified	Display the time and date of the last modified event.
File Path	Display the file path which stores the *.all file/*.cfg file or the directory. The default setting is "/RootGroup".

Below shows an example of new filename added on the table.



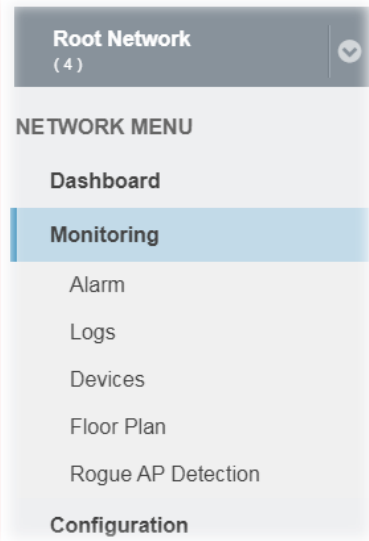
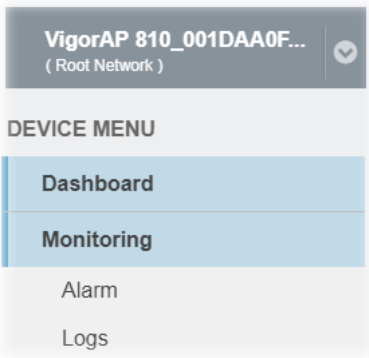
This page is left blank.

Part IV NETWORK MENU for Root Network



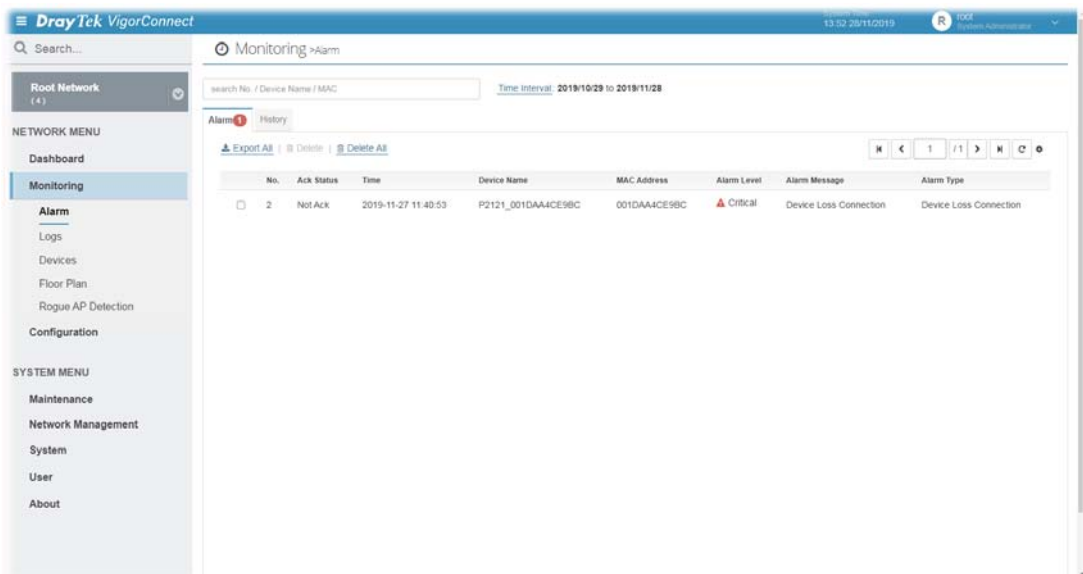
IV-1 Monitoring for Network

Monitoring menu offers Alarm, Logs, Floor Plan and Rogue AP Detection for monitoring the normal and abnormal actions for managed device. Monitoring settings will vary for NETWORK MENU and DEVICE MENU.

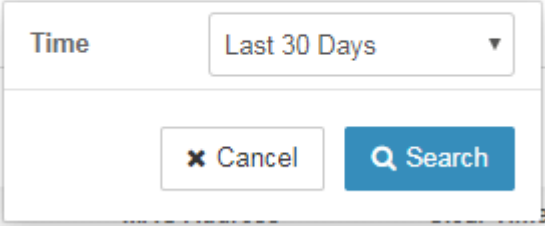
Settings to be configured under Root Network	Settings to be configured when an AP is selected
 <p>The screenshot shows the 'Root Network (4)' menu with the 'Monitoring' option selected. The 'Monitoring' menu includes: Dashboard, Monitoring, Alarm, Logs, Devices, Floor Plan, Rogue AP Detection, and Configuration.</p>	 <p>The screenshot shows the 'VigorAP 810_001DAA0F... (Root Network)' menu with the 'Monitoring' option selected. The 'Monitoring' menu includes: Dashboard, Monitoring, Alarm, and Logs.</p>

IV-1-1 Alarm

Alarm message will be recorded on VigorConnect when there is a trouble happened to the device.

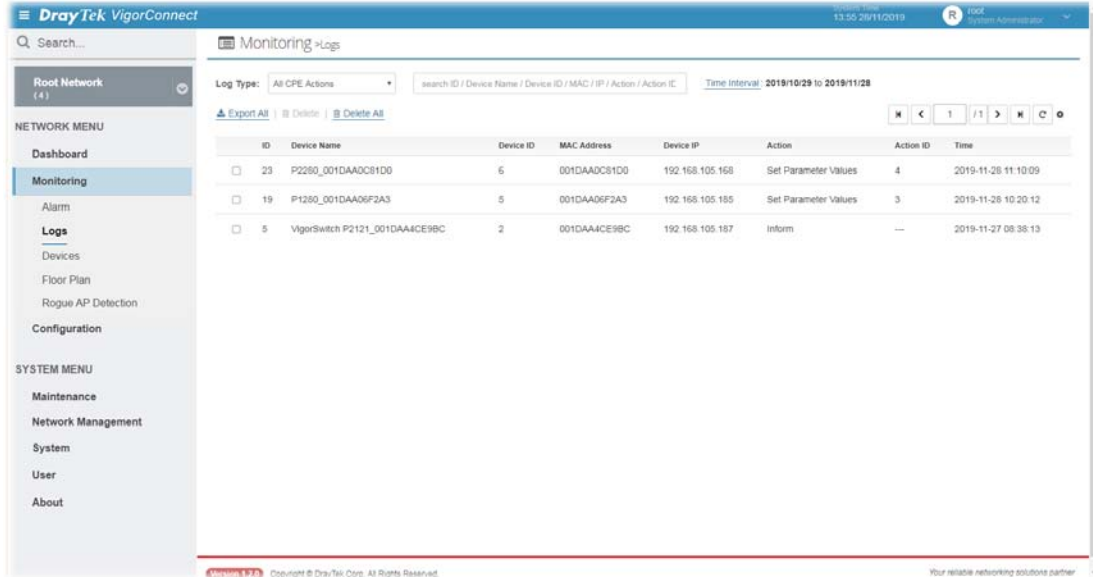


Available settings are explained as follows:

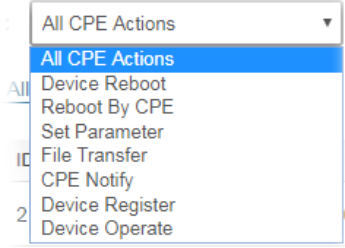
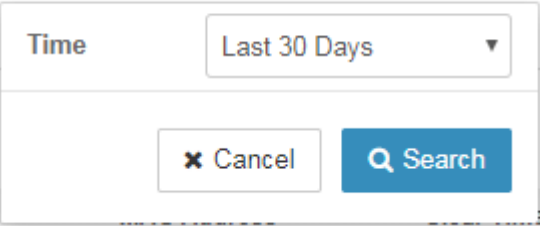
Item	Description
Search No. / Device Name / MAC	Enter the index number, device name or MAC address of the device to display alarm message of that device.
Time Interval	<p>Click the link to open a time setting box. Choose one of the time interval settings and click Search. The alarm records within the period will be listed on this page.</p> <p>Time Interval: 2019/06/18 to 2019/07/18</p> 
Alarm / History	<p>Alarm - Display the alarm records recently.</p> <p>History - Display all the alarm records that have been solved and cleared.</p>
Export All	Click this button to save alarm log as a XLS file.
Delete	Clear the alarm record which has been solved by VigorConnect.
Delete All	Clear all of the alarm records which have been solved by VigorConnect.
No.	Display the index number of the alarm. It is offered by VigorConnect automatically.
Ack Status	Display the status of the records with the type specified here (Not Ack or Acked).
Time	Display the time of alarm occurred for the device.
Device Name	Display the name of the device.
MAC Address	Display the MAC address of the monitored device.
Alarm Level	Display the alarm message with the severity (e.g., Critical) specified.
Alarm Message	Display a brief explanation for the alarm sent by VigorConnect automatically.
Alarm Type	Display the alarm message with the type specified.

IV-1-2 Logs

Log provides administrator records for action executed, device name, MAC address, Device IP, CommandKey, and Current Time for CPE device managed and monitored by VigorConnect.



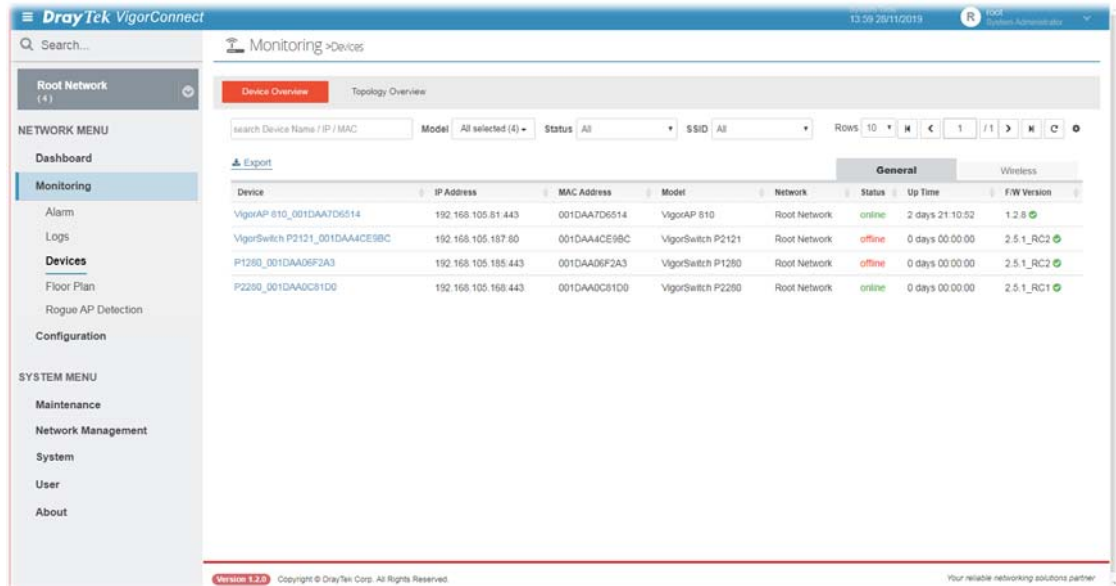
Available settings are explained as follows:

Item	Description
Log Type	<p>Choose one of the conditions to display related log on this page.</p> 
Search ID / Device Name / Device ID / MAC / IP / Action / Action ID	<p>Enter the condition for VigorConnect to search and display relational information.</p>
Time Interval	<p>Click the link to open a time setting box. Choose one of the time interval settings and click Search. The logs records within the period will be listed on this page.</p> <p><u>Time Interval</u>: 2019/06/18 to 2019/07/18</p> 

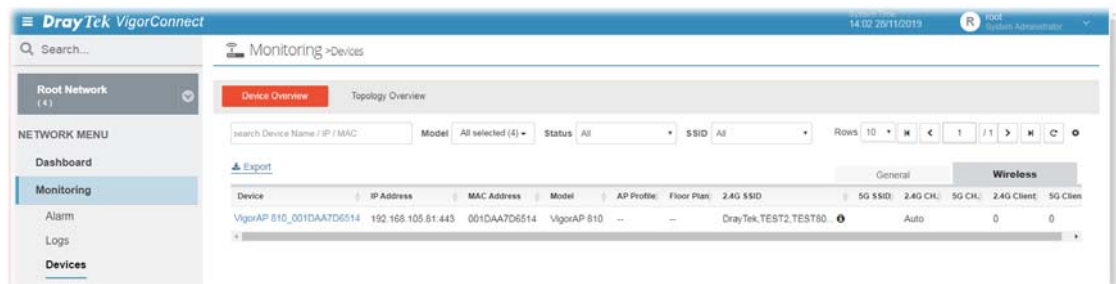
Export All	Click this button to save alarm log as a XLS file.
Delete	Clear the alarm record which has been solved by VigorACS.
Delete All	Clear all of the alarm records which have been solved by VigorACS.

IV-1-3 Device Overview

This page offers information about device overview (including device name, IP address, MAC address, Model, Network, Status, up time, firmware version, and so on).



and



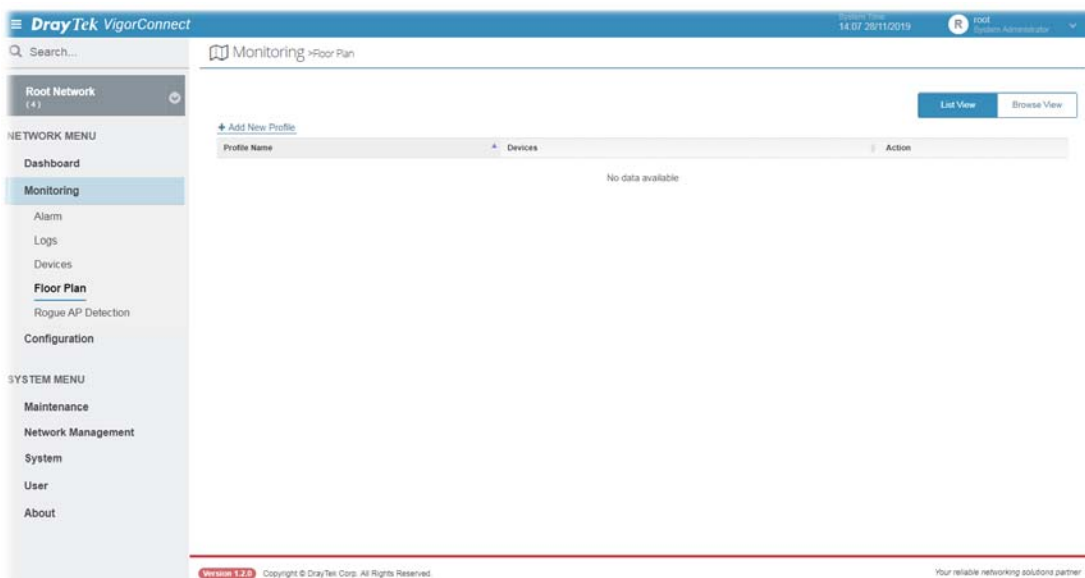
Available settings are explained as follows:

Item	Description
Search No. / Device Name / MAC	Enter the index number, device name or MAC address of the device to display alarm message of that device.
Export	Click it to save monitoring log as a XLS file.

IV-1-4 Floor Plan

This function is helpful to determine the best location for VigorAP in a room. A floor plan of a room is required to be uploaded first. By dragging and dropping available VigorAP icon from the list to the floor plan, the placement with the best wireless coverage will be clearly indicated through simulated signal strength.

IV-1-4-1 List View

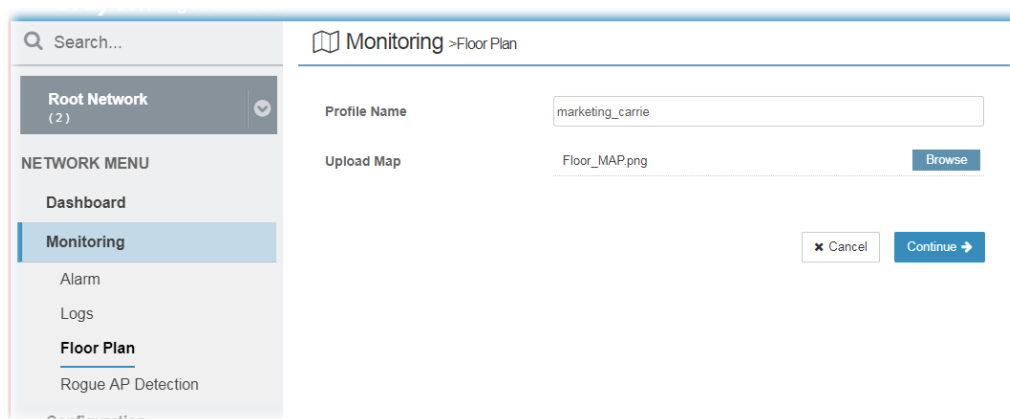


Available settings are explained as follows:

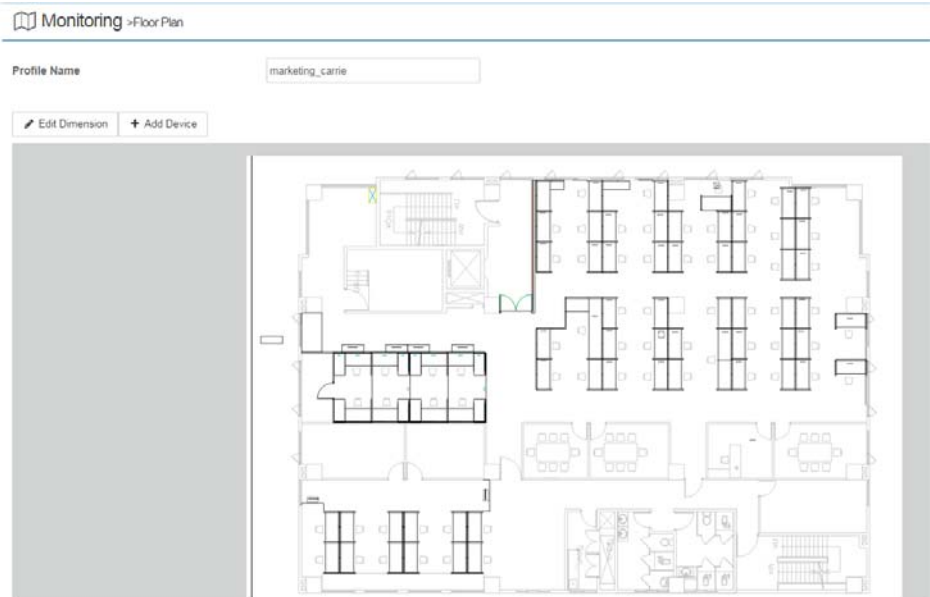
Item	Description
+Add New Profile	Create a new profile.
List View / Browse View	Display the profile with different views.

To create a new profile:

1. Click **Add New Profile**.
2. From the following page, enter profile name (e.g., marketing_carrie) and click Browse to upload a map (e.g., Floor_MAP.png). Click **Continue**.



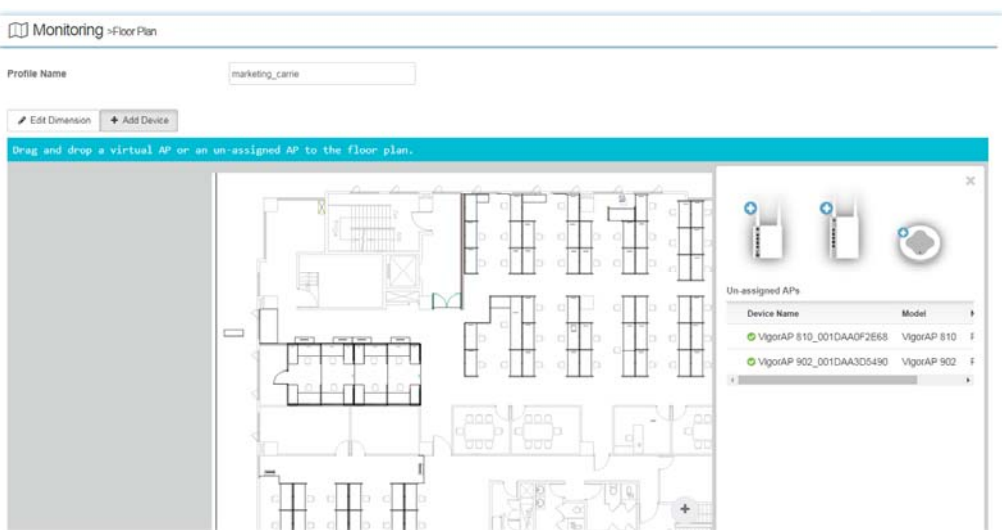
3. A floor map will be displayed on the screen.



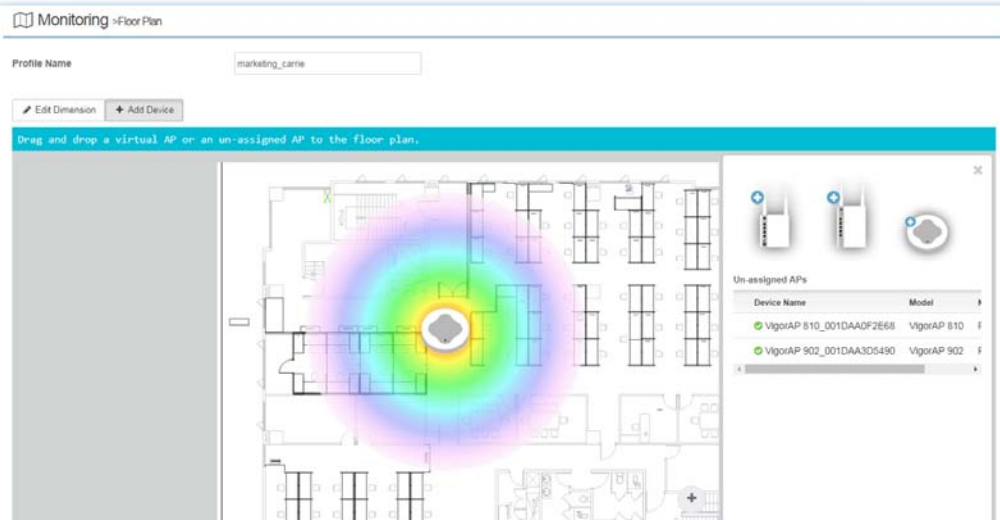
Edit Dimension – Draw a line and enter the distance of length / width of the map.

Add Device – Click it to display available VigorAP to apply it on to the map.

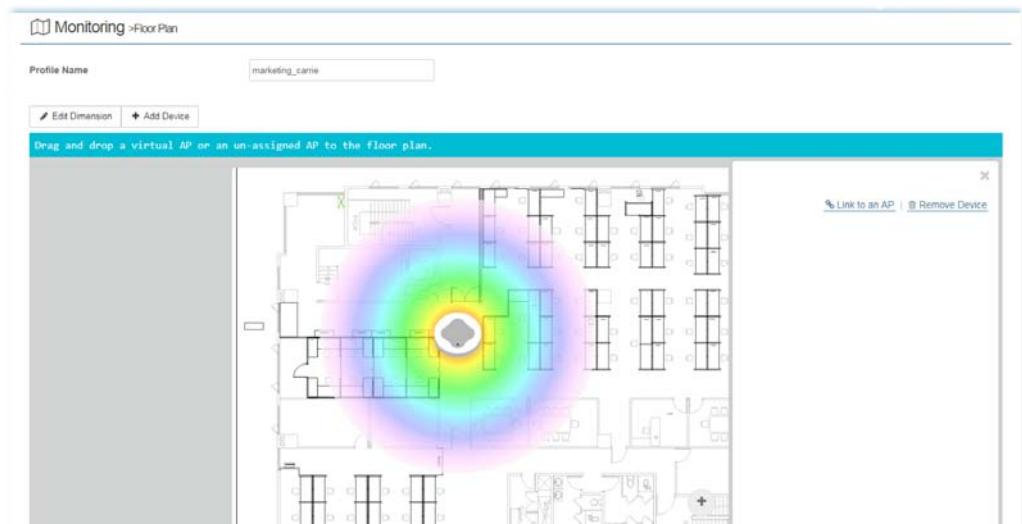
- Click **+Add Device**. Available VigorAP icons and name list will be displayed on the right side of this page.



- Select the AP you want (e.g., VigorAP910C icon, in this case) from right side of this page. Drag and drop the icon on the map. Later, an icon with effective signal range will be seen on the screen.



6. Slightly click the AP icon on the map. Two links of **Link to an AP** and **Remove Device** will be shown on the right side.



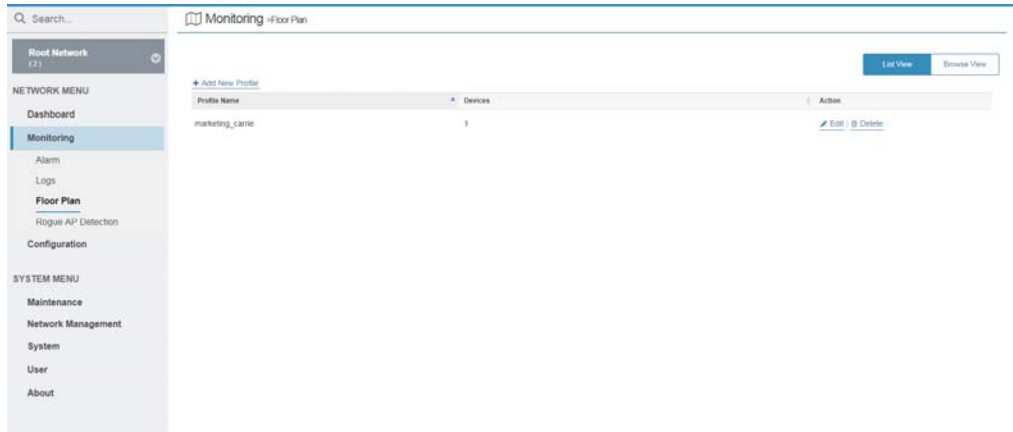
Remove Device – If you do not satisfy the location of AP icon, click this link to remove the AP icon from the map.

Link to an AP – If you satisfy the location of AP icon, click this link to select VigorAP. All of un-assigned AP names will be shown on the list. Choose the one you want and click Apply. Then such map has been connected with the specified AP.

7. Click **Link to an AP** to select the AP you want. Then, the name of the VigorAP will be displayed below the icon on the map.

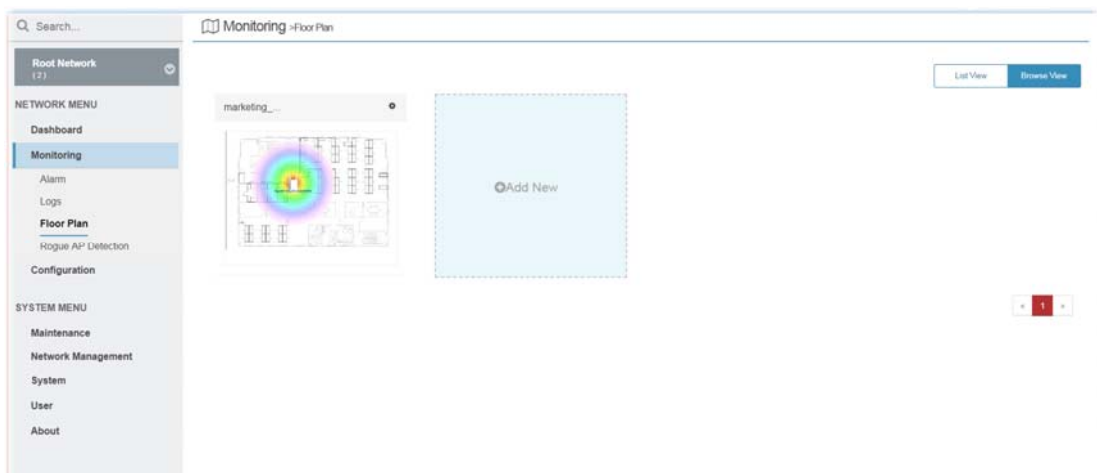


8. Click **Save**. The new created profile will be shown on the page.

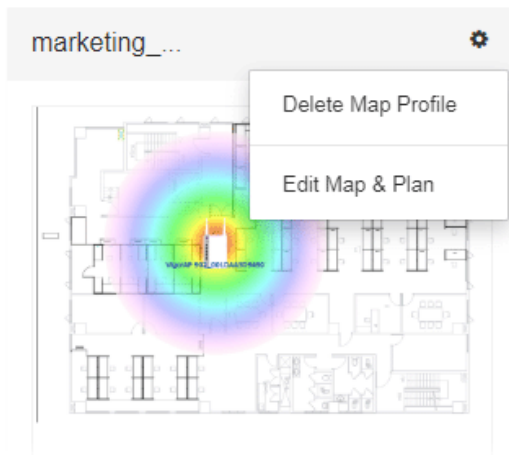


IV-1-4-2 Browse View

This page displays all of the floor plan profiles with the map used.



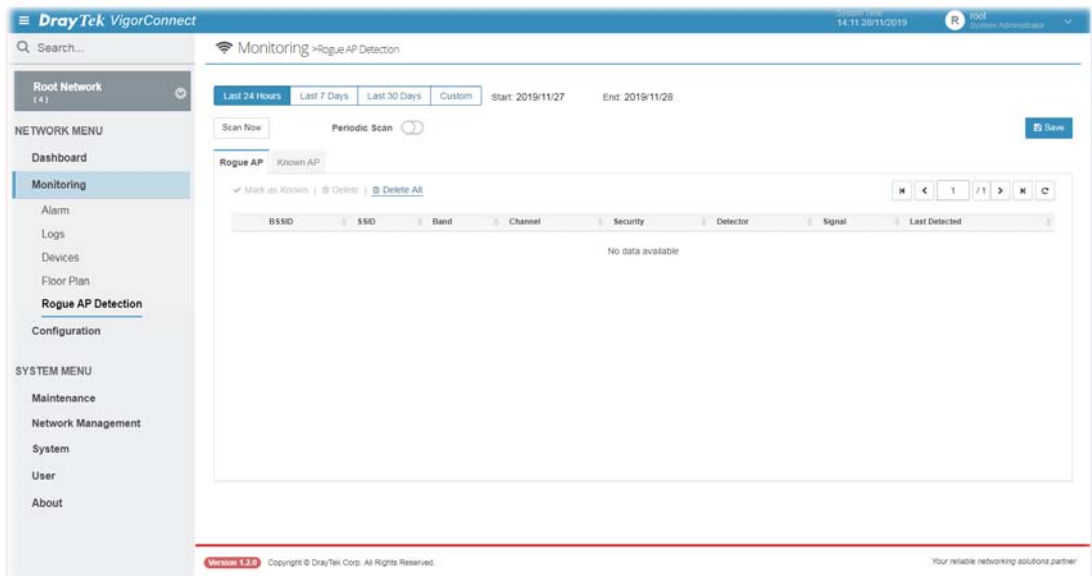
You can click **Add New** on this page to create a new profile. To modify the existed profile, click the icon on the right-top to display a drop down menu. Then click **Edit Map & Plan** to perform the modification, or click **Delete Map Profile** to remove the selected floor plan profile.



IV-1-5 Rogue AP Detection

Information detected by VigorAP can be displayed in this page. In which, the APs will be classified with rogue AP and known AP in different colors.

Click the **Rogue AP** tab to display the following page. All the APs detected will be treated as Rogue AP.

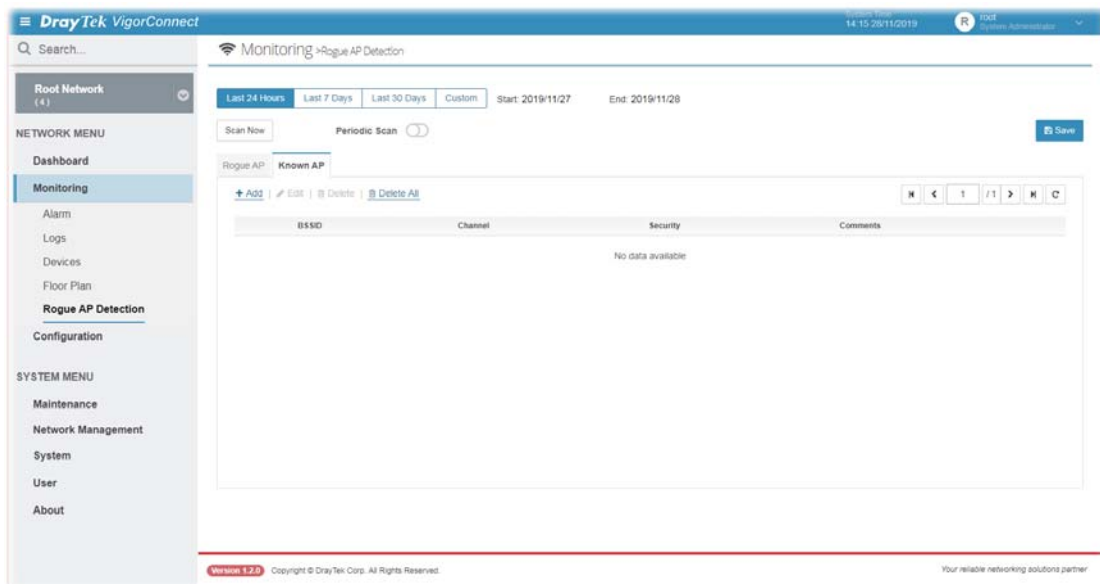


Available settings are explained as follows:

Item	Description
Last 24 Hours / Last 7 Days / Last 30 Days / Custom	Display the access point(s) detected within 24 hours, 7 days, 30 days or user defined days.
Scan Now	Perform device detection immediately.
Periodic Scan	<p>After enabling this feature, access points will be detected periodically based on the setting configured here.</p> <p>Daily –VigorConnect will detect access point on certain time every day.</p> <ul style="list-style-type: none"> ● Start Time – Specify a time point as starting time for device detection. <p>Weekly – VigorConnect will detect access point on certain time every week.</p>

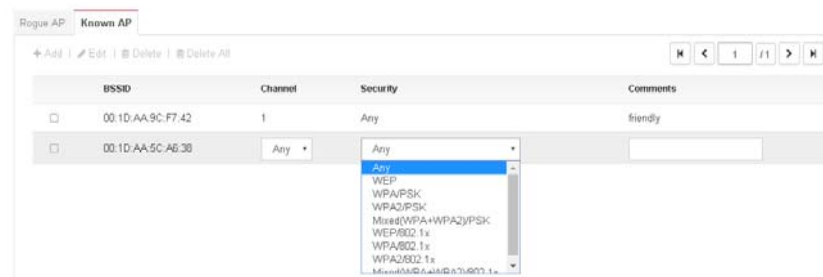
	<ul style="list-style-type: none"> ● On – Choose the day to perform device detection. ● Start Time - Specify a time point as starting time for device detection.
Mark as Known	Vigor access points can be detected and be shown in the table under Rogue AP. However, some of them might be known to you and should not be listed here. To solve this problem, simply click the access point and then click Mark as Known . The selected access point will be transferred and listed under Known AP.
Delete	Remove the selected access point from the list.
Delete All	Remove all of the access points from the list.

Click **Known AP** to display the following page. All the access points listed under this page will be treated as friendly AP.



Available settings are explained as follows:

Item	Description
+Add	Click it to create a new entry for entering information for access point.
Edit	<p>Change the settings for a selected access point.</p> <p>Select one of the access points. The Edit link will be available for clicking, then.</p> <p>After clicking it, channel, security and comments will be allowed to be modified with different values</p>
Delete	Remove the selected access point from the list.
Delete All	Remove all of the access points from the list.
BSSID	Display the MAC address of the detected access point.

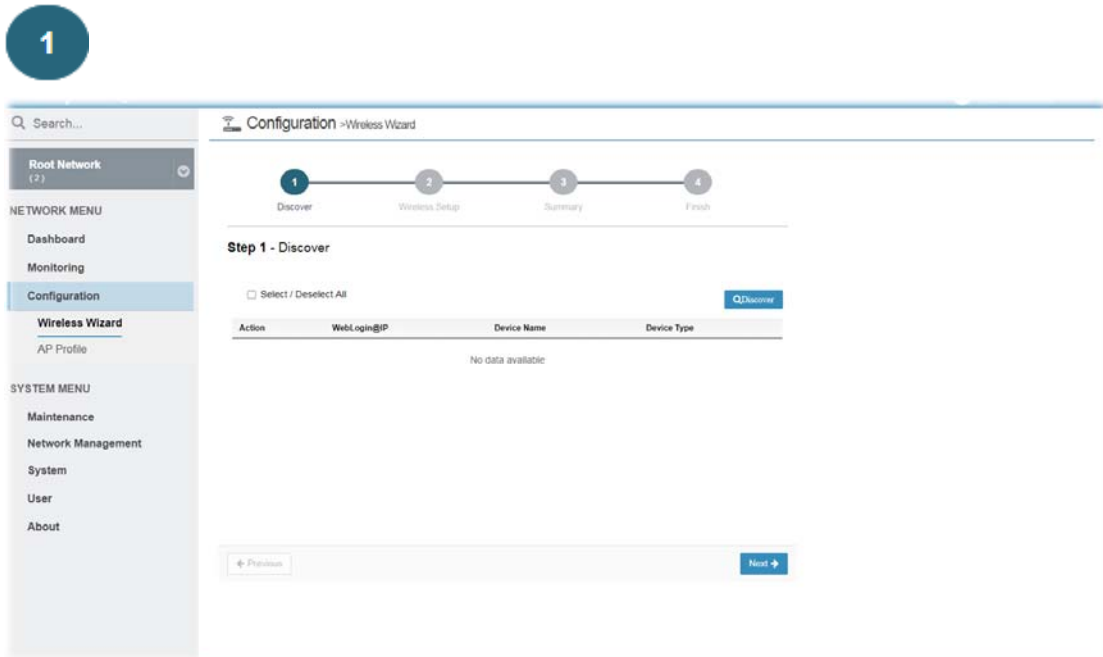


Channel	Display the channel used by the access point. Check the box of the selected access point and click Edit .
Security	Display the security mode used by the access point. It can be changed.
Comments	Display a brief explanation for the access point. It can be changed.
Save	Save the settings.

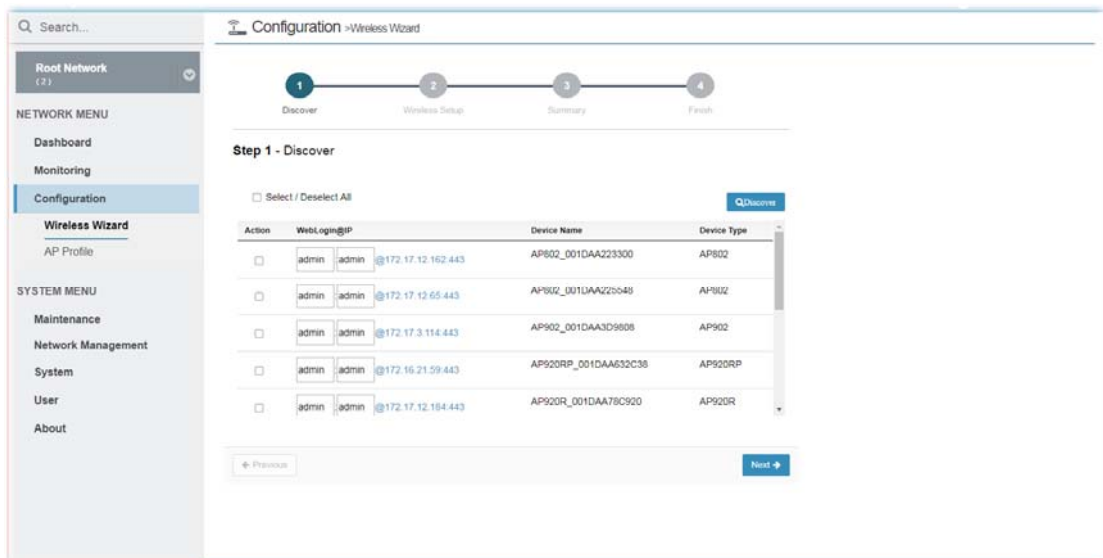
IV-2 Configuration for Network

IV-2-1 Wireless Wizard

There is an easy way to configure settings for wireless AP. Click **NETWORK MENU >> Configuration >> Wireless Wizard** to get the following page.



Click **Discover**. Later, the detected AP devices will be listed on the web page.



Select the devices you want by clicking the box under **Action**. Then, click **Next**.

Step 1 - Discover

Select / Deselect All QDiscover

Action	WebLogin@IP	Device Name	Device Type
<input checked="" type="checkbox"/>	admin : admin @172.17.12.162:443	AP802_001DAA223300	AP802
<input type="checkbox"/>	admin : admin @172.17.12.65:443	AP802_001DAA225548	AP802
<input checked="" type="checkbox"/>	admin : admin @172.17.3.114:443	AP902_001DAA3D9808	AP902
<input type="checkbox"/>	admin : admin @172.16.21.59:443	AP920RP_001DAA632C38	AP920RP
<input type="checkbox"/>	admin : admin @172.17.12.184:443	AP920R_001DAA78C920	AP920R

← Previous
Next →

2

On the following web page, set the username / password for the user to access into web user interface.

Available settings are explained as follows:

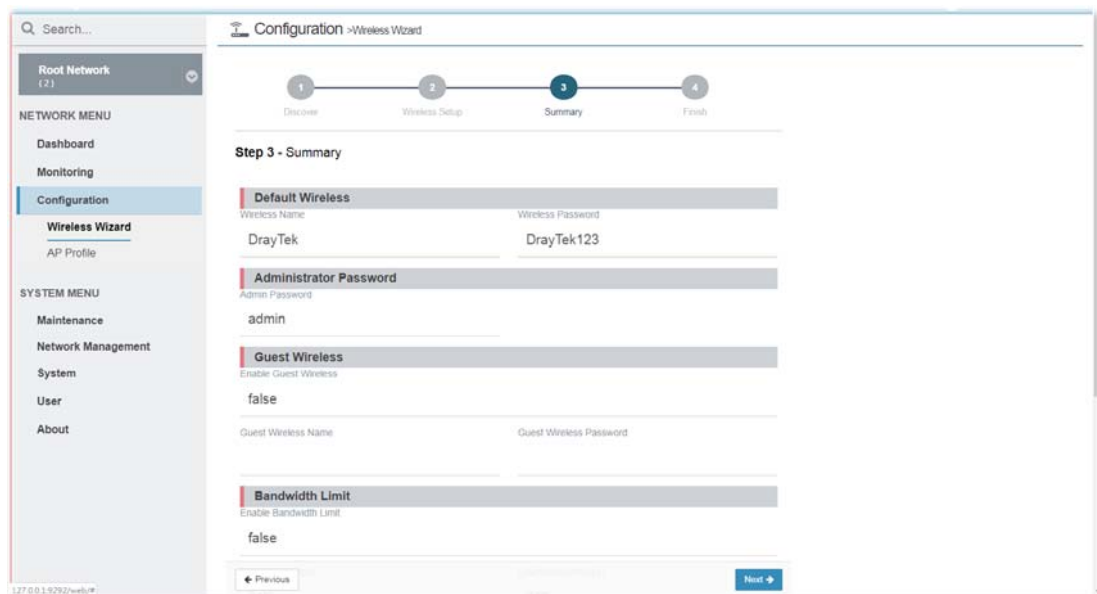
Item	Description
Default Wireless	<p>Wireless Name - Enter a name for a wireless client to connect via the selected AP device.</p> <p>Wireless Password - Enter a password for a wireless client to connect via the selected AP device.</p>
Administrator Password	<p>Admin Password - Enter a password to replace the original password of the selected AP device.</p> <p>Confirm Password - Enter a password again for confirmation.</p>
More Options	If enabled, you shall configure advanced settings.

<p>Guest Wireless</p>	<p>Enable Guest Wireless - If enabled, you can set the second group of wireless name and password for the wireless client connecting via the selected AP device.</p> <ul style="list-style-type: none"> ● Guest Wireless Name - Enter a name for a wireless client to connect via the selected AP device. ● Guest Wireless Password - Enter a password for a wireless client to connect via the selected AP device.
<p>Bandwidth Limit</p>	<p>Enable Bandwidth Limit - Click it to enable the bandwidth limit.</p> <ul style="list-style-type: none"> ● Upload Limit (bps) - Set the upload limit. ● Download Limit (bps) - Set the download limit.

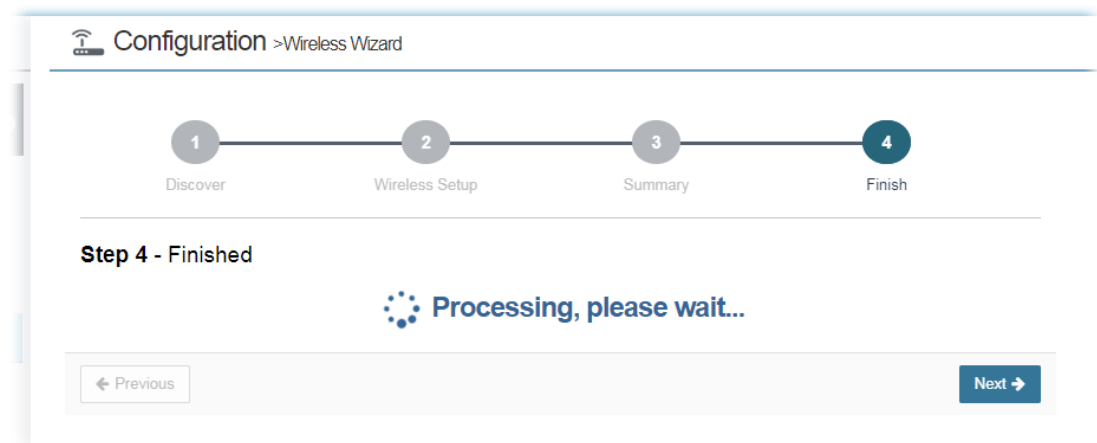
After finishing the above configuration, click **Next**.

3

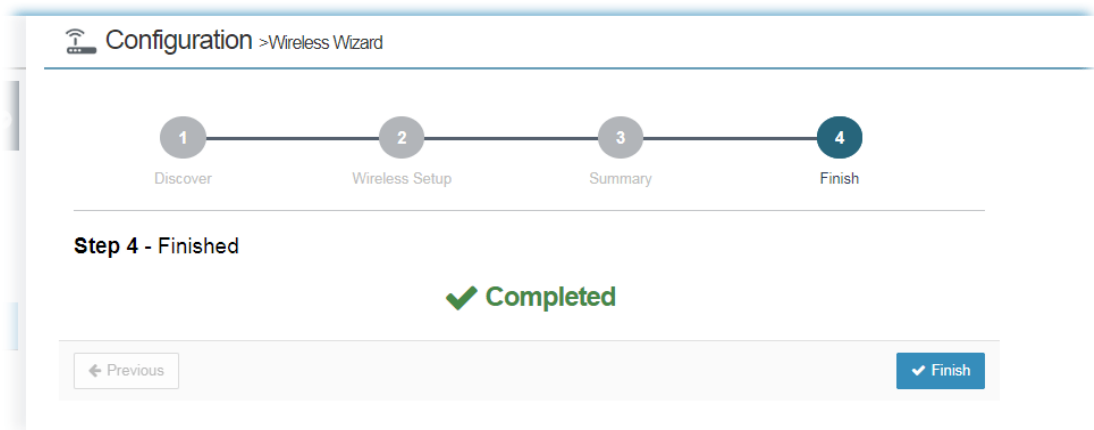
In this step, a summary will be shown on the screen. Check if the configuration is correct or not. Then, click **Next**.



4



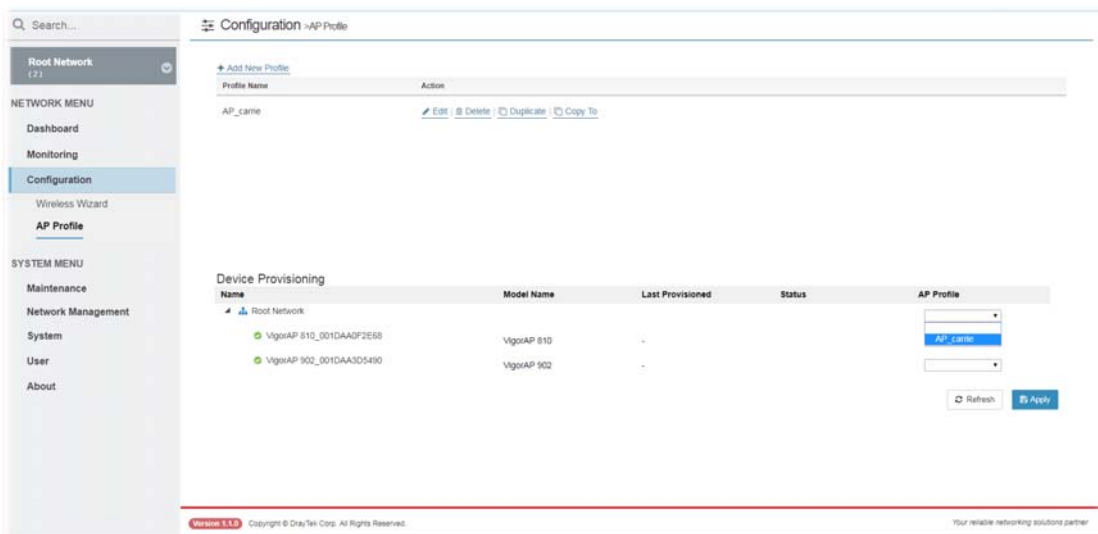
Click **Finish**.



IV-2-2 AP Profile

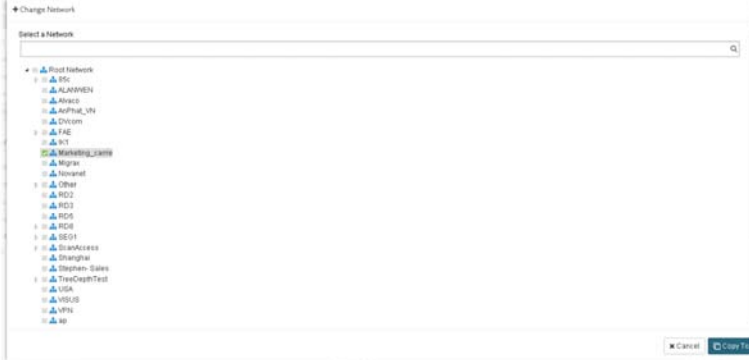
AP profile is used to apply to a selected access point. It is very convenient for the administrator to configure the setting for access point without opening the web user interface of the access point.

The functions listed in the AP profile in VigorConnect contain settings for all of models of VigorConnect. When an AP profile is created, it can be used to apply onto any access point managed by VigorConnect. If the access point does not have the functions defined in the AP profile, after being applied, only the functions that the selected access point support will be overwritten by the selected AP profile.



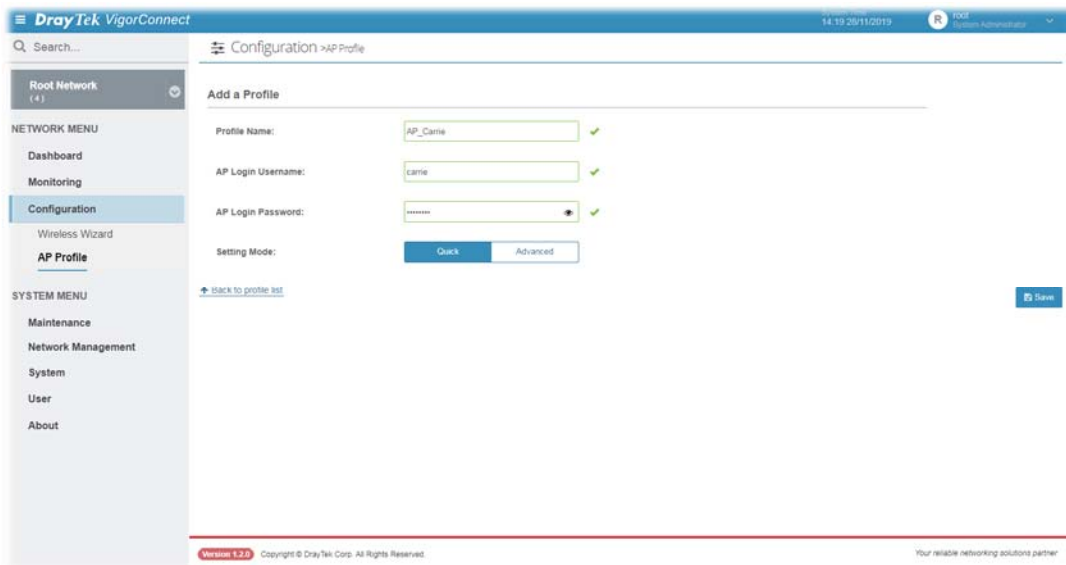
Available settings are explained as follows:

Item	Description
+Add New Profile	Create a new AP profile with basic settings.
Profile Name	Display the name of AP profile.
Action	<p>Edit - Configure detailed settings for the selected AP profile.</p> <p>Delete -Delete the selected AP profile.</p> <p>Duplicate - Click it to duplicate a new profile (e.g., aaa(1)) based on the selected profile (e.g., aaa).</p> <p>Copy To - Click it to open the following page. Then select a network (e.g., Marketing_carrie in this case) from the tree view of Root Network. After clicking the Copy To button, the configuration of selected AP profile will be applied to the selected network (e.g., Marketing_carrie).</p>

	
<p>Device Provisioning</p>	<p>Locate the access points for applying suitable AP profile.</p> <p>Name – Display a tree view for model managed by VigorACS.</p> <p>Model Name – Display the name of the model.</p> <p>Last Provisioned – Display the time that AP profile was applied to the selected device.</p> <p>Status – Display the status (updating, complete and “-”) of the AP.</p> <p>AP Profile – Choose an AP profile for applying to the selected AP. In which, “As Parent” means to apply the profile listed on the top to the selected AP.</p>
<p>Refresh</p>	<p>Refresh current page.</p>
<p>Apply</p>	<p>Save the changes in this page.</p>

IV-2-2-1 Add a New AP Profile

The following setting page appears when **+Add New Profile** is clicked.



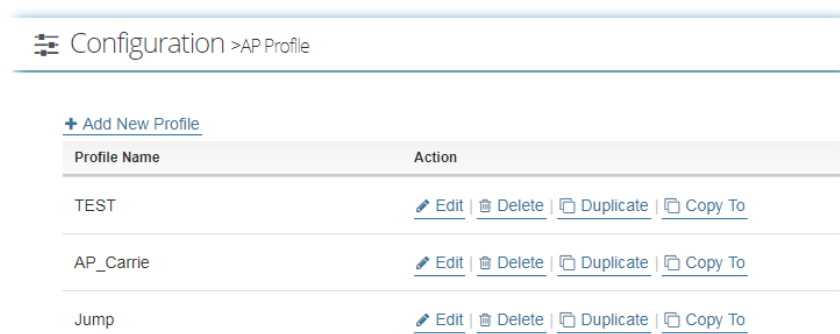
Available settings are explained as follows:

Item	Description
Profile Name	Enter a name of the profile.
AP Login Username	Enter a username for login the access point.
AP Login Password	Enter a password for login the access point.
Setting Mode	Quick - Configure the AP profile with basic settings (same as wireless

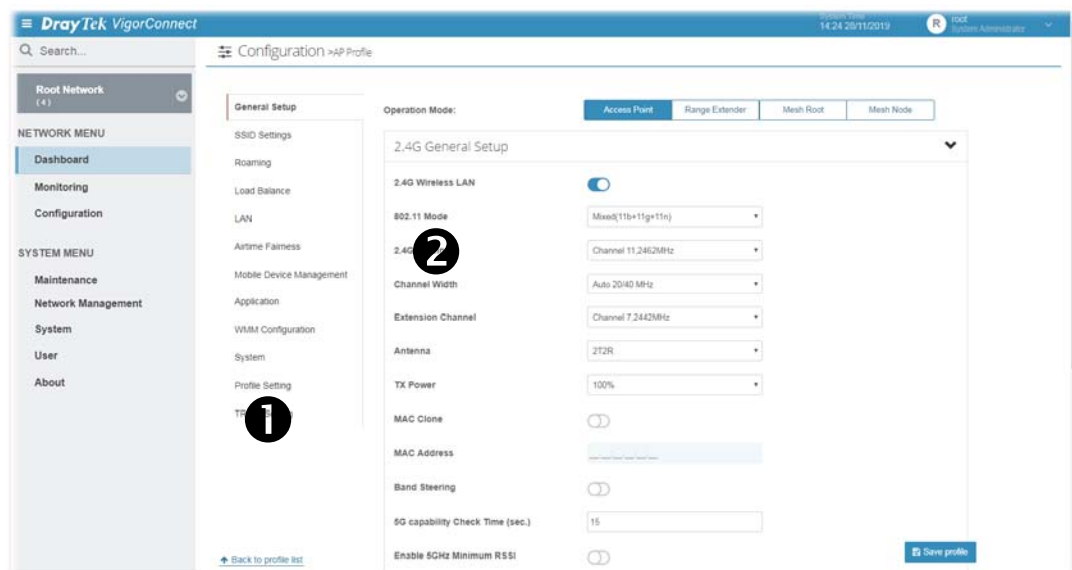
	wizard). Advanced - Configure the AP profile with all required settings (including basic settings).										
Back to profile list	Return to previous page, AP profile list.										
Save	Save the settings and display the new profile on the AP profile list. <div style="border: 1px solid #ccc; padding: 5px;"> + Add New Profile <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">Test</td> <td style="padding: 2px 5px;">Edit Delete Duplicate Copy To</td> </tr> <tr> <td style="padding: 2px 5px;">Test2</td> <td style="padding: 2px 5px;">Edit Delete Duplicate Copy To</td> </tr> <tr> <td style="padding: 2px 5px;">ttt</td> <td style="padding: 2px 5px;">Edit Delete Duplicate Copy To</td> </tr> <tr> <td style="padding: 2px 5px;">redf</td> <td style="padding: 2px 5px;">Edit Delete Duplicate Copy To</td> </tr> <tr> <td style="padding: 2px 5px;">AP_Carrie</td> <td style="padding: 2px 5px;">Edit Delete Duplicate Copy To</td> </tr> </table> </div>	Test	Edit Delete Duplicate Copy To	Test2	Edit Delete Duplicate Copy To	ttt	Edit Delete Duplicate Copy To	redf	Edit Delete Duplicate Copy To	AP_Carrie	Edit Delete Duplicate Copy To
Test	Edit Delete Duplicate Copy To										
Test2	Edit Delete Duplicate Copy To										
ttt	Edit Delete Duplicate Copy To										
redf	Edit Delete Duplicate Copy To										
AP_Carrie	Edit Delete Duplicate Copy To										

IV-2-2-2 Edit the AP Profile

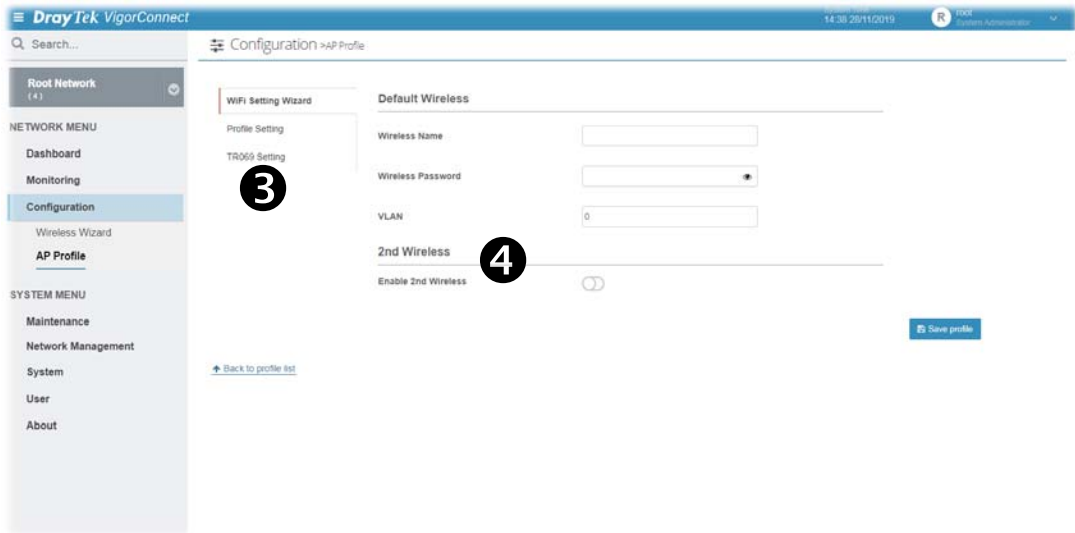
To configure detailed settings for each AP profile, click the **Edit** button for the selected profile.



The AP profile can be configured with **Advanced** setting mode (e.g., AP_Carrie) or configured with **Quick** setting mode (e.g., Jump). Both profiles will bring out different setting pages. Refer to the following web pages.



(Setting Mode with **Advanced**)



(Setting Mode with **Basic**)

Available settings are explained as follows:

Item	Description
Operation Mode	Select one of the operation modes for the AP profile. <ul style="list-style-type: none"> ● Access Point ● Range Extender ● Mesh Root ● Mesh Node
Area ❶ - Menu Item	At present, the available menu items contain, <ul style="list-style-type: none"> ● General Setup ● SSID Settings ● Roaming ● Load Balance ● LAN ● Airtime Fairness ● Mobile Device Management ● Application ● WMM Configuration ● System ● Profile Setting ● TR069 Settings
Area ❷ - Settings	Such area will vary according to the item selected in Area (1) - Menu Item.
Area ❸ - Settings	At present, the available menu items contain, <ul style="list-style-type: none"> ● Profile Setting ● TR069 Setting
Area ❹ - Settings	Such area will vary according to the item selected in Area (3) - Menu Item.

If required, refer to User's Guide of VigorAP for the detailed information of settings definition.

Applications

A.1 How to apply an AP profile to AP device(s)?

1. Choose a group containing with access points (e.g., "ap" in this case) from Root Network.
2. The dashboard of "ap" group appears as follows.
3. Open **NETWORK MENU>>Configuration>>AP Profile**.

In the **Device Provisioning**, all of the access points (e.g., AP 800/ AP810/ AP900 / AP902) grouped under "ap" are displayed under the field of Name.

4. Select the AP (e.g., AP 810 in this case) required to apply new AP profile; and use the drop down list of AP Profile to specify a profile (e.g., test in this case).

You can click **+Add New Profile** to create a new AP profile if there is no AP profile to be chosen or the existed AP profile is not suitable for the AP model.

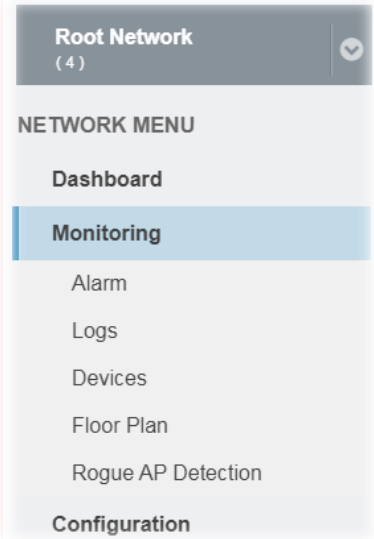
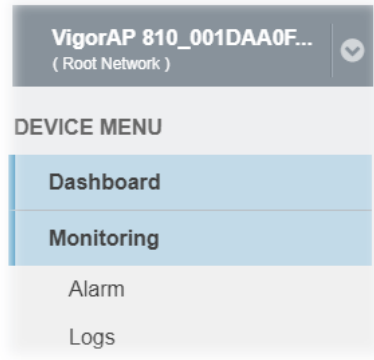
5. Click **Save**. The settings in web user interface of the selected VigorAP will be overwritten with the settings configured in AP profile immediately.

Part V DEVICE MENU for Specified AP



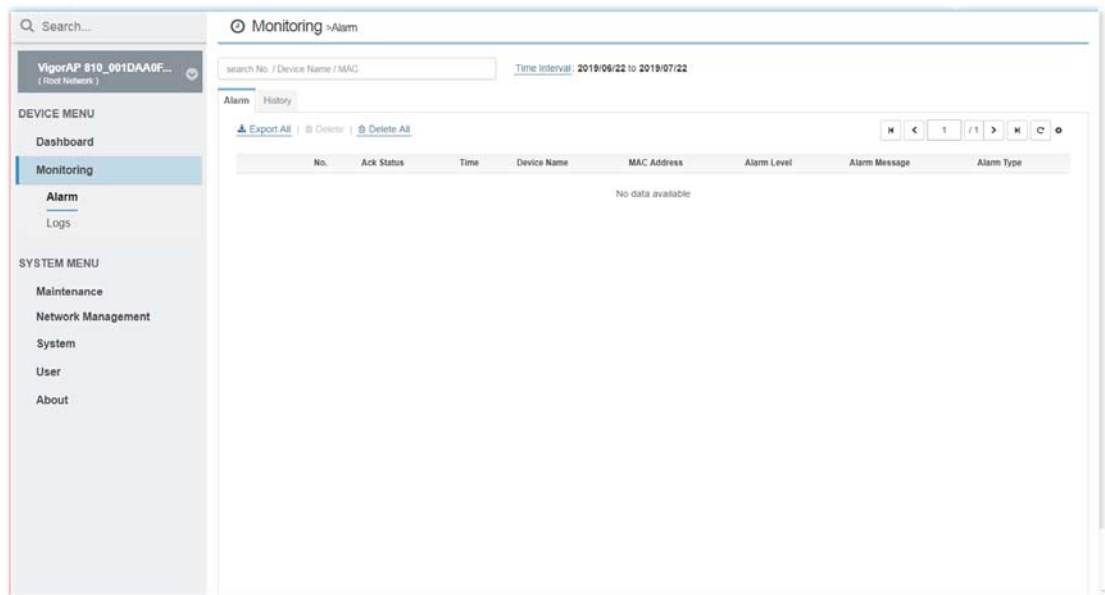
V-1 Monitoring for CPE

Monitoring menu offers Alarm, Logs and Diagnostics for monitoring the normal and abnormal actions for the specified AP.

Settings to be configured under Root Network	Settings to be configured when an AP is selected
	

V-1-1 Alarm

Alarm message will be recorded on VigorConnect server when there is a trouble happened to the device (AP). Only the users within the same user group will be notified with the alarm message.



Available settings are explained as follows:

Item	Description
Alarm / History	Alarm – Display the alarm records recently.

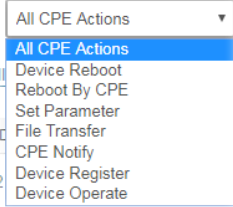
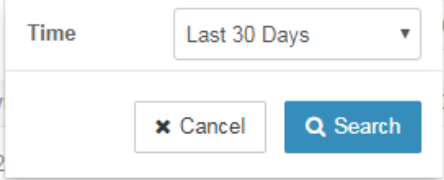
	History – Display all the alarm records that have been solved and cleared.
Export All	Click this button to save alarm log as a XLS file.
Delete	Clear the alarm record which has been solved by VigorConnect.
Delete All	Clear all of the alarm records which have been solved by VigorConnect.
No.	Display the index number of the alarm. It is offered by VigorConnect automatically.
Ack Status	Display the status of the records with the type specified here (Not Ack or Acked).
Time	Display the time that the alert occurred.
Device Name	Display the name of the device encountering the trouble.
MAC Address	Display the MAC address of the device.
Alarm Level	Display the alarm message with the severity specified.
Alarm Message	Display a brief explanation for the alarm sent by VigorConnect automatically.
Alarm Type	Display the alarm message with the type specified.
Alarm Status	Display the status of the records with the type specified here (Alarm or Rearm).

V-1-2 Logs

Log provides administrator records for action executed, device name, MAC address, Device ID, MAC Address, Device IP, Action, Action ID and Time for the selected device.

Available settings are explained as follows:

Item	Description
Log Type	Choose one of the conditions to display related log on this page.

	 <p>A dropdown menu with the following items: All CPE Actions (selected), Device Reboot, Reboot By CPE, Set Parameter, File Transfer, CPE Notify, Device Register, and Device Operate.</p>
<input data-bbox="341 461 580 488" type="text" value="Search Device Name / IP / MAC"/>	<p>Enter the condition for VigorConnect to search and display relational information.</p>
<p>Time Interval</p>	<p>Specify the time interval to display information within that time period.</p> <p><u>Time Interval</u>: 2019/06/22 to 2019/07/22</p>  <p>A dialog box titled 'Time' with a dropdown menu set to 'Last 30 Days'. It contains 'Cancel' and 'Search' buttons.</p>
<p>Export All</p>	<p>Click this button to save alarm log as a XLS file.</p>
<p>Delete</p>	<p>Clear the alarm record which has been solved by VigorACS.</p>
<p>Delete All</p>	<p>Clear all of the alarm records which have been solved by VigorACS.</p>

Chapter VI Troubleshooting



VI-1 Contacting DrayTek

If the modem 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.

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