

ZYXEL VMG3925-B10C

Router Setup for FTTP Connections



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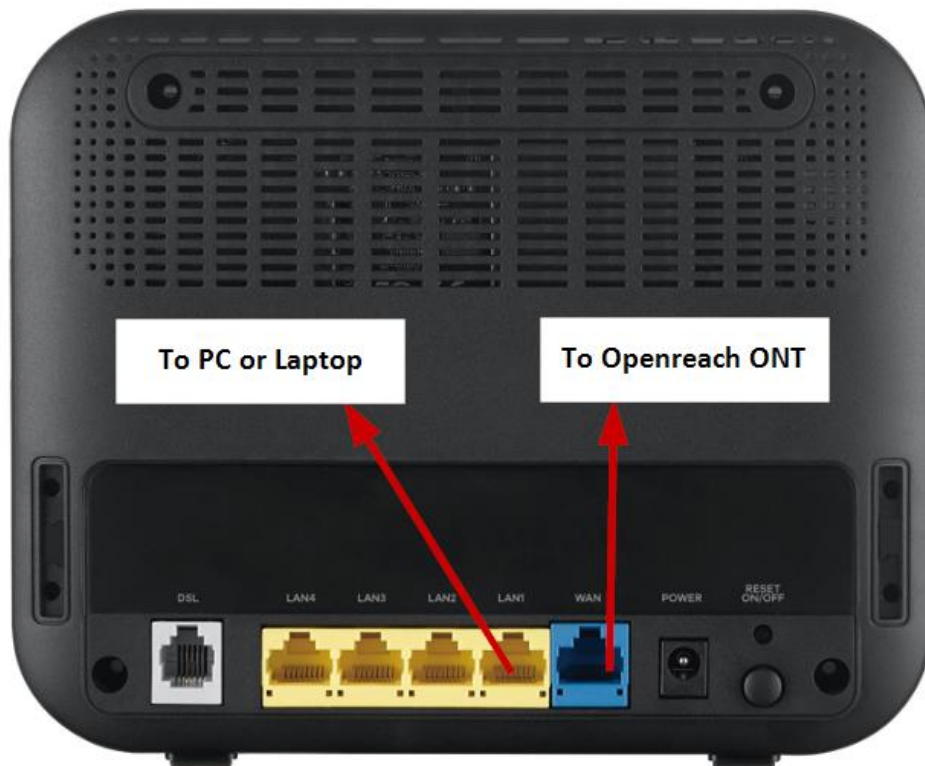
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Pre-Configuration Notes

Please note that your router will be delivered pre-configured by Cerberus Networks. No additional configuration is required. However, if configuration is necessary for any reason, this guide will assist you through the relevant points.

Physical Setup

- Once the router has been powered on, please connect the blue WAN port to the Openreach ONT unit.
- As outlined in the Pre-Configuration Notes, your router will be delivered pre-configured and no additional configuration is required; however, if configuration is necessary, please connect an ethernet cable between the router's LAN1 port and your PC or laptop.

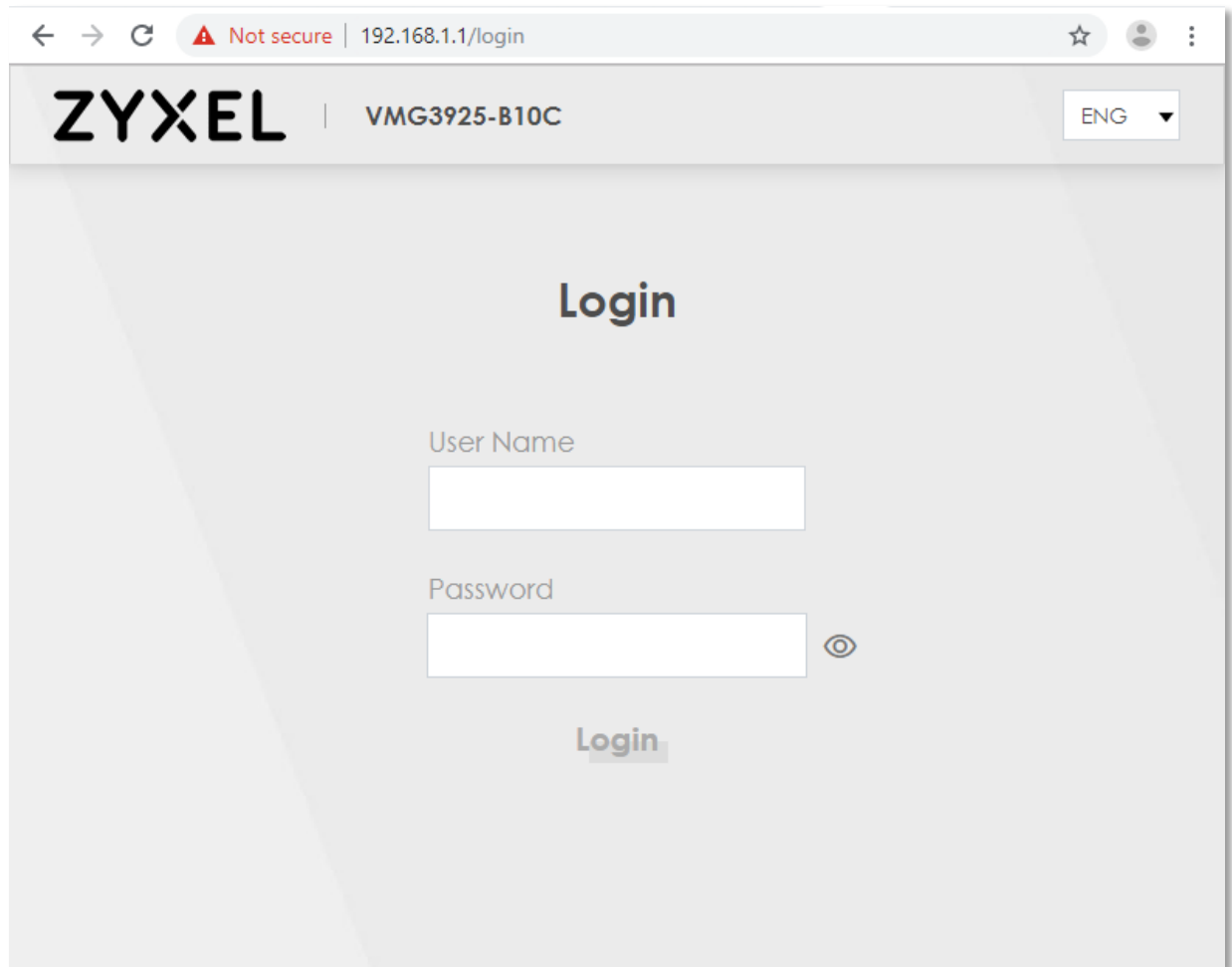


Router Logon

1) Open a web browser on your PC or laptop and enter the following address:

http://192.168.1.1

This will bring up the login screen for the router as seen below:



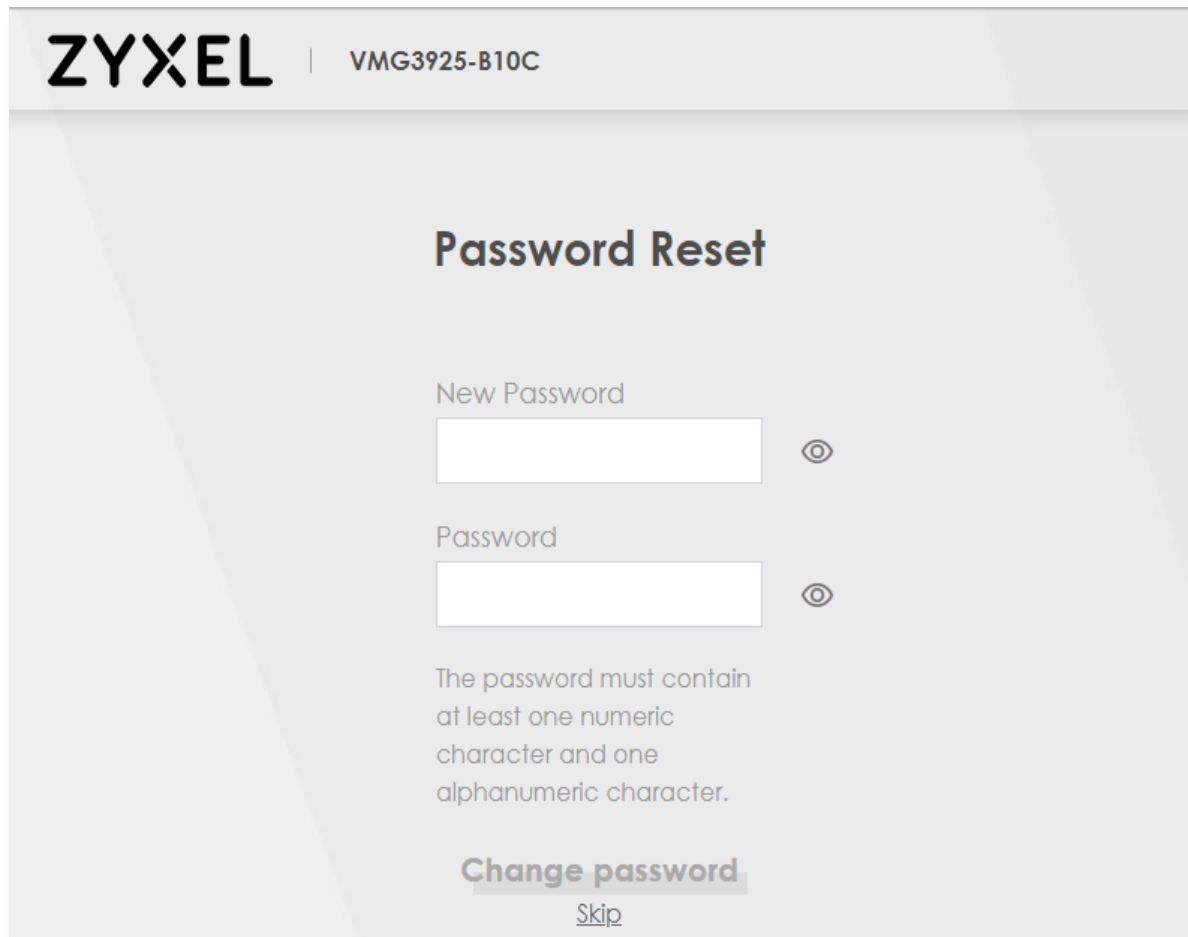
2) Enter the login credentials as follows:

Username: admin

Password: If the router is in a factory default state, the password can be found on the rear panel of the router labelled 'Admin' Password.

If the router has retained its original configuration as shipped by Cerberus Networks, the password would have been changed. The latest password can be found in your Cerberus documentation.

3) If the router was in a factory default state, it will now prompt you to change the password. Please choose a new password and save it for your records.



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Password Reset

New Password

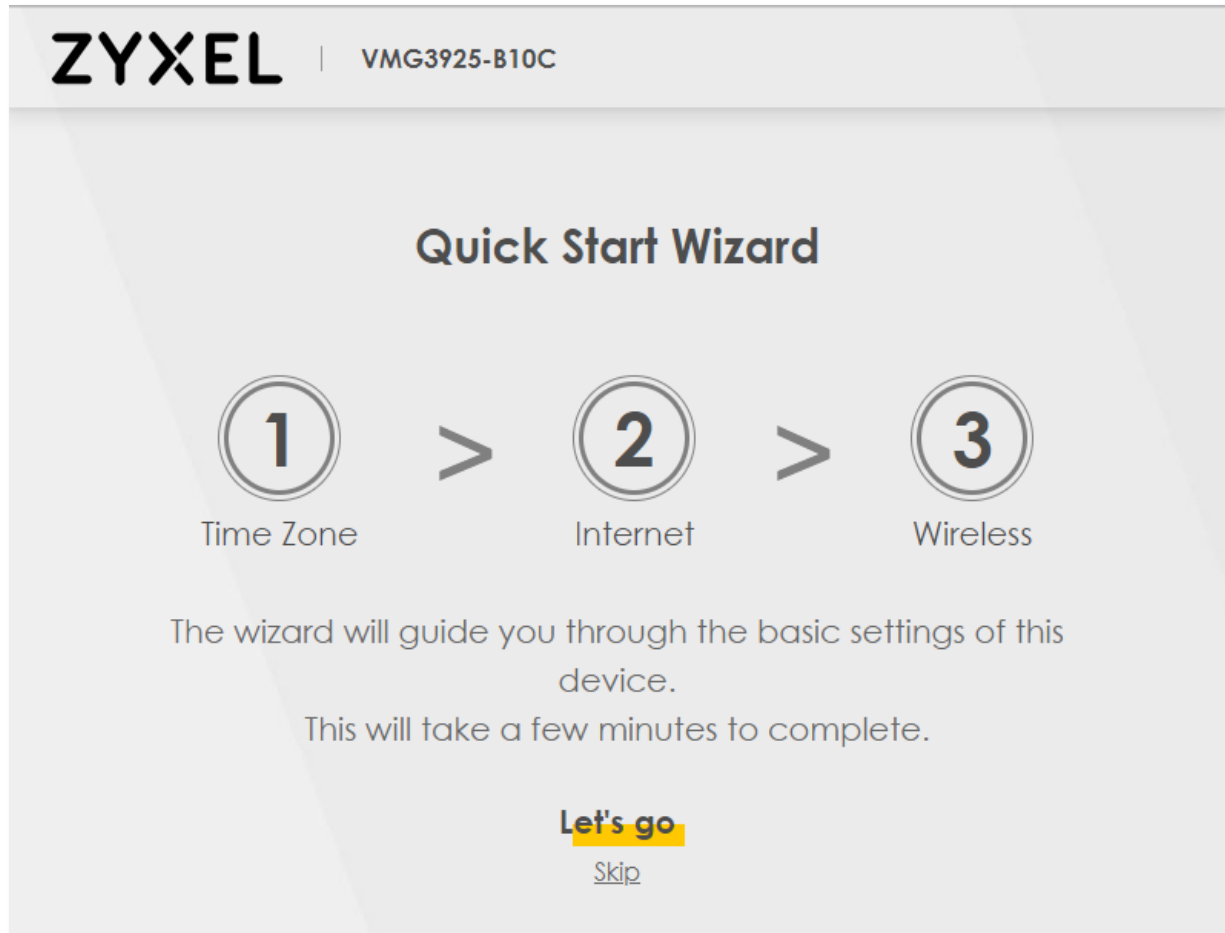
Password

The password must contain at least one numeric character and one alphanumeric character.

Change password

[Skip](#)

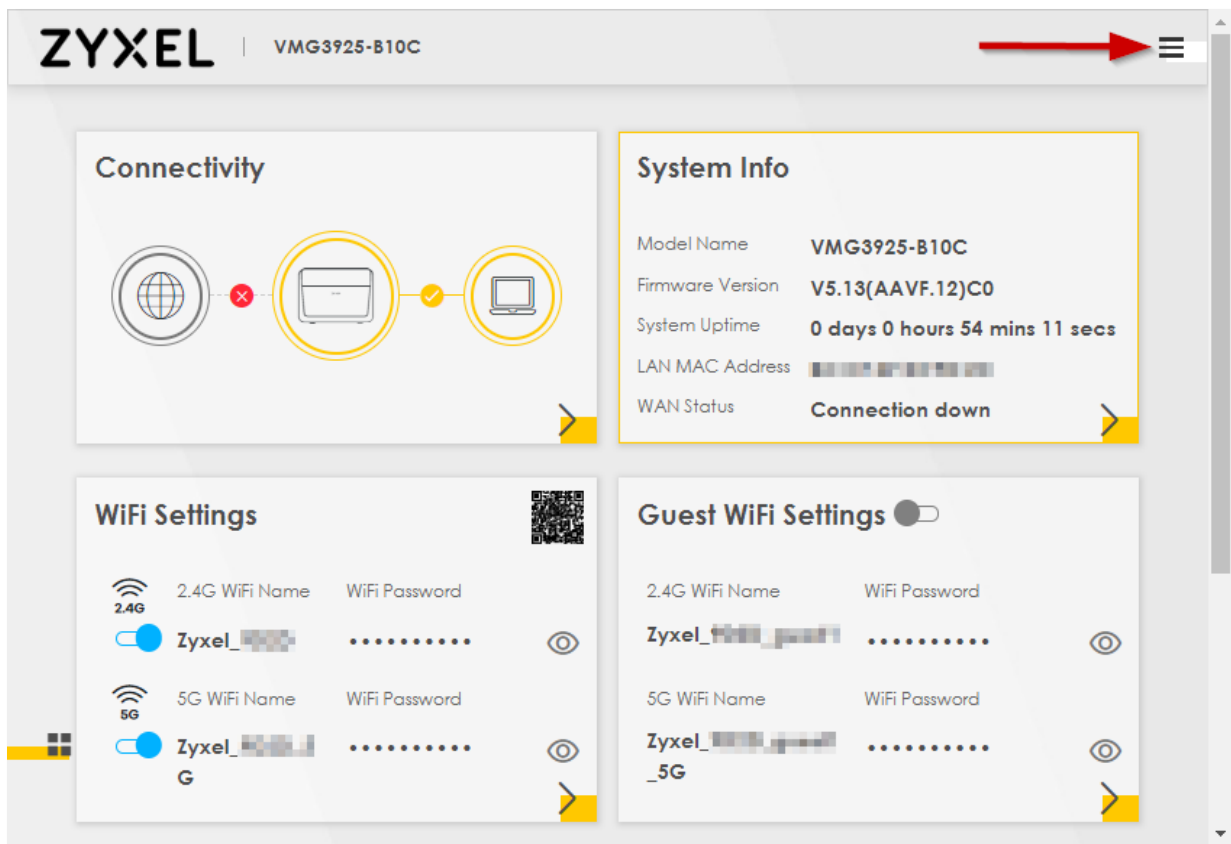
4) After navigating the password stage, the router will launch a Quick Start Wizard:



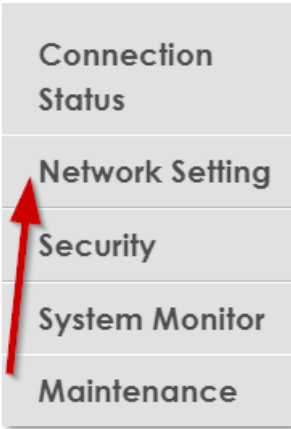
Please click on the 'Skip' option at the bottom of the screen. Closing the Wizard will bring up the main dashboard of the router as seen in the next section – Configure Connection.

Configure Connection

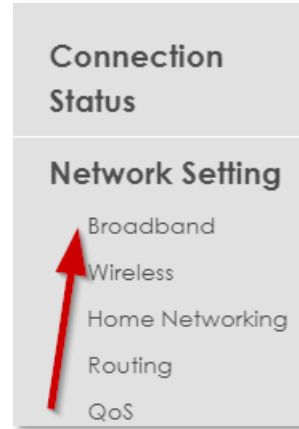
1) On the main dashboard of the router, click on the menu button at the top-right corner of the screen in order to display more options:









2) Click on Network Settings



3) Select Broadband

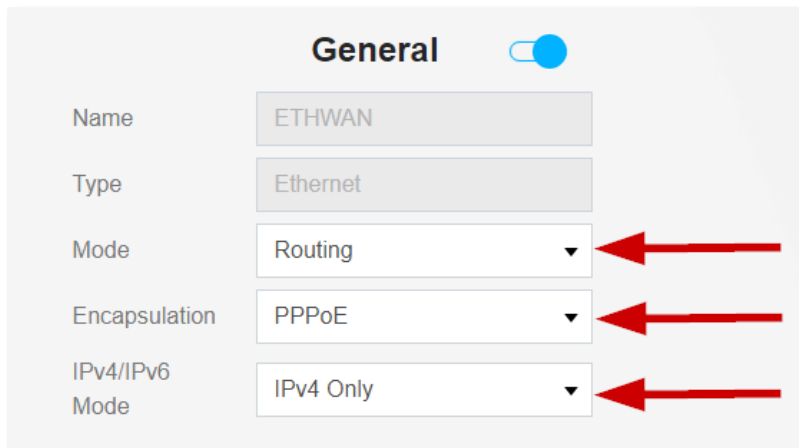


4) Click on the edit option for ETHWAN at the end of row 3:

#	Name	Type	Mode	Encapsulation	802.1p	802.1q	IGMP Proxy	NAT	Default Gateway	IPv6	MLD Proxy	Modify
1	ADSL	ATM	Routing	IPoE	N/A	N/A	Y	Y	Y	Y	Y	 
2	VDSL	PTM	Routing	IPoE	N/A	N/A	Y	Y	Y	Y	Y	 
3	ETHWAN	ETH	Routing	IPoE	N/A	N/A	Y	Y	Y	Y	Y	 

5) Make the following changes under General:

- Set Mode to Routing.
- Set Encapsulation to PPPoE.
- Change IPv4/IPv6 Mode to IPv4 only.



General

Name: ETHWAN

Type: Ethernet

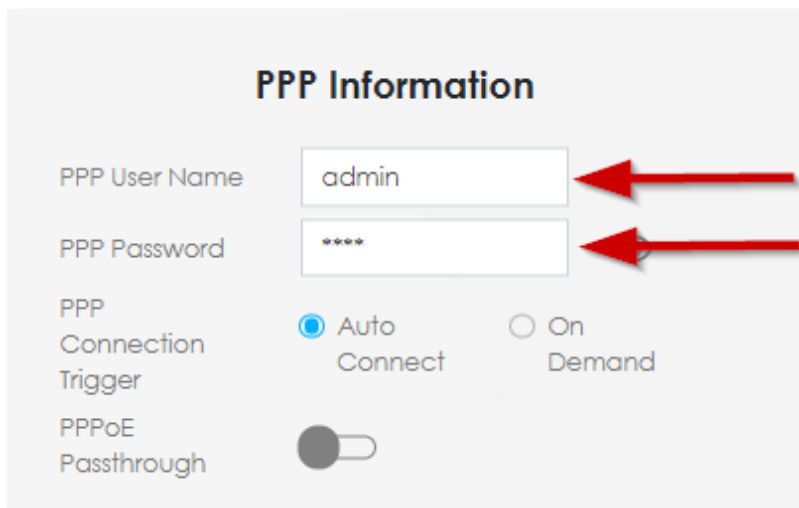
Mode: Routing

Encapsulation: PPPoE

IPv4/IPv6 Mode: IPv4 Only

6) Make the following changes under PPP Information:

- Enter the PPP Username. This can be found in your Cerberus documentation.
- Enter the PPP password. This is also in your Cerberus documentation.



PPP Information

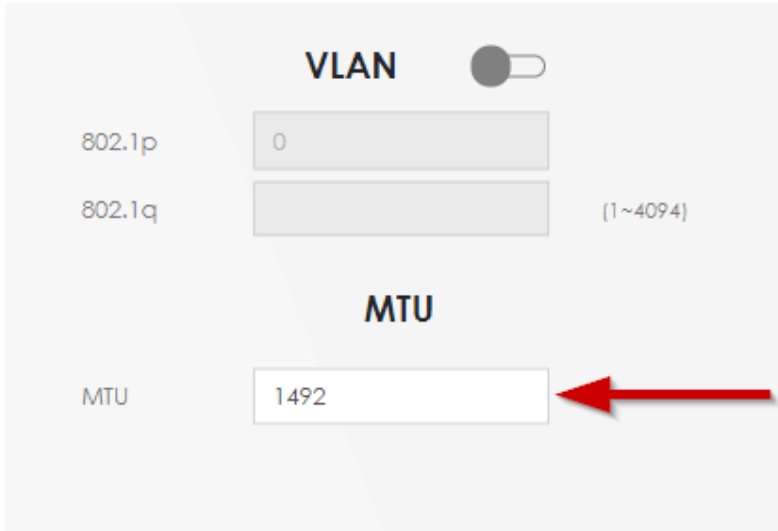
PPP User Name: admin

PPP Password: ****

PPP Connection Trigger: Auto Connect On Demand

PPPoE Passthrough:

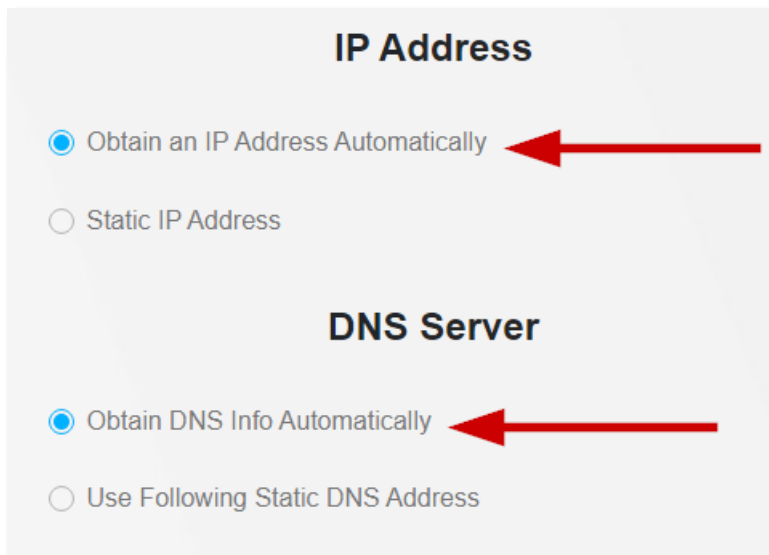
7) Change the MTU to 1492.



The screenshot shows a network configuration interface. At the top, there is a section titled "VLAN" with a toggle switch that is turned off. Below this, there are two input fields: "802.1p" with the value "0" and "802.1q" with a range "(1~4094)". Below these is a section titled "MTU" with an input field containing the value "1492". A red arrow points to the "1492" value in the MTU field.

Please note that the VLAN option must remain disabled.

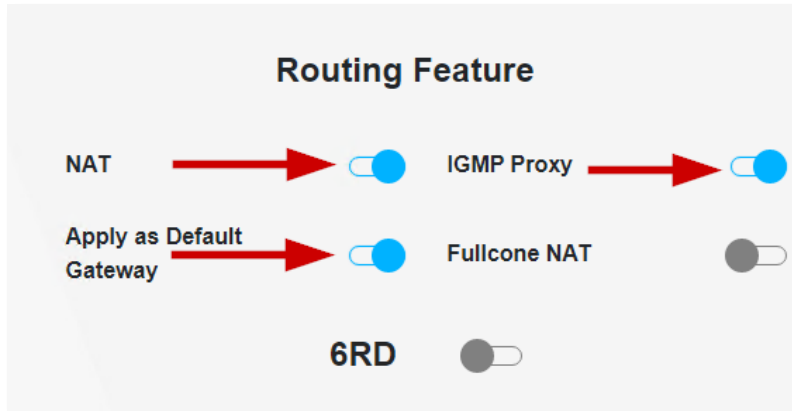
8) Ensure IP Address and DNS Server options are set to automatic:



The screenshot shows network configuration options. Under the heading "IP Address", there are two radio button options: "Obtain an IP Address Automatically" (which is selected and has a red arrow pointing to it) and "Static IP Address". Under the heading "DNS Server", there are two radio button options: "Obtain DNS Info Automatically" (which is selected and has a red arrow pointing to it) and "Use Following Static DNS Address".

9) Ensure the following Routing Features are enabled:

- NAT
- IGMP Proxy
- Apply as Default Gateway



10) Click on 'Apply' at the bottom of the screen to save your settings. **Your internet connection should now be online.**

Please proceed to the next page and beyond for guidance on WiFi, firmware upgrades and remote management.

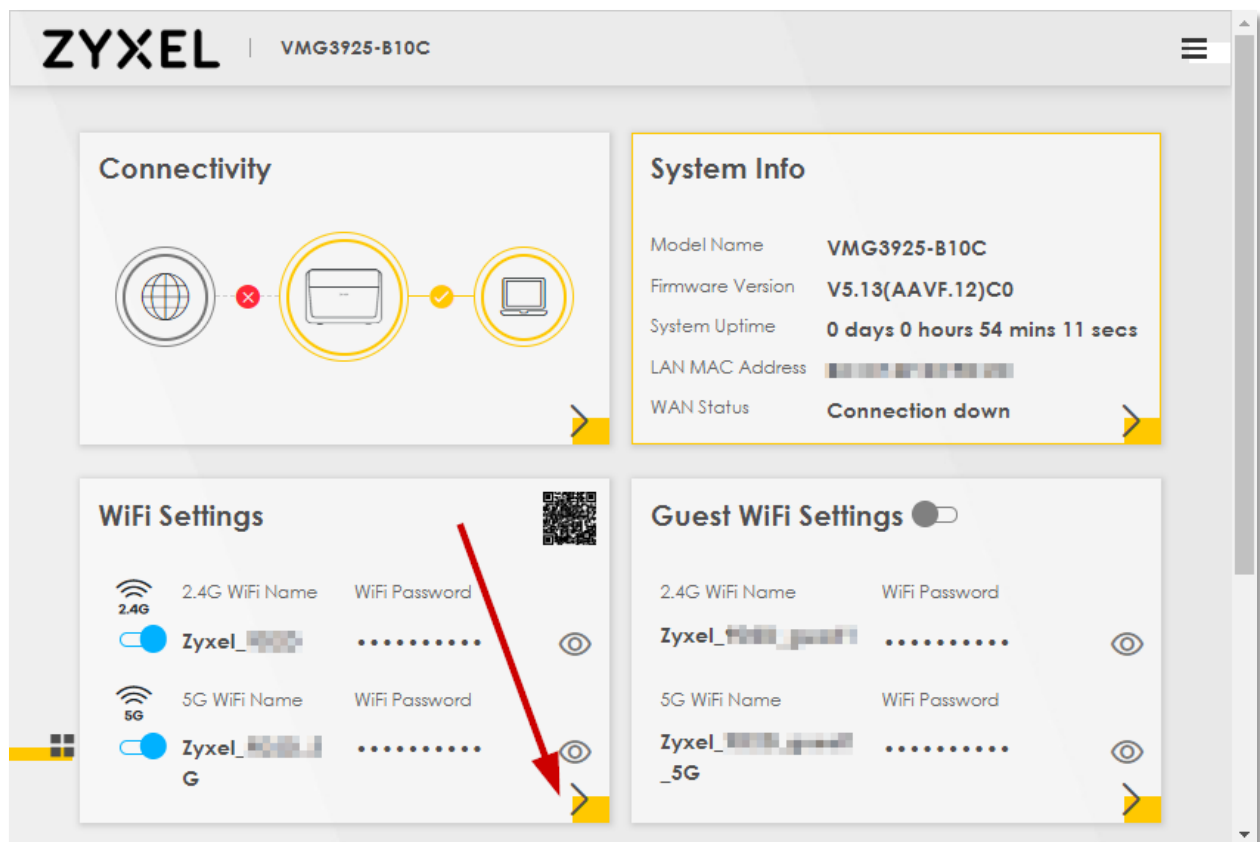
WiFi

The Zyxel VMG3925 router comes with two pre-configured WiFi networks. The names (or SSIDs) of the two networks and their passwords can be found on the manufacturer's label on the rear panel of the router.

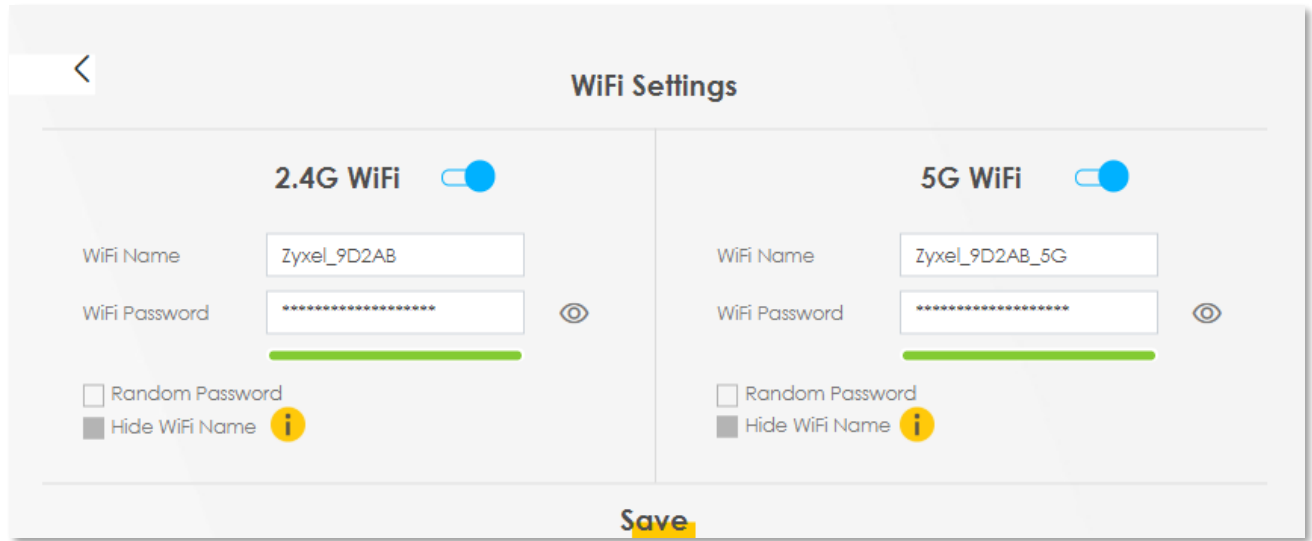
Please note that the 2.4G option can offer better WiFi coverage at greater distances, although it may see lower speeds in comparison to the 5G option.

If you wish to change the names or passwords of the Wifi networks, the basic settings are available through the following steps:

- 1) Click on the WiFi menu button on the main dashboard:



2) Change the WiFi network name and password as per your preferences:

A screenshot of a mobile application's WiFi settings screen. The screen is titled "WiFi Settings" and has a back arrow in the top left corner. It is divided into two columns: "2.4G WiFi" and "5G WiFi". Each column has a blue toggle switch that is turned on. Under "2.4G WiFi", the "WiFi Name" field contains "Zyxel_9D2AB" and the "WiFi Password" field contains a series of asterisks. Below these fields are two checkboxes: "Random Password" (unchecked) and "Hide WiFi Name" (checked). Under "5G WiFi", the "WiFi Name" field contains "Zyxel_9D2AB_5G" and the "WiFi Password" field contains a series of asterisks. Below these fields are two checkboxes: "Random Password" (unchecked) and "Hide WiFi Name" (checked). At the bottom center of the screen is a yellow "Save" button.

Click on 'Save' to apply your settings.

Firmware Upgrade

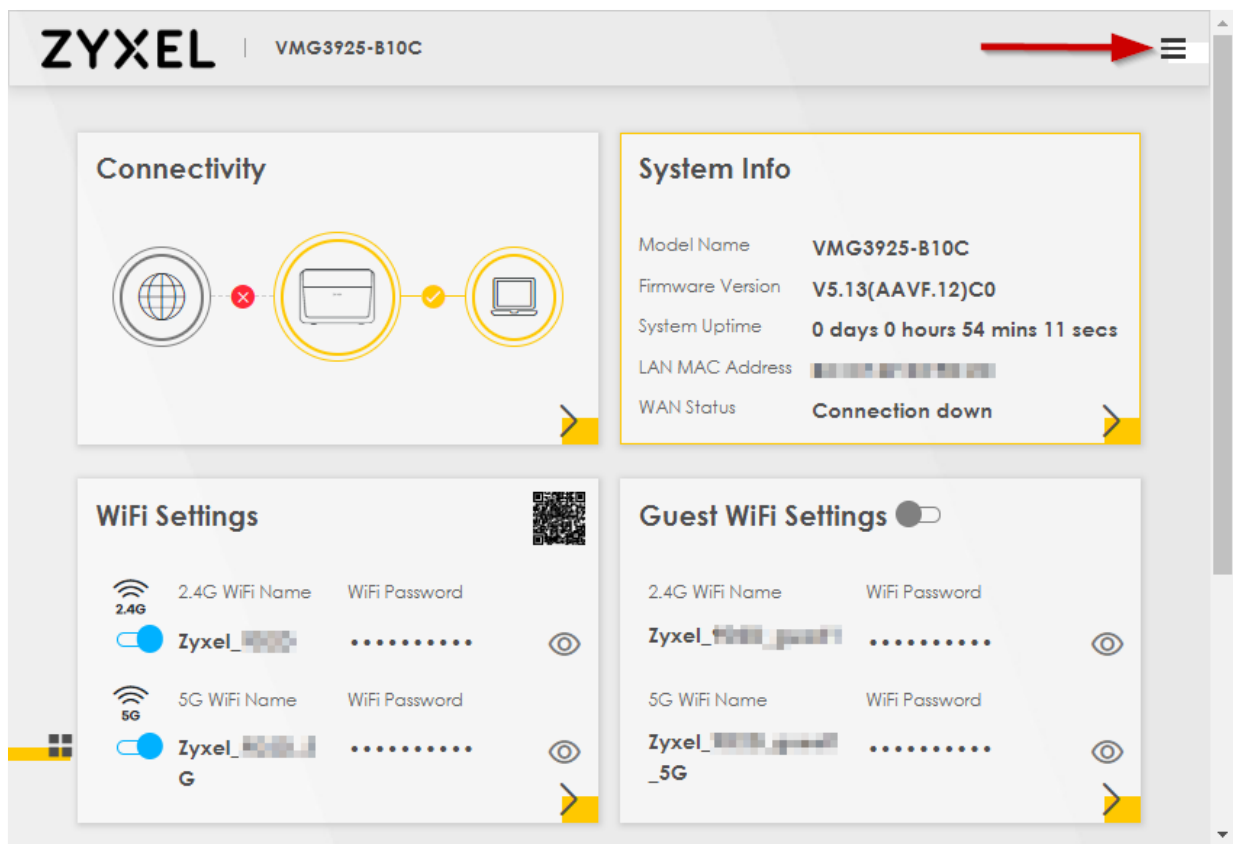
1) Visit the following URL for the latest firmware:

<ftp://ftp.zyxel.com/VMG3925-B10C/firmware/>

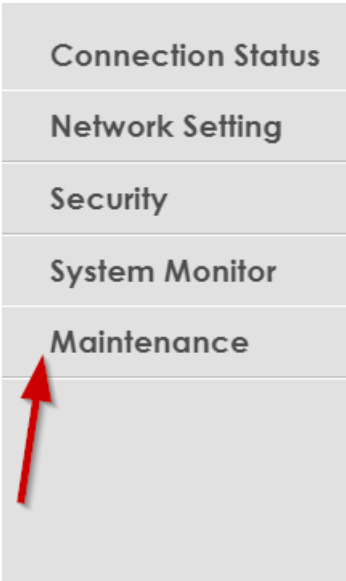
2) Download the latest zip file, for instance, VMG3925-B10C_5.13(AAVF.13)C0.zip.

3) Open the zip file and extract the folder within it to a location on your PC or laptop.

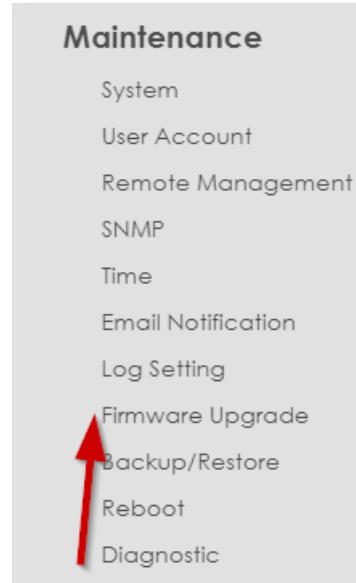
5) On the main dashboard of the router, click on the menu button at the top-right corner of the screen in order to display more options:



6) Click on Maintenance:



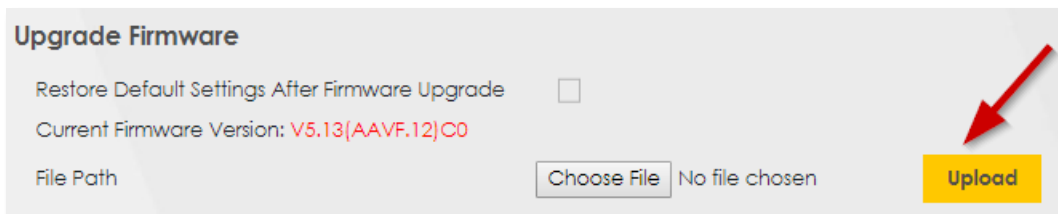
7) Select Firmware Upgrade:



8) Click on Choose File and then navigate to the location of your saved folder as seen in Step 3. Select the file ending .bin, for instance, V513AAVF12C0.bin:



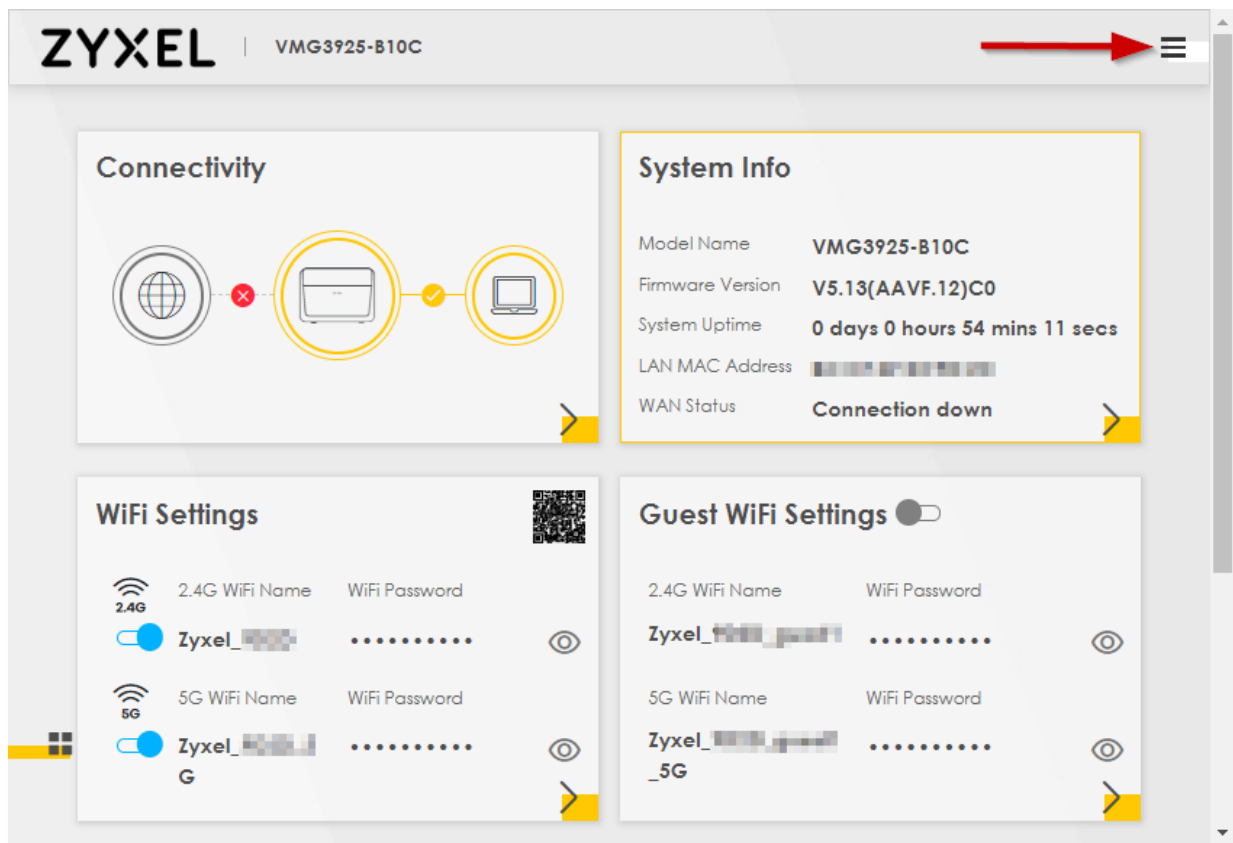
9) Once you have selected the firmware file, click on Upload to begin the upgrade. Please note this process will take 2-3 minutes to complete and the router will reboot during this process:



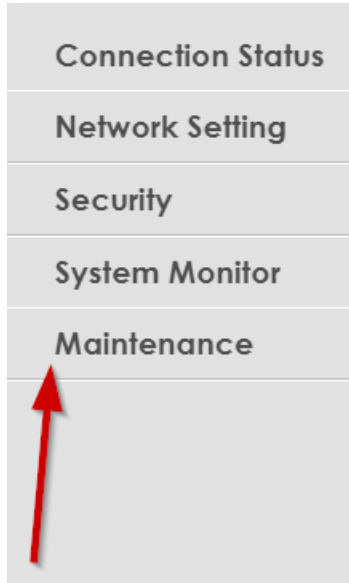
Remote Management

Remote management is an optional feature should you wish to access your router remotely across the internet or provide such access to Cerberus Networks for troubleshooting purposes or NetStats bandwidth monitoring.

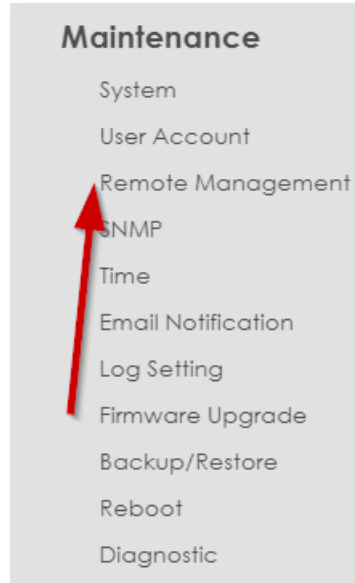
1) On the main dashboard of the router, click on the menu button at the top-right corner of the screen in order to display more options:



2) Click on Maintenance:



3) Select Remote Management:



4) In the remote management table, all options under WAN are unticked by default. Please tick the following options:

- HTTPS
- SSH
- SNMP (this is only required if you wish to enable SNMP for bandwidth monitoring, as shown in the next section)

Service	LAN/WLAN	WAN	Trust Domain	Port
HTTP	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	<input type="checkbox"/> Enable	80
HTTPS	<input checked="" type="checkbox"/> Enable	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	443
FTP	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	<input type="checkbox"/> Enable	21
TELNET	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	<input type="checkbox"/> Enable	23
SSH	<input checked="" type="checkbox"/> Enable	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	22
SNMP	<input checked="" type="checkbox"/> Enable	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	161
PING	<input checked="" type="checkbox"/> Enable	<input type="checkbox"/> Enable	<input type="checkbox"/> Enable	

5) Click on 'Apply' to save your changes.

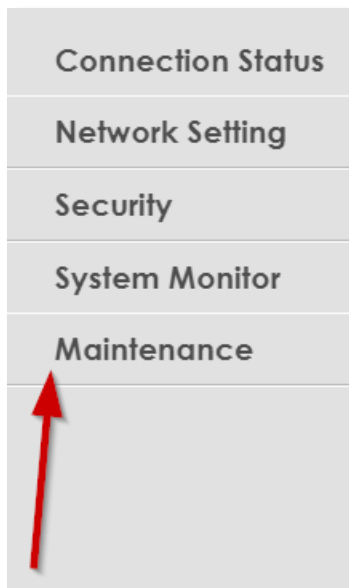
SNMP

SNMP is an optional feature used to facilitate bandwidth monitoring of your internet connection.

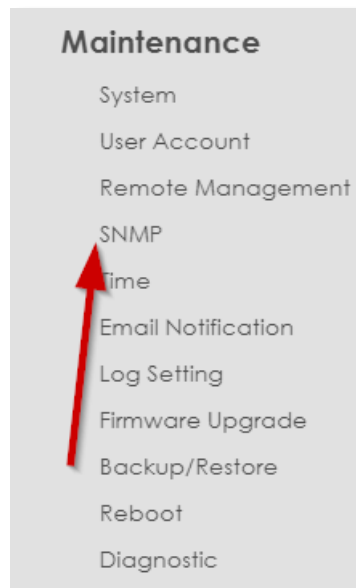
Prior to enabling SNMP, please ensure the SNMP option has been selected as shown in the previous section (Remote Management). Once this has been verified, please proceed with the following steps:

1) Click on the menu icon on the top-right corner of the router dashboard.

2) Click on Maintenance:

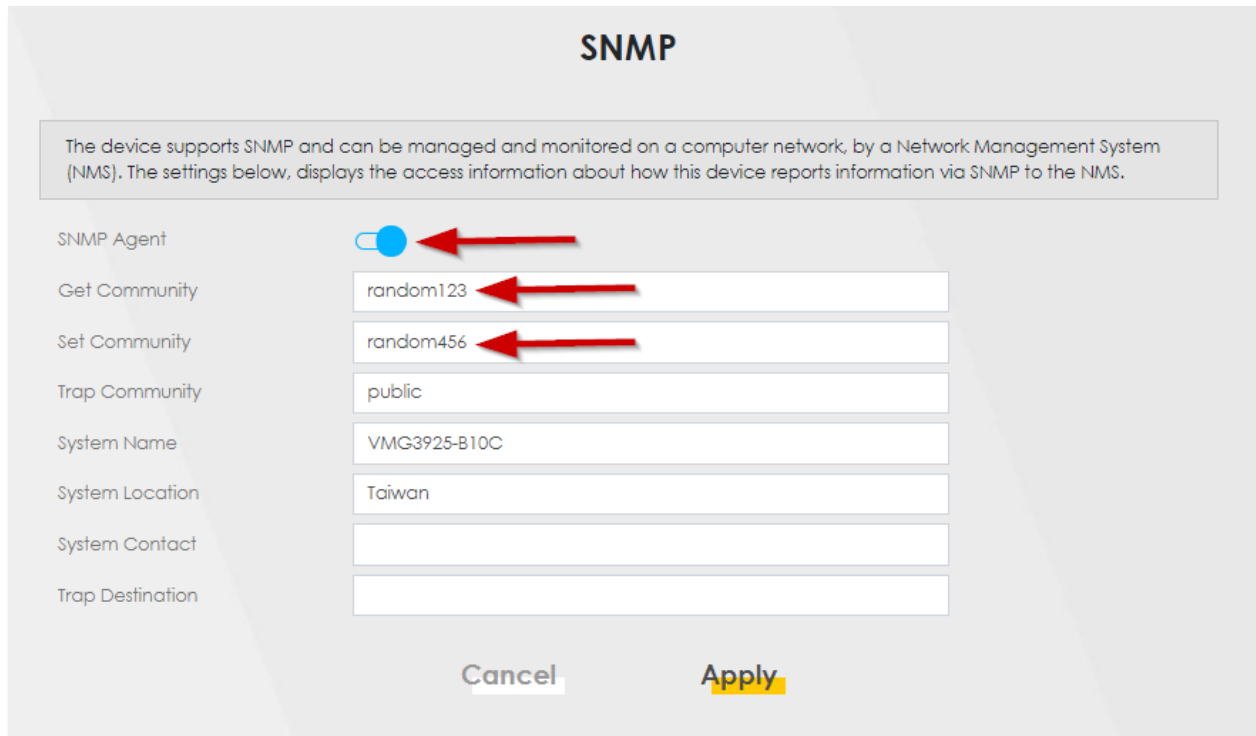


2) Select SNMP:



3) Perform the following steps under the main SNMP window:

- Click on the SNMP Agent sliding button. The button should change from grey to blue.
- 'Get Community' effectively works as a password. Please choose a random string of characters.
- 'Set Community' will not be used, but for security purposes a random password is recommended.



The device supports SNMP and can be managed and monitored on a computer network, by a Network Management System (NMS). The settings below, displays the access information about how this device reports information via SNMP to the NMS.

SNMP Agent	<input checked="" type="checkbox"/>
Get Community	random123
Set Community	random456
Trap Community	public
System Name	VMG3925-B10C
System Location	Taiwan
System Contact	
Trap Destination	

Cancel Apply

Click on 'Apply' to save your changes.

Support Contact Details

For further advice or assistance regarding any of the points in this guide or your service in general, please contact our 24/7 support team at:

Email: support@cerberusnetworks.co.uk

Live chat: <https://www.cerberusnetworks.co.uk/>

-Please select the 'Get in touch' option at the top-right corner of the main webpage

Phone: 0345 257 1335