

SIP VoIP Gateway

VGW Series

Quick Installation Guide

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1. Verify the Contents Inside the Package Box

The package should contain one of PLANET SIP VoIP Gateway series and the items shown below:

Model	Package Description
VGW-420FS/420FO VGW-820FS/820FO	● Quick Installation Guide x 1 ● Power Adapter x 1 ● RJ11 Cable x 1 ● RJ45 Cable x 1
VGW-1620FS VGW-2420FS VGW-3220FS	● Quick Installation Guide x 1 ● Power Cord x 1 ● RJ11 Cable x 1 ● RJ45 Cable x 1 ● Ground Wire x 1 ● Rack-mounting Brackets with Attachment Screws x 1 ● Silver screws pack x 1



Note

If any of the above items are damaged or missing, please contact your dealer immediately.

2. Basic Operation

PLANET VGW SIP VoIP Gateway series supports basic operation through a standard analog phone set. With an analog phone set, the users can dial the service codes to maintain their gateway. The service code list is shown below:

Service Code	Operation Notice
*158#	Check LAN port IP address
*159#	Check WAN port IP address
*114#	Check port account
*115#	Check port group account
*160*1#	Enable Web access through WAN port
*165*000000#	Restore to factory default values of Web login Username/Password and WAN/LAN port IP addresses
*166*000000#	Restore to default factory settings
*111#	Restart device

3. Basic System Configurations

The VGW series is easy to install by following the steps below.

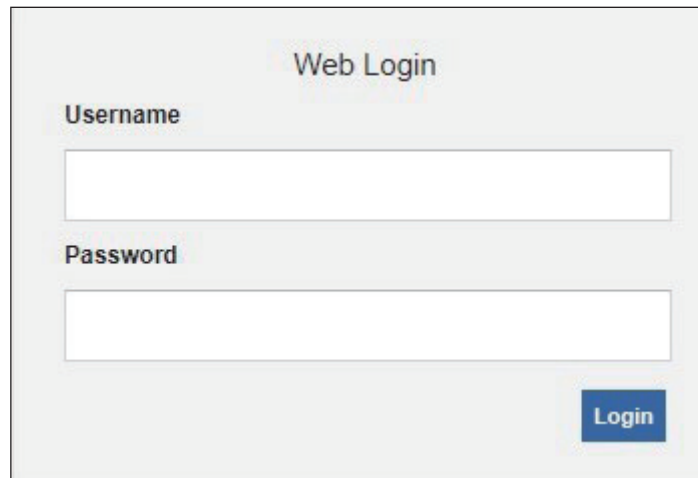
Step 1: Connect a computer to a **LAN port** on the VGW series. Your PC must be set to 192.168.0.X, the same domain as that of the VGW series.

Step 2: Start a web browser. To use the user interface, you need a PC with Google Chrome, Microsoft Edge or Mozilla Firefox.

Step 3: Enter the default IP address of the VGW series: **http://192.168.0.1** into the URL address box.

Default WAN IP	172.16.0.1
Default Subnet Mask	255.255.0.0
Default Gateway	172.16.0.254
Default LAN IP	192.168.0.1
Default Subnet Mask	255.255.255.0
Default Login User Name	admin
Default Login Password	admin

4. Logging in to Web screen

A screenshot of a web login interface. At the top center, the text "Web Login" is displayed. Below it, the label "Username" is positioned to the left of a white rectangular input field. Further down, the label "Password" is positioned to the left of another white rectangular input field. In the bottom right corner of the form, there is a blue rectangular button with the word "Login" in white text.

- Enter the default user name **admin** and the default password **admin** and then click Login to enter Web-based user interface.
- After logging in, you will be prompted to change the initial password to a permanent one.
- The password must contain 8-18 characters, including upper case, lower case, numerals, and other symbols. Please note spaces (blanks) are not accepted.

5. Logging on to Console

```
Username: admin
Password:
Changing password for admin
New password:
Retype password:
```

- Enter the default user name **admin** and the default password **admin@123#**.
- After logging in, you will be prompted to change the initial password to a permanent one.
- The password must contain 8-18 characters, including upper case, lower case, numerals, and other symbols. Please note, spaces (blanks) are not accepted.

6. Installation Check

Before the unit's power is on, make sure the cable connection, power connection, etc. are in place. The following steps are to be referred:

- Turn the device's power on, and check whether the power indicator (PWR) is on or not. If not, check the connection of the power plug or power adaptor.
- Check Ethernet port (WAN/LAN) LED status. When the port LED is blinking, it indicates that the network is activated. Otherwise, check the network connection.
- Check the phone port status LED. When the device's (Line) LED is blinking at the time you pick up the phone and the phone port LED is on, it indicates the telephone port is activated; otherwise, check the telephone connection.
- The "Run" LED shows the operating status of the device. A slow blinking light indicates the system is functioning normally. A fast blinking light indicates that the SIP registration has been successfully completed. If the LED is constantly on or completely off, it means the device is not operating properly.

Further Information

For more information, please refer to the VGW series user manual.

<https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=VGW&view=3#list>



If you have any other question, please contact the dealer where you purchased this product or you can contact PLANET directly at the following email address: support@planet.com.tw

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