

## 1. Verify the Contents Inside the Package Box

The package should contain the following items plus VGW series.

| Model   | Package Description  |
|---|--|
| VGW-120FS<br>VGW-220FS<br>VGW-420FS/420FO<br>VGW-820FS/820FO<br>VGW-824 | <ul style="list-style-type: none"> <li>● Quick Installation Guide x 1</li> <li>● Power Adapter x 1</li> <li>● RJ11 Cable x 1</li> <li>● RJ45 Cable x 1</li> </ul>  |
| VGW-1620FS/1620FO<br>VGW-1628<br>VGW-2420FS<br>VGW-3220FS               | <ul style="list-style-type: none"> <li>● Quick Installation Guide x 1</li> <li>● Power Cord x 1</li> <li>● RJ11 Cable x1</li> <li>● RJ45 Cable x 1</li> <li>● RJ45 to RS232 Cable x 1</li> <li>● Ground Wire x 1</li> <li>● Rack-mounting Brackets with Attachment Screws x 1</li> </ul> |



Note

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

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## 2. Basic Operation

The VGW series supports basic operation through 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 <b>Username/Password</b> and WAN/LAN port IP addresses |
| *166*000000# | Restore to default factory settings   |
| *111#        | Restart device  |

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## 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 Internet Explorer (version 8 or higher), Firefox, or Safari (for Mac).

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

**Step 4:** Enter the default user name **admin** and the default password **admin** and then click Login to enter Web-based user interface.

|                         |               |
|-------------------------|---------------|
| 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         |

Web Login

Username

Password

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[www.PLANET.com.tw](http://www.PLANET.com.tw)

## SIP VoIP Gateway

▶ **VGW Series**



### PLANET Technology Corp.

10F., No. 96, Minquan Rd., Xindian Dist., New Taipei City 231, Taiwan

#### Energy Saving Note of the Device

This power required device does not support Standby mode operation. For energy savings, please remove the DC plug or slide the hardware-based Power Switch to the OFF position to disconnect the device from the power circuit. Without removing the DC plug from or switching off the device, the device will still consume power from the power source. In view of Saving the Energy and reducing the unnecessary power consumption, it is strongly suggested to power off or to remove the DC plug from the device if this device is not intended to be active.



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## 4. Installation Check

In this step, we should check VGW series when power is on. But before this, you should ensure that all other things are done (such as cable connection, and power connection).

Then you can refer to the following steps:

- Keep device power on, and check whether the power indicator (PWR) is on or not. If so, it indicates that device's power is ready; otherwise, please check the connection of the power plug or power adaptor.
- Check Ethernet port (WAN/LAN) LED status. When port LED is blinking, it indicates that network is ready. Otherwise, check network connection.
- Check phone port status LED. When device's (Line) LED is blinking at the time you pick up the phone and the phone port LED is on, it indicates telephone port is ready, otherwise check the telephone connection.

## 5. 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=2#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](mailto:support@planet.com.tw)