ZYXEL

VMG3927-B50B
Dual Band Wireless AC/N VDSL2 Gateway

## Quick Start Guide

## Package Contents

VMG3927-B50B   Power Cable   Ethernet Cable   Quick Start Guide
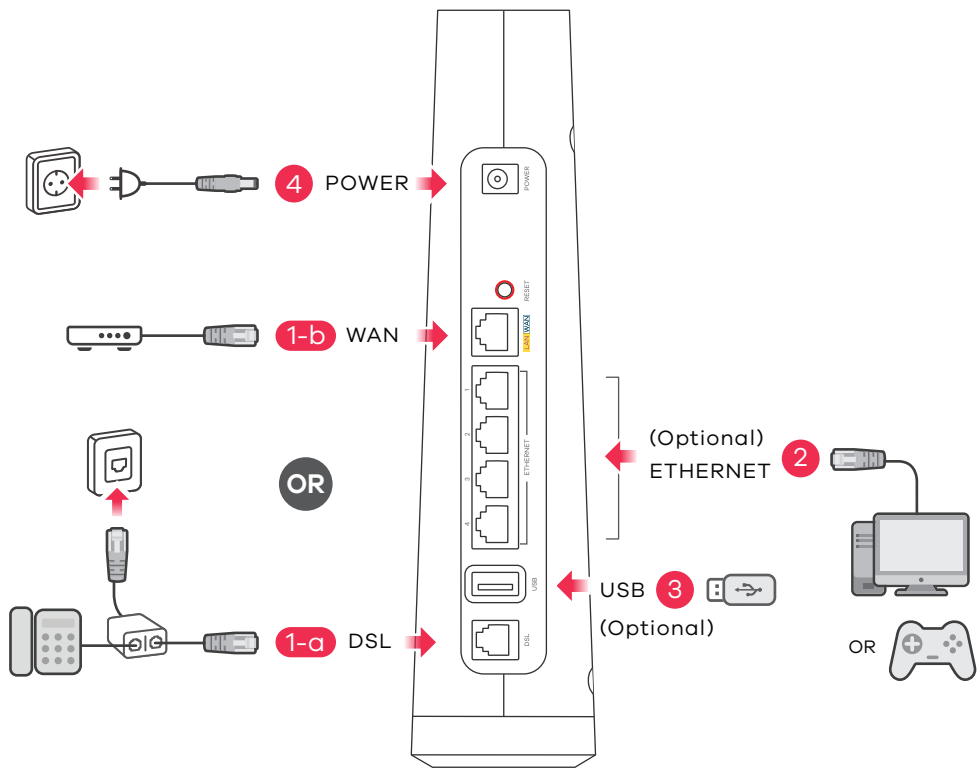

Step 1   Hardware Installation

EN

① Use the gray phone cable to connect the DSL port directly to the telephone wall outlet.
OR
Use an Ethernet cable to connect the WAN port to a gateway modem (1-b).

② Connect a computer to the **ETHERNET** port using the yellow Ethernet cable (optional).

③ Connect a USB memory stick for file sharing (optional).

④ Connect the power cable.

POWER		
	Green	**On** - Power is on. **Blinking** - Starting up.
	Red	**On** - Having a hardware failure. **Blinking** - Upgrading firmware.

INTERNET		
	Green	**On** - WAN connection ready and got an IP address. **Blinking** - Transmitting / Receiving data.
	Red	**On** - Attempted to get an IP address, but failed.

Step 2   WiFi Connection

Using SSID

①

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WiFi Network Name (SSID): ZyxelXXXXX

WiFi Password :   XXXXXXXXXX

②

SSID
ZyxelXXXXX
Password
XXXXXXXXXX

OR

WiFi
ZyxelXXXXX
Wireless key
XXXXXXXXXX
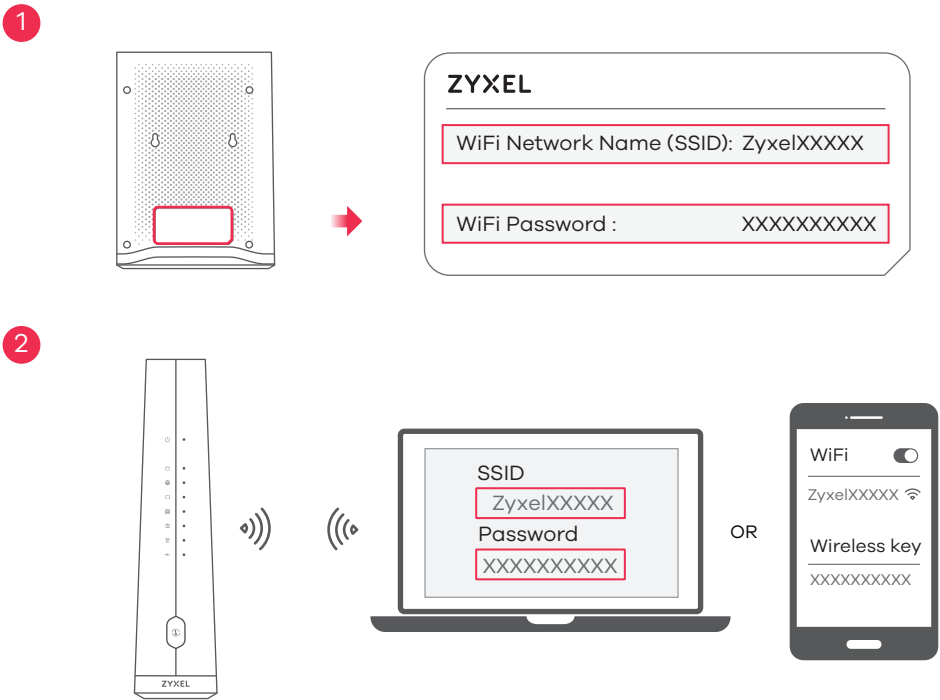
EN   **Using SSID**

① Use the **SSID** and **WiFi Password** on the device label to connect wirelessly to the VMG3927-B50B.

② On your smartphone or notebook, find this **SSID**. Enter the **WiFi Password** to connect.

Using WPS

1

More than 5 second

📶 2.4G	**Amber** **Blinking** - The VMG3927-B50B is connecting to 2.4 GHz WiFi via WPS. **Green** **On** - 2.4 GHz WiFi is ready.
📶 5G	**Amber** **Blinking** - The VMG3927-B50B is connecting to 5 GHz WiFi via WPS. **Green** **On** - 5 GHz WiFi is ready.

WPS ON

··· 🕐 within **2 minutes** ···

2

Wi-Fi
📶 Zyxel VMG3927-B50B
Connect

OR

WiFi
WPS setup

Android Only

EN Using WPS

① Press the **WPS** button until the WiFi 2.4G and 5G LEDs light up in amber.

   The WiFi 2.4G and 5G LEDs light up in green when a 2.4G and/or 5G wireless network is ready.

② Press the WPS button on the client. If the WPS method fails, use the **SSID** and **WiFi Password** to set up a WiFi connection.

Step 3   Quick Start Wizard

🔗 http://192.168.1.1

🔑 Username : admin
Password : Refer to the device label
(default)

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Default IP Address :	192.168.1.1
Administrator Username :	admin
Administrator Password :	XXXXXXXX

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VMG3927-B50B

Username   admin
Password   XXXXXXXX
Login

Welcome to Quick Start wizard

Time Zone [▾]

Back   Next   Close

EN Open a web browser and go to http://192.168.1.1.

Enter the default **Username** (admin) and admin login **Password** (on the device label),

and then click **Login**.

A wizard runs. Follow the wizard prompts to complete the setup.

Troubleshooting

The VMG3927-B50B doesn't turn on.
- Make sure you are using the power adapter or cord included with the VMG3927-B50B.
- Make sure the power cable is connected.
- Make sure the power adapter is connected to an appropriate power source. Make sure the power source is turned on.

I cannot see or access the Login screen in the Web Configurator.
- Make sure you are using the correct IP address.
  • The default IP address is 192.168.1.1.
  • If you changed the IP address, use the new IP address.
  • If you changed the IP address and have forgotten it, you have to reset the VMG3927-B50B to its factory defaults.
- Check the hardware connections, and make sure the LEDs are behaving as expected.
- Make sure your Internet browser does not block pop-up windows and has JavaScript enabled.
- Make sure you have entered the **Username** and **Password** correctly.
The default **Username** is admin, and the default **Password** is assigned randomly (on the device label). If this does not work, you have to reset the VMG3927-B50B to its factory defaults.

I cannot access the Internet.
- Check the hardware connections and the LED behavior.
- Make sure you entered your ISP account information correctly.
- If you are trying to access the Internet wirelessly, make sure that you enabled the wireless LAN in the VMG3927-B50B and your wireless client. Make sure you use the same wireless settings in the wireless client and the VMG3927-B50B.
- Disconnect all the cables from your VMG3927-B50B and reconnect them.

Safety Warnings

- DO NOT use this product near water, for example, in a wet basement or near a swimming pool.
- DO NOT expose your device to dampness, dust or corrosive liquids.
- DO NOT store things on the device.
- DO NOT install, use, or service this device during a thunderstorm. There is a remote risk of electric shock from lightning.
- Connect ONLY suitable accessories to the device.
- DO NOT open the device or unit. Opening or removing covers can expose you to dangerous high voltage points or other risks.
- ONLY qualified service personnel should service or disassemble this device. Please contact your vendor for further information.
- Make sure to connect the cables to the correct ports.
- Place connecting cables carefully so that no one will step on them or stumble over them.
- Always disconnect all cables from this device before servicing or disassembling.
- Please use the provided or designated connection cables/power cables/ adapters. Connect it to the right supply voltage (for example, 110V AC in North America or 230V AC in Europe). If the power adapter or cord is damaged, it might cause electrocution. Remove it from the device and the power source, repairing the power adapter or cord is prohibited. Contact your local vendor to order a new one.
- DO NOT remove the plug and connect it to a power outlet by itself; always attach the plug to the power adapter first before connecting it to a power outlet.
- DO NOT allow anything to rest on the power adapter or cord and DO NOT place the product where anyone can walk on the power adapter or cord.
- DO NOT use the device outside, and make sure all the connections are indoors. There is a remote risk of electric shock from lightning.
- "CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger (for example 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord"
- DO NOT obstruct the device ventilation slots, as insufficient airflow may harm your device. "For example, DO NOT place the device in an enclosed space such as a box or on a very soft surface such as a bed or sofa."
- The following warning statements apply, where the disconnect device is not incorporated in the equipment or where the plug on the power supply cord is intended to serve as the disconnect device,
– for pluggable devices, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- Caution! The RJ-45 jacks are not used for telephone line connection.