



DrayTek Router restore and upgrade V2760 & 2762 all variants.

## \*\*WARNING upgrading your Firmware can leave your router in an unusable/unfixable condition\*\*

- 01. Unplug the telephone/internet cable from the router and power cycle it
- 02. Enter the routers IP address eg: 192.168.1.1
- 03. When you see the following screen enter the username admin and your password from the pdf we provided you with

Dray Tek Vigor 2760 Series	DrayTek Vigor2762 Series
Login	Login
	Username admin
Username	Password
Password Login	Login Copyright © 2000-2019DrayTek Corp. All Rights Reserved.
Copyright © 2000- 2022 DrayTek Corp. All Rights Reserved.	

04. On reaching the desktop click on VPN and Remote Access from the left handside menu list

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Bandwidth Management Applications VPN and Remote Access Certificate Management Wireless LAN SSL VPN USB Application System Maintenance Diagnostics Central Management	System Information           Hodel Name         Upro2760n         System Up. Time         [21:56:10]           Roder Name         DrayTik         Current Time         Invalid Date Invalid           Firmware Version         3.6.6         Bill of Date (Time)         Lan MAC Address         00-1D-AA-FE-08-28           DSL Version         576D17_A/B/C HW: A         LAN MAC Address         00-1D-AA-FE-08-28         DHCP           IPv4 LAN Information         IP Address         DHCP         IP Address         DHCP           LANI         172:17.0.1274         v         LAN 2         192:168:2.1/24         v           IP Round Submet         192:168:0.1/24         v         192:168:2.1/24         v         192:168:2.1/24	Culck Access System State Dynamic DNS TR-69 MM22 Block Schedule System State GNM Colleges System State Colleges System State S	Internation         System Information           Internation         Vgor2762ac         System Up Time         0:00:59           Internation         Nords-2762ac         Current Time         Six Jan 01:20           Internation         Nords-2762ac         Current Time         Six Jan 01:20           Firmware Version         3:9.2 BT         Build Date/Time         Nov 26:2019           OSL Version         0'r-0'r-0'r-0'r-0'LAN MAC Address         0:-0.7-0'A-47-7           IPV4 LAN Information         IP Address         DHCP         IP Address           CM         19:2.166.0.1/24         V         LN2         192.166.2.1/2	Otick Access           Spitm Status           00 00:00:54           12:20:59           Reads           Schedule           System (Mil Alert           Firewall Object Setting           Dit op           Data Flew Monford
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All Rights Reserved. Admin mode Status: Ready	Security Connected : 0 LAN to LAN VW/upor Activate : 0 OS Attack Detected : System Resource Current Status CPU Usage: 27% Current Status Memory Usage: 66%	All Rights Reser	Security □ VPN □ VPN □ VPN □ DOS Attivate : 0 □ DOS Attack Detected : System Resource Current Status VPU VSage: User Model is OFF now, User Model is O	LAN to LAN 1% 90%

05. Click on the sub menu Remote access control and untick all the boxes then click on OK

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06. When you see the next screen same for both routers click on OK



07. Agree to prompts and the router will restart. This should in most cases stop the resetting of the router. You can now proceed to upgrade the firmware if you feel confident to do it or call Orpheus on the usual numbers and we should be able to remote in to do the work.

08. If upgrading the firmware please go to this URL and download the firmware appropriate to your router. Take the zip file and place it on your desktop and open it. Now drag the .all file onto the desktop and leave it there for the time being. Log back into the router until you reach the Dashboard and now follow the instructions below.

09. Click on System Maintenance and then the submenu option Firmware upgrade and you will see this screen

IR6	System Maintenance >> Firmware Upgrade	
	Firmware Version Status	
	Current Firmware Version: 3.9.2_BT	Check The Latest Firmware
	Web Firmware Upgrade	
	Select a firmware file.	
	Choose File no file selected	
	Click Upgrade to upload the file. Upgrade Preview	
	Note:	
	Upgrade using the ALL file will retain existing router configu	ration, whereas using the RST file will re
	the configuration to factory defaults.	
ess		
2)		

10. Now click on choose file and navigate to your desktop and highlight the .all file your screen will be similar to this which is showing our Mac Office computer as the example.

	Q Search
Size	Kind
15:30	Folder
15:27 29.4	MB ZIP archive
at 14:55	Folder
at 14:55 29.5	MB ZIP archive
at 21:42	Folder
at 21:40 29.3	MB ZIP archive
at 10:24	Folder
at 10:23 29.7	MB ZIP archive
at 16:43	Folder
at 16:43 28.4	MB ZIP archive
it 13:43	Folder
it 13:41 28.7	MB ZIP archive
at 15:11	Folder
at 15:11 28.7	MB ZIP archive
: 11:26	Folder
at 10:23 30.1	MB ZIP archive
at 10:18	Folder
at 10:13 30.1	MB ZIP archive
at 09:33	Folder
at 09:32 30	MB ZIP archive
16:08	Folder
16:08 31.3	MB ZIP archive
t 11:25	Folder
at 13:24 339	KB PDF Document
at 08:25 17.8	MB Document
at 08:25 17.8	MB Document
t 11:25 31	MB ZIP archive
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11. Once clicked upon you should be back to this screen.

ray lek	Vigor2762 Series	
Logout 🕄 IRÓ	System Maintenance >> Firmware Upgrade	0
board ds	Firmware Version Status	
e Status	Current Firmware Version: 3.9.2_BT	Check The Latest Firmware
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vare Acceleration	Select a firmware file. Choose File v2762_39918779517.all Click Upgrade to upload the file. Upgrade Preview	
and the Setting width Management cations and Remote Access licate Management ess LAN (2.4 GHz) ess LAN (2.4 GHz) ess LAN (5 GHz) /PN Application m Maintenance am Status 69 inistrator Password Password n Page Greeting figuration Backup log / Mail Alert a and Date P agement I Control Signed Certificate bot System ware Backup em Code Upgrade thoard Control hostics	Note: Upgrade using the ALL file will retain existing router config the configuration to factory defaults.	guration, whereas using the RST file will reset
al Management		

12. Now click on the upgarde buttonand you may get this warning.

<b>Dray</b> Tek	Vigor2762 Series 🕋 🖬 🖽 🖽 🖼 🖼
Auto Logout 🕤 IRO	System Maintenance >> Firmware Upgrade
Dashboard Wizards Online Status	Firmware Version Status
Search menu	Current Firmware Version: 3.9.2_BT Check The Latest Firmware Web Firmware Upgrade
WAN LAN NAT Hardware Acceleration Firewall Objects Setting CSM Bandwidth Management Applications VPN and Remote Access Certificate Management Wireless LAN (2 4 GHz)	Select a firmware file.         Choose File       v2762_3991B779517.all         Click Upgrade to upload the file.       Upgrade         Preview         Note:         Upgrade using the ALL file will retain existing router configuration, whereas using the RST file will reset the configuration to factory defaults.
Wireless LAN (5 GHz) SSL VPN USB Application System Maintenance System Status	Warning: Please keep the power and network connection stable during firmware upgrade!
Administrator Password User Password Login Page Greeting Configuration Backup SysLog / Mail Alert Time and Date	Cancel OK

13. Click on OK and this is the next screen you will see.

<b>Dray</b> Tek	Vigor2762 Series	
Auto Logout 🕤 🛛 IRO	System Maintenance >> Firmware Upgrade	0
Dashboard Wizards Online Status Search menu	Web Firmware Upgrade Firmware Upgrade is in progress It must NOT be int	terrupted!
WAN LAN NAT Hardware Acceleration Firewall Objects Setting CSM Bandwidth Management Applications VPN and Remote Access Certificate Management Wireless LAN (2.4 GHz) Wireless LAN (5 GHz) SSL VPN USB Application System Maintenance System Status TR-069 Administrator Password		

13. Once you see this screen click on the Restart button and agree to any prompts afterwards and the router will restart in approx 1-2 minutes and you should end up at the login screen. The upgrade is now complete.

Dray Tek Vig	gor2762 Series	
Auto Logout 🕄 IR6	System Maintenance >> Firmware Upgrade	
Dashboard Wizards Online Status	Congratulation!	
WAN LAN NAT Hardware Acceleration Firewall Objects Setting CSM Bandwidth Management Applications VPN and Remote Access Certificate Management Wireless LAN (2.4 GHz) Wireless LAN (5 GHz) SSL VPN USB Application System Maintenance System Status TR-069 Administrator Password	Firmware file has been uploaded succes Please click <u>Restart</u> to apply the updated s	sfully. settings.