

Before you start the configuration of your router you will need the broadband configuration details.

## Configuration Details

These details can be found on your broadband configuration sheet that was provided with the router initially. These details would have also been sent to you via email during the provisioning process.

If you are unable to locate these details, you will need to contact our support team. Please have the serial number of your router to hand to help us to locate your device.

## Connecting to the Router

Connect your Zyxel router to mains power using the power supply provided in the box. Press the round white power button on the back of the router to power up the device.

Connect your configuration device (e.g. a laptop or PC) to the router via an ethernet cable into one of the yellow LAN ports.

Plug the grey DSL cable (rj11) from the grey DSL port on the back of your router into the data port of the BT master socket in your premises, providing you have a pre-filtered master socket.

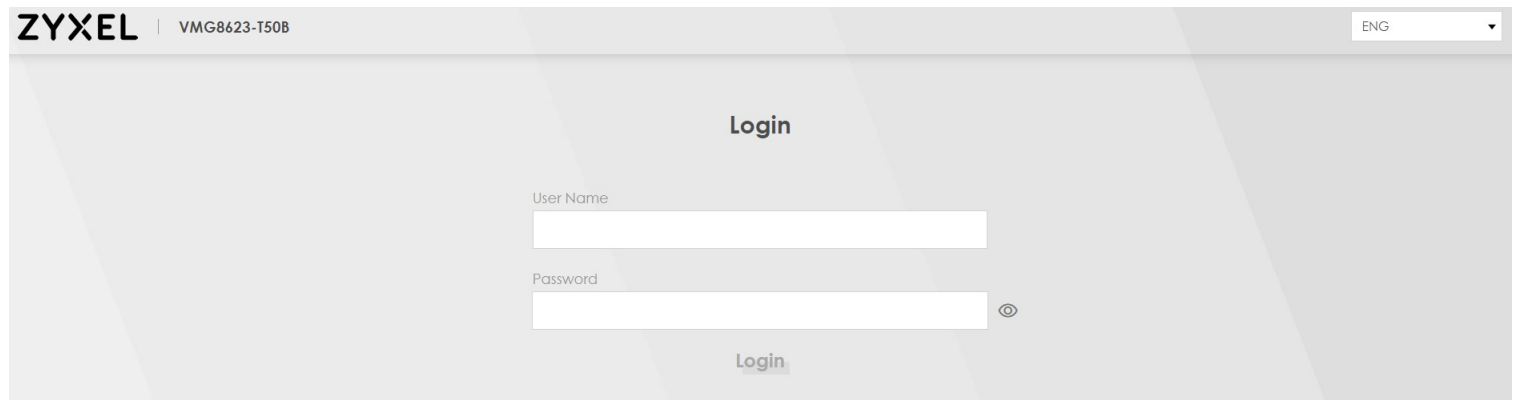
Note: Whilst the router is booting up, the power light will flash green. Once the power light is solid, you can browse to the router's IP address and start configuration.

## Initial setup

Log into the device via IP 192.168.1.1 using the following details

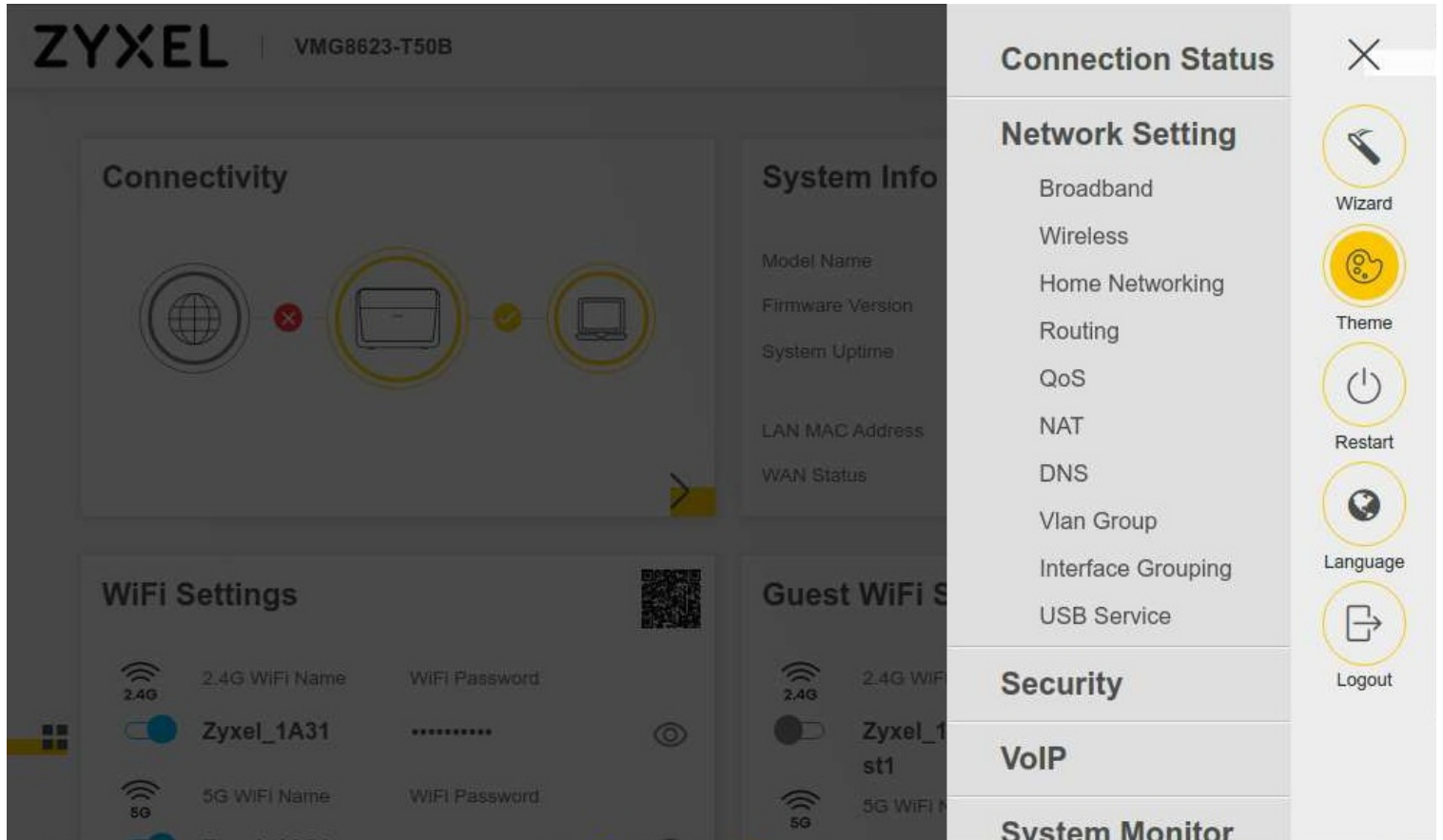
Username: admin

Password: On the back of the router

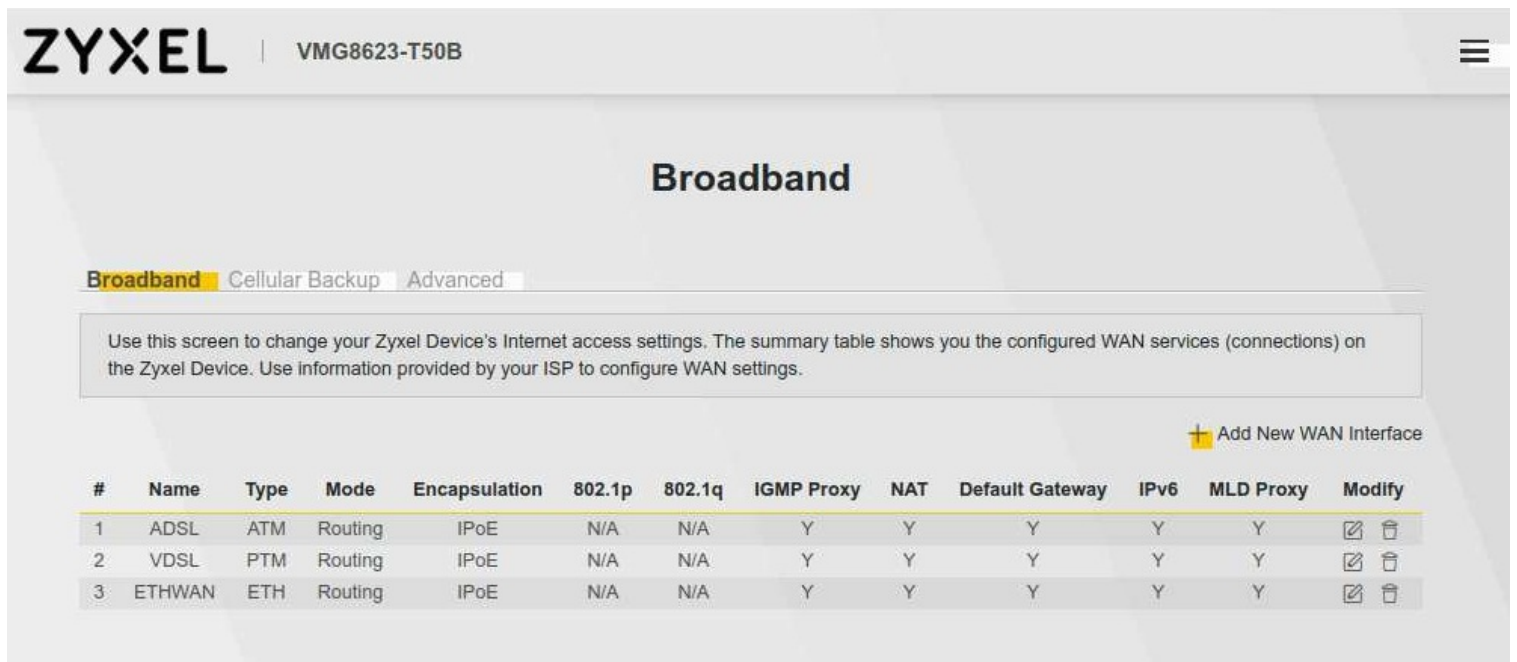


You will then be prompted to change your password. Please ask support for the unique and secure password that has been allocated to your specific router. This ensures we have the correct login when it comes to remotely accessing the device and providing you with technical support.

Skip the setup wizard if it comes up and then navigate to the main menu at the top right of the page once logged in.



Go to Network Setting > Broadband and edit the VDSL interface by clicking the modify icon.



Change the encapsulation to PPPoE, tick enable VLAN and in 802.1q enter the number 101

Enter the PPP User Name and PPP Password (please note this is separate to your router password)

### Edit WAN Interface

#### General

Name:

Type:

Mode:

Encapsulation:

IPv4/IPv6 Mode:

#### PPP Information

PPP User Name:

PPP Password:  👁

PPP Connection Trigger:  Auto Connect  On Demand

PPPoE Passthrough:

#### VLAN

802.1p:

802.1q:  (1~4094)

#### MTU

#### IP Address

Obtain an IP Address Automatically

Static IP Address

#### DNS Server

Change the MTU to 1492

#### MTU

MTU:

#### DNS Server

Obtain DNS Info Automatically

Use Following Static DNS Address

#### Routing Feature

NAT:  IGMP Proxy:

Apply as Default Gateway:  Fullcone NAT:

#### IPv6 Routing Feature

#### IPv6 Address

Obtain an IPv6 Address Automatically

Static IPv6 Address

#### IPv6 DNS Server

Obtain IPv6 DNS Info Automatically

Use Following Static IPv6 DNS Address

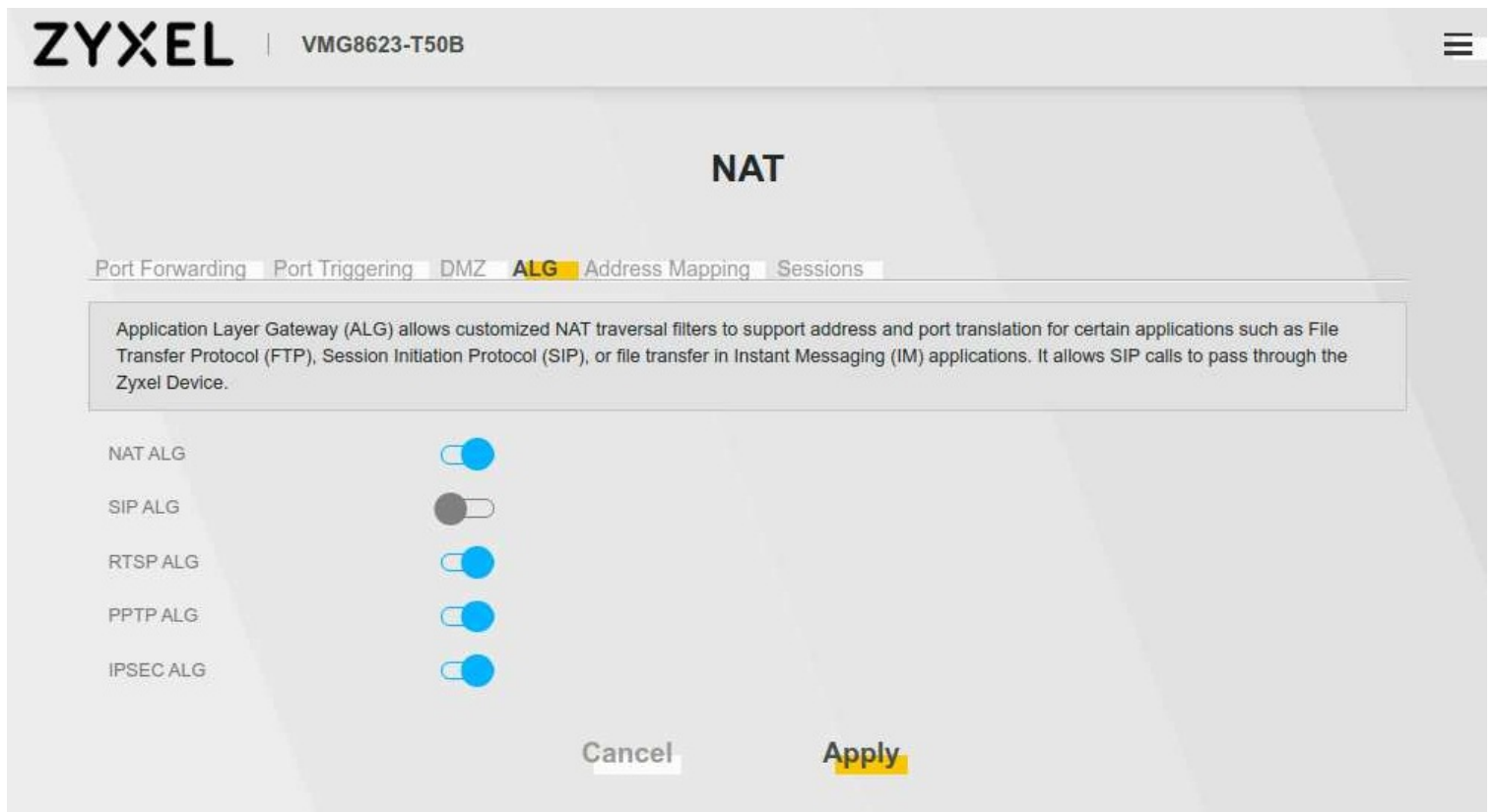
You can now scroll down to the bottom and click Apply, this is all of the configuration you need to get your internet connected.

You can click on the Zyxel logo at the top left to take you back to the router homepage, on the home page you will see the Connectivity tile showing whether the internet is connected or not.

SIP ALG

We recommend that SIP ALG is disabled. To do this, go to Network Setting > NAT > click on the ALG tab

Then toggle the SIP ALG setting from on to off and make sure to click apply.

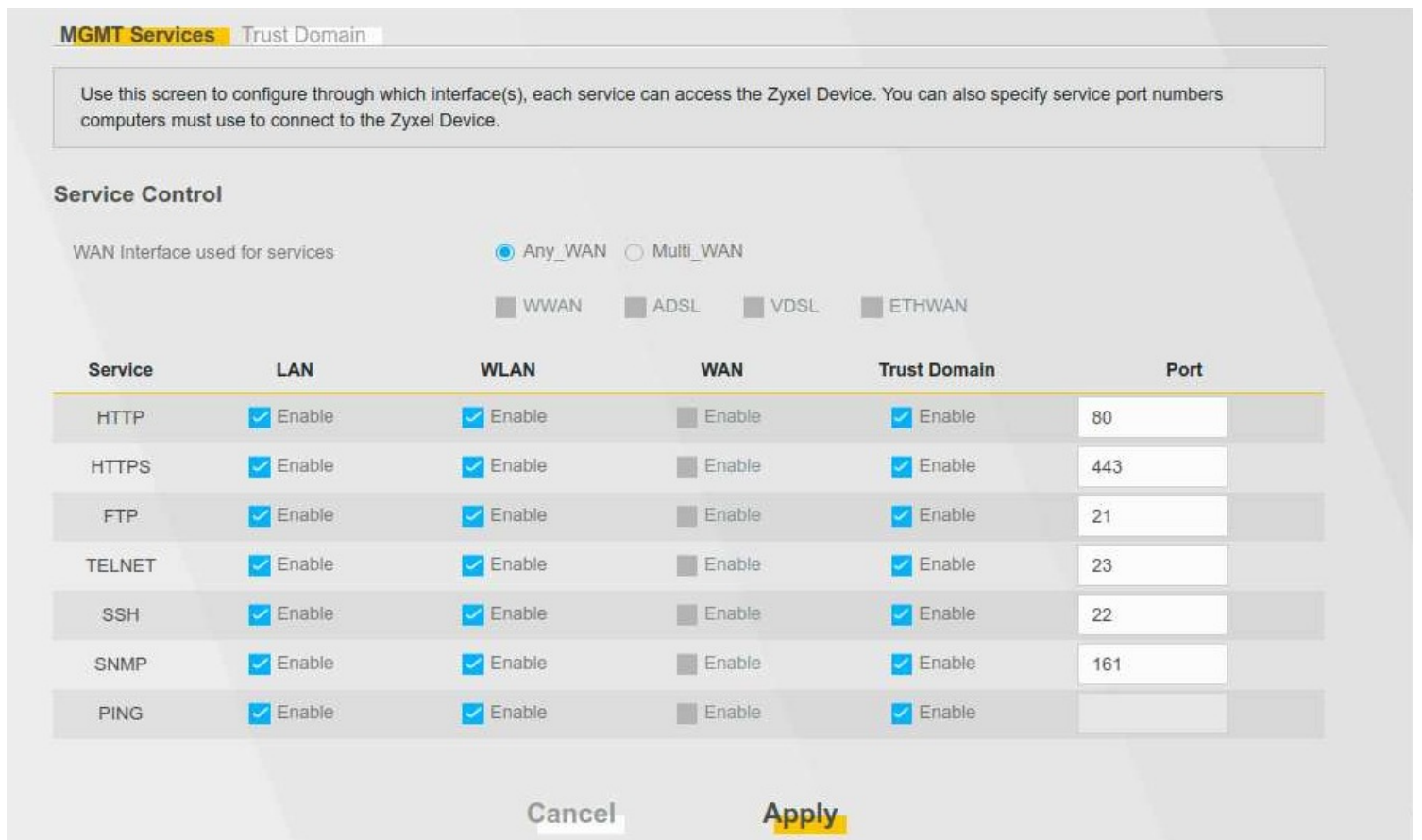


## Remote Management

In order for us to be able to provide support in various circumstances, we require remote access to the router we have provided to you.

On the main menu navigate to Maintenance > Remote Management

On the MGMT Services tab, tick Enable under each row in the "Trust Domain column" and hit apply.



Next, go to the Trust Domain tab next to the MGMT Services tab. Click on + Add Trust Domain to add the Internet Central support IP address range (please request this from our support team) You can add the IP address(es) of anyone else you wish to have remote access to the router.

The screenshot shows the ZyXEL VMG8623-T50B web interface. At the top left is the ZyXEL logo and the device model. The main heading is "Remote Management". Below it, there are two tabs: "MGMT Services" and "Trust Domain", with "Trust Domain" being the active tab. A message box states: "Use this screen to view a list of public IP addresses which are allowed to access the Zyxel Device through the services configured in the Maintenance > Remote Management > MGMT Services screen." In the top right corner, there is a "+ Add Trust Domain" button. Below the message box, there is a table with two columns: "IP Address" and "Delete".

You have now enabled remote access from the IP addresses specified.

## Adding User Accounts


To add a user account, go to Maintenance > User Account and then click the + Add New Account button

The screenshot shows the ZyXEL VMG8623-T50B web interface. At the top left is the ZyXEL logo and the device model. The main heading is "User Account". Below it, there are two paragraphs of text: "In the User Account screen, you can view the settings of the 'admin' and other user accounts that you use to log into the Zyxel Device." and "Use this screen to create or manage user accounts and their privileges on the Zyxel Device." In the top right corner, there is a "+ Add New Account" button. Below the text, there is a table with the following columns: "#", "Active", "User Name", "Retry Times", "Idle Timeout", "Lock Period", "Group", and "Modify".

#	Active	User Name	Retry Times	Idle Timeout	Lock Period	Group	Modify
1	<input checked="" type="checkbox"/>	admin	3	5	5	Administrator	


At the bottom of the page, there are two buttons: "Cancel" and "Apply".


On the User Account Edit page, you can create a new user by specifying the user name, password, and retry attempts / lock out period. Make sure to select LAN / WAN as the Remote Privilege option.


 **User Account Edit**

Active

User Name

Old Password  

New Password  

Verify Password  

Retry Times  (0~5), 0 : Not limit

Idle Timeout  Minute(s) (1~60)

Lock Period  Minute(s) (5~90)

Remote Privilege  LAN  WAN  LAN/WAN


**Cancel** **OK**

You can click OK to save these changes and then log out and re-test with the new account you have created.

## Firmware Upgrade

To upgrade the firmware on your router, go to Maintenance > Firmware Upgrade

On this page you can choose a file and upload it to the Zyxel in order to apply new firmware. Do NOT tick the tick box "Restore Default Settings After Firmware Upgrade" otherwise you will have to re-configure all of the settings detailed in this guide.

**ZYXEL** | VMG8623-T50B 

### Firmware Upgrade

This screen lets you upload new firmware to your Zyxel Device.

Download the latest firmware file from the Zyxel website and upload it to your Zyxel Device using this screen. The upload process uses HTTP (Hypertext Transfer Protocol) and may take up to two minutes. After a successful upload, the Zyxel Device will reboot.

**Upgrade Firmware**

Restore Default Settings After Firmware Upgrade

Current Firmware Version: **V5.50(ABPM.2)C0**

File Path  No file chosen **Upload**

**Upgrade WWAN Package**

Current WWAN Package Version: **1.18**

File Path  No file chosen **Upload**

The router may reboot whilst it goes through the upgrade process. After the firmware upgrade is complete, you will need to log in again.

# Factory Reset

Factory resetting the device will wipe all configuration.

If your device has been factory reset, you will not be able to connect to the internet until you configure the broadband details.

We don't recommend you factory reset the device, but if you need to, pop a pin in the 'reset' hole and hold it in for 10+ seconds whilst the router is powered on. The lights should flash red and then go through a reboot process before booting into factory default settings. You can then proceed with the configuration steps above.

Congratulations! You have now completed the configuration of your ZyXEL VMG 8623-T50B router for your Internet Central SOGEA connection.

Posted by: Keira Tait - Thu, Feb 23, 2023 at 3:00 PM. This article has been viewed 3828 times.

Online URL: <https://kb.ic.uk/article/sogea-zyxel-vmg-8623-t50b-router-configuration-359.html> (<https://kb.ic.uk/article/sogea-zyxel-vmg-8623-t50b-router-configuration-359.html>)