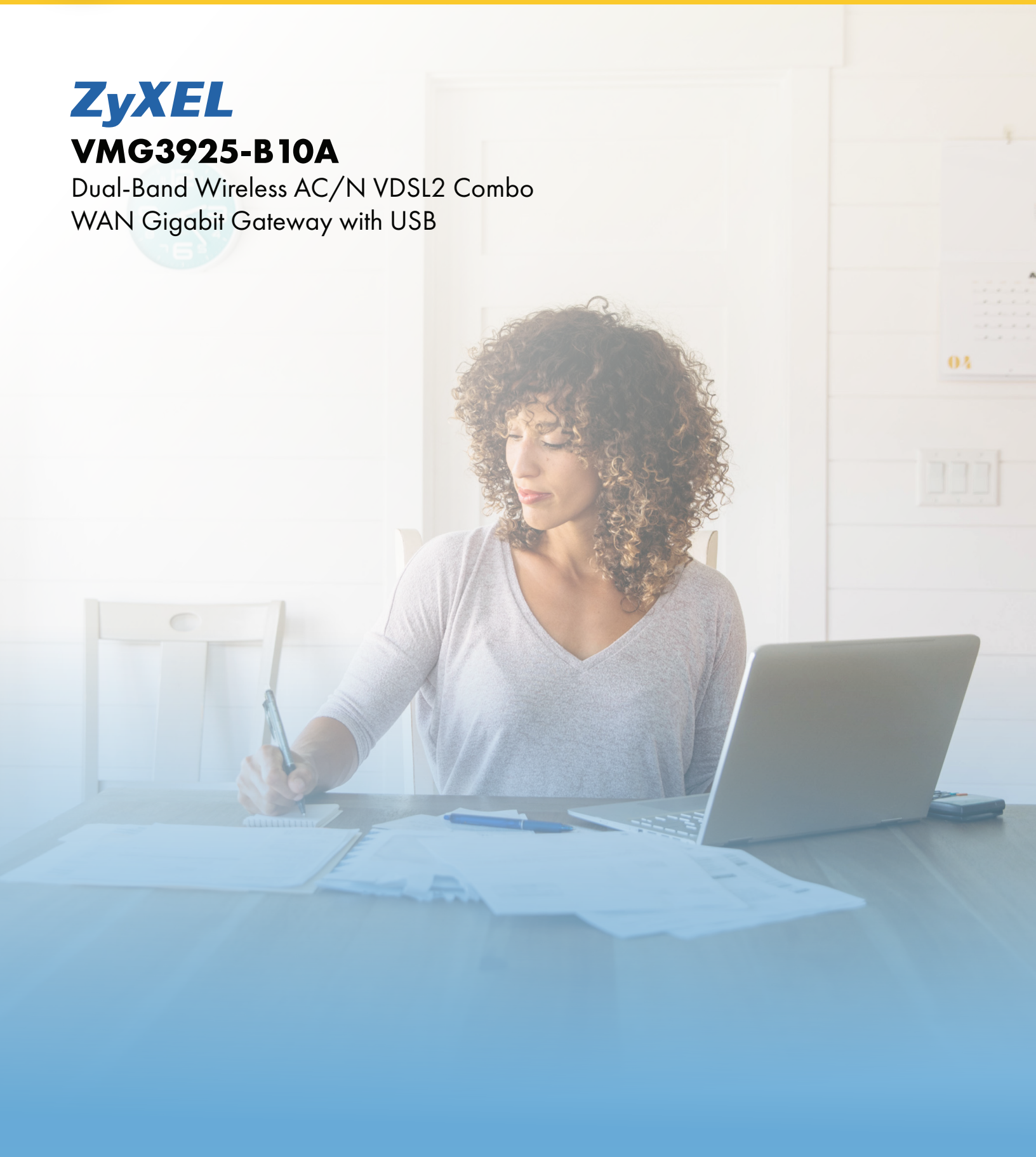
Quick Start Guide

Ritter COMMUNICATIONS

ZyXEL

VMG3925-B10A

Dual-Band Wireless AC/N VDSL2 Combo
WAN Gigabit Gateway with USB



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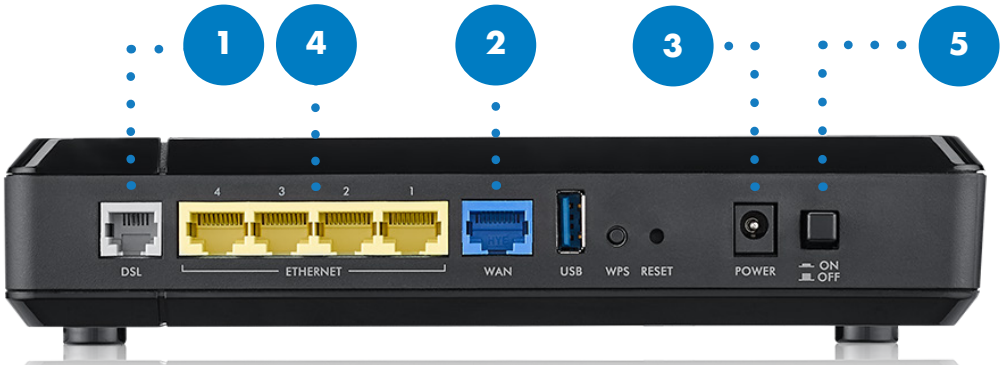
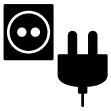


1. Connect phone line to wall phone jack (DSL).

2. Connect modem using an Ethernet cord (WAN).

3. Connect power cord to modem and plug into a wall power outlet.

The modem must use the power supply that comes with it to work properly. Other power supplies will not work. Although they may allow the modem to power on, service will be impaired and optimal performance cannot be guaranteed.



4. To connect your computer to the modem through an Ethernet cable, insert the Ethernet cord into yellow port 1, 2, or 3.

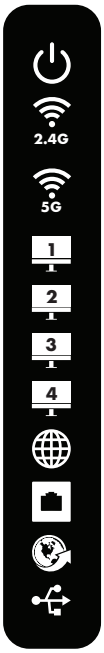
5. Press on/off button.

NOTE: Once activiated, all lights should appear green on the modem indicating you can now access the internet. If there is a problem connecting to the internet, please contact our technical support team **24/7 at 888.659.6009.** If you would like to set up a customized wifi network name and password, please notify one of our technicians.

Internet is ready.
Go to Wireless Setup.

Internet is not ready.*

If you are seeing this signal, allow your Ritter Communications technician to walk you through this process or call **888.659.6009 to get more help.*



Do not expose the device to water or moisture. The device is a high-performance communications device designed for home and office environments. Do not use the device outdoors. Keep the device in an environment between 0°C - 40°C (32°F -104°F). To avoid overheating, do NOT place any object on top of the device.

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Power	Green-Steady	Modem is running with AC power.
	Off	Not powered.
Downstream	Green-Blinking	The modem is searching for the downstream frequency.
	Green-Steady	Downstream frequency is locked. (1 channel only)
	Blue-Steady	Downstream frequency is locked. (channel bonding)
	Cyan-Steady	DOCSIS 3.1 OFDM
	Off	Not scanning.
Upstream	Green-Blinking	The modem is searching for the upstream frequency.
	Green-Steady	Upstream frequency is locked. (1 channel only)
	Blue-Steady	Upstream frequency is locked. (channel bonding)
	Cyan-Steady	DOCSIS 3.1
	Off	Not scanning.
Online	Green-Blinking	Registration is in progress with cable company's head-end.
	Green-Steady	Modem is operational.
	Off	Modem is offline.
Ethernet	Green-Blinking	Ethernet is activated.
	Off	Ethernet is disabled.

Wireless (2.4GHZ)	Green-Blinking	The 2.4GHz wireless network is enabled, and data is being transmitted or received.
	Green-Steady	The 2.4GHz wireless network is enabled, and no data is being transmitted or received.
	Off	Not powered.
Wireless (5GHZ)	Green-Blinking	The 5GHz wireless network is enabled, and data is being transmitted or received.
	Green-Steady	The 5GHz wireless network is enabled, and no data is being transmitted or received.
	Off	Not powered.
MoCA Optional CODA-4582, CODA-4682, CODA 4782	Green-Blinking	The unit is searching for a MoCA device.
	Green-Steady	MoCA device has been detected, and the unit has successfully made a connection.
	Off	MoCA function is not enabled.
USB	Green-Blinking	USB device is plugged into USB port.
	Off	No USB device.

Right by You™

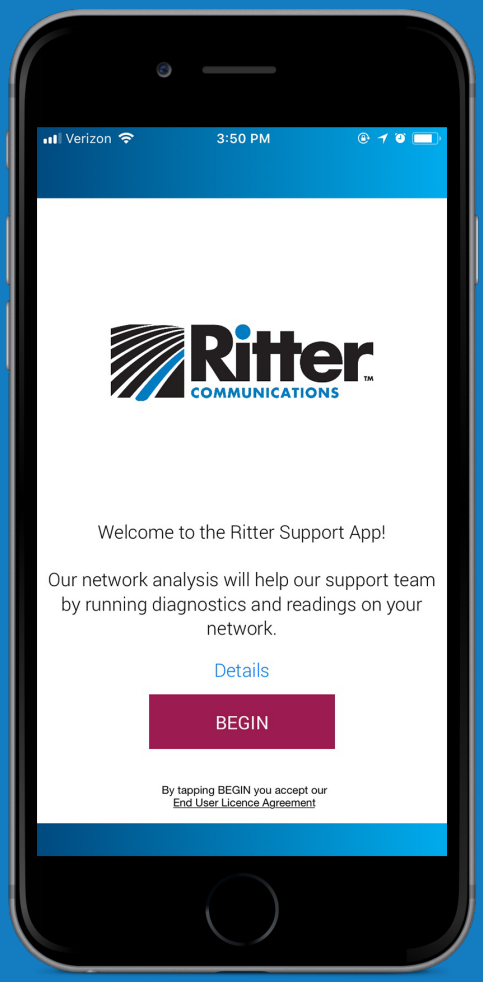
Our goal is to provide you with a wonderful experience!

If you have an issue with your wireless internet, here are some resources available to you.

1. Download our ***Ritter Support App*** in the App Store or on Google Play.
2. Call **888.659.6009** to speak to a technical support specialist.
3. Provide over the phone the code the app generates after a scan to begin a resolution session.

The Ritter Support app allows us to better understand what the problem may be so we can find a solution. You can send pictures and data through the app to provide us with important information such as how your router is wired, what lights are appearing and where your router is located.

Plus, you can check out our Frequently Asked Questions by visiting ***help.rittercommunications.com***.



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888.336.4466
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