DrayTek LTE Vigor 2620Ln Bundle

What is the DrayTek device bundle promotion?

This promotion offers customers the opportunity to purchase a DrayTek Vigor 2620LN device when they bundle with any:

1. Biz Broadband plan for 12 or 36 months.
2. Dream Broadband Plan for 12 or 24 months.

What is the device offered?

It is the DrayTek LTE Vigor 2620Ln router.

How long is this bundle available for?

The Draytek Device Bundle will be a permanent product offering. The DrayTek Bundle campaign starts from 23rd November 2023 and while stocks last.

Who is eligible for this bundle?

This promotion is applicable for customers who:

1. Sign up or recontract to any Biz Broadband plan for 12 or 36 months
2. Switch to any Biz Broadband plan for 12 months or 36 months.
3. Sign up or recontract to any Dream Broadband plan for 12 or 24 months
4. Switch to any Dream Broadband plan for 12 months or 24 months.

Where is the device bundle available?

The device bundle is available at imagine Yayasan, Citis Square and Panaga only.

What are the key features of the DrayTek Vigor 2620LN?

Features include:

- Dual-WAN load balancing
- Built-in VPN support
- Advanced firewall
- Security features
- VLAN support
- Bandwidth management
- Extensive management options

Does the router have a built-in firewall?

Yes, the DrayTek Vigor 2620LN has an advanced firewall with customizable security policies. It provides protection against common network threats and allows for fine-grained control over inbound and outbound traffic.

I am on an existing contract. Will there be any penalty fees or charges if I sign up for this bundle?

To sign up for the bundle:

1. Biz Customers on an existing 12-month or 36-month contract can sign up and recontract without any penalty fees.
2. Dream Customers on an existing 12-month or 24-month contract can sign up and recontract without any penalty fees.
3. Customers on any promotional contract offer will forfeit the remaining promotion reward to sign up and recontract without any penalty fees. The new contract term must not be less than the customer's initial subscribed contract period.
4. Customers on any device bundle will only need to pay a flat penalty fee of their current device bundle to sign up and recontract for DrayTek Device Bundle.

Will I get the device immediately if I apply over imagine Centre?

Yes, the customer who are elligible for Draytek 2620LN bundle will get the Draytek router immediately upon registration.

Can bandwidth be managed on the router?

Yes, the DrayTek Vigor 2620LN offers bandwidth management features, including QoS (Quality of Service) settings. This allows the administrator to prioritize certain types of traffic and ensure that critical applications have sufficient bandwidth.

Is there a limit to the number of devices I can purchase?

No, as long as it's one Broadband plan (1 Service Number) to one DrayTek device pack (1:1).

Will I need to sign any contract for the device bundle?

Yes, you will be required to sign a separate Device Bundle T&C in addition to the Broadband T&C and contract.

Can I purchase the device on its own?

Yes, the device is available for purchase for residential and business customers.

Can I book the device in advance?

Bookings are not allowed, and the device bundle will be on a first come, first served basis.

I wish to terminate my contract. Will I need to return the device?

No, you may keep the devices.

What happens if I lose my device?

imagine will not be liable for loss or theft.

How do I check if you have any available stock?

For Enterprise customers:

Please check with your respective account managers or come over to imagine Yayasan ,Citi Square or Panaga.

For Residential customers:

Kindly check at imagine Yayasan, Citis Square or Panaga.

Device & Warranty

How long is the warranty and what does it include?

1. 24- month warranty applies for devices upon date of receipt:

    a) For purchases via imagine Centre, the warranty will activate on the date of purchase and receipt.
    b) For deliveries to customer premises, the warranty will be activated on the date of delivery as agreed upon between the customer and Sales representative.

2. Warranty includes defects in material or workmanship of the devices, antennas and accessories only.

My device is faulty. How do I claim my warranty?

You are required to bring your device to the assigned vendor. For returns, you are required to present imagine's receipt (serial numbers on the receipt & devices must match) and the complete device set, which includes:

*   Product Registration Card
*   QuickStart Guide
*   Phone Cable (RJ-11)
*   Ethernet Cable (RJ-45)
*   Screws
*   Power Adapter

I lost my warranty card.

Kindly visit Yayasan or Citi Square Imagine Centre and our representatives can verify whether your warranty is still valid.

What happens if my device is faulty after the warranty period?

Fault claims after the warranty period are no longer applicable.

Is the DrayTek Vigor 2620LN suitable for businesses or homes?

The DrayTek Vigor 2620LN is suitable for both businesses and homes. It offers enterprise-grade features that cater to the needs of small to medium-sized businesses, while also being user-friendly and easy to set up for home users.

Can I set up parental controls with the DrayTek Vigor 2620LN?

Yes, the DrayTek Vigor 2620LN offers content filtering features that allow you to set up parental controls. You can block specific websites or categories of websites, providing a safer online environment for your family or employees**.**

How do I install the device?

For a Quick start guide, you can visit https://www.DrayTek.co.uk/support/downloads/vigor-2620?task=download.send&id=1603:qsg-v2620-v1&catid=722

Alternatively, you can visit :

https://www.youtube.com/watch?v=uVUakF4ixVs

Where can I find more details about the device?

For more details, visit https://www.DrayTek.com/

How do I set up my DrayTek 2620 Vigor LTE router?

Refer to the user manual or setup guide provided by DrayTek. Typically, you need to insert a SIM card, connect your devices to the router via Wi-Fi or Ethernet, and access the router's web interface to complete the setup process.

Does the DrayTek Vigor 2620LN router support Quality of Service (QoS) settings?

Yes, the DrayTek Vigor 2620LN router supports QoS settings, allowing you to prioritize specific types of traffic (such as VoIP or online gaming) for a better overall network experience. You can configure QoS settings in the router's web interface

What is the default login username and password for the DrayTek Vigor 2620LN router?

The default login credentials are often found on a sticker on the router itself. If not, check the user manual provided with the router. Typically, the default username is "admin," and the default password is either "admin" or left blank.