



Cisco RV340W Router

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Welcome

The Cisco RV340W series of routers provide reliable internet access connectivity for small businesses. All of the Cisco RV340W series models supports two connections to one internet service provider, delivering high performance by using load balancing, or to two different providers to deliver business continuity.

- Dual Gigabit Ethernet WAN ports allow load balancing and business continuity.
- Affordable, high-performance Gigabit Ethernet ports enable rapid transfer of large files, supporting multiple users.
- Dual USB ports support a 3G/4G modem or flash drive. The WAN can also fail over to the 3G/4G modem connected to the USB port.
- SSL VPN and site-to-site VPN enable highly secure connectivity
- Stateful packet inspection (SPI) firewall and hardware encryption provide strong security.
- A 4 LAN port switch and a WLAN access point.

This Quick Start Guide describes how to install your Cisco RV340W and launch the web-based Device Manager.

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Installing the Cisco RV340W

To prevent the device from overheating or being damaged:

- **Ambient Temperature**—Do not operate the device in an area that exceeds an ambient temperature of 104°F (40°C).
- **Air Flow**—Be sure that there is adequate airflow around the device. If wall mounting the firewall, make sure that the heat dissipation holes are to the side.
- **Circuit Overloading**—Adding the device to the power outlet must not overload that circuit.
- **Mechanical Loading**—Be sure that the device is level, stable and secured to avoid any hazardous conditions and prevent it from sliding or shifting out of position. Do not place anything on top of the firewall, as the excessive weight may damage it.

**WARNING**

This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 1024.

Desktop Mounting

For desktop mounting, place the device on a flat surface so that it sits on its four rubber feet.

**WARNING**

For safety, ensure that the heat dissipation holes are facing sideways.

Wall Mounting

The router has two wall-mount slots on the bottom panel. To mount the router on a wall, you will need the mounting hardware (not included). Please refer to the following note for the additional screw size required for installation instructions.

NOTE Use two use two M3.5* 16.0L (K) W-NI #2 screws.

STEP 1 Drill two pilot holes, approximately 109 mm apart, into the surface.

STEP 2 Insert a screw into each hole, leaving a gap between the surface and the base of the screw head of 1 mm to 1.2 mm.

STEP 3 Place the router wall-mount slots over the screws and slide the router down until the screws fit snugly into the wall-mount slots.

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Cisco RV340W Features

Front Panel

PWR	Off when the device is powered off. Solid green when the device is powered on and booted. Flashing green when the device is booting up.
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DIAG	<p>Off when the system is on track to bootup.</p> <p>Slow blinking red (1Hz) when the firmware upgrade is in progress.</p> <p>Fast blinking red (3Hz) when the firmware upgrade is failing.</p> <p>Solid red when the system failed to boot-up with both active and inactive images or in rescue mode.</p>
LINK/ACT of WAN1, WAN2 and LAN1-4	<p>Off when there is no Ethernet connection.</p> <p>Solid green when the GE Ethernet link is on.</p> <p>Flashing green when the GE is sending or receiving data.</p>
GIGABIT of WAN1, WAN2 and LAN1-4	<p>Solid green when at 1000M speed.</p> <p>Off when at non-1000M speed.</p>
DMZ	<p>Solid green when the DMZ is enabled.</p> <p>Off when the DMZ is disabled.</p>
VPN	<p>Off when no VPN tunnel is defined, or all defined VPN tunnels have been disabled.</p> <p>Solid green when at least one VPN tunnel is up.</p> <p>Flashing green when sending or receiving data over VPN tunnel.</p> <p>Solid amber when no enabled VPN tunnel is up.</p>
Wireless	<p>LED is on when the internal access point is enabled.</p> <p>LED is off when the internal access point is disabled.</p>

<p>USB1 and USB2</p>	<p>Off when no USB device is connected, or is inserted but not recognized.</p> <p>Solid green when the USB dongle is connected to the ISP successfully. USB storage is recognized.</p> <p>Flashing green when sending or receiving data.</p> <p>Solid amber when the USB dongle is recognized but fails to connect to ISP (no IP address is assigned). The USB storage access has errors.</p>
<p>RESET</p>	<p>To reboot, or reboot and restore defaults:</p> <ul style="list-style-type: none"> ▪ To reboot the router and retain the current configuration, press and hold RESET for 3 seconds to 10 seconds (maximum), using a paper clip or a pen tip. ▪ To reboot the router and restore to the factory default settings, press and hold in the RESET button for more than 10 seconds. Changes made to the original configuration of the router are lost.

Back Panel

POWER—Toggles power to the device on or off.

12VDC (2.5A)—Power port that connects the device to the provided 12VDC, 2.5 amp power adapter.

USB 1—Type A USB port that supports flash drives and 3G/4G/LTE USB dongles. Caution: Use only the power supply provided with the device; using other power supplies may cause the USB dongle to fail.

Console Port—The router console port is designed for a serial cable connection to a terminal or a computer that is running a terminal emulation program.

Side Panel

USB 2—Type A USB port that supports flash drives and 3G/4G/LTE USB dongles. Caution: Use only the power supply provided with the device; using other power supplies may cause the USB dongle to fail.

Kensington Lock Slot - Lock slot on the right side to secure the device physically, using the Kensington lock-down equipment.

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Connecting the Equipment

Connect a configuration terminal (PC) to the device by using a LAN port. The terminal must be in the same wired subnetwork as the device to perform the initial configuration. As part of the initial configuration, the device can be configured to allow remote management.

To connect a computer to the device:

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- STEP 1** Power off all equipment, including the cable or DSL modem, the computer, and this device.
 - STEP 2** Use an Ethernet cable to connect your cable or DSL modem to the WAN port on this device.
 - STEP 3** Connect another Ethernet cable from one of the LAN (Ethernet) ports to the Ethernet port on the computer.
 - STEP 4** Power on the WAN device and wait until the connection is active.
 - STEP 5** Connect the power adapter to the 12VDC port of this device.



CAUTION

Use only the power adapter that is supplied with the device. Using a different power adapter could damage the device or cause the USB dongles to fail.

The power switch is on by default. The power light on the front panel is solid green when the power adapter is connected properly and the device is finished booting.

- STEP 6** Plug the other end of the adapter into an electrical outlet. Use the plug (supplied) specific to your country.
 - STEP 7** Continue with the instructions in the Using the Setup Wizard to configure the device.
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Using the Setup Wizard

The Setup Wizard and Device Manager are supported on Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, and Google Chrome.

To configure the device using the **Setup Wizard**, follow these steps:

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- STEP 1** Power on the PC that you connected to the LAN1 port in Step 3 of the Connecting Equipment section. Your PC becomes a DHCP client of the device and receives an IP address in the 192.168.1.xxx range.
- STEP 2** Launch a web browser.
- STEP 3** In the address bar, enter the default IP address of the device, **https://192.168.1.1**. A site security certificate message is displayed. The Cisco RV340W uses a selfsigned security certificate. This message appears because the device is not known to your computer.
- STEP 4** Click **Continue to this website** to continue. The sign-in page appears.
- STEP 5** Enter the username and password. The default username is **cisco**. The default password is **cisco**. Passwords are case-sensitive.
- STEP 6** Click **Log In**. The Router Setup Wizard is launched.
- STEP 7** Follow the on-screen instructions to set up your device. The Router Setup Wizard should detect and configure your connection. If it is unable to do so, it asks you for information about your internet connection. Contact your ISP for this information.
- STEP 8** Change the password as instructed by the Router Setup Wizard or follow the instructions in the Changing the Administrator Username and Password section. Log in to the device with the new username and password.
- NOTE** We recommend that you change the password. You are required to change the password before enabling features such as remote management.
- The Device Manager Getting Started page appears. It displays the most common configuration tasks.
- STEP 9** Click one of the tasks listed in the navigation bar to complete the configuration.
- STEP 10** Save any additional configuration changes and log out of the device manager.
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Changing the Administrator Username and Password

To change the Administrator username and password on the device:

- STEP 1** From the Getting Started page, select **Change Administrator Password** or select **System Configuration > User Accounts** from the navigation bar.
 - STEP 2** Check a username from the **Local User Membership** list and click **Edit**.
 - STEP 3** Enter the **Username**.
 - STEP 4** Enter the **Password**.
 - STEP 5** Confirm the **Password**.
 - STEP 6** Check **Group** (**admin, oper, test-group**) in the Password Strength Meter.
 - STEP 7** Click **Save**.
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Troubleshoot Your Connection

If you cannot access your device by using the **Setup Wizard**, the device may not be reachable from your computer. You can test network connections by using **ping** on a computer running Windows:

- STEP 1** Open a command window by using **Start > Run** and enter **cmd**.
- STEP 2** At the **Command** window prompt, enter **ping** and the device IP address. For example, **ping 192.168.1.1** (the default static IP address of the device).

If you can reach the device, you should get a reply similar to the following:

```
Pinging 192.168.1.1 with 32 bytes of data:  
Reply from 192.168.1.1: bytes=32 time<1ms TTL=128
```

If you cannot reach the device, you should get a reply similar to the following:

```
Pinging 192.168.1.1 with 32 bytes of data:  
Request timed out.
```

Possible Causes and Resolutions

Bad Ethernet connection:

Check the LEDs for the proper indications. Check the connectors of the Ethernet cable to ensure that they are firmly plugged into the device and your computer.

Wrong or conflicting IP address:

Verify that you are using the correct IP address of the device.

Verify that no other device is using the same IP address as this device.

No IP route:

If the router and your computer are in different IP subnetworks, remote access must be enabled. You need at least one router on the network to route the packets between the two subnetworks.

Unusually long access time:

Adding new connections may take 30–60 seconds for the affected interfaces and LAN to become operational.

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Where to Go From Here

Support

Cisco Support Community	www.cisco.com/go/smallbizsupport
Cisco Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco products. No login is required.
Cisco Open Source Request	www.cisco.com/go/smallbiz_opensource_request
Cisco Partner Central (Partner Login Required)	www.cisco.com/web/partners/sell/smb

Product Documentation

Cisco RV340	www.cisco.com/go/RV340W
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For EU Lot 26 related test results, see www.cisco.com/go/eu-lot26-results

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