

## PPTP: SETUP

### CONTACTING TECH SUPPORT

Phone: 866.838.5052 704.909.5229

Email: TechSupport@SnapAV.com

### Step 1: Create a Profile

- Log in to the router, navigate to **Advanced > VPN > PPTP**.
- Click **Enable**, then add a **User Name** and **Password** under **PPTP Server**. Re-enter the password to confirm.
- See example below:

PPTP		
Enable	<input checked="" type="checkbox"/>	
<b>IP Address Range</b>		
Range Start	<input type="text" value="10.1.10.150"/>	
Range End	<input type="text" value="10.1.10.164"/>	
<b>PPTP Server</b>		
User Name	Password	Confirm Password
<input type="text" value="admin"/>	<input type="password" value="*****"/>	<input type="password" value="*****"/>

### Step 2: Grab the Information

- Once the profile has been created, grab the **WAN** address, and have the profile user name and password readily available.

**NOTE:** The **WAN** information can be found by either going to **Settings > WAN**, or **Status > System**.

### Step 3: Configuring Windows VPN

- On Windows, type in **VPN** into the search bar (**Windows 10**).
- When opened, select **Add a VPN Connection**.
- Select VPN provider: **Windows Built-in**.
- Connection Name: **Name of Client**.
- Server Name or Address: Either the **WAN address** or a **DDNS** can be used.
- Type of Sign-in Info: **User name** and **password**.
- User Name: **User name** that was entered in the **PPTP profile** creation.
- Password: **Password** entered in **PPTP** profile creation. See example:

## Add a VPN connection

VPN provider

Windows (built-in) 

Connection name

Test


Server name or address

WAN/DDNS

VPN type

Automatic 

Type of sign-in info

User name and password 

User name (optional)

admin

Password (optional)

•••••

Remember my sign-in info

**Warning:** If you are attempting to test the **PPTP VPN** for a dealer, while on the phone with them, you will likely lose the phone call when you tell the **VPN** to connect, as well as show multiple disconnections with your normal applications, **S.A.P**, **Clarity**, **Skype**, etc.