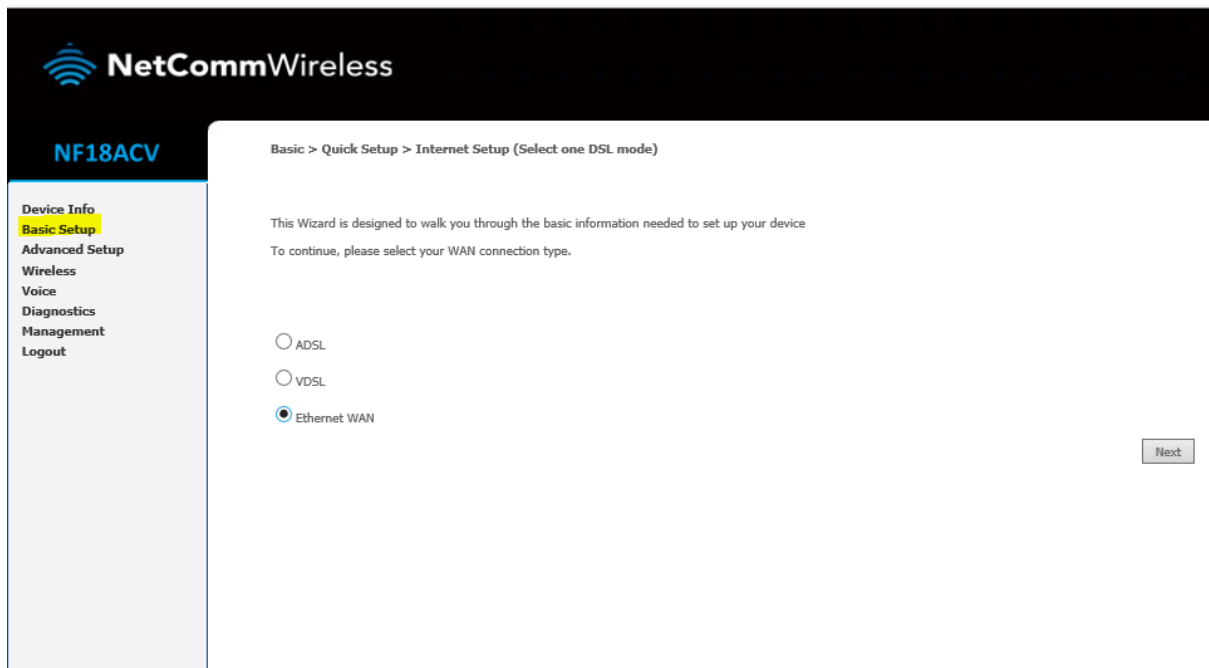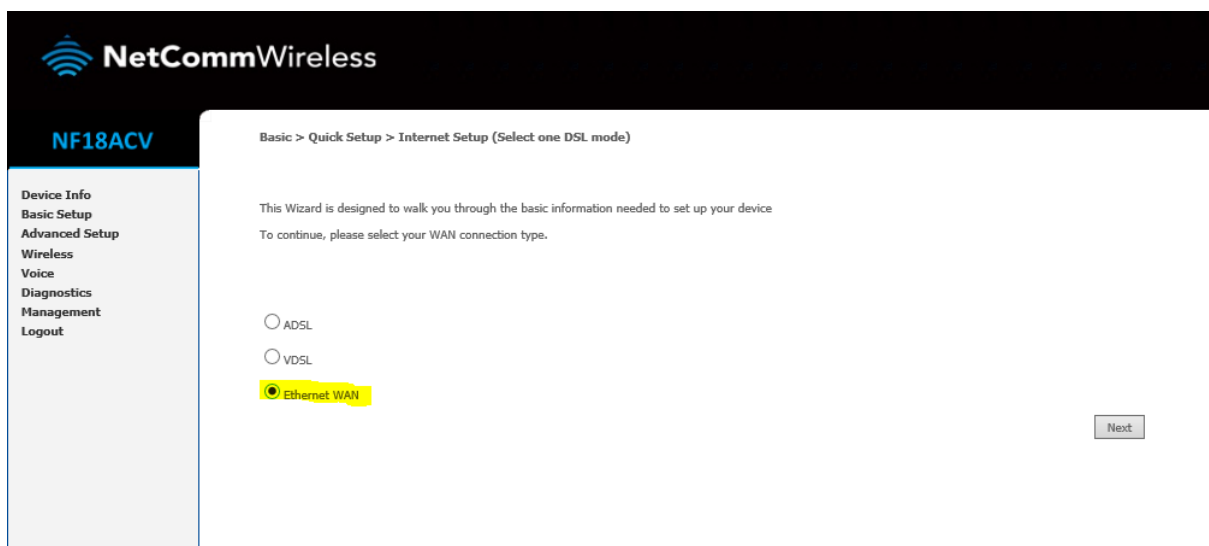1. Connect your device to the modem via WI-FI or by using an Ethernet cable.

2. Enter 192.168.20.1 into the address bar of your preferred internet browser, you will get prompted to input your username and password. The Username and password are always set to admin by default.
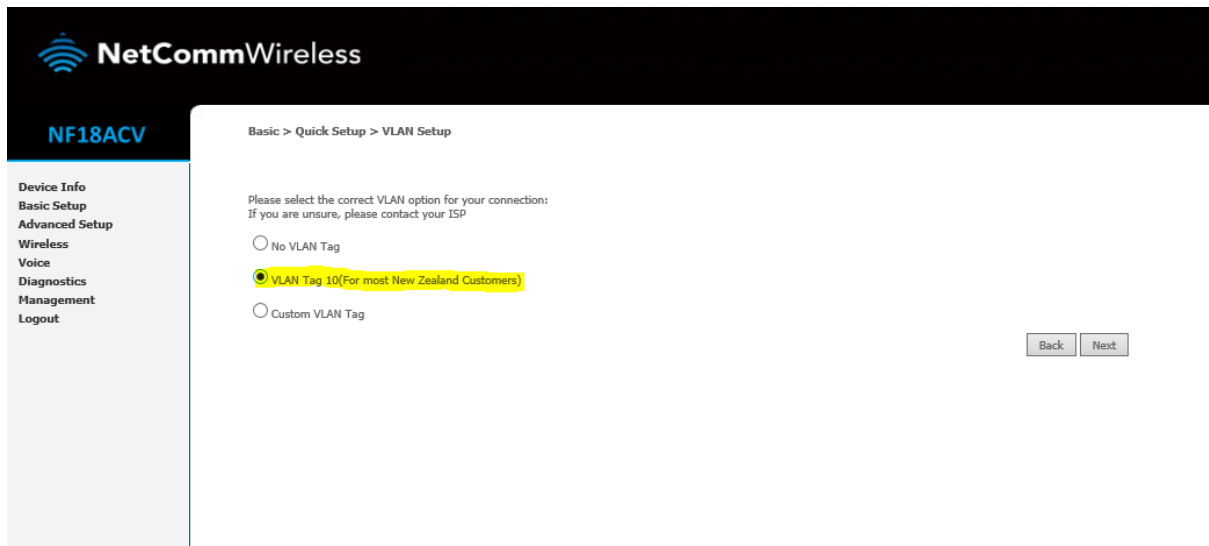
3. Select Basic setup.
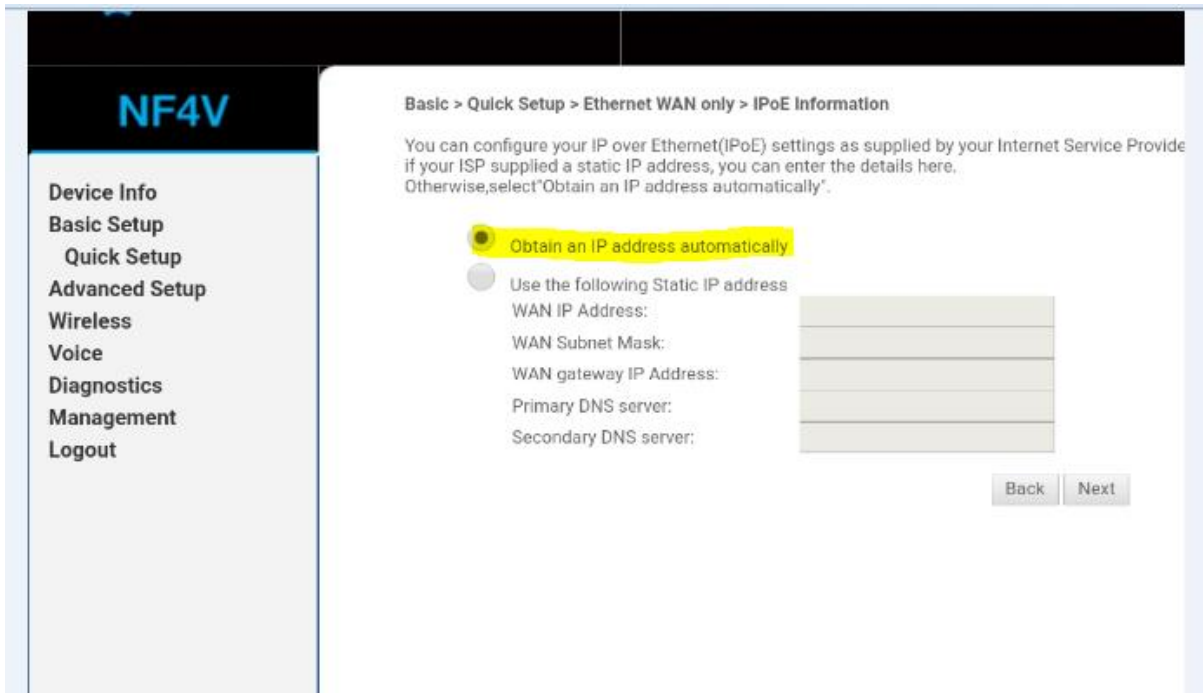

4. Select Ethernet WAN, then click next.

5. Select IP Over Ethernet (IPOE), then click next.
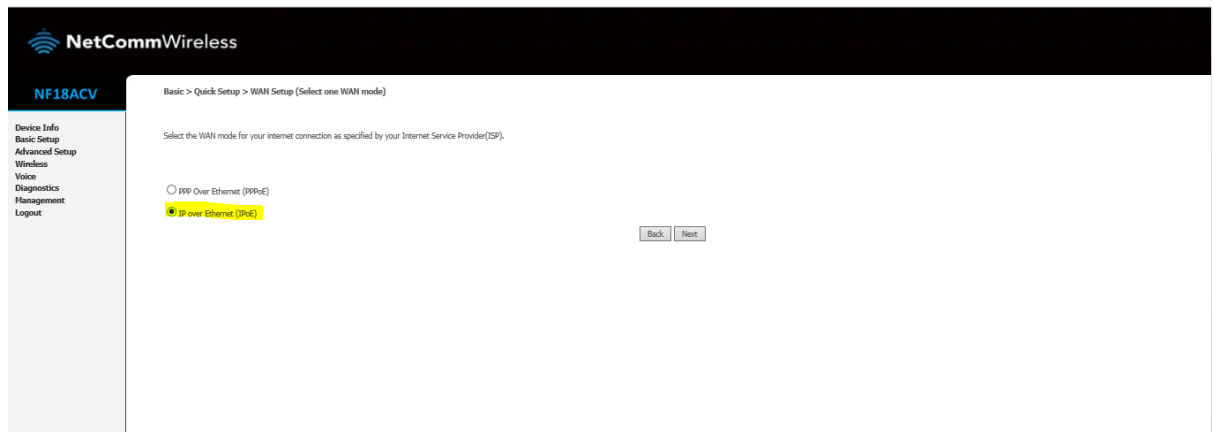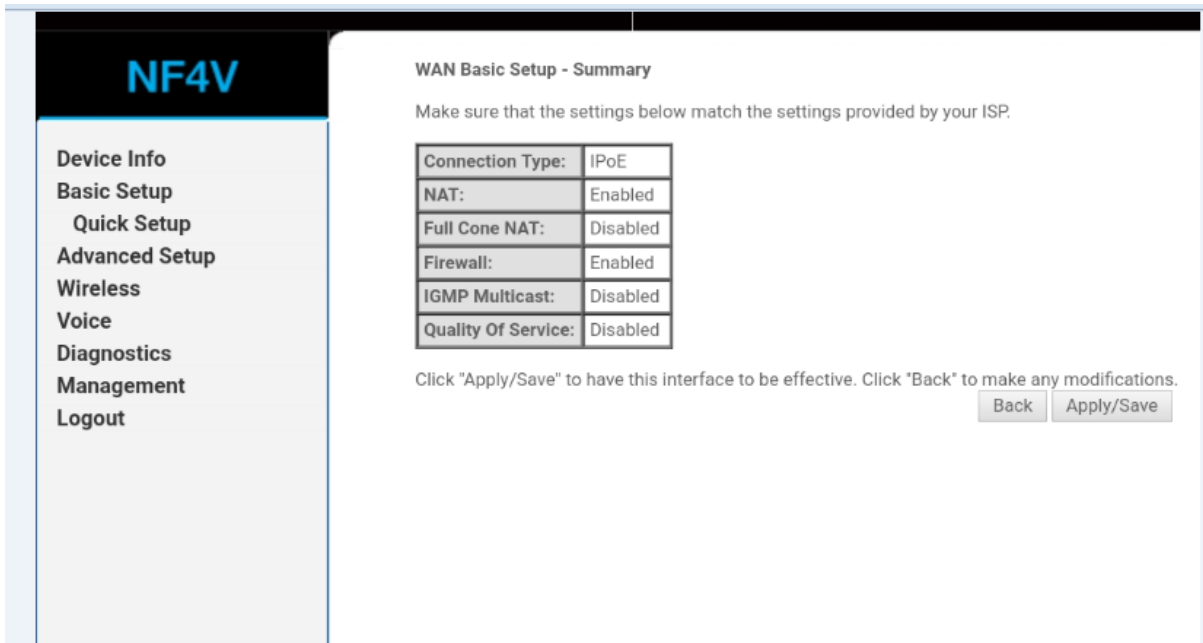

6. Select VLAN Tag10, then click next.

7. Obtain an IP Address automatically and select next.

8. Apply/save

9. After clicking Apply/save, wait 15 seconds. If the internet light does not turn on turn your modem off and then back on again. Wait 3 minutes. If you still do not get an internet light please contact us on 0800 401 373 (Mon-Fri, 8am-8pm.)