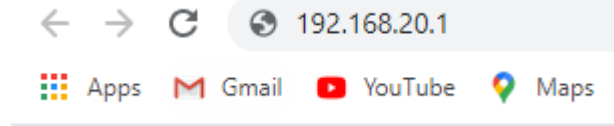


How to fix buffering issues when using your internet

1. Open any internet browser (we recommend using Google Chrome) and go to this web address:
192.168.20.1



2. This will present you with a login page. Enter the below details:

Username: **admin**

Password: **admin**

3. There will then be a menu on the left hand side of the screen. Click on 'Advanced Settings' and then 'LAN'



4. On the LAN page you will see a field for 'Primary DNS Server' and 'Secondary DNS Server'. These are the fields that we will be editing.

NF18ACV

- Device Info
- Basic Setup
- Advanced Setup
- Layer 2 Interface
- WAN Service
- LAN
 - IPv4 Autoconfig
 - IPv6 Autoconfig
 - LAN VLAN Setting
- NAT
- Security
- Parental Control
- Quality of Service
- Routing
- DNS
- DSL
- UPnP
- DNS Proxy
- DLNA
- Storage Service
- Interface Grouping
- IP Tunnel
- IPSec
- Multicast
- Wireless
- Voice
- Diagnostics
- Management
- Logout

Local Area Network (LAN) Setup

Configure the Broadband Router IP Address and Subnet Mask for LAN interface. Group Name **lancfgdefault** ▼

IP Address:

Subnet Mask:

Enable IGMP Snooping

Standard Mode

Blocking Mode

Enable IGMP LAN to LAN Multicast: **Disable** ▼
(LAN to LAN Multicast is enabled until the first WAN service is connected, regardless of this setting.)

Enable LAN side firewall

Disable DHCP Server

Enable DHCP Server

Start IP Address:

End IP Address:

Primary DNS server:

Secondary DNS server:

Leased Time (hour):

Static IP Lease List: (A maximum 32 entries can be configured)

MAC Address	IP Address	Remove

Configure the second IP Address and Subnet Mask for LAN interface

5. Change these two fields to the following:

Primary DNS server: **14.1.33.1**

Secondary DNS server: **14.1.33.20**

NF18ACV

Device Info
Basic Setup
Advanced Setup
Layer 2 Interface
WAN Service
LAN
IPv4 Autoconfig
IPv6 Autoconfig
LAN VLAN Setting
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Enable LAN side firewall

Disable DHCP Server
 Enable DHCP Server

Start IP Address:
End IP Address:
Primary DNS server:
Secondary DNS server:
Leased Time (hour):

Static IP Lease List: (A maximum 32 entries can be configured)

MAC Address	IP Address	Remove
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Configure the second IP Address and Subnet Mask for LAN interface

6. Then click 'Apply/Save' to confirm these details.

NF18ACV

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Local Area Network (LAN) Setup

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 Enable DHCP Server

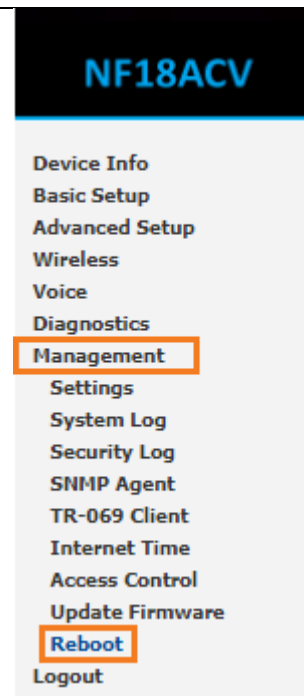
Start IP Address:
End IP Address:
Primary DNS server:
Secondary DNS server:
Leased Time (hour):

Static IP Lease List: (A maximum 32 entries can be configured)

MAC Address	IP Address	Remove

Configure the second IP Address and Subnet Mask for LAN interface

7. Now go back to the menu on the left hand side. Click 'Management' and then 'Reboot'.



8. Once the new DNS settings have been updated do a power cycle on the modem (pull out the power connection wait 5 seconds and plug back in).

9. Once the router has been rebooted, the changes should take effect. However if the customer is still experiencing temporary delays they may also need to restart/power cycle all devices using this internet connection (this includes Phones, Laptops, TVs etc) to ensure the updates take effect immediately.

