

1. Connection to modem by wire or wireless
2. Open Browser and enter 192.168.1.1
3. Use admin and Username and Password, if this doesn't work check the bottom of the modem
  - If confronted by 3 options to run Netgear Genie, configure manually or something else, click Configure Manually
4. If there is a Quick Start Wizard, run through it
5. On the left hand side, click Basic > Internet
6. Confirm "Does your connection require a login" is set to No
7. On the left hand side, click Advanced > IPTV > VLAN
8. Confirm VLAN Tagging is Enabled and "By Group" is selected
9. Confirm ID 10 and Priority 0 is showing in the table
10. Apply/Save

For a guide, go to <https://www.pbtech.co.nz/NetgearISPSettings> and click "Fibre/UFB (Vodafone / Orcon / Trustpower)" under the model the customer has.