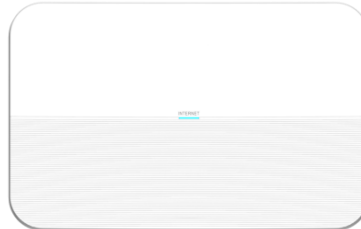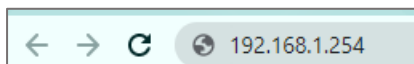# Skinny/Spark Smart Modem
(Arcadyan VRV9517)
Fibre Settings & VLAN on

Log into the router's settings page

1. Connect a device (phone, laptop, tablet etc.) to the router's Wi-Fi network. This might be labelled as "Skinny xxx".
2. On the connected device, open a web browser (e.g., Google Chrome or Safari) and type in **192.168.1.254** into the address or search bar, like below:

3. Press Enter or click Go
4. This should then take you to a login screen asking for a Username and Password. These, by default, should both be **admin**. (If this combination isn't letting you login, you may need to factory reset the router. This can be done by holding down the 'reset' button on the back of the router for 10-15secs and then release.)

Add the correct connection settings

1. From the Left-hand menu, select **Network,** then across the top menu select **WAN**.
2. For the **WAN Type**, make sure **Ethernet WAN** is selected.
3. Select **Edit** for the first option.
4. Make sure the following settings are changed accordingly:
   - WAN Connection Type: **PPPoE**
   - Enable WAN: **Ticked/Selected**
   - Under 802.1q, Enable: **Yes** and VLAN ID is set to: **10**
   - Leave all options under the WAN DNS as the default settings.
   - Username: **Your NOW Account Number**
   - Password: **Your NOW Account Number**
   - Idle Disconnect Time: **0**
   - MTU: **1492**
   - Service Name: **{LEFT BLANK}**
   - Leave the **Special Requirement from ISP** as the default options.
   - Click **Save**

WAN Settings

If you are still having trouble getting online, please give us a call!
0800 438 669 – Option 2 for Technical Support