

Static IP Renumbering for Businesses and Individual Customers.

Static IP Settings:

This version of the document will outline how to accomplish this on the following Residential Gateway(s):

Arris NVG4XX Variants (BHR5)



The following process outline will walk a customer through updating their Residential Gateway with their new static IP settings.

Accessing the Residential Gateway's Graphical User Interface or GUI:

There are two methods that can be used to access the GUI. This can be done by connecting to the Residential Gateway over Wi-Fi, or by connecting a computer to the Residential Gateway using Ethernet.

If connecting to the Residential Gateway over Wi-Fi, the sticker on the side or back panel of the gateway should provide the default connection information for the gateway's wireless network. The sticker will also provide the default Administrator login information, as well.

These Residential Gateways use the following IP address as the Home IP, used in a browser's address line to access the gateway's Homepage.

192.168.254.254

This should display the home page.

Changing the Connection Settings:

In order to do this, it will require that a customer navigate to the RG Connection Settings in the GUI.

Here are the process steps:

1. Log into the GUI.
2. Navigate to the 'Advanced' tab on the top menu.
3. Navigate to the 'Connection' settings on the left menu.
4. Set the 'ISP Protocol' to 'Use the following IP Address for Fios and DHCP/Static for DSL.
5. Enter the following information provided by Frontier:
 - Single Static IP
 - Subnet Mask
 - Gateway Address
 - MTU – Auto
 - DNS Type – Static
 - DNS Addresses
 - Click Apply

Credentials to login to the router are on this step.



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Password Required

The page you requested is protected. You must enter the Password in order to continue .

The Password is printed on the side or bottom of your gateway.

Username

Password

Username: Admin

Password: is listed as the Device Access code on the bottom of the router on the label.



<p>Advanced</p> <ul style="list-style-type: none"> Broadband Settings Connection Settings Coax (MoCA) LAN & DHCP DHCP Reservation Ethernet Ports IPv6 DNS Routing Voice Lines QoS Utilities Administration Remote GUI Configuration Firmware Logging Reboot 	<p>Advanced - Connection Settings</p> <p>ISP Protocol: Use the Following IP Address ▾</p> <p>Single Static IP: 0.0.0.0</p> <p>Subnet Mask: 0.0.0.0</p> <p>Gateway Address: 0.0.0.0</p> <p>MTU: <input checked="" type="radio"/> Auto <input type="radio"/> Manual</p> <p>DNS Type: <input type="radio"/> Dynamic <input checked="" type="radio"/> Static</p> <p>Primary DNS Address: 0.0.0.0</p> <p>Secondary DNS Address: 0.0.0.0</p> <p style="text-align: center;">Apply</p>
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Confirm the changes were a success:

There are multiple places in the GUI where the connection can be confirmed.

Here are the process steps:

1. Check the banner at the very top of the GUI Home Screen.
2. Navigate to the 'Main' tab in the top menu of the GUI.
3. View the 'WAN Summary' information on the left.
4. Browse the Internet.

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WAN Link: Up	Link Type: ONT WAN	Link Speed: 1000 Mbps
WAN Conn: Connected	Conn Type: DHCP Client	WAN IP: 47.187.80.94
Wireless2G: Enabled	SSID: Zachs_2.4	Encryption: WPA2
Wireless5G: Enabled	SSID: Zachs_5G	Encryption: WPA2

Main
Wireless
Network
Firewall
Advanced
Status

Main
Wireless
Network
Firewall
Advanced
Status

<h3>Summary</h3> <h4>WAN Summary</h4> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">WAN Link:</td><td style="padding: 2px;">Up</td></tr> <tr><td style="padding: 2px;">WAN Connection:</td><td style="padding: 2px;">Connected</td></tr> <tr><td style="padding: 2px;">Link Type:</td><td style="padding: 2px;">ONT WAN</td></tr> <tr><td style="padding: 2px;">Connection Type:</td><td style="padding: 2px;">DHCP Client</td></tr> <tr><td style="padding: 2px;">Link Speed:</td><td style="padding: 2px;">1000 Mbps</td></tr> <tr><td style="padding: 2px;">WAN IPv4 Address:</td><td style="padding: 2px;">47.187.80.94</td></tr> <tr><td style="padding: 2px;">WAN Subnet Mask:</td><td style="padding: 2px;">255.255.255.0</td></tr> <tr><td style="padding: 2px;">WAN Default Gateway:</td><td style="padding: 2px;">47.187.80.1</td></tr> <tr><td style="padding: 2px;">WAN MAC Address:</td><td style="padding: 2px;">a8:11:fc:a3:57:01</td></tr> <tr><td style="padding: 2px;">DNS Server 1:</td><td style="padding: 2px;">74.40.74.40/ dns1.anycast.frontiernet.net</td></tr> <tr><td style="padding: 2px;">DNS Server 2:</td><td style="padding: 2px;">74.40.74.41/ dns2.anycast.frontiernet.net</td></tr> </table>	WAN Link:	Up	WAN Connection:	Connected	Link Type:	ONT WAN	Connection Type:	DHCP Client	Link Speed:	1000 Mbps	WAN IPv4 Address:	47.187.80.94	WAN Subnet Mask:	255.255.255.0	WAN Default Gateway:	47.187.80.1	WAN MAC Address:	a8:11:fc:a3:57:01	DNS Server 1:	74.40.74.40/ dns1.anycast.frontiernet.net	DNS Server 2:	74.40.74.41/ dns2.anycast.frontiernet.net	<h3>Network</h3> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Ethernet Devices:</td><td style="padding: 2px;">1</td></tr> <tr><td style="padding: 2px;">Wireless Devices:</td><td style="padding: 2px;">0</td></tr> <tr><td style="padding: 2px;">MoCA Devices:</td><td style="padding: 2px;">0</td></tr> </table> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;">FHFCV32-5</td> <td style="padding: 2px;">20:47:47:b0:28:34</td> </tr> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;">Ethernet</td> <td style="padding: 2px;">Port 2 - 100 Mbps</td> </tr> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;"></td> <td style="padding: 2px;">Full</td> </tr> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;">192.168.254.22</td> <td style="padding: 2px;">DHCP</td> </tr> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;">LAN: Private</td> <td style="padding: 2px;"></td> </tr> </table>	Ethernet Devices:	1	Wireless Devices:	0	MoCA Devices:	0		FHFCV32-5	20:47:47:b0:28:34		Ethernet	Port 2 - 100 Mbps			Full		192.168.254.22	DHCP		LAN: Private	
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For further assistance, please contact Frontier Customer Service via one of the following resources:

<https://frontier.com/helpcenter>

My Frontier Account

Residential Customer Service 1.800.921.8101	Business Customer Service 1.800.921.8102
TTY 1.877.462.6606	Collections 1.800.921.8105
Enterprise Support 1.888.637.9620	Make a Payment 1.800.801.6652

Multilingual Support

Spanish
Español
1.800.921.8103

Mandarin 普通话 1.844.320.4424	Korean 한국어 1.844.320.4423
Cantonese 廣東話 1.844.320.4421	Vietnamese tiếng Việt 1.844.320.4426
Japanese 日本語 1.844.320.4422	Tagalog 1.844.320.4425