

Dear website visitor,

We, at PT universe (www.PTuniverse.com, www.PTeducation.com, www.Proton.in and www.BusinessMarshals.in) are receiving certain complaints from the visitors that our websites are not opening.

The truth is:

- Our websites are up and running without any problems
- There are some problems faced by visitors of certain ISPs (Internet Service Providers viz. AirTel, BSNL etc) as their DNS servers are not able to resolve our website addresses to our respective IP addresses and hence not able to access our websites

The solution is:

- You need to change DNS servers setting in your TCP/IP properties dialog box
- This solution will not affect your regular access to other websites etc but will certainly improve the speed and connectivity to all websites including ours

Kindly note: The DNS servers that we are suggesting below are OpenDNS.com servers and users all over the world have appreciated their services, being free of charge and hassle free.

Please follow the subsequent steps to change the setting of DNS on Windows XP (similar for other versions of Windows with slight change) for both the LAN and Wireless connection of your PC/Laptop.

In case if problem persists or you are not able to get the solution, kindly contact our IT Support Team at itsupport@ptuniverse.com with details of your problem, your contact number and location. We will be eager to help you as soon as possible.

IT Support Team

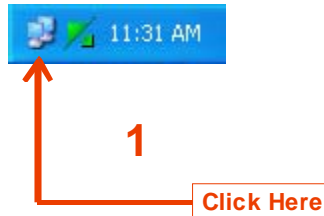
PT universe

Email: itsupport@PTuniverse.com

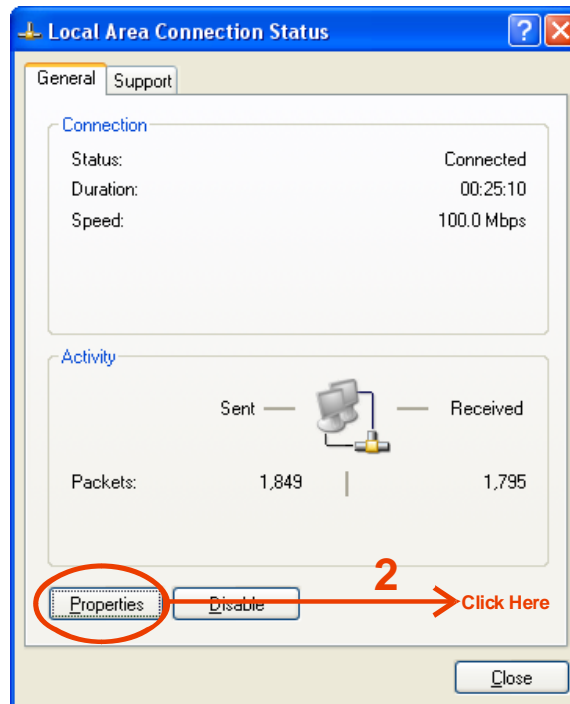
STEPS TO CHANGE YOUR DNS SERVER ADDRESSES

A For LAN Setting:

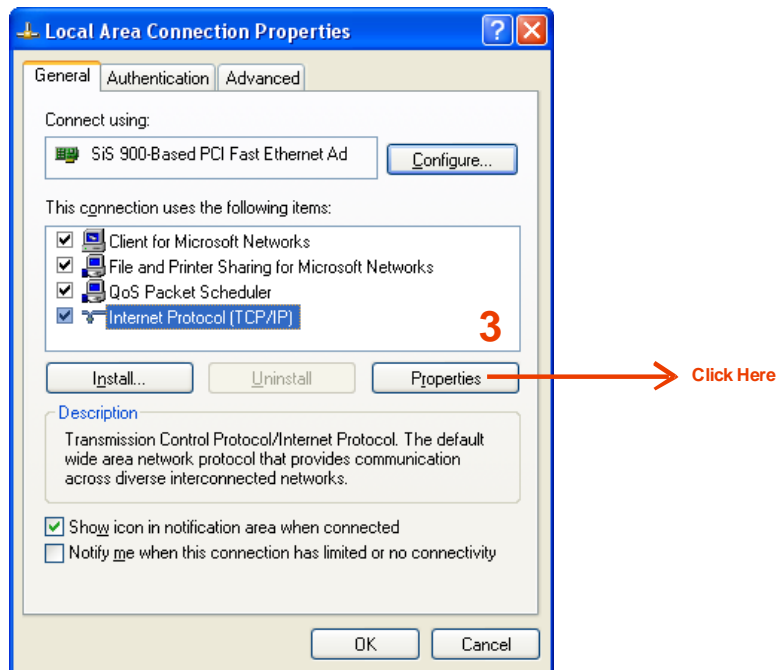
Step 1: Left click of mouse on the LAN icon on Taskbar



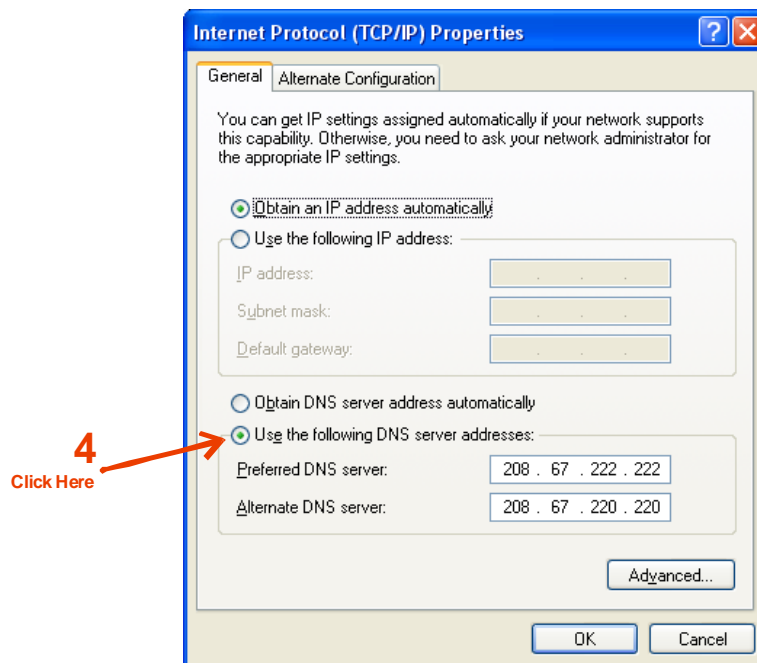
After clicking the icon you will get the following window:



Step 2: click on **Properties** button as shown in the above picture. You will get the following window.



Step 3: Select **Internet Protocol (TCP/IP)** and then click on **Properties** button as shown in above picture. you will get the following property window.



Step 4: Write the DNS IP Address as shown in above picture.

Preferred DNS server: 208.67.222.222
Alternate DNS server: 208.67.220.220

Step 5: Click on **OK** button on both the property windows.

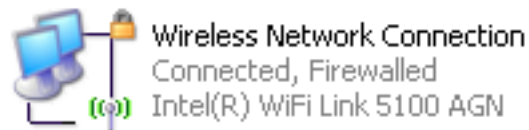
Step 6: Start browsing with any website anywhere.

B For Wireless LAN settings:

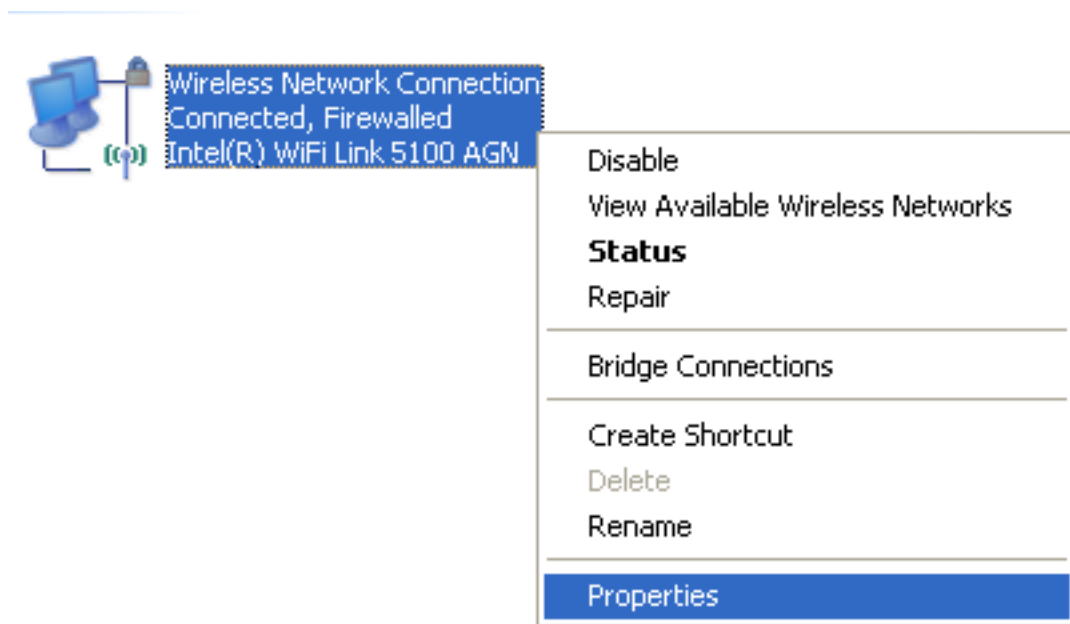
Step 1: Left click of mouse on the Wireless LAN icon on Taskbar



Step 2: After clicking the icon you will get the following window:



Step 3: Right click of mouse on the 'Wireless Network Connection' icon:



Repeat **Step 4** to **Step 10** given for LAN settings mentioned earlier.