

Connecting your home to fibre.

The connection process

Connecting a home that already has fibre installed is very easy. Simply check you have the equipment connected correctly, then wait for us to advise your connection has been activated.

What's involved?

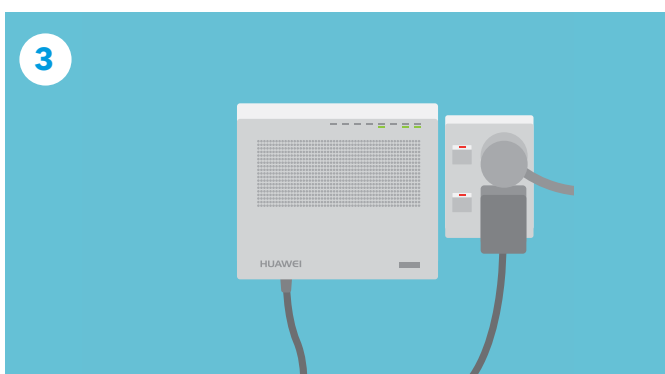
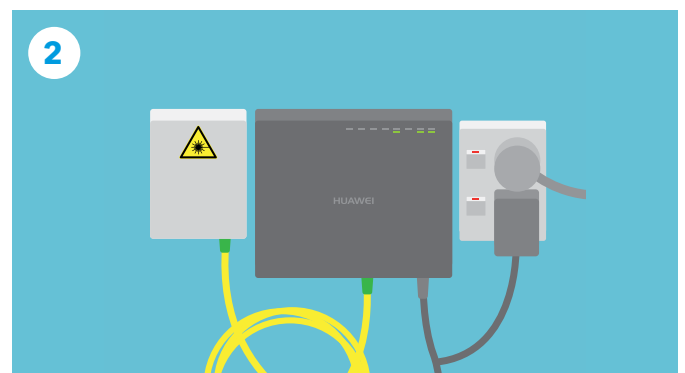
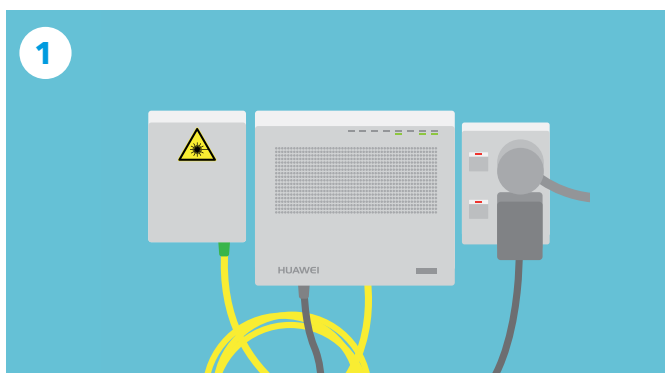
1 Check all equipment is present

You should already have fibre equipment (an ONT) installed inside your house or garage. Look for either a white or black Huawei branded box - see the images below.

You need to locate this equipment prior to your connection date.

If any of it is missing, including the black power adaptor, please call us as soon as possible on **0800 434 273** so we can replace it. By ensuring your equipment is plugged in and ready to go, we'll be able to automatically activate your connection on your requested date.

Examples of your setup

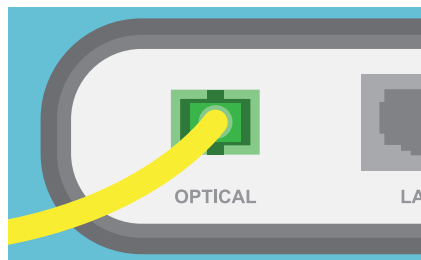


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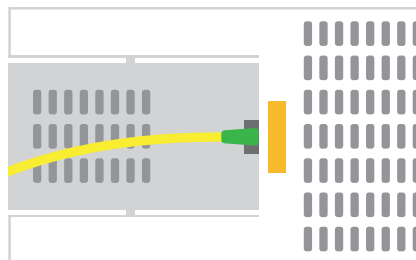
2 Ensure your equipment is connected correctly

To make the connection process as smooth as possible, please ensure your equipment is connected as per the images on the previous page.

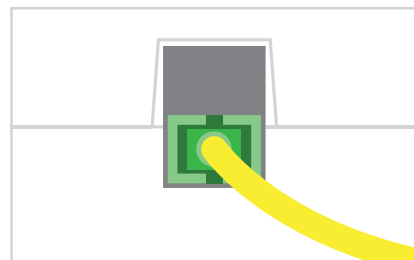
- ✓ If you have setup 1 or 2 on the previous page, check that the yellow fibre cable with green plugs is connected from the ONT's 'optical' port (for the white ONT, this is situated on the back) to the green port on the ITP.



Black ONT optical port



White ONT optical port



ITP optical port

For all three setups, check that:

- ✓ The power is plugged in and the ONT is turned ON. The power light should be illuminated.
- ✓ The PON light on the ONT is on – either solidly illuminated or flashing.
- ✗ If the LOS light is flashing red, please call us to discuss your set-up. We may need to book a technician to visit and investigate.

3 Connecting your fibre modem to the ONT

Once you receive your fibre-capable modem from your internet provider, you will be able to establish a broadband connection on the confirmed date for your service to be activated.

When you receive the confirmation message from us advising your fibre broadband service has been activated, you can initiate your connection by following these steps:

- Your internet provider will have provided an ethernet cable with your modem. Using this cable, plug the modem into the applicable LAN port on the ONT. The LAN ports are labelled LAN1-LAN4, as per the picture below.
- The applicable ONT LAN port number will be specified in the confirmation message you receive from us.
- To confirm which port on the modem to plug the cable into, please refer to the modem documentation supplied by your provider.
- We'll detect when your ONT is online and send you a text to advise your connection is activated.
If you have no lights or a flashing red LOS light, please call Enable on 0800 434 273 as we may need to book a technician to complete the installation.



Telephone Service

If you have also ordered a telephone service (sometimes called voice over fibre or voice over IP), your phone will generally be plugged into the port labelled TEL1. Depending on your provider this could either be the TEL1 port on the ONT or the modem, but please ensure you contact your internet provider to walk you through connecting your phone.

Questions or concerns?

Call us on **0800 434 273**
or visit **enable.net.nz**

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