Activating your fibre connection.

What's involved?

Simply check the fibre equipment is set up as below, and your connection will be activated on the agreed date.

1 **Check all fibre equipment is present, prior to your connection date**

You should already have fibre equipment (an ONT) installed inside your house or inside a home distribution box in your 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 power supply unit, please call us as soon as possible on **0800 434 273** so we can replace it.

Examples of your setup

White ONT Optical Port

Black ONT Optical Port
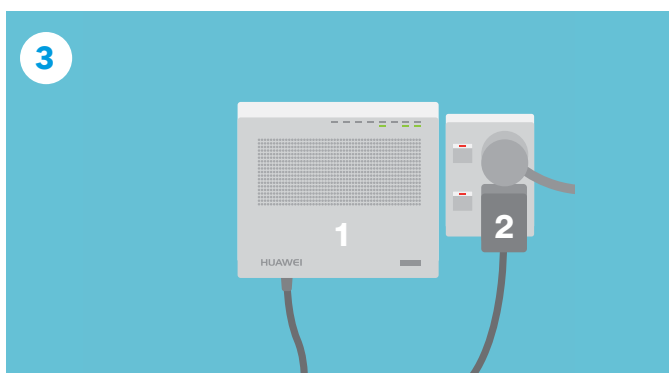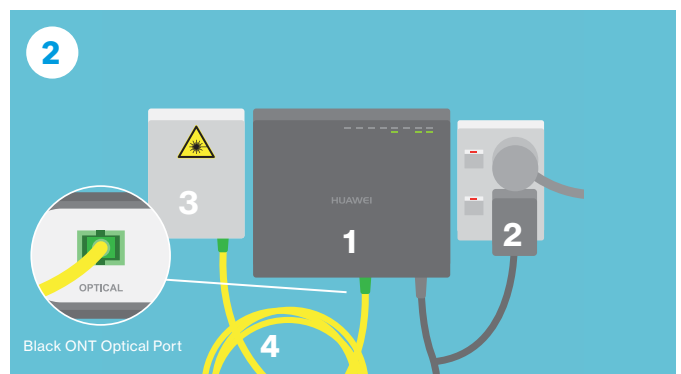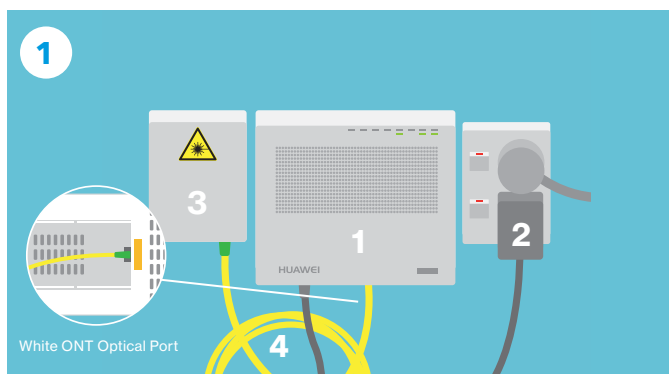
Equipment to look for:

1. Optical Network Terminal (ONT)
    – this could be black or white

1a. Optical port on the ONT

2. Power supply unit for the ONT

Your setup may also have:

3 & 4. An Internal Termination Point (ITP)
and a yellow optical cable for the ITP.

For more information on what a fibre setup looks like inside the home, visit our Help Centre **here.**

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Information for previously connected homes.

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. By ensuring your equipment is plugged in and ready to go,
we'll be able to automatically activate your connection on your requested date.

✔ If you have setup 1 or 2 on the previous page, check that the yellow optical 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 optical port on the ITP.
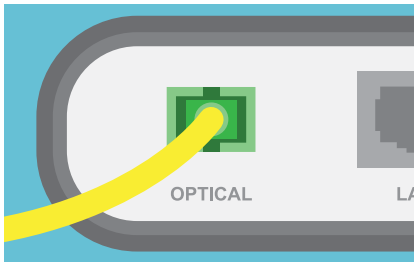
Black ONT optical port
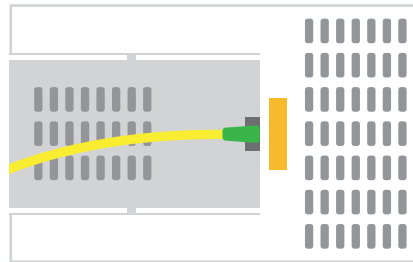
White ONT optical port

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.

Optical Network Terminal Lights:

LAN – Local Area Network (Ethernet port)

LOS – Loss of Service

PON – Passive Optical Network

POWER – Power supply

3 Connecting your modem to the ONT

To complete your equipment setup, you'll need a fibre-capable modem. This will most likely have been sent
to you by your internet provider and needs to be plugged into your ONT for you to access the internet.

On your agreed service date, we will activate your fibre broadband connection and send you a confirmation message.
This message will also let you know which LAN port on the ONT has been activated.

You'll be able to initiate your connection by following these steps:

• Your modem will come with a cable, and your internet provider will have given instructions on where
to connect this on the modem. Please refer to the modem documentation supplied by your provider.

• Using that cable, now connect the modem to the LAN port on the ONT. The applicable ONT LAN port number
will be specified in the confirmation message you receive from us. The LAN ports are labelled LAN1-LAN4,
as per the picture below.

**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.**

• We'll detect when your ONT is online and send you a text message to confirm your connection is activated.
Should your connection not activate, we'll let you know to check your setup.

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 (refer image above), and will work shortly after your broadband is activated.
Depending on your provider this could either be the TEL1 port on the ONT or the modem. Please ensure you contact
your internet provider in the first instance, if you're experiencing issues with your telephone service.

Questions or concerns?

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

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