

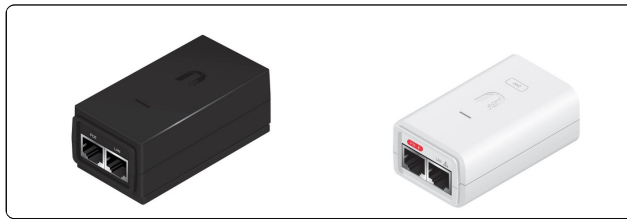
SETUP & TROUBLESHOOTING

Is my wireless equipment plugged in correctly?

Setup & troubleshooting guide

For wireless customers only. If you're on fibre, your setup uses an ONT (optical network terminal) supplied by Chorus, not a POE injector — please call us if you're having trouble with your fibre connection.

Your wireless setup has an external antenna or dish on your roof that connects to our network. Inside the house there's a **POE injector** (small box that powers the antenna) and a **router** (typically TP-Link branded if we supplied it). Use this guide to make sure everything's connected the right way.



POE injectors come in black or white — both work the same way.

What you're checking: the POE injector has power, the router has power, and the cables run in the right direction between them.

- 1 Find your **POE injector**. It's a small black or white box with two ethernet ports labelled **POE** and **LAN**, and a power cable.
- 2 Make sure the POE is plugged into the wall and there's a small light on top. If there's no light, try a different power point — that'll tell you whether it's the power point or the POE that's faulty.
- 3 Check your router is plugged into power and has lights on top. If no lights, look for a power button on the back and turn it on.



If we supplied your router, it'll be a TP-Link in one of these styles.

- 4 Find the **black ethernet cable** coming into your house from the antenna or dish outside. The end will look like this:



Plug it into the **POE** port on the front of the POE injector.

- 5 Find the second ethernet cable (usually yellow, grey, or white). Plug one end into the **LAN** port on the POE injector, and the other end into one of the **orange/yellow ports** on the back of the router.



Black antenna cable in **POE**, yellow ethernet in **LAN**.



The other end of the yellow cable goes into any of the orange ports.

- 6 Once everything's plugged in and lights are on, you should be back online.

Still not working? Try power-cycling: unplug the POE for 30 seconds, then plug it back in. Wait 2 minutes for it to come back up. If that doesn't fix it, give us a ring on 0800 4 WIRELESS.

NEED A HAND?

0800 4 WIRELESS

Sales Mon-Fri 9am-5pm. Support 7 days, 8am-8pm.