

Welcome to your Chorus optical network terminal

Welcome to the Chorus fibre network. You are connected to ultrafast broadband offering speeds of up to 1 Gbps.

If you want to upgrade your plan to get better broadband ring your broadband provider.

The Optical Network Terminal (ONT)

The ONT belongs to Chorus and if you move you should leave it in this property for the next resident or tenant.

This device is your Optical Network Terminal (ONT). It connects the modem supplied by your broadband provider to the Chorus fibre network.



If the lights of your modem aren't on check it is plugged in properly and the rest of the house has power

What to do if your optical network terminal is not working.

If you are having problems with your internet connection you should ring your broadband provider and report a fault. Your broadband provider will contact Chorus if they believe a technician's visit is necessary to fix the fault.

Your ONT is an electronic device and it needs to be connected to a power supply. If the lights are off check that it is plugged in and there is power in the property.

The problem could be with our equipment in the exchange, the ONT, or the modem supplied by your broadband provider. The lights on the ONT

may give you some indication of what the issue is. Turning your ONT off and on is unlikely to fix the problem.



Function	Light colour and behaviour	Description
POWER	Off	No power
	Red solid	Operating from battery not mains power
	Green solid	Operating from mains supply - normal
	Green flashing	ONT is starting up
OPTICAL	Off	There is no active service on the line. If you have just connected to our fibre network it could be a provisioning problem - call your broadband provider
	Red solid	There could be a problem with the equipment in the exchange and all other connections will be affected as well - call your broadband provider
	Green solid	Your internet is connected correctly
ALARM	Green flashing	You are using your connection
	Off	Everything is working fine
	Red solid	The ONT has failed - - call your broadband provider
	Green solid	No alarm
LAN1	Off	No service provisioned or no connection detected - - call your broadband provider
	Yellow solid	1 Gbps local network connection detected - normal
	Yellow flashing	1 Gbps local network connection in use - normal
	Green solid	100 Mbps local network connection detected - normal
LAN2-LAN4	Green flashing	100 Mbps local network connection in use - normal
	Off	These will not light up unless there is a connection to these ports then they will work as above. It is possible to use more than one broadband provider and their service will be delivered off one of these other ports
POTS	Off	No telephone line is provisioned or there is no connection as all phones on the connection are hung up
	Green solid	Phone is off the hook / Phone is in use
	Green flashing	Phone has been off the hook for over an hour
UPDATE	Off	Normal
	Red solid	There has been a software download failure to the ONT - - call your broadband provider
	Green flashing	An update to the software in the ONT is underway. Give it 10 minutes or so and if there is still no service ring your broadband provider

Check all services are connected to the right ports on the bottom of the ONT

