Connecting your ONT and Tilgin router:
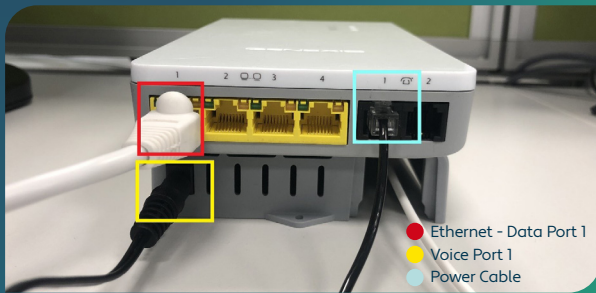
1. Locate your ONT / Genexis Box:

This box will probably be located in your hallway or garage where your broadband enters your property.
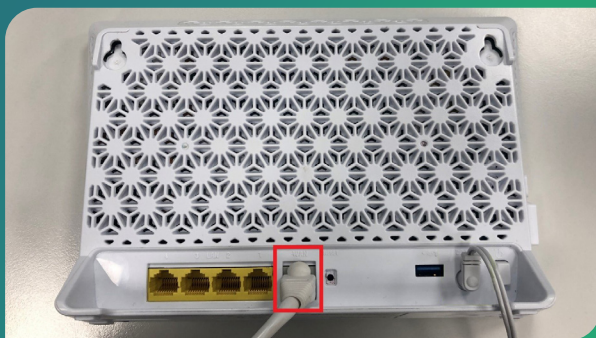

2. Connect the cables:

- Plug the 'Ethernet' cable into data port, if it's plugged into any of the other ports the service won't work.
- Plug the voice cable into voice port 1 unless otherwise instructed by JT.
- Please ensure the power cable is also pushed all the way in.

● Ethernet - Data Port 1
● Voice Port 1
● Power Cable

Note: If your ONT was installed before 2020, you will find the ports in the middle, to the right hand side of the box.

3. Connect ONT to Tilgin router

Plug the other end of the 'Ethernet' cable into the grey port marked "WAN" on the back of your Tilgin router. If it's plugged into any of the yellow ports, marked "LAN" it will not work.

4. Ensure the ONT/ Genexis face plate is correctly mounted onto the base unit.

Incorrect

Correct

- When your ONT is connected correctly there will be an audible 'click' from the unit locking into place securely.

5. Ensure the power lead coming out of your Tilgin router goes into a mains electricity socket and is **turned on.**

6. Check the lights on your ONT and Tilgin router.

- The ONT/Genexis box will have flashing green lights when first powered on but these will go solid after a few minutes. The flashing lights indicate the latest firmware is being downloaded.
- The **Tilgin router** will initially have both red and amber flashing lights on the front of the router. These will begin flashing green before going solid after about 10 minutes once the firmware, latest software and configuration updates are completed.

If you need to report a problem, or need further help with your broadband, please go to **www.jtglobal.com/help**

Please note, if your Tilgin or ONT is a different version to the ones shown in this guide, the principal remains the same.

JT
TOGETHER