Fibre Broadband Troubleshooting Guide

If you find that your broadband service has failed or is intermittent there are a few steps which you can do from home to try and get your service working again before contacting us.

1. Find your ONT/Genexis box

2. Make sure the cables are connected properly:

ONT/Genexis, Tilgin router, Power socket.

Power lead is coming out of the top right and leading into an electrical mains socket.

The Ethernet cable is connected into port number 1 – if it's plugged into any of the other ports the service won't work.
Note: If your ONT was installed before 2020, you will find the ports in the middle, to the right hand side of the box.
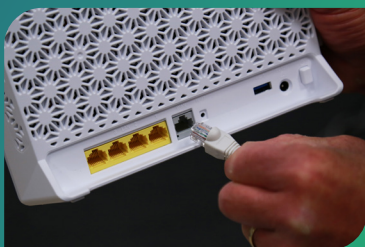
The other end of the Ethernet cable goes into the grey WAN port on the back of the Tilgin router. If it's plugged into any of the yellow ports it won't work.

3. Turn off the mains electricity plug supplying the ONT.

4. Turn off the mains electricity plug supplying the Tilgin router.

5. Wait for 10 minutes.

6. Switch the mains electricity plug connected to the ONT 'on'.

7. Switch the mains electricity plug connected to the Tilgin router 'on'.

8. The ONT will have flashing green lights when first powered on but these will go solid after 3 minutes.

9. The Tilgin router will initially have both red and amber flashing lights on the front of the router, these will then move to flashing green before going solid green after 10 minutes.

 If you've completed all these checks and your broadband or Wi-Fi service hasn't resumed you need to be sure the socket isn't broken. You can do this by plugging in a hoover/hairdryer/lamp. If the socket isn't working it's your responsibility to get an electrician/check the circuit breaker.

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

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