BYO Modem Setup Guide

BYO modem when transition

Please ensure that you do not make any changes to your modem settings while you are connected until our broadband service is activated, as this may result in a loss of connection with your current service provider. You will need to wait until our broadband service is fully connected. We will send you notifications once our broadband service is booked and/or connected, or you can also check the order status on our MyMegatel app.

BYO modem when new connection

You can set up your modem now and be ready for our broadband service to be connected. We will send you notifications once our broadband service is booked and/or connected, or you can also check the order status on our MyMegatel app.

Please also note that

- Your modem is Fibre compatible and has a WAN/Internet port to connect to Fibre box.
- Your modem is purchased in New Zealand, otherwise Wi-Fi won't perform well.
- Please take a moment to review the setup guide and familiarize yourself with the steps you need to follow on the connection date. If you believe that you cannot follow the setup guide or require assistance, please contact us at least 5 days before the connection date to discuss other options.
- Our BYO Modem Terms and Conditions will apply.

Step 1. Setup Your Modem

1. Connect to power

Plug your modem into a power plug near your Optical Network Terminal (ONT) and switch on - the ONT box is usually on the wall or at the point where your broadband connection enters the house.

2. Connect to your Fibre Box (ONT)

Plug your LAN/WAN cable into the WAN/Internet port on your modem and into the appropriate Port of your ONT box.

3. Connect your devices

   a. via Wi-Fi : Your modem may have your Wi-Fi Network Name and Wireless Key code/Password on the back or bottom. Alternatively, you may find this in your modem user guide. On your device, click on the Wi-Fi symbol and select your Wi-Fi network name.

b. <u>via Ethernet</u> : Connect your computer, or device, to a LAN port on your modem using a LAN/WAN/Ethernet cable.

4. Get online

    a. Your modem should have green lights on both WAN and Internet ports.
    b. If they are green, try loading a website or YouTube.
    c. Can't get online? This means modem setting required.
    d. Please change your modem settings (refer to the step 2 below).

Step 2. Log in to the router configuration

1. Open internet web browser, type in modem IP Address (refer to bottom of modem). Contact the modem's manufacture if you don't know or cannot find from the device.

2. Log in to the modem IP address with it's user name and password to access to the configuration page. You can also gain this information from the manufacture.

3. Go to WAN/Internet setting page in the configuration page and enter Megatel setting that we've provided below.

Megatel Setting for Fibre

Field	Configuration
Interface/ Access Type	Ethernet / ETH
Connection Type	PPPoE
VLAN or 802.1q	Disable
VLAN ID	Not Applicable
802.1p or VLAN Priority	0
PPP Username	nga@megatel.co.nz
PPP Password	megatel
MTU	1492
IP Address	Obtain automatically
DNS Servers	Obtain automatically
IP Protocol version	IPv4

5. SAVE the changes.

6. Reboot the modem and wait up to 2-5 mins.

7. Get online! Your modem should have green lights on both WAN and Internet ports.

If they are green, you should have internet connected.