Getting to know Connecta Wireless

Welcome to Connecta

This guide will help you understand how your connection works and provide some basic troubleshooting tips you can use before contacting us for technical assistance.

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Please print or save a copy of this guide on your computer for future reference, so you have it handy if you need to call us.

Our specialist wireless team are available Monday to Friday 9:00am - 5:30pm on 0800 969 869. If you contact us outside of these hours you will be directed to our customer care team. Alternatively, you can leave us a message and we'll get back to you during the next business day.

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How does Connecta Wireless Work?

Your wireless connection is different to a standard broadband connection as the signal is sent from the nearest Connecta base station to a dish installed on your roof. The dish is connected to the Indoor Unit (IDU) inside your home. The Indoor Unit is then connected to your router and phone adapter.
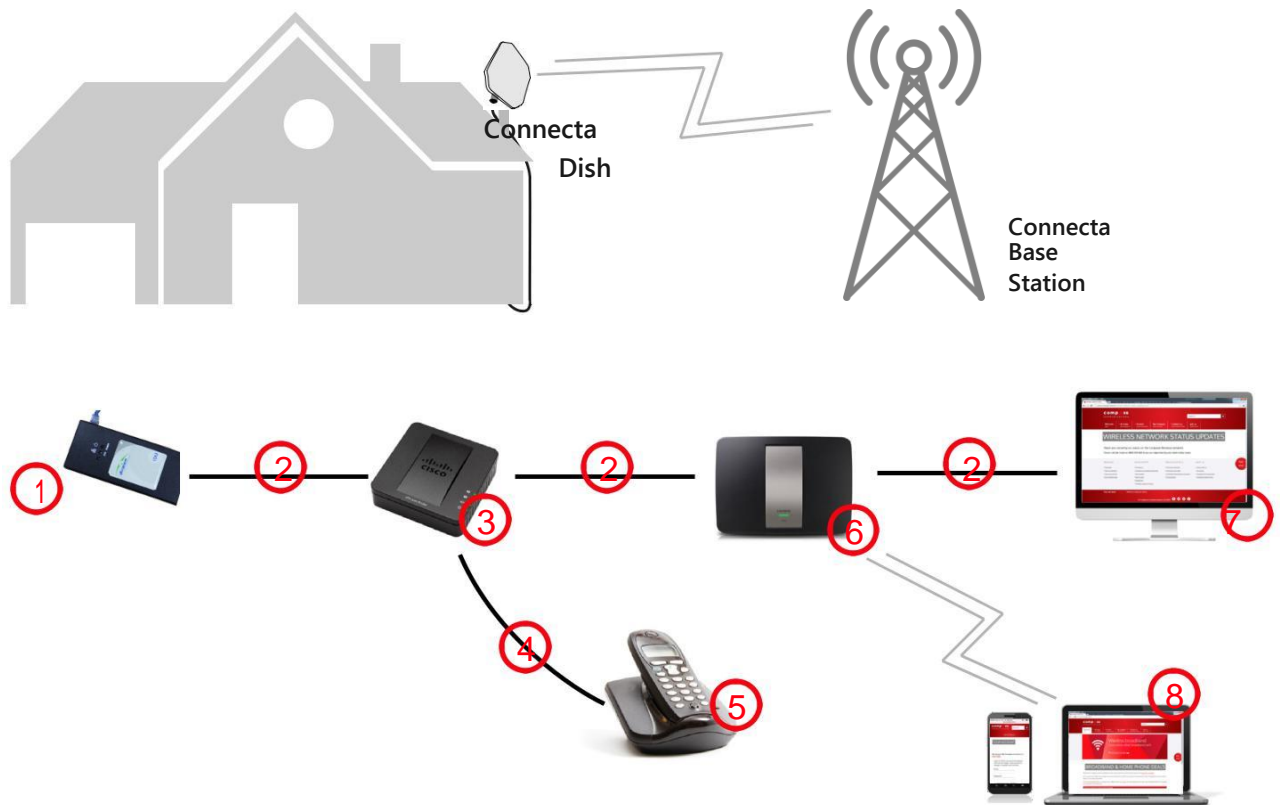
1	Indoor Unit (IDU)	5	Your phone (if you're using one)
2	Ethernet Cable (RJ45)	6	Router (if you're using one)
3	Phone Adaptor (ATA) - Phone customers only	7	Computer
4	Phone cable (RJ11) - Phone customers only	8	Connect other devices using WiFi

We recommend you connect all equipment to a surge protected power board to minimise effects of lightning or power surges.

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Help, I can't connect!

If you're having trouble connecting take a look through the simple steps below to help get you up and running again.

1. **Check for power**
   It's always worth checking all of the power leads and cables are in place and securely connected for all pieces of equipment. Next, check you have power to your device(s). The power indicator lights on each piece of equipment should be glowing.

2. **Check for any outages**
   Our network status lets you check for known problems in your area. Check the status of the Connecta Wireless Network by visiting **www. connecta.co.nz > Go to NETWORK STATUS** at the bottom You'll need another internet connection to access this page so you may wish to your mobile phone data to check your base station's status. We will also text customers affected by any outage and post all outage notifications on Facebook or you can call us on 0800 969 869 and select option 2.

3. **Check the WiFi connection in your home**
   If you can't get your wireless WiFi connection to work, try connecting an Ethernet cable from your computer to your router. Your computer will normally detect that the Ethernet cable has been plugged in, and you should be taken online. If this is the case, the problem is isolated to your WiFi.
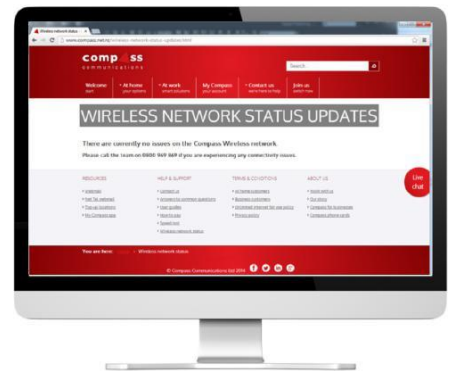
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Internet connection slow, or dropping out?

1. **Check your dish to see that nothing is blocking the signal**
    Tree growth, especially during spring, and new buildings can disrupt your signal as the dish requires a clear line of sight with the base station to work.

2. **Perform a speed test**
    If you feel you're experiencing slow speeds please do a [speed test](www.connecta.co.nz/speed-test) (www.connecta.co.nz/speed-test). Then either take a screen shot and email it to mailto:info@connecta.co.nzor phone us with your results on 0800 969 869. Please note the time and date with the speed test results for trouble shooting. As Connecta Wireless is a best efforts service you may experience a decrease in speed at peak times of the day.

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Still can't get connected?

No Internet Access?

1. Restart your router by removing the black power plug. Wait 1 minute and put the power plug back in.
2. Check to see if you can access http://www.connecta.co.nz on your web browser.
3. If this doesn't work, restart your Indoor Unit (IDU) by removing the black power plug until it powers down. Wait 1 minute, then put the plug in again.
4. Check to see if you can access http://www.connecta.co.nz on your web browser.
5. Power off your router then restart your Indoor Unit (IDU) by removing the black power plug until it powers down. Wait 1 minute, plug your Indoor Unit (IDU) power plug back in and then plug in your router.
6. If you still don't have internet access call Wireless Support on 0800 969 869.

No Dial Tone On Your Phone?

1. Restart your Phone Adaptor (ATA) by removing the black power plug until it powers down. Wait 1 minute, then put the plug in again.
2. Check to see if your phone has dial tone.
3. If it doesn't, restart your Indoor Unit (IDU) by removing the black power plug until it powers down. Wait 1 minute, then put the plug in again.
4. Check to see if your phone has dial tone.
5. If there's still no dial tone plug another phone into Port 1 and check for dial tone.
6. If there's no dial tone call Connecta Support on 0800 969 869.

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Still can't get connected?

No Internet or Phone Dial Tone?

1. Restart your Phone Adaptor (ATA) by removing the black power plug until it powers down. Wait 1 minute, then put the plug in again.
2. Check to see if the phone has a dial tone and if you can access http://www.connecta.co.nz on your web browser.
3. Restart your router by removing the black power plug. Wait 1 minute and put the power plug back in.
4. Check to see if you can access http://www.connecta.co.nz on your web browser.
5. If you're still unable to access the internet, or there's no dial tone - restart the Indoor Unit (IDU), then Phone Adaptor (ATA), then the router by removing the black power plug until it powers down. Wait 1 minute, then put the plug in again.
6. If you still have no dial tone or internet access call Connecta Support on 0800 969 869.

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Checking your data usage

Keep an eye on the data you use by logging into the My

Connecta section of the website at

http://www.connecta.co.nz/my-connecta/

Setting up My Connecta is easy. You just need your
Connecta account number (you'll find it on any of your
invoices) and your 4 digit security PIN. Sign up here.

If you don't know your 4 digit security PIN, just
call us on 0800 969 869 and we'll help you out.

My Connecta will prompt you to enter your
email address and password as your log in details.

**My Connecta puts you in complete control of
your account. You can**
- See your current account balance.
- Check the cost of the call you just made.
- See how much data you've used so far this month.
- Make changes to your services.
- View past invoices.
- Make payments.
- Arrange a direct debit.
- Request support.
- You can even personalise your own phone book.

Download the My Compass Android app from Google Play.
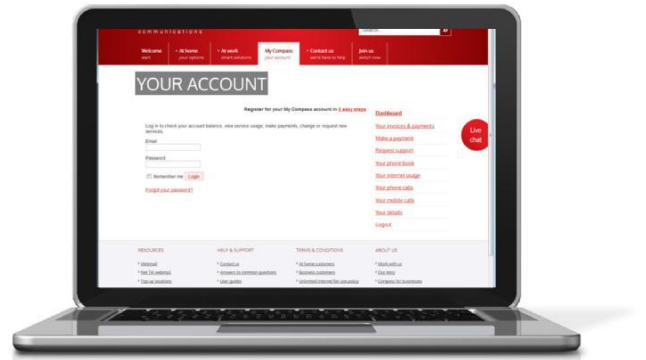
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Identifying Your Wireless Equipment

If you would like a set of labels to help you identify your indoor equipment, please email us at info@connecta.co.nz with your name and account number and we'll get these out to you.

Indoor Unit (IDU)

This black or white unit powers the dish on your roof. It will have three cables - a black cable running up to the dish, a power cable and an Ethernet cable running to either the Phone Adaptor (if you have a phone connection) or your Router/PC.

| Top of Device	LED's

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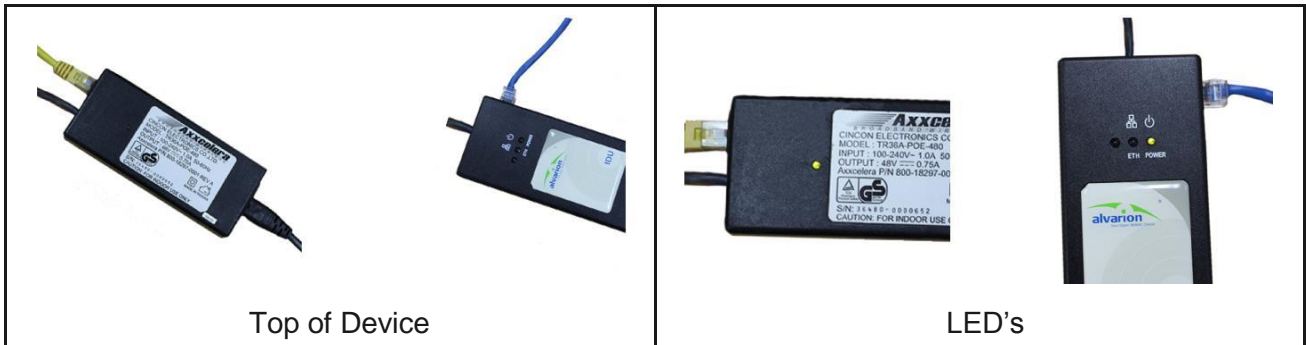
Identifying Your Wireless Equipment

Phone Adaptor (ATA) - phone customers only

The Phone Adaptor provides the analogue phone line in your home. You can plug in any standard landline handset. Your phone is always plugged into port 'Phone 1' unless advised by our wireless specialists.

Cisco Linksys SPA122	Grandstream	Cisco ATA 2102

The back of your Phone Adaptor will look similar to this.
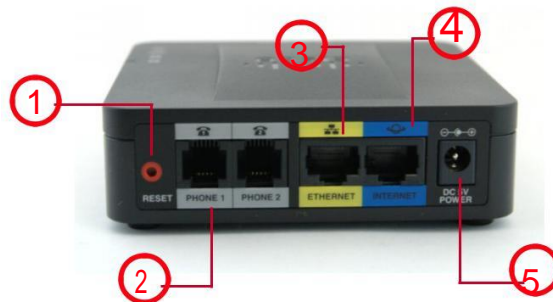
1 Reset Button - CAUTION
Please do not push this button. Pressing this causes the device to forget all of the configuration data and you will not be able to use the service until it has been sent back to Connecta to be reconfigured.

2 Phone 1
Your phone cord plugs in here.

3 Ethernet Port
The Ethernet cable connects from here to the router or directly to your computer if you do not have a router.

4 Internet Port
This is where the Ethernet Cable will connect from the Indoor Unit (IDU).

5 Power Cable

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Identifying Your Wireless Equipment

Router (optional)

To ease support and troubleshooting we encourage you to purchase a router from Connecta. Alternatively, if you use your own router we may be unable to give you support as every device is different.

The router is used to log onto the Connecta network with your user name and password and provides the internet in your home via cable or WiFi. Multiple devices can connect to your router to share your broadband connection. Connecta provides Cisco routers - you may have a router of your own which is different to those pictured.

Cisco E1200	Cisco E3200	Cisco EA3500	Cisco EA6300

The back of your Router will look similar to this.
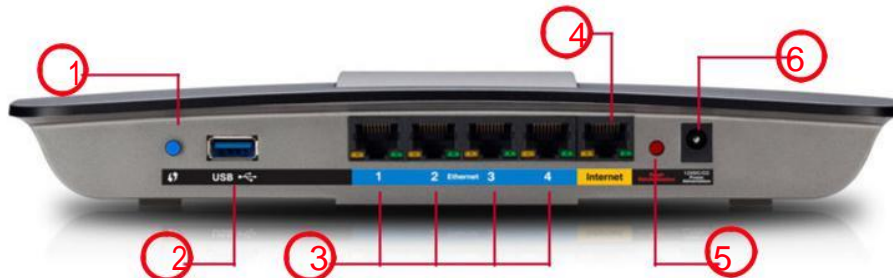
1 Refresh Button
Refreshes the connection.

USB Port
2 Can be used to share files between devices connected to this router.

Ethernet Ports
3 Can be used to connect compatible devices using an Ethernet Cable.

4 Internet Port
This is where the Ethernet Cable will connect from either the Phone Adaptor (ATA) if you have a voice connection, or the Indoor Unit (IDU) if you have a data only connection.

5 Reset Button - CAUTION
Please do not push this button. Pressing this causes the device to forget all of the configuration data and you will not be
able to use the service until the router has been sent back to Connecta to be reconfigured.

6 Power Cable

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